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●	25	5	QB4. What best describes the occupation of the main income earner in your household?	Base : All participants	5161
●	31	6	QB5. You said that the main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?	Base : Main income earner in the household is now retired on an occupational pension	943
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●	85	15	PRE_QC1/C2_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with	Base : All participants (on even months) Q1-Q2 2022 only	1291

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●	139	24	PRE_QC1/QC2_8. Which types of communication would you be happy to receive from (Total Answers) - Other	Base : All participants (on even months) Q1-Q2 2022 only	1291
●	145	25	QC2_1. Which method would you prefer to receive communications from - Your bank / building society	Base : All participants	2580
●	151	26	QC2_2. Which method would you prefer to receive communications from - Your gas / electricity provider	Base : All participants	2580
●	157	27	QC2_3. Which method would you prefer to receive communications from - Your local council or tax office	Base : All participants	2580
●	163	28	QC2_4. Which method would you prefer to receive communications from - Your GP / medical or healthcare professional	Base : All participants	2580
●	169	30	QC2_6. Which method would you prefer to receive communications from - Your landline/mobile phone provider	Base : All participants	2580
●	175	31	QC2_7. Which method would you prefer to receive communications from - Your paid TV provider	Base : All participants	2580

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●	181	32	QC2_8. Which method would you prefer to receive communications from - Your broadband provider	Base : All participants	2580
●	187	34	QC2_1. Which types of communication would you be happy to receive from - Post	Base : All participants	2580
●	193	35	QC2_2. Which types of communication would you be happy to receive from - Phone call	Base : All participants	2580
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●	217	39	QC2_6. Which types of communication would you be happy to receive from - Video calling (e.g. Skype, FaceTime, etc)	Base : All participants	2580
●	223	40	QC2_7. Which types of communication would you be happy to receive from - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	Base : All participants	2580
●	229	41	QC2_8. Which types of communication would you be happy to receive from - Other	Base : All participants	2580
●	235	42	QC3_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I prefer to send emails rather than letters whenever possible	Base : All participants	3871
●	241	43	QC3_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	Base : All participants	3871
●	247	44	QC3_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I only use post if there is no alternative	Base : All participants	3871

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●	253	45	QC3_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I would feel cut off from society if I couldn't send or receive post	Base : All participants	3871
●	259	46	QC3_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I only use post to send greetings cards	Base : All participants	3871
●	265	47	QC3_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I send fewer letters by post now due to the cost	Base : All participants	3871
●	271	48	QC3_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? There are some things that I will always need to send by post	Base : All participants	3871
●	277	49	QC3_13 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	Base : All participants	2580
●	283	50	QC3_14 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one? I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	Base : All participants	2580
●	289	51	QC3_NET_AGREE Sending and receiving post - Agreement - Agree Summary	Base : All participants	3871
●	295	52	QC3_NET_DISAGREE Sending and receiving post - Agreement - Disagree Summary	Base : All participants	3871
●	301	53	QC3_Mean Sending and receiving post - Agreement - Mean Summary	Base : All participants	3871
●	307	54	QC4_1. How important to you are each of these channels of communication? - Post	Base : All participants	3871
●	313	55	QC4_2. How important to you are each of these channels of communication? - Phone calls	Base : All participants	2580

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●	319	56	QC4_4. How important to you are each of these channels of communication? - Text messages	Base : All participants	3871
●	325	57	QC4_5. How important to you are each of these channels of communication? - Email	Base : All participants	3871
●	331	58	QC4_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)	Base : All participants	3871
●	337	59	QC4_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)	Base : All participants	3871
●	343	60	QC4_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	Base : All participants	3871
●	349	61	QC4_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet	Base : All participants	3871
●	355	62	QC4_NET_ESSENTIAL. How important to you are each of these channels of communication? - Essential/Fairly important Summary	Base : All participants	3871
●	361	63	QC4_NET_IRRELEVANT. How important to you are each of these channels of communication? - Irrelevant/Not very important Summary	Base : All participants	3871
●	367	64	QC4_MEAN. How important to you are each of these channels of communication? - Mean Summary	Base : All participants	3871
●	373	65	QD1_1. How much would you say you rely on postal services for sending and receiving the following... - Letters and cards	Base : All participants	5161
●	379	66	QD1_2. How much would you say you rely on postal services for sending and receiving the following... - Parcels	Base : All participants	5161
●	385	67	QD1_NET_RELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Very/fairly reliant Summary	Base : All participants	5161
●	391	68	QD1_NET_NOTRELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Not at all/not very reliant Summary	Base : All participants	5161
●	397	69	QD1_MEAN. How much would you say you rely on postal services for sending and receiving the following... Mean Summary	Base : All participants	5161

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●	403	70	QD2. How would you rate your overall satisfaction with Royal Mail?	Base : All participants	5161
●	409	71	QD3_1. How satisfied are you with the following aspects of Royal Mail's service? Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	Base : All participants	5161
●	415	72	QD3_2. How satisfied are you with the following aspects of Royal Mail's service? Items you send reaching their destination	Base : All participants	5161
●	421	73	QD3_3. How satisfied are you with the following aspects of Royal Mail's service? Items being delivered intact/undamaged	Base : All participants	5161
●	427	74	QD3_4. How satisfied are you with the following aspects of Royal Mail's service? Speed of delivery	Base : All participants	5161
●	433	75	QD3_5. How satisfied are you with the following aspects of Royal Mail's service? Availability of post boxes	Base : All participants	5161
●	439	76	QD3_6. How satisfied are you with the following aspects of Royal Mail's service? Availability of Post Office branches	Base : All participants	5161
●	445	77	QD3_7. How satisfied are you with the following aspects of Royal Mail's service? Cost of postage	Base : All participants	5161
●	451	78	QD3_8. How satisfied are you with the following aspects of Royal Mail's service? Accessibility of services	Base : All participants	5161
●	457	79	QD3_9. How satisfied are you with the following aspects of Royal Mail's service? Easy to access information, e.g. about complaints procedures	Base : All participants	5161
●	463	80	QD3_10. How satisfied are you with the following aspects of Royal Mail's service? Product and service innovation	Base : All participants	5161
●	469	81	QD3_NET_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary	Base : All participants	5161

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●	475	82	QD3_NET_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary	Base : All participants	5161
●	481	83	QD3_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary	Base : All participants	5161
●	487	84	QD5. Royal Mail have a smartphone app that you can use to buy postage stamps, track items, book collections, find drop off locations and measure the size of parcels. Which of the following statements best describes your awareness or use of this app before today?	Base : All participants	2580
●	493	85	QD6. What features of the Royal Mail smartphone app have you used?	Base : All who use the app	305
●	499	86	QE1_1. Approximately how many of the following have you personally received in the last week through the post? Invitations, greetings cards and postcards / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5160
●	505	87	QE1_2. Approximately how many of the following have you personally received in the last week through the post? Personal letters (e.g. from a friend or relative) / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5160
●	511	88	QE1_3. Approximately how many of the following have you personally received in the last week through the post? Letters from organisations that you have a relationship with / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5161
●	517	89	QE1_4. Approximately how many of the following have you personally received in the last week through the post? Bills/ invoices/ statements / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5161
●	523	90	QE1_5. Approximately how many of the following have you personally received in the last week through the post? Smaller parcels - that fit through a letterbox / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5161

	Page	Table	Title	Base Description	Base
●	529	91	QE1_6. Approximately how many of the following have you personally received in the last week through the post? Larger parcels - that do not fit through a letterbox / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5161
●	535	92	QE1_7. Approximately how many of the following have you personally received in the last week through the post? Newsletters, leaflets and promotions from organisations that you have a relationship with / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	2579
●	541	93	QE1_8. Approximately how many of the following have you personally received in the last week through the post? Addressed direct mail from organisations that you don't have a relationship with / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	2579
●	547	94	QE1_9. Approximately how many of the following have you personally received in the last week through the post? Catalogues and brochures / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	2579
●	553	95	QE1_10. Approximately how many of the following have you personally received in the last week through the post? Magazines you subscribe to / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	2579
●	559	96	QE1_11. Approximately how many of the following have you personally received in the last week through the post? Items requiring a signature / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5160
●	565	97	QE1_12. Approximately how many of the following have you personally received in the last week through the post? Other important items which involve postal or delivery services / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	2579



	Page	Table	Title	Base Description	Base
●	571	98	QE1_Post. Approximately how many of the following have you personally received in the last week through the post? All Post / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5161
●	577	99	QE1_Letters. Approximately how many of the following have you personally received in the last week through the post? All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements) / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5161
●	583	100	QE1_Parcel. Approximately how many of the following have you personally received in the last week through the post? Small and Large Parcels Combined / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	5161
●	589	101	QE1_Doordrop. Approximately how many of the following have you personally received in the last week through the post? All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines) / Total Mean (including those not Receiving any) / Receiving Mean (excluding those not Receiving any)	Base : All participants	2580
●	595	102	QE1_Any. Approximately how many of the following have you personally received in the last week through the post? - Any Receiving Summary	Base : All participants	5161
●	601	103	QE1_Mean_Total. Approximately how many of the following have you personally received in the last week through the post? - Total Mean (including those not Receiving any) Summary	Base : All participants	5161
●	607	104	QE1_Mean_Receiving. Approximately how many of the following have you personally received in the last week through the post? - Receiving Mean (excluding those not Receiving any) Summary	Base : All receiving at least one of each type of post	5161
●	613	105	QE2_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Invitations, greetings cards and postcards	Base : All participants	3870

	Page	Table	Title	Base Description	Base
●	619	106	QE2_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Personal letters (e.g. from a friend)	Base : All participants	3870
●	625	107	QE2_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Letters from organisations that you have a relationship with	Base : All participants	3870
●	631	108	QE2_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Bills, invoices and statements	Base : All participants	3870
●	637	109	QE2_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Smaller parcels - that fit through a letterbox	Base : All participants	3870
●	643	110	QE2_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Larger parcels - that do not fit through a letterbox	Base : All participants	3870
●	649	111	QE2_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Newsletters, leaflets and promotions from organisations that you have a relationship with	Base : All participants	3870
●	655	112	QE2_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Addressed direct mail from organisations that you don't have a relationship with	Base : All participants	3870
●	661	113	QE2_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Catalogues and brochures	Base : All participants	3870
●	667	114	QE2_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Magazines you subscribe to	Base : All participants	3870

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●	673	115	QE2_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Items requiring a signature	Base : All participants	3870
●	679	116	QE2_NET_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary	Base : All participants	3870
●	685	117	QE2_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? No change Summary	Base : All participants	3870
●	691	118	QE2_NET_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary	Base : All participants	3870
●	697	119	QE2_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary	Base : All participants	3870
●	703	120	QE3. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?	Base : All participants	5161
●	709	121	QE4_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Low cost	Base : Have had to decide on a postal/delivery option in the last month	1877
●	715	122	QE4_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Free delivery	Base : Have had to decide on a postal/delivery option in the last month	1877

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●	721	123	QE4_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Inclusion of insurance	Base : Have had to decide on a postal/delivery option in the last month	1877
●	727	124	QE4_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Guarantee that the parcel will arrive on time	Base : Have had to decide on a postal/delivery option in the last month	1877
●	733	125	QE4_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Ability to see where my delivery is at any point in time	Base : Have had to decide on a postal/delivery option in the last month	1877
●	739	126	QE4_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Ability to choose an express or next day service	Base : Have had to decide on a postal/delivery option in the last month	1877
●	745	127	QE4_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Ability to select a specific date/time for delivery	Base : Have had to decide on a postal/delivery option in the last month	1877
●	751	128	QE4_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Fast delivery	Base : Have had to decide on a postal/delivery option in the last month	1877

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●	757	129	QE4_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Convenient options for me to accept the delivery	Base : Have had to decide on a postal/delivery option in the last month	1877
●	763	130	QE4_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Ability to select an evening/weekend delivery	Base : Have had to decide on a postal/delivery option in the last month	1877
●	769	131	QE4_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Proof of postage/dispatch	Base : Have had to decide on a postal/delivery option in the last month	1877
●	775	132	QE4_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	Base : Have had to decide on a postal/delivery option in the last month	1877
●	781	133	QE4_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Option to reschedule if I am unable to take the delivery	Base : Have had to decide on a postal/delivery option in the last month	1877
●	787	134	QE4_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Ability to provide a specific time slot or SMS notification of delivery time	Base : Have had to decide on a postal/delivery option in the last month	1877

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●	793	135	QE4_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Proof and details of delivery receipt sent to me	Base : Have had to decide on a postal/delivery option in the last month	1877
●	799	137	QE4_20. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Parcel provider operates in an environmentally responsible way	Base : Have had to decide on a postal/delivery option in the last month	1035
●	805	138	QE4_21. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	Base : Have had to decide on a postal/delivery option in the last month	1035
●	811	139	QE4_22. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Proof and details of delivery receipt sent to the sender	Base : Have had to decide on a postal/delivery option in the last month	1035
●	817	140	QE4_NET_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary	Base : Have had to decide on a postal/delivery option in the last month	1877
●	823	141	QE4_NET_NOTIMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary	Base : Have had to decide on a postal/delivery option in the last month	1877
●	829	142	QE4_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary	Base : Have had to decide on a postal/delivery option in the last month	1877

	Page	Table	Title	Base Description	Base
●	835	143	QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?	Base : All participants	5161
●	841	144	QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?	Base : All those experiencing problems	2746
●	847	145	PRE_QF2. And in the last 12 months, have you made a complaint directly to Royal Mail about any letters or cards you've sent or received?	Base : Those who had cause to complain to Royal Mail about its services in the last 12 months	311
●	853	146	QF2. And in the last 12 months, have you made a complaint directly to Royal Mail about any letters or cards you've sent or received?	Base : All participants	2580
●	859	147	QF3. Where did you find information about how to make a complaint, or did you not need this information?	Base : Those making a complaint to the Royal Mail	687
●	865	148	QF4. How easy or difficult did you find it to make a complaint about Royal Mail?	Base : Those making a complaint to the Royal Mail	687
●	871	149	QF5. What was difficult about making the complaint to Royal Mail?	Base : Those finding it difficult to make a complaint to the Royal Mail	176
●	877	150	QF6_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled	Base : Those making a complaint to the Royal Mail	687
●	883	151	QF6_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint	Base : Those making a complaint to the Royal Mail	687
●	889	152	QF6_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint	Base : Those making a complaint to the Royal Mail	687
●	895	153	QF6_NET_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary	Base : Those making a complaint to the Royal Mail	687
●	901	154	QF6_NET_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary	Base : Those making a complaint to the Royal Mail	687
●	907	155	QF6_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary	Base : Those making a complaint to the Royal Mail	687

	Page	Table	Title	Base Description	Base
●	913	156	QF7. Why didn't you make a complaint to Royal Mail?	Base : Those who had cause but did not make a complaint to the Royal Mail	907
●	919	157	PRE_QF8. In the last 12 months, have you made a complaint to anyone else about any letters or cards you've sent or received from the Royal Mail?	Base : Those who has cause to complain to Royal Mail about its services in the last 12 months	311
●	925	158	QF8. In the last 12 months, have you made a complaint to anyone else about any letters or cards you've sent or received from the Royal Mail?	Base : All participants	2580
●	931	159	QG1_1. Approximately how many of the following have you sent in the last month? Invitations, greetings cards and postcards / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5160
●	937	160	QG1_2. Approximately how many of the following have you sent in the last month? Personal letters (e.g. to a friend or relative) / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5159
●	943	161	QG1_3. Approximately how many of the following have you sent in the last month? Formal letters to organisations or individuals / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5160
●	949	162	QG1_4. Approximately how many of the following have you sent in the last month? Payments for Bills/ invoices/ statements / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5159
●	955	163	QG1_5. Approximately how many of the following have you sent in the last month? Smaller parcels - that will fit through a letterbox / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5159
●	961	164	QG1_6. Approximately how many of the following have you sent in the last month? Larger parcels - that will not fit through a letterbox / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5159



	Page	Table	Title	Base Description	Base
●	967	165	QG1_7. Approximately how many of the following have you sent in the last month? Items requiring a signature / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5159
●	973	166	QG1_8. Approximately how many of the following have you sent in the last month? Other important items which involve postal or delivery services / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5159
●	979	167	QG1_Post. Approximately how many of the following have you sent in the last month? All Post / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5161
●	985	168	QG1_Services. Approximately how many of the following have you sent in the last month? All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements) / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5161
●	991	169	QG1_Parcels. Approximately how many of the following have you sent in the last month? Small & Large Parcels Combined / Total Mean (including those not Sending any) / Sending Mean (excluding those not Sending any)	Base : All participants	5161
●	997	170	QG1_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary	Base : All participants	5161
●	1003	171	QG1_Mean_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary	Base : All participants	5161
●	1009	172	QG1_Mean_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary	Base : All sending at least one of each type of post	5161
●	1015	173	PRE_QG2_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?	Base : All participants Q1-Q2 2022 only	2581

	Page	Table	Title	Base Description	Base
●	1021	174	PRE_QG2_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?	Base : All participants Q1-Q2 2022 only	2581
●	1027	175	QG2_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?	Base : All participants	2580
	1033	176	QG2_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials? BY QG2_3 Reduce the number of parcels you send so that you can afford essentials?	Base : All participants	2580
	1034	177	QG2_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials? BY QG2B_1 Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?	Base : All participants	1290
●	1035	178	QG2_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?	Base : All participants	2580
	1041	179	QG2_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards? BY QG2_4 Cut back on essentials so that you can afford to send the same number of parcels?	Base : All participants	2580
	1042	180	QG2_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards? BY QG2B_2 Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?	Base : All participants	1290
●	1043	181	QG2_3. In the last three months have you had to... - Reduce the number of parcels you send so that you can afford essentials?	Base : All participants	2580
●	1049	182	QG2_4. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of parcels ?	Base : All participants	2580
●	1055	183	QG2_NET. In the last three months have you had to... - NET: Yes	Base : All participants	2580

	Page	Table	Title	Base Description	Base
●	1061	184	QG2b_1. In the last three months have you had to ... - Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?	Base : All participants	1290
●	1068	185	QG2b_2. In the last three months have you had to ... - Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?	Base : All participants	1290
●	1074	186	QG3_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Invitations, greetings cards and postcards	Base : All participants	3870
●	1080	187	QG3_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Personal letters (e.g. to a friend or relative)	Base : All participants	3870
●	1086	188	QG3_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Formal letters to organisations or individuals	Base : All participants	3870
●	1092	189	QG3_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Payments for bills/ invoices/ statements	Base : All participants	3870
●	1098	190	QG3_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Smaller parcels - that will fit through a letterbox	Base : All participants	3870
●	1104	191	QG3_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Larger parcels - that will not fit through a letterbox	Base : All participants	3870
●	1110	192	QG3_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Items requiring a signature	Base : All participants	3870

	Page	Table	Title	Base Description	Base
●	1116	193	QG3_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Tracked post, e.g. items that you can track where they are in the delivery process	Base : All participants	3870
●	1122	194	QG3_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Other types of mail	Base : All participants	1290
●	1128	195	QG3_NET_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly more Summary	Base : All participants	3870
●	1134	196	QG3_NET_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? No change Summary	Base : All participants	3870
●	1140	197	QG3_NET_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Much/Slightly less Summary	Base : All participants	3870
●	1146	198	QG3_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary	Base : All participants	3870
●	1152	199	QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month	Base : Sent any letters in the last month	1613
●	1158	200	QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month	Base : All Participants	2580
●	1164	201	QH2_1. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Low cost	Base : All participants	3870
●	1170	202	QH2_2. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Fast delivery	Base : All participants	3870
●	1176	203	QH2_3. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Next day delivery option	Base : All participants	3870

	Page	Table	Title	Base Description	Base
●	1182	204	QH2_4. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery within 3 days	Base : All participants	3870
●	1188	205	QH2_5. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Convenient to post (within 1/2 mile)	Base : All participants	3870
●	1194	206	QH2_6. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Same price to send to anywhere within the UK	Base : All participants	3870
●	1200	207	QH2_7. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery to recipient's door	Base : All participants	3870
●	1206	208	QH2_8. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Daily collection service	Base : All participants	3870
●	1212	209	QH2_9. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Letter delivery is fulfilled in an environmentally responsible way	Base : All participants	2580
●	1218	210	QQH2_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Important Summary	Base : All participants	3870
●	1224	211	QQH2_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Not important Summary	Base : All participants	3870
●	1230	212	QH2_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Mean Summary	Base : All participants	3870
●	1236	213	QH3. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?	Base : All participants	5161
●	1242	214	QH4. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?	Base : All participants	5161
●	1248	215	QH5. We can tell you that a first class stamp for a standard letter currently costs 95p* . How would you rate Royal Mail's first class service in terms of value for money?	Base : All participants	5161

	Page	Table	Title	Base Description	Base
●	1254	216	QH6. We can tell you that a second class stamp for a standard letter currently costs 68p* . How would you rate Royal Mail's second class service in terms of value for money?	Base : All participants	5161
●	1260	217	QH7. It currently costs £1.85 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?	Base : Northern Ireland participants	689
●	1266	218	QH8. When sending letters or cards, which service do you tend to use?	Base : All participants	5161
●	1272	219	PRE_QH9. Which, if any, of these describe your reasons for your choice of postage stamps when using them?	Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards	1366
●	1278	220	QH9. Which, if any, of these describe your reasons for your choice of postage stamps when using them?	Base : Use 1st or 2nd class stamps	2434
●	1284	221	QH10. In the last year, in which of these locations have you purchased postage stamps?	Base : Use 1st or 2nd class stamps	2434
●	1290	222	QI1. Thinking of the parcels that you've sent in the last month , how was the postage paid for?	Base : Sent any parcels in the last month	2643
●	1296	223	QI2. In total, how much have you spent on postage for the parcels you've sent in the last month?	Base : Paid for parcel postage in the last month	880
●	1302	224	QI2. In total, how much have you spent on postage for the parcels you've sent in the last month?	Base : All participants	2580
●	1308	225	QH1/I2. Combined spend on letters and parcels in the last month	Base : All participants	2580
●	1314	226	QI3. How did you send the parcels you've sent in the last month?	Base : Sent any parcels in the last month	2643
●	1320	227	PRE_QI4. Which, if any of these Royal Mail products have you used to send parcels in the last month?	Base : Sent any parcels in the last month	1449
●	1326	228	QI4. Which, if any of these Royal Mail products have you used to send parcels in the last month?	Base : If used a Royal Mail method to send parcels in the last month	970
●	1332	229	QI5. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?	Base : Used Non-Royal Mail services to send parcels	666

	Page	Table	Title	Base Description	Base
●	1338	230	Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail	Base : Didn't use Royal Mail services to send parcels	268
●	1344	231	Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?	Base : Used Royal Mail and Non-Royal Mail services to send parcels	398
●	1350	232	PRE_Q16_1. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Low cost	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	1592
●	1356	233	PRE_Q16_2. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Guarantee that the parcel will arrive on time	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	1592
●	1362	234	PRE_Q16_3. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Ability to track the delivery	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	1592
●	1368	235	PRE_Q16_4. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Ability to choose an express or next day service	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	1592
●	1374	236	PRE_Q16_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Ability to select a specific date/time for delivery	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	1592
●	1380	237	PRE_Q16_6. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Fast delivery	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	1592

	Page	Table	Title	Base Description	Base
●	1386	238	PRE_Q16_7. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Convenient options for me to drop the parcel off	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	1592
●	1392	239	PRE_Q16_8. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Convenient options for the operator to pick the parcel up from me	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	1592
●	1398	240	PRE_Q16_9. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Convenient options for the recipient to accept the delivery	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	1592
●	1404	241	PRE_Q16_10. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Insurance against damage or loss	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	1592
●	1410	242	PRE_Q16_11. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Same price to send to anywhere within the UK	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	1592
●	1416	243	PRE_Q16_12. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Proof of postage/dispatch	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	1592
●	1422	244	PRE_Q16_13. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Proof of receipt/delivery	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	1592
●	1428	245	PRE_Q16_14. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Delivery to recipient's door	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	1592



	Page	Table	Title	Base Description	Base
●	1434	246	PRE_QI6_15. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Daily collection service	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	1592
●	1440	247	PRE_QI6_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Important Summary	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	1592
●	1446	248	PRE_QI6_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Not important Summary	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	1592
●	1452	249	PRE_QI6_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary	Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month	1592
●	1458	250	QI6_1. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Low cost	Base : All participants	2580
●	1464	251	QI6_2. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Guarantee that the parcel will arrive on time	Base : All participants	2580
●	1470	252	QI6_3. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Ability to track the delivery	Base : All participants	2580
●	1476	253	QI6_4. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Ability to choose an express or next day service	Base : All participants	2580
●	1482	254	QI6_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Ability to select a specific date/time for delivery	Base : All participants	2580
●	1488	255	QI6_6. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Fast delivery	Base : All participants	2580

	Page	Table	Title	Base Description	Base
●	1494	256	QI6_7. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Convenient options for me to drop the parcel off	Base : All participants	2580
●	1500	257	QI6_8. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Convenient options for the operator to pick the parcel up from me	Base : All participants	2580
●	1506	258	QI6_9. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Convenient options for the recipient to accept the delivery	Base : All participants	2580
●	1512	259	QI6_10. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Insurance against damage or loss	Base : All participants	2580
●	1518	260	QI6_11. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Same price to send to anywhere within the UK	Base : All participants	2580
●	1524	261	QI6_12. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Proof of postage/dispatch	Base : All participants	2580
●	1530	262	QI6_13. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Proof of receipt/delivery	Base : All participants	2580
●	1536	263	QI6_14. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Delivery to recipient's door	Base : All participants	2580
●	1542	264	QI6_15. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Daily collection service	Base : All participants	2580
●	1548	265	QI6_16. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Parcel provider operates in an environmentally responsible way	Base : All participants	2580
●	1554	266	QI6_17. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	Base : All participants	2580

	Page	Table	Title	Base Description	Base
●	1560	267	QI6_18. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Options for people receiving parcels with specific needs from delivery company, eg. relating to limited mobility or a disability	Base : All participants	2580
●	1566	268	QI6_NET_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Important Summary	Base : All participants	2580
●	1572	269	QI6_NET_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Not important Summary	Base : All participants	2580
●	1578	270	QI6_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary	Base : All Participants	2580
●	1584	271	QI7_1. How much do you agree or disagree with the following statements I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	Base : All participants	2580
●	1590	272	QI7_2. How much do you agree or disagree with the following statements I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	Base : All participants	2580
●	1596	273	QI7_3. How much do you agree or disagree with the following statements I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	Base : All participants	2580
●	1602	274	QI7_NET_AGREE. How much do you agree or disagree with the following statements - Agree/Agree strongly Summary	Base : All participants	2580
●	1608	275	QI7_NET_DISAGREE. How much do you agree or disagree with the following statements - Disagree/Disagree strongly Summary	Base : All participants	2580
●	1614	276	QI7_MEAN. . How much do you agree or disagree with the following statements - Mean Summary	Base : All participants	2580
●	1620	277	QJ1_1. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Royal Mail	Base : All participants	5161

	Page	Table	Title	Base Description	Base
●	1626	278	QJ1_2. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Citipost	Base : All participants	2581
●	1632	279	QJ1_3. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Collect +	Base : All participants	5161
●	1638	280	QJ1_4. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DHL	Base : All participants	5161
●	1644	281	QJ1_5. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - FedEx	Base : All participants	5161
●	1650	282	QJ1_6. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Evri	Base : All participants	5161
●	1656	283	QJ1_7. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Interlink	Base : All participants	2581
●	1662	284	QJ1_8. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DPD	Base : All participants	5161
●	1668	285	QJ1_9. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Parcelforce	Base : All participants	5161

	Page	Table	Title	Base Description	Base
●	1674	286	QJ1_10. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - TNT	Base : All participants	5161
●	1680	287	QJ1_11. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - TNT Post UK	Base : All participants	2581
●	1686	288	QJ1_12. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UPS	Base : All participants	5161
●	1692	289	QJ1_13. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UK Mail	Base : All participants	5161
●	1698	290	QJ1_14. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DX	Base : All participants	2581
●	1704	291	QJ1_15. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Yodel	Base : All participants	5161
●	1710	292	QJ1_16. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Amazon Delivery Service/ Logistics	Base : All participants	5161
●	1716	293	QJ1_97. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Other Postal Service	Base : All participants	5161

	Page	Table	Title	Base Description	Base
●	1722	294	QJ1_NET_SENT. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Used to send	Base : All participants	5161
●	1728	295	QJ1_NET_RECEIVED. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - They've delivered	Base : All participants	5161
●	1734	296	QJ1_NET_ANY. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Any usage	Base : All participants	5161
●	1740	297	QJ1_NET_AWARE. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - NET: Aware	Base : All participants	5161
●	1746	298	QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Royal Mail	Base : Sent via - Royal Mail	1386
	1752	299	QJ2_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Citipost	Base : Sent via - Citipost	84
●	1758	300	QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Collect +	Base : Sent via - Collect +	542
●	1764	301	QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... DHL	Base : Sent via - DHL	1357

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●	1770	302	QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... FedEx	Base : Sent via - FedEx	842
●	1776	303	QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Evri	Base : Sent via - Evri	2243
	1782	304	QJ2_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Interlink	Base : Sent via - Interlink	110
●	1788	305	QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... DPD	Base : Sent via - DPD	1533
●	1794	306	QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Parcelforce	Base : Sent via - Parcelforce	1515
●	1800	307	QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... TNT	Base : Sent via - TNT	322
	1806	308	QJ2_11. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... TNT Post UK	Base : Sent via - TNT Post UK	131
●	1812	309	QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... UPS	Base : Sent via - UPS	844
●	1818	310	QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... UK Mail	Base : Sent via - UK Mail	377

	Page	Table	Title	Base Description	Base
	1824	311	QJ2_14. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... DX	Base : Sent via - DX	119
●	1830	312	QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Yodel	Base : Sent via - Yodel	1383
●	1836	313	QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Amazon Delivery Service/ Logistics	Base : Sent via - Amazon Delivery Service/ Logistics	1186
	1842	314	QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Other Postal Service	Base : Sent via - Other Postal Service	85
●	1848	315	QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Royal Mail	Base : All participants	2580
●	1854	316	QJ2_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Citipost	Base : All participants	2581
●	1860	317	QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Collect +	Base : All participants	5161
●	1866	318	QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... DHL	Base : All participants	5161
●	1872	319	QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... FedEx	Base : All participants	5161



	Page	Table	Title	Base Description	Base
●	1878	320	QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Evri	Base : All participants	5161
●	1884	321	QJ2_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Interlink	Base : All participants	2581
●	1890	322	QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... DPD	Base : All participants	5161
●	1896	323	QJ2_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Parcelforce	Base : All participants	5161
●	1902	324	QJ2_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... TNT	Base : All participants	5161
●	1908	325	QJ2_11. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... TNT Post UK	Base : All participants	2581
●	1914	326	QJ2_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... UPS	Base : All participants	5161
●	1920	327	QJ2_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... UK Mail	Base : All participants	5161
●	1926	328	QJ2_14. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... DX	Base : All participants	2581

	Page	Table	Title	Base Description	Base
●	1932	329	QJ2_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Yodel	Base : All participants	5161
●	1938	330	QJ2_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Amazon Delivery Service/ Logistics	Base : All participants	5161
●	1944	331	QJ2_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Other Postal Service	Base : All participants	5161
●	1950	332	QJ2_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Lost mail	Base : All participants	5161
●	1956	333	QJ2_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Damaged mail	Base : All participants	5161
●	1962	334	QJ2_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Delayed mail	Base : All participants	5161
●	1968	335	QJ2_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Mis-delivered mail	Base : All participants	5161
●	1974	336	QJ2_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Mail that has been tampered with	Base : All participants	5161
●	1980	337	QJ2_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Didn't allow sufficient time to answer the door	Base : All participants	5161
●	1986	338	QJ2_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Other problems	Base : All participants	5161
●	1992	339	QJ2_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- No - there have been no problems	Base : All participants	5161

	Page	Table	Title	Base Description	Base
●	1998	340	QJ2_A. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Any problems	Base : All participants	5161
●	2004	341	QJ3_1. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? Royal Mail	Base : Sent via - Royal Mail	1386
●	2010	343	QJ3_3. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? Collect +	Base : Sent via - Collect +	222
●	2016	344	QJ3_4. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? DHL	Base : Sent via - DHL	139
●	2022	345	QJ3_5. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? FedEx	Base : Sent via - FedEx	112
●	2028	346	QJ3_6. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? Evri	Base : Sent via - Evri	456
●	2034	348	QJ3_8. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? DPD	Base : Sent via - DPD	184
●	2040	349	QJ3_9. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? Parcelforce	Base : Sent via - Parcelforce	311
	2046	350	QJ3_10. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? TNT	Base : Sent via - TNT	59
●	2052	352	QJ3_12. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? UPS	Base : Sent via - UPS	119
●	2058	353	QJ3_13. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? UK Mail	Base : Sent via - UK Mail	138
●	2064	355	QJ3_15. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? Yodel	Base : Sent via - Yodel	166

	Page	Table	Title	Base Description	Base
●	2070	356	QJ3_16. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? Amazon Delivery Service/ Logistics	Base : Sent via - Amazon Delivery Service/ Logistics	260
	2076	357	QJ3_97. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? Other Postal Service	Base : Sent via - Other Postal Service	73
●	2082	358	QJ3_ANY. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent? NET: Any complaint	Base : All participants	5161
●	2088	359	QJ_1. Competitive landscape - Royal Mail	Base : All participants	2580
●	2094	360	QJ_2. Competitive landscape - Citipost	Base : All participants	2581
●	2100	361	QJ_3. Competitive landscape - Collect +	Base : All participants	5161
●	2106	362	QJ_4. Competitive landscape - DHL	Base : All participants	5161
●	2112	363	QJ_5. Competitive landscape - FedEx	Base : All participants	5161
●	2118	364	QJ_6. Competitive landscape - Evri	Base : All participants	5161
●	2124	365	QJ_7. Competitive landscape - Interlink	Base : All participants	2581
●	2130	366	QJ_8. Competitive landscape - DPD	Base : All participants	5161
●	2136	367	QJ_9. Competitive landscape - Parcelforce	Base : All participants	5161
●	2142	368	QJ_10. Competitive landscape - TNT	Base : All participants	5161
●	2148	369	QJ_11. Competitive landscape - TNT Post UK	Base : All participants	2581
●	2154	370	QJ_12. Competitive landscape - UPS	Base : All participants	5161
●	2160	371	QJ_13. Competitive landscape - UK Mail	Base : All participants	5161
●	2166	372	QJ_14. Competitive landscape - DX	Base : All participants	2581
●	2172	373	QJ_15. Competitive landscape - Yodel	Base : All participants	5161
●	2178	374	QJ_16. Competitive landscape - Amazon Delivery Service/ Logistics	Base : All participants	5161
●	2184	375	QJ_97. Competitive landscape - Other Postal Service	Base : All participants	5161

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●	2190	376	QJ4_1. Where did you find information about how to make a complaint to Royal Mail, or did you not need this information? - Royal Mail	Base : Made a complaint about Royal Mail	184
	2196	377	QJ4_3. Where did you find information about how to make a complaint to Collect +, or did you not need this information? - Collect +	Base : Made a complaint about Collect +	44
	2202	378	QJ4_4. Where did you find information about how to make a complaint to DHL, or did you not need this information? - DHL	Base : Made a complaint about DHL	48
	2208	379	QJ4_5. Where did you find information about how to make a complaint to FedEx, or did you not need this information? - FedEx	Base : Made a complaint about FedEx	52
	2214	380	QJ4_6. Where did you find information about how to make a complaint to Evri, or did you not need this information? - Evri	Base : Made a complaint about Evri	89
	2220	381	QJ4_8. Where did you find information about how to make a complaint to DPD, or did you not need this information? - DPD	Base : Made a complaint about DPD	57
	2226	382	QJ4_9. Where did you find information about how to make a complaint to Parcelforce, or did you not need this information? - Parcelforce	Base : Made a complaint about Parcelforce	40
	2232	383	QJ4_10. Where did you find information about how to make a complaint to TNT, or did you not need this information? - TNT	Base : Made a complaint about TNT	26
	2238	384	QJ4_12. Where did you find information about how to make a complaint to UPS, or did you not need this information? - UPS	Base : Made a complaint about UPS	32
	2244	385	QJ4_13. Where did you find information about how to make a complaint to UK Mail, or did you not need this information? - UK Mail	Base : Made a complaint about UK Mail	49
	2250	386	QJ4_15. Where did you find information about how to make a complaint to Yodel, or did you not need this information? - Yodel	Base : Made a complaint about Yodel	45
	2256	387	QJ4_16. Where did you find information about how to make a complaint to Amazon Delivery Service/ Logistics, or did you not need this information? - Amazon Delivery Service/ Logistics	Base : Made a complaint about Amazon Delivery Service/ Logistics	67
	2262	388	QJ4_97. Where did you find information about how to make a complaint to Other, or did you not need this information? - Other	Base : Made a complaint about Other	35
●	2268	389	QJ5_1. How easy or difficult did you find it to make a complaint about - Royal Mail	Base : Made a complaint about Royal Mail	184

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	2274	390	QJ5_3. How easy or difficult did you find it to make a complaint about - Collect +	Base : Made a complaint about Collect +	44
	2280	391	QJ5_4. How easy or difficult did you find it to make a complaint about - DHL	Base : Made a complaint about DHL	48
	2286	392	QJ5_5. How easy or difficult did you find it to make a complaint about - FedEx	Base : Made a complaint about FedEx	52
	2292	393	QJ5_6. How easy or difficult did you find it to make a complaint about - Evri	Base : Made a complaint about Evri	89
	2298	394	QJ5_8. How easy or difficult did you find it to make a complaint about - DPD	Base : Made a complaint about DPD	57
	2304	395	QJ5_9. How easy or difficult did you find it to make a complaint about - Parcelforce	Base : Made a complaint about Parcelforce	40
	2310	396	QJ5_10. How easy or difficult did you find it to make a complaint about - TNT	Base : Made a complaint about TNT	26
	2316	397	QJ5_12. How easy or difficult did you find it to make a complaint about - UPS	Base : Made a complaint about UPS	32
	2322	398	QJ5_13. How easy or difficult did you find it to make a complaint about - UK Mail	Base : Made a complaint about UK Mail	49
	2328	399	QJ5_15. How easy or difficult did you find it to make a complaint about - Yodel	Base : Made a complaint about Yodel	45
	2334	400	QJ5_16. How easy or difficult did you find it to make a complaint about - Amazon Delivery Service/ Logistics	Base : Made a complaint about Amazon Delivery Service/ Logistics	67
	2340	401	QJ5_97. How easy or difficult did you find it to make a complaint about - Other	Base : Made a complaint about Other	35
●	2346	402	QJ5_NET_EASY. How easy or difficult did you find it to make a complaint about - Easy Summary	Base : Made a complaint about provider	321
	2352	403	QJ5_NET_DIFFICULT. How easy or difficult did you find it to make a complaint about - Difficult Summary	Base : Made a complaint about provider	321
●	2358	404	QJ5_Mean Making complaint - Difficulty - Mean Summary	Base : Made a complaint about provider	321

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	2364	405	QJ6_1. What was difficult about making the complaint to ... - Royal Mail	Base : Found it difficult to complain to Royal Mail	38
	2370	406	QJ6_3. What was difficult about making the complaint to ... - Collect +	Base : Found it difficult to complain to Collect +	4
	2376	407	QJ6_4. What was difficult about making the complaint to ... - DHL	Base : Found it difficult to complain to DHL	7
	2382	408	QJ6_5. What was difficult about making the complaint to ... - FedEx	Base : Found it difficult to complain to FedEx	9
	2388	409	QJ6_6. What was difficult about making the complaint to ... - Evri	Base : Found it difficult to complain to Evri	22
	2394	410	QJ6_8. What was difficult about making the complaint to ... - DPD	Base : Found it difficult to complain to DPD	11
	2400	411	QJ6_9. What was difficult about making the complaint to ... - Parcelforce	Base : Found it difficult to complain to Parcelforce	4
	2406	412	QJ6_10. What was difficult about making the complaint to ... - TNT	Base : Found it difficult to complain to TNT	1
	2412	413	QJ6_12. What was difficult about making the complaint to ... - UPS	Base : Found it difficult to complain to UPS	4
	2418	414	QJ6_13. What was difficult about making the complaint to ... - UK Mail	Base : Found it difficult to complain to UK Mail	7
	2424	415	QJ6_15. What was difficult about making the complaint to ... - Yodel	Base : Found it difficult to complain to Yodel	9
	2430	416	QJ6_16. What was difficult about making the complaint to ... - Amazon Delivery Service/ Logistics	Base : Found it difficult to complain to Amazon Delivery Service/ Logistics	12
	2436	417	QJ6_97. What was difficult about making the complaint to ... - Other	Base : Found it difficult to complain to Other	6
●	2442	418	QJ7_1_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled	Base : Made a complaint about Royal Mail	184
	2448	419	QJ7_3_1. Thinking of Collect +'s response to your complaint, how satisfied were you with... How your complaint was handled	Base : Made a complaint about Collect +	44

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	2454	420	QJ7_4_1. Thinking of DHL's response to your complaint, how satisfied were you with... How your complaint was handled	Base : Made a complaint about DHL	48
	2460	421	QJ7_5_1. Thinking of FedEx's response to your complaint, how satisfied were you with... How your complaint was handled	Base : Made a complaint about FedEx	52
	2466	422	QJ7_6_1. Thinking of Evri's response to your complaint, how satisfied were you with... How your complaint was handled	Base : Made a complaint about Evri	89
	2472	423	QJ7_8_1. Thinking of DPD's response to your complaint, how satisfied were you with... How your complaint was handled	Base : Made a complaint about DPD	57
	2478	424	QJ7_9_1. Thinking of Parcelforce's response to your complaint, how satisfied were you with... How your complaint was handled	Base : Made a complaint about Parcelforce	40
	2484	425	QJ7_10_1. Thinking of TNT's response to your complaint, how satisfied were you with... How your complaint was handled	Base : Made a complaint about TNT	26
	2490	426	QJ7_12_1. Thinking of UPS's response to your complaint, how satisfied were you with... How your complaint was handled	Base : Made a complaint about UPS	32
	2496	427	QJ7_13_1. Thinking of UK Mail's response to your complaint, how satisfied were you with... How your complaint was handled	Base : Made a complaint about UK Mail	49
	2502	428	QJ7_15_1. Thinking of Yodel's response to your complaint, how satisfied were you with... How your complaint was handled	Base : Made a complaint about Yodel	45
	2508	429	QJ7_16_1. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... How your complaint was handled	Base : Made a complaint about Amazon Delivery Service/ Logistics	67
	2514	430	QJ7_97_1. Thinking of Other's response to your complaint, how satisfied were you with... How your complaint was handled	Base : Made a complaint about Other	35
●	2520	431	QJ7_NET_SATISFIED_1. How your complaint was handled: Satisfied Summary	Base : Made a complaint about provider	321
●	2526	432	QJ7_NET DISSATISFIED_1. How your complaint was handled: Dissatisfied Summary	Base : Made a complaint about provider	321
●	2532	433	QJ7_Mean_1 - How your complaint was handled - Satisfaction - Mean Summary	Base : Made a complaint about provider	321
●	2538	434	QJ7_1_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about Royal Mail	184



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	2544	435	QJ7_3_2. Thinking of Collect +'s response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about Collect +	44
	2550	436	QJ7_4_2. Thinking of DHL's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about DHL	48
	2556	437	QJ7_5_2. Thinking of FedEx's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about FedEx	52
	2562	438	QJ7_6_2. Thinking of Evri's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about Evri	89
	2568	439	QJ7_8_2. Thinking of DPD's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about DPD	57
	2574	440	QJ7_9_2. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about Parcelforce	40
	2580	441	QJ7_10_2. Thinking of TNT's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about TNT	26
	2586	442	QJ7_12_2. Thinking of UPS's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about UPS	32
	2592	443	QJ7_13_2. Thinking of UK Mail's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about UK Mail	49
	2598	444	QJ7_15_2. Thinking of Yodel's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about Yodel	45
	2604	445	QJ7_16_2. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about Amazon Delivery Service/ Logistics	67
	2610	446	QJ7_97_2. Thinking of Other's response to your complaint, how satisfied were you with... The resolution to your complaint	Base : Made a complaint about Other	35
●	2616	447	QJ7_NET_SATISFIED_2. The resolution to your complaint: Satisfied Summary	Base : Made a complaint about provider	321
●	2622	448	QJ7_NET DISSATISFIED_2. The resolution to your complaint: Dissatisfied Summary	Base : Made a complaint about provider	321
●	2628	449	QJ7_Mean_2 - The resolution to your complaint - Satisfaction - Mean Summary	Base : Made a complaint about provider	321

	Page	Table	Title	Base Description	Base
●	2634	450	QJ7_1_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about Royal Mail	184
	2640	451	QJ7_3_3. Thinking of Collect +'s response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about Collect +	44
	2646	452	QJ7_4_3. Thinking of DHL's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about DHL	48
	2652	453	QJ7_5_3. Thinking of FedEx's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about FedEx	52
	2658	454	QJ7_6_3. Thinking of Evri's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about Evri	89
	2664	455	QJ7_8_3. Thinking of DPD's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about DPD	57
	2670	456	QJ7_9_3. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about Parcelforce	40
	2676	457	QJ7_10_3. Thinking of TNT's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about TNT	26
	2682	458	QJ7_12_3. Thinking of UPS's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about UPS	32
	2688	459	QJ7_13_3. Thinking of UK Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about UK Mail	49
	2694	460	QJ7_15_3. Thinking of Yodel's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about Yodel	45
	2700	461	QJ7_16_3. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about Amazon Delivery Service/ Logistics	67
	2706	462	QJ7_97_3. Thinking of Other's response to your complaint, how satisfied were you with... The time taken to resolve your complaint	Base : Made a complaint about Other	35
●	2712	463	QJ7_NET_SATISFIED_3. The time taken to resolve your complaint: Satisfied Summary	Base : Made a complaint about provider	321
●	2718	464	QJ7_NET DISSATISFIED_3. The time taken to resolve your complaint: Dissatisfied Summary	Base : Made a complaint about provider	321

	Page	Table	Title	Base Description	Base
●	2724	465	QJ7_Mean_3 - The time taken to resolve your complaint - Satisfaction - Mean Summary	Base : Made a complaint about provider	321
●	2730	466	QJ8_1. Why didn't you make a complaint to ... - Royal Mail	Base : If did not make a complaint about Royal Mail but had cause to	267
	2736	467	QJ8_3. Why didn't you make a complaint to ... - Collect +	Base : If did not make a complaint about Collect + but had cause to	15
	2742	468	QJ8_4. Why didn't you make a complaint to ... - DHL	Base : If did not make a complaint about DHL but had cause to	7
	2748	469	QJ8_5. Why didn't you make a complaint to ... - FedEx	Base : If did not make a complaint about FedEx but had cause to	3
	2754	470	QJ8_6. Why didn't you make a complaint to ... - Evri	Base : If did not make a complaint about Evri but had cause to	71
	2760	471	QJ8_8. Why didn't you make a complaint to ... - DPD	Base : If did not make a complaint about DPD but had cause to	6
	2766	472	QJ8_9. Why didn't you make a complaint to ... - Parcelforce	Base : If did not make a complaint about Parcelforce but had cause to	14
	2772	473	QJ8_10. Why didn't you make a complaint to ... - TNT	Base : If did not make a complaint about TNT but had cause to	3
	2778	474	QJ8_12. Why didn't you make a complaint to ... - UPS	Base : If did not make a complaint about UPS but had cause to	3
	2784	475	QJ8_13. Why didn't you make a complaint to ... - UK Mail	Base : If did not make a complaint about UK Mail but had cause to	9
	2790	476	QJ8_15. Why didn't you make a complaint to ... - Yodel	Base : If did not make a complaint about Yodel but had cause to	10
	2796	477	QJ8_16. Why didn't you make a complaint to ... - Amazon Delivery Service/ Logistics	Base : If did not make a complaint about Amazon Delivery Service/ Logistics but had cause to	15
	2802	478	QJ8_97. Why didn't you make a complaint to ... - Other	Base : If did not make a complaint about Other but had cause to	2

	Page	Table	Title	Base Description	Base
●	2808	479	QJ9_1. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Royal Mail	Base : Sent via - Royal Mail	1386
●	2814	480	QJ9_3. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Collect +	Base : Sent via - Collect +	222
●	2820	481	QJ9_4. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DHL	Base : Sent via - DHL	139
●	2826	482	QJ9_5. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - FedEx	Base : Sent via - FedEx	112
●	2832	483	QJ9_6. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Evri	Base : Sent via - Evri	456
●	2838	484	QJ9_8. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DPD	Base : Sent via - DPD	184
●	2844	485	QJ9_9. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Parcelforce	Base : Sent via - Parcelforce	311
	2850	486	QJ9_10. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - TNT	Base : Sent via - TNT	59
●	2856	487	QJ9_12. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UPS	Base : Sent via - UPS	119
●	2862	488	QJ9_13. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UK Mail	Base : Sent via - UK Mail	138
●	2868	489	QJ9_15. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Yodel	Base : Sent via - Yodel	166
●	2874	490	QJ9_16. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Amazon Delivery Service/ Logistics	Base : Sent via - Amazon Delivery Service/ Logistics	260

	Page	Table	Title	Base Description	Base
	2880	491	QJ9_97. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Other	Base : Sent via - Other	73
●	2886	492	QJ9_NET_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary	Base : Sent via provider	2580
●	2892	493	QJ9_NET_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary	Base : All participants	2580
●	2898	494	QZ1. What is your working status?	Base : All participants	5161
●	2904	495	PRE_QZ2. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?	Base : Send parcels to those who have bought products online	866
●	2910	496	QZ2. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?	Base : All participants	2580
●	2916	497	QZ3. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc	Base : All participants	5161
●	2922	498	QZ4_1. How many adults and children live in your household? - Adults (18+ years) - including yourself	Base : All participants	5161
●	2928	499	QZ4_2. How many adults and children live in your household? - Children (less than 18 years)	Base : All participants	5161
●	2934	500	QZ4_T. How many adults and children live in your household? - All people in household	Base : All participants	5161
●	2940	501	QZ5. Which of these, if any, impact or limit your daily activities or the work you can do?	Base : All participants	5161
●	2946	502	QZ6. Which of the following best describes you?	Base : All participants	5161
●	2952	503	QZ7. What is your annual household income (from all sources, before tax)?	Base : All participants	5161
●	2958	504	QZ8. Can you tell me if your household income from all sources before tax is above or below £11,500?	Base : Did not declare an annual household income	341
●	2964	505	QZ7/QZ8. Household Income - Combined	Base : All participants	5161

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	Page	Table	Title	Base Description	Base
●	2970	506	QQ9. Do you personally receive any state benefits (for example Universal Credit, Child Tax Credit, Jobseeker's Allowance, Housing Benefit) ?	Base : All respondents	2580

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**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

PRE\_QB1. In the last year , have you...

Base : All participants Q1-Q2 2022 only

Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted			
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)		
Unweighted Base	2581	-	2581	241	616	1242	1329	309	319	492	369	481	377	234	628	861	1092	611	2411	149	2581	
Weighted Base	2581	-**	2581	312	638	1256	1312	347	305	527	384	438	317	263	652	912	1017	579	2333	227	2581	
Effective Base	1390	-	1390	144	342	676	706	180	181	269	211	264	162	129	360	480	551	291	1271	108	2581	
I send letters and/or parcels	2067	-	2067	285	566	969	1092	226	225	418	321	375	270	232	451	739	877	502	1885	170	2051	
80%	-	-	80%	91%	89%	77%	83%	65%	74%	79%	84%	86%	85%	88%	69%	81%	86%	87%	81%	81%	75%	79%
I receive letters and/or parcels	2317	-	2317	205	588	1128	1178	281	264	454	351	414	294	256	545	805	967	553	2111	184	2361	
90%	-	-	90%	66%	83%	90%	90%	81%	86%	86%	81%	83%	83%	88%	84%	88%	89%	89%	81%	81%	81%	91%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Sent	2067	-	2067	285	566	969	1092	226	225	418	321	375	270	232	451	739	877	502	1885	170	2051	
80%	-	-	80%	91%	89%	77%	83%	65%	74%	79%	84%	86%	85%	88%	69%	81%	86%	87%	81%	81%	75%	79%
NET: Received	2317	-	2317	205	588	1128	1178	281	264	454	351	414	294	256	545	805	967	553	2111	184	2361	
90%	-	-	90%	66%	83%	90%	90%	81%	86%	86%	81%	83%	83%	88%	84%	88%	89%	89%	81%	81%	81%	91%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QB1. In the last year, have you...

Base : All participants Q1-Q2 2022 only

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2681	635	760	544	642	1395	1186	1356	1178	327	323	658	663	425	1644	331	2109	-	-	-
Weighted Base	2681	475	746	625	735	1221	1360	1530	1000	361	332	649	649	412	1629	366	2081	**	**	**
Effective Base	1390	255	425	317	396	679	712	749	639	182	183	372	348	203	902	184	1126	-	-	-
I send letters and/or parcels	2067	402	601	517	547	1003	1064	1241	786	264	268	533	524	346	1325	269	1702	-	-	-
80%		84% <sup>sd</sup>	81% <sup>sd</sup>	83% <sup>sd</sup>	74%	82%	78%	81%	79%	73%	81%	82% <sup>sd</sup>	81% <sup>sd</sup>	84% <sup>sd</sup>	81% <sup>sd</sup>	74%	82% <sup>sd</sup>	-	-	-
I receive letters and/or parcels	2317	381	685	592	660	1066	1251	1321	948	317	294	586	595	355	1475	322	1865	-	-	-
90%		80%	82% <sup>sa</sup>	81% <sup>sd</sup>	80% <sup>sa</sup>	87%	82% <sup>sa</sup>	86%	83% <sup>sd</sup>	86%	88%	90%	87% <sup>sd</sup>	86%	91%	88%	90%	-	-	-
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Sent	2067	402	601	517	547	1003	1064	1241	786	264	268	533	524	346	1325	269	1702	-	-	-
90%		84% <sup>sd</sup>	81% <sup>sd</sup>	83% <sup>sd</sup>	74%	82%	78%	81%	79%	73%	81%	82% <sup>sd</sup>	81% <sup>sd</sup>	84% <sup>sd</sup>	81% <sup>sd</sup>	74%	82% <sup>sd</sup>	-	-	-
NET: Received	2317	381	685	592	660	1066	1251	1321	948	317	294	586	595	355	1475	322	1865	-	-	-
90%		80%	82% <sup>sa</sup>	81% <sup>sd</sup>	80% <sup>sa</sup>	87%	82% <sup>sa</sup>	86%	83% <sup>sd</sup>	86%	88%	90%	87% <sup>sd</sup>	86%	91%	88%	90%	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing



PRE\_QB1. In the last year, have you...

Base : All participants Q1-Q2 2022 only

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2681	1784	797	332	1281	523	440	337	139	141	142	140	144	143	144	144	144	84	439
Weighted Base	2681	2219	362	115*	2169	217	124	71	105	283	213	188	227	240	339	354	221	29*	188
Effective Base	1390	1169	225	73	1037	274	252	239	123	125	125	123	126	126	130	123	127	37	237
I send letters and/or parcels	2067	1777	290	102	1727	184	100	55	75	246	165	142	163	208	259	289	181	25	158
80%	80%	80%	88%	88%	80%	83%ig	81%	78%	72%	87%hann	77%	78%	72%	87%hann	77%	82%	82%	88%ic	84%im
I receive letters and/or parcels	2317	1973	344	112	1946	188	117	66	95	259	198	170	213	229	270	312	199	24	164
90%	89%	85%ia	93%ia	93%ia	90%	87%	84%ide	93%ie	91%in	92%in	93%in	91%in	94%inr	91%inoo	80%	88%	97%in	84%	87%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Sent	2067	1777	290	102	1727	184	100	55	75	246	165	142	163	208	259	289	181	25	158
80%	80%	80%	88%	88%	80%	83%ig	81%	78%	72%	87%hann	77%	78%	72%	87%hann	77%	82%	82%	88%ic	84%im
NET: Received	2317	1973	344	112	1946	188	117	66	95	259	198	170	213	229	270	312	199	24	164
90%	89%	85%ia	93%ia	93%ia	90%	87%	84%ide	93%ie	91%in	92%in	93%in	91%in	94%inr	91%inoo	80%	88%	97%in	84%	87%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QB1. In the last year, have you...

Base : All participants Q1-Q2 2022 only

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2581	908	118	495	857	1021	391	172	102	1878	274	908	1012	413	126	74	1920	200	-	-
Weighted Base	2581	881	142*	445	879	982	411	187	90*	1861	277	882	995	451	146*	59*	1876	205	**	**
Effective Base	1390	480	64	261	448	531	227	106	62	978	166	471	530	240	79	45	1001	120	-	-
I send letters and/or parcels	2067	775	126	389	780	810	287	126	54	1590	180	748	818	337	111	29	1566	140	-	-
80%	89%	89%	87%		92% <sup>ab</sup>	92% <sup>ab</sup>	70%	88%	59%	85% <sup>cd</sup>	65%	91% <sup>noq</sup>	90% <sup>noq</sup>	87% <sup>o</sup>	91% <sup>o</sup>	48%	93% <sup>noq</sup>	93% <sup>o</sup>	-	-
I receive letters and/or parcels	2317	813	124	428	790	892	365	156	83	1682	239	803	891	394	132	51	1694	183	-	-
None of the above	90%	92%	88%	96% <sup>ab</sup>	90%	91% <sup>ab</sup>	89%	84%	92%	90% <sup>ab</sup>	86%	91%	90%	87%	91%	85%	90%	89%	-	-
NET: Sent	2067	775	126	389	780	810	287	126	54	1590	180	748	818	337	111	29	1566	140	-	-
80%	89%	89%	87%		92% <sup>ab</sup>	92% <sup>ab</sup>	70%	88%	59%	85% <sup>cd</sup>	65%	91% <sup>noq</sup>	90% <sup>noq</sup>	87% <sup>o</sup>	91% <sup>o</sup>	48%	93% <sup>noq</sup>	93% <sup>o</sup>	-	-
NET: Received	2317	813	124	428	790	892	365	156	83	1682	239	803	891	394	132	51	1694	183	-	-
80%	92%	88%	96% <sup>ab</sup>	90%	91% <sup>ab</sup>	89%	84%	92%	90% <sup>ab</sup>	86%	91%	90%	87%	91%	85%	90%	89%	-	-	

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(o)(p)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QB1. In the last year, have you...

Base : All participants Q1-Q2 2022 only

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2581	175	2363	43	812	1599	170	2512	38	19	2	2569	10
Weighted Base	2581	180*	2361	40**	782	1616	183	2498	52**	16**	3**	2567	11**
Effective Base	1390	99	1268	23	435	849	108	1345	27	12	2	1383	5
I send letters and/or parcels	2067	141	1897	29	614	1318	135	2003	42	14	-	2058	9
80%		79%	80%	72%	78%	82%	74%	80%	80%	85%	-	80%	76%
I receive letters and/or parcels	2317	133	2145	39	675	1484	158	2254	38	12	3	2304	10
90%		74%	91%	96%	86%	92%	86%	90%	73%	75%	100%	90%	92%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Sent	2067	141	1897	29	614	1318	135	2003	42	14	-	2058	9
90%		79%	80%	72%	78%	82%	74%	80%	80%	85%	-	80%	76%
NET: Received	2317	133	2145	39	675	1484	158	2254	38	12	3	2304	10
90%		74%	91%	96%	86%	92%	86%	90%	73%	75%	100%	90%	92%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**PRE\_QB1. In the last year , have you...**

**Base : All participants Q1-Q2 2022 only**

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2581	1290	1291	-	430	430	430	430	430	431	-	-	-	-	-	-
Weighted Base	2581	1290	1291	**	432	431	427	464	412	416	**	**	**	**	**	**
Effective Base	1390	661	732	-	215	220	226	251	240	242	-	-	-	-	-	-
I send letters and/or parcels	2067	1029	1038	-	353	352	325	383	330	325	-	-	-	-	-	-
	80%	80%	80%	-	82%	82%	76%	83%	80%	78%	-	-	-	-	-	-
I receive letters and/or parcels	2317	1189	1128	-	395	395	399	409	361	358	-	-	-	-	-	-
	90%	92%	87%	-	91%	92%	93%	88%	88%	86%	-	-	-	-	-	-
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Sent	2067	1029	1038	-	353	352	325	383	330	325	-	-	-	-	-	-
	80%	80%	80%	-	82%	82%	76%	83%	80%	78%	-	-	-	-	-	-
NET: Received	2317	1189	1128	-	395	395	399	409	361	358	-	-	-	-	-	-
	90%	92%	87%	-	91%	92%	93%	88%	88%	86%	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QB1. In the last year, have you...

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Sent any letters and/or cards Please select this even if you've only sent 1 or 2	1948	-	1948	284	1664	921	1021	197	205	344	262	411	293	236	402	606	940	529	1771	167	1979
	76%	-	76%	73%	76%	73%	78%	58%	59%	70% <sup>gh</sup>	70% <sup>hi</sup>	84% <sup>kl</sup>	92% <sup>lmj</sup>	90% <sup>mn</sup>	58%	74% <sup>n</sup>	88% <sup>no</sup>	91% <sup>op</sup>	78% <sup>qs</sup>	55%	77%
Received any letters and/or cards Please select this even if you've only received 1 or 2 either at home, at work or any other location	2195	-	2195	311	1884	1044	1144	256	274	401	282	431	300	252	530	683	983	551	1963	223	2240
	85%	-	85%	80%	86% <sup>bc</sup>	83%	87% <sup>de</sup>	75%	79%	82%	85% <sup>gh</sup>	85% <sup>gh</sup>	94% <sup>hij</sup>	95% <sup>lmn</sup>	77%	83% <sup>n</sup>	92% <sup>no</sup>	95% <sup>op</sup>	87% <sup>qs</sup>	73%	87%
Sent any parcels or packages Please select this even if you've only sent 1 or 2	1556	-	1556	281	1275	718	835	209	214	330	204	276	188	135	423	533	599	323	1379	168	1635
	60%	-	60%	72% <sup>cd</sup>	58%	57%	63% <sup>de</sup>	61%	62%	67% <sup>klm</sup>	61%	57%	59%	51%	61%	65% <sup>pqr</sup>	56%	56%	61%	55%	63%
Received any parcels or packages Please select this even if you've only received 1 or 2 either at home, at work or any other location	2153	-	2153	303	1850	1046	1100	286	267	396	285	430	266	224	553	681	920	490	1900	235	2213
	83%	-	83%	78%	84% <sup>bc</sup>	83%	84%	84%	77%	81%	86% <sup>gh</sup>	85% <sup>gh</sup>	84%	85%	80%	83%	88% <sup>lmn</sup>	84%	84% <sup>qs</sup>	77%	86%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Sent	2217	-	2217	336	1881	1039	1171	263	268	419	293	435	303	243	532	702	983	540	1973	234	2239
	86%	-	86%	87%	86%	83%	89% <sup>de</sup>	77%	77%	85% <sup>gh</sup>	83% <sup>gh</sup>	90% <sup>gh</sup>	95% <sup>hij</sup>	92% <sup>kl</sup>	77%	85% <sup>n</sup>	92% <sup>no</sup>	94% <sup>op</sup>	87% <sup>qs</sup>	77%	87%
NET: Received	2454	-	2454	349	2105	1187	1259	321	313	462	319	470	311	257	634	780	1039	569	2162	274	2474
	95%	-	95%	80%	96% <sup>bc</sup>	94%	96%	94%	90%	94%	96% <sup>gh</sup>	96% <sup>gh</sup>	98% <sup>gh</sup>	98% <sup>h</sup>	92%	95%	97% <sup>lm</sup>	98% <sup>no</sup>	96% <sup>qs</sup>	90%	96%

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QB1. In the last year, have you...

Base: All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Sent any letters and/or cards Please select this even if you've only sent 1 or 2	1948	357	657	420	514	1014	934	1115	819	195	259	514	568	301	1331	198	1652	388	1467	93
Received any letters and/or cards Please select this even if you've only received 1 or 2 either at home, at work or any other location	2195	394	740	468	593	1134	1061	1280	897	227	274	590	626	343	1490	229	1855	439	1641	115
Sent any parcels or packages Please select this even if you've only sent 1 or 2	1556	324	552	314	365	876	680	999	546	132	172	415	478	280	1065	134	1355	279	1200	78
Received any parcels or packages Please select this even if you've only received 1 or 2 either at home, at work or any other location	2163	402	731	453	567	1133	1021	1273	864	216	264	567	623	356	1454	217	1833	415	1632	106
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Sent	2217	410	751	469	587	1161	1056	1314	886	218	284	593	629	357	1506	221	1865	429	1679	109
NET: Received	2454	443	820	525	666	1263	1191	1454	978	260	301	652	697	390	1650	262	2067	492	1833	129

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QB1. In the last year, have you...

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
Sent any letters and/or cards Please select this even if you've only sent 1 or 2	1948	1658	290	63	1644	158	97	49	83	218	175	148	146	186	236	263	189	18	140
	76%	75%	80%	84%	78%	73%	78%	69%	79%	77%	82%	79%	64%	78%	70%	75%	80%	76%	73%
Received any letters and/or cards Please select this even if you've only received 1 or 2 either at home, at work or any other location	2195	1871	325	71	1849	183	106	58	94	252	190	156	174	208	276	294	204	22	161
	85%	84%	90%	92%	85%	84%	85%	81%	89%	89%	89%	83%	77%	87%	81%	83%	82%	96%	83%
Sent any parcels or packages Please select this even if you've only sent 1 or 2	1556	1314	241	50	1284	149	78	45	61	156	129	113	125	137	190	224	149	18	131
	60%	59%	67%	65%	59%	63%	63%	62%	59%	55%	60%	60%	59%	57%	56%	64%	67%	77%	65%
Received any parcels or packages Please select this even if you've only received 1 or 2 either at home, at work or any other location	2163	1835	318	68	1801	189	105	57	88	235	184	157	185	200	266	299	186	20	170
	83%	83%	88%	90%	83%	87%	86%	80%	84%	83%	87%	83%	81%	83%	79%	85%	84%	85%	88%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Sent	2217	1901	316	69	1863	187	108	59	90	243	192	163	179	200	290	300	205	22	165
	86%	86%	88%	91%	86%	86%	88%	83%	86%	86%	90%	87%	78%	84%	86%	85%	92%	93%	85%
NET: Received	2454	2100	354	73	2063	207	117	67	100	276	207	179	213	232	307	335	214	23	184
	95%	95%	98%	97%	95%	95%	95%	94%	95%	96%	97%	96%	93%	97%	91%	95%	96%	97%	95%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QB1. In the last year, have you...

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117**	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Sent any letters and/or cards Please select this even if you've only sent 1 or 2	1948	796	82	400	778	809	245	82	24	1587	106	868	777	201	71	24	1645	95	592	1356
	79%	86%	86%	75%*	83% <sup>abfghj</sup>	73% <sup>cdghj</sup>	63% <sup>hij</sup>	49%	32%	63% <sup>abfghj</sup>	44%	63% <sup>lmnoq</sup>	75% <sup>lmq</sup>	68%	61%	60%	76% <sup>lmnoq</sup>	61%	71%	75% <sup>rst</sup>
Received any letters and/or cards Please select this even if you've only received 1 or 2 either at home, at work or any other location	2195	850	89	410	803	878	328	125	47	1681	173	939	877	232	101	31	1816	132	640	1555
	85%	92%	93%	94%	82% <sup>abefghj</sup>	81% <sup>cdghj</sup>	81% <sup>hij</sup>	73%	64%	83% <sup>abfghj</sup>	72%	67% <sup>lmn</sup>	85%	79%	86%	77%	86% <sup>lmn</sup>	84%	77%	80% <sup>rst</sup>
Sent any parcels or packages Please select this even if you've only sent 1 or 2	1668	597	53	257	562	637	213	99	40	1189	139	717	649	128	47	8	1366	56	596	1050
	69%	65%	56%	59%	64% <sup>efghj</sup>	61% <sup>ghj</sup>	52%	59%	54%	63% <sup>ghj</sup>	59%	64% <sup>lmnoq</sup>	63% <sup>lmnoq</sup>	43%	40%	23%	63% <sup>lmnoq</sup>	36%	61%	60%
Received any parcels or packages Please select this even if you've only received 1 or 2 either at home, at work or any other location	2153	802	79	380	765	872	302	134	62	1639	186	864	878	202	79	22	1842	101	617	1536
	83%	87%	82%	88%	89% <sup>efghj</sup>	84% <sup>cdghj</sup>	74%	80%	83%	86% <sup>ghj</sup>	81%	89% <sup>lmnoq</sup>	85% <sup>lmnoq</sup>	68%	67%	56%	87% <sup>lmnoq</sup>	64%	74%	85% <sup>rst</sup>
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Sent	2217	854	90	416	809	924	304	121	46	1734	167	958	897	237	90	25	1855	115	692	1525
	86%	93%	94%	96%	83% <sup>abefghj</sup>	89% <sup>cdghj</sup>	75%	72%	62%	81% <sup>abfghj</sup>	69%	89% <sup>lmnoq</sup>	87% <sup>lmnoq</sup>	81%	77%	63%	86% <sup>lmnoq</sup>	73%	83%	87% <sup>rst</sup>
NET: Received	2454	902	93	426	845	985	378	154	74	1830	228	1039	985	270	109	36	2023	145	747	1707
	95%	98%	97%	98%	91% <sup>efghj</sup>	95%	83%	92%	100%	96%	98%	91% <sup>lmnoq</sup>	95%	91%	93%	92%	96% <sup>lmn</sup>	92%	90%	93% <sup>rst</sup>

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh)(i) - kl(m)(n)(o)(p)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QB1. In the last year , have you...

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1462	88	1371	23	417	984	82	1422	33	16	3	1470	8
Sent any letters and/or cards Please select this even if you've only sent 1 or 2	1948	109	1805	35	519	1334	95	1885	29	27	2	1941	6
	76%	70%	76%	88%	73%	77%	68%	75% <sup>h</sup>	45%	87%	32%	75% <sup>h</sup>	40%
Received any letters and/or cards Please select this even if you've only received 1 or 2 either at home, at work or any other location	2195	135	2034	27	610	1484	100	2107	54	24	2	2184	10
	85%	87%	85%	66%	85% <sup>d</sup>	85% <sup>d</sup>	72%	85%	84%	77%	32%	85%	66%
Sent any parcels or packages Please select this even if you've only sent 1 or 2	1568	81	1460	15	390	1088	78	1506	25	19	-	1551	5
	69%	52%	61%	38%	55%	63% <sup>d</sup>	56%	61% <sup>h</sup>	40%	62%	-	61% <sup>h</sup>	35%
Received any parcels or packages Please select this even if you've only received 1 or 2 either at home, at work or any other location	2153	108	2026	19	582	1470	101	2088	28	23	5	2139	9
	83%	70%	85% <sup>h</sup>	46%	82% <sup>d</sup>	85% <sup>d</sup>	72%	85% <sup>h</sup>	44%	74%	100%	84% <sup>h</sup>	62%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Sent	2217	118	2064	35	584	1518	115	2143	37	29	2	2208	7
	86%	76%	87% <sup>h</sup>	88%	83%	88% <sup>d</sup>	82%	87% <sup>h</sup>	57%	93%	32%	86% <sup>h</sup>	49%
NET: Received	2454	143	2281	29	675	1658	122	2351	56	27	5	2434	15
	95%	93%	96%	74%	95% <sup>d</sup>	95% <sup>d</sup>	87%	95% <sup>h</sup>	87%	88%	100%	95% <sup>h</sup>	100%

Proportions/Mean: Columns Yes/No (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QB1. In the last year , have you...

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Sent any letters and/or cards Please select this even if you've only sent 1 or 2	1948	-	-	986	962	-	-	-	-	-	-	-	623	363	330	314	319
	76%	-	-	76%	75%	-	-	-	-	-	-	-	76%	77%	75%	76%	73%
Received any letters and/or cards Please select this even if you've only received 1 or 2 either at home, at work or any other location	2195	-	-	1084	1111	-	-	-	-	-	-	-	683	402	366	364	381
	85%	-	-	84%	86%	-	-	-	-	-	-	-	83%	85%	84%	87%	87%
Sent any parcels or packages Please select this even if you've only sent 1 or 2	1556	-	-	786	770	-	-	-	-	-	-	-	500	286	277	250	242
	60%	-	-	61%	60%	-	-	-	-	-	-	-	61%	61%	63%	60%	55%
Received any parcels or packages Please select this even if you've only received 1 or 2 either at home, at work or any other location	2153	-	-	1074	1079	-	-	-	-	-	-	-	672	403	375	342	362
	83%	-	-	83%	84%	-	-	-	-	-	-	-	82%	85%	86%	82%	83%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Sent	2217	-	-	1110	1106	-	-	-	-	-	-	-	704	407	390	356	361
	86%	-	-	86%	86%	-	-	-	-	-	-	-	86%	86%	85%	85%	83%
NET: Received	2454	-	-	1214	1240	-	-	-	-	-	-	-	766	448	427	393	419
	95%	-	-	94%	96%	-	-	-	-	-	-	-	94%	95%	98%	95%	96%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

***Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)***

**QB2. Are you...?**

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	5161	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161	
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
A man	2513	-	2513	362	1389	2513	-	348	290	540	312	495	305	224	637	852	1024	529	2232	256	2461
49%	-	49%	52%	49%	100% <sup>f</sup>	-	-	80% <sup>m</sup>	44%	53% <sup>hjm</sup>	44%	53% <sup>hjm</sup>	48%	43%	48%	49%	49%	46%	49%	46%	48%
A woman	2627	-	2627	336	1434	-	2627	332	360	472	403	430	329	302	692	874	1061	631	2341	272	2683
51%	-	51%	48%	51%	-	100% <sup>e</sup>	-	48%	53% <sup>jk</sup>	46%	53% <sup>ijm</sup>	46%	52%	57% <sup>lpm</sup>	52%	50%	51%	54%	51%	51%	52%
Prefer to use another term (please type here)	20	-	20	2	0	-	-	0	3	5	2	1	-	-	12	7	1	-	17	3	16
1%	-	-	-	-	-	-	-	1% <sup>kl</sup>	-	-	-	-	-	-	1% <sup>op</sup>	-	-	-	-	-	7%
Prefer not to say	*	-	-	-	-	-	-	*	-	-	-	-	-	-	*	-	-	-	-	-	1
*	-	*	-	-	-	-	-	*	-	-	-	-	-	-	*	-	-	-	-	-	*

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

***Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)***

**QB2. Are you...?**

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 - per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1504	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
A man	2513	519	727	644	623	1246	1267	1617	862	250	302	635	709	481	1647	255	2151	239	961	58
	49%	43% <sup>ab</sup>	46%	43% <sup>bc</sup>	43%	49%	48%	43% <sup>gh</sup>	43%	39%	46%	47% <sup>ik</sup>	42% <sup>lm</sup>	49% <sup>no</sup>	39%	41% <sup>op</sup>	45%	50%	44%	
A woman	2627	422	963	527	814	1286	1341	1450	1139	383	354	669	661	332	1714	387	2087	288	953	74
	51%	45% <sup>ab</sup>	54% <sup>bc</sup>	45% <sup>cd</sup>	45% <sup>de</sup>	51%	51%	47% <sup>gh</sup>	47% <sup>hi</sup>	40% <sup>iklmn</sup>	44% <sup>lm</sup>	43% <sup>no</sup>	43% <sup>op</sup>	41%	43% <sup>op</sup>	49%	54%	50%	56%	
Prefer to use another term (please type here)	20	4	2	6	8	7	14	9	12	5	2	4	3	1	8	5	12	3	4	-
	*	*	*	*	1%	*	1%	*	1%	1%	*	*	*	*	1%	*	1%	1%	*	-
Prefer not to say	*	*	-	-	-	*	-	-	*	-	-	-	-	-	-	*	-	-	-	-
	*	*	-	-	-	*	-	-	*	-	-	-	-	-	-	*	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QB2. Are you...?

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
A man	2513	2225	288	64	2115	209	120	69	106	276	193	169	219	239	388	330	194	20	189
	49%	50%abc	40%	34%	49%	48%	49%	49%	51%	49%	45%	45%	48%	50%	57%jklmnop	47%	44%	38%	50%
A woman	2627	2193	434	126	2204	224	126	73	104	287	231	202	235	237	288	377	245	32	192
	51%	49%	50%abc	33%ab	51%	52%	51%	51%	49%	51%	54%lm	54%lm	52%lm	49%	42%	53%lm	45%lm	62%lm	52%lm
Prefer to use another term (please type here)	20	20	1	*	19	*	1	*	-	2	1	4	2	3	2	-	4	-	*
	*	*	*	*	*	*	*	*	-	*	*	1%o	*	1%	*	-	1%	-	*
Prefer not to say	*	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	*	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QB2. Are you...?

Base : All participants

Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
A man	2513	799	353	783	985	431	202	90	1768	292	905	1012	368	140	61	1917	202	401	856
49%	44%	37%	40%	45%	49%	53% <sup>ab</sup>	57% <sup>cd</sup>	55%	47%	52% <sup>de</sup>	46%	50%	49%	53%	52% <sup>efgh</sup>	48%	55% <sup>ij</sup>	48%	49%
A woman	2627	1001	525	964	1030	383	149	74	1994	224	1044	1015	373	123	37	2059	180	427	888
51%	55%	63%	60%	55% <sup>fg</sup>	51% <sup>gh</sup>	47%	42%	45%	53% <sup>ij</sup>	43%	53% <sup>kl</sup>	50% <sup>lm</sup>	50%	47%	38%	52% <sup>no</sup>	44%	51%	51%
Prefer to use another term (please type here)	20	6	2	7	6	3	2	*	13	2	12	*	5	-	13	-	4	3	
Prefer not to say	*	-	-	*	-	1%	*	*	*	*	1%	*	1%	-	*	-	1%	-	*
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
\* small base

QB2. Are you...?

Base : All participants

Total	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
A man	2613	152	2323	38	680	1681	152	2409	77	23	2	2501	11
49%	46%	49%	48%	46%	52% <sup>h</sup>	47%	47%	48%	53% <sup>gh</sup>	50%	21%	49%	41%
A woman	2627	180	2408	41	795	1663	170	2544	39	23	6	2607	14
51%	54%	51%	52%	53%	50%	53%	53%	51% <sup>h</sup>	34%	50%	79%	51% <sup>h</sup>	54%
Prefer to use another term (please type here)	20	2	18	-	15	4	1	19	*	-	-	19	1
Prefer not to say	*	1%	*	-	1% <sup>h</sup>	*	*	*	*	*	*	*	5%
	*	-	*	-	-	*	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QB2. Are you...?**

**Base : All participants**

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	3868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
A man	2513	629	627	626	630	212	198	220	233	200	194	-	402	224	220	199	212
	49%	49%	49%	49%	49%	49%	46%	51%	50%	49%	47%	-	49%	48%	50%	48%	49%
A woman	2627	657	655	658	658	218	232	207	226	210	218	-	414	244	217	216	225
	51%	51%	51%	51%	51%	50%	54%	49%	49%	51%	52%	-	51%	52%	50%	52%	51%
Prefer to use another term (please type here)	20	4	9	6	2	2	2	-	4	2	3	-	2	4	-	2	-
	*	*	1%	*	*	*	*	-	1%	*	1%	-	*	1%	-	*	-
Prefer not to say	*	-	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



QB3b. Which of the following bands best describe your age?

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Under 16	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
16-24	689	-	689	147	391	348	332	889	-	-	-	-	-	-	689	-	-	-	495	185	650
25-34	652	-	652	163	336	290	360	100%ghklm	-	-	-	-	-	-	652	-	-	-	546	89	668
35-44	1016	-	1016	217	532	540	472	-	1016	-	-	-	-	-	49%opq	-	-	-	889	114	963
45-54	717	-	717	70	384	312	403	-	-	717	-	-	-	-	59%rps	-	-	-	889	114	963
55-64	926	-	926	69	551	495	430	-	-	-	926	-	-	-	41%rps	-	-	-	653	65	696
65-74	634	-	634	15	356	305	329	-	-	-	-	634	-	-	634	634	-	-	880	42	983
75+	526	-	526	19	270	224	302	-	-	-	-	-	526	-	526	526	-	-	615	16	731
Prefer not to say	-	-	-	3	10%sc	9%	12%sk	-	-	-	-	-	100%ghijklm	-	-	-	-	-	512	14	470
NET: 16-34	1341	-	1341	310	727	637	692	689	652	-	-	-	-	1341	100%opq	-	-	-	1041	282	1318
NET: 35-54	1733	-	1733	287	926	852	874	-	1016	717	-	-	-	-	1733	-	-	-	1542	176	1659
NET: 55+	2087	-	2087	103	1177	1024	1061	-	-	-	926	634	526	-	2087	1160	2007	-	2007	72	2184
NET: 65+	1160	-	1160	34	626	529	631	-	-	-	100%ghij	100%ghj	100%ghij	-	-	100%no	100%no	44%sa	-	14%	42%
Mean	48.37	-	48.37	37.88	48.33	48.17	48.71	21.03	30.0op	38.4ip	49.52rj	69.70sh	69.25phij	77.33ghij	25.41	43.59n	67.30no	73.18opq	49.32	35.62	48.87
Std Dev	18.21	-	18.21	14.18	18.02	17.92	18.44	2.26	2.96	2.89	2.93	2.83	2.76	3.17	5.20	5.76	7.98	5.23	17.90	15.69	18.14
Std Error	0.25	-	0.25	0.57	0.34	0.36	0.36	0.09	0.11	0.09	0.11	0.09	0.10	0.15	0.14	0.14	0.17	0.15	0.26	0.84	0.25

Proportions/Mean: Columna Testad (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QB3b. Which of the following bands best describe your age?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Under 16	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
16-24	689	234	194	119	141	429	260	427	244	95	96	158	160	124	413	96	566	55	253	35
	13%	25% <b>abcd</b>	12%	10%	10%	17% <b>ij</b>	10%	14%	12%	15%	15%	12%	12%	15%	12%	15%	13%	10%	13%	23% <b>op</b>
25-34	652	117	206	164	165	323	330	542	105	60	66	209	188	100	463	61	569	84	255	8
	13%	12%	13%	14%	11%	13%	13%	18% <b>gh</b>	5%	9%	10%	16% <b>klmn</b>	14% <b>kl</b>	12%	14% <b>o</b>	9%	13% <b>op</b>	16% <b>q</b>	13%	6%
35-44	1016	198	318	229	271	516	500	861	150	95	89	233	316	235	638	97	882	140	328	20
	20%	21%	20%	19%	19%	20%	19%	23% <b>gh</b>	7%	15%	14%	17%	23% <b>klmn</b>	23% <b>klmn</b>	14% <b>o</b>	15%	23% <b>op</b>	23% <b>q</b>	17%	15%
45-54	717	99	203	169	246	302	415	539	176	100	79	175	181	140	436	101	551	66	239	28
	14%	10%	13%	14% <b>ia</b>	17% <b>iab</b>	12%	16% <b>ia</b>	18% <b>gh</b>	9%	16%	12%	13%	13%	17% <b>kl</b>	13%	16%	14%	12%	12%	21% <b>op</b>
55-64	926	127	248	246	305	375	551	580	340	129	119	220	251	137	589	130	737	98	377	14
	18%	13%	16%	21% <b>ab</b>	21% <b>ab</b>	15%	21% <b>ab</b>	19%	17%	20%	18%	16%	17%	17%	20%	17%	17%	18%	20%	11%
65-74	634	95	204	150	185	299	335	100	519	89	89	171	175	59	434	92	501	43	257	17
	12%	10%	13%	13%	13%	12%	13%	3%	83% <b>op</b>	14% <b>im</b>	13% <b>im</b>	11% <b>im</b>	11% <b>im</b>	7%	13% <b>o</b>	14%	12%	8%	13% <b>q</b>	13%
75+	526	75	220	100	132	295	231	27	479	69	120	174	102	19	395	71	425	44	209	10
	10%	8%	14% <b>acd</b>	8%	9%	12% <b>ij</b>	9%	1%	24% <b>g</b>	11% <b>im</b>	16% <b>klmn</b>	13% <b>im</b>	7% <b>im</b>	2%	12% <b>im</b>	11%	10%	8%	11%	8%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: 16-34	1341	351	400	283	307	752	590	969	348	155	162	367	348	223	876	157	1124	139	507	43
	26%	37% <b>abcd</b>	25%	24%	21%	29% <b>ij</b>	22%	32% <b>gh</b>	17%	24%	25%	27%	25%	27%	26%	25%	24%	26%	26%	32%
NET: 35-54	1733	297	521	398	517	818	915	1400	326	196	169	408	497	375	1074	198	1463	206	568	48
	34%	31%	33%	34%	36%	32%	35%	46% <b>gh</b>	16%	31%	26%	30%	36% <b>klmn</b>	46% <b>klmn</b>	32% <b>o</b>	31%	34%	39% <b>op</b>	30%	36%
NET: 55+	2087	297	672	496	621	969	1117	707	1338	288	327	564	527	216	1419	293	1683	185	843	41
	40%	31%	42% <b>ac</b>	42% <b>ac</b>	42% <b>ac</b>	39%	42% <b>ac</b>	23%	43% <b>op</b>	14% <b>im</b>	16% <b>klmn</b>	14% <b>im</b>	12% <b>im</b>	26%	42% <b>im</b>	43% <b>op</b>	39%	35%	44% <b>op</b>	31%
NET: 65+	1160	171	424	250	316	584	566	127	908	159	206	345	277	78	630	163	927	66	467	27
	22%	18%	27% <b>abcd</b>	21%	22%	23%	22%	4%	60% <b>op</b>	23% <b>im</b>	32% <b>klmn</b>	26% <b>im</b>	20% <b>im</b>	10%	25% <b>im</b>	22%	17%	24% <b>ac</b>	20%	
Mean	48.37	43.46	49.56a	49.17a	49.62a	47.30	48.45a	42.06	57.90g	50.08im	51.88im	49.24m	47.60m	43.46	49.63m	50.14p	47.92	46.75	49.06g	45.63
Std Dev.	18.21	19.14	18.82	17.44	16.95	19.17	17.17	13.84	19.66	18.79	19.87	18.77	17.17	15.32	18.42	18.79	18.06	17.18	18.29	19.02
Std Error	0.25	0.54	0.48	0.54	0.47	0.36	0.35	0.26	0.42	0.77	0.80	0.52	0.46	0.52	0.32	0.76	0.28	0.74	0.42	1.84

Proportions: Means: Columns Tested (5% risk level) - a-b|c|d - e|f - g|h - i|j|k|l|m/n - o|p - q|r|s  
 \* small base

QB3b. Which of the following bands best describe your age?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	280	257	261	262	273	261	260	61	388
Under 16	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
16-24	689	627	62	13	579	56	34	20	22	82	86	44	86	52	129	94	44	4	52
	93%	14%ba	9%	7%	13%	13%	14%	14%	10%	14%	13%	12%	12%	11%	19%hhlmnp	13%	10%	7%	14%
25-34	652	575	77	24	550	53	28	21	26	61	48	51	72	54	108	82	49	8	45
	13%	13%	11%	12%	13%	12%	11%	15%	12%	11%	11%	14%	16%	11%	16%	12%	11%	15%	12%
35-44	1016	940	76	21	863	83	44	26	43	102	71	89	108	74	157	151	70	7	75
	20%	21%ba	11%	11%	20%	19%	18%	18%	20%	18%	17%	21%mp	23%jmm	15%	23%mm	21%	16%	14%	20%
45-54	717	622	95	25	594	88	35	21	28	94	63	57	64	71	85	80	51	10	58
	14%	14%	13%	13%	14%	16%	14%	14%	13%	17%	15%	15%	14%	15%	13%	11%	11%	19%	15%
55-64	926	775	151	40	780	76	45	26	52	97	72	46	71	87	113	152	89	10	65
	18%	17%	21%	21%	18%	17%	18%	18%	25%jjklm	17%	17%	12%	16%	18%	17%	21%ba	20%ka	20%	17%
65-74	634	497	136	31	529	54	34	16	23	82	61	38	45	87	38	72	83	5	49
	12%	11%	19%ba	16%	12%	13%	14%	11%	13%ba	13%ba	14%ba	10%ba	10%	10%ba	6%	10%	13%hhklmnp	10%	14%ba
75+	528	402	124	37	442	43	28	13	16	48	55	49	39	55	47	76	57	8	35
	10%	9%	17%ba	19%ba	10%	10%	11%	9%	8%	8%	13%ba	13%ba	9%	12%	7%	11%	13%ba	15%ba	9%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: 16-34	1341	1202	139	37	1130	109	62	41	47	142	104	96	128	106	238	175	93	11	98
	26%	27%ba	19%	19%	26%	25%	28%	29%	23%	25%	24%	25%	28%	22%	33%hhklmnp	25%	21%	22%	26%
NET: 35-54	1733	1552	171	46	1457	151	79	46	71	196	134	146	172	145	242	232	120	17	134
	34%	35%ba	24%	24%	34%	35%	32%	32%	34%	35%	31%	39%mp	38%mp	30%	36%mp	33%	27%	33%	35%mp
NET: 55+	2087	1674	412	107	1751	173	107	55	91	227	188	134	155	229	198	299	229	23	150
	40%	38%	57%ba	53%ba	40%	40%	43%	39%	43%ba	40%ba	44%ba	36%	34%	45%ba	29%	42%ba	52%hhklmnp	45%ba	43%ba
NET: 65+	1169	899	261	60	972	97	62	29	39	130	110	67	84	142	85	147	140	13	84
	22%	20%	38%ba	38%ba	22%	22%	25%	21%	19%ba	23%ba	27%hhln	23%ba	18%	30%hhklmnp	19%	21%ba	32%hhklmnp	25%ba	22%ba
Mean	48.37	47.33	54.78a	55.08a	48.29	48.78	49.57	47.55	49.12a	48.61a	50.38a	47.94a	46.20a	51.48klr	42.80	48.63a	62.32hhklmnp	51.17a	48.45a
Std Dev.	18.21	17.98	18.30	18.57	18.21	18.01	18.55	18.32	16.91	18.00	19.08	18.37	17.48	18.55	17.13	17.93	18.38	17.63	18.06
Std Error	0.25	0.31	0.44	0.67	0.36	0.56	0.64	0.70	1.02	1.07	1.13	1.09	1.03	1.09	1.00	1.05	1.10	1.34	0.61

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QB3b. Which of the following bands best describe your age?

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Under 16	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
16-24	142	21	52	132	287	145	72	37	420	109	204	308	115	35	18	511	52	156	186
13%	8%	9%	6%	8%	<b>14%<u>td</u></b>	<b>19%<u>td</u></b>	<b>20%<u>td</u></b>	<b>23%<u>td</u></b>	<b>11%<u>td</u></b>	<b>21%<u>td</u></b>	10%	<b>19%<u>k</u></b>	<b>15%<u>k</u></b>	13%	18%	<b>13%<u>l</u></b>	14%	<b>19%<u>r</u></b>	11%
25-34	138	8	18	164	270	115	68	25	434	93	247	263	85	34	9	510	43	168	179
73%	<b>8%<u>kc</u></b>	3%	2%	9%	<b>13%<u>kd</u></b>	<b>14%<u>kd</u></b>	<b>19%<u>kd</u></b>	15%	12%	<b>19%<u>kd</u></b>	13%	13%	11%	13%	9%	13%	12%	<b>20%<u>r</u></b>	10%
35-44	263	35	40	303	417	181	72	31	720	103	375	426	139	35	14	812	49	188	302
1016	<b>13%<u>kc</u></b>	<b>15%<u>kc</u></b>	6%	17%	<b>21%<u>kd</u></b>	<b>22%<u>kd</u></b>	20%	19%	20%	19%	<b>19%<u>k</u></b>	<b>22%<u>k</u></b>	<b>19%<u>k</u></b>	13%	14%	<b>20%<u>l</u></b>	13%	<b>22%<u>r</u></b>	17%
45-54	244	32	55	250	277	112	40	35	528	75	293	275	98	26	23	568	50	91	242
14%	<b>14%<u>kc</u></b>	<b>19%<u>kc</u></b>	6%	14%	14%	14%	11%	<b>21%<u>kd</u></b>	14%	14%	15%	14%	13%	10%	<b>24%<u>lmm</u></b>	14%	14%	11%	14%
55-64	372	50	160	346	381	131	58	22	707	81	384	353	122	45	14	738	59	117	372
78%	21%	21%	18%	20%	18%	16%	14%	19%	16%	16%	20%	17%	16%	17%	14%	18%	16%	14%	<b>21%<u>r</u></b>
65-74	332	44	221	280	341	75	29	6	521	34	237	231	101	45	9	468	58	61	257
12%	18%	18%	<b>31%<u>ab</u></b>	<b>19%<u>afghj</u></b>	<b>12%<u>hj</u></b>	9%	8%	3%	<b>14%<u>fdghj</u></b>	7%	12%	11%	14%	<b>18%<u>kl</u></b>	10%	12%	76%	7%	<b>15%<u>r</u></b>
75+	313	48	281	278	197	57	15	9	445	24	221	162	84	40	11	382	51	54	210
70%	17%	20%	<b>32%<u>ab</u></b>	<b>16%<u>afghj</u></b>	<b>8%<u>gj</u></b>	7%	4%	5%	<b>12%<u>afghj</u></b>	5%	<b>11%<u>k</u></b>	8%	<b>11%<u>k</u></b>	<b>15%<u>lp</u></b>	11%	10%	<b>14%<u>lp</u></b>	6%	<b>12%<u>r</u></b>
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: 16-34	280	28	70	296	558	250	140	62	854	202	450	571	201	68	27	1022	95	324	365
26%	<b>19%<u>kc</u></b>	12%	8%	17%	<b>25%<u>td</u></b>	<b>32%<u>td</u></b>	<b>40%<u>td</u></b>	<b>39%<u>td</u></b>	<b>23%<u>td</u></b>	<b>39%<u>td</u></b>	23%	<b>28%<u>k</u></b>	27%	26%	27%	26%	26%	<b>39%<u>r</u></b>	21%
NET: 35-54	508	67	95	553	694	293	112	65	1248	178	669	711	237	61	37	1379	99	277	544
34%	<b>29%<u>kc</u></b>	<b>28%<u>kc</u></b>	11%	32%	34%	36%	32%	40%	33%	34%	<b>34%<u>lm</u></b>	<b>35%<u>lm</u></b>	32%	23%	<b>39%<u>n</u></b>	<b>39%<u>n</u></b>	27%	33%	31%
NET: 55+	1017	142	715	904	769	264	101	37	1673	139	842	746	308	134	35	1588	168	231	838
40%	66%	60%	<b>41%<u>ab</u></b>	<b>32%<u>afghj</u></b>	<b>31%<u>ghj</u></b>	32%	29%	23%	<b>14%<u>afghj</u></b>	27%	<b>19%<u>k</u></b>	37%	41%	<b>53%<u>klm</u></b>	35%	40%	<b>41%<u>l</u></b>	28%	<b>43%<u>r</u></b>
NET: 65+	645	92	555	558	408	133	43	15	966	58	458	392	185	88	21	850	109	114	467
22%	36%	39%	<b>63%<u>ab</u></b>	<b>32%<u>afghj</u></b>	<b>20%<u>ghj</u></b>	16%	12%	9%	<b>26%<u>afghj</u></b>	11%	<b>23%<u>k</u></b>	19%	<b>25%<u>k</u></b>	<b>33%<u>klm</u></b>	21%	21%	<b>30%<u>kl</u></b>	14%	<b>27%<u>r</u></b>
Mean	55.04	56.86	64.24 <b>ab</b>	<b>63.64</b> <b>afghj</b>	<b>47.19</b> <b>ghj</b>	<b>44.68</b>	42.14	42.14	<b>50.18</b> <b>afghj</b>	42.14	<b>49.61</b> <b>lp</b>	46.65	48.37	<b>51.48</b> <b>lp</b>	49.56	<b>48.20</b>	<b>60.98</b> <b>lp</b>	42.66	<b>51.19</b> <b>r</b>
Std Dev	18.21	17.84	17.63	16.19	17.99	17.85	17.45	17.13	16.56	16.93	17.86	17.90	18.83	19.65	18.08	17.95	19.24	17.37	17.84
Std Error	0.25	0.42	1.20	0.52	0.43	0.39	0.64	0.94	1.26	0.29	0.39	0.40	0.73	1.30	1.72	0.28	1.04	0.64	0.42

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
 \* small base

QB3b. Which of the following bands best describe your age?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3308	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Under 16	-	-	-	-	-	-	-	-	-	-	-	-	-
16-24	689	44	629	15	206	410	73	642	34	5	1	680	8
	13%	13%	13%	19%	14%	12%	23% <i>d</i>	13%	29% <i>gh</i>	11%	11%	13%	30%
25-34	662	54	593	5	184	410	59	610	31	7	2	648	3
	13%	16%	12%	6%	12%	12%	18% <i>d</i>	12%	27% <i>gh</i>	14%	22%	13%	11%
35-44	1016	81	916	19	270	667	78	969	30	12	-	1011	5
	20%	24%	19%	23%	18%	20%	25% <i>d</i>	20%	28%	26%	-	20%	19%
45-54	717	51	650	16	192	477	48	698	7	8	-	713	4
	14%	15%	14%	20%	13%	14%	15%	14%	6%	16%	-	14%	16%
55-64	926	63	850	13	271	622	33	901	8	9	5	919	2
	18%	19%	18%	17%	19% <i>f</i>	17% <i>f</i>	10%	16% <i>h</i>	7%	20%	67%	16% <i>h</i>	7%
65-74	634	20	609	6	102	453	19	628	+	6	-	634	-
	12%	6%	13% <i>a</i>	7%	11% <i>f</i>	14% <i>f</i>	6%	13% <i>h</i>	+	13%	-	12% <i>h</i>	-
75+	526	22	499	6	205	309	12	516	6	-	-	522	4
	10%	6%	11%	7%	14% <i>af</i>	9% <i>f</i>	4%	10%	5%	-	-	10%	17%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: 16-34	1341	98	1223	20	390	820	132	1252	65	12	3	1328	11
	26%	29%	26%	25%	26%	24%	41% <i>d</i>	25%	55% <i>gh</i>	25%	33%	26%	41%
NET: 35-54	1733	132	1566	35	462	1144	127	1667	37	20	-	1724	9
	34%	39%	33%	44%	31%	34%	39% <i>d</i>	34%	32%	42%	-	34%	36%
NET: 55+	2087	104	1958	25	638	1384	64	2045	14	15	5	2075	6
	40%	31%	37% <i>a</i>	31%	33% <i>f</i>	41% <i>f</i>	20%	41% <i>h</i>	12%	33%	67%	40% <i>h</i>	24%
NET: 65+	1160	41	1108	12	367	762	31	1144	6	6	-	1156	4
	22%	12%	23% <i>a</i>	14%	25% <i>f</i>	23% <i>f</i>	10%	23% <i>h</i>	5%	13%	-	23% <i>h</i>	17%
Mean	48.37	44.73	48.68 <sup>a</sup>	45.18	49.15 <sup>f</sup>	48.78 <sup>f</sup>	40.54	48.70 <sup>h</sup>	36.12	45.17	48.45	48.39 <sup>h</sup>	45.70
Std Dev.	18.21	16.74	18.30	16.70	19.10	17.81	16.24	18.18	15.78	15.51	17.18	18.21	20.13
Std Error	0.25	0.04	0.27	1.93	0.49	0.31	0.90	0.26	1.71	2.39	7.68	0.25	4.20

Proportions/Mean: Column Test(s) (5% risk level) - a,b,c - d,e,f - g,h,i,j,k,l  
 + small base, \*\* very small base (under 30) ineligible for sig testing

QB3b. Which of the following bands best describe your age?

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Under 16	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
16-24	689	171	176	171	171	52	56	62	62	57	57	-	99	72	60	54	57
	12%	13%	14%	13%	13%	12%	13%	15%	14%	13%	14%	-	12%	15%	14%	13%	13%
25-34	882	144	161	166	181	45	50	49	61	38	62	-	110	56	66	59	57
	17%	11%	12%	13%	14%	10%	12%	11%	13%	9%	15%	-	13%	12%	15%	14%	13%
35-44	1016	273	254	252	236	82	89	102	87	95	72	-	163	89	87	71	79
	20%	21%	20%	20%	18%	19%	21%	24%	19%	23%	17%	-	20%	19%	20%	17%	18%
45-54	717	214	170	182	151	72	81	61	49	68	53	-	109	73	39	57	55
	14%	13%	14%	12%	12%	13%	14%	14%	11%	13%	13%	-	13%	12%	9%	14%	13%
55-64	926	198	239	225	200	73	71	55	83	73	73	-	144	84	90	90	80
	18%	15%	19%	18%	16%	17%	16%	13%	18%	18%	18%	-	18%	18%	11%	22%	18%
65-74	634	159	158	159	159	66	47	46	64	49	45	-	101	58	50	49	60
	12%	12%	12%	12%	12%	15%	11%	11%	14%	12%	11%	-	12%	12%	11%	12%	14%
75+	526	132	131	132	132	42	37	52	56	32	43	-	92	40	46	38	50
	10%	10%	10%	10%	10%	10%	9%	12%	12%	8%	10%	-	11%	9%	10%	9%	11%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: 16-34	1341	315	338	337	352	97	106	111	123	95	119	-	209	128	128	113	114
	26%	24%	26%	26%	27%	23%	25%	26%	27%	23%	29%	-	26%	27%	29%	27%	26%
NET: 35-54	1733	487	425	434	387	154	170	163	137	163	125	-	272	162	125	129	134
	34%	33%	33%	30%	30%	36%	33%	33%	29%	33%	30%	-	33%	34%	29%	31%	31%
NET: 55+	2087	488	529	519	550	181	155	153	204	153	171	-	337	182	186	174	190
	40%	38%	41%	40%	43%	42%	36%	36%	44%	37%	41%	-	41%	39%	43%	42%	43%
NET: 65+	1160	290	289	291	290	108	85	98	120	81	88	-	192	98	96	85	110
	22%	22%	22%	23%	23%	25%	20%	23%	26%	20%	21%	-	24%	21%	22%	20%	25%
Mean	48.37	48.38	48.29	48.41	48.41	49.52	47.70	47.90	48.00	47.75	48.03	-	48.67	47.97	47.80	48.18	49.24
Std Dev.	18.21	18.16	18.43	18.04	18.23	18.12	17.63	18.71	18.91	17.71	18.58	-	18.17	17.82	18.28	17.84	18.55
Std Error	0.25	0.51	0.51	0.50	0.51	0.87	0.85	0.90	0.91	0.85	0.90	-	0.62	0.87	0.89	0.86	0.90

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QB4. What best describes the occupation of the main income earner in your household?

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)			
Unweighted Base	5161	-	5161	619	2918	2461	2683	650	668	963	696	983	731	470	1318	1669	2184	1201	4781	346	5161	
Weighted Base	5161	..	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161	
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161	
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	272	-	272	136	101	185	85	32	87	16	32	14	7	117	103	53	20	211	61	261	5%	
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	525	-	525	102	293	254	269	149	85	111	81	64	29	5	234	192	98	34	420	100	672	10%
Supervisor, clerical, junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1175	-	1175	192	672	529	644	148	199	317	200	205	62	44	347	517	311	106	1022	148	1156	23%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	978	-	978	130	569	529	441	113	164	224	169	216	64	21	282	393	300	84	876	89	862	19%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	758	-	758	69	413	326	428	98	110	180	153	169	40	9	208	332	218	49	695	52	629	15%
Housewife / househusband	100	-	100	11	55	23	77	10	25	15	24	18	6	-	36	39	25	6	87	13	113	2%
Unemployed	296	-	296	20	158	157	135	32	29	70	66	97	1	-	61	137	98	1	272	22	315	6%
Student	54	-	54	15	29	31	23	46	0	-	1	-	-	-	53	1	-	-	38	12	61	1%
Retired	503	-	503	5	68	231	272	1	1	9	4	56	212	220	2	13	488	432	490	12	561	10%
Retired and living on an occupational pension	333	-	333	14	319	183	150	-	-	-	2	62	128	140	-	2	330	268	327	4	382	6%
Retired and living on a state pension	170	-	170	7	163	66	104	1	-	3	-	7	79	80	1	3	166	159	153	17	149	3%
NET: Retired	1008	-	1008	25	550	480	526	2	1	12	6	125	419	440	3	18	984	860	970	33	1092	19%
NET: AB	797	-	797	237	395	438	354	234	117	198	97	96	42	12	351	295	151	55	630	161	933	15%
NET: C1	1229	-	1229	207	701	560	667	194	209	317	202	205	62	44	400	518	311	106	1060	100	1217	24%
NET: C2	976	-	976	130	559	529	441	118	164	224	169	216	64	21	282	393	300	84	876	89	862	19%
NET: DE	1154	-	1154	100	626	506	639	140	165	265	243	284	47	9	305	509	341	96	1054	88	1057	23%
NET: ABC1	2026	-	2026	444	1096	998	1021	429	322	514	299	391	104	56	751	813	451	160	1690	321	2150	39%
NET: C2DE	2129	-	2129	230	1185	1035	1081	258	329	490	412	500	111	30	587	902	641	141	1930	177	1919	41%

Proportions/Mean: Columns Tested (5% risk level) - ab - cld - eil - ghiljklm - nloplq - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QB4. What best describes the occupation of the main income earner in your household?

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	272	272	-	-	-	272	-	223	49	9	23	28	40	156	91	9	255	20	96	11
	5%	29% <b>abcd</b>	-	-	-	11% <b>d</b>	-	7% <b>gh</b>	2%	1%	3%	2%	3%	19% <b>lmn</b>	3%	1%	6% <b>op</b>	4%	5%	8%
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	525	525	-	-	-	525	-	420	102	19	27	94	166	190	287	19	482	26	235	17
	10%	56% <b>abcd</b>	-	-	-	21% <b>d</b>	-	14% <b>gh</b>	5%	3%	4%	7% <b>d</b>	12% <b>lmn</b>	23% <b>lmn</b>	9% <b>d</b>	3%	11% <b>op</b>	5%	12% <b>op</b>	13% <b>op</b>
Supervisor, clerical, junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1176	-	1175	-	-	1175	-	989	176	41	88	340	423	221	851	41	1091	89	543	14
	23%	-	74% <b>abcd</b>	-	-	49% <b>d</b>	-	32% <b>gh</b>	9%	6%	13% <b>d</b>	25% <b>d</b>	31% <b>lmn</b>	21% <b>d</b>	23% <b>d</b>	6%	26% <b>op</b>	17% <b>d</b>	23% <b>op</b>	10%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	976	-	-	976	-	976	764	202	100	57	79	245	366	164	690	57	866	75	384	20
	19%	-	-	63% <b>abcd</b>	-	27% <b>gh</b>	25% <b>gh</b>	20% <b>hi</b>	10%	9%	12%	18% <b>d</b>	27% <b>lmn</b>	20% <b>d</b>	20% <b>d</b>	9%	20% <b>op</b>	14%	20% <b>op</b>	15%
Semi-skilled or unskilled manual worker - e.g. baggage handler, water, factory worker, receptionist, labourer, gardener etc.	758	-	-	-	758	758	628	126	100	132	129	248	168	36	545	134	582	85	223	28
	15%	-	-	-	52% <b>abcd</b>	29% <b>gh</b>	20% <b>hi</b>	16% <b>ij</b>	6%	21% <b>lmn</b>	20% <b>lm</b>	19% <b>lm</b>	12% <b>lm</b>	12% <b>lm</b>	4%	16% <b>lm</b>	21% <b>op</b>	14%	16% <b>op</b>	22% <b>op</b>
Housewife / househusband	100	-	-	-	100	100	88	11	100	21	19	38	14	-	70	21	70	33	6	1
	2%	-	-	-	7% <b>abcd</b>	4% <b>d</b>	4% <b>d</b>	1% <b>d</b>	100%	3% <b>lm</b>	3% <b>lm</b>	9% <b>lm</b>	1% <b>m</b>	-	2% <b>m</b>	3% <b>op</b>	2%	6% <b>op</b>	*	1%
Unemployed	296	-	-	-	296	296	9	280	16	167	77	23	5	1	105	189	107	112	10	14
	6%	-	-	-	29% <b>abcd</b>	11% <b>d</b>	1% <b>d</b>	4% <b>d</b>	5%	20% <b>lmn</b>	12% <b>lmn</b>	2% <b>m</b>	*	*	3% <b>lm</b>	23% <b>op</b>	3%	23% <b>op</b>	1%	11% <b>op</b>
Student	54	-	54	-	-	54	9	34	9	25	9	7	1	3	17	25	22	7	20	4
	1%	-	3% <b>abcd</b>	-	-	2% <b>d</b>	-	2% <b>d</b>	6%	4% <b>lmn</b>	1% <b>m</b>	1% <b>m</b>	1% <b>m</b>	1%	4% <b>op</b>	1%	1%	1%	2%	3%
Retired	503	85	195	128	95	279	224	13	468	94	109	139	90	26	338	99	376	-	-	-
	10%	9%	12% <b>d</b>	11% <b>d</b>	7%	11% <b>d</b>	9%	2%	23% <b>op</b>	15% <b>lmn</b>	17% <b>lmn</b>	10% <b>lm</b>	7% <b>m</b>	3%	10% <b>lm</b>	15% <b>op</b>	9%	-	-	-
Retired and living on an occupational pension	333	64	170	73	26	233	99	4	322	23	46	132	87	16	265	24	286	28	290	15
	6%	7% <b>d</b>	11% <b>abcd</b>	6% <b>d</b>	2%	9% <b>d</b>	4%	*	43% <b>op</b>	4%	6% <b>lm</b>	10% <b>lm</b>	6% <b>m</b>	2%	8% <b>lm</b>	4%	9% <b>op</b>	5%	13% <b>op</b>	11%
Retired and living on a state pension	170	-	-	-	170	170	3	165	48	48	52	46	12	-	109	48	111	53	110	7
	3%	-	-	-	12% <b>abcd</b>	6% <b>d</b>	6% <b>d</b>	5% <b>d</b>	8% <b>lmn</b>	6% <b>lmn</b>	6% <b>lmn</b>	5% <b>lm</b>	1%	-	3% <b>lm</b>	7% <b>op</b>	3%	10% <b>op</b>	6%	5%
NET: Retired	1006	148	364	202	291	513	493	21	955	166	207	317	189	42	712	171	775	81	400	22
	19%	16% <b>d</b>	23% <b>abcd</b>	17% <b>d</b>	20% <b>d</b>	20% <b>d</b>	19%	1%	47% <b>op</b>	26% <b>lmn</b>	31% <b>lmn</b>	24% <b>lm</b>	14% <b>m</b>	5%	21% <b>lm</b>	26% <b>op</b>	17%	15% <b>d</b>	21% <b>op</b>	16%
NET: AB	797	797	-	-	-	797	-	643	151	29	49	122	207	346	376	29	736	46	332	28
	15%	84% <b>abcd</b>	-	-	-	31% <b>d</b>	-	21% <b>gh</b>	8%	4%	6%	8% <b>d</b>	12% <b>lmn</b>	22% <b>lmn</b>	11% <b>d</b>	4%	16% <b>op</b>	9%	17% <b>op</b>	23% <b>op</b>
NET: C1	1229	-	1229	-	-	998	210	998	210	66	98	347	425	224	869	67	1113	97	564	18
	24%	-	77% <b>abcd</b>	-	-	48% <b>d</b>	10%	32% <b>gh</b>	10%	10%	15%	26% <b>d</b>	31% <b>lmn</b>	26% <b>d</b>	26% <b>d</b>	10%	26% <b>op</b>	18%	29% <b>op</b>	13%
NET: C2	976	-	-	976	-	976	764	202	100	57	79	245	366	164	690	57	866	75	384	20
	19%	-	-	63% <b>abcd</b>	-	27% <b>gh</b>	25% <b>gh</b>	20% <b>hi</b>	10%	9%	12%	18% <b>d</b>	27% <b>lmn</b>	20% <b>d</b>	20% <b>d</b>	9%	20% <b>op</b>	14%	20% <b>op</b>	15%
NET: DE	1154	-	-	-	1154	648	484	321	225	321	225	309	187	37	720	324	231	231	239	44
	22%	-	-	-	80% <b>abcd</b>	21%	44% <b>d</b>	23% <b>op</b>	50% <b>lmn</b>	34% <b>lmn</b>	34% <b>lmn</b>	23% <b>lm</b>	14% <b>m</b>	5%	21% <b>lm</b>	50% <b>op</b>	19%	44% <b>op</b>	12%	33% <b>op</b>
NET: ABC1	2026	797	1229	-	-	2026	-	1642	361	95	147	468	631	570	1246	95	1850	143	895	46
	39%	84% <b>abcd</b>	77% <b>cd</b>	-	-	80% <b>d</b>	-	53% <b>gh</b>	18%	15%	22% <b>d</b>	35% <b>d</b>	46% <b>lmn</b>	70% <b>lmn</b>	37% <b>d</b>	15%	44% <b>op</b>	27%	47% <b>op</b>	35%
NET: C2DE	2129	-	-	976	1154	-	2129	1412	696	378	304	554	553	202	1410	381	1625	305	623	64
	42%	-	-	63% <b>abcd</b>	60% <b>cd</b>	-	61% <b>d</b>	46% <b>gh</b>	32%	37% <b>lmn</b>	40% <b>lm</b>	41% <b>lm</b>	40% <b>lm</b>	25%	42% <b>lm</b>	59% <b>op</b>	38%	50% <b>op</b>	32%	47% <b>op</b>

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - gh - i/j/k/l/m/n - op - q/r/s  
\* small base



**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QB4. What best describes the occupation of the main income earner in your household?**

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	272	246	26	9	225	26	10	12	6	20	15	8	14	12	104	24	22	5	21
	5%	6%	4%	5%	5%	6%	4%	8% <sup>td</sup>	3%	4%	3%	2%	3%	2%	15% <sup>hjkimop</sup>	3%	5%	9% <sup>ikimo</sup>	6% <sup>td</sup>
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	525	451	74	21	378	81	44	22	11	49	21	29	33	36	102	51	44	9	72
	10%	10%	10%	11%	9%	18% <sup>td</sup>	16% <sup>td</sup>	16% <sup>td</sup>	5%	9%	5%	8%	7%	8%	15% <sup>hjkim</sup>	7%	10% <sup>td</sup>	17% <sup>hjkim</sup>	19% <sup>tdimop</sup>
Supervisor, clerical, junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1175	1048	127	29	986	98	57	34	56	168	80	84	95	103	149	159	91	4	95
	23%	24% <sup>abc</sup>	18%	15%	23%	23%	23%	24%	27% <sup>td</sup>	30% <sup>tdimopq</sup>	19% <sup>td</sup>	22% <sup>td</sup>	21% <sup>td</sup>	21% <sup>td</sup>	22% <sup>td</sup>	23% <sup>td</sup>	21% <sup>td</sup>	7%	25% <sup>td</sup>
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	976	869	107	32	847	69	35	24	41	106	101	65	112	90	113	150	70	13	56
	19%	20% <sup>abc</sup>	15%	17%	20% <sup>td</sup>	16%	14%	17%	19%	19%	24% <sup>impr</sup>	17%	25% <sup>kmpr</sup>	19%	17%	21% <sup>td</sup>	16%	25% <sup>td</sup>	15%
Semi-skilled or unskilled manual worker - e.g. baggage handler, water, factory worker, receptionist, labourer, gardener etc.	758	667	91	11	673	44	29	12	39	82	67	78	71	75	66	123	73	6	38
	15%	15% <sup>td</sup>	13% <sup>td</sup>	6%	15% <sup>td</sup>	10%	12%	8%	16% <sup>td</sup>	15%	16% <sup>td</sup>	21% <sup>td</sup>	16% <sup>td</sup>	16% <sup>td</sup>	10%	17% <sup>td</sup>	16% <sup>td</sup>	11%	10%
Housewife / househusband	100	78	22	7	91	3	4	3	3	3	9	10	14	10	14	19	10	*	3
	2%	2%	3%	3%	2% <sup>abc</sup>	1%	2%	2% <sup>td</sup>	1%	1%	2%	3% <sup>td</sup>	3% <sup>td</sup>	2%	2%	3%	2%	*	1%
Unemployed	296	262	34	8	258	19	11	7	13	36	23	20	34	25	31	53	24	3	16
	6%	6%	5%	4%	6%	4%	4%	5%	6%	6%	5%	3%	7%	5%	3%	8%	5%	8%	4%
Student	54	45	9	4	44	4	4	2	-	7	2	5	2	4	12	9	5	*	4
	1%	1%	1%	2%	1%	1%	1%	1%	-	1%	2	1%	2	1%	2%	1%	1%	*	1%
Retired	503	370	133	40	420	44	25	14	21	44	62	37	40	68	29	62	56	5	39
	10%	8%	18% <sup>abc</sup>	21% <sup>td</sup>	10%	10%	10%	10%	10% <sup>td</sup>	8%	15% <sup>tdino</sup>	10% <sup>td</sup>	9% <sup>td</sup>	14% <sup>td</sup>	4%	9% <sup>td</sup>	13% <sup>td</sup>	10%	10% <sup>td</sup>
Retired and living on an occupational pension	333	272	61	20	270	35	18	10	14	37	31	24	30	37	35	35	28	7	27
	6%	6%	8%	10% <sup>abc</sup>	6%	8%	7%	7%	7%	7%	7%	6%	6%	6%	5%	5%	6%	4% <sup>tdimop</sup>	7%
Retired and living on a state pension	170	130	40	9	146	11	10	3	7	13	15	15	10	21	23	21	20	*	11
	3%	3%	6% <sup>abc</sup>	5%	3%	3%	4%	2%	3%	2%	4%	4%	2%	4%	3%	3%	4%	1%	3%
NET: Retired	1006	772	234	69	835	90	54	27	41	94	108	77	80	126	87	118	104	13	77
	19%	17%	32% <sup>abc</sup>	36% <sup>td</sup>	19%	21%	22%	19%	20% <sup>td</sup>	17%	25% <sup>tdino</sup>	20% <sup>td</sup>	18%	26% <sup>tdino</sup>	13%	17%	23% <sup>td</sup>	25% <sup>td</sup>	20% <sup>td</sup>
NET: AB	797	697	100	30	602	107	54	34	18	70	36	37	47	48	206	75	65	13	93
	15%	16%	14%	16%	14%	23% <sup>td</sup>	22% <sup>td</sup>	24% <sup>td</sup>	8%	12%	8%	10%	10%	10%	40% <sup>hjkimop</sup>	11%	15% <sup>td</sup>	12% <sup>hjkimop</sup>	24% <sup>hjkimop</sup>
NET: C1	1229	1094	136	33	1030	102	61	35	56	175	82	89	96	106	161	169	96	4	99
	24%	25% <sup>abc</sup>	19%	17%	24%	24%	25%	25%	27% <sup>td</sup>	31% <sup>tdimopq</sup>	19% <sup>td</sup>	24% <sup>td</sup>	21% <sup>td</sup>	22% <sup>td</sup>	24% <sup>td</sup>	24% <sup>td</sup>	22% <sup>td</sup>	7%	26% <sup>td</sup>
NET: C2	976	869	107	32	847	69	35	24	41	106	101	65	112	90	113	150	70	13	56
	19%	20% <sup>abc</sup>	15%	17%	20% <sup>td</sup>	16%	14%	17%	19%	19%	24% <sup>impr</sup>	17%	25% <sup>kmpr</sup>	19%	17%	21% <sup>td</sup>	16%	25% <sup>td</sup>	15%
NET: DE	1154	1007	146	26	1022	66	43	22	54	121	99	103	120	109	111	154	107	9	57
	22%	23% <sup>abc</sup>	20%	14%	24% <sup>td</sup>	15%	18%	16%	26% <sup>td</sup>	21% <sup>td</sup>	23% <sup>td</sup>	23% <sup>td</sup>	26% <sup>td</sup>	23% <sup>td</sup>	16%	27% <sup>td</sup>	24% <sup>td</sup>	18%	15%
NET: ABC1	2026	1791	235	63	1633	209	115	70	74	244	118	126	144	155	367	244	162	17	192
	39%	40% <sup>abc</sup>	33%	33%	38%	48% <sup>td</sup>	46% <sup>td</sup>	49% <sup>td</sup>	35%	43% <sup>hjkim</sup>	28%	34%	32%	32%	54% <sup>hjkimop</sup>	34%	37% <sup>td</sup>	32%	55% <sup>hjkimop</sup>
NET: C2DE	2129	1876	253	58	1870	135	79	46	94	227	199	173	232	199	224	345	177	22	112
	42%	41% <sup>abc</sup>	35%	31%	41% <sup>td</sup>	31%	32%	32%	42% <sup>td</sup>	42% <sup>td</sup>	47% <sup>td</sup>	46% <sup>td</sup>	51% <sup>tdimopq</sup>	41% <sup>td</sup>	33%	42% <sup>impr</sup>	42% <sup>td</sup>	43% <sup>td</sup>	29%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QB4. What best describes the occupation of the main income earner in your household?

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1853	217	967	1790	2062	747	334	173	3852	507	2088	2020	669	230	112	4088	342	744	1836
Weighted Base	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
High managerial, administrative or professional - e.g. doctor, lawyer, company director (5+ people), judge, surgeon, school headmaster etc.	52	3	9	133	94	24	16	2	227	18	132	106	28	3	1	239	4	72	56
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	144	5	38	154	224	84	41	20	378	60	193	204	84	27	12	396	39	104	175
Supervisor, clerical, junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	412	17	87	351	457	205	87	60	808	157	421	482	164	66	31	903	87	199	447
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	298	24	72	289	419	172	66	23	708	89	370	433	118	36	13	802	49	172	308
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	213	39	28	205	310	136	64	25	516	89	272	303	122	40	6	576	46	109	228
Housewife / househusband	27	5	23	30	36	28	4	3	66	7	36	37	22	3	2	73	5	19	22
Unemployed	89	5	85	97	109	49	18	13	206	31	118	107	39	12	10	225	23	47	89
Student	9	7	8	8	18	14	6	5	27	11	13	24	8	2	3	38	6	16	16
Retired	277	46	253	235	173	57	27	9	408	36	177	169	88	35	13	346	48	-	-
Retired and living on an occupational pension	184	12	170	170	111	28	12	6	287	18	162	110	35	18	6	272	24	49	284
Retired and living on a state pension	99	27	75	75	71	20	3	-	145	3	66	52	28	19	2	119	22	46	124
NET: Retired	560	86	530	486	354	106	42	14	840	56	406	331	161	73	21	737	93	96	407
NET: AB	106	8	47	287	318	107	56	22	605	78	325	310	112	31	13	635	43	175	231
NET: C1	421	25	95	380	475	220	103	65	835	168	434	507	172	69	34	941	103	215	463
NET: C2	298	24	72	289	419	172	66	23	708	89	370	433	118	36	13	802	49	172	308
NET: DE	329	95	136	332	455	212	86	41	787	127	427	447	183	56	18	874	74	175	339
NET: ABC1	617	32	142	647	793	327	159	87	1440	246	759	817	284	99	47	1576	146	391	693
NET: C2DE	629	119	206	621	874	384	152	64	1495	216	796	880	301	92	31	1676	122	347	646

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
\* small base

QB4. What best describes the occupation of the main income earner in your household?

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	272	35	236	-	117	141	15	265	3	4	-	272	-
	5%	11% <b>b</b>	5%	-	5% <b>a</b>	4%	4%	5%	2%	9%	-	5%	-
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	525	46	470	9	122	369	35	501	19	4	-	525	-
	10%	14%	10%	12%	8%	14% <b>a</b>	11%	10%	16%	9%	-	10%	-
Supervisor, clerical, junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1175	46	1113	16	255	854	68	1115	41	18	-	1174	1
	23%	14%	23% <b>a</b>	20%	17%	25% <b>d</b>	21%	22%	35% <b>h</b>	38%	-	23%	9%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	976	46	914	16	220	687	69	944	17	6	-	967	8
	19%	14%	19%	20%	15%	21% <b>d</b>	21% <b>d</b>	19%	14%	14%	-	19%	32%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	758	39	708	12	197	493	68	732	16	4	2	751	5
	15%	12%	15%	15%	13%	15% <b>a</b>	21% <b>d</b>	15%	14%	8%	22%	15%	20%
Housewife / househusband	100	13	84	3	45	43	12	93	6	-	1	99	-
	2%	4% <b>b</b>	2%	4%	3% <b>a</b>	1%	4% <b>a</b>	2%	5% <b>h</b>	-	11%	2%	-
Unemployed	296	60	225*	11	186	89	21	274	6	4	5	283	7
	6%	15% <b>b</b>	5%	13% <b>b</b>	15% <b>d</b>	3%	6% <b>a</b>	6%	3%	8%	67%	6%	26%
Student	54	9	45	-	18	27	9	44	5	1	-	50	4
	1%	9% <b>b</b>	1%	-	1%	1%	9% <b>b</b>	1%	4% <b>h</b>	1%	-	1%	17%
Retired	503	17	478	7	168	316	18	500	2	1	-	503	-
	10%	5%	10% <b>a</b>	9%	11% <b>d</b>	9%	6%	10% <b>h</b>	2%	2%	-	10% <b>h</b>	-
Retired and living on an occupational pension	333	15	318	-	99	228	6	333	-	-	-	333	-
	6%	4%	7%	-	7% <b>d</b>	7% <b>d</b>	2%	7% <b>a</b>	-	-	-	6% <b>a</b>	-
Retired and living on a state pension	170	9	156	5	63	104	3	163	2	5	-	170	-
	3%	3%	3%	7%	4% <b>d</b>	3%	1%	3%	2%	11%	-	3%	-
NET: Retired	1006	41	952	13	330	648	28	995	5	6	-	1006	-
	19%	12%	19% <b>a</b>	15%	22% <b>d</b>	19% <b>d</b>	9%	19% <b>a</b>	4%	13%	-	19% <b>a</b>	-
NET: AB	797	81	706	10	239	509	49	766	22	8	-	797	-
	15%	24% <b>b</b>	15%	12%	16%	15%	15%	16%	19%	18%	-	16%	1%
NET: C1	1229	55	1158	16	273	881	76	1159	46	18	-	1224	6
	24%	16%	24% <b>a</b>	20%	18%	26% <b>d</b>	23%	23%	39% <b>h</b>	39%	-	24%	22%
NET: C2	976	46	914	16	220	687	69	944	17	6	-	967	8
	19%	14%	19%	20%	15%	23% <b>d</b>	23% <b>d</b>	19%	14%	14%	-	19%	32%
NET: DE	1154	111	1016	26	428	624	101	1098	28	8	8	1134	12
	22%	33% <b>b</b>	21%	32%	29% <b>a</b>	19%	31% <b>a</b>	22%	24%	16%	100%	22%	46%
NET: ABC1	2026	136	1864	25	511	1389	125	1926	67	27	-	2020	6
	39%	41%	39%	32%	34%	41% <b>d</b>	39%	39%	53% <b>h</b>	57%	-	39%	22%
NET: C2DE	2129	156	1930	42	648	1311	170	2043	44	14	8	2101	20
	41%	47%	41%	52%	44% <b>a</b>	39%	53% <b>d</b>	41%	38%	30%	100%	41%	78%

Proportions/Mean: Column Total (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QB4. What best describes the occupation of the main income earner in your household?

Base : All participants

	Total	Quarter				Month												
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430	
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437	
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259	
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	272 5%	51 4%	93 7% <b>ab</b>	73 6%	55 4%	23 5%	9 2%	19 4%	48 10% <b>ghimnop</b>	25 6% <b>f</b>	19 5%	-	47 6% <b>f</b>	26 5%	17 4%	22 5%	15 3%	
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	525 10%	121 9%	125 10%	118 9%	160 12% <b>c</b>	55 13%	32 8%	34 8%	50 11%	34 8%	41 10%	-	71 9%	48 10%	56 13%	55 13% <b>f</b>	49 11%	
Supervisor, clerical, junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1175 23%	263 20%	266 21%	334 26% <b>ab</b>	312 24%	38 9%	144 33% <b>ghimnop</b>	82 19% <b>ae</b>	92 20% <b>ae</b>	105 25% <b>ae</b>	69 17% <b>ae</b>	-	206 25% <b>ae</b>	127 27% <b>ae</b>	103 24% <b>ae</b>	100 24% <b>ae</b>	109 25% <b>ae</b>	
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	976 19%	255 20%	242 19%	240 19%	239 19%	123 28% <b>fghimnop</b>	28 6%	104 24% <b>fm</b>	81 17% <b>fd</b>	79 18% <b>fd</b>	82 20% <b>fd</b>	-	164 20% <b>fd</b>	76 16% <b>fd</b>	84 19% <b>fd</b>	73 16% <b>fd</b>	83 19% <b>fd</b>	
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	758 15%	210 16% <b>d</b>	211 16% <b>d</b>	180 14%	157 12%	57 13%	90 21% <b>hmnop</b>	63 15%	64 14%	69 17%	78 19% <b>fo</b>	-	107 13%	73 15%	56 13%	49 12%	53 12%	
Housewife / househusband	100 2%	38 3% <b>c</b>	21 2%	12 1%	29 2% <b>c</b>	8 2%	23 5% <b>ghimnop</b>	7 2%	4 1%	10 2%	8 2%	-	9 1%	3 1%	6 1%	13 3% <b>lm</b>	10 2%	
Unemployed	296 6%	80 6%	79 6%	70 5%	66 5%	34 8%	23 5%	23 5%	20 4%	27 6%	32 8%	-	43 5%	27 6%	21 5%	23 5%	23 5%	
Student	54 1%	11 1%	11 1%	13 1%	19 1%	1 *	4 1%	5 1%	5 1%	5 *	6 1%	-	5 1%	8 2%	5 1%	10 2% <b>lm</b>	4 1%	
Retired	503 10%	260 20% <b>cd</b>	243 19% <b>cd</b>	-	-	93 22% <b>lmnop</b>	77 18% <b>lmnop</b>	90 21% <b>lmnop</b>	99 21% <b>lmnop</b>	63 15% <b>lmnop</b>	81 19% <b>lmnop</b>	-	-	-	-	-	-	-
Retired and living on an occupational pension	333 6%	-	-	166 13% <b>ab</b>	166 13% <b>ab</b>	-	-	-	-	-	-	-	112 14% <b>efghj</b>	54 12% <b>efghj</b>	56 13% <b>efghj</b>	47 11% <b>efghj</b>	63 14% <b>efghj</b>	
Retired and living on a state pension	170 3%	-	-	84 7% <b>ab</b>	86 7% <b>ab</b>	-	-	-	-	-	-	-	55 7% <b>efghj</b>	30 7% <b>efghj</b>	33 7% <b>efghj</b>	24 6% <b>efghj</b>	29 6% <b>efghj</b>	
NET: Retired	1006 19%	260 20%	243 19%	250 19%	252 20%	93 22%	77 18%	90 21%	99 21%	63 15%	81 19%	-	165 20%	84 18%	89 20%	71 17%	92 21%	
NET: AB	797 15%	173 13%	218 17%	191 15%	215 17%	78 18% <b>f</b>	42 10%	53 12%	98 21% <b>fg</b>	60 14%	60 15%	-	118 14%	74 16%	73 17% <b>f</b>	77 19% <b>f</b>	64 15%	
NET: C1	1229 24%	274 21%	277 21%	346 27% <b>ab</b>	332 26% <b>ab</b>	39 9%	148 33% <b>ghimnop</b>	87 20% <b>ae</b>	97 21% <b>ae</b>	105 23% <b>ae</b>	76 18% <b>ae</b>	-	211 26% <b>ae</b>	135 30% <b>ae</b>	109 26% <b>ae</b>	110 26% <b>ae</b>	113 26% <b>ae</b>	
NET: C2	976 19%	255 20%	242 19%	240 19%	239 19%	123 28% <b>fghimnop</b>	28 6%	104 24% <b>fm</b>	81 17% <b>fd</b>	79 18% <b>fd</b>	82 20% <b>fd</b>	-	164 20% <b>fd</b>	76 16% <b>fd</b>	84 19% <b>fd</b>	73 16% <b>fd</b>	83 19% <b>fd</b>	
NET: DE	1154 22%	329 25% <b>cd</b>	311 24% <b>cd</b>	282 20%	252 20%	99 23%	137 32% <b>ghimnop</b>	93 22%	88 19%	105 26%	118 28% <b>lmnop</b>	-	159 19%	103 22%	82 19%	85 20%	85 19%	
NET: ABC1	2026 39%	447 35%	495 38%	538 42% <b>ab</b>	547 42% <b>ab</b>	117 27%	100 23% <b>ghimnop</b>	140 33%	105 24% <b>ghimnop</b>	165 37%	135 30%	-	329 40% <b>ae</b>	200 44% <b>ae</b>	162 42% <b>ae</b>	167 43% <b>ae</b>	177 43% <b>ae</b>	
NET: C2DE	2129 41%	583 45% <b>cd</b>	553 43%	502 39%	491 38%	222 51% <b>fghimnop</b>	165 38%	197 46% <b>h</b>	169 37%	184 45%	200 48% <b>fghimnop</b>	-	323 39%	179 38%	166 38%	157 38%	168 38%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QB5. You said that the main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Base : Main income earner in the household is now retired on an occupational pension

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+	NET White (r)		NET EMG (s)
								(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(t)		(u)
Unweighted Base	943	-	943	26	443	605	338	1	4	11	12	164	412	339	5	23	915	751	927	12	943
Weighted Base	836	..	836	19**	387	414	422	1**	1**	9**	6**	118*	340	361	2**	15**	819	701	817	17**	836
Effective Base	481	-	481	12	242	345	186	1	2	8	7	89	197	188	3	14	467	384	469	10	481
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	29	-	29	*	16	17	12	-	-	-	-	8	12	9	-	-	29	21	29	-	82
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	119	-	119	3	58	63	56	-	*	*	2	22	41	54	*	2	117	95	119	*	247
Supervisor, clerical, junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	362	-	362	11	181	167	195	-	*	1	2	43	142	173	*	3	359	316	358	4	325
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	202	-	202	5	91	115	86	1	*	5	*	31	86	79	1	5	196	165	194	6	185
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	85	-	85	-	29	40	44	-	1	*	3	6	42	33	1	3	81	75	81	4	78
Housewife / househusband	25	-	25	-	7	8	17	-	-	3	-	7	8	7	-	3	22	15	25	-	16
Unemployed	12	-	12	-	4	3	9	-	-	-	-	1	8	3	-	-	12	11	9	3	9
Student	2	-	2	-	-	-	2	-	-	-	-	-	2	1	-	-	2	2	2	-	1
NET: Retired	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: AB	148	-	148	3	74	81	68	-	*	2	30	53	63	63	*	2	146	116	148	*	329
NET: C1	364	-	364	11	181	167	197	-	*	1	2	43	142	176	*	3	361	316	360	4	326
NET: C2	202	-	202	5	91	115	86	1	*	5	*	31	86	79	1	5	196	165	194	6	185
NET: DE	121	-	121	-	40	51	71	-	1	3	3	14	58	43	1	6	115	101	115	7	103
NET: ABC1	513	-	513	13	255	248	265	-	*	1	3	74	195	230	*	5	508	434	508	4	655
NET: C2DE	323	-	323	5	131	166	157	1	1	8	3	44	145	121	2	10	311	266	309	12	288

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - n/op/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QB5. You said that the main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Base : Main income earner in the household is now retired on an occupational pension

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	943	329	326	185	103	655	288	18	898	91	154	297	232	89	683	95	792	41	332	9
Weighted Base	836	148	364	202	121*	513	323	18**	790	117*	155*	271	177	42*	603	123*	664	28**	290	15**
Effective Base	481	109	196	119	63	299	182	12	455	53	84	174	101	35	357	56	400	19	184	7
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	29 3%	29 20%abc	-	-	-	29 9%	-	2	28	-	2	3	8	15	13	-	27	-	11	1
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	119 14%	119 89%abc	-	-	-	119 23%ef	-	2	117	9	20	29	37	15	87	9	107	1	50	-
Supervisor, clerical, junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	362 43%	-	362 89%abc	-	-	362 71%ef	-	8	345	53	67	122	82	7	272	53	286	17	146	7
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	202 24%	-	-	202 100%abc	-	202 62%ef	6	186	18	34	81	41	6	156	19	166	7	60	6	
Semi-skilled or unskilled manual worker - e.g. baggage handler, water, factory worker, receptionist, labourer, gardener etc.	85 10%	-	-	85 70%abc	-	85 26%ef	2	76	23	26	27	4	-	58	23	59	-	19	1	
Housewife / househusband	25 3%	-	-	25 20%abc	-	25 8%ef	-	23	7	4	8	5	-	18	7	18	3	2	-	
Unemployed	12 1%	-	-	12 10%abc	-	12 4%ef	-	12	8	1	-	-	-	1	11	1	-	1	-	
Student	2	-	2	-	-	2	-	2	-	-	-	-	-	-	-	-	-	-	-	
NET: Retired	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET: AB	148 18%	148 100%abc	-	-	-	148 29%ef	-	2	146	9	22	32	45	29	99	9	134	1	62	1
NET: C1	364 44%	-	364 100%abc	-	-	364 71%ef	-	8	347	53	67	122	82	7	272	53	286	17	146	7
NET: C2	202 24%	-	-	202 100%abc	-	202 62%ef	6	186	18	34	81	41	6	156	19	166	7	60	6	
NET: DE	121 15%	-	-	121 100%abc	-	121 23%ef	2	111	38	31	36	9	-	76	41	3	22	1	1	
NET: ABC1	513 61%	148 100%bcd	364 100%bcd	-	-	513 100%ef	-	10	493	62	89	155	127	36	371	62	420	18	208	8
NET: C2DE	323 39%	-	-	202 100%abc	121 100%abd	323 100%ef	8	297	56	66	116	50	6	232	60	244	10	82	7	

Proportions/Mean: Columns Yes/No (5% risk level) - abc|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QB5. You said that the main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Base : Main income earner in the household is now retired on an occupational pension

	Rurality			Nation				Region												
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	943	537	406	192	439	224	178	102	48	42	62	45	43	66	34	44	55	48	176	
Weighted Base	836	642	194	60*	690	79*	44*	24*	35*	81*	93*	61*	69*	105*	64**	97*	84*	13**	66*	
Effective Base	481	369	111	38	355	79	78	55	41	37	53	38	37	55	30	38	46	18	63	
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	29 3%	18 3%	11 6%	5 8%	13 2%	9% <b>d</b>	7% <b>d</b>	2% <b>d</b>	1%	-	-	-	4%	1%	-	4%	6%	5	3	4% <b>d</b>
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	119 14%	78 12%	42 21% <b>a</b>	13 22%	69 10%	31% <b>d</b>	16% <b>d</b>	10% <b>d</b>	4	13	3	7	9	2	4	15	10	5	20	39% <b>a</b>
Supervisor, clerical, junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	362 43%	289 45%	73 37%	21 35%	314 46% <b>d</b>	30	12	7	8	39	58	20	25	50	40	39	34	2	28	42%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	202 24%	161 25%	41 21%	13 22%	181 26% <b>d</b>	13	5	2	14	15	19	25	20	29	9	29	21	2	11	16%
Semi-skilled or unskilled manual worker - e.g. baggage handler, water, factory worker, receptionist, labourer, gardener etc.	85 10%	72 11%	13 6%	1 2%	78 11% <b>a</b>	2	3	2	5	10	10	7	8	12	8	4	13	-	2	4%
Housewife / househusband	25 3%	13 2%	12 6% <b>a</b>	7 11% <b>a</b>	21 3%	2	1	*	1	1	1	-	3	5	2	7	-	1	1	2%
Unemployed	12 1%	8 1%	4 2%	-	12 2%	*	-	*	1	3	-	-	1	6	-	-	1	-	-	*
Student	2	2	-	-	2	-	-	-	-	4%	-	2	-	-	-	-	-	-	-	-
NET: Retired	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: AB	148 18%	96 15%	53 27% <b>a</b>	18 30% <b>a</b>	82 12%	32	23	12	5	13	3	7	12	3	4	19	15	8	24	64%
NET: C1	364 44%	292 45%	73 37%	21 35%	316 46% <b>d</b>	30	12	7	8	39	58	22	25	50	40	39	34	2	28	42%
NET: C2	202 24%	161 25%	41 21%	13 22%	181 26% <b>d</b>	13	5	2	14	15	19	25	20	29	9	29	21	2	11	16%
NET: DE	121 15%	93 14%	28 14%	8 13%	110 16% <b>d</b>	4	4	3	7	14	12	7	12	23	10	11	14	1	4	6%
NET: ABC1	613 67%	388 60%	125 65%	39 65%	398 58%	61	35	19	13	51	62	29	38	53	45	58	50	10	51	78% <b>a</b>
NET: C2DE	323 39%	254 40%	69 35%	21 35%	292 42% <b>d</b>	17	9	5	21	30	31	32	32	52	19	40	34	3	15	22%

Proportions/Mean: Columns Yes/ed (5% risk level) - ab/c - de/f/g - hij/klm/n/op/pqr  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QB5. You said that the main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Base : Main income earner in the household is now retired on an occupational pension

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	943	499	47	479	433	339	103	46	19	772	65	401	320	135	54	23	721	77	47	335
Weighted Base	836	461	59**	433	411	284	86*	40**	14**	695	54*	339	279	133*	53*	19**	618	72*	49**	284
Effective Base	481	256	29	242	219	175	51	27	12	392	39	197	166	70	30	15	362	44	26	185
High managerial, administrative or professional - e.g. doctor, lawyer, company director (5+ people), judge, surgeon, school headmaster etc.	29 3%	13 3%	-	13 3%	10 2%	14 5%	2 2%	3 8%	-	24 3%	3 6%	12 4%	14 5%	1 1%	2 3%	-	26 4%	2 2%	1 1%	12 4%
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	119 14%	75 16%	5 9%	73 17%	60 15%	41 15%	10 11%	7 17%	2 12%	101 15%	8 15%	44 13%	42 15%	19 14%	11 20%	3 16%	86 14%	14 15%	9 17%	43 15%
Supervisor, clerical, junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	362 43%	196 43%	27 45%	184 42%	187 45%	123 43%	33 38%	13 34%	7 46%	309 44%	20 38%	154 45%	122 44%	51 38%	23 44%	11 60%	275 45%	34 48%	26 54%	143 51%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	202 24%	118 26%	11 19%	111 26%	93 23%	64 23%	26 30%	13 32%	4 31%	157 23%	17 32%	92 27%	60 21%	32 24%	15 28%	1 7%	152 25%	16 22%	10 21%	63 22%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	85 10%	43 9%	11 19%	36 8%	44 11%	23 8%	13 15%	4 10%	1 8%	67 10%	5 9%	30 9%	24 9%	19 15%	3 5%	3 15%	54 9%	5 7%	3 6%	17 6%
Housewife / househusband	25 3%	7 2%	-	7 2%	11 3%	12 4%	2 2%	-	-	23 3%	-	7 2%	12 4%	6 4%	-	-	19 3%	-	-	6 2%
Unemployed	12 1%	6 1%	5 8%	6 1%	5 1%	6 2%	1 1%	-	-	11 2%	-	-	3 1%	5 4%ns	1 1%	-	3 1%	1 1%	-	1 1%
Student	2 *	2 *	-	2 1%	2 1%	-	-	-	-	2 *	-	-	2 1%	-	-	-	2 *	-	-	-
NET: Retired	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: AB	148 18%	88 19%	5 9%	86 20%	70 17%	55 19%	11 13%	10 25%	2 12%	125 18%	12 21%	56 17%	57 20%	20 15%	12 23%	3 16%	113 18%	15 22%	9 19%	54 19%
NET: C1	364 44%	199 43%	27 45%	186 43%	189 46%	123 43%	33 38%	13 34%	7 48%	311 45%	20 38%	154 45%	124 44%	51 38%	23 44%	11 60%	278 45%	34 48%	26 54%	143 51%
NET: C2	202 24%	118 26%	11 19%	111 26%	93 23%	64 23%	26 30%	13 32%	4 31%	157 23%	17 32%	92 27%	60 21%	32 24%	15 28%	1 7%	152 25%	16 22%	10 21%	63 22%
NET: DE	121 15%	56 12%	16 27%	49 11%	59 14%	41 15%	16 18%	4 10%	1 8%	101 15%	5 9%	37 11%	38 14%	30 23%nspe	3 6%	3 15%	76 12%	6 8%	3 6%	23 8%
NET: ABC1	513 61%	287 62%	32 54%	273 63%	259 63%	178 63%	44 51%	23 59%	9 61%	437 63%	32 59%	210 62%	181 65%	71 53%	35 67%	14 78%	390 63%	50 70%	36 72%	198 70%
NET: C2DE	323 39%	175 38%	27 46%	160 37%	152 37%	106 37%	42 49%	16 41%	6 39%	238 37%	22 41%	130 38%	98 36%	62 47%	18 33%	4 22%	226 37%	22 30%	14 28%	86 30%

Proportions/Mean: Column 1 tested (5% risk level) - abc - d(e)(f)(gh) - kl(m)(op)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QB5. You said that the main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Base : Main income earner in the household is now retired on an occupational pension

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	943	39	897	7	296	617	30	938	4	1	-	943	-
Weighted Base	836	32**	796	7**	267	544	25**	833	2**	1**	**	836	**
Effective Base	481	21	459	2	153	313	15	478	2	1	-	481	-
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	29 3%	1 5%	28 3%	1 1%	8 3%	21 4%	2 2%	29 3%	-	-	-	29 3%	-
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	119 14%	2 6%	117 15%	-	33 12%	85 16%	1 5%	119 14%	-	-	-	119 14%	-
Supervisor, clerical, junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	362 43%	15 47%	347 44%	7 2%	103 39%	251 46%	7 2%	361 43%	1 53%	-	-	362 43%	-
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	202 24%	10 30%	191 24%	1 14%	77 29%	117 22%	7 30%	201 24%	1 47%	-	-	202 24%	-
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	85 10%	1 4%	82 10%	1 1%	28 11%	53 10%	3 14%	85 10%	-	-	-	85 10%	-
Housewife / househusband	25 3%	2 6%	18 2%	5 64%	17 6%	6 1%	2 8%	25 3%	-	-	-	25 3%	-
Unemployed	12 1%	1 3%	11 1%	-	1 1%	8 2%	3 12%	11 1%	-	1 100%	-	12 1%	-
Student	2 *	-	2 *	-	-	2 *	-	2 *	-	-	-	2 *	-
NET: Retired	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: AB	148 18%	3 11%	145 18%	7 1%	41 15%	106 19%	2 6%	148 18%	-	-	-	148 18%	-
NET: C1	364 44%	15 47%	349 44%	7 2%	103 39%	254 47%	7 29%	363 44%	1 53%	-	-	364 44%	-
NET: C2	202 24%	10 30%	191 24%	1 14%	77 29%	117 22%	7 30%	201 24%	1 47%	-	-	202 24%	-
NET: DE	121 15%	4 12%	111 14%	6 83%	46 17%	67 12%	8 34%	120 14%	-	1 100%	-	121 15%	-
NET: ABC1	513 61%	18 57%	494 62%	7 3%	144 54%	360 69%	9 36%	512 61%	1 53%	-	-	513 61%	-
NET: C2DE	323 39%	14 43%	302 38%	7 97%	123 41%	184 34%	16 64%	321 39%	1 47%	1 100%	-	323 39%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \*\* very small base (under 30) ineligible for sig testing

QB5. You said that the main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Base : Main income earner in the household is now retired on an occupational pension

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	943	288	273	187	195	115	78	95	89	86	98	-	132	55	58	64	73
Weighted Base	836	260	243	166	166	93*	77*	90*	99*	63*	81*	**	112*	54*	56*	47*	63*
Effective Base	481	130	145	107	103	47	38	46	53	44	49	-	74	33	33	32	39
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	29 3%	7 3%	10 4%	6 3%	7 4%	3 3%	1 1%	3 4%	6 6%	2 3%	2 3%	-	4 4%	2 3%	1 2%	1 2%	5 7%
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	119 14%	41 16%	27 11%	26 16%	25 15%	13 14%	4 5%	25 25% <b>h</b>	11 11%	5 7%	11 14%	-	19 17%	7 13%	5 9%	12 24% <b>h</b>	8 13%
Supervisor, clerical, junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	362 43%	98 38%	94 39%	83 50%	87 52% <b>h</b>	21 22%	50 65% <b>g</b> <b>ij</b>	28 31%	46 47% <b>o</b>	25 39%	23 28%	-	60 53% <b>g</b> <b>ij</b>	23 42%	35 63% <b>g</b> <b>ij</b>	17 37%	35 55% <b>h</b> <b>ij</b>
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	202 24%	64 25%	64 26%	38 23%	36 21%	32 34% <b>h</b> <b>ij</b>	7 10%	25 23% <b>h</b> <b>ij</b>	12 12%	24 38% <b>h</b> <b>ij</b>	28 35% <b>h</b> <b>ij</b>	-	18 16%	20 37% <b>h</b> <b>ij</b>	10 18%	16 33% <b>h</b> <b>ij</b>	10 16%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	85 10%	26 10%	39 16% <b>cd</b>	12 7%	8 5%	10 11%	8 10%	8 9%	20 20% <b>h</b> <b>ij</b>	5 8%	14 17% <b>h</b> <b>ij</b>	-	11 9%	1 2%	4 6%	2 4%	3 4%
Housewife / househusband	25 3%	12 5%	7 3%	3 2%	3 2%	5 6%	6 8%	1 1%	4 4%	* 1%	2 3%	-	1 1%	1 3%	-	-	3 3%
Unemployed	12 1%	9 3%	3 1%	-	1 1%	7 8% <b>h</b>	1 1%	* *	-	3 5%	-	-	-	-	1 1%	-	-
Student	2 *	-	-	-	-	2 2%	-	-	-	-	-	-	-	-	-	-	-
NET: Retired	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: AB	148 18%	48 19%	36 15%	32 19%	32 19%	16 17%	4 6%	28 31% <b>h</b> <b>ij</b>	17 17%	6 10%	13 17%	-	23 20% <b>h</b>	9 16%	6 11%	13 27% <b>h</b>	13 21%
NET: C1	364 44%	101 39%	94 39%	83 50%	87 52% <b>h</b> <b>ij</b>	23 25%	50 65% <b>g</b> <b>ij</b>	28 31%	46 47% <b>o</b>	25 39%	23 28%	-	60 53% <b>g</b> <b>ij</b>	23 42%	35 63% <b>g</b> <b>ij</b>	17 37%	35 55% <b>h</b> <b>ij</b>
NET: C2	202 24%	64 25%	64 26%	38 23%	36 21%	32 34% <b>h</b> <b>ij</b>	7 10%	25 23% <b>h</b> <b>ij</b>	12 12%	24 38% <b>h</b> <b>ij</b>	28 35% <b>h</b> <b>ij</b>	-	18 16%	20 37% <b>h</b> <b>ij</b>	10 18%	16 33% <b>h</b> <b>ij</b>	10 16%
NET: DE	121 15%	47 18% <b>cd</b>	49 20% <b>cd</b>	14 9%	12 7%	23 24% <b>h</b> <b>ij</b>	15 20%	9 10%	24 24% <b>h</b> <b>ij</b>	8 10%	16 20% <b>o</b>	-	12 10%	3 5%	4 7%	2 4%	6 9%
NET: ABC1	513 61%	149 57%	130 54%	114 63% <b>h</b> <b>ij</b>	119 72% <b>h</b> <b>ij</b>	39 42%	54 71% <b>h</b> <b>ij</b>	56 62%	63 63% <b>o</b>	31 49%	36 45%	-	83 73% <b>h</b> <b>ij</b>	32 56%	42 78% <b>h</b> <b>ij</b>	30 63%	46 75% <b>h</b> <b>ij</b>
NET: C2OE	323 39%	111 43% <b>cd</b>	112 46% <b>cd</b>	47 31%	47 28%	22 24% <b>h</b> <b>ij</b>	22 29%	34 38%	36 36%	32 51% <b>h</b> <b>ij</b>	44 55% <b>h</b> <b>ij</b>	-	29 26%	23 42%	14 26%	17 37%	16 26%

Proportions: Means: Columns Tested (5% risk level) - ab/cd - e/f(g)h/ij/k/m/n/op  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ocom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QB4/QB5. Main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1669	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2827	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	301	-	301	136	118	202	96	85	32	87	16	40	26	16	117	103	82	42	240	61	343
6%	-	6%	19% <b>d</b>	4%	8% <b>f</b>	4%	12% <b>g</b>	5% <b>h</b>	9% <b>i</b>	2% <b>j</b>	4% <b>k</b>	4% <b>l</b>	3% <b>m</b>	9% <b>n</b>	6% <b>o</b>	4% <b>p</b>	4% <b>q</b>	5% <b>r</b>	11% <b>s</b>	7%	7%
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	644	-	644	104	352	317	325	149	85	111	83	87	69	59	235	194	216	129	539	100	919
12%	-	12%	15%	12%	13%	12%	22% <b>g</b>	13% <b>h</b>	11% <b>i</b>	12% <b>j</b>	9% <b>k</b>	11% <b>l</b>	11% <b>m</b>	17% <b>n</b>	11% <b>o</b>	10% <b>p</b>	11% <b>q</b>	12% <b>r</b>	16% <b>s</b>	16%	16%
Supervisor, clerical, junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1537	-	1537	203	853	696	839	148	199	318	202	248	204	217	347	520	670	421	1379	152	1481
30%	-	30%	29%	30%	28%	32% <b>f</b>	21% <b>g</b>	31% <b>h</b>	31% <b>i</b>	26% <b>j</b>	27% <b>k</b>	32% <b>l</b>	41% <b>m</b>	26% <b>n</b>	30% <b>o</b>	32% <b>p</b>	36% <b>q</b>	30% <b>r</b>	35% <b>s</b>	29%	29%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1177	-	1177	135	650	644	527	119	164	229	169	246	150	100	283	398	496	250	1070	95	1047
23%	-	23%	19%	23%	26% <b>f</b>	20%	17% <b>g</b>	25% <b>h</b>	23% <b>i</b>	24% <b>j</b>	27% <b>k</b>	24% <b>l</b>	19% <b>m</b>	21% <b>n</b>	23% <b>o</b>	24% <b>p</b>	22% <b>q</b>	23% <b>r</b>	29% <b>s</b>	18%	20%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	843	-	843	69	442	367	472	98	111	180	155	175	82	42	209	335	299	124	776	56	707
16%	-	16%	10%	16% <b>c</b>	15% <b>f</b>	16% <b>e</b>	14% <b>g</b>	17% <b>h</b>	16% <b>i</b>	19% <b>j</b>	19% <b>k</b>	13% <b>l</b>	8% <b>m</b>	16% <b>n</b>	19% <b>o</b>	14% <b>p</b>	11% <b>q</b>	17% <b>r</b>	11% <b>s</b>	14%	14%
Housewife / househusband	125	-	125	11	62	31	94	10	25	18	24	25	14	7	36	42	46	21	111	13	129
2%	-	2%	2%	2%	1% <b>f</b>	4% <b>e</b>	2% <b>g</b>	4% <b>h</b>	2% <b>i</b>	3% <b>j</b>	3% <b>k</b>	2% <b>l</b>	1% <b>m</b>	3% <b>n</b>	2% <b>o</b>	2% <b>p</b>	2% <b>q</b>	2% <b>r</b>	2% <b>s</b>	2%	2%
Unemployed	308	-	308	20	162	160	144	32	29	70	66	98	9	3	61	137	110	12	281	25	324
6%	-	6%	3%	6% <b>c</b>	6% <b>f</b>	5% <b>e</b>	5% <b>g</b>	4% <b>h</b>	7% <b>i</b>	9% <b>j</b>	11% <b>k</b>	1% <b>l</b>	3% <b>m</b>	5% <b>n</b>	8% <b>o</b>	5% <b>p</b>	1% <b>q</b>	6% <b>r</b>	6% <b>s</b>	6%	6%
Student	56	-	56	15	29	31	25	46	6	-	1	-	-	2	53	1	2	2	41	12	62
1%	-	1%	2%	1% <b>f</b>	1% <b>e</b>	1% <b>f</b>	3% <b>g</b>	12% <b>g</b>	1% <b>h</b>	-	-	-	-	1% <b>m</b>	4% <b>n</b>	-	-	-	1% <b>r</b>	2% <b>s</b>	1%
NET: Retired	170	-	170	7	163	66	104	1	-	3	-	7	79	80	1	3	166	159	153	17	149
3%	-	3%	1% <b>f</b>	6% <b>c</b>	3% <b>f</b>	4% <b>e</b>	-	-	-	-	1% <b>j</b>	12% <b>g</b>	15% <b>h</b>	1% <b>m</b>	3% <b>n</b>	9% <b>o</b>	14% <b>q</b>	3% <b>r</b>	3% <b>s</b>	3%	3%
NET: AB	945	-	945	240	469	519	422	234	117	198	99	127	95	75	351	297	297	171	779	161	1262
16%	-	16%	24% <b>d</b>	17% <b>f</b>	21% <b>f</b>	16% <b>e</b>	34% <b>g</b>	18% <b>h</b>	10% <b>i</b>	14% <b>j</b>	15% <b>k</b>	14% <b>l</b>	15% <b>m</b>	14% <b>n</b>	26% <b>o</b>	17% <b>p</b>	14% <b>q</b>	15% <b>r</b>	17% <b>s</b>	20% <b>t</b>	24%
NET: C1	1594	-	1594	218	882	727	864	194	200	318	203	248	204	220	400	521	672	424	1420	164	1543
31%	-	31%	31% <b>f</b>	29% <b>f</b>	31% <b>f</b>	29% <b>e</b>	31% <b>f</b>	28% <b>g</b>	32% <b>h</b>	31% <b>i</b>	28% <b>j</b>	27% <b>k</b>	32% <b>l</b>	41% <b>m</b>	30% <b>n</b>	30% <b>o</b>	32% <b>p</b>	31% <b>q</b>	31% <b>r</b>	31% <b>s</b>	30%
NET: C2	1177	-	1177	135	650	644	527	119	164	229	169	246	150	100	283	398	496	250	1070	95	1047
23%	-	23%	19% <b>f</b>	23% <b>f</b>	26% <b>f</b>	20% <b>e</b>	17% <b>g</b>	25% <b>h</b>	23% <b>i</b>	24% <b>j</b>	27% <b>k</b>	24% <b>l</b>	19% <b>m</b>	21% <b>n</b>	23% <b>o</b>	24% <b>p</b>	22% <b>q</b>	23% <b>r</b>	29% <b>s</b>	18%	20%
NET: DE	1275	-	1275	100	666	557	710	140	165	268	246	298	106	52	305	514	455	157	1188	94	1160
25%	-	25%	14% <b>f</b>	23% <b>d</b>	22% <b>f</b>	22% <b>e</b>	29% <b>g</b>	25% <b>h</b>	23% <b>i</b>	26% <b>j</b>	23% <b>k</b>	23% <b>l</b>	13% <b>m</b>	10% <b>n</b>	23% <b>o</b>	23% <b>p</b>	23% <b>q</b>	14% <b>r</b>	23% <b>s</b>	18%	22%
NET: ABC1	2539	-	2539	459	1351	1246	1266	429	323	510	302	375	299	205	752	818	969	584	2199	325	2805
49%	-	49%	55% <b>d</b>	48% <b>f</b>	50% <b>f</b>	49% <b>e</b>	52% <b>g</b>	49% <b>h</b>	51% <b>i</b>	42% <b>j</b>	40% <b>k</b>	47% <b>l</b>	55% <b>m</b>	49% <b>n</b>	55% <b>o</b>	47% <b>p</b>	46% <b>q</b>	51% <b>r</b>	48% <b>s</b>	54% <b>t</b>	54%
NET: C2DE	2452	-	2452	235	1316	1201	1237	259	330	497	415	544	256	151	588	912	952	407	2238	189	2207
48%	-	48%	34% <b>f</b>	46% <b>c</b>	48% <b>f</b>	47% <b>e</b>	38% <b>g</b>	51% <b>h</b>	49% <b>i</b>	56% <b>j</b>	59% <b>k</b>	49% <b>l</b>	29% <b>m</b>	44% <b>n</b>	53% <b>o</b>	46% <b>p</b>	35% <b>q</b>	49% <b>r</b>	36% <b>s</b>	43% <b>t</b>	43%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QB4/QB5. Main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?**

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
301 6%	301	301	-	-	-	301	-	223	77	9	25	32	48	171	104	9	283	20	108	12
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.										1%	4%	2%	3%	21% <i>gh</i>	3%	15%	7% <i>cd</i>	4%	6%	9%
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	644 12%	644	-	-	-	644	-	422	220	28	47	123	204	204	374	29	589	27	285	17
Supervisor, clerical, junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1537 30%	-	1537	-	-	1537	-	998	521	94	155	462	506	229	1123	94	1377	106	689	20
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1177 23%	-	-	1177	-	-	1177	770	388	75	114	325	406	171	846	77	1032	82	445	26
Semi-skilled or unskilled manual worker - e.g. baggage handler, water, factory worker, receptionist, labourer, gardener etc.	843 16%	-	-	-	843	-	843	629	201	156	155	276	172	36	602	157	641	85	242	30
Housewife / househusband	125 2%	-	-	-	125	-	125	11	111	28	23	46	19	-	88	28	88	37	8	1
Unemployed	308 6%	-	-	-	308	-	308	9	292	175	78	23	5	1	106	180	108	112	11	14
Student	56 1%	-	56	-	-	56	-	36	9	25	9	7	1	3	17	25	22	7	20	4
NET: Retired	170 3%	-	-	-	170	-	170	3	165	48	52	46	12	-	109	48	111	53	110	7
NET: AB	945 18%	945	-	-	-	945	-	645	297	37	72	154	251	375	477	38	872	47	393	29
NET: C1	1594 31%	-	1594	-	-	1594	-	1007	558	119	155	469	507	231	1140	120	1399	113	710	25
NET: C2	1177 23%	-	-	1177	-	-	1177	770	388	75	114	325	406	171	846	77	1032	82	445	26
NET: DE	1275 25%	-	-	-	1275	-	1275	650	605	359	258	345	196	37	797	365	837	234	261	45
NET: ABC1	2639 49%	945	1594	-	-	2539	-	1652	855	156	236	623	758	606	1617	157	2271	161	1103	54
NET: C2DE	2452 48%	-	-	1177	1275	-	2452	1420	993	434	370	670	603	208	1642	442	1869	316	706	71

Proportions/Means: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
\* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QB4/QB5. Main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	281	260	61	388
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	301 6%	264 6%	37 5%	14 7%	238 5%	33 8%	17 7%	14 9% <sup>td</sup>	7 3%	20 4%	15 3%	8 2%	17 4%	13 3%	104 15% <sup>h k l m o p r</sup>	27 4%	27 6% <sup>sk</sup>	8 15% <sup>h k l m o p r</sup>	25 7% <sup>sk</sup>
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	644 12%	529 12%	115 16% <sup>sa</sup>	34 13% <sup>sa</sup>	447 10%	106 24% <sup>td</sup>	60 24% <sup>td</sup>	32 22% <sup>td</sup>	16 7%	62 11% <sup>g</sup>	25 5%	36 10%	43 9%	38 8%	107 16% <sup>h k l m o</sup>	66 9%	54 12% <sup>g</sup>	14 26% <sup>h k l m o p r</sup>	92 24% <sup>h k l m o p r</sup>
Supervisor, clerical, junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1537 30%	1338 30%	199 28%	50 26%	1300 30%	128 29%	69 28%	41 28%	65 31% <sup>sa</sup>	207 37% <sup>sk k l m o</sup>	138 23% <sup>g</sup>	104 29% <sup>sa</sup>	120 29% <sup>sa</sup>	153 22% <sup>g</sup>	190 28% <sup>g</sup>	198 29% <sup>sa</sup>	126 29% <sup>sa</sup>	5 10%	122 32% <sup>td</sup>
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1177 23%	1030 23%	148 20%	45 24%	1029 24% <sup>sa</sup>	82 19%	41 17%	26 18%	55 25% <sup>sa</sup>	122 21%	120 29% <sup>mp</sup>	90 24% <sup>sa</sup>	132 29% <sup>mp</sup>	118 25% <sup>sa</sup>	122 18%	179 25% <sup>sa</sup>	91 21%	15 29% <sup>sa</sup>	67 17%
Semi-skilled or unskilled manual worker - e.g. baggage handler, water, factory worker, receptionist, labourer, gardener etc.	843 16%	739 17% <sup>sa</sup>	104 14% <sup>sa</sup>	12 7%	751 17% <sup>sa</sup>	46 11%	31 13%	14 10%	44 21% <sup>sa</sup>	92 16% <sup>sa</sup>	77 18% <sup>sa</sup>	85 23% <sup>mp</sup>	79 17% <sup>sa</sup>	87 18% <sup>sa</sup>	74 11%	126 18% <sup>sa</sup>	85 19% <sup>sa</sup>	6 11%	41 11%
Housewife / househusband	125 2%	91 2%	34 5% <sup>sa</sup>	13 7% <sup>sa</sup>	112 3%	5 1%	5 2%	3 2%	4 2%	4 1%	10 2%	10 3%	17 4% <sup>sa</sup>	15 3%	16 2%	25 4% <sup>sa</sup>	10 2%	1 2%	4 1%
Unemployed	308 6%	270 6%	37 5%	8 4%	270 6%	19 4%	11 4%	8 5%	13 6%	39 7%	23 5%	20 5%	35 8%	31 6%	31 5%	53 8%	25 6%	3 6%	16 4%
Student	56 1%	47 1%	9 1%	4 2%	47 1%	4 1%	4 1%	2 1%	- -	7 1%	2 1%	7 2%	2 1%	4 1%	12 2%	9 1%	5 1%	- -	4 1%
NET: Retired	170 3%	130 3%	40 6% <sup>sa</sup>	5 3%	146 3%	11 4%	10 4%	3 2%	7 3%	13 2%	15 4%	15 4%	10 2%	21 4%	23 3%	21 3%	20 4%	- -	11 3%
NET: AB	945 18%	793 18%	152 21%	48 25% <sup>sa</sup>	684 16%	138 32% <sup>td</sup>	77 31% <sup>td</sup>	46 33% <sup>td</sup>	22 11%	82 15%	40 9%	44 12%	60 13%	52 11%	210 31% <sup>h k l m o p r</sup>	94 13%	80 18% <sup>h k l m o</sup>	21 41% <sup>h k l m o p r</sup>	117 31% <sup>h k l m o p r</sup>
NET: C1	1594 31%	1385 31%	208 29%	54 28%	1347 31%	132 30%	72 29%	42 30%	65 31% <sup>sa</sup>	213 38% <sup>g</sup>	140 35% <sup>g</sup>	111 30% <sup>g</sup>	122 27% <sup>sa</sup>	156 33% <sup>g</sup>	201 30% <sup>g</sup>	208 29% <sup>g</sup>	131 30% <sup>g</sup>	5 11%	126 33% <sup>g</sup>
NET: C2	1177 23%	1030 23%	148 20%	45 24%	1029 24% <sup>sa</sup>	82 19%	41 17%	26 18%	55 25% <sup>sa</sup>	122 21%	120 28% <sup>mp</sup>	90 24% <sup>sa</sup>	132 29% <sup>mp</sup>	118 25% <sup>sa</sup>	122 18%	179 25% <sup>sa</sup>	91 21%	15 29% <sup>sa</sup>	67 17%
NET: DE	1276 25%	1100 25%	174 24%	34 18%	1133 27% <sup>sa</sup>	70 16%	47 19%	25 18%	61 29% <sup>sa</sup>	135 24% <sup>sa</sup>	110 23% <sup>sa</sup>	115 31% <sup>sa</sup>	131 29% <sup>sa</sup>	132 29% <sup>sa</sup>	122 18%	205 29% <sup>sa</sup>	121 27% <sup>sa</sup>	10 19%	60 16%
NET: ABC1	2639 49%	2178 49%	361 50%	102 54%	2031 47%	270 62% <sup>td</sup>	149 60% <sup>td</sup>	88 62% <sup>td</sup>	87 42%	295 52% <sup>h k l m o</sup>	190 42%	155 41%	181 40%	208 43%	412 61% <sup>h k l m o</sup>	301 43%	211 48%	27 51%	243 64% <sup>h k l m o p r</sup>
NET: C2DE	2452 48%	2130 48%	322 45%	42 22%	2161 50% <sup>sa</sup>	152 35%	88 36%	51 36%	116 55% <sup>sa</sup>	257 45% <sup>sa</sup>	230 54% <sup>sa</sup>	205 55% <sup>sa</sup>	263 59% <sup>sa</sup>	251 52% <sup>sa</sup>	243 36%	384 54% <sup>sa</sup>	212 48% <sup>sa</sup>	25 48% <sup>sa</sup>	127 33%

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/g - h|k|l|m|o|p|r  
\* small base

QB4/QB5. Main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2088	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	301	65	3	23	143	108	26	19	2	251	21	144	121	29	5	1	265	6	72	67
	6%	4%	1%	3%	5% <b>ab</b>	5%	3%	5%	1%	7% <b>ab</b>	4%	7% <b>lmnoq</b>	6% <b>lmn</b>	4%	2%	1%	7% <b>lmnoq</b>	2%	7% <b>rs</b>	4%
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	644	219	10	111	214	265	93	47	21	480	68	237	246	103	38	15	482	53	112	218
	12%	6% <b>ab</b>	4%	13% <b>ab</b>	12%	13%	11%	13%	13%	13%	13%	12%	12%	14%	14%	15%	12%	15%	13%	12%
Supervisor, clerical, junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1537	608	44	271	538	579	238	110	67	1117	178	575	604	215	90	42	1178	132	226	500
	30%	34% <b>ab</b>	19%	31% <b>ab</b>	31%	29%	29%	31%	41% <b>ab</b>	30%	34%	29%	30%	29%	34%	43% <b>klmnp</b>	30%	36% <b>klp</b>	27%	34% <b>r</b>
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1177	417	35	183	382	483	198	78	28	865	106	462	493	150	51	14	955	64	182	371
	23%	23% <b>ab</b>	15%	21%	22%	24%	24%	22%	17%	23%	20%	24%	24% <b>lm</b>	20%	19%	14%	24% <b>lm</b>	18%	22%	21%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	843	257	50	64	249	334	149	68	26	583	94	302	327	141	43	9	629	52	112	245
	16%	14% <b>ab</b>	21% <b>ab</b>	7%	14%	17%	16%	19%	16%	15%	18%	15%	16%	15% <b>ab</b>	16%	9%	16%	14%	13%	14%
Housewife / househusband	125	34	5	30	41	48	30	4	3	88	7	43	49	28	3	2	92	5	19	27
	2%	2%	2%	3%	2%	2%	4%	1%	2%	2%	1%	2%	2%	4%	1%	2%	2%	1%	2%	2%
Unemployed	308	95	50	90	102	115	50	18	13	217*	31	118	110	44	13	10	228	23	47	89
	6%	5%	24% <b>ab</b>	15% <b>ab</b>	6%	6%	6%	5%	6%	6%	6%	6%	5%	6%	5%	11%	6%	6%	6%	5%
Student	56	12	7	10	11	18	14	6	5	29	11	13	27	8	2	3	40	6	16	16
	1%	1%	3% <b>ab</b>	1%	1%	1%	2% <b>ab</b>	2%	3% <b>ab</b>	1%	2% <b>ab</b>	1%	1%	1%	1%	3% <b>ab</b>	1%	2%	2%	1%
NET: Retired	170	99	27	97	75	71	20	3	-	145	3	66	52	28	19	2	119	22	46	124
	3%	5%	12% <b>ab</b>	14% <b>ab</b>	4% <b>ab</b>	3% <b>ab</b>	3% <b>ab</b>	1%	-	2% <b>ab</b>	1%	3%	3%	4%	2%	3%	3% <b>ab</b>	3% <b>ab</b>	6%	7%
NET: AB	845	294	13	134	357	374	119	66	24	731	89	381	367	131	43	16	745	59	155	265
	16%	16% <b>ab</b>	5%	16% <b>ab</b>	18%	15%	19%	14%	14% <b>ab</b>	17%	19%	19%	18%	18%	16%	16%	19%	16%	22% <b>ab</b>	16%
NET: C1	1594	620	51	281	549	597	252	117	72	1146	188	588	631	223	92	45	1218	137	242	606
	31%	34% <b>ab</b>	22%	32% <b>ab</b>	31%	30%	31%	33%	44% <b>ab</b>	30%	33%	30%	31%	30%	35%	46% <b>klmnp</b>	31%	38% <b>klmnp</b>	29%	35% <b>r</b>
NET: C2	1177	417	35	183	382	483	198	78	28	865	106	462	493	150	51	14	955	64	182	371
	23%	23% <b>ab</b>	15%	21%	22%	24%	24%	22%	17%	23%	20%	24%	24% <b>lm</b>	20%	19%	14%	24% <b>lm</b>	18%	22%	21%
NET: DE	1276	385	111	185	392	496	228	90	42	888	132	464	485	213	59	21	949	80	178	362
	25%	21%	47% <b>ab</b>	21%	22%	25%	23% <b>ab</b>	25%	25%	24%	25%	24%	24%	24%	22%	21%	24%	22%	21%	21%
NET: ABC1	2539	904	64	415	906	971	371	182	95	1877	278	969	997	354	134	61	1966	196	427	891
	49%	50% <b>ab</b>	27%	47% <b>ab</b>	52% <b>ab</b>	48%	45%	52%	59% <b>ab</b>	50%	54% <b>ab</b>	49%	49%	48%	51%	62% <b>klmnp</b>	49%	54%	51%	51%
NET: C2DE	2452	802	146	368	774	980	425	168	70	1733	238	926	978	363	109	35	1904	144	360	732
	48%	44%	61% <b>ab</b>	42%	44%	49% <b>ab</b>	51% <b>ab</b>	48%	42%	46%	46%	47%	46% <b>lmq</b>	45% <b>lmq</b>	42%	36%	47% <b>lmq</b>	40%	43%	42%

Proportions/Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base

QB4/QB5. Main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	301	37	264	*	125	161	15	294	3	4	-	301	*
	6%	11%	6%		5%	5%	5%	6%	2%	9%		6%	
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	644	48	587	9	155	453	36	621	19	4	-	644	*
	12%	14%	12%	12%	10%	14%	11%	13%	16%	9%		13%	*
Supervisor, clerical, junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1537	61	1460	16	358	1105	74	1476	42	18	-	1536	1
	30%	18%	31%	20%	24%	33%	23%	30%	36%	38%		30%	9%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1177	56	1105	17	297	804	76	1145	18	6	-	1169	8
	23%	17%	23%	21%	20%	24%	24%	23%	15%	14%		23%	32%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	843	40	790	13	226	546	72	816	16	4	2	836	5
	16%	12%	17%	17%	15%	16%	22%	16%	14%	8%	22%	16%	20%
Housewife / househusband	125	15	102	8	62	49	14	117	6	-	1	124	-
	2%	4%	2%	10%	4%	1%	4%	2%	5%	-	1%	2%	-
Unemployed	306	61	236*	11	107	97	24	285	6	5	5	295	7
	6%	18%	5%	13%	13%	3%	7%	6%	5%	10%	6%	6%	26%
Student	56	9	47	*	18	29	9	47	5	1	-	52	4
	1%	9%	1%	*	1%	1%	3%	1%	4%	1%		1%	17%
NET: Retired	170	9	156	5	63	104	3	163	2	5	-	170	-
	3%	3%	3%	7%	3%	3%	1%	3%	2%	11%		3%	-
NET: AB	945	85	851	10	280	515	51	915	22	8	-	945	*
	18%	26%	18%	12%	19%	18%	16%	18%	19%	18%		18%	1%
NET: C1	1594	70	1508	16	376	1134	83	1523	47	18	-	1588	6
	31%	21%	32%	20%	25%	34%	26%	31%	40%	39%		31%	22%
NET: C2	1177	56	1105	17	297	804	76	1145	18	6	-	1169	8
	23%	17%	23%	21%	20%	24%	24%	23%	15%	14%		23%	32%
NET: DE	1276	115	1128	32	474	691	109	1219	28	8	8	1255	12
	25%	35%	24%	40%	32%	21%	34%	25%	24%	18%	100%	24%	46%
NET: ABC1	2539	155	2358	26	656	1749	134	2437	69	27	-	2533	6
	49%	46%	50%	32%	44%	52%	41%	49%	59%	57%		49%	22%
NET: C2DE	2452	171	2232	49	771	1495	186	2364	46	15	8	2424	20
	48%	51%	47%	61%	55%	48%	67%	48%	39%	32%	100%	47%	78%

Proportions/Mean: Column Total (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QB4/QB5. Main income earner in the household is now retired. Which one of the following best describes their occupation before they retired?

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
High managerial, administrative or professional - e.g. doctor, lawyer, company director (50+ people), judge, surgeon, school headmaster etc.	301 6%	58 5%	103 8%	78 6%	62 5%	26 6%	10 2%	22 5%	54 12%	27 7%	22 5%	-	51 6%	27 6%	19 4%	23 6%	20 5%
Intermediate managerial, administrative or professional - e.g. office manager, junior doctor, bank manager, police inspector, accountant etc.	644 12%	163 13%	152 12%	144 11%	185 14%	67 16%	36 8%	59 14%	61 13%	39 9%	52 12%	-	89 11%	55 12%	61 14%	67 16%	57 13%
Supervisor, clerical, junior managerial, administrative or professional - e.g. policeman, nurse, secretary, clerk, self-employed (5+ people) etc.	1537 30%	362 28%	359 28%	416 32%	400 31%	58 14%	194 45%	110 26%	138 30%	129 31%	92 22%	-	266 32%	150 32%	139 32%	118 29%	143 33%
Skilled manual worker - e.g. mechanic, plumber, electrician, lorry driver, train driver etc.	1177 23%	319 25%	306 24%	278 22%	275 21%	154 36%	35 9%	129 30%	93 20%	103 23%	110 26%	-	181 22%	96 20%	94 21%	86 21%	93 21%
Semi-skilled or unskilled manual worker - e.g. baggage handler, waiter, factory worker, receptionist, labourer, gardener etc.	843 16%	236 19%	250 19%	192 15%	165 13%	67 16%	98 23%	71 17%	84 18%	74 18%	92 22%	-	118 14%	74 16%	59 14%	50 12%	55 13%
Housewife / househusband	125 2%	50 4%	28 2%	14 1%	32 2%	13 3%	29 7%	8 2%	8 2%	10 3%	10 2%	-	10 1%	4 1%	6 1%	13 3%	13 3%
Unemployed	308 6%	89 7%	82 6%	70 5%	67 5%	42 10%	24 6%	23 5%	20 4%	30 7%	32 8%	-	43 5%	27 6%	21 5%	23 5%	23 5%
Student	56 1%	13 1%	11 1%	13 1%	19 1%	4 1%	4 1%	5 1%	5 1%	-	6 1%	-	5 1%	8 2%	5 1%	10 1%	4 1%
NET: Retired	170 3%	-	-	84 7%	96 7%	-	-	-	-	-	-	-	55 7%	30 6%	33 6%	24 6%	29 7%
NET: AB	945 18%	221 17%	255 20%	223 17%	247 19%	93 22%	46 11%	81 19%	115 25%	66 16%	74 18%	-	140 17%	82 17%	80 18%	90 22%	77 18%
NET: C1	1594 31%	375 29%	371 29%	429 33%	419 32%	62 14%	188 43%	115 26%	143 31%	130 31%	98 21%	-	271 32%	155 32%	144 32%	127 31%	148 31%
NET: C2	1177 23%	310 25%	306 24%	278 22%	275 21%	154 36%	35 9%	120 30%	93 20%	103 23%	110 26%	-	181 22%	96 20%	94 21%	85 21%	93 21%
NET: DE	1275 25%	375 29%	360 28%	276 21%	263 20%	122 28%	152 35%	102 24%	112 24%	114 26%	134 32%	-	171 21%	106 22%	86 20%	87 21%	91 21%
NET: ABC1	2539 49%	596 46%	625 48%	652 51%	666 51%	196 46%	244 57%	196 45%	256 58%	195 45%	172 41%	-	411 50%	240 51%	224 51%	217 52%	225 53%
NET: C2DE	2452 48%	694 54%	665 52%	554 43%	538 42%	276 64%	187 43%	231 54%	205 44%	216 53%	244 59%	-	352 43%	202 43%	180 41%	175 42%	184 42%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QB6. Where do you live?

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4500	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2500	262	2868
North East	210	-	210	22	117	106	104	22	26	43	28	52	23	16	47	71	91	39	198	9	278
	4%	-	4%	3%	4%	4%	4%	3%	4%	4%	4%	6%	4%	3%	4%	4%	4%	3%	4%	2%	5%
North West	565	-	565	71	330	276	287	82	61	102	94	97	82	48	142	196	227	130	508	53	283
	11%	-	11%	10%	12%	11%	11%	12%	9%	10%	13%	9%	9%	11%	11%	11%	11%	11%	11%	10%	5%
Yorkshire/Humberside	426	-	426	46	235	193	231	56	46	71	63	72	61	55	104	134	188	116	394	29	285
	8%	-	8%	7%	8%	8%	9%	8%	7%	7%	9%	8%	10%	10%	8%	8%	9%	10%	9%	5%	6%
East Midlands	375	-	375	49	207	169	202	44	51	89	57	46	38	49	96	146	134	87	330	43	283
	7%	-	7%	7%	7%	7%	8%	6%	8%	9%	5%	6%	9%	9%	7%	8%	6%	8%	7%	8%	5%
West Midlands	455	-	455	56	243	219	235	56	72	106	64	71	45	39	128	172	155	84	388	60	287
	9%	-	9%	8%	9%	9%	9%	8%	11%	11%	9%	8%	7%	7%	10%	10%	7%	7%	8%	11%	6%
East Anglia/East of England	480	-	480	40	268	239	237	52	54	74	71	87	87	55	106	145	229	142	440	40	288
	9%	-	9%	6%	9%	10%	9%	8%	8%	7%	10%	9%	10%	11%	8%	8%	11%	12%	10%	8%	6%
London/Greater London	678	-	678	165	364	388	288	129	108	157	85	113	38	47	238	242	198	85	471	193	294
	13%	-	13%	24%	13%	15%	11%	19%	11%	13%	12%	12%	6%	9%	18%	14%	9%	7%	10%	20%	6%
South East	706	-	706	88	385	330	377	94	82	151	80	152	72	76	175	232	209	147	644	60	291
	14%	-	14%	13%	14%	13%	14%	14%	13%	15%	11%	16%	11%	14%	13%	13%	14%	13%	14%	11%	6%
South West	443	-	443	65	225	194	245	44	49	70	51	89	83	57	93	120	229	140	426	17	284
	9%	-	9%	9%	8%	8%	9%	6%	8%	7%	7%	10%	10%	11%	7%	7%	11%	12%	9%	3%	6%
Highlands & Islands of Scotland	52	-	52	6	26	20	32	4	8	7	10	10	5	8	11	17	23	13	51	1	176
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%
Rest of Scotland	381	-	381	40	217	189	192	52	45	75	58	65	49	35	98	134	150	84	362	15	872
	7%	-	7%	6%	8%	8%	7%	8%	7%	7%	8%	7%	8%	7%	7%	8%	7%	7%	8%	3%	17%
Wales	247	-	247	34	135	120	126	34	28	44	35	45	34	28	62	79	107	62	239	7	851
	5%	-	5%	5%	5%	5%	5%	5%	4%	4%	5%	5%	5%	5%	5%	5%	5%	5%	5%	1%	16%
Northern Ireland	143	-	143	18	77	69	73	20	21	26	21	26	16	13	41	46	56	29	138	4	689
	3%	-	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	1%	13%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: England	4338	-	4338	602	2375	2115	2204	579	550	863	594	789	529	442	1130	1457	1751	972	3799	555	2573
	84%	-	84%	85%	84%	84%	84%	84%	84%	83%	83%	84%	83%	84%	84%	84%	84%	84%	83%	84%	50%
NET: Scotland	433	-	433	46	244	209	224	56	53	83	68	76	54	43	109	151	173	97	414	16	1048
	8%	-	8%	7%	9%	8%	9%	8%	8%	8%	10%	8%	9%	8%	8%	8%	8%	8%	9%	3%	20%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - n/op/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QB6. Where do you live?

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
North East	210	22	65	55	68	87	123	134	73	27	27	54	32	138	28	173	21	79	5	4
North West	465	82	213	122	149	295	270	399	194	85	89	154	116	81	360	85	446	59	207	17
Yorkshire/Humberside	426	40	140	120	126	180	246	221	199	67	53	122	140	26	315	67	343	48	158	7
East Midlands	375	44	111	90	130	155	220	231	141	42	50	114	93	49	257	42	313	47	133	7
West Midlands	455	60	122	132	142	181	274	264	180	53	77	147	103	47	327	55	385	56	160	11
East Anglia/East of England	480	52	156	118	154	208	272	236	236	61	70	119	145	50	335	64	384	37	190	13
London/Greater London	678	210	201	122	144	412	266	476	194	72	54	125	175	190	354	72	555	55	260	24
South East	706	94	208	179	226	301	405	438	266	88	92	171	207	119	470	88	598	82	254	16
South West	443	80	131	91	141	211	232	227	210	61	54	120	118	55	292	62	352	48	165	9
Highlands & Islands of Scotland	52	21	5	13	10	27	25	29	23	7	5	12	15	10	32	7	42	2	20	1
Rest of Scotland	381	117	126	67	71	243	138	229	146	33	40	91	111	80	242	35	325	32	149	12
Wales	247	77	72	41	57	149	98	147	96	27	33	71	59	42	162	27	210	28	90	5
Northern Ireland	143	45	42	29	29	98	55	85	55	15	14	36	37	32	86	15	122	15	53	3
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: England	4338	684	1347	1029	1278	2031	2307	2585	1692	557	567	1120	1151	649	2847	584	3551	453	1606	110
NET: Scotland	84	138	132	82	81	270	163	258	169	40	44	103	90	273	42	367	34	169	13	83*

Proportions/Means: Columns Tested (5% risk level) - a-b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QB6. Where do you live?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
North East	210	188	21	6	210	-	-	-	210	-	-	-	-	-	-	-	-	-	-
North West	565	525	40	4	565	-	-	-	-	100% <sup>h</sup> (jklmnopqr)	-	-	-	-	-	-	-	-	-
Yorkshire/Humberside	426	360	66	10	426	-	-	-	-	-	100% <sup>h</sup> (klmnopqr)	-	-	-	-	-	-	-	-
East Midlands	375	308	67	12	375	-	-	-	-	-	-	375	-	-	-	-	-	-	-
West Midlands	455	390	65	10	455	-	-	-	-	-	-	-	455	-	-	-	-	-	-
East Anglia/East of England	480	402	78	16	480	-	-	-	-	-	-	-	-	480	-	-	-	-	-
London/Greater London	678	675	3	-	678	-	-	-	-	-	-	-	-	-	678	-	-	-	-
South East	706	603	104	22	706	-	-	-	-	-	-	-	-	-	-	706	-	-	-
South West	443	339	104	23	443	-	-	-	-	-	-	-	-	-	-	-	443	-	-
Highlands & Islands of Scotland	52	33	19	17	-	52	-	-	-	-	-	-	-	-	-	-	-	52	-
Rest of Scotland	381	327	54	23	-	381	-	-	-	-	-	-	-	-	-	-	-	-	100% <sup>h</sup> (klmnopqr)
Wales	247	188	59	27	-	-	247	-	-	-	-	-	-	-	-	-	-	-	-
Northern Ireland	143	99	44	21	-	-	143	-	-	-	-	-	-	-	-	-	-	-	-
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: England	4338	3700	548	103	4338	-	-	-	210	565	426	375	455	480	678	706	443	-	-
NET: Scotland	433	361	73	40	-	433	-	-	100% <sup>h</sup> (qr)	100% <sup>h</sup> (qr)	100% <sup>h</sup> (qr)	100% <sup>h</sup> (qr)	100% <sup>h</sup> (qr)	100% <sup>h</sup> (qr)	100% <sup>h</sup> (qr)	100% <sup>h</sup> (qr)	100% <sup>h</sup> (qr)	52	381
	8%	8%	10%	21% <sup>ab</sup>	-	100% <sup>dfg</sup>	-	-	-	-	-	-	-	-	-	-	-	100% <sup>h</sup> (jklmnopqr)	100% <sup>h</sup> (jklmnopqr)

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QB6. Where do you live?

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
North East	210	61	11	29	72	82	35	13	7	155	20	82	89	27	7	3	171	10	35	70
	4%	3%	5%	3%	4%	4%	4%	4%	4%	4%	4%	4%	4%	4%	3%	3%	4%	3%	4%	4%
North West	565	168	22	80	196	221	79	45	21	417	65	211	235	78	32	7	446	39	100	183
	11%	9%	9%	9%	11%	11%	10%	13%	11%	13%	11%	11%	12%	10%	12%	7%	11%	11%	12%	10%
Yorkshire/Humberside	426	164	22	94	137	183	56	25	22	321	46	160	175	47	29	13	335	41	65	147
	8%	9%	9%	11%	8%	9%	7%	7%	7%	8%	9%	8%	9%	6%	11%	13%	8%	11%	8%	8%
East Midlands	375	125	16	65	134	126	62	28	22	260	48	137	133	55	30	12	270	42	58	130
	7%	7%	7%	7%	8%	8%	8%	8%	8%	10%	7%	7%	7%	7%	11%	12%	7%	12%	7%	7%
West Midlands	455	135	20	69	127	196	78	32	11	324	43	171	173	72	20	3	345	23	79	149
	9%	7%	9%	8%	7%	10%	10%	9%	7%	9%	8%	9%	9%	10%	7%	3%	9%	9%	9%	9%
East Anglia/East of England	480	214	28	114	188	188	90	23	9	356	32	171	188	74	27	13	380	40	74	166
	9%	12%	12%	13%	10%	9%	11%	7%	5%	9%	6%	9%	9%	10%	10%	13%	9%	11%	9%	10%
London/Greater London	678	185	20	64	216	276	113	47	14	494	61	255	274	97	33	12	529	44	123	216
	13%	10%	8%	7%	12%	14%	14%	13%	9%	13%	12%	13%	14%	13%	12%	12%	13%	12%	15%	12%
South East	706	255	39	110	240	251	127	60	20	491	80	256	278	123	34	9	534	44	106	246
	14%	14%	16%	13%	14%	12%	16%	17%	12%	13%	16%	13%	14%	17%	13%	9%	13%	14%	13%	14%
South West	443	180	31	107	166	163	69	30	13	329	43	176	171	63	16	9	347	25	78	143
	9%	10%	13%	12%	9%	8%	8%	8%	8%	9%	8%	9%	8%	8%	6%	9%	9%	9%	9%	8%
Highlands & Islands of Scotland	52	24	3	10	20	21	8	3	*	41	3	25	18	7	2	*	43	2	3	20
	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	*	1%	1%	*	1%
Rest of Scotland	381	154	11	73	131	159	48	25	14	290	40	145	151	58	14	10	295	24	53	141
	7%	9%	5%	8%	7%	8%	6%	7%	9%	8%	8%	7%	7%	8%	5%	10%	7%	7%	6%	8%
Wales	247	89	9	43	94	96	31	14	9	190	23	113	83	29	15	6	195	20	37	87
	6%	5%	4%	5%	5%	5%	4%	4%	6%	5%	5%	6%	4%	4%	6%	5%	6%	5%	4%	5%
Northern Ireland	143	50	5	23	52	57	20	10	2	108	12	60	60	15	4	2	120	6	22	49
	3%	3%	2%	3%	3%	3%	2%	3%	1%	3%	2%	3%	3%	2%	2%	3%	2%	3%	3%	3%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: England	4338	1487	209	731	1457	1689	709	302	138	3146	440	1619	1716	636	228	81	3336	309	719	1450
	84%	82%	88%	83%	83%	84%	87%	85%	84%	83%	85%	83%	85%	85%	87%	82%	84%	85%	86%	83%
NET: Scotland	433	179	15	83	152	180	56	28	15	331	43	169	169	65	16	11	338	26	56	161
	8%	10%	6%	9%	9%	9%	7%	8%	9%	9%	8%	9%	8%	9%	6%	11%	8%	7%	7%	9%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base

QB6. Where do you live?

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
North East	210	13	195	1	58	138	15	204	1	2	-	208	2
	4%	4%	4%	1%	4%	4%	5%	4%	1%	5%	-	4%	7%
North West	565	29	527	10	152	381	32	535	18	4	2	596	7
	11%	9%	11%	12%	10%	11%	10%	11%	15%	8%	23%	11%	28%
Yorkshire/Humberside	426	27	395	4	126	276	24	414	7	5	-	426	-
	8%	8%	8%	4%	8%	8%	7%	8%	6%	11%	-	8%	-
East Midlands	375	25	344	6	104	244	27	361	9	1	-	371	4
	7%	8%	7%	8%	7%	7%	8%	7%	8%	2%	-	7%	17%
West Midlands	455	27	414	14	156	273	26	439	12	2	1	452	1
	9%	8%	9%	16%ab	10%	8%	8%	9%	10%	4%	11%	9%	6%
East Anglia/East of England	480	21	452	7	125	318	37	468	6	5	-	479	1
	9%	6%	10%	9%	8%	9%	12%	9%	5%	10%	-	9%	5%
London/Greater London	678	63	602	13	172	458	48	642	23	8	2	673	3
	13%	13%	13%	16%	12%	14%	15%	13%	19%	17%	24%	13%	13%
South East	706	43	654	10	205	469	33	680	14	9	4	703	-
	14%	13%	14%	12%	14%	14%	10%	14%	12%	20%	43%	14%	-
South West	443	38	398	7	162	255	26	422	15	4	-	441	2
	9%	11%	8%	9%	11%bc	8%	8%	8%	13%	9%	-	9%	9%
Highlands & Islands of Scotland	52	2	48	2	13	38	3	52	*	*	-	52	-
	1%	1%	1%	2%	1%	1%	1%	1%	*	*	-	1%	-
Rest of Scotland	381	23	356	2	102	257	22	369	8	1	-	379	3
	7%	7%	7%	3%	7%	8%	7%	7%	7%	3%	-	7%	10%
Wales	247	11	234	2	73	154	20	238	3	5	-	246	1
	5%	3%	5%	2%	5%	5%	6%	5%	3%	10%	-	5%	3%
Northern Ireland	143	11	129	2	42	91	9	140	1	*	-	142	1
	3%	3%	3%	2%	3%	3%	3%	3%	1%	1%	-	3%	3%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: England	4338	286	3980	72	1260	2809	269	4164	104	40	8	4308	22
	84%	86%	84%	90%	85%	84%	83%	84%	89%	86%	100%	84%	84%
NET: Scotland	433	28	404	4	114	294	26	421	8	2	-	431	3
	8%	8%	9%	5%	8%	9%	8%	8%	7%	4%	-	8%	10%

Proportions/Mean: Columns Tested (5% risk level) - abc/c - d/ef - gh/ij/kl  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QB6. Where do you live?

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	850	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
North East	210	52	52	52	52	19	16	17	19	16	18	-	34	18	16	18	19
	4%	4%	4%	4%	4%	4%	4%	4%	4%	4%	4%	-	4%	4%	4%	4%	4%
North West	565	141	142	141	141	46	44	52	53	46	43	-	89	52	48	47	46
	11%	11%	11%	11%	11%	11%	10%	12%	11%	11%	10%	-	11%	11%	11%	11%	10%
Yorkshire/Humberside	426	106	106	107	106	29	43	34	41	33	32	-	69	37	34	33	39
	8%	8%	8%	8%	8%	7%	10%	8%	9%	8%	8%	-	8%	8%	8%	8%	9%
East Midlands	375	94	94	94	94	30	31	32	34	30	30	-	59	35	28	30	35
	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	-	7%	7%	6%	7%	8%
West Midlands	455	114	114	114	114	42	37	35	40	34	40	-	69	45	35	40	38
	9%	9%	9%	9%	9%	10%	9%	9%	9%	10%	10%	-	8%	10%	8%	10%	9%
East Anglia/East of England	480	120	120	120	120	45	35	40	49	38	33	-	76	44	39	41	40
	9%	9%	9%	9%	9%	11%	8%	9%	11%	9%	8%	-	9%	9%	9%	10%	9%
London/Greater London	678	169	170	169	170	59	55	55	62	55	53	-	98	72	63	52	54
	13%	13%	13%	13%	13%	14%	13%	13%	13%	13%	13%	-	12%	15%	14%	13%	12%
South East	706	177	177	176	177	58	66	54	62	56	57	-	106	70	56	59	61
	14%	14%	14%	14%	14%	13%	15%	13%	13%	14%	14%	-	13%	15%	13%	14%	14%
South West	443	111	111	111	111	36	39	36	44	33	34	-	70	40	37	36	38
	9%	9%	9%	9%	9%	8%	9%	8%	9%	8%	8%	-	9%	9%	8%	9%	9%
Highlands & Islands of Scotland	52	21	8	7	16	7	9	5	2	4	2	-	4	3	9	2	5
	1%	2%	1%	1%	1%	2%	2%	1%	-	1%	-	-	1%	3%	2%	-	1%
Rest of Scotland	381	87	100	101	92	30	24	33	28	32	40	-	70	31	35	28	29
	7%	7%	8%	8%	7%	7%	6%	8%	6%	8%	10%	-	9%	7%	8%	7%	7%
Wales	247	62	62	62	62	19	21	22	17	23	22	-	47	15	24	19	20
	5%	5%	5%	5%	5%	4%	5%	5%	4%	6%	5%	-	6%	3%	5%	4%	4%
Northern Ireland	143	36	36	36	36	10	12	13	12	11	12	-	26	10	12	11	13
	3%	3%	3%	3%	3%	2%	3%	3%	3%	3%	3%	-	3%	2%	3%	3%	3%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: England	4338	1084	1085	1084	1084	366	365	354	404	342	340	-	671	413	357	357	370
	84%	84%	84%	84%	84%	85%	85%	83%	87%	83%	83%	-	82%	88%	82%	82%	85%
NET: Scotland	433	108	108	108	108	37	33	38	30	36	42	-	74	34	45	29	34
	8%	8%	8%	8%	8%	9%	8%	9%	6%	9%	10%	-	9%	7%	10%	7%	8%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QB6b. Which of the following best describes where you live?

Base : All Participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	883	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Large City (population: more than 500,000)	988	-	988	220	476	533	449	177	139	242	142	158	61	68	317	384	287	129	737	231	570
19%	-	-	19%	31% <b>d</b>	17%	21% <b>f</b>	17%	26% <b>g</b>	21% <b>h</b>	24% <b>i</b>	20% <b>j</b>	17% <b>k</b>	10%	13%	24% <b>n</b>	22% <b>o</b>	14%	11%	16%	43% <b>r</b>	11%
Smaller City or Large town (population: 100,000 - 500,000)	1023	-	1023	144	551	519	495	160	138	233	149	167	109	67	298	382	343	176	888	129	764
20%	-	-	20%	21%	19%	21%	19%	23% <b>g</b>	21% <b>h</b>	23% <b>i</b>	21% <b>j</b>	18%	17%	13%	22% <b>n</b>	22% <b>o</b>	16%	15%	19%	24%	15%
Medium town (population: 15,000 - 99,999)	1316	-	1316	155	813	657	655	185	187	256	162	241	150	134	372	419	525	284	1211	99	1049
25%	-	-	25%	22%	29% <b>d</b>	26%	25%	27%	29%	25%	23%	26%	24%	25%	28%	24%	25%	24%	26% <b>s</b>	19%	20%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	730	-	730	90	417	343	386	79	76	130	113	130	109	94	154	243	332	203	696	31	645
14%	-	-	14%	13%	15%	14%	15%	11%	12%	13%	16%	14%	11% <b>l</b>	13% <b>m</b>	12%	14%	13% <b>q</b>	11% <b>r</b>	13% <b>s</b>	6%	12%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	382	-	382	26	183	174	208	26	35	78	56	80	68	39	61	134	188	107	375	7	387
7%	-	-	7%	4%	6% <b>d</b>	7%	8%	4%	5%	6% <b>g</b>	5% <b>h</b>	5% <b>i</b>	6% <b>j</b>	4% <b>k</b>	5%	6% <b>n</b>	6% <b>o</b>	4% <b>q</b>	6% <b>s</b>	1%	7%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	532	-	532	48	295	224	308	49	53	55	70	111	107	87	102	125	305	194	498	31	963
10%	-	-	10%	7%	10% <b>d</b>	9%	12% <b>f</b>	7%	8%	5%	10% <b>i</b>	12% <b>j</b>	17% <b>l</b>	16% <b>m</b>	8%	7%	15% <b>o</b>	17% <b>q</b>	11% <b>s</b>	6%	19%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	191	-	191	16	95	64	126	13	24	21	25	40	31	37	37	46	107	68	186	4	783
4%	-	-	4%	2%	3%	3%	5% <b>f</b>	2%	4%	2%	3%	4% <b>i</b>	5% <b>j</b>	7% <b>m</b>	3%	3%	5% <b>o</b>	6% <b>q</b>	4% <b>s</b>	1%	15%
Small town (population: 2,000 - 14,999)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rural area (population: less than 2,000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Urban	4438	-	4438	636	2440	2225	2193	627	575	940	622	775	497	402	1202	1582	1674	899	3906	496	3415
86%	-	-	86%	91% <b>d</b>	86%	89% <b>f</b>	83%	91% <b>g</b>	85% <b>h</b>	93% <b>i</b>	87% <b>j</b>	84% <b>k</b>	78%	76%	90% <b>n</b>	90% <b>o</b>	80%	77%	85%	93% <b>r</b>	66%
NET Rural including Remote	722	-	722	64	390	288	434	62	77	76	95	151	138	124	139	171	412	261	684	35	1746
14%	-	-	14%	9%	14% <b>d</b>	11%	17% <b>f</b>	9%	12% <b>g</b>	7%	13% <b>i</b>	16% <b>j</b>	22% <b>l</b>	24% <b>m</b>	10%	10%	20% <b>o</b>	23% <b>q</b>	15% <b>s</b>	7%	34%
NET Rural excluding Remote	532	-	532	48	295	224	308	49	53	55	70	111	107	87	102	125	305	194	498	31	963
10%	-	-	10%	7%	10% <b>d</b>	9%	12% <b>f</b>	7%	8%	5%	10% <b>i</b>	12% <b>j</b>	17% <b>l</b>	16% <b>m</b>	8%	7%	15% <b>o</b>	17% <b>q</b>	11% <b>s</b>	6%	19%
NET Remote Rural	191	-	191	16	95	64	126	13	24	21	25	40	31	37	37	46	107	68	186	4	783
4%	-	-	4%	2%	3%	3%	5% <b>f</b>	2%	4%	2%	3%	4% <b>i</b>	5% <b>j</b>	7% <b>m</b>	3%	3%	5% <b>o</b>	6% <b>q</b>	4% <b>s</b>	1%	15%

Proportions/Mean: Column Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QB6b. Which of the following best describes where you live?

Base : All Participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Large City (population: more than 500,000)	988	254	292	192	250	546	442	666	306	120	111	221	223	233	555	121	798	73	309	32
Smaller City or Large town (population: 100,000 - 500,000)	195	27% <b>abcc</b>	78%	76%	77%	22% <b>d</b>	17%	22% <b>gh</b>	75%	19%	77%	77%	76%	29% <b>ijkm</b>	16%	19%	19%	14%	76%	24% <b>q</b>
Medium town (population: 15,000 - 99,999)	1023	168	343	226	288	508	514	851	354	131	142	258	309	138	709	132	857	110	369	26
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	730	111	240	157	222	352	378	423	299	107	104	194	186	100	484	107	592	82	293	11
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	382	62	88	118	114	150	232	189	190	59	52	97	102	50	251	59	307	30	92	8
Rural area (population: less than 2,000) less than 10 miles from a large settlement	532	104	154	102	171	258	274	257	267	68	63	130	153	70	346	68	426	53	210	22
Rural area (population: less than 2,000) more than 10 miles from a large settlement	191	48	54	45	43	102	88	86	95	17	30	52	45	27	127	19	158	13	61	2
NET Urban	4438	793	1385	1030	1231	2178	2260	2733	1650	553	565	1157	1174	718	2896	560	3666	464	1648	107
NET Rural including Remote	722	152	208	148	214	381	362	342	362	86	93	182	198	96	473	87	584	86	270	24
NET Rural excluding Remote	532	104	154	102	171	258	274	257	267	68	63	130	153	70	346	68	426	53	210	22
NET Remote Rural	191	48	54	45	43	102	88	86	95	17	30	52	45	27	127	19	158	13	61	2

Proportions: Means. Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base



QB6b. Which of the following best describes where you live?

Base : All Participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Large City (population: more than 500,000)	988	988	-	-	921	53	9	6	13	74	69	23	105	8	561	42	25	3	50
Smaller City or Large town (population: 100,000 - 500,000)	195	195	-	-	171	24	24	17	50	124	128	83	108	119	70	186	109	1	83
Medium town (population: 15,000 - 99,999)	1316	1316	-	-	1154	80	43	38	80	195	96	115	115	173	25	284	91	5	75
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	730	730	-	-	572	73	64	21	37	99	49	69	41	61	13	127	76	4	68
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	382	382	-	-	219	101	45	17	8	32	18	18	22	41	7	34	37	19	82
Rural area (population: less than 2,000) less than 10 miles from a large settlement	532	-	532	-	445	33	32	22	15	37	56	55	56	62	3	82	81	2	31
Rural area (population: less than 2,000) more than 10 miles from a large settlement	191	-	191	191	103	40	27	21	6	4	10	12	10	16	-	22	23	17	23
Small town (population: 2,000 - 14,999)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rural area (population: less than 2,000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Urban	4438	4438	-	-	3790	361	188	99	188	525	360	308	390	402	675	603	339	33	327
NET Rural including Remote	722	-	722	191	548	73	59	44	21	40	66	67	65	78	3	104	104	19	54
NET Rural excluding Remote	532	-	532	-	445	33	32	22	15	37	56	55	56	62	3	82	81	2	31
NET Remote Rural	191	-	191	191	103	40	27	21	6	4	10	12	10	16	-	22	23	17	23

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QB6b. Which of the following best describes where you live?

Base : All Participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Large City (population: more than 500,000)	988	268	30	110	336	381	158	64	33	717	97	368	385	155	43	25	754	68	150	263
19%	15%	13%	13%	19%	19%	19%	19%	18%	20%	19%	19%	19%	19%	21%	16%	23%	19%	18%	15%	15%
Smaller City or Large town (population: 100,000 - 500,000)	1023	296	35	121	323	388	179	85	34	709	118	376	388	167	55	15	764	70	179	327
20%	16%	15%	14%	18%	19%	19%	22%	24%	21%	19%	23%	19%	19%	22%	21%	15%	19%	19%	21%	19%
Medium town (population: 15,000 - 99,999)	1316	491	62	236	419	561	193	93	46	970	139	486	550	175	67	25	1036	62	253	511
25%	27%	26%	27%	24%	24%	24%	24%	24%	24%	24%	27%	25%	27%	23%	23%	23%	25%	25%	30%	30%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	730	294	42	149	245	281	126	44	29	526	73	296	276	96	41	13	572	54	103	283
14%	16%	18%	17%	14%	14%	15%	12%	18%	14%	14%	14%	15%	14%	13%	15%	14%	14%	15%	12%	16%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	382	138	22	86	134	143	62	28	11	277	39	157	138	53	24	7	294	31	33	97
7%	8%	9%	10%	8%	7%	8%	8%	7%	7%	7%	7%	8%	7%	7%	9%	7%	7%	7%	4%	6%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	532	234	37	127	204	213	71	33	10	417	43	188	231	72	25	12	419	37	93	191
10%	13%	15%	14%	12%	11%	9%	9%	6%	11%	8%	8%	10%	11%	10%	9%	12%	11%	10%	11%	11%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	191	85	10	50	93	56	28	7	2	150	9	90	59	28	8	2	150	10	22	54
4%	5%	4%	6%	5%	3%	3%	2%	1%	4%	2%	2%	5%	3%	4%	3%	2%	4%	3%	3%	3%
Small town (population: 2,000 - 14,999)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rural area (population: less than 2,000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Urban	4438	1486	191	702	1456	1752	718	313	153	3208	468	1684	1737	645	230	85	3420	315	718	1502
86%	82%	80%	80%	83%	83%	83%	83%	83%	83%	85%	83%	86%	86%	87%	87%	86%	86%	87%	86%	86%
NET Rural including Remote	722	318	46	178	203	269	99	40	12	507	52	278	291	100	33	14	569	47	115	245
14%	18%	20%	20%	17%	13%	12%	11%	7%	7%	10%	10%	14%	14%	13%	14%	14%	14%	13%	14%	14%
NET Rural excluding Remote	532	234	37	127	204	213	71	33	10	417	43	188	231	72	25	12	419	37	93	191
10%	13%	15%	14%	12%	11%	9%	9%	6%	11%	8%	8%	10%	11%	10%	9%	12%	11%	10%	11%	11%
NET Remote Rural	191	85	10	50	93	56	28	7	2	150	9	90	59	28	8	2	150	10	22	54
4%	5%	4%	6%	5%	3%	3%	2%	1%	4%	2%	2%	5%	3%	4%	3%	2%	4%	3%	3%	3%

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base

QB6b. Which of the following best describes where you live?

Base : All Participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Large City (population: more than 500,000)	988	94	886	9	281	629	77	942	27	10	2	978	6
	19%	23% <sup>abc</sup>	19%	11%	19%	19%	24%	19%	23%	21%	22%	19%	30%
Smaller City or Large town (population: 100,000 - 500,000)	1023	54	948	21	264	677	82	989	18	9	1	1016	6
	20%	16%	20%	27%	18%	20%	25% <sup>cd</sup>	20%	16%	20%	11%	20%	21%
Medium town (population: 15,000 - 99,999)	1316	91	1204	21	378	857	80	1260	39	11	2	1310	3
	25%	27%	25%	27%	25%	26%	25%	25%	33%	24%	23%	26%	13%
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	730	35	687	7	207	483	40	707	9	7	4	724	3
	14%	11%	14%	9%	14%	14%	12%	14%	8%	15%	44%	14%	11%
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	382	20	354	8	124	241	16	366	11	4	-	380	2
	7%	6%	7%	10%	8%	7%	5%	7%	9%	8%	-	7%	9%
Rural area (population: less than 2,000) less than 10 miles from a large settlement	532	30	494	8	160	351	22	515	8	5	-	528	4
	10%	9%	10%	10%	11%	10%	7%	10%	7%	10%	-	10%	15%
Rural area (population: less than 2,000) more than 10 miles from a large settlement	191	11	175	5	75	110	6	185	5	1	-	190	*
	4%	3%	4%	6%	5% <sup>ef</sup>	3%	2%	4%	4%	1%	-	4%	1%
Small town (population: 2,000 - 14,999)	-	-	-	-	-	-	-	-	-	-	-	-	-
Rural area (population: less than 2,000)	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Urban	4438	293	4079	67	1255	2888	296	4264	104	41	8	4409	22
	86%	88%	86%	84%	84%	86%	92% <sup>cd</sup>	86%	89%	89%	100%	86%	84%
NET Rural including Remote	722	41	668	13	235	400	27	700	13	5	-	718	4
	14%	12%	14%	16%	13% <sup>ef</sup>	14% <sup>ef</sup>	6%	14%	11%	11%	-	14%	16%
NET Rural excluding Remote	532	30	494	8	160	351	22	515	8	5	-	528	4
	10%	9%	10%	10%	11%	10%	7%	10%	7%	10%	-	10%	15%
NET Remote Rural	191	11	175	5	75	110	6	185	5	1	-	190	*
	4%	3%	4%	6%	5% <sup>ef</sup>	3%	2%	4%	4%	1%	-	4%	1%

Proportions/Mean: Column Test (5% risk level) - abc/c - d/ef - ghi/j/kl  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QB6b. Which of the following best describes where you live?

Base : All Participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Large City (population: more than 500,000)	988	290	284	207	207	98	99	93	94	74	116	-	112	95	76	64	67
19%	22%cd	22%cd	16%	16%	23%op	23%op	22%j	20%j	18%	28%hilmnop	-	14%	20%j	17%	15%	15%	
Smaller City or Large town (population: 100,000 - 500,000)	1023	264	253	247	259	79	105	80	96	93	63	-	173	74	80	93	86
20%	20%	20%	19%	20%	18%	24%jm	19%	21%	23%jm	15%	-	21%	16%	18%	22%j	20%	
Medium town (population: 15,000 - 99,999)	1316	270	262	383	401	93	84	93	105	83	74	-	253	130	149	131	121
25%	21%	20%	30%ab	31%ab	21%	20%	22%	23%	20%	18%	-	31%afghj	27%j	34%afghj	31%afghj	26%j	
Small town (population: 2,000 - 14,999) less than 10 miles from a large settlement	730	170	174	207	179	61	53	56	48	68	58	-	128	79	43	58	78
14%	13%	14%	16%	14%	14%	12%	13%	10%	16%im	14%	-	16%im	17%im	10%	14%	16%im	
Small town (population: 2,000 - 14,999) more than 10 miles from a large settlement	382	115	137	66	64	33	34	48	58	41	38	-	48	18	27	16	21
7%	9%cd	11%cd	5%	5%	8%	8%	11%imnop	12%imnop	10%imnop	9%imnop	-	6%	4%	6%	4%	5%	
Rural area (population: less than 2,000) less than 10 miles from a large settlement	532	120	127	142	143	44	37	40	49	33	45	-	77	66	47	42	54
10%	9%	10%	11%	11%	10%	8%	9%	11%	8%	11%	-	9%	14%j	11%	10%	12%	
Rural area (population: less than 2,000) more than 10 miles from a large settlement	191	60	54	37	38	24	19	17	14	20	20	-	27	11	16	12	11
4%	5%	4%	3%	3%	6%	4%	4%	3%	5%	5%	-	3%	2%	4%	3%	3%	
Small town (population: 2,000 - 14,999)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rural area (population: less than 2,000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Urban	4438	1109	1110	1110	1109	364	375	370	401	359	350	-	715	396	374	362	372
86%	86%	86%	86%	86%	84%	87%	87%	86%	87%	84%	-	87%	84%	86%	87%	85%	
NET Rural including Remote	722	181	181	180	181	68	56	57	63	53	65	-	103	76	62	54	65
14%	14%	14%	14%	14%	16%	13%	13%	14%	13%	16%	-	13%	16%	14%	13%	15%	
NET Rural excluding Remote	532	120	127	142	143	44	37	40	49	33	45	-	77	66	47	42	54
10%	9%	10%	11%	11%	10%	8%	9%	11%	8%	11%	-	9%	14%j	11%	10%	12%	
NET Remote Rural	191	60	54	37	38	24	19	17	14	20	20	-	27	11	16	12	11
4%	5%	4%	3%	3%	6%	4%	4%	3%	5%	5%	-	3%	2%	4%	3%	3%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

QB7. Are you unable to leave your home without help?

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	5161	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	** 5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	- 2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
I am unable to leave home without help	335	- 335	84	171	152	180	44	54	81	51	63	20	22	98	132	104	41	295	40	321
6%	-	6%	12% <sup>d</sup>	6%	6%	7%	6%	8%	6%	7%	7%	3%	4%	7%	8%	5%	4%	6%	7%	6%
I am able to leave home without help	4747	- 4747	604	2617	2323	2406	629	593	916	650	850	609	499	1223	1566	1958	1108	4227	484	4764
92%	-	92%	86%	73%	92%	92%	91%	91%	90%	91%	92%	83%	83%	91%	90%	84%	83%	92%	91%	92%
I prefer not to answer	80	- 80	11	42	38	41	15	5	19	13	0	0	0	20	35	25	12	68	8	78
2%	-	2%	2%	2%	2%	2%	2%	1%	2%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - n/op/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QB7. Are you unable to leave your home without help?

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
I am unable to leave home without help	335	85	70	56	124	155	180	164	166	49	67	70	77	49	215	50	267	58	87	10
I am able to leave home without help	6%	7%	4%	5%	15%	6%	7%	5%	7%	8%	10%	5%	6%	6%	8%	6%	11%	5%	8%	8%
I prefer not to answer	80	10	16	17	37	26	54	39	37	15	12	20	7	43	15	52	14	16	9	9
	2%	1%	1%	1%	9%	1%	2%	1%	2%	2%	1%	1%	1%	1%	2%	1%	3%	1%	7%	7%
4747	851	1500	1105	1284	2388	2372	1809	574	579	1249	1264	758	3111	582	3932	458	1815	113	113	113
92%	80%	85%	84%	89%	93%	91%	83%	90%	88%	93%	94%	93%	93%	90%	93%	85%	95%	85%	85%	85%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QB7. Are you unable to leave your home without help?

Base : All participants

Total	Rurality			Nation				Region											
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
I am unable to leave home without help	335	293	41	11	286	26	11	11	13	29	27	25	27	21	63	43	38	2	23
6%	7%	6%	6%	7%	6%	5%	3%	3%	6%	5%	6%	7%	6%	4%	6%	6%	9%	5%	6%
I am able to leave home without help	4747	4079	688	175	3980	404	234	129	195	527	385	344	414	452	602	654	388	48	356
92%	92%	92%	92%	92%	93%	93%	91%	91%	93%	93%	92%	92%	91%	94%	89%	93%	90%	92%	93%
I prefer not to answer	80	67	13	5	72	4	2	2	1	10	4	6	14	7	13	10	7	2	2
2%	2%	2%	3%	2%	1%	1%	1%	1%	*	2%	1%	2%	3%	1%	2%	1%	2%	3%	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QB7. Are you unable to leave your home without help?

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
I am unable to leave home without help	335	74	9	40	138	118	45	22	5	256	26	137	124	49	17	1	262	18	68	87
	6%	4%	4%	4%	8%	6%	6%	6%	3%	7%	5%	7%	6%	7%	6%	1%	7%	5%	15%	5%
I am able to leave home without help	4747	1712	227	833	1594	1868	755	331	159	3462	490	1788	1881	682	243	95	3669	338	744	1642
	92%	95%	96%	95%	91%	92%	93%	94%	96%	92%	94%	91%	93%	91%	92%	97%	92%	94%	89%	94%
I prefer not to answer	80	19	2	7	22	36	16	1	2	58	3	35	22	15	4	2	58	5	21	18
	2%	1%	1%	1%	1%	2%	2%	*	1%	2%	1%	2%	1%	2%	1%	2%	1%	1%	3%	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base



QB7. Are you unable to leave your home without help?

Base : All participants

Total	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
I am unable to leave home without help	335	335	-	-	270	43	22	308	22	4	-	332	2
6%	100%ab	-	-	-	81%cd	1%	7%de	6%	13%gh	9%	-	6%	9%
I am able to leave home without help	4747	-	4747	-	1180	3289	278	4581	95	40	8	4716	23
92%	-	100%ac	-	-	79%	98%df	85%d	92%gh	81%	85%	100%	92%kh	87%
I prefer not to answer	80	-	-	80	40	16	23	76	-	3	-	79	1
2%	-	-	100%ab	3%ac	-	7%de	2%	-	6%	-	2%	3%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QB7. Are you unable to leave your home without help?

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
I am unable to leave home without help	335	80	99	85	70	28	30	22	40	23	36	-	58	27	13	27	30
	6%	6%	8%	7%	5%	6%	7%	5%	9%	6%	9%	-	7%	6%	3%	6%	7%
I am able to leave home without help	4747	1186	1176	1189	1197	398	391	397	420	381	375	-	751	438	412	381	404
	92%	92%	91%	92%	93%	92%	91%	93%	91%	92%	90%	-	92%	93%	94%	92%	92%
I prefer not to answer	80	24	16	16	24	6	10	8	4	8	5	-	9	7	12	8	4
	2%	2%	1%	1%	2%	1%	2%	2%	1%	2%	1%	-	1%	2%	3%	2%	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_1. Which method would you prefer to receive communications from (Total Answers) - Your bank / building society

Base : All participants (on even months) Q1-Q2 2022 only

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	1291	-	1291	127	280	618	665	159	178	251	176	238	171	118	337	427	527	289	1206	73	1291
Weighted Base	1310	-**	1310	163*	301	625	676	175*	174	249	183*	237	157*	136*	349	431	530	293	1191	104*	1291
Effective Base	712	-	712	79	157	343	363	90	100	136	97	137	83	69	189	234	289	152	649	54	712
Post	338	-	338	36	87	159	177	44	43	41	59	57	42	52	87	100	151	94	306	30	359
	26%	-	26%	22%	29%	25%	26%	25%	25%	17%	32%	24%	27%	30%	25%	23%	28%	32%	26%	29%	28%
Phone call	125	-	125	44	21	61	64	22	18	37	13	13	10	12	40	51	34	22	105	18	123
	10%	-	10%	33%	7%	10%	9%	13%	10%	13%	7%	5%	6%	9%	11%	12%	5%	7%	9%	13%	10%
Text message	97	-	97	22	26	47	47	10	11	25	17	7	10	7	30	43	24	18	83	14	93
	7%	-	7%	14%	9%	8%	7%	11%	7%	11%	9%	3%	6%	5%	9%	10%	5%	6%	7%	13%	7%
Email	626	-	626	51	137	297	325	65	84	125	78	139	81	55	149	203	274	135	581	38	609
	48%	-	48%	31%	45%	48%	48%	37%	49%	50%	43%	59%	40%	40%	43%	47%	52%	46%	49%	36%	47%
Other	24	-	24	1	7	16	8	4	1	4	3	4	5	6	6	13	9	24	-	-	15
	2%	-	2%	1%	2%	2%	1%	2%	1%	1%	2%	1%	3%	2%	1%	2%	3%	2%	2%	-	1%
No preference	86	-	86	9	18	38	48	11	16	16	10	18	10	6	27	26	34	16	81	1	81
	7%	-	7%	3%	6%	6%	7%	6%	9%	6%	5%	8%	6%	4%	8%	6%	6%	5%	7%	1%	6%
Don't know	13	-	13	-	5	7	7	10	-	1	2	-	-	-	10	3	-	-	10	3	11
	1%	-	1%	-	2%	1%	1%	9%	0%	1%	1%	-	-	-	9%	1%	-	-	1%	3%	1%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_1. Which method would you prefer to receive communications from (Total Answers) - Your bank / building society

Base : All participants (on even months) Q1-Q2 2022 only

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1291	300	416	233	342	716	575	689	578	166	172	330	332	210	834	167	1063	-	-	-
Weighted Base	1310	235	439	238	398	674	636	773	509	181*	182*	319	335	207	836	181*	1069	**	**	**
Effective Base	712	135	238	126	214	373	339	385	321	97	97	191	173	107	458	97	579	-	-	-
Post	338	52	125	61	100	177	161	177	149	48	59	81	85	41	225	48	272	-	-	-
	26%	22%	28%	26%	25%	26%	25%	23%	23%	27%	32% <b>min</b>	25%	25%	20%	27%	27%	25%	-	-	-
Phone call	125	26	32	26	41	58	67	63	30	21	19	29	30	24	79	21	102	-	-	-
	10%	11%	7%	11%	10%	9%	10%	12%	8%	12%	10%	9%	9%	12%	9%	12%	9%	-	-	-
Text message	97	28	19	21	30	47	50	61	33	16	12	22	14	30	48	16	80	-	-	-
	7%	12% <b>min</b>	4%	9%	7%	7%	8%	8%	6%	9%	7%	7%	4%	14% <b>min</b>	6%	9%	7%	-	-	-
Email	626	114	220	106	186	334	292	375	243	75	78	147	179	104	404	75	522	-	-	-
	48%	49%	50%	44%	47%	50%	46%	48%	48%	41%	43%	46%	53%	50%	48%	41%	49%	-	-	-
Other	24	2	11	6	5	13	11	13	10	3	1	4	9	5	13	3	21	-	-	-
	2%	1%	2%	3%	1%	2%	2%	2%	2%	2%	1%	1%	2%	2%	2%	2%	2%	-	-	-
No preference	86	11	29	18	28	40	46	49	37	14	11	34	19	3	64	14	67	-	-	-
	7%	5%	7%	7%	7%	6%	7%	6%	7%	9% <b>min</b>	6%	11% <b>min</b>	6%	2%	8% <b>min</b>	8%	6%	-	-	-
Don't know	13	1	3	2	8	4	9	5	6	4	2	3	1	*	5	4	5	-	-	-
	1%	*	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	*	*	1%	2%	*	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - qrs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_1. Which method would you prefer to receive communications from (Total Answers) - Your bank / building society

Base : All participants (on even months) Q1-Q2 2022 only

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1291	905	386	151	643	262	209	177	71	71	71	71	72	72	72	71	72	42	220
Weighted Base	1310	1126	184	54**	1108	105	60	37	52*	139*	116*	96*	116*	117*	170*	185*	117*	13**	93
Effective Base	712	604	108	28	535	146	117	145	65	65	63	65	64	66	64	65	14	132	
Post	338	292	46	11	279	29	19	11	14	41	31	19	31	40	37	33	33	5	24
	26%	26%	25%	21%	25%	28%	32%	31%	26%	29%	27%	20%	27%	34%	22%	18%	28%	37%	26%
Phone call	125	114	11	6	108	8	5	5	5	9	6	11	17	7	27	17	9	1	6
	10%	10%	6%	11%	10%	7%	8%	14%	10%	7%	5%	11%	14%	6%	16%	5%	8%	12%	7%
Text message	97	84	13	5	84	5	5	2	4	13	2	11	5	10	19	6	14	2	4
	7%	8%	7%	10%	8%	5%	9%	6%	8%	9%	1%	11%	5%	8%	11%	3%	12%	14%	4%
Email	626	538	88	24	533	53	25	16	25	69	63	48	48	51	74	101	53	3	49
	48%	48%	48%	45%	48%	50%	42%	43%	48%	49%	55%	50%	42%	44%	44%	55%	45%	25%	53%
Other	24	14	10	-	23	1	-	-	-	-	3	-	3	1	6	4	4	-	1
	2%	1%	3%	-	2%	1%	-	-	-	-	3%	-	3%	1%	3%	3%	3%	-	1%
No preference	86	76	10	4	70	9	5	2	5	7	9	5	9	8	5	19	4	1	7
	7%	7%	5%	7%	6%	9%	8%	5%	9%	5%	8%	5%	8%	7%	3%	10%	4%	12%	8%
Don't know	13	7	6	2	12	1	1	-	-	-	2	3	3	-	2	2	-	-	1
	1%	1%	3%	6%	1%	1%	1%	-	-	-	2%	3%	2%	-	1%	1%	-	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_1. Which method would you prefer to receive communications from (Total Answers) - Your bank / building society

Base : All participants (on even months) Q1-Q2 2022 only

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1291	455	50	243	437	527	179	86	46	964	132	476	512	188	60	30	988	-	-
Weighted Base	1310	455	59*	227	448	507	201	96*	43**	955	138*	459	508	216	76*	23**	967	99*	**
Effective Base	712	251	31	132	226	284	113	54	27	509	81	243	279	117	40	19	522	57	-
Post	338	148	21	81	134	132	41	15	12	266	27	119	136	52	17	5	255	22	-
	26%	32%	35%	36%	35%	29%	20%	16%	29%	28%	20%	26%	27%	24%	22%	23%	26%	23%	-
Phone call	125	21	3	8	46	54	12	10	3	100	13	53	41	18	8	1	94	9	-
	10%	5%	6%	4%	10%	11%	6%	11%	6%	10%	9%	12%	8%	8%	11%	4%	10%	9%	-
Text message	97	28	4	13	38	34	20	4	1	72	5	42	36	11	6	1	78	7	-
	7%	6%	8%	6%	8%	7%	10%	4%	3%	8%	4%	9%	7%	5%	9%	3%	8%	7%	-
Email	626	221	26	109	201	236	100	56	25	436	83	213	250	103	36	15	463	51	-
	48%	49%	44%	48%	46%	46%	50%	31% <sup>ns</sup>	58%	46%	31% <sup>ns</sup>	46%	46%	48%	64%	46%	64%	51%	-
Other	24	9	2	5	7	14	1	1	-	21	1	8	7	7	-	-	15	-	-
	2%	2%	3%	2%	2%	3%	1%	2%	-	2%	1%	2%	1%	3%	-	-	2%	-	-
No preference	86	21	-	7	21	35	21	7	1	56	8	22	35	18	8	1	57	10	-
	7%	5%	1%	3%	5%	7%	15% <sup>ns</sup>	8%	2%	6%	6%	5%	7%	8%	11%	6%	8%	10%	-
Don't know	13	6	2	5	2	3	3	-	-	5	-	2	3	6	-	-	5	-	-
	1%	1%	4%	2%	2%	1%	3% <sup>ns</sup>	-	-	-	-	2%	1%	3% <sup>ns</sup>	-	-	5%	-	-

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e(f/g/h/i) - k(l/m/n)/o(p/q) - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/C2\_1. Which method would you prefer to receive communications from (Total Answers) - Your bank / building society

Base : All participants (on even months) Q1-Q2 2022 only

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1291	97	1173	21	420	796	75	1252	21	13	1	1286	4
Weighted Base	1310	106*	1185	19**	392	830	88*	1271	23**	9**	2**	1303	5**
Effective Base	712	56	647	9	224	438	50	687	13	8	1	707	4
Post	338	21	315	3	103	210	26	331	5	3	-	338	-
	26%	20%	27%	13%	26%	25%	23%	26%	21%	31%	-	26%	-
Phone call	125	17	101	7	48	68	9	120	5	*	-	125	-
	10%	16%	9%	36%	12%	8%	10%	9%	19%	2%	-	10%	-
Text message	97	12	85	*	38	53	6	89	5	1	2	95	-
	7%	11%	7%	*	10%	6%	7%	7%	22%	8%	100%	7%	-
Email	626	46	574	6	168	422	37	613	9	4	-	625	1
	48%	43%	48%	32%	43%	51%	42%	48%	37%	42%	-	48%	21%
Other	24	-	24	-	8	16	*	24	-	-	-	24	-
	2%	-	2%	-	2%	2%	*	2%	-	-	-	2%	-
No preference	88	6	77	3	23	55	9	84	-	1	-	85	1
	7%	6%	6%	18%	6%	7%	10%	7%	-	17%	-	7%	18%
Don't know	13	4	9	-	5	6	2	10	*	-	-	10	3
	1%	4%	1%	-	1%	1%	2%	1%	*	-	-	1%	6%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/C2\_1. Which method would you prefer to receive communications from (Total Answers) - Your bank / building society

Base : All participants (on even months) Q1-Q2 2022 only

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1291	430	361	-	-	-	430	-	430	-	431	-	-	-	-	-	-
Weighted Base	1310	431	379	**	**	**	431	**	464	**	416	**	**	**	**	**	**
Effective Base	712	220	492	-	-	-	220	-	251	-	242	-	-	-	-	-	-
Post	338	102	236	-	-	-	102	-	112	-	124	-	-	-	-	-	-
	26%	24%	27%	-	-	-	24%	-	24%	-	30%	-	-	-	-	-	-
Phone call	125	39	86	-	-	-	39	-	35	-	51	-	-	-	-	-	-
	10%	9%	10%	-	-	-	9%	-	8%	-	12%	-	-	-	-	-	-
Text message	97	27	70	-	-	-	27	-	43	-	27	-	-	-	-	-	-
	7%	6%	8%	-	-	-	6%	-	9%	-	6%	-	-	-	-	-	-
Email	626	202	424	-	-	-	202	-	239	-	196	-	-	-	-	-	-
	48%	47%	48%	-	-	-	47%	-	52%	-	45%	-	-	-	-	-	-
Other	24	16	8	-	-	-	16	-	6	-	1	-	-	-	-	-	-
	2%	4%	1%	-	-	-	4%	-	1%	-	1%	-	-	-	-	-	-
No preference	86	40	46	-	-	-	40	-	23	-	23	-	-	-	-	-	-
	7%	9%	5%	-	-	-	9%	-	5%	-	5%	-	-	-	-	-	-
Don't know	13	5	9	-	-	-	5	-	5	-	4	-	-	-	-	-	-
	1%	1%	1%	-	-	-	1%	-	1%	-	1%	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_2. Which method would you prefer to receive communications from (Total Answers) - Your gas / electricity provider

Base : All participants (on even months) Q1-Q2 2022 only

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	1291	-	1291	127	280	618	665	159	178	251	176	238	171	118	337	427	527	289	1206	73	1291
Weighted Base	1310	-**	1310	163*	301	625	676	175*	174	249	183*	237	157*	136*	349	431	530	293	1191	104*	1291
Effective Base	712	-	712	79	157	343	363	90	100	136	97	137	83	69	189	234	289	152	649	54	712
Post	288	-	288	48	68	148	138	53	44	47	50	45	22	26	97	97	93	48	259	24	309
	22%	-	22%	30%	23%	24%	20%	31% <b>kl</b>	25%	19%	27% <b>kl</b>	19%	14%	19%	28% <b>kl</b>	22%	18%	16%	22%	23%	24%
Phone call	113	-	113	36	26	59	53	17	21	35	12	14	7	7	37	47	28	15	92	18	99
	9%	-	9%	23% <b>kl</b>	9%	9%	8%	10%	12%	13% <b>kl</b>	7%	6%	5%	5%	31% <b>kl</b>	11% <b>kl</b>	5%	5%	8%	13% <b>kl</b>	8%
Text message	80	-	80	19	27	41	37	18	12	19	16	5	5	6	39	34	16	11	66	14	72
	6%	-	6%	11%	9%	7%	5%	10% <b>kl</b>	7%	8% <b>kl</b>	9% <b>kl</b>	2%	3%	5%	31% <b>kl</b>	8% <b>kl</b>	3%	4%	6%	13% <b>kl</b>	6%
Email	724	-	724	56	153	331	388	63	85	126	96	153	110	91	148	222	354	201	678	41	704
	55%	-	55%	34%	51% <b>kl</b>	53%	57%	36%	49%	51% <b>kl</b>	52% <b>kl</b>	55% <b>kl</b>	70% <b>kl</b>	67% <b>kl</b>	42%	51%	67% <b>kl</b>	69% <b>kl</b>	57% <b>kl</b>	39%	55%
Other	9	-	9	1	*	2	7	-	-	5	3	*	1	-	5	4	2	7	1	1	6
	1%	-	1%	1%	*	1%	1%	-	-	3%	1%	-	1%	-	1%	1%	1%	1%	1%	1%	*
No preference	85	-	85	2	21	37	48	17	12	20	4	16	12	4	29	24	33	17	78	4	87
	7%	-	7%	1%	7%	6%	7%	10% <b>kl</b>	7%	8%	2%	7%	8%	3%	8%	6%	6%	6%	7%	4%	7%
Don't know	11	-	11	1	5	6	5	7	*	1	2	1	*	-	7	3	1	*	9	2	14
	1%	-	1%	1%	2%	1%	1%	4%	*	*	1%	*	*	-	7% <b>kl</b>	1%	*	*	1%	2%	1%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_2. Which method would you prefer to receive communications from (Total Answers) - Your gas / electricity provider

Base : All participants (on even months) Q1-Q2 2022 only

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1291	300	416	233	342	716	575	689	578	166	172	330	332	210	834	167	1063	-	-	-
Weighted Base	1310	235	439	238	398	674	636	773	509	181*	182*	319	335	207	836	181*	1069	**	**	**
Effective Base	712	135	238	126	214	373	339	385	321	97	97	191	173	107	458	97	579	-	-	-
Post	288	45	96	56	92	140	148	173	109	45	44	64	63	47	171	45	222	-	-	-
Phone call	113	29	26	19	40	54	59	65	28	13	17	29	31	20	77	13	86	-	-	-
	8%	12%ab	6%	8%	10%	8%	9%	11%ab	8%	7%	9%	9%	9%	10%	9%	7%	9%	-	-	-
Text message	80	19	12	20	31	30	50	49	29	13	22	8	22	12	52	13	66	-	-	-
	6%	8%b	3%	6%b	8%b	4%	8%	6%	6%	7%	12%ab	3%	6%	6%	6%	7%	6%	-	-	-
Email	724	135	263	135	192	398	326	418	291	84	90	183	201	125	473	84	617	-	-	-
	55%	57%	60%ab	57%	49%	59%b	51%	54%	57%	47%	49%	57%	60%b	60%b	57%	46%	53%ab	-	-	-
Other	9	1	-	1	7	2	7	5	4	1	-	3	-	-	3	1	3	-	-	-
	1%	1%	-	1%	2%	1%	1%	1%	1%	1%	-	1%	-	-	1%	-	1%	-	-	-
No preference	85	5	41	6	33	46	39	39	42	21	8	30	16	3	54	21	56	-	-	-
	7%	2%	9%abc	3%	8%ac	7%	6%	5%	8%	12%ab	4%	9%ab	5%	1%	6%ab	12%ab	5%	-	-	-
Don't know	11	2	2	2	4	5	6	4	7	3	2	2	3	*	7	3	7	-	-	-
	1%	1%	1%	1%	1%	1%	1%	*	1%	2%	1%	1%	1%	*	1%	2%	1%	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|klm|n - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_2. Which method would you prefer to receive communications from (Total Answers) - Your gas / electricity provider

Base : All participants (on even months) Q1-Q2 2022 only

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1291	905	386	151	643	262	209	177	71	71	71	71	72	72	72	71	72	42	220
Weighted Base	1310	1126	184	54**	1108	105	60	37	52*	139*	116*	96*	116*	117*	170*	185*	117*	13**	93
Effective Base	712	604	108	28	535	146	117	145	65	65	63	65	64	66	66	64	65	14	132
Post	288	246	42	11	241	19	16	12	13	31	21	14	27	19	52	26	39	3	16
	22%	22%	23%	20%	22%	18%	26%	32% <b>ns</b>	24%	22%	18%	15%	23%	16%	30% <b>ns</b>	14%	23% <b>ns</b>	26%	17%
Phone call	113	100	7	1	98	6	4	4	3	13	8	11	10	22	13	9	2	4	
	8%	9% <b>ns</b>	4%	2%	8%	6%	7%	11%	5%	8%	7%	11%	9%	9%	13%	7%	8%	20%	4%
Text message	80	71	10	2	72	3	4	2	5	7	4	10	7	4	16	11	7	*	2
	6%	6%	3%	4%	7%	2%	6%	3%	6%	5%	4%	14% <b>ns</b>	6%	3%	10%	6%	6%	1%	3%
Email	724	617	107	35	609	66	33	16	25	68	73	54	61	77	73	121	57	5	61
	55%	55%	58%	65%	53% <b>ns</b>	62% <b>ns</b>	55%	44%	48%	49%	63% <b>ns</b>	57%	53%	60% <b>ns</b>	43%	63% <b>ns</b>	48%	41%	65% <b>ns</b>
Other	9	4	5	-	9	-	+	-	1	3	-	-	-	1	1	2	-	-	
	1%	-	3% <b>ns</b>	-	1%	-	-	-	1%	2%	-	-	-	1%	-	2%	-	-	
No preference	85	74	12	5	69	10	4	3	6	15	10	5	8	5	4	14	3	1	8
	7%	7%	6%	9%	6%	9%	6%	7%	12% <b>ns</b>	11%	8%	5%	7%	4%	7%	3%	12%	9%	
Don't know	11	9	2	-	8	2	+	+	-	1	1	2	3	-	2	-	-	2	
	1%	1%	1%	-	1%	2%	+	1%	-	1%	1%	2%	2%	-	1%	-	-	1%	2%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_2. Which method would you prefer to receive communications from (Total Answers) - Your gas / electricity provider

Base : All participants (on even months) Q1-Q2 2022 only

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1291	455	50	243	437	527	179	86	46	964	132	476	512	188	60	30	988	90	-	-
Weighted Base	1310	455	59*	227	448	507	201	96*	43**	955	138*	459	508	216	76*	23**	967	99*	-**	-**
Effective Base	712	251	31	132	226	284	113	54	27	509	81	243	279	117	40	19	522	57	-	-
Post	288	106	10	47	118	96	46	18	6	213	24	105	121	38	14	2	228	17	-	-
	22%	23%	17%	21%	35%	19%	23%	18%	14%	22%	17%	23%	24%	18%	19%	10%	23%	17%	-	-
Phone call	113	16	3	4	44	44	10	7	7	88	14	51	32	20	7	1	83	8	-	-
	9%	3%	4%	2%	10%	9%	5%	8%	16%	9%	10%	11%	6%	9%	4%	9%	8%	8%	-	-
Text message	80	17	4	11	27	35	12	5	1	63	6	38	27	12	3	1	65	4	-	-
	6%	4%	7%	5%	6%	7%	6%	5%	2%	7%	4%	8%	5%	6%	4%	3%	7%	4%	-	-
Email	724	288	34	148	233	286	111	60	28	519	88	231	292	122	47	18	523	65	-	-
	55%	63%	58%	65%	62%	60%	55%	63%	68%	64%	64%	60%	67%	66%	62%	54%	63%	63%	-	-
Other	9	2	-	2	5	2	-	1	-	7	1	5	1	1	-	-	6	-	-	-
	1%	-	-	1%	1%	-	-	2%	-	1%	1%	1%	-	1%	-	-	1%	-	-	-
No preference	85	23	7	13	20	39	17	4	1	59	6	27	31	17	5	1	58	6	-	-
	7%	3%	11%	6%	4%	8%	8%	4%	3%	6%	4%	6%	6%	8%	6%	6%	6%	6%	-	-
Don't know	11	4	2	4	1	4	5	-	-	5	-	1	5	5	-	-	6	-	-	-
	1%	1%	3%	2%	-	1%	2%	-	-	1%	-	-	1%	2%	-	1%	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e(f/g/h/i) - k/l/m/n(o/p/q) - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/C2\_2. Which method would you prefer to receive communications from (Total Answers) - Your gas / electricity provider

Base : All participants (on even months) Q1-Q2 2022 only

	Housebound			Disability			Internet access					Don't know (l)	
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)		
Unweighted Base	1291	97	1173	21	420	796	75	1252	21	13	1	1286	4
Weighted Base	1310	106*	1185	19**	392	830	88*	1271	23**	9**	2**	1303	5**
Effective Base	712	56	647	9	224	438	50	687	13	8	1	707	4
Post	288	21	260	7	81	187	20	278	5	3	2	286	-
	22%	20%	22%	37%	21%	23%	22%	22%	23%	31%	100%	2%	-
Phone call	113	20	93	-	47	56	9	108	4	1	-	113	-
	9%	19%	8%	-	12%	7%	10%	8%	19%	8%	-	9%	-
Text message	80	8	72	*	38	32	11	74	6	-	-	80	-
	6%	7%	6%	1%	10%	4%	12%	6%	26%	-	-	6%	-
Email	724	49	667	8	193	493	38	712	7	4	-	723	1
	55%	46%	56%	43%	46%	53%	43%	56%	33%	44%	-	55%	21%
Other	9	-	9	-	2	7	-	7	-	1	-	9	-
	1%	-	1%	-	1%	1%	-	1%	-	17%	-	1%	-
No preference	85	6	75	4	26	51	9	83	-	-	-	83	2
	7%	6%	6%	19%	7%	6%	10%	7%	-	-	-	6%	46%
Don't know	11	2	9	-	5	4	2	9	*	-	-	9	2
	1%	2%	1%	-	1%	*	2%	1%	*	-	-	1%	33%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/C2\_2. Which method would you prefer to receive communications from (Total Answers) - Your gas / electricity provider

Base : All participants (on even months) Q1-Q2 2022 only

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1291	430	861	-	-	-	430	-	430	-	431	-	-	-	-	-
Weighted Base	1310	431	879	**	**	431	**	464	**	416	**	**	**	**	**	**
Effective Base	712	220	492	-	-	220	-	251	-	242	-	-	-	-	-	-
Post	288	97	190	-	-	97	-	94	-	97	-	-	-	-	-	-
	22%	23%	22%	-	-	23%	-	20%	-	23%	-	-	-	-	-	-
Phone call	113	30	82	-	-	30	-	40	-	43	-	-	-	-	-	-
	9%	7%	9%	-	-	7%	-	9%	-	10%	-	-	-	-	-	-
Text message	80	21	59	-	-	21	-	31	-	28	-	-	-	-	-	-
	6%	5%	7%	-	-	5%	-	7%	-	7%	-	-	-	-	-	-
Email	724	232	492	-	-	232	-	276	-	216	-	-	-	-	-	-
	55%	54%	56%	-	-	54%	-	59%	-	52%	-	-	-	-	-	-
Other	9	5	4	-	-	5	-	1	-	3	-	-	-	-	-	-
	1%	1%	1%	-	-	1%	-	1%	-	1%	-	-	-	-	-	-
No preference	85	41	44	-	-	41	-	20	-	24	-	-	-	-	-	-
	7%	10%	5%	-	-	10%	-	4%	-	6%	-	-	-	-	-	-
Don't know	11	4	7	-	-	4	-	2	-	5	-	-	-	-	-	-
	1%	1%	1%	-	-	1%	-	1%	-	1%	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_3. Which method would you prefer to receive communications from (Total Answers) - Your local council or tax office

Base : All participants (on even months) Q1-Q2 2022 only

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	1291	-	1291	127	280	618	665	159	178	251	176	238	171	118	337	427	527	289	1206	73	1291
Weighted Base	1310	-**	1310	163*	301	625	676	175*	174	249	183*	237	157*	136*	349	431	530	293	1191	104*	1291
Effective Base	712	-	712	79	157	343	363	90	100	136	97	137	83	69	189	234	289	152	649	54	712
Post	464	-	464	41	104	226	235	59	57	70	79	70	62	66	116	150	199	128	418	37	500
35%	-	-	35%	25%	35%	36%	35%	34%	33%	28%	43% <b>ik</b>	30%	40%	49% <b>lm</b>	33%	35%	37%	44% <b>la</b>	35%	36%	39%
Phone call	119	-	119	39	27	61	58	17	12	38	10	14	11	17	29	48	41	27	107	11	99
9%	-	-	9%	23% <b>lc</b>	9%	10%	9%	10%	7%	13% <b>lj</b>	5%	6%	7%	12%	8%	11%	8%	9%	9%	11%	8%
Text message	93	-	93	35	32	49	42	27	21	23	15	7	*	*	45	39	7	*	76	15	66
7%	-	-	7%	22% <b>ld</b>	11%	8%	6%	15% <b>km</b>	12% <b>km</b>	9% <b>km</b>	9% <b>km</b>	3%	*	*	14% <b>ko</b>	9% <b>ko</b>	1%	*	6%	17% <b>kr</b>	5%
Email	523	-	523	35	105	236	284	39	64	104	68	127	71	49	103	173	246	120	489	29	504
40%	-	-	40%	22%	35% <b>le</b>	38%	42%	23%	37% <b>kn</b>	42% <b>kn</b>	37% <b>kn</b>	53% <b>kn</b>	45% <b>kn</b>	36%	30%	40% <b>kn</b>	46% <b>kn</b>	41% <b>kn</b>	41% <b>ks</b>	27%	39%
Other	6	-	6	-	*	4	2	1	-	-	4	-	1	1	-	5	2	6	-	-	5
*	-	-	*	-	*	1%	*	*	-	-	2%	-	1%	*	*	1%	1%	1%	-	-	*
No preference	86	-	86	9	24	41	44	24	15	12	5	15	12	3	39	17	30	15	78	6	98
7%	-	-	7%	5%	8%	7%	7%	13% <b>ljm</b>	9%	5%	3%	6%	8%	2%	11% <b>loq</b>	4%	6%	5%	7%	6%	8%
Don't know	20	-	20	3	8	8	11	9	4	-	5	1	*	*	13	5	2	*	16	3	19
1%	-	-	1%	2%	3%	1%	2%	9% <b>lm</b>	2%	-	3%	1%	*	*	4% <b>lpm</b>	1%	*	*	1%	3%	1%

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_3. Which method would you prefer to receive communications from (Total Answers) - Your local council or tax office

Base : All participants (on even months) Q1-Q2 2022 only

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1291	300	416	233	342	716	575	689	578	166	172	330	332	210	834	167	1063	-	-	-
Weighted Base	1310	235	439	238	398	674	636	773	509	181*	182*	319	335	207	836	181*	1069	**	**	**
Effective Base	712	135	238	126	214	373	339	385	321	97	97	191	173	107	458	97	579	-	-	-
Post	464	70	181	93	121	250	214	252	202	62	73	121	106	64	301	62	375	-	-	-
	35%	30%	41% <b>abc</b>	39%	30%	37%	34%	33%	40%	34%	40%	38%	32%	31%	36%	34%	35%	-	-	-
Phone call	119	29	27	23	40	56	63	80	38	14	18	29	29	22	76	15	101	-	-	-
	9%	12% <b>ab</b>	6%	9%	10%	8%	10%	10%	7%	8%	10%	9%	9%	11%	9%	8%	9%	-	-	-
Text message	93	31	19	9	33	51	43	69	22	18	22	4	29	18	56	18	74	-	-	-
	7%	13% <b>abc</b>	4%	4%	8%	7%	7%	9% <b>h</b>	4%	10% <b>k</b>	12% <b>kl</b>	1%	9% <b>kl</b>	9% <b>kl</b>	7% <b>kl</b>	10%	7%	-	-	-
Email	523	90	172	106	155	261	261	322	192	62	61	132	142	96	335	62	441	-	-	-
	40%	38%	39%	45%	39%	39%	41%	42%	36%	34%	34%	47%	42%	46%	40%	34%	41%	-	-	-
Other	6	1	*	2	3	1	5	4	2	2	2	2	1	3	-	4	-	-	-	
	*	*	*	1%	1%	*	1%	*	*	*	*	1%	*	*	*	*	*	-	-	-
No preference	86	9	33	5	39	42	44	38	44	21	6	30	22	3	58	21	62	-	-	-
	7%	4%	9% <b>bc</b>	2%	10% <b>acd</b>	6%	7%	5%	9% <b>gh</b>	11% <b>gh</b>	3%	9% <b>lm</b>	7% <b>lm</b>	1%	7% <b>lm</b>	11% <b>op</b>	6%	-	-	-
Don't know	20	6	7	*	6	13	6	7	10	5	2	1	5	3	8	5	12	-	-	-
	1%	3%	2%	*	2%	2%	1%	1%	2%	3%	1%	*	1%	2%	1%	3%	1%	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - abc|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_3. Which method would you prefer to receive communications from (Total Answers) - Your local council or tax office

Base : All participants (on even months) Q1-Q2 2022 only

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1291	905	386	151	643	262	209	177	71	71	71	71	72	72	72	71	72	42	220
Weighted Base	1310	1126	184	54**	1108	105	60	37	52*	139*	116*	96*	116*	117*	170*	185*	117*	13**	93
Effective Base	712	604	108	28	535	146	117	145	65	65	63	65	64	66	66	64	65	14	132
Post	464	402	62	27	378	46	24	16	21	54	43	22	44	54	39	66	34	8	38
	35%	36%	34%	51%	34%	43% <b>cd</b>	40%	43% <b>cd</b>	33% <b>gh</b>	39% <b>gh</b>	37%	23%	38%	40% <b>lmn</b>	23%	36%	30%	63%	41% <b>opqr</b>
Phone call	119	103	15	4	103	8	4	3	4	9	13	14	10	9	23	10	11	2	6
	9%	9%	8%	7%	8%	8%	7%	8%	7%	6%	12%	14%	8%	8%	14%	6%	10%	20%	6%
Text message	93	82	11	2	87	2	3	1	1	11	-	10	9	5	40	6	5	-	2
	7%	7%	6%	4%	8% <b>gh</b>	2%	5%	3%	2%	8% <b>l</b>	-	11% <b>lr</b>	8% <b>l</b>	4%	24% <b>hilmop</b>	3%	4%	-	2%
Email	523	443	80	18	448	40	22	13	22	50	50	44	43	40	53	89	56	2	38
	40%	39%	43%	33%	40%	38%	37%	35%	42%	36%	43%	46%	37%	34%	31%	40% <b>lm</b>	48%	15%	41%
Other	6	4	2	-	5	-	-	1	-	-	-	-	-	2	1	-	2	-	-
	*	*	1%	-	*	-	-	1% <b>cd</b>	-	-	-	-	-	1%	-	2%	-	-	-
No preference	86	77	9	-	69	8	6	3	5	13	10	3	7	5	10	10	6	-	8
	7%	7%	5%	1%	6%	8%	10%	8%	10%	9%	8%	3%	6%	4%	6%	6%	6%	2%	9%
Don't know	20	15	4	3	18	1	-	1	-	2	-	3	3	1	4	2	3	-	1
	1%	1%	2%	6%	2%	1%	*	2%	-	2%	-	3%	2%	1%	2%	1%	2%	-	1%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_3. Which method would you prefer to receive communications from (Total Answers) - Your local council or tax office

Base : All participants (on even months) Q1-Q2 2022 only

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1291	455	50	243	437	527	179	86	46	964	132	476	512	188	60	30	988	-	-
Weighted Base	1310	455	59*	227	448	507	201	96*	43**	955	138*	459	508	216	76*	23**	967	99*	**
Effective Base	712	251	31	132	226	284	113	54	27	509	81	243	279	117	40	19	522	57	-
Post	464	186	21	99	173	180	62	28	16	352	44	163	188	71	29	7	351	36	-
	35%	41%	35%	44%	39%	35%	31%	29%	38%	37%	32%	35%	37%	33%	38%	31%	36%	36%	-
Phone call	119	33	6	17	42	50	13	10	3	92	13	44	36	26	10	1	80	10	-
	9%	7%	10%	8%	9%	10%	7%	11%	6%	10%	9%	10%	7%	12%	13%	4%	8%	10%	-
Text message	93	8	4	4	35	36	15	5	2	71	7	33	48	7	4	*	81	4	-
	7%	2%	7%	2%	8%	7%	8%	5%	5%	7%	5%	7%	9%	3%	5%	1%	8%	4%	-
Email	523	198	25	92	170	204	84	41	17	374	59	181	202	87	29	12	383	41	-
	40%	44%	42%	40%	38%	40%	42%	43%	41%	39%	43%	39%	40%	40%	37%	54%	40%	41%	-
Other	6	2	-	2	5	-	-	1	-	5	1	5	-	-	-	-	5	-	-
	*	*	-	1%	1%	-	-	2%	-	1%	1%	1%	-	-	-	-	*	-	-
No preference	86	25	2	11	22	30	20	9	3	52	13	30	30	17	6	1	60	7	-
	7%	5%	4%	5%	5%	6%	10%	10%	8%	5%	9%	6%	6%	8%	7%	6%	6%	7%	-
Don't know	20	3	1	3	2	7	6	-	1	9	1	4	4	9	-	1	8	1	-
	1%	1%	2%	1%	1%	1%	3%	-	3%	1%	1%	1%	1%	4%	-	5%	1%	1%	-

Proportions/Mean: Column Test (5% risk level) - a-b/c - d/e(f/g/h/i) - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/C2\_3. Which method would you prefer to receive communications from (Total Answers) - Your local council or tax office

Base : All participants (on even months) Q1-Q2 2022 only

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1291	97	1173	21	420	796	75	1252	21	13	1	1286	4
Weighted Base	1310	106*	1185	19**	392	830	88*	1271	23**	9**	2**	1303	5**
Effective Base	712	56	647	9	224	438	50	687	13	8	1	707	4
Post	464	23	431	11	118	314	32	455	5	4	-	464	-
	35%	21%	33%	58%	30%	38%	36%	36%	22%	42%	-	36%	-
Phone call	119	25	93	1	48	61	10	108	9	*	-	117	1
	9%	24%	8%	4%	12%	7%	11%	8%	37%	5%	-	9%	28%
Text message	83	14	78	1	41	37	15	85	7	-	2	92	-
	7%	13%	7%	7%	11%	5%	17%	7%	29%	-	100%	7%	-
Email	523	35	484	4	150	353	20	516	3	5	-	522	1
	40%	33%	41%	22%	33%	43%	23%	41%	12%	33%	-	40%	21%
Other	6	-	6	-	-	6	-	6	-	-	-	6	-
	*	-	1%	-	-	1%	-	*	-	-	-	*	-
No preference	86	5	79	2	27	52	7	85	-	*	-	85	1
	7%	5%	7%	10%	7%	6%	8%	7%	-	2%	-	7%	18%
Don't know	20	4	15	-	8	7	4	16	*	1	-	18	2
	1%	4%	1%	-	2%	1%	5%	1%	*	17%	-	1%	33%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/C2\_3. Which method would you prefer to receive communications from (Total Answers) - Your local council or tax office

Base : All participants (on even months) Q1-Q2 2022 only

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1291	430	361	-	-	-	430	-	430	-	431	-	-	-	-	-
Weighted Base	1310	431	379	**	**	431	**	464	**	416	**	**	**	**	**	**
Effective Base	712	220	492	-	-	220	-	251	-	242	-	-	-	-	-	-
Post	464	148	316	-	-	148	-	180	-	156	-	-	-	-	-	-
	35%	34%	36%	-	-	34%	-	39%	-	37%	-	-	-	-	-	-
Phone call	119	36	83	-	-	36	-	33	-	49	-	-	-	-	-	-
	9%	8%	9%	-	-	8%	-	7%	-	12%	-	-	-	-	-	-
Text message	93	30	63	-	-	30	-	41	-	22	-	-	-	-	-	-
	7%	7%	7%	-	-	7%	-	9%	-	5%	-	-	-	-	-	-
Email	523	165	357	-	-	165	-	196	-	161	-	-	-	-	-	-
	40%	38%	41%	-	-	38%	-	42%	-	39%	-	-	-	-	-	-
Other	6	1	5	-	-	1	-	3	-	2	-	-	-	-	-	-
	*	*	1%	-	-	*	-	*	-	*	-	-	-	-	-	-
No preference	85	45	41	-	-	45	-	22	-	19	-	-	-	-	-	-
	7%	10%	5%	-	-	10%	-	5%	-	5%	-	-	-	-	-	-
Don't know	20	6	13	-	-	6	-	7	-	6	-	-	-	-	-	-
	1%	1%	2%	-	-	1%	-	2%	-	1%	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_4. Which method would you prefer to receive communications from (Total Answers) - Your GP / medical or healthcare professional

Base : All participants (on even months) Q1-Q2 2022 only

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	1291	-	1291	127	280	618	665	159	178	251	176	238	171	118	337	427	527	289	1206	73	1291
Weighted Base	1310	-**	1310	163*	301	625	676	175*	174	249	183*	237	157*	136*	349	431	530	293	1191	104*	1291
Effective Base	712	-	712	79	157	343	363	90	100	136	97	137	83	69	189	234	289	152	649	54	712
Post	243	-	243	28	62	123	120	40	31	45	38	36	30	22	71	84	89	52	225	17	254
19%	-	19%	-	17%	21%	20%	18%	23%	18%	18%	21%	15%	19%	16%	20%	19%	17%	18%	19%	17%	16%
Phone call	477	-	477	82	100	234	244	53	56	90	53	85	62	79	109	143	226	141	435	36	498
36%	-	36%	-	31% <sup>ns</sup>	33%	37%	36%	30%	32%	36%	29%	36%	40%	33% <sup>ns</sup>	31%	33%	43% <sup>ns</sup>	41% <sup>ns</sup>	36%	35%	39%
Text message	152	-	152	19	40	76	70	29	17	39	24	23	11	10	46	62	44	21	133	18	126
12%	-	12%	-	12%	13%	12%	10%	16%	10%	15%	13%	10%	7%	7%	13%	14% <sup>ns</sup>	8%	7%	11%	18%	10%
Email	322	-	322	24	70	143	176	39	51	59	59	68	32	14	90	118	114	46	288	29	297
26%	-	25%	-	15%	23%	23%	26%	22% <sup>ns</sup>	30% <sup>ns</sup>	24% <sup>ns</sup>	32% <sup>ns</sup>	29% <sup>ns</sup>	21%	10%	26% <sup>ns</sup>	27% <sup>ns</sup>	21%	16%	24%	27%	23%
Other	13	-	13	2	7	5	2	-	2	-	-	3	4	4	2	-	10	7	13	-	12
1%	-	1%	-	1%	1%	1%	1%	-	1%	-	-	1%	2%	3%	1%	-	10% <sup>ns</sup>	3% <sup>ns</sup>	1%	-	1%
No preference	84	-	84	7	21	36	58	11	15	13	8	22	17	8	26	21	47	25	91	1	96
7%	-	7%	-	4%	7%	6%	9%	6%	9%	5%	4%	9%	11%	6%	8%	5%	9%	9%	8%	1%	7%
Don't know	10	-	10	-	5	5	4	5	-	3	2	-	-	-	5	4	-	-	6	3	8
1%	-	1%	-	-	2%	1%	1%	3%	-	1%	1%	-	-	-	1% <sup>ns</sup>	1%	-	-	1%	3% <sup>ns</sup>	1%

Proportions/Mears: Columns Test(s) (5% risk level) - ab - cd - ef - gh/ij/kl/m - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_4. Which method would you prefer to receive communications from (Total Answers) - Your GP / medical or healthcare professional

Base : All participants (on even months) Q1-Q2 2022 only

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1291	300	416	233	342	716	575	689	578	166	172	330	332	210	834	167	1063	-	-	-
Weighted Base	1310	235	439	238	398	674	636	773	509	181*	182*	319	335	207	836	181*	1069	**	**	**
Effective Base	712	135	238	126	214	373	339	385	321	97	97	191	173	107	458	97	579	-	-	-
Post	243	33	96	58	57	129	115	141	92	30	39	58	63	38	160	30	204	-	-	-
	19%	14%	22% <sup>sd</sup>	24% <sup>sd</sup>	14%	19%	18%	18%	18%	16%	21%	18%	19%	19%	19%	16%	19%	-	-	-
Phone call	477	91	162	81	144	262	225	275	195	74	75	106	131	67	311	74	387	-	-	-
	36%	39%	37%	34%	36%	37%	35%	36%	38%	41%	41%	33%	39%	32%	37%	41%	36%	-	-	-
Text message	152	36	42	30	44	78	73	95	53	19	15	40	41	26	96	19	126	-	-	-
	12%	15%	10%	12%	11%	12%	12%	12%	10%	11%	8%	13%	12%	13%	12%	11%	12%	-	-	-
Email	322	62	101	49	110	163	159	207	108	37	44	80	70	63	194	37	265	-	-	-
	25%	26%	23%	21%	28%	24%	25%	27%	21%	21%	24%	25%	21%	31%	23%	21%	25%	-	-	-
Other	13	2	2	3	5	4	9	2	10	2	*	4	4	2	8	2	10	-	-	-
	1%	1%	*	1%	1%	1%	1%	*	2%	1%	*	1%	1%	1%	1%	1%	1%	-	-	-
No preference	94	10	36	16	33	46	48	48	45	13	7	30	25	10	62	13	73	-	-	-
	7%	4%	8%	7%	8%	7%	8%	6%	9%	7%	4%	9%	8%	5%	7%	7%	7%	-	-	-
Don't know	10	1	1	2	6	2	8	4	6	5	2	2	1	*	4	5	4	-	-	-
	1%	*	*	1%	2%	*	1%	*	1%	3% <sup>sd</sup>	1%	1%	*	*	1%	3% <sup>sd</sup>	*	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - ef - gh - ij/kl/mn - op - q/rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_4. Which method would you prefer to receive communications from (Total Answers) - Your GP / medical or healthcare professional

Base : All participants (on even months) Q1-Q2 2022 only

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1291	905	386	151	643	262	209	177	71	71	71	71	72	72	72	71	72	42	220
Weighted Base	1310	1126	184	54**	1108	105	60	37	52*	139*	116*	96*	116*	117*	170*	185*	117*	13**	93
Effective Base	712	604	108	28	535	146	117	145	65	65	63	65	64	66	64	65	14	132	
Post	243	213	30	8	205	20	11	7	12	39	18	18	24	18	31	21	2	18	18
Phone call	477	403	74	27	387	47	26	13	18	35	54	31	42	37	65	57	49	5	42
Text message	152	135	17	6	135	10	5	2	3	12	13	13	11	10	38	22	12	4	6
Email	322	276	46	9	281	21	13	7	11	42	21	23	29	37	37	56	25	2	18
Other	13	10	3	**	11	-	1	1	-	2	-	-	2	1	4	-	-	-	-
No preference	94	82	12	4	80	7	5	2	8	11	10	7	5	13	2	14	10	*	7
Don't know	10	6	3	-	9	1	-	*	-	-	-	3	3	1	2	-	-	-	1
	1%	1%	2%	-	1%	1%	-	*	-	-	-	3%	2%	1%	1%	-	-	-	1%

Proportions/Mean: Columns Test(s) (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_4. Which method would you prefer to receive communications from (Total Answers) - Your GP / medical or healthcare professional

Base : All participants (on even months) Q1-Q2 2022 only

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1291	455	50	243	437	527	179	86	46	964	132	476	512	188	60	30	988	-	-
Weighted Base	1310	455	59*	227	448	507	201	96*	43**	955	138*	459	508	216	76*	23**	967	99*	**
Effective Base	712	251	31	132	226	284	113	54	27	509	81	243	279	117	40	19	522	57	-
Post	243	82	8	42	92	87	37	12	9	179	21	86	103	29	14	4	189	18	-
	19%	18%	13%	13%	21%	17%	18%	12%	21%	19%	16%	19%	20%	14%	19%	17%	20%	18%	-
Phone call	477	178	34	100	170	193	59	42	13	363	55	169	186	87	23	10	355	33	-
	36%	39%	57%	44%	38%	38%	30%	44%	30%	38%	39%	37%	37%	40%	30%	44%	37%	33%	-
Text message	152	42	6	21	47	66	29	6	4	113	9	54	63	24	11	1	117	11	-
	12%	9%	9%	9%	10%	13%	14%	6%	8%	12%	7%	12%	12%	11%	14%	3%	12%	17%	-
Email	322	107	9	41	99	121	51	31	15	219	45	108	124	51	20	7	233	27	-
	25%	23%	15%	18%	23%	24%	29%	32%	34%	33%	33%	24%	24%	24%	27%	30%	24%	27%	-
Other	13	6	-	4	6	5	-	1	-	11	1	7	4	*	-	-	11	-	-
	1%	1%	-	2%	1%	1%	-	2%	-	1%	1%	1%	1%	*	-	-	1%	-	-
No preference	94	35	1	17	33	34	17	4	3	67	7	35	26	17	8	2	61	9	-
	7%	8%	2%	7%	7%	7%	8%	4%	7%	7%	5%	8%	5%	8%	10%	7%	6%	10%	-
Don't know	10	4	2	3	-	2	8	-	-	2	-	-	2	9	-	-	2	-	-
	1%	1%	4%	1%	-	2	4% <sup>ns</sup>	-	-	2	-	-	2	4% <sup>ns</sup>	-	-	2	-	-

Proportions/Mean: Column Test(s) (5% risk level) - a-b/c - d/e(f/g/h/i) - k/l/m/n(o/p/q) - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



PRE\_QC1/C2\_4. Which method would you prefer to receive communications from (Total Answers) - Your GP / medical or healthcare professional

Base : All participants (on even months) Q1-Q2 2022 only

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1291	97	1173	21	420	796	75	1252	21	13	1	1286	4
Weighted Base	1310	106*	1185	19**	392	830	88*	1271	23**	9**	2**	1303	5**
Effective Base	712	56	647	9	224	438	50	687	13	8	1	707	4
Post	243	17	221	5	57	165	21	239	2	3	-	243	-
	19%	16%	19%	20%	15%	20%	24%	19%	8%	30%	-	19%	-
Phone call	477	41	426	10	156	294	27	462	13	2	-	477	-
	36%	39%	36%	52%	40%	35%	31%	36%	54%	28%	-	37%	-
Text message	162	13	137	1	57	85	10	148	2	-	2	150	-
	12%	13%	12%	3%	14%	10%	11%	12%	9%	-	100%	11%	-
Email	322	27	293	2	90	209	23	311	7	4	-	321	1
	25%	26%	25%	9%	23%	25%	28%	24%	28%	42%	-	25%	21%
Other	13	-	13	-	7	5	-	13	-	-	-	13	-
	1%	-	1%	-	2%	1%	-	1%	-	-	-	1%	-
No preference	94	5	87	2	24	65	5	93	-	-	-	93	1
	7%	5%	7%	10%	6%	8%	6%	7%	-	-	-	7%	18%
Don't know	10	2	8	-	2	6	2	6	1	-	-	7	3
	1%	2%	1%	-	1%	1%	2%	1%	1%	-	-	1%	6%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/C2\_4. Which method would you prefer to receive communications from (Total Answers) - Your GP / medical or healthcare professional

Base : All participants (on even months) Q1-Q2 2022 only

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1291	430	361	-	-	-	430	-	430	-	431	-	-	-	-	-
Weighted Base	1310	431	379	**	**	431	**	464	**	416	**	**	**	**	**	**
Effective Base	712	220	492	-	-	220	-	251	-	242	-	-	-	-	-	-
Post	243	86	158	-	-	86	-	71	-	87	-	-	-	-	-	-
	19%	20%	18%	-	-	20%	-	15%	-	21%	-	-	-	-	-	-
Phone call	477	141	336	-	-	141	-	177	-	160	-	-	-	-	-	-
	36%	33%	38%	-	-	33%	-	38%	-	38%	-	-	-	-	-	-
Text message	152	56	96	-	-	56	-	52	-	44	-	-	-	-	-	-
	12%	13%	11%	-	-	13%	-	11%	-	11%	-	-	-	-	-	-
Email	322	106	216	-	-	106	-	126	-	90	-	-	-	-	-	-
	25%	25%	25%	-	-	25%	-	27%	-	22%	-	-	-	-	-	-
Other	13	*	12	-	-	*	-	8	-	5	-	-	-	-	-	-
	1%	*	1%	-	-	*	-	2%	-	1%	-	-	-	-	-	-
No preference	94	40	54	-	-	40	-	27	-	27	-	-	-	-	-	-
	7%	9%	6%	-	-	9%	-	6%	-	6%	-	-	-	-	-	-
Don't know	10	3	7	-	-	3	-	2	-	4	-	-	-	-	-	-
	1%	1%	1%	-	-	1%	-	*	-	1%	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with

Base : All participants (on even months) Q1-Q2 2022 only

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	1291	-	1291	127	280	618	665	159	178	251	176	238	171	118	337	427	527	289	1206	73	1291
Weighted Base	1310	-**	1310	163*	301	625	676	175*	174	249	183*	237	157*	136*	349	431	530	293	1191	104*	1291
Effective Base	712	-	712	79	157	343	363	90	100	136	97	137	83	69	189	234	289	152	649	54	712
Post	205	-	205	27	44	102	103	21	37	30	38	28	23	28	58	68	79	51	188	12	203
16%	-	16%	-	17%	14%	16%	15%	12%	21%	12%	21%	12%	15%	21%	17%	16%	15%	17%	16%	12%	16%
Phone call	95	-	95	40	29	65	30	12	19	29	15	6	5	9	31	44	20	14	82	12	76
7%	-	7%	-	23% <b></b>	10%	10%	4%	7%	11% <b></b>	13% <b></b>	8%	2%	3%	7%	9%	10%	4%	5%	7%	12%	6%
Text message	135	-	135	27	43	63	69	30	17	22	22	7	5	55	44	35	12	115	10	116	
10%	-	10%	-	16%	14%	10%	10%	22% <b>hklmn</b>	10%	9%	12%	9%	5%	4%	16% <b>opq</b>	10% <b></b>	7%	4%	10%	19% <b></b>	9%
Email	613	-	613	60	131	276	331	82	79	123	74	124	76	56	161	197	255	131	556	50	631
47%	-	47%	-	37%	44%	44%	49%	47%	46%	50%	40%	52%	48%	41%	46%	46%	48%	45%	47%	48%	49%
Other	9	-	9	-	2	3	6	-	1	2	4	1	1	1	6	3	2	9	-	-	8
1%	-	1%	-	1%	1%	1%	1%	-	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
No preference	160	-	160	9	37	77	83	16	16	34	21	30	26	16	32	55	73	42	149	7	173
12%	-	12%	-	3%	12%	12%	12%	9%	9%	14%	12%	13%	17%	12%	9%	13%	14%	14%	12%	7%	13%
Don't know	94	-	94	-	15	39	55	6	5	8	9	26	19	21	10	18	66	40	91	3	84
7%	-	7%	-	5%	8%	8%	8%	3%	3%	3%	5%	11% <b>ghl</b>	12% <b>ghl</b>	16% <b>ghl</b>	3%	4%	12% <b>no</b>	14% <b>no</b>	8%	3%	7%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - st  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/C2\_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with

Base : All participants (on even months) Q1-Q2 2022 only

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1291	300	416	233	342	716	575	689	578	166	172	330	332	210	834	167	1063	-	-	-
Weighted Base	1310	235	439	238	398	674	636	773	509	181*	182*	319	335	207	836	181*	1069	**	**	**
Effective Base	712	135	238	126	214	373	339	385	321	97	97	191	173	107	458	97	579	-	-	-
Post	205	28	82	49	46	110	95	123	79	31	40	42	47	27	129	31	160	-	-	-
Phone call	95	34	22	14	25	56	38	79	19	13	8	17	27	25	52	13	80	-	-	-
Text message	135	31	37	32	34	69	66	96	37	14	24	31	39	24	94	14	119	-	-	-
Email	613	122	215	93	184	337	277	361	239	61	64	149	178	114	390	61	522	-	-	-
Other	9	1	2	3	3	3	6	5	2	2	2	2	2	-	6	2	6	-	-	-
No preference	160	13	52	30	64	65	95	75	78	29	29	58	29	6	116	29	125	-	-	-
Don't know	94	6	29	18	41	35	69	35	57	30	16	20	13	8	49	30	57	-	-	-
	7%	2%	7%	7%	17%	5%	9%	5%	11%	17%	9%	6%	4%	4%	6%	17%	5%	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|klm|n - op - q|rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with

Base : All participants (on even months) Q1-Q2 2022 only

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1291	905	386	151	643	262	209	177	71	71	71	71	72	72	72	71	72	42	220
Weighted Base	1310	1126	184	54**	1108	105	60	37	52*	139*	116*	96*	116*	117*	170*	185*	117*	13**	93
Effective Base	712	604	108	28	535	146	117	145	65	65	63	65	64	66	66	64	65	14	132
Post	205	178	27	6	171	19	8	8	10	27	22	9	21	16	20	30	15	2	17
16%	16%	15%	12%	15%	18%	13%	21%	21%	18%	20%	19%	10%	14%	12%	16%	13%	16%	1	18%
Phone call	95	80	9	5	83	6	2	4	1	5	10	12	2	5	28	6	14	1	5
7%	8%	5%	9%	8%	6%	3%	10%	1%	4%	8%	12%	1%	4%	12%	3%	12%	7%	6%	
Text message	135	123	12	3	121	5	5	3	8	14	5	13	13	13	35	11	9	2	4
10%	11%	7%	6%	11%	5%	9%	9%	15%	10%	4%	14%	11%	11%	20%	6%	8%	13%	4%	
Email	613	525	88	24	508	57	32	16	17	62	61	45	54	51	75	98	48	6	52
47%	47%	48%	44%	46%	55%	53%	42%	33%	33%	44%	52%	47%	46%	44%	52%	41%	47%	55%	
Other	9	7	2	*	8	1	*	*	1	2	-	-	-	1	-	3	-	-	
1%	1%	1%	-	1%	-	1%	1%	1%	2%	-	-	-	-	1%	-	3%	-	-	
No preference	160	133	27	5	133	15	8	4	9	18	13	11	22	17	8	20	15	2	13
12%	12%	15%	9%	12%	14%	13%	12%	12%	18%	13%	12%	11%	19%	14%	5%	11%	13%	17%	14%
Don't know	94	75	19	10	85	2	5	2	7	11	5	6	6	15	2	21	12	2	
7%	7%	11%	20%	9%	2%	7%	5%	14%	8%	4%	7%	5%	13%	1%	13%	13%	1%	2%	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with

Base : All participants (on even months) Q1-Q2 2022 only

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1291	455	50	243	437	527	179	86	46	964	132	476	512	188	60	30	988	90	-	-
Weighted Base	1310	455	59*	227	448	507	201	96*	43**	955	138*	459	508	216	76*	23**	967	99*	-**	-**
Effective Base	712	251	31	132	226	284	113	54	27	509	81	243	279	117	40	19	522	57	-	-
Post	205	80	12	37	80	86	24	7	5	166	12	75	84	31	11	1	159	12	-	-
	16%	18%	20%	16%	18%	17%	12%	8%	12%	17%	9%	16%	16%	14%	14%	4%	16%	12%	-	-
Phone call	95	24	5	8	40	28	10	12	4	68	16	41	29	14	6	1	70	6	-	-
	7%	5%	9%	4%	9%	6%	5%	12%	9%	7%	11%	9%	6%	7%	8%	3%	7%	6%	-	-
Text message	135	31	3	10	39	60	28	6	1	99	8	53	53	20	6	1	107	7	-	-
	10%	7%	5%	4%	9%	12%	14%	7%	3%	10%	6%	12%	11%	9%	3%	11%	7%	7%	-	-
Email	613	218	17	112	216	235	83	51	23	451	74	211	243	94	39	16	454	54	-	-
	47%	32% <b></b>	29%	33% <b></b>	46%	46%	41%	53%	53%	47%	53%	46%	46%	43%	51%	67%	47%	55%	-	-
Other	9	6	2	2	2	1	3	1	2	2	3	2	1	3	-	2	2	2	-	-
	1%	1%	3%	1%	-	1%	2%	4%	-	2% <b></b>	3% <b></b>	-	-	2%	-	7%	-	2%	-	-
No preference	160	61	10	35	45	88	29	13	2	114	14	48	70	31	6	2	117	9	-	-
	12%	13%	18%	15%	10%	14%	15%	13%	4%	12%	10%	10%	14%	14%	8%	10%	12%	9%	-	-
Don't know	94	34	10	23	27	28	23	5	6	55	11	28	28	22	8	1	57	9	-	-
	7%	7%	17%	10%	6%	5%	12% <b></b>	5%	14%	6%	8%	6%	6%	10%	10%	6%	6%	9%	-	-

Proportions/Mean: Column Test(s) (5% risk level) - a-b/c - d/e(f/g/h/i) - k/l(m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/C2\_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with

Base : All participants (on even months) Q1-Q2 2022 only

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1291	97	1173	21	420	796	75	1252	21	13	1	1286	4
Weighted Base	1310	106*	1185	19**	392	830	88*	1271	23**	9**	2**	1303	5**
Effective Base	712	56	647	9	224	438	50	687	13	8	1	707	4
Post	205	10	192	3	65	115	25	198	5	2	-	205	-
	16%	10%	16%	15%	17%	14%	33%	16%	22%	26%	-	16%	-
Phone call	95	20	75	*	46	44	5	93	1	-	-	95	-
	7%	19%	6%	*	12%	5%	6%	7%	6%	-	-	7%	-
Text message	135	14	120	*	41	81	12	123	10	2	-	135	-
	10%	14%	10%	1%	10%	10%	14%	10%	43%	19%	-	10%	-
Email	613	44	564	5	160	422	31	603	6	3	-	612	1
	47%	41%	46%	23%	41%	51%	33%	47%	24%	40%	-	47%	21%
Other	9	-	9	-	3	6	-	9	-	-	-	9	-
	1%	-	1%	-	1%	1%	-	1%	-	-	-	1%	-
No preference	160	11	144	5	47	99	13	156	1	*	2	157	1
	12%	10%	12%	25%	12%	12%	15%	12%	4%	2%	100%	12%	16%
Don't know	94	7	82	0	30	62	2	90	*	1	-	91	3
	7%	6%	7%	31%	8%	7%	2%	7%	*	13%	-	7%	61%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/C2\_5. Which method would you prefer to receive communications from (Total Answers) - Organisations you have a membership with

Base : All participants (on even months) Q1-Q2 2022 only

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1291	430	361	-	-	-	430	-	430	-	431	-	-	-	-	-	-
Weighted Base	1310	431	379	**	**	**	431	**	464	**	416	**	**	**	**	**	**
Effective Base	712	220	492	-	-	-	220	-	251	-	242	-	-	-	-	-	-
Post	205	57	148	-	-	-	57	-	76	-	72	-	-	-	-	-	-
	16%	13%	17%	-	-	-	13%	-	16%	-	17%	-	-	-	-	-	-
Phone call	95	30	65	-	-	-	30	-	40	-	25	-	-	-	-	-	-
	7%	7%	7%	-	-	-	7%	-	9%	-	6%	-	-	-	-	-	-
Text message	136	47	87	-	-	-	47	-	42	-	45	-	-	-	-	-	-
	10%	11%	10%	-	-	-	11%	-	9%	-	11%	-	-	-	-	-	-
Email	613	202	411	-	-	-	202	-	222	-	189	-	-	-	-	-	-
	47%	47%	47%	-	-	-	47%	-	48%	-	45%	-	-	-	-	-	-
Other	9	3	6	-	-	-	3	-	1	-	5	-	-	-	-	-	-
	1%	1%	1%	-	-	-	1%	-	1%	-	1%	-	-	-	-	-	-
No preference	160	58	102	-	-	-	58	-	50	-	52	-	-	-	-	-	-
	12%	14%	12%	-	-	-	14%	-	11%	-	13%	-	-	-	-	-	-
Don't know	94	34	60	-	-	-	34	-	32	-	28	-	-	-	-	-	-
	7%	8%	7%	-	-	-	8%	-	7%	-	7%	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_6old. Which method would you prefer to receive communications from (Total Answers) - Your landline phone provider (Historic)

Base : All participants (on even months) Q1-Q2 2022 only

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)			
Unweighted Base	1291	-	1291	127	280	618	665	159	178	251	176	238	171	118	337	427	527	289	1208	73	1291	
Weighted Base	1310	-**	1310	163*	301	625	676	175*	174	249	183*	237	157*	136*	349	431	530	293	1191	104*	1291	
Effective Base	712	-	712	79	157	343	363	90	100	136	97	137	83	69	189	234	289	152	649	54	712	
Post	219	-	219	29	51	110	108	34	33	31	36	36	26	22	67	67	85	49	201	16	235	
17%	-	17%	-	18%	17%	18%	16%	20%	19%	12%	20%	15%	17%	16%	19%	16%	16%	17%	17%	17%	15%	18%
Phone call	162	-	162	47	32	72	90	26	29	40	15	14	14	25	55	54	53	39	128	32	153	
12%	-	12%	-	23% <i>cd</i>	11%	12%	13%	11% <i>kl</i>	11% <i>kl</i>	13% <i>lm</i>	8%	6%	9%	11% <i>kl</i>	16%	13%	10%	13%	11%	20% <i>qr</i>	12%	
Text message	121	-	121	35	27	64	53	35	17	25	19	5	10	9	53	44	24	19	101	21	91	
9%	-	9%	-	21% <i>cd</i>	9%	10%	8%	20% <i>hklm</i>	10% <i>kl</i>	10% <i>kl</i>	10% <i>kl</i>	2%	6%	6%	15% <i>opq</i>	10% <i>op</i>	8%	6%	8%	20% <i>qr</i>	7%	
Email	600	-	600	41	137	276	321	39	69	116	93	133	84	66	108	209	284	150	570	24	599	
46%	-	46%	-	25%	45% <i>bc</i>	44%	48%	22%	40% <i>gh</i>	47% <i>gh</i>	51% <i>gh</i>	58% <i>gh</i>	54% <i>gh</i>	49% <i>gh</i>	31%	48% <i>kn</i>	53% <i>kn</i>	51% <i>kn</i>	48% <i>ks</i>	23%	46%	
Other	19	-	19	1	4	7	3	-	2	3	2	3	1	-	2	5	3	1	10	7	11	
1%	-	1%	-	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	
No preference	131	-	131	4	32	58	73	28	17	21	9	28	18	11	45	30	56	29	121	6	141	
10%	-	10%	-	2%	11% <i>cd</i>	9%	11%	11% <i>kl</i>	10%	8%	5%	12%	11%	8%	13% <i>kl</i>	7%	11%	10%	10%	5%	11%	
Don't know	67	-	67	6	17	39	28	12	7	13	10	19	4	3	19	22	26	7	60	7	61	
5%	-	5%	-	4%	6%	8%	4%	7%	4%	5%	5%	8%	2%	2%	5%	5%	5%	2%	5%	6%	5%	

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_6old. Which method would you prefer to receive communications from (Total Answers) - Your landline phone provider (Historic)

Base : All participants (on even months) Q1-Q2 2022 only

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1291	300	416	233	342	716	575	689	578	166	172	330	332	210	834	167	1063	-	-	-
Weighted Base	1310	235	439	238	398	674	636	773	509	181*	182*	319	335	207	836	181*	1069	**	**	**
Effective Base	712	135	238	126	214	373	339	385	321	97	97	191	173	107	458	97	579	-	-	-
Post	219	32	87	45	55	118	101	130	83	31	32	48	56	38	136	31	177	-	-	-
17%		14%	20%	19%	14%	16%	16%	17%	16%	17%	18%	15%	17%	18%	16%	17%	17%	-	-	-
Phone call	162	34	49	26	53	84	79	105	52	25	24	35	46	23	107	25	132	-	-	-
12%		15%	11%	11%	13%	12%	12%	14%	10%	14%	13%	11%	14%	11%	14%	14%	14%	-	-	-
Text message	121	42	22	21	37	63	58	78	43	13	26	25	28	21	79	13	102	-	-	-
9%		18% <b>bcc</b>	5%	9%	9%	9%	9%	10%	8%	7%	14%	8%	8%	10%	9%	7%	10%	-	-	-
Email	600	102	214	109	176	316	284	350	240	70	75	154	158	107	387	70	506	-	-	-
46%		43%	49%	46%	44%	47%	45%	45%	47%	39%	41%	46%	47%	52%	46%	47%	49%	-	-	-
Other	10	1	2	3	4	3	6	7	3	3	-	1	5	-	5	3	5	-	-	-
1%		-	1%	1%	1%	-	1%	1%	1%	1%	-	-	1%	-	1%	-	1%	-	-	-
No preference	131	13	49	22	47	62	69	62	62	22	13	47	27	7	87	22	98	-	-	-
10%		5%	11%	9%	12% <b>aa</b>	9%	11%	8%	12%	12% <b>am</b>	7%	15% <b>am</b>	8%	3%	10% <b>am</b>	12%	9%	-	-	-
Don't know	67	12	16	12	27	28	39	41	26	17	11	10	14	11	35	17	47	-	-	-
5%		5%	4%	5%	7%	4%	6%	5%	5%	9% <b>an</b>	6%	3%	4%	5%	4%	7% <b>ap</b>	4%	-	-	-

Proportions/Mean: Columna Tested (5% risk level) - ab|cd - ef - gh - ij|klm|n - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_6old. Which method would you prefer to receive communications from (Total Answers) - Your landline phone provider (Historic)

Base : All participants (on even months) Q1-Q2 2022 only

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1291	905	386	151	643	262	209	177	71	71	71	71	72	72	72	71	72	42	220
Weighted Base	1310	1126	184	54**	1108	105	60	37	52*	139*	116*	96*	116*	117*	170*	185*	117*	13**	93
Effective Base	712	604	108	28	535	146	117	145	65	65	63	65	64	66	64	65	14	132	
Post	219	190	29	8	180	17	13	9	11	28	19	16	24	14	26	19	23	2	15
Phone call	77%	77%	76%	75%	76%	76%	22%	29% <b></b>	20%	20%	17%	16%	21%	12%	15%	10%	20%	13%	16%
Text message	162	137	25	12	140	7	8	7	8	9	16	19	15	10	27	27	14	2	6
Email	12%	12%	14%	22%	13%	7%	13%	18% <b></b>	12%	6%	14%	12% <b></b>	13%	8%	16% <b></b>	15%	12%	13%	6%
Other	121	113	8	2	110	6	4	1	3	20	5	7	12	9	38	11	5	2	5
No preference	9%	10%	4%	4%	10% <b></b>	6%	7%	3%	6%	15% <b></b>	5%	7%	10%	7%	22% <b></b>	6%	4%	15%	5%
Don't know	600	506	94	20	502	57	27	14	22	63	61	46	44	65	59	90	51	6	52
Don't know	46%	45%	51%	37%	45%	54% <b></b>	45%	38%	42%	45%	53% <b></b>	48%	38%	50% <b></b>	35%	49%	44%	44%	54% <b></b>
Other	10	6	2	-	8	1	-	1	1	-	-	-	-	2	-	5	-	1	1
No preference	1%	1%	1%	-	1%	1%	-	2%	1%	-	-	-	-	1%	-	5%	-	1%	1%
Don't know	131	115	16	7	107	13	6	5	8	16	8	5	13	12	7	25	12	2	11
Don't know	10%	10%	9%	12%	10%	12%	11%	13%	15% <b></b>	12%	7%	6%	12%	11%	4%	14%	10%	14%	12% <b></b>
Don't know	67	58	10	5	61	4	1	1	2	3	6	5	8	7	11	12	6	-	4
Don't know	5%	5%	5%	9%	6%	4%	2%	3%	4%	2%	6%	6%	7%	6%	7%	6%	1%	4%	4%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_6old. Which method would you prefer to receive communications from (Total Answers) - Your landline phone provider (Historic)

Base : All participants (on even months) Q1-Q2 2022 only

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1291	455	50	243	437	527	179	86	46	964	132	476	512	188	60	30	988	-	-
Weighted Base	1310	455	59*	227	448	507	201	96*	43**	955	138*	459	508	216	76*	23**	967	99*	**
Effective Base	712	251	31	132	226	284	113	54	27	509	81	243	279	117	40	19	522	57	-
Post	219	74	10	35	91	79	26	13	6	170	19	84	93	29	7	1	177	8	-
	17%	16%	16%	15%	20%	16%	13%	14%	14%	18%	14%	13%	16%	13%	10%	4%	16%	9%	-
Phone call	162	43	4	21	56	66	19	15	6	122	21	72	51	28	8	1	123	8	-
	12%	9%	6%	9%	13%	13%	9%	16%	13%	15%	15%	16%	10%	13%	10%	4%	13%	9%	-
Text message	121	30	4	14	39	52	19	9	2	91	11	42	41	20	15	2	83	17	-
	9%	7%	8%	6%	9%	10%	9%	10%	5%	10%	8%	9%	8%	9%	20% <sup>klp</sup>	8%	9%	17% <sup>klp</sup>	-
Email	600	251	34	131	209	235	93	42	15	444	57	209	247	91	30	13	456	43	-
	46%	53%	58%	53%	47%	46%	46%	44%	34%	47%	41%	48%	49%	42%	38%	36%	47%	43%	-
Other	10	2	-	-	5	1	2	-	2	6	2	6	2	-	-	2	8	2	-
	1%	-	-	-	1%	1%	1%	-	4%	1%	1%	1%	-	-	-	7%	1%	2%	-
No preference	131	40	2	19	37	50	26	9	4	88	12	38	46	33	9	2	82	11	-
	10%	9%	4%	9%	8%	10%	13%	9%	8%	9%	9%	8%	9%	15% <sup>klm</sup>	12%	7%	8%	11%	-
Don't know	67	13	4	9	9	25	15	8	9	34	17	10	29	15	7	3	38	10	-
	5%	3%	7%	3%	2%	5%	9% <sup>kl</sup>	9% <sup>kl</sup>	22%	4%	12% <sup>klde</sup>	2%	6% <sup>kl</sup>	5% <sup>kl</sup>	9% <sup>kl</sup>	14%	4%	11% <sup>klde</sup>	-

Proportions/Mean: Column Tested (5% risk level) - a-b/c - d/e(f/g/h/i) - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/C2\_6old. Which method would you prefer to receive communications from (Total Answers) - Your landline phone provider (Historic)

Base : All participants (on even months) Q1-Q2 2022 only

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1291	97	1173	21	420	796	75	1252	21	13	1	1286	4
Weighted Base	1310	106*	1185	19**	392	830	88*	1271	23**	9**	2**	1303	5**
Effective Base	712	56	647	9	224	438	50	687	13	8	1	707	4
Post	219	10	205	4	67	130	21	212	6	2	-	219	-
	17%	9%	17%	19%	17%	16%	24%	17%	25%	18%	-	17%	-
Phone call	162	18	138	5	67	83	12	156	4	3	-	162	-
	12%	17%	12%	29%	17%	10%	14%	12%	16%	30%	-	12%	-
Text message	121	20	98	3	45	70	6	114	8	-	-	121	-
	9%	19%	8%	15%	11%	8%	7%	9%	33%	-	-	9%	-
Email	600	46	551	3	144	421	35	590	6	3	-	599	1
	46%	43%	46%	18%	37%	31%	40%	46%	23%	36%	-	46%	21%
Other	10	2	8	-	4	6	-	10	-	-	-	10	-
	1%	2%	1%	-	1%	1%	-	1%	-	-	-	1%	-
No preference	131	7	121	3	44	78	9	130	-	-	-	130	1
	10%	6%	10%	18%	11%	9%	10%	10%	-	5%	-	10%	18%
Don't know	67	3	64	*	21	42	4	61	*	1	2	62	3
	5%	3%	5%	1%	5%	5%	5%	5%	2%	11%	100%	5%	61%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**PRE\_QC1/C2\_6old. Which method would you prefer to receive communications from (Total Answers) - Your landline phone provider (Historic)**

**Base : All participants (on even months) Q1-Q2 2022 only**

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1291	430	361	-	-	-	430	-	430	-	431	-	-	-	-	-	-
Weighted Base	1310	431	379	**	**	**	431	**	464	**	416	**	**	**	**	**	**
Effective Base	712	220	492	-	-	-	220	-	251	-	242	-	-	-	-	-	-
Post	219	71	148	-	-	-	71	-	62	-	86	-	-	-	-	-	-
	17%	16%	17%	-	-	-	16%	-	13%	-	21%	-	-	-	-	-	-
Phone call	162	46	116	-	-	-	46	-	58	-	58	-	-	-	-	-	-
	12%	11%	13%	-	-	-	11%	-	12%	-	14%	-	-	-	-	-	-
Text message	121	35	87	-	-	-	35	-	44	-	43	-	-	-	-	-	-
	9%	8%	10%	-	-	-	8%	-	9%	-	10%	-	-	-	-	-	-
Email	600	199	401	-	-	-	199	-	236	-	165	-	-	-	-	-	-
	46%	46%	46%	-	-	-	46%	-	51%	-	40%	-	-	-	-	-	-
Other	10	2	8	-	-	-	2	-	4	-	4	-	-	-	-	-	-
	1%	*	1%	-	-	-	*	-	1%	-	1%	-	-	-	-	-	-
No preference	131	56	75	-	-	-	56	-	42	-	32	-	-	-	-	-	-
	10%	13%	8%	-	-	-	13%	-	9%	-	8%	-	-	-	-	-	-
Don't know	67	22	45	-	-	-	22	-	18	-	27	-	-	-	-	-	-
	5%	5%	5%	-	-	-	5%	-	4%	-	6%	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_7. Which method would you prefer to receive communications from (Total Answers) - Your paid TV provider

Base : All participants (on even months) Q1-Q2 2022 only

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)			
Unweighted Base	1291	-	1291	127	280	618	665	159	178	251	176	238	171	118	337	427	527	289	1206	73	1291	
Weighted Base	1310	-**	1310	163*	301	625	676	175*	174	249	183*	237	157*	136*	349	431	530	293	1191	104*	1291	
Effective Base	712	-	712	79	157	343	363	90	100	136	97	137	83	69	189	234	289	152	649	54	712	
Post	211	-	211	30	50	92	118	34	32	36	36	28	15	31	67	71	73	46	186	21	214	
16%	-	-	16%	19%	17%	15%	17%	20%	19%	14%	19%	12%	10%	22% <b>kl</b>	19%	17%	14%	16%	16%	16%	20%	17%
Phone call	103	-	103	42	18	62	40	22	18	29	7	6	11	9	40	37	26	20	83	16	90	
8%	-	-	8%	23% <b>lc</b>	6%	10% <b>l</b>	6%	13% <b>jk</b>	11% <b>ka</b>	13% <b>kl</b>	4%	3%	7%	7%	13% <b>nc</b>	9%	5%	7%	7%	15% <b>pr</b>	7%	
Text message	98	-	98	25	27	44	50	22	15	24	18	8	6	5	37	43	19	11	75	24	76	
8%	-	-	8%	17%	9%	7%	7%	13% <b>km</b>	9%	10% <b>ka</b>	10% <b>kl</b>	3%	4%	3%	11% <b>ncq</b>	10% <b>nd</b>	4%	4%	6%	23% <b>qr</b>	6%	
Email	650	-	650	46	157	309	339	63	87	125	104	136	81	55	149	230	272	136	617	28	662	
50%	-	-	50%	26%	52% <b>lc</b>	49%	50%	36%	50% <b>kg</b>	59% <b>kg</b>	57% <b>kgm</b>	57% <b>kgm</b>	52% <b>kg</b>	40%	43%	53% <b>kn</b>	51%	46%	52% <b>ks</b>	27%	51%	
Other	13	-	13	5	*	4	9	2	-	3	5	*	-	2	6	5	*	12	1	1	11	
1%	-	-	1%	3% <b>ld</b>	*	1%	1%	1%	-	1%	2%	2%	-	3%	1%	1%	-	1%	1%	1%	1%	
No preference	141	-	141	6	33	72	68	23	16	24	8	32	20	18	39	32	70	38	129	8	144	
11%	-	-	11%	4%	11%	12%	10%	13% <b>lj</b>	9%	10%	4%	13% <b>lj</b>	13% <b>lj</b>	13% <b>lj</b>	11%	7%	13% <b>lo</b>	13%	11%	8%	11%	
Don't know	93	-	93	5	16	41	52	10	5	6	7	23	24	19	15	13	66	43	88	5	94	
7%	-	-	7%	3%	5%	7%	8%	6%	3%	2%	4%	10% <b>ln</b>	15% <b>lghj</b>	14% <b>ln</b>	4%	3%	12% <b>lno</b>	15% <b>ln</b>	7%	5%	7%	

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_7. Which method would you prefer to receive communications from (Total Answers) - Your paid TV provider

Base : All participants (on even months) Q1-Q2 2022 only

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1291	300	416	233	342	716	575	689	578	166	172	330	332	210	834	167	1063	-	-	-
Weighted Base	1310	235	439	238	398	674	636	773	509	181*	182*	319	335	207	836	181*	1069	**	**	**
Effective Base	712	135	238	126	214	373	339	385	321	97	97	191	173	107	458	97	579	-	-	-
Post	211	31	77	40	63	108	103	114	91	35	39	48	43	31	130	35	164	-	-	-
Phone call	165	13%	18%	17%	16%	16%	16%	15%	18%	19%	22%	15%	13%	15%	16%	19%	15%	-	-	-
	103	30	17	23	32	47	55	79	26	10	13	25	31	21	70	10	91	-	-	-
	8%	13%ab	4%	10%ab	8%	7%	9%	10%ab	5%	6%	7%	8%	9%	10%	8%	6%	8%	-	-	-
Text message	98	31	18	18	31	49	49	68	27	16	24	14	19	21	57	16	80	-	-	-
	8%	13%ab	4%	8%	8%	7%	8%	9%	5%	9%	13%ab	4%	6%	10%	7%	9%	7%	-	-	-
Email	650	110	234	118	189	344	306	413	227	63	75	152	204	113	431	63	560	-	-	-
	50%	47%	53%	49%	47%	51%	48%	53%ab	45%	35%	41%	46%ab	61%ab	52%ab	62%ab	35%	62%ab	-	-	-
Other	13	3	2	1	7	5	8	9	4	5	-	3	2	2	5	5	7	-	-	-
	1%	1%	*	1%	2%	1%	1%	1%	1%	3%	-	1%	-	1%	1%	3%	1%	-	-	-
No preference	141	17	59	21	44	76	65	61	76	25	20	57	19	6	96	25	106	-	-	-
	11%	7%	13%	9%	11%	11%	10%	8%	19%g	14%lm	11%lm	16%lmn	6%	3%	14%lm	14%	10%	-	-	-
Don't know	93	13	32	18	31	44	49	32	58	27	11	19	18	14	48	27	62	-	-	-
	7%	5%	7%	7%	8%	7%	8%	4%	11%g	11%lm	6%	6%	6%	7%	6%	11%g	6%	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|klm|n - op - qrs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_7. Which method would you prefer to receive communications from (Total Answers) - Your paid TV provider

Base : All participants (on even months) Q1-Q2 2022 only

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1291	905	386	151	643	262	209	177	71	71	71	71	72	72	72	71	72	42	220
Weighted Base	1310	1126	184	54**	1108	105	60	37	52*	139*	116*	96*	116*	117*	170*	185*	117*	13**	93
Effective Base	712	604	108	28	535	146	117	145	65	65	63	65	64	66	64	65	14	132	
Post	211	184	27	10	174	19	9	9	11	29	16	9	20	12	26	26	25	5	15
	16%	16%	15%	19%	16%	18%	15%	23% <b>h</b>	21%	21%	14%	10%	17%	10%	15%	14%	22%	36%	16%
Phone call	103	97	6	1	91	4	4	4	4	7	6	7	15	6	24	11	12	1	3
	8%	9%	3%	2%	8%	4%	6%	11% <b>h</b>	7%	5%	5%	8%	13% <b>l</b>	5%	14% <b>l</b>	6%	10%	6%	3%
Text message	98	87	12	3	89	4	4	1	2	13	5	10	3	9	29	15	2	*	4
	8%	8%	6%	5%	8% <b>h</b>	4%	7% <b>h</b>	1%	3%	9%	4%	11% <b>h</b>	3%	8%	17% <b>h</b>	8%	2%	2%	4%
Email	650	540	110	32	542	59	33	16	28	61	63	46	53	63	74	97	57	5	54
	50%	48%	57% <b>h</b>	60%	49%	56% <b>h</b>	55%	44%	53%	44%	54%	48%	46%	54%	43%	53%	49%	38%	53% <b>h</b>
Other	13	11	2	-	13	-	-	-	-	2	-	3	-	5	-	4	-	-	-
	1%	1%	1%	-	1%	-	-	1%	-	1%	-	3%	-	4%	-	3%	-	-	-
No preference	141	124	17	1	116	13	7	5	7	21	12	7	11	17	8	21	12	1	11
	11%	11%	9%	3%	11%	12%	11%	13%	13%	15% <b>h</b>	10%	7%	10%	15%	5%	11%	10%	12%	12%
Don't know	93	83	10	6	82	6	3	2	2	5	14	13	13	6	9	15	5	1	5
	7%	7%	5%	12%	7%	6%	5%	5%	3%	4%	12%	14% <b>h</b>	12%	5%	5%	8%	4%	6%	6%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_7. Which method would you prefer to receive communications from (Total Answers) - Your paid TV provider

Base : All participants (on even months) Q1-Q2 2022 only

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1291	455	50	243	437	527	179	86	46	964	132	476	512	188	60	30	988	-	-
Weighted Base	1310	455	59*	227	448	507	201	96*	43**	955	138*	459	508	216	76*	23**	967	99*	**
Effective Base	712	251	31	132	226	284	113	54	27	509	81	243	279	117	40	19	522	57	-
Post	211	74	11	36	87	71	33	14	4	158	18	94	74	31	7	1	169	8	-
	16%	16%	16%	16%	19%	14%	17%	14%	10%	17%	13%	39%	15%	14%	10%	4%	17%	8%	-
Phone call	103	19	4	10	30	50	7	10	5	80	15	38	37	17	7	1	75	8	-
	8%	4%	6%	4%	7%	10%	4%	10%	12%	8%	11%	8%	7%	8%	10%	4%	8%	8%	-
Text message	98	31	4	12	44	37	12	4	2	81	6	38	39	14	5	2	77	7	-
	8%	7%	7%	5%	10%	7%	6%	5%	5%	8%	5%	8%	8%	7%	7%	9%	8%	7%	-
Email	650	229	19	105	213	259	100	55	17	472	73	217	275	96	38	12	482	51	-
	50%	50%	32%	46%	48%	51%	50%	58%	41%	65%	53%	47%	54%	44%	50%	54%	51%	51%	-
Other	13	3	1	1	4	3	5	-	2	6	2	2	2	6	2	2	4	4	-
	1%	1%	2%	1%	1%	1%	3%	-	4%	1%	1%	-	-	9%	3%	7%	4%	4%	-
No preference	141	57	6	34	36	99	29	9	4	94	13	39	51	37	8	2	90	10	-
	11%	12%	10%	15%	8%	12%	15%	10%	9%	10%	10%	9%	10%	17%	10%	9%	9%	10%	-
Don't know	93	40	15	30	35	29	15	3	8	63	12	31	31	14	8	3	61	12	-
	7%	9%	29%	13%	8%	6%	7%	4%	19%	7%	9%	7%	6%	7%	11%	14%	6%	12%	-

Proportions/Mean: Column Test(s) (5% risk level) - a-b/c - d/e(f/g/h/i) - k/l(m/n/o/p/q) - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/C2\_7. Which method would you prefer to receive communications from (Total Answers) - Your paid TV provider

Base : All participants (on even months) Q1-Q2 2022 only

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1291	97	1173	21	420	796	75	1252	21	13	1	1286	4
Weighted Base	1310	106*	1185	19**	392	830	88*	1271	23**	9**	2**	1303	5**
Effective Base	712	56	647	9	224	438	50	687	13	8	1	707	4
Post	211	17	187	7	60	127	24	208	1	2	-	211	-
16%	16%	16%	16%	39%	15%	15%	23% <b>sd</b>	16%	6%	20%	-	16%	-
Phone call	103	18	85	*	45	54	4	96	6	1	-	103	-
8%	17% <b>sd</b>	7%	1%	11% <b>sd</b>	7%	4%	4%	8%	27%	8%	-	8%	-
Text message	98	12	86	1	46	42	10	95	4	*	-	98	-
8%	11%	7%	7%	12% <b>sd</b>	5%	12%	12%	7%	15%	2%	-	8%	-
Email	650	47	597	6	164	454	33	635	11	3	-	649	1
50%	44%	50%	34%	42%	43% <b>sd</b>	37%	37%	50%	47%	39%	-	50%	21%
Other	13	-	13	-	7	6	-	12	-	1	-	13	-
1%	-	1%	-	2%	1%	-	-	1%	-	17%	-	1%	-
No preference	141	4	133	3	39	86	15	140	-	*	-	140	1
11%	4%	11%	18%	10%	10%	10%	17%	11%	-	3%	-	11%	18%
Don't know	93	9	85	*	30	61	2	86	1	1	2	88	3
7%	8%	7%	-	8%	7%	2%	2%	7%	5%	11%	100%	7%	61%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**PRE\_QC1/C2\_7. Which method would you prefer to receive communications from (Total Answers) - Your paid TV provider**

**Base : All participants (on even months) Q1-Q2 2022 only**

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1291	430	861	-	-	-	430	-	430	-	431	-	-	-	-	-
Weighted Base	1310	431	879	**	**	431	**	464	**	416	**	**	**	**	**	**
Effective Base	712	220	492	-	-	220	-	251	-	242	-	-	-	-	-	-
Post	211	71	141	-	-	71	-	73	-	67	-	-	-	-	-	-
	16%	16%	16%	-	-	16%	-	16%	-	16%	-	-	-	-	-	-
Phone call	103	17	85	-	-	17	-	44	-	41	-	-	-	-	-	-
	8%	4%	10%	-	-	4%	-	10%	-	10%	-	-	-	-	-	-
Text message	98	28	70	-	-	28	-	36	-	34	-	-	-	-	-	-
	8%	7%	8%	-	-	7%	-	8%	-	8%	-	-	-	-	-	-
Email	650	215	435	-	-	215	-	237	-	198	-	-	-	-	-	-
	50%	50%	49%	-	-	50%	-	51%	-	48%	-	-	-	-	-	-
Other	13	3	10	-	-	3	-	3	-	7	-	-	-	-	-	-
	1%	1%	1%	-	-	1%	-	1%	-	2%	-	-	-	-	-	-
No preference	141	63	78	-	-	63	-	34	-	43	-	-	-	-	-	-
	11%	15%	9%	-	-	15%	-	7%	-	10%	-	-	-	-	-	-
Don't know	93	33	61	-	-	33	-	35	-	25	-	-	-	-	-	-
	7%	8%	7%	-	-	8%	-	8%	-	6%	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_8. Which method would you prefer to receive communications from (Total Answers) - Your broadband provider

Base : All participants (on even months) Q1-Q2 2022 only

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	1291	-	1291	127	280	618	665	159	178	251	176	238	171	118	337	427	527	289	1206	73	1291
Weighted Base	1310	-**	1310	163*	301	625	676	175*	174	249	183*	237	157*	136*	349	431	530	293	1191	104*	1291
Effective Base	712	-	712	79	157	343	363	90	100	136	97	137	83	69	189	234	289	152	649	54	712
Post	185	-	185	25	45	80	104	25	26	30	40	30	19	15	51	70	64	34	166	17	203
14%	-	14%	-	16%	15%	13%	15%	14%	15%	12%	22%	13%	12%	11%	15%	16%	12%	12%	14%	16%	16%
Phone call	158	-	158	54	35	82	76	27	24	38	17	18	14	21	50	55	52	35	132	23	122
12%	-	12%	-	33% <b>lc</b>	12%	13%	11%	15%	14%	13%	9%	7%	9%	15%	14%	13%	10%	12%	11%	23% <b>lc</b>	9%
Text message	95	-	95	16	30	48	42	33	15	12	19	5	3	8	43	31	16	11	85	10	87
7%	-	7%	-	10%	10%	8%	6%	19% <b>hklm</b>	9% <b>kl</b>	5%	10% <b>kl</b>	2%	2%	6%	14% <b>opq</b>	7% <b>o</b>	3%	4%	7%	9%	7%
Email	741	-	741	57	158	349	390	60	95	142	101	159	106	78	155	242	343	185	690	44	745
57%	-	57%	-	35%	53% <b>lc</b>	56%	58%	34%	55% <b>op</b>	67% <b>op</b>	65% <b>op</b>	67% <b>op</b>	68% <b>op</b>	68% <b>op</b>	45%	58% <b>kn</b>	65% <b>no</b>	63% <b>no</b>	68% <b>ks</b>	42%	58%
Other	4	-	4	1	1	2	2	-	1	1	2	1	-	-	1	2	1	-	4	-	5
* -	-	-	-	-	-	-	-	-	1%	-	1%	-	-	-	-	1%	-	-	-	-	-
No preference	106	-	106	9	24	54	53	21	12	22	3	24	12	12	33	25	49	24	97	6	108
8%	-	8%	-	6%	8%	9%	8%	12% <b>l</b>	7%	9% <b>l</b>	2%	10% <b>l</b>	8%	9% <b>l</b>	9%	6%	9%	8%	8%	6%	8%
Don't know	21	-	21	-	8	11	10	9	*	5	2	1	2	2	10	6	5	4	16	5	21
2%	-	2%	-	-	3%	2%	2%	9% <b>lm</b>	*	2%	1%	*	1%	2%	3%	1%	1%	1%	1%	5%	2%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_8. Which method would you prefer to receive communications from (Total Answers) - Your broadband provider

Base : All participants (on even months) Q1-Q2 2022 only

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1291	300	416	233	342	716	575	689	578	166	172	330	332	210	834	167	1063	-	-	-
Weighted Base	1310	235	439	238	398	674	636	773	509	181*	182*	319	335	207	836	181*	1069	**	**	**
Effective Base	712	135	238	126	214	373	339	385	321	97	97	191	173	107	458	97	579	-	-	-
Post	185	34	65	34	52	99	85	110	70	29	26	44	38	32	108	29	144	-	-	-
Phone call	145	34	74%	15%	14%	15%	13%	14%	74%	16%	14%	21	11%	15%	13%	16%	13%	-	-	-
Text message	158	38	33	30	55	71	86	114	42	20	37	21	49	29	107	20	136	-	-	-
Email	125	13%	8%	13%	14%	11%	14%	15%	8%	11%	20%	7%	15%	14%	13%	11%	13%	-	-	-
Other	95	17	20	23	36	37	59	60	32	19	16	20	17	16	53	19	71	-	-	-
No preference	7%	7%	4%	10%	9%	5%	9%	8%	6%	11%	9%	6%	5%	8%	6%	10%	7%	-	-	-
Don't know	741	133	274	127	207	407	334	427	299	84	85	194	206	126	486	84	628	-	-	-
Don't know	57%	57%	52%	53%	52%	59%	52%	55%	59%	46%	47%	61%	62%	61%	63%	46%	63%	-	-	-
Don't know	4	1	2	1	1	3	1	3	1	1	2	1	2	1	3	1	3	-	-	-
Don't know	106	9	40	19	39	49	57	53	53	22	14	35	21	4	69	22	76	-	-	-
Don't know	8%	4%	9%	8%	10%	7%	9%	7%	10%	12%	8%	11%	6%	2%	8%	12%	7%	-	-	-
Don't know	21	3	5	5	8	8	13	6	13	5	4	3	2	*	10	5	10	-	-	-
Don't know	2%	1%	1%	2%	2%	1%	2%	1%	2%	3%	2%	1%	1%	*	1%	3%	1%	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - ef - gh - ij/kl/mn - op - q/rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_8. Which method would you prefer to receive communications from (Total Answers) - Your broadband provider

Base : All participants (on even months) Q1-Q2 2022 only

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1291	905	386	151	643	262	209	177	71	71	71	71	72	72	72	71	72	42	220
Weighted Base	1310	1126	184	54**	1108	105	60	37	52*	139*	116*	96*	116*	117*	170*	185*	117*	13**	93
Effective Base	712	604	108	28	535	146	117	145	65	65	63	65	64	66	64	65	14	132	
Post	185	165	20	6	153	11	11	10	11	28	19	10	17	13	25	9	21	1	10
	14%	15%	7%	10%	14%	7%	18%	20% <sup>abcde</sup>	20% <sup>abcde</sup>	20% <sup>abcde</sup>	16% <sup>abcde</sup>	10%	15% <sup>abcde</sup>	11%	18%	5%	16% <sup>abcde</sup>	7%	11%
Phone call	158	138	20	10	144	5	4	5	4	15	10	10	18	7	36	25	20	1	4
	12%	12%	11%	18%	13% <sup>abcde</sup>	5%	7%	14% <sup>abcde</sup>	7%	11%	8%	10%	15% <sup>abcde</sup>	6%	21% <sup>hijklmnr</sup>	19% <sup>hijklmnr</sup>	17% <sup>hijklmnr</sup>	7%	4%
Text message	95	80	15	5	82	6	4	2	2	14	-	10	6	9	21	15	6	-	6
	7%	7%	8%	8%	7%	6%	7%	7%	4% <sup>abcde</sup>	10% <sup>abcde</sup>	-	11% <sup>abcde</sup>	5%	7% <sup>abcde</sup>	12% <sup>abcde</sup>	8% <sup>abcde</sup>	5%	1%	7% <sup>abcde</sup>
Email	741	629	112	30	619	70	35	17	29	70	78	59	58	73	76	115	61	8	62
	57%	56%	61%	56%	55% <sup>abcde</sup>	31% <sup>abcde</sup>	59% <sup>abcde</sup>	45%	35%	50%	31% <sup>abcde</sup>	52% <sup>abcde</sup>	50%	52% <sup>abcde</sup>	44%	62% <sup>abcde</sup>	52%	65%	31% <sup>abcde</sup>
Other	4	4	-	-	3	1	-	-	1	-	-	-	-	-	-	2	1	-	-
	-	-	-	-	1%	1%	-	-	2%	-	-	-	-	-	-	1%	6%	-	-
No preference	106	94	13	1	88	11	5	3	5	13	10	3	11	14	9	18	5	2	9
	8%	8%	7%	2%	8%	10%	8%	8%	9%	9%	8%	3%	9%	12%	5%	10%	5%	13%	10%
Don't know	21	16	5	3	20	1	*	*	1	-	-	3	6	2	4	2	2	-	1
	2%	1%	2%	6%	2%	1%	*	1%	1%	-	-	3%	6% <sup>abcde</sup>	2%	2%	1%	1%	2%	1%

Proportions/Mean: Columns Tested (5% risk level) - abc/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_8. Which method would you prefer to receive communications from (Total Answers) - Your broadband provider

Base : All participants (on even months) Q1-Q2 2022 only

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1291	455	50	243	437	527	179	86	46	964	132	476	512	188	60	30	988	-	-
Weighted Base	1310	455	59*	227	448	507	201	96*	43**	955	138*	459	508	216	76*	23**	967	99*	**
Effective Base	712	251	31	132	226	284	113	54	27	509	81	243	279	117	40	19	522	57	-
Post	185	63	9	27	75	89	22	8	6	144	14	70	76	27	5	1	148	6	-
	14%	14%	15%	12%	17%	14%	11%	9%	13%	15%	10%	15%	15%	13%	6%	4%	15%	6%	-
Phone call	158	37	4	15	59	61	23	13	3	120	15	62	54	25	14	1	115	15	-
	12%	8%	6%	7%	13%	12%	11%	13%	6%	13%	11%	13%	11%	12%	19%	4%	12%	15%	-
Text message	95	26	6	11	29	43	14	7	2	72	9	41	35	15	3	1	76	4	-
	7%	6%	10%	5%	7%	8%	7%	8%	4%	8%	7%	9%	7%	7%	4%	3%	8%	4%	-
Email	741	291	34	150	258	284	107	56	27	543	85	254	292	113	49	18	546	67	-
	57%	64%	57%	66%	68%	66%	53%	62%	64%	57%	61%	55%	57%	52%	65%	77%	56%	67%	-
Other	4	2	-	-	1	1	1	-	2	1	2	1	1	1	2	1	2	2	-
	*	*	-	-	*	*	*	*	4%	*	1%	*	*	*	7%	*	2%	2%	-
No preference	106	30	4	18	26	41	25	8	4	67	12	30	43	26	3	1	73	5	-
	8%	7%	7%	8%	6%	8%	17% <sup>adj</sup>	9%	9%	7%	9%	7%	8%	12%	5%	6%	8%	5%	-
Don't know	21	6	3	5	*	8	10	1	8	1	1	1	8	3	1	9	1	1	-
	2%	1%	5%	2%	*	1%	5% <sup>adj</sup>	7%	-	1%	1%	1	2%	4% <sup>adj</sup>	1%	-	1%	1%	-

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e(f/g/h/i) - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



PRE\_QC1/C2\_8. Which method would you prefer to receive communications from (Total Answers) - Your broadband provider

Base : All participants (on even months) Q1-Q2 2022 only

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	1291	97	1173	21	420	796	75	1252	21	13	1	1286	4
Weighted Base	1310	106*	1185	19**	392	830	88*	1271	23**	9**	2**	1303	5**
Effective Base	712	56	647	9	224	438	50	687	13	8	1	707	4
Post	185	13	169	2	59	105	21	179	3	2	-	185	-
	14%	13%	14%	13%	15%	13%	23%	14%	13%	28%	-	14%	-
Phone call	168	25	127	5	50	96	12	152	5	1	-	158	-
	12%	24%	11%	29%	13%	12%	13%	12%	23%	8%	-	12%	-
Text message	95	8	86	1	50	41	5	91	5	-	-	95	-
	7%	7%	7%	7%	13%	5%	5%	7%	20%	-	-	7%	-
Email	741	52	683	5	190	512	38	726	10	4	-	740	1
	57%	49%	58%	29%	46%	57%	43%	57%	43%	41%	-	57%	21%
Other	4	-	3	1	1	3	-	3	-	1	-	4	-
	*	-	4%	4%	*	*	-	*	-	7%	-	*	-
No preference	106	3	100	3	33	63	10	103	-	*	2	104	1
	8%	3%	8%	18%	8%	8%	12%	8%	-	5%	100%	8%	18%
Don't know	21	4	17	-	9	9	3	17	*	1	-	18	3
	2%	4%	1%	-	2%	1%	4%	1%	*	11%	-	1%	61%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/C2\_8. Which method would you prefer to receive communications from (Total Answers) - Your broadband provider

Base : All participants (on even months) Q1-Q2 2022 only

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1291	430	861	-	-	-	430	-	430	-	431	-	-	-	-	-
Weighted Base	1310	431	879	**	**	431	**	464	**	416	**	**	**	**	**	**
Effective Base	712	220	492	-	-	220	-	251	-	242	-	-	-	-	-	-
Post	185	66	118	-	-	66	-	43	-	76	-	-	-	-	-	-
	14%	15%	13%	-	-	15%	-	9%	-	18%	-	-	-	-	-	-
Phone call	158	43	115	-	-	43	-	57	-	58	-	-	-	-	-	-
	12%	10%	13%	-	-	10%	-	12%	-	14%	-	-	-	-	-	-
Text message	95	30	65	-	-	30	-	35	-	30	-	-	-	-	-	-
	7%	7%	7%	-	-	7%	-	8%	-	7%	-	-	-	-	-	-
Email	741	231	510	-	-	231	-	291	-	219	-	-	-	-	-	-
	57%	54%	58%	-	-	54%	-	67%	-	53%	-	-	-	-	-	-
Other	4	2	2	-	-	2	-	1	-	1	-	-	-	-	-	-
	*	1%	*	-	-	1%	-	*	-	*	-	-	-	-	-	-
No preference	106	52	54	-	-	52	-	32	-	22	-	-	-	-	-	-
	8%	12%	6%	-	-	12%	-	7%	-	5%	-	-	-	-	-	-
Don't know	21	7	14	-	-	7	-	5	-	9	-	-	-	-	-	-
	2%	2%	2%	-	-	2%	-	1%	-	2%	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) Ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_9. Which method would you prefer to receive communications from (Total Answers) - Your mobile phone provider

Base : All participants (on even months) Q1-Q2 2022 only

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	1291	-	1291	127	280	618	665	159	178	251	176	238	171	118	337	427	527	289	1206	73	1291
Weighted Base	1310	-**	1310	163*	301	625	676	175*	174	249	183*	237	157*	136*	349	431	530	293	1191	104*	1291
Effective Base	712	-	712	79	157	343	363	90	100	136	97	137	83	69	189	234	289	152	649	54	712
Post	156	-	156	21	34	74	83	22	24	25	25	21	23	17	46	50	60	39	137	17	152
	12%	-	12%	13%	11%	12%	12%	13%	14%	10%	14%	9%	14%	12%	13%	12%	11%	13%	12%	16%	12%
Phone call	142	-	142	45	32	83	59	24	22	50	8	15	10	14	46	58	38	24	116	24	124
	11%	-	11%	23% <b>lc</b>	11%	13%	9%	41% <b>lj</b>	41% <b>lk</b>	23% <b>ll</b>	4%	6%	6%	10%	41% <b>ln</b>	41% <b>lo</b>	7%	8%	10%	23% <b>lp</b>	10%
Text message	299	-	299	47	62	128	165	65	27	43	53	51	27	32	94	96	109	59	273	25	299
	23%	-	23%	29%	21%	21%	24%	35% <b>hm</b>	16%	17%	29% <b>hn</b>	21%	17%	23%	27%	22%	21%	20%	23%	24%	22%
Email	606	-	606	37	146	294	308	48	82	113	90	131	84	57	130	204	272	141	565	34	627
	46%	-	46%	23%	49% <b>lc</b>	47%	46%	28%	47% <b>lj</b>	46% <b>lk</b>	49% <b>lg</b>	55% <b>lh</b>	54% <b>li</b>	42%	37%	47% <b>ln</b>	51% <b>lo</b>	49% <b>lp</b>	47% <b>ls</b>	32%	49%
Other	2	-	2	2	-	2	-	-	2	-	-	-	-	-	2	-	-	-	2	-	2
	*	-	*	3%	-	*	-	-	3%	-	-	-	-	-	3%	-	-	-	*	-	*
No preference	87	-	87	10	21	32	54	11	16	11	5	20	11	13	27	15	44	25	81	3	87
	7%	-	7%	6%	7%	5%	8%	6%	9% <b>lj</b>	4%	3%	8%	7%	10%	8%	4%	9% <b>lo</b>	8% <b>lp</b>	7%	2%	7%
Don't know	18	-	18	-	5	11	7	3	*	7	2	*	2	4	4	9	6	6	17	1	17
	1%	-	1%	-	2%	2%	1%	2%	*	3%	1%	*	1%	3%	1%	2%	1%	2%	1%	1%	1%

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/C2\_9. Which method would you prefer to receive communications from (Total Answers) - Your mobile phone provider

Base : All participants (on even months) Q1-Q2 2022 only

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1291	300	416	233	342	716	575	689	578	166	172	330	332	210	834	167	1063	-	-	-
Weighted Base	1310	235	439	238	398	674	636	773	509	181*	182*	319	335	207	836	181*	1069	**	**	**
Effective Base	712	135	238	126	214	373	339	385	321	97	97	191	173	107	458	97	579	-	-	-
Post	156	28	50	34	45	78	79	89	62	28	22	37	37	21	97	28	119	-	-	-
Phone call	142	43	37	17	45	80	62	110	32	12	23	35	29	40	86	12	126	-	-	-
Text message	299	47	88	70	95	134	164	160	132	43	47	68	80	38	194	43	241	-	-	-
Email	606	103	227	100	176	330	276	365	229	72	78	149	165	103	392	72	507	-	-	-
Other	2	2	-	-	-	2	-	2	-	-	-	-	-	2	-	2	-	-	-	-
No preference	87	12	32	13	30	44	43	39	45	20	6	25	24	3	55	20	61	-	-	-
Don't know	18	1	5	5	7	6	12	9	9	5	6	6	1	-	12	5	13	-	-	-
	1%	-	1%	2%	2%	1%	2%	1%	2%	3%	3%	2%	-	-	1%	3%	1%	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|klm|n - op - q|rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/C2\_9. Which method would you prefer to receive communications from (Total Answers) - Your mobile phone provider

Base : All participants (on even months) Q1-Q2 2022 only

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1291	905	386	151	643	262	209	177	71	71	71	71	72	72	72	71	72	42	220
Weighted Base	1310	1126	184	54**	1108	105	60	37	52*	139*	116*	96*	116*	117*	170*	185*	117*	13**	93
Effective Base	712	604	108	28	535	146	117	145	65	65	63	65	64	66	64	65	14	132	
Post	156	141	15	6	135	9	6	6	8	23	11	10	20	12	24	10	18	1	8
	12%	13%	8%	10%	12%	8%	10%	19%	14%	19%	9%	10%	17%	10%	14%	6%	15%	4%	9%
Phone call	142	132	10	1	124	7	7	4	4	9	10	11	14	11	39	10	10	3	4
	11%	12%	5%	3%	11%	7%	12%	10%	8%	7%	9%	12%	12%	9%	23% <sup>High</sup>	5%	14%	26%	4%
Text message	299	259	40	12	259	17	13	9	12	29	31	22	25	25	53	45	17	2	16
	23%	23%	22%	22%	23%	17%	21%	24%	22%	21%	27%	23%	22%	21%	31%	25%	14%	15%	17%
Email	606	509	97	25	501	61	29	15	24	71	54	47	45	56	49	95	60	5	56
	46%	45%	53%	47%	45%	36%	46%	41%	43%	41%	41%	50%	38%	47%	29%	52%	52%	43%	56%
Other	2	2	-	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-
	7%	7%	-	-	2	-	-	-	-	-	-	-	-	2%	-	-	-	-	-
No preference	87	69	18	8	71	10	3	3	5	8	10	2	9	10	5	17	6	1	9
	7%	6%	10%	16%	6%	10%	5%	7%	9%	6%	8%	2%	8%	8%	3%	9%	5%	11%	9%
Don't know	18	14	4	1	15	1	2	*	-	-	-	3	4	1	-	8	-	-	1
	1%	1%	2%	2%	1%	1%	3%	1%	-	-	-	3%	3%	1%	-	4%	-	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/C2\_9. Which method would you prefer to receive communications from (Total Answers) - Your mobile phone provider

Base : All participants (on even months) Q1-Q2 2022 only

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1291	455	50	243	437	527	179	86	46	964	132	476	512	188	60	30	988	-	-
Weighted Base	1310	455	59*	227	448	507	201	96*	43**	955	138*	459	508	216	76*	23**	967	99*	**
Effective Base	712	251	31	132	226	284	113	54	27	509	81	243	279	117	40	19	522	57	-
Post	166	52	11	29	61	96	22	6	7	117	13	62	52	26	8	4	114	12	-
	12%	11%	19%	13%	14%	11%	11%	7%	16%	12%	9%	13%	10%	12%	11%	17%	12%	12%	-
Phone call	142	28	3	7	62	49	16	9	6	111	15	65	43	19	12	1	109	13	-
	11%	6%	4%	3%	14%	10%	8%	10%	14%	12%	11%	14%	8%	9%	16%	4%	11%	13%	-
Text message	299	99	14	57	87	146	33	26	5	233	30	98	140	44	10	2	239	12	-
	23%	22%	24%	25%	19%	23%	16%	27%	11%	24%	22%	21%	28%	20%	13%	9%	23%	12%	-
Email	606	237	27	114	203	227	99	46	24	430	72	199	243	97	38	15	442	53	-
	46%	53%	46%	50%	46%	40%	46%	50%	57%	49%	52%	43%	46%	45%	50%	64%	46%	53%	-
Other	2	2	-	-	2	-	-	-	2	-	-	2	-	-	-	2	-	-	-
	*	*	-	-	*	-	-	-	*	-	-	*	-	-	-	*	-	-	-
No preference	87	28	2	14	32	28	16	7	1	60	8	29	26	20	8	1	55	9	-
	7%	6%	3%	6%	7%	5%	8%	7%	3%	6%	6%	6%	5%	9%	11%	6%	6%	10%	-
Don't know	18	8	2	6	1	2	15	-	-	3	-	2	5	11	-	-	7	-	-
	1%	2%	4%	3%	-	-	9%	0%	-	-	-	1%	1%	6%	-	-	1%	-	-

Proportions/Mean: Column Test (5% risk level) - abc - d(e)(gh) - kl(mn)(op)q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/C2\_9. Which method would you prefer to receive communications from (Total Answers) - Your mobile phone provider

Base : All participants (on even months) Q1-Q2 2022 only

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1291	97	1173	21	420	796	75	1252	21	13	1	1286	4
Weighted Base	1310	106*	1185	19**	392	830	88*	1271	23**	9**	2**	1303	5**
Effective Base	712	56	647	9	224	438	50	687	13	8	1	707	4
Post	166	9	144	3	45	91	20	152	2	2	-	156	-
	12%	8%	12%	17%	12%	11%	23% <b>cd</b>	12%	7%	28%	-	12%	-
Phone call	142	28	114	1	55	74	13	134	7	1	-	142	-
	11%	26% <b>b</b>	10%	4%	14% <b>a</b>	9%	15%	11%	31%	9%	-	11%	-
Text message	299	34	264	1	114	172	13	286	11	-	2	297	-
	23%	32%	22%	5%	29% <b>cd</b>	21%	15%	22%	47%	-	100%	23%	-
Email	606	26	574	6	142	432	33	598	3	4	-	605	1
	46%	35%	43% <b>a</b>	31%	35%	52% <b>cd</b>	37%	47%	14%	44%	-	46%	21%
Other	2	-	2	-	2	-	-	2	-	-	-	2	-
	*	-	-	-	*	-	-	*	-	-	-	*	-
No preference	87	7	72	8	30	48	8	84	-	2	-	86	1
	7%	7%	6%	43%	8%	6%	9%	7%	-	19%	-	7%	18%
Don't know	18	2	16	-	3	13	2	15	+	-	-	15	3
	1%	2%	1%	-	1%	2%	2%	1%	+	-	-	1%	61%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/C2\_9. Which method would you prefer to receive communications from (Total Answers) - Your mobile phone provider

Base : All participants (on even months) Q1-Q2 2022 only

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1291	430	861	-	-	-	430	-	430	-	431	-	-	-	-	-
Weighted Base	1310	431	879	**	**	431	**	464	**	416	**	**	**	**	**	**
Effective Base	712	220	492	-	-	220	-	251	-	242	-	-	-	-	-	-
Post	156	44	112	-	-	44	-	42	-	70	-	-	-	-	-	-
	12%	10%	13%	-	-	10%	-	9%	-	17% <b>h</b>	-	-	-	-	-	-
Phone call	142	42	100	-	-	42	-	56	-	44	-	-	-	-	-	-
	17%	10%	11%	-	-	10%	-	12%	-	11%	-	-	-	-	-	-
Text message	299	89	210	-	-	89	-	114	-	95	-	-	-	-	-	-
	23%	21%	24%	-	-	21%	-	25%	-	23%	-	-	-	-	-	-
Email	606	200	406	-	-	200	-	225	-	181	-	-	-	-	-	-
	46%	46%	46%	-	-	46%	-	49%	-	44%	-	-	-	-	-	-
Other	2	2	-	-	-	2	-	2	-	-	-	-	-	-	-	-
	*	*	-	-	-	*	-	*	-	-	-	-	-	-	-	-
No preference	87	47	40	-	-	47	-	18	-	22	-	-	-	-	-	-
	7%	11% <b>b</b>	5%	-	-	11% <b>h</b>	-	4%	-	5%	-	-	-	-	-	-
Don't know	18	9	10	-	-	9	-	7	-	3	-	-	-	-	-	-
	1%	2%	1%	-	-	2%	-	1%	-	1%	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/QC2\_1. Which types of communication would you be happy to receive from (Total Answers) - Post

Base : All participants (on even months) Q1-Q2 2022 only

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	1291	-	1291	290	618	665	159	178	251	176	238	171	118	337	427	527	289	1206	73	1291	
Weighted Base	1310	**	1310	163*	301	625	676	175*	174	249	183*	237	157*	349	431	530	293	1191	104*	1291	
Effective Base	712	-	712	79	157	343	363	90	100	136	97	137	83	189	234	289	152	649	54	1291	
Your bank / building society	338	-	338	36	87	159	177	44	43	41	59	42	52	87	100	151	94	306	30	359	
26%	-	26%	22%	29%	25%	26%		25%	25%	17%	32%	24%	27%	25%	23%	28%	32%	26%	29%	28%	
Your gas / electricity provider	288	-	288	48	68	148	138	53	44	47	50	45	22	97	97	93	48	259	24	309	
22%	-	22%	30%	23%	24%	20%		31%	25%	19%	23%	19%	14%	19%	22%	16%	16%	22%	23%	24%	
Your local council or tax office	464	-	464	41	104	226	235	59	57	70	70	62	66	116	150	199	128	418	37	500	
35%	-	35%	25%	35%	36%	35%		34%	33%	28%	43%	30%	40%	33%	35%	37%	44%	35%	36%	39%	
Your GP / medical or healthcare professional	243	-	243	28	62	123	120	40	31	45	38	36	30	22	71	84	89	225	17	254	
19%	-	19%	17%	21%	20%	18%		23%	18%	18%	21%	15%	19%	16%	20%	19%	17%	19%	16%	20%	
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	205	-	205	27	44	102	103	21	37	30	38	28	23	58	68	79	51	198	12	203	
16%	-	16%	17%	14%	16%	15%		12%	21%	12%	21%	12%	16%	17%	16%	15%	17%	16%	12%	16%	
Your landline phone provider	219	-	219	29	51	110	108	34	33	31	36	36	26	22	67	67	85	49	201	16	235
17%	-	17%	18%	17%	18%	16%		20%	19%	12%	20%	15%	17%	19%	16%	16%	17%	17%	15%	18%	
Your paid TV provider	211	-	211	30	50	92	118	34	32	36	36	28	15	31	67	71	73	46	186	21	214
16%	-	16%	19%	17%	15%	17%		20%	19%	14%	19%	12%	10%	19%	17%	14%	16%	16%	20%	17%	
Your broadband provider	185	-	185	25	45	80	104	25	26	30	40	30	19	15	51	70	64	34	166	17	203
14%	-	14%	16%	15%	13%	15%		14%	15%	12%	23%	13%	12%	11%	15%	16%	12%	12%	14%	16%	
Your mobile phone provider	156	-	156	21	34	74	83	22	24	25	25	21	23	17	46	50	60	39	137	17	152
12%	-	12%	13%	11%	12%	12%		13%	14%	10%	14%	9%	14%	12%	13%	12%	11%	13%	12%	16%	
Would not be happy to receive Post from any organisation	643	-	643	55	157	306	331	71	79	140	85	136	80	54	150	225	269	133	587	50	615
49%	-	49%	34%	22%	49%	49%		40%	45%	37%	46%	37%	51%	43%	52%	51%	45%	49%	48%	48%	

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/QC2\_1. Which types of communication would you be happy to receive from (Total Answers) - Post

Base : All participants (on even months) Q1-Q2 2022 only

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1291	300	416	233	342	716	575	689	578	166	172	330	332	210	834	167	1063	-	-	-
Weighted Base	1310	235	439	238	398	674	636	773	509	181*	182*	319	335	207	836	181*	1069	**	**	**
Effective Base	712	135	238	126	214	373	339	385	321	97	97	191	173	107	458	97	579	-	-	-
Your bank / building society	338	52	125	61	100	177	161	177	149	48	59	81	85	41	225	48	272	-	-	-
26%	22%	28%	26%	25%	26%	25%	23%	23%	23%	27%	23%	25%	25%	20%	27%	25%	27%	-	-	-
Your gas / electricity provider	288	45	98	56	92	140	148	173	109	45	44	64	63	47	171	45	222	-	-	-
22%	19%	22%	23%	23%	21%	23%	22%	21%	21%	25%	24%	20%	19%	23%	20%	25%	21%	-	-	-
Your local council or tax office	464	70	181	93	121	250	214	252	202	62	73	121	106	64	301	62	375	-	-	-
35%	30%	41% <sup>ud</sup>	39%	30%	37%	34%	33%	40%	34%	34%	40%	38%	32%	31%	36%	34%	35%	-	-	-
Your GP / medical or healthcare professional	243	33	96	58	57	129	115	141	92	30	39	58	63	38	160	30	204	-	-	-
19%	14%	23% <sup>ud</sup>	24% <sup>ud</sup>	14%	19%	18%	18%	18%	18%	16%	21%	16%	19%	19%	16%	16%	19%	-	-	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	205	29	62	49	46	110	95	123	79	31	40	42	47	27	129	31	160	-	-	-
16%	12%	18% <sup>ud</sup>	21% <sup>ud</sup>	12%	16%	15%	16%	15%	15%	17%	22%	13%	14%	13%	15%	17%	15%	-	-	-
Your landline phone provider	219	32	87	45	55	118	101	130	83	31	32	48	56	38	136	31	177	-	-	-
17%	14%	20%	19%	14%	18%	16%	17%	16%	16%	17%	18%	15%	17%	18%	16%	17%	17%	-	-	-
Your paid TV provider	211	31	77	40	63	108	103	114	91	35	39	48	43	31	130	35	164	-	-	-
16%	13%	18%	17%	16%	16%	16%	15%	16%	16%	19%	22%	15%	13%	15%	16%	19%	15%	-	-	-
Your broadband provider	185	34	65	34	52	99	85	110	70	29	26	44	38	32	108	29	144	-	-	-
14%	14%	15%	14%	13%	15%	13%	14%	14%	14%	16%	14%	14%	11%	15%	13%	16%	13%	-	-	-
Your mobile phone provider	156	28	50	34	45	78	79	89	62	28	22	37	37	21	97	28	119	-	-	-
12%	12%	11%	14%	11%	12%	12%	11%	11%	12%	15%	12%	12%	11%	10%	12%	15%	11%	-	-	-
Would not be happy to receive Post from any organisation	643	119	210	105	210	328	316	366	246	62	80	156	173	103	410	92	526	-	-	-
49%	50%	48%	44%	53%	49%	50%	50%	49%	48%	51%	44%	49%	52%	50%	49%	51%	49%	-	-	-

Proportions/Mean: Column Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/QC2\_1. Which types of communication would you be happy to receive from (Total Answers) - Post

Base : All participants (on even months) Q1-Q2 2022 only

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humbreside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1291	905	386	151	643	262	209	177	71	71	71	71	72	72	72	71	72	42	220
Weighted Base	1310	1126	184	54**	1108	105	60	37	52*	139*	116*	96*	116*	117*	170*	185*	117*	13**	93
Effective Base	712	604	108	28	535	146	117	145	65	65	63	65	64	66	66	64	65	14	132
Your bank / building society	338	292	46	11	279	29	19	11	14	41	31	19	31	40	37	33	33	5	24
26%	26%	25%	21%	25%	28%	32%	31%	26%	29%	27%	20%	27%	34%nd	22%	18%	28%	37%	3%	26%
Your gas / electricity provider	288	246	42	11	241	19	16	12	13	31	21	14	27	19	52	29	39	3	16
22%	22%	23%	20%	22%	18%	26%	32%nd	24%	22%	18%	15%	23%	16%	35%nd	14%	33%kmm	26%	17%	
Your local council or tax office	464	402	62	27	378	46	24	16	21	54	43	22	44	54	39	66	34	8	38
35%	36%	34%	51%	34%	43%nd	40%	43%nd	39%km	39%km	37%	23%	38%	46%kmm	23%	36%	30%	63%	41%km	
Your GP / medical or healthcare professional	243	213	30	8	205	20	11	7	12	39	18	18	24	18	24	31	21	2	18
19%	19%	16%	15%	19%	19%	16%	20%	23%	26%	16%	19%	21%	15%	14%	17%	16%	14%	20%	
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	205	178	27	6	171	19	8	8	10	27	22	9	21	16	20	30	15	2	17
16%	16%	15%	12%	15%	18%	13%	21%	18%	20%	19%	10%	18%	14%	12%	16%	13%	16%	18%	
Your landline phone provider	219	190	29	8	180	17	13	9	11	28	19	16	24	14	26	19	23	2	15
17%	17%	16%	15%	16%	16%	22%	25%nd	20%	20%	17%	16%	21%	12%	15%	10%	20%	13%	16%	
Your paid TV provider	211	164	27	10	174	19	9	0	11	29	16	9	20	12	26	26	25	5	15
16%	16%	15%	19%	16%	18%	15%	23%nd	21%	21%	14%	10%	17%	10%	13%	14%	22%	36%	16%	
Your broadband provider	185	165	20	6	153	11	11	10	11	28	19	10	17	13	25	9	21	1	10
14%	15%	17%	10%	14%	11%	18%	26%nd	20%nd	20%nd	16%nd	10%	15%	15%	11%	5%	18%nd	7%	11%	
Your mobile phone provider	156	141	15	6	135	9	6	6	8	23	11	10	20	12	24	10	18	1	8
12%	13%	8%	10%	12%	8%	10%	16%nd	14%	16%nd	9%	10%	17%nd	10%	14%	6%	15%	4%	9%	
Would not be happy to receive Post from any organisation	643	547	97	22	555	45	27	17	29	64	59	62	59	49	83	95	5	42	
49%	49%	52%	42%	50%	42%	44%	47%	55%	46%	51%	63%nd	51%	42%	49%	52%	47%	21%	45%	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/QC2\_1. Which types of communication would you be happy to receive from (Total Answers) - Post

Base : All participants (on even months) Q1-Q2 2022 only

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1291	455	50	243	437	527	179	86	46	964	132	476	512	188	60	30	988	90	-	-
Weighted Base	1310	455	59*	227	448	507	201	96*	43**	955	138*	459	508	216	76*	23**	967	99*	-**	-**
Effective Base	712	251	31	132	226	284	113	54	27	509	81	243	279	117	40	19	522	57	-	-
Your bank / building society	338	148	21	81	134	132	41	15	12	266	27	119	136	52	17	5	256	22	-	-
	26%	32%	35%	36%	33%	26%	20%	16%	29%	28%	20%	26%	27%	24%	22%	23%	26%	23%	-	-
Your gas / electricity provider	288	106	10	47	118	96	46	18	6	213	24	105	121	38	14	2	226	17	-	-
	22%	23%	17%	21%	25%	19%	23%	18%	14%	22%	17%	23%	24%	18%	19%	10%	23%	17%	-	-
Your local council or tax office	464	186	21	99	173	180	62	28	16	352	44	163	188	71	29	7	351	36	-	-
	35%	41%	35%	44%	39%	35%	31%	29%	38%	37%	32%	35%	37%	33%	38%	31%	36%	36%	-	-
Your GP / medical or healthcare professional	243	82	8	42	92	87	37	12	9	179	21	86	103	29	14	4	189	18	-	-
	19%	18%	13%	16%	21%	17%	16%	12%	21%	18%	15%	18%	20%	14%	17%	17%	20%	18%	-	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	205	80	12	37	80	86	24	7	5	166	12	75	84	31	11	1	159	12	-	-
	16%	18%	20%	16%	18%	17%	12%	8%	12%	17%	9%	16%	16%	14%	4%	16%	12%	-	-	-
Your landline phone provider	219	74	10	35	91	79	26	13	6	170	19	84	93	29	7	1	177	8	-	-
	17%	16%	18%	15%	20%	18%	13%	14%	14%	18%	14%	18%	18%	13%	10%	4%	18%	8%	-	-
Your paid TV provider	211	74	11	36	87	71	33	14	4	158	19	84	74	31	7	1	169	8	-	-
	16%	16%	18%	16%	19%	14%	17%	14%	10%	17%	13%	21%	15%	14%	10%	4%	17%	8%	-	-
Your broadband provider	185	63	9	27	75	69	22	8	6	144	14	70	76	27	5	1	146	6	-	-
	14%	14%	15%	12%	17%	14%	11%	9%	13%	15%	10%	15%	15%	13%	6%	4%	15%	6%	-	-
Your mobile phone provider	166	52	11	29	61	56	22	6	7	117	13	62	52	26	8	4	114	12	-	-
	12%	11%	19%	13%	14%	11%	11%	7%	16%	12%	9%	13%	10%	12%	11%	17%	12%	12%	-	-
Would not be happy to receive Post from any organisation	643	209	32	104	201	245	115	52	22	446	74	226	228	125	34	13	455	48	-	-
	49%	46%	54%	46%	45%	48%	57%	54%	51%	47%	53%	49%	45%	58%	45%	57%	47%	48%	-	-

Proportions/Mean: Column Test (5% risk level) - abc - d(e)(f)(gh) - kl(m)(o)(p)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/QC2\_1. Which types of communication would you be happy to receive from (Total Answers) - Post

Base : All participants (on even months) Q1-Q2 2022 only

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	1291	97	1173	21	420	796	75	1252	21	13	1	1286	4
Weighted Base	1310	106*	1185	19**	392	830	88*	1271	23**	9**	2**	1303	5**
Effective Base	712	56	647	9	224	438	50	687	13	8	1	707	4
Your bank / building society	338	21	315	3	103	210	26	331	5	3	-	338	-
26%	20%	27%	13%	26%	26%	29%	26%	26%	21%	31%	-	26%	-
Your gas / electricity provider	288	21	260	7	81	187	20	278	5	3	2	286	-
22%	20%	22%	37%	21%	23%	22%	22%	23%	31%	100%	-	22%	-
Your local council or tax office	464	23	431	11	118	314	32	455	5	4	-	464	-
35%	21%	36%	58%	30%	38%	36%	36%	22%	42%	-	-	36%	-
Your GP / medical or healthcare professional	243	17	221	5	57	165	21	239	2	3	-	243	-
16%	16%	19%	26%	15%	20%	24%	16%	16%	8%	30%	-	16%	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	205	10	192	3	65	115	25	198	5	2	-	205	-
16%	10%	16%	15%	17%	14%	20%	16%	16%	22%	25%	-	16%	-
Your landline phone provider	219	10	205	4	67	130	21	212	6	2	-	219	-
17%	9%	17%	19%	17%	16%	24%	17%	17%	25%	18%	-	17%	-
Your paid TV provider	211	17	187	7	60	127	24	208	1	2	-	211	-
16%	16%	16%	39%	15%	15%	27% <sup>de</sup>	16%	6%	20%	-	-	16%	-
Your broadband provider	185	13	169	2	59	105	21	179	3	2	-	185	-
14%	13%	14%	13%	15%	13%	23% <sup>de</sup>	14%	13%	28%	-	-	14%	-
Your mobile phone provider	166	9	144	3	45	91	20	152	2	2	-	166	-
12%	8%	12%	17%	12%	11%	23% <sup>de</sup>	12%	12%	7%	28%	-	12%	-
Would not be happy to receive Post from any organisation	643	59	578	7	193	404	47	620	16	3	-	639	5
49%	55%	49%	35%	49%	49%	53%	49%	49%	68%	30%	-	49%	100%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/QC2\_1. Which types of communication would you be happy to receive from (Total Answers) - Post

Base : All participants (on even months) Q1-Q2 2022 only

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1291	430	351	-	-	-	430	-	430	-	431	-	-	-	-	-	-
Weighted Base	1310	431	879	**	**	**	431	**	464	**	416	**	**	**	**	**	**
Effective Base	712	220	492	-	-	-	220	-	251	-	242	-	-	-	-	-	-
Your bank / building society	338 26%	102 24%	236 27%	-	-	-	102 24%	-	112 24%	-	124 30%	-	-	-	-	-	-
Your gas / electricity provider	288 22%	97 23%	190 22%	-	-	-	97 23%	-	94 20%	-	97 23%	-	-	-	-	-	-
Your local council or tax office	464 35%	148 34%	316 36%	-	-	-	148 34%	-	160 36%	-	156 37%	-	-	-	-	-	-
Your GP / medical or healthcare professional	243 19%	86 20%	158 18%	-	-	-	86 20%	-	71 15%	-	87 21%	-	-	-	-	-	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	205 16%	57 13%	148 77%	-	-	-	57 13%	-	76 16%	-	72 77%	-	-	-	-	-	-
Your landline phone provider	219 17%	71 16%	148 77%	-	-	-	71 16%	-	62 13%	-	86 21%	-	-	-	-	-	-
Your paid TV provider	211 16%	71 16%	141 16%	-	-	-	71 16%	-	73 16%	-	67 16%	-	-	-	-	-	-
Your broadband provider	185 14%	66 15%	118 13%	-	-	-	66 15%	-	43 9%	-	76 19%	-	-	-	-	-	-
Your mobile phone provider	156 12%	44 10%	112 13%	-	-	-	44 10%	-	42 9%	-	70 17%	-	-	-	-	-	-
Would not be happy to receive Post from any organisation	643 49%	212 49%	432 49%	-	-	-	212 49%	-	234 51%	-	197 47%	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/QC2\_2. Which types of communication would you be happy to receive from (Total Answers) - Phone call

Base : All participants (on even months) Q1-Q2 2022 only

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	1291	-	1291	290	618	665	159	178	251	176	238	171	118	337	427	527	289	1206	73	1291	
Weighted Base	1310	**	1310	163*	301	625	175*	174	249	183*	237	157*	136*	349	431	530	293	1191	104*	1291	
Effective Base	712	-	712	79	157	343	90	100	136	97	137	83	69	189	234	289	152	649	54	1291	
Your bank / building society	125	-	125	44	21	61	22	18	37	13	13	10	12	40	51	34	22	105	18	123	
10%	-	10%	27% <b>d</b>	7%	10%	9%	13%	10%	15% <b>k</b>	7%	5%	6%	9%	11%	12% <b>p</b>	6%	7%	9%	17% <b>r</b>	10%	
Your gas / electricity provider	113	-	113	36	26	59	17	21	35	12	14	7	7	37	47	28	15	92	18	99	
9%	-	9%	23% <b>d</b>	9%	9%	8%	10%	12%	14% <b>k</b>	7%	6%	5%	5%	11% <b>p</b>	11% <b>o</b>	5%	5%	8%	13% <b>r</b>	8%	
Your local council or tax office	119	-	119	39	27	61	17	12	35	10	14	11	17	29	48	41	27	107	11	99	
9%	-	9%	24% <b>d</b>	9%	10%	9%	10%	7%	15% <b>k</b>	5%	6%	7%	12%	8%	11%	8%	9%	9%	11%	11%	8%
Your GP / medical or healthcare professional	477	-	477	82	100	234	53	56	90	53	85	62	79	109	143	226	141	435	36	498	
36%	-	36%	51% <b>d</b>	33%	37%	36%	30%	32%	36%	29%	36%	40%	58% <b>m</b>	31%	33%	43% <b>no</b>	48% <b>no</b>	36%	35%	39%	
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	95	-	95	40	29	65	12	19	29	15	6	5	9	31	44	20	14	82	12	76	
7%	-	7%	24% <b>d</b>	10%	10% <b>f</b>	4%	7%	11% <b>k</b>	12% <b>k</b>	8%	2%	3%	7%	6% <b>p</b>	10% <b>p</b>	4%	5%	7%	12%	6%	
Your landline phone provider	162	-	162	47	32	72	26	29	40	15	14	14	25	55	54	53	39	128	32	153	
12%	-	12%	28% <b>d</b>	11%	12%	13%	15% <b>k</b>	17% <b>k</b>	16% <b>k</b>	8%	6%	9%	18% <b>k</b>	16%	13%	10%	13%	11%	30% <b>r</b>	12%	
Your paid TV provider	103	-	103	42	18	62	22	18	29	7	6	11	9	40	37	26	20	83	16	90	
8%	-	8%	23% <b>d</b>	8%	6%	6%	12% <b>p</b>	11% <b>k</b>	12% <b>o</b>	4%	3%	7%	7%	11% <b>p</b>	9%	5%	7%	7%	13% <b>r</b>	7%	
Your broadband provider	158	-	158	54	35	82	27	24	35	17	18	14	21	50	55	52	35	132	23	122	
12%	-	12%	33% <b>d</b>	12%	13%	11%	15%	14%	15% <b>k</b>	9%	7%	9%	15%	14%	13%	10%	12%	11%	22% <b>r</b>	9%	
Your mobile phone provider	142	-	142	45	32	83	24	22	50	8	15	10	14	46	58	38	24	116	24	124	
11%	-	11%	28% <b>d</b>	11%	13%	9%	13% <b>j</b>	13% <b>j</b>	20% <b>m</b>	4%	6%	10%	10%	13% <b>p</b>	13% <b>p</b>	7%	8%	10%	23% <b>r</b>	10%	
Would not be happy to receive Phone call from any organisation	716	-	716	37	174	331	101	104	117	121	140	87	46	205	238	273	133	664	43	685	
55%	-	55%	23%	30% <b>d</b>	53%	56%	58% <b>m</b>	60% <b>m</b>	47%	60% <b>m</b>	59% <b>m</b>	50% <b>m</b>	34%	59% <b>m</b>	55%	51%	45%	58% <b>k</b>	42%	53%	

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - n/op/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/QC2\_2. Which types of communication would you be happy to receive from (Total Answers) - Phone call

Base : All participants (on even months) Q1-Q2 2022 only

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1291	300	416	233	342	716	575	689	578	166	172	330	332	210	834	167	1063	-	-	-
Weighted Base	1310	235	439	238	398	674	636	773	509	181*	182*	319	335	207	836	181*	1069	-**	-**	-**
Effective Base	712	135	238	126	214	373	339	385	321	97	97	191	173	107	468	97	579	-	-	-
Your bank / building society	125	26	32	26	41	58	67	93	30	21	19	29	30	24	78	21	102	-	-	-
10%	11%	7%	11%	10%	9%	10%	12%	6%	12%	10%	9%	9%	12%	9%	12%	10%	10%	-	-	-
Your gas / electricity provider	113	29	26	19	40	54	59	85	28	13	17	29	31	20	77	13	98	-	-	-
8%	11%	8%	8%	10%	8%	9%	11%	5%	7%	9%	9%	9%	10%	9%	7%	9%	9%	-	-	-
Your local council or tax office	119	29	27	23	40	56	63	80	38	14	18	29	29	22	76	15	101	-	-	-
9%	12%	6%	9%	10%	8%	10%	7%	10%	7%	8%	10%	9%	9%	11%	9%	8%	9%	-	-	-
Your GP / medical or healthcare professional	477	91	162	81	144	252	225	275	195	74	75	106	131	67	311	74	387	-	-	-
36%	39%	37%	34%	35%	37%	35%	36%	38%	38%	41%	41%	33%	39%	32%	37%	41%	36%	-	-	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	95	34	22	14	25	56	38	76	19	13	8	17	27	28	52	13	80	-	-	-
7%	14%	5%	6%	6%	8%	6%	10%	4%	7%	4%	5%	8%	14%	6%	7%	7%	7%	-	-	-
Your landline phone provider	162	34	49	26	53	84	78	105	52	25	24	35	48	23	107	25	132	-	-	-
12%	15%	11%	11%	13%	12%	12%	14%	10%	10%	14%	13%	11%	14%	11%	13%	14%	12%	-	-	-
Your paid TV provider	103	30	17	23	32	47	55	76	26	10	13	25	31	21	70	10	91	-	-	-
8%	13%	4%	10%	8%	7%	9%	10%	5%	6%	6%	7%	8%	9%	10%	8%	6%	6%	-	-	-
Your broadband provider	158	38	33	30	56	71	86	114	42	20	37	21	49	29	107	20	136	-	-	-
12%	16%	8%	13%	14%	11%	14%	15%	8%	8%	11%	20%	7%	15%	14%	13%	11%	13%	-	-	-
Your mobile phone provider	142	43	37	17	45	80	62	110	32	12	23	35	29	40	86	12	126	-	-	-
11%	13%	8%	7%	11%	12%	10%	11%	6%	6%	7%	13%	11%	9%	10%	7%	12%	12%	-	-	-
Would not be happy to receive phone call from any organisation	716	101	244	138	232	346	371	417	262	84	95	191	172	107	458	84	579	-	-	-
85%	43%	55%	53%	52%	51%	58%	54%	55%	55%	52%	52%	60%	51%	52%	55%	52%	54%	-	-	-

Proportions/Mean: Column Totals (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/QC2\_2. Which types of communication would you be happy to receive from (Total Answers) - Phone call

Base : All participants (on even months) Q1-Q2 2022 only

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humbberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1291	905	386	151	643	262	209	177	71	71	71	71	72	72	72	71	72	42	220
Weighted Base	1310	1126	184	54**	1108	105	60	37	52*	139*	116*	96*	116*	117*	170*	185*	117*	13**	93
Effective Base	712	604	108	28	535	146	117	145	65	65	63	65	64	66	66	64	65	14	132
Your bank / building society	125	114	11	6	108	8	5	5	5	9	6	6	17	7	27	17	9	1	6
Your gas / electricity provider	10%	10%	6%	11%	10%	7%	8%	14%	10%	7%	8%	11%	14%	6%	16%	9%	8%	12%	7%
Your local council or tax office	113	100	7	1	98	6	4	4	3	13	8	11	10	10	22	13	9	2	4
Your GP / medical or healthcare professional	9%	9%	4%	2%	8%	6%	7%	11%	3%	9%	7%	11%	9%	9%	13%	7%	8%	20%	4%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	119	103	15	4	103	8	4	3	4	9	13	14	10	9	23	10	11	2	6
Your paid TV provider	9%	9%	8%	7%	9%	8%	7%	8%	7%	6%	12%	14%	8%	8%	14%	6%	10%	20%	6%
Your broadband provider	477	403	74	27	387	47	26	18	18	35	54	31	42	37	65	57	49	5	42
Would not be happy to receive Phone call from any organisation	35%	35%	40%	50%	35%	43%	43%	49%	34%	25%	45%	33%	36%	31%	38%	31%	34%	38%	43%
Your mobile phone provider	95	86	9	5	83	6	2	4	1	5	10	12	2	5	25	6	14	1	5
Your landline phone provider	7%	8%	5%	9%	8%	6%	3%	10%	1%	4%	8%	12%	1%	4%	17%	11%	3%	12%	6%
Your mobile phone provider	162	137	25	12	140	7	8	7	6	9	16	16	15	10	27	27	14	2	6
Your mobile phone provider	12%	12%	14%	22%	13%	7%	13%	16%	12%	6%	14%	13%	13%	8%	16%	15%	12%	13%	6%
Your mobile phone provider	103	97	6	1	91	4	4	4	4	7	6	7	6	6	24	11	12	1	3
Your mobile phone provider	8%	9%	3%	2%	8%	4%	6%	11%	7%	5%	9%	8%	13%	9%	14%	6%	10%	6%	3%
Your mobile phone provider	158	138	20	10	144	5	4	5	4	15	10	10	18	7	38	25	20	1	4
Your mobile phone provider	12%	12%	17%	18%	13%	5%	7%	14%	7%	11%	8%	10%	15%	6%	21%	14%	17%	1	4
Your mobile phone provider	142	132	10	1	124	7	7	4	4	9	10	11	14	11	39	10	16	3	4
Your mobile phone provider	11%	12%	5%	3%	11%	7%	12%	10%	8%	7%	9%	12%	12%	9%	23%	5%	14%	26%	4%
Your mobile phone provider	716	612	104	25	620	51	29	16	31	97	96	49	63	72	69	120	63	6	45
Your mobile phone provider	35%	34%	36%	46%	33%	48%	49%	44%	33%	70%	46%	51%	54%	41%	43%	34%	46%	46%	48%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/QC2\_2. Which types of communication would you be happy to receive from (Total Answers) - Phone call

Base : All participants (on even months) Q1-Q2 2022 only

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1291	455	50	243	437	527	179	86	46	964	132	476	512	188	60	30	988	90	-	-
Weighted Base	1310	455	59*	227	448	507	201	96*	43**	955	138*	459	508	216	76*	23**	967	99*	-**	-**
Effective Base	712	251	31	132	226	284	113	54	27	509	81	243	279	117	40	19	522	57	-	-
Your bank / building society	125	21	3	8	46	54	12	10	3	100	13	53	41	18	8	1	94	9	-	-
10%	5%	6%	4%	10%	17%	6%	17%	6%	10%	9%	12%	8%	8%	11%	4%	10%	9%	-	-	
Your gas / electricity provider	113	16	3	4	44	44	10	7	7	88	14	51	32	20	7	1	83	8	-	-
9%	3%	4%	2%	10%	9%	9%	8%	16%	9%	10%	11%	11%	6%	9%	4%	9%	8%	-	-	
Your local council or tax office	119	33	6	17	42	50	13	10	3	92	13	44	36	26	10	1	80	10	-	-
9%	7%	10%	8%	9%	10%	7%	11%	6%	10%	9%	10%	7%	12%	13%	4%	8%	10%	-	-	
Your GP / medical or healthcare professional	477	178	34	100	170	193	59	42	13	363	55	169	186	87	23	10	355	33	-	-
36%	32%	57%	44%	32%	32%	30%	44%	30%	38%	39%	37%	37%	40%	30%	44%	37%	33%	-	-	
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	95	24	5	8	40	28	10	12	4	68	16	41	29	14	6	1	70	6	-	-
7%	5%	9%	4%	9%	6%	5%	12%	9%	7%	11%	9%	6%	7%	8%	3%	7%	6%	-	-	
Your landline phone provider	162	43	4	21	56	66	19	15	6	122	21	72	51	28	8	1	123	8	-	-
12%	9%	6%	9%	13%	13%	9%	16%	13%	13%	15%	16%	10%	13%	10%	4%	13%	9%	-	-	
Your paid TV provider	103	19	4	10	30	50	7	10	5	80	15	38	37	17	7	1	75	8	-	-
8%	4%	6%	4%	7%	10%	4%	10%	12%	8%	11%	8%	7%	8%	10%	4%	8%	8%	-	-	
Your broadband provider	158	37	4	15	59	61	23	13	3	120	15	62	54	25	14	1	115	15	-	-
12%	8%	6%	7%	13%	12%	11%	13%	6%	13%	11%	13%	11%	12%	19%	4%	12%	15%	-	-	
Your mobile phone provider	142	28	3	7	62	49	16	9	6	111	15	66	43	19	12	1	109	13	-	-
11%	6%	4%	3%	14%	10%	8%	10%	14%	12%	11%	14%	8%	9%	16%	4%	11%	13%	-	-	
Would not be happy to receive Phone call from any organisation	716	246	24	114	227	270	128	47	28	497	75	245	284	109	44	13	528	57	-	-
55%	54%	40%	50%	51%	53%	54%	50%	65%	52%	54%	53%	56%	50%	58%	56%	55%	58%	-	-	

Proportions/Mean: Column Test (5% risk level) - abc - d(e)(f)(gh) - kl(m)(n)(op)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/QC2\_2. Which types of communication would you be happy to receive from (Total Answers) - Phone call

Base : All participants (on even months) Q1-Q2 2022 only

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1291	97	1173	21	420	796	75	1252	21	13	1	1286	4
Weighted Base	1310	106*	1185	19**	392	830	88*	1271	23**	9**	2**	1303	5**
Effective Base	712	56	647	9	224	438	50	687	13	8	1	707	4
Your bank / building society	125	17	101	7	48	68	9	120	5	-	-	125	-
	10%	16%	9%	36%	12%	8%	10%	9%	19%	2%	-	10%	-
Your gas / electricity provider	113	20	93	-	47	56	9	108	4	1	-	113	-
	9%	19% <b>b</b>	8%	-	12% <b>b</b>	7%	10%	8%	19%	8%	-	9%	-
Your local council or tax office	119	25	93	1	48	61	10	108	9	*	-	117	1
	9%	24% <b>b</b>	8%	4%	12% <b>b</b>	7%	17%	8%	37%	5%	-	9%	28%
Your GP / medical or healthcare professional	477	41	426	10	156	294	27	462	13	2	-	477	-
	36%	33%	36%	52%	40%	35%	31%	36%	64%	28%	-	37%	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	95	20	75	*	46	44	5	93	1	-	-	95	-
	7%	19% <b>b</b>	6%	*	12% <b>b</b>	5%	6%	7%	6%	-	-	7%	-
Your landline phone provider	162	18	138	5	67	83	12	156	4	3	-	162	-
	12%	17%	12%	29%	17% <b>b</b>	10%	14%	12%	16%	30%	-	12%	-
Your paid TV provider	103	18	85	*	43	54	4	96	6	1	-	103	-
	8%	17% <b>b</b>	7%	1%	11% <b>b</b>	7%	4%	8%	27%	8%	-	8%	-
Your broadband provider	158	25	127	5	50	96	12	152	5	1	-	158	-
	12%	24% <b>b</b>	11%	29%	13%	12%	13%	12%	23%	8%	-	12%	-
Your mobile phone provider	142	28	114	1	55	74	13	134	7	1	-	142	-
	11%	23% <b>b</b>	10%	4%	14% <b>b</b>	9%	15%	11%	31%	9%	-	11%	-
Would not be happy to receive Phone call from any organisation	716	42	666	8	185	477	54	701	5	5	2	711	4
	55%	40%	56% <b>b</b>	45%	47%	58% <b>b</b>	61%	55%	23%	55%	100%	55%	72%

Proportions/Mean: Column Test (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/QC2\_2. Which types of communication would you be happy to receive from (Total Answers) - Phone call

Base : All participants (on even months) Q1-Q2 2022 only

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1291	430	351	-	-	-	430	-	430	-	431	-	-	-	-	-	-
Weighted Base	1310	431	879	**	**	**	431	**	464	**	416	**	**	**	**	**	**
Effective Base	712	220	492	-	-	-	220	-	251	-	242	-	-	-	-	-	-
Your bank / building society	125	39	86	-	-	-	39	-	35	-	51	-	-	-	-	-	-
10%	10%	9%	10%	-	-	-	9%	-	8%	-	12%	-	-	-	-	-	-
Your gas / electricity provider	113	30	82	-	-	-	30	-	40	-	43	-	-	-	-	-	-
9%	9%	7%	9%	-	-	-	7%	-	9%	-	10%	-	-	-	-	-	-
Your local council or tax office	119	36	83	-	-	-	36	-	33	-	49	-	-	-	-	-	-
9%	9%	8%	9%	-	-	-	8%	-	7%	-	12%	-	-	-	-	-	-
Your GP / medical or healthcare professional	477	141	336	-	-	-	141	-	177	-	160	-	-	-	-	-	-
36%	36%	33%	38%	-	-	-	33%	-	38%	-	38%	-	-	-	-	-	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	95	30	65	-	-	-	30	-	40	-	25	-	-	-	-	-	-
7%	7%	7%	7%	-	-	-	7%	-	9%	-	6%	-	-	-	-	-	-
Your landline phone provider	162	46	116	-	-	-	46	-	58	-	58	-	-	-	-	-	-
12%	12%	11%	13%	-	-	-	11%	-	12%	-	14%	-	-	-	-	-	-
Your paid TV provider	103	17	85	-	-	-	17	-	44	-	41	-	-	-	-	-	-
8%	8%	4%	10%	-	-	-	4%	-	10%	-	10%	-	-	-	-	-	-
Your broadband provider	158	43	115	-	-	-	43	-	57	-	58	-	-	-	-	-	-
12%	12%	10%	13%	-	-	-	10%	-	12%	-	14%	-	-	-	-	-	-
Your mobile phone provider	142	42	100	-	-	-	42	-	56	-	44	-	-	-	-	-	-
11%	11%	10%	11%	-	-	-	10%	-	12%	-	11%	-	-	-	-	-	-
Would not be happy to receive Phone call from any organisation	716	257	459	-	-	-	257	-	243	-	217	-	-	-	-	-	-
55%	55%	60%	52%	-	-	-	60%	-	52%	-	52%	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/QC2\_3. Which types of communication would you be happy to receive from (Total Answers) - Text message

Base : All participants (on even months) Q1-Q2 2022 only

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	1291	-	1291	290	618	665	159	178	251	176	238	171	118	337	427	527	289	1206	73	1291
Weighted Base	1310	**	1310	163*	301	625	175*	174	249	183*	237	157*	136*	349	431	530	293	1191	104*	1291
Effective Base	712	-	712	79	157	343	90	100	136	97	137	83	69	189	234	289	152	649	54	1291
Your bank / building society	97	-	97	22	26	47	19	11	26	17	7	10	7	30	43	24	18	83	14	93
7%	-	7%	14%	9%	8%	7%	11%k	7%	11%k	9%k	3%	6%	5%	9%	10%p	5%	6%	7%	13%	7%
Your gas / electricity provider	80	-	80	18	27	41	18	12	19	16	5	5	6	30	34	16	11	66	14	72
6%	-	6%	11%	9%	7%	5%	13%k	7%	9%k	9%k	2%	3%	5%	2%p	3%p	3%	4%	6%	13%r	6%
Your local council or tax office	93	-	93	35	32	49	27	21	23	15	7	*	*	48	39	7	*	76	13	66
7%	-	7%	22%q	11%	8%	6%	15%km	12%km	9%km	6%km	3%	*	*	14%pq	9%pq	1%	*	6%	17%r	5%
Your GP / medical or healthcare professional	152	-	152	19	40	76	29	17	38	24	23	11	10	46	62	44	21	133	18	126
12%	-	12%	12%	13%	12%	10%	16%	10%	15%	13%	10%	7%	7%	13%	14%pq	8%	7%	11%	18%	10%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	135	-	135	27	43	63	39	17	22	22	22	7	5	56	44	35	12	115	19	116
10%	-	10%	16%	14%	10%	10%	22%hklm	10%	9%	12%	9%	6%	4%	13%pq	10%pq	7%	4%	10%	11%r	9%
Your landline phone provider	121	-	121	35	27	64	36	17	25	19	5	10	9	53	44	24	19	101	21	91
9%	-	9%	21%q	9%	10%	8%	20%hklm	10%k	10%k	10%k	2%	6%	6%	15%pq	10%pq	5%	6%	8%	20%r	7%
Your paid TV provider	98	-	98	28	27	44	22	15	24	18	8	6	5	37	43	19	11	75	24	76
8%	-	8%	17%	9%	7%	7%	13%km	9%	10%k	10%k	3%	4%	3%	11%pq	10%pq	4%	4%	6%	23%r	6%
Your broadband provider	95	-	95	16	30	48	33	15	12	19	5	3	8	49	31	16	11	85	10	87
7%	-	7%	10%	10%	8%	6%	19%hklm	9%k	10%k	10%k	2%	2%	6%	14%opq	7%k	3%	4%	7%	9%	7%
Your mobile phone provider	299	-	299	47	62	128	66	27	43	53	51	27	32	94	96	109	59	273	25	282
23%	-	23%	29%	21%	21%	24%	30%km	16%	17%	20%k	17%	17%	23%	27%	22%	21%	20%	23%	24%	22%
Would not be happy to receive Text message from any organisation	797	-	797	57	186	390	75	100	155	98	167	109	94	174	253	370	203	742	39	834
61%	-	61%	35%	62%q	62%	60%	43%	57%ig	62%ig	54%	71%ghj	70%ghj	63%hkl	50%	59%	70%no	69%no	64%rs	38%	65%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/QC2\_3. Which types of communication would you be happy to receive from (Total Answers) - Text message

Base : All participants (on even months) Q1-Q2 2022 only

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1291	300	416	233	342	716	575	689	578	166	172	330	332	210	834	167	1063	-	-	-
Weighted Base	1310	235	439	238	398	674	636	773	509	181*	182*	319	335	207	836	181*	1069	-**	-**	-**
Effective Base	712	135	238	126	214	373	339	385	321	97	97	191	173	107	458	97	579	-	-	-
Your bank / building society	97	28	19	21	30	7%	8%	61	33	16	12	22	14	30	48	16	80	-	-	-
Your gas / electricity provider	86	19	12	20	21	30	50	49	29	13	22	8	22	12	52	13	66	-	-	-
Your local council or tax office	93	31	19	9	33	51	43	69	22	18	22	4	29	18	56	18	74	-	-	-
Your GP / medical or healthcare professional	152	36	42	30	44	78	73	95	53	19	15	40	41	26	96	19	126	-	-	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	125	31	37	32	34	69	66	85	37	14	24	31	39	24	94	14	119	-	-	-
Your landline phone provider	121	42	22	21	37	63	58	78	43	13	26	25	28	21	79	13	102	-	-	-
Your paid TV provider	98	31	18	18	31	49	49	68	27	16	24	14	19	21	57	16	80	-	-	-
Your broadband provider	95	17	20	23	36	37	59	60	32	19	16	20	17	16	53	19	71	-	-	-
Your mobile phone provider	299	47	88	70	95	134	164	160	132	43	47	68	80	38	194	43	241	-	-	-
Would not be happy to receive Text message from any organisation	797	116	301	130	251	416	381	455	323	110	107	202	203	114	512	117	643	-	-	-
	81%	49%	53%	54%	53%	62%	60%	59%	63%	64%	59%	63%	61%	55%	61%	64%	60%	-	-	-

Proportions/Mean: Column Tested (5% risk level) - abc|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/QC2\_3. Which types of communication would you be happy to receive from (Total Answers) - Text message

Base : All participants (on even months) Q1-Q2 2022 only

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1291	905	386	151	643	262	209	177	71	71	71	71	72	72	72	71	72	42	220
Weighted Base	1310	1126	184	54**	1108	105	60	37	52*	139*	116*	96*	116*	117*	170*	185*	117*	13**	93
Effective Base	712	604	108	28	535	146	117	145	65	65	63	65	64	66	66	64	65	14	132
Your bank / building society	97	84	13	5	84	5	5	2	4	13	2	11	5	10	19	6	14	2	4
Your gas / electricity provider	80	71	10	2	72	3	4	2	5	7	4	10	7	4	16	11	7	*	2
Your local council or tax office	93	82	11	2	87	2	3	1	1	11	-	10	9	5	40	6	5	*	2
Your GP / medical or healthcare professional	152	135	17	6	135	10	5	2	3	12	13	13	11	10	38	22	12	4	6
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	135	123	12	3	121	5	5	3	2	14	5	13	13	13	35	11	9	2	4
Your landline phone provider	121	113	8	2	110	6	4	1	3	20	5	7	12	9	38	11	5	2	5
Your paid TV provider	98	87	12	3	89	4	4	1	2	13	5	10	3	9	20	15	2	*	4
Your broadband provider	95	80	15	5	82	6	4	2	2	14	-	10	6	9	21	15	6	*	6
Your mobile phone provider	299	259	40	12	259	17	13	9	12	29	31	22	25	25	53	45	17	2	16
Would not be happy to receive Text message from any organisation	797	619	118	39	662	72	38	24	34	84	75	61	75	74	62	115	81	6	65
	81%	69%	64%	70%	69%	68%	64%	66%	65%	61%	63%	63%	64%	64%	66%	63%	60%	46%	74%

Proportions/Mean: Column Totals (5% risk level) - abc - d/efg - hij/klmno/pq/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/QC2\_3. Which types of communication would you be happy to receive from (Total Answers) - Text message

Base : All participants (on even months) Q1-Q2 2022 only

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1291	455	50	243	437	527	179	86	46	964	132	476	512	188	60	30	988	90	-	-
Weighted Base	1310	455	59*	227	448	507	201	96*	43**	955	138*	459	508	216	76*	23**	967	99*	-**	-**
Effective Base	712	251	31	132	226	284	113	54	27	509	81	243	279	117	40	19	522	57	-	-
Your bank / building society	97 75%	28	4	13	38	34	20	4	1	72	5	42	36	11	6	1	76	7	-	-
Your gas / electricity provider	80 6%	17	4	11	27	35	12	5	1	63	6	38	27	12	3	1	65	4	-	-
Your local council or tax office	93 7%	8	4	4	35	36	15	5	2	71	7	33	48	7	4	*	81	4	-	-
Your GP / medical or healthcare professional	152 12%	42	6	21	47	66	29	6	4	113	9	54	63	24	11	1	117	11	-	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	135 10%	31	3	10	39	60	28	6	1	99	8	53	53	20	6	1	107	7	-	-
Your landline phone provider	121 9%	30	4	14	39	52	19	9	2	91	11	42	41	20	15	2	83	17	-	-
Your paid TV provider	98 8%	31	4	12	44	37	12	4	2	81	6	38	39	14	5	2	77	7	-	-
Your broadband provider	95 7%	26	6	11	29	43	14	7	2	72	9	41	35	15	3	1	76	4	-	-
Your mobile phone provider	299 23%	99	14	57	87	146	33	26	5	233	30	98	140	44	10	2	235	12	-	-
Would not be happy to receive Text message from any organisation	797 61%	308	43	156	281	277	132	59	35	558	94	272	288	143	50	21	560	70	-	-

Proportions/Mean: Column Test (5% risk level) - abc - d(e)(f)(h) - kl(m)(o)(p) - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing



PRE\_QC1/QC2\_3. Which types of communication would you be happy to receive from (Total Answers) - Text message

Base : All participants (on even months) Q1-Q2 2022 only

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1291	97	1173	21	420	796	75	1252	21	13	1	1286	4
Weighted Base	1310	106*	1185	19**	392	830	88*	1271	23**	9**	2**	1303	5**
Effective Base	712	56	647	9	224	438	50	687	13	8	1	707	4
Your bank / building society	97	12	85	*	38	53	6	89	5	1	2	95	-
75%		11%	7%	*	10%	6%	7%	7%	22%	8%	100%	7%	-
Your gas / electricity provider	80	8	72	*	38	32	11	74	6	-	-	80	-
6%		7%	6%	1%	10%	4%	12%	6%	26%	-	-	6%	-
Your local council or tax office	93	14	78	1	41	37	15	85	7	-	2	92	-
7%		13%	7%	7%	11%	5%	17%	7%	29%	-	100%	7%	-
Your GP / medical or healthcare professional	152	13	137	1	57	85	10	148	2	-	2	150	-
12%		13%	12%	3%	14%	10%	11%	12%	9%	-	100%	11%	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	135	14	120	*	41	81	12	123	10	2	-	135	-
10%		14%	10%	1%	10%	10%	14%	10%	43%	19%	-	10%	-
Your landline phone provider	121	20	98	3	45	70	6	114	8	-	-	121	-
9%		13%	8%	1%	11%	8%	7%	9%	33%	-	-	9%	-
Your paid TV provider	98	12	86	1	40	42	10	95	4	-	-	98	-
8%		11%	7%	7%	12%	5%	12%	7%	15%	2%	-	8%	-
Your broadband provider	95	8	86	1	50	41	5	91	5	-	-	95	-
7%		7%	7%	7%	13%	5%	5%	7%	20%	-	-	7%	-
Your mobile phone provider	299	34	264	1	114	172	13	286	11	-	2	297	-
23%		32%	22%	5%	23%	21%	15%	22%	47%	-	100%	23%	-
Would not be happy to receive Text message from any organisation	797	51	731	16	210	530	57	780	6	6	-	792	5
61%		48%	62%	83%	54%	64%	64%	61%	24%	73%	-	61%	100%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/QC2\_3. Which types of communication would you be happy to receive from (Total Answers) - Text message

Base : All participants (on even months) Q1-Q2 2022 only

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1291	430	351	-	-	430	-	430	-	431	-	-	-	-	-	-
Weighted Base	1310	431	879	**	**	431	**	464	**	416	**	**	**	**	**	**
Effective Base	712	220	492	-	-	220	-	251	-	242	-	-	-	-	-	-
Your bank / building society	97	27	70	-	-	27	-	43	-	27	-	-	-	-	-	-
7%	7%	6%	8%	-	-	6%	-	9%	-	6%	-	-	-	-	-	-
Your gas / electricity provider	80	21	59	-	-	21	-	31	-	28	-	-	-	-	-	-
6%	6%	5%	7%	-	-	5%	-	7%	-	7%	-	-	-	-	-	-
Your local council or tax office	93	30	63	-	-	30	-	41	-	22	-	-	-	-	-	-
7%	7%	7%	-	-	-	7%	-	9%	-	5%	-	-	-	-	-	-
Your GP / medical or healthcare professional	152	56	96	-	-	56	-	52	-	44	-	-	-	-	-	-
12%	12%	13%	11%	-	-	13%	-	11%	-	11%	-	-	-	-	-	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	135	47	87	-	-	47	-	42	-	45	-	-	-	-	-	-
10%	10%	11%	10%	-	-	11%	-	9%	-	11%	-	-	-	-	-	-
Your landline phone provider	121	35	87	-	-	35	-	44	-	43	-	-	-	-	-	-
9%	9%	8%	10%	-	-	8%	-	9%	-	10%	-	-	-	-	-	-
Your paid TV provider	98	28	70	-	-	28	-	36	-	34	-	-	-	-	-	-
8%	8%	7%	8%	-	-	7%	-	8%	-	8%	-	-	-	-	-	-
Your broadband provider	95	30	65	-	-	30	-	35	-	30	-	-	-	-	-	-
7%	7%	7%	-	-	-	7%	-	8%	-	7%	-	-	-	-	-	-
Your mobile phone provider	299	89	210	-	-	89	-	114	-	95	-	-	-	-	-	-
23%	23%	21%	24%	-	-	21%	-	25%	-	23%	-	-	-	-	-	-
Would not be happy to receive Text message from any organisation	797	274	523	-	-	274	-	273	-	250	-	-	-	-	-	-
61%	61%	64%	60%	-	-	64%	-	59%	-	60%	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/QC2\_4. Which types of communication would you be happy to receive from (Total Answers) - Email

Base : All participants (on even months) Q1-Q2 2022 only

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	1291	-	1291	127	290	618	665	159	178	251	176	238	171	118	337	427	527	289	1206	73	1291
Weighted Base	1310	**	1310	163*	301	625	676	175*	174	249	183*	237	157*	136*	349	431	530	293	1191	104*	1291
Effective Base	712	-	712	79	157	343	363	90	100	136	97	137	83	69	189	234	289	152	649	54	712
Your bank / building society	626	-	626	51	137	297	325	65	84	125	78	139	81	55	149	203	274	135	581	38	609
48%	-	48%	31%	46%	48%	48%	48%	37%	49%	50%	43%	59% <sup>nm</sup>	51%	40%	43%	47%	52%	46%	49%	36%	47%
Your gas / electricity provider	724	-	724	56	163	331	388	63	85	126	96	153	110	91	148	222	354	201	678	41	704
55%	-	55%	34%	43%	53%	57%	57%	36%	49%	51% <sup>g</sup>	53% <sup>g</sup>	61% <sup>ghj</sup>	71% <sup>ghjlm</sup>	62% <sup>ghjlm</sup>	42%	51%	52% <sup>no</sup>	43% <sup>no</sup>	45% <sup>rs</sup>	39%	55%
Your local council or tax office	523	-	523	35	105	236	284	39	64	104	63	127	71	49	103	173	246	120	489	29	504
40%	-	40%	22%	35%	38%	42%	42%	23%	37% <sup>g</sup>	42% <sup>g</sup>	37% <sup>g</sup>	53% <sup>ghjlm</sup>	45% <sup>g</sup>	36%	30%	40% <sup>no</sup>	46% <sup>no</sup>	41% <sup>no</sup>	41% <sup>rs</sup>	27%	39%
Your GP / medical or healthcare professional	322	-	322	24	70	143	176	39	51	59	59	68	32	14	90	118	114	46	288	29	297
25%	-	25%	15%	23%	23%	26%	26%	22% <sup>nm</sup>	30% <sup>nm</sup>	24% <sup>nm</sup>	32% <sup>nm</sup>	29% <sup>nm</sup>	10%	10%	28% <sup>g</sup>	27% <sup>g</sup>	21%	16%	24%	27%	23%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	613	-	613	60	131	276	331	82	79	125	74	124	76	56	161	197	255	131	566	50	631
47%	-	47%	37%	44%	44%	49%	49%	47%	46%	50%	40%	52%	48%	41%	46%	46%	48%	45%	47%	46%	49%
Your landline phone provider	600	-	600	41	137	276	321	39	69	116	93	133	84	66	108	209	284	150	570	24	599
46%	-	46%	25%	46%	44%	48%	48%	22%	40% <sup>g</sup>	47% <sup>g</sup>	51% <sup>g</sup>	56% <sup>gh</sup>	54% <sup>g</sup>	49% <sup>g</sup>	31%	48% <sup>no</sup>	53% <sup>no</sup>	51% <sup>no</sup>	48% <sup>rs</sup>	23%	46%
Your paid TV provider	650	-	650	46	157	309	339	63	87	125	104	136	81	55	149	230	272	136	617	28	662
50%	-	50%	28%	32% <sup>g</sup>	49%	50%	50%	36%	50% <sup>g</sup>	50% <sup>g</sup>	37% <sup>nm</sup>	57% <sup>nm</sup>	52% <sup>nm</sup>	40%	43%	53% <sup>no</sup>	51%	46%	52% <sup>rs</sup>	27%	51%
Your broadband provider	741	-	741	57	159	349	390	60	95	142	101	159	100	78	155	242	343	185	690	44	745
57%	-	57%	35%	53% <sup>g</sup>	56%	58%	58%	34%	55% <sup>g</sup>	57% <sup>g</sup>	55% <sup>g</sup>	67% <sup>g</sup>	68% <sup>g</sup>	53% <sup>g</sup>	45%	56% <sup>no</sup>	65% <sup>no</sup>	63% <sup>no</sup>	59% <sup>rs</sup>	42%	58%
Your mobile phone provider	606	-	606	37	146	294	308	48	82	113	90	131	84	57	130	204	272	141	565	34	627
46%	-	46%	23%	49% <sup>g</sup>	47%	46%	46%	28%	47% <sup>g</sup>	46% <sup>g</sup>	49% <sup>g</sup>	55% <sup>g</sup>	54% <sup>g</sup>	42%	37%	47% <sup>no</sup>	51% <sup>no</sup>	48% <sup>no</sup>	47% <sup>rs</sup>	32%	49%
Would not be happy to receive Email from any organisation	318	-	318	50	80	165	151	57	49	52	45	50	32	32	106	98	114	64	285	27	294
24%	-	24%	31%	27%	26%	22%	22%	33%	28%	21%	25%	21%	20%	23%	30% <sup>g</sup>	23%	22%	22%	24%	26%	23%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/QC2\_4. Which types of communication would you be happy to receive from (Total Answers) - Email

Base : All participants (on even months) Q1-Q2 2022 only

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1291	300	416	233	342	716	575	689	578	166	172	330	332	210	834	167	1063	-	-	-
Weighted Base	1310	235	439	238	398	674	636	773	509	181*	182*	319	335	207	836	181*	1069	-**	-**	-**
Effective Base	712	135	238	126	214	373	339	385	321	97	97	191	173	107	458	97	579	-	-	-
Your bank / building society	626	114	220	106	186	334	292	375	243	75	78	147	179	104	404	75	522	-	-	-
48%		49%	50%	44%	47%	50%	46%	48%	48%	41%	43%	46%	53%	50%	48%	41%	49%	-	-	-
Your gas / electricity provider	724	135	263	135	192	396	326	416	291	84	90	183	201	125	473	84	617	-	-	-
85%		57%	60% <sup>ab</sup>	57%	46%	60% <sup>ab</sup>	51%	54%	57%	47%	49%	57%	60% <sup>ab</sup>	50%	46%	56% <sup>ab</sup>	46%	49%	-	-
Your local council or tax office	523	90	172	106	155	261	261	322	192	62	61	132	142	96	335	62	441	-	-	-
40%		38%	39%	45%	39%	39%	41%	42%	38%	34%	34%	41%	42%	46%	40%	34%	41%	-	-	-
Your GP / medical or healthcare professional	322	62	101	49	110	163	159	207	108	37	44	80	70	63	194	37	255	-	-	-
25%		25%	23%	21%	28%	24%	25%	27%	21%	21%	24%	25%	21%	31%	23%	21%	25%	-	-	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	613	122	215	93	184	337	277	361	239	61	64	140	178	114	390	61	522	-	-	-
47%		62% <sup>ab</sup>	49%	39%	46%	50%	43%	47%	47%	34%	35%	47% <sup>ab</sup>	53% <sup>ab</sup>	65% <sup>ab</sup>	47% <sup>ab</sup>	34%	49% <sup>ab</sup>	-	-	-
Your landline phone provider	600	102	214	109	176	316	284	350	240	70	75	154	158	107	387	70	506	-	-	-
46%		43%	49%	46%	44%	47%	45%	45%	47%	39%	41%	48%	47%	52%	46%	39%	47%	-	-	-
Your paid TV provider	650	110	234	118	189	344	306	413	227	63	75	152	204	113	431	63	560	-	-	-
90%		47%	53%	49%	47%	51%	49%	53% <sup>ab</sup>	43%	35%	41%	43% <sup>ab</sup>	51% <sup>ab</sup>	53% <sup>ab</sup>	52% <sup>ab</sup>	35%	53% <sup>ab</sup>	-	-	-
Your broadband provider	741	133	274	127	207	407	334	427	299	84	85	194	206	126	486	84	626	-	-	-
57%		57%	62% <sup>ab</sup>	53%	52%	60% <sup>ab</sup>	52%	55%	59%	46%	47%	61% <sup>ab</sup>	62% <sup>ab</sup>	61% <sup>ab</sup>	58% <sup>ab</sup>	46%	59% <sup>ab</sup>	-	-	-
Your mobile phone provider	606	103	227	100	176	330	278	365	229	72	78	149	165	103	392	72	507	-	-	-
46%		44%	52%	42%	44%	49%	43%	47%	45%	40%	43%	47%	49%	50%	47%	40%	47%	-	-	-
Would not be happy to receive Email from any organisation	318	52	100	59	108	152	166	183	126	54	60	69	64	40	193	54	235	-	-	-
24%		22%	23%	24%	27%	23%	26%	24%	25%	35% <sup>ab</sup>	33% <sup>ab</sup>	22%	19%	20%	23%	35% <sup>ab</sup>	23%	-	-	-

Proportions/Mean: Column Tested (5% risk level) - ab/c/d - ef - gh - i/jk/l/m/n - op - q/r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/QC2\_4. Which types of communication would you be happy to receive from (Total Answers) - Email

Base : All participants (on even months) Q1-Q2 2022 only

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humbreside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1291	905	386	151	643	262	209	177	71	71	71	71	72	72	72	71	72	42	220
Weighted Base	1310	1126	184	54**	1108	105	60	37	52*	139*	116*	96*	116*	117*	170*	185*	117*	13**	93
Effective Base	712	604	108	28	535	146	117	145	65	65	63	65	64	66	66	64	65	14	132
Your bank / building society	626	538	88	24	533	53	25	16	25	69	63	48	48	51	74	101	53	3	49
48%	48%	48%	45%	48%	48%	50%	42%	43%	48%	49%	55%	50%	42%	44%	44%	55%	45%	25%	53%
Your gas / electricity provider	724	617	107	35	609	66	33	16	25	66	73	54	61	77	73	121	57	5	61
55%	55%	58%	65%	53% <sup>ab</sup>	52% <sup>ab</sup>	55%	44%	44%	48%	49%	53% <sup>ab</sup>	57%	53%	65% <sup>abm</sup>	43%	63% <sup>ab</sup>	46%	41%	65% <sup>abm</sup>
Your local council or tax office	523	443	80	18	448	40	22	13	22	50	50	44	43	40	53	89	56	2	38
40%	39%	43%	33%	40%	38%	37%	35%	35%	42%	36%	43%	46%	37%	34%	31%	49% <sup>ab</sup>	48%	15%	41%
Your GP / medical or healthcare professional	322	276	46	9	281	21	13	7	11	42	21	23	29	37	37	56	25	2	18
25%	25%	25%	16%	25%	20%	21%	19%	19%	22%	30%	18%	24%	25%	31%	22%	30%	21%	18%	20%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	613	525	88	24	508	57	32	16	17	62	61	45	54	51	75	96	48	6	52
47%	47%	48%	44%	46%	55% <sup>ab</sup>	53%	42%	42%	33%	44%	52% <sup>ab</sup>	47%	46%	44%	44%	52% <sup>ab</sup>	41%	47%	56% <sup>ab</sup>
Your landline phone provider	600	506	94	20	502	57	27	14	22	63	61	46	44	65	59	90	51	6	52
46%	45%	51%	37%	45%	54% <sup>ab</sup>	45%	38%	38%	42%	45%	53% <sup>ab</sup>	48%	38%	56% <sup>abm</sup>	35%	49%	44%	44%	56% <sup>abm</sup>
Your paid TV provider	650	540	110	32	542	59	33	16	28	61	63	46	53	63	74	97	57	5	54
50%	48%	53% <sup>ab</sup>	60%	49%	53% <sup>ab</sup>	55%	44%	44%	53%	44%	54%	48%	46%	54%	43%	53%	49%	38%	53% <sup>ab</sup>
Your broadband provider	741	629	112	30	619	70	35	17	29	70	78	59	58	73	78	115	61	8	62
57%	56%	67%	56%	56% <sup>ab</sup>	67% <sup>ab</sup>	69% <sup>ab</sup>	45%	45%	55%	50%	67% <sup>ab</sup>	62% <sup>ab</sup>	50%	62% <sup>ab</sup>	44%	62% <sup>ab</sup>	52%	65%	67% <sup>abm</sup>
Your mobile phone provider	606	509	97	25	501	61	29	15	24	71	54	47	45	56	49	95	60	5	56
46%	45%	53%	47%	45%	53% <sup>ab</sup>	48%	41%	41%	49% <sup>ab</sup>	51% <sup>ab</sup>	47% <sup>ab</sup>	52% <sup>ab</sup>	38%	47% <sup>ab</sup>	29%	52% <sup>ab</sup>	52% <sup>ab</sup>	43%	60% <sup>abm</sup>
Would not be happy to receive Email from any organisation	318	284	35	9	277	20	9	12	16	41	27	24	25	24	50	38	31	4	17
24%	25%	19%	16%	23% <sup>ab</sup>	19%	16%	31% <sup>ab</sup>	31% <sup>ab</sup>	30%	30%	24%	25%	22%	21%	29%	30%	27%	29%	16%

Proportions/Mean: Column Tested (5% risk level) - abc - d/efg - hij/klmno/pq/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/QC2\_4. Which types of communication would you be happy to receive from (Total Answers) - Email

Base : All participants (on even months) Q1-Q2 2022 only

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1291	455	50	243	437	527	179	86	46	964	132	476	512	188	60	30	988	90	-	-
Weighted Base	1310	455	59*	227	448	507	201	96*	43**	955	138*	459	508	216	76*	23**	967	99*	-**	-**
Effective Base	712	251	31	132	226	284	113	54	27	509	81	243	279	117	40	19	522	57	-	-
Your bank / building society	626	221	26	109	201	235	100	58	25	436	83	213	250	103	36	15	463	51	-	-
	49%	49%	44%	48%	45%	46%	50%	53% <b>kl</b>	59%	46%	53% <b>klm</b>	46%	49%	48%	48%	64%	48%	51%	-	-
Your gas / electricity provider	724	288	34	148	233	288	111	60	28	519	88	231	292	122	47	18	523	65	-	-
	55%	63%	58%	65%	52%	56%	55%	63%	65%	54%	64%	50%	57%	56%	62%	78%	54%	65% <b>kl</b>	-	-
Your local council or tax office	523	198	25	92	170	204	84	41	17	374	59	181	202	87	28	12	383	41	-	-
	40%	44%	42%	40%	38%	40%	42%	43%	41%	39%	43%	39%	40%	40%	37%	54%	40%	41%	-	-
Your GP / medical or healthcare professional	322	107	9	41	99	121	51	31	15	219	45	108	124	51	20	7	233	27	-	-
	25%	23%	16%	18%	22%	24%	25%	32%	34%	23%	33%	24%	24%	27%	30%	24%	24%	27%	-	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	613	219	17	112	216	235	83	51	23	451	74	211	243	94	39	16	454	54	-	-
	47%	45% <b>lb</b>	29%	49% <b>lb</b>	48%	46%	41%	53%	53%	47%	53%	46%	48%	43%	51%	67%	47%	55%	-	-
Your landline phone provider	600	251	34	131	209	235	93	42	15	444	57	209	247	91	30	13	456	43	-	-
	45%	55%	58%	58%	47%	46%	48%	44%	34%	47%	41%	46%	49%	42%	39%	56%	47%	43%	-	-
Your paid TV provider	650	229	19	105	213	259	100	55	17	472	73	217	275	96	38	12	492	51	-	-
	50%	50%	32%	46%	48%	51%	50%	58%	41%	49%	53%	47%	54%	44%	50%	54%	51%	51%	-	-
Your broadband provider	741	291	34	150	258	284	107	58	27	543	85	254	292	113	49	18	546	67	-	-
	57%	64%	57%	66%	58%	56%	53%	60%	64%	57%	61%	55%	57%	52%	65%	77%	56%	67%	-	-
Your mobile phone provider	606	237	27	114	203	227	99	48	24	430	72	199	243	97	38	15	442	53	-	-
	46%	52%	46%	50%	45%	45%	49%	50%	57%	45%	52%	43%	48%	45%	50%	64%	46%	53%	-	-
Would not be happy to receive Email from any organisation	318	84	19	42	112	115	55	17	10	227	27	115	117	57	15	4	232	19	-	-
	24%	19%	32%	18%	25%	23%	27%	17%	23%	24%	19%	25%	23%	26%	20%	16%	24%	19%	-	-

Proportions/Mean: Column Test (5% risk level) - abc - d(e)(f)(gh) - kl(m)(n)(p)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/QC2\_4. Which types of communication would you be happy to receive from (Total Answers) - Email

Base : All participants (on even months) Q1-Q2 2022 only

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1291	97	1173	21	420	796	75	1252	21	13	1	1286	4
Weighted Base	1310	106*	1185	19**	392	830	88*	1271	23**	9**	2**	1303	5**
Effective Base	712	56	647	9	224	438	50	687	13	8	1	707	4
Your bank / building society	626	46	574	6	168	422	37	613	9	4	-	625	1
	48%	43%	48%	32%	43%	51%	42%	48%	37%	42%	-	48%	21%
Your gas / electricity provider	724	49	667	8	193	493	38	712	7	4	-	723	1
	55%	46%	56%	43%	49%	59% <u>diff</u>	43%	56%	32%	44%	-	55%	21%
Your local council or tax office	523	35	484	4	150	353	20	516	3	3	-	522	1
	40%	33%	41%	22%	38% <u>diff</u>	43% <u>diff</u>	23%	41%	12%	33%	-	40%	21%
Your GP / medical or healthcare professional	322	27	293	2	90	209	23	311	7	4	-	321	1
	25%	26%	25%	9%	23%	26%	26%	24%	28%	42%	-	23%	21%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	613	44	564	5	160	422	31	603	6	3	-	612	1
	47%	41%	48%	28%	41%	51% <u>diff</u>	35%	47%	24%	40%	-	47%	21%
Your landline phone provider	600	46	551	3	144	421	35	590	6	3	-	599	1
	46%	43%	46%	18%	37%	51% <u>diff</u>	40%	46%	25%	38%	-	46%	21%
Your paid TV provider	650	47	607	6	164	454	33	635	11	3	-	649	1
	50%	44%	50%	34%	42%	55% <u>diff</u>	37%	50%	47%	39%	-	50%	21%
Your broadband provider	741	52	683	5	190	512	38	726	10	4	-	740	1
	57%	49%	58%	29%	49%	62% <u>diff</u>	43%	57%	43%	41%	-	57%	21%
Your mobile phone provider	606	26	574	6	142	432	33	598	3	4	-	605	1
	46%	25%	43% <u>diff</u>	31%	35%	52% <u>diff</u>	37%	47%	14%	44%	-	46%	21%
Would not be happy to receive Email from any organisation	318	37	277	5	110	181	28	305	5	3	2	312	4
	24%	35%	23%	25%	28%	22%	31%	24%	21%	30%	100%	24%	79%

Proportions/Mean: Columna Testad (5% risk level) - ab/c - d/ef - gh/i/j/kl  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/QC2\_4. Which types of communication would you be happy to receive from (Total Answers) - Email

Base : All participants (on even months) Q1-Q2 2022 only

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1291	430	351	-	-	430	-	430	-	431	-	-	-	-	-	-
Weighted Base	1310	431	379	**	**	431	**	464	**	416	**	**	**	**	**	**
Effective Base	712	220	492	-	-	220	-	251	-	242	-	-	-	-	-	-
Your bank / building society	626	202	424	-	-	202	-	239	-	186	-	-	-	-	-	-
48%	47%	48%	-	-	-	47%	-	52%	-	45%	-	-	-	-	-	-
Your gas / electricity provider	724	232	492	-	-	232	-	276	-	216	-	-	-	-	-	-
55%	54%	56%	-	-	-	54%	-	59%	-	52%	-	-	-	-	-	-
Your local council or tax office	523	165	357	-	-	165	-	196	-	161	-	-	-	-	-	-
40%	38%	41%	-	-	-	38%	-	42%	-	39%	-	-	-	-	-	-
Your GP / medical or healthcare professional	322	106	216	-	-	106	-	126	-	90	-	-	-	-	-	-
25%	25%	25%	-	-	-	25%	-	27%	-	22%	-	-	-	-	-	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	613	202	411	-	-	202	-	222	-	189	-	-	-	-	-	-
47%	47%	47%	-	-	-	47%	-	48%	-	45%	-	-	-	-	-	-
Your landline phone provider	600	199	401	-	-	199	-	236	-	165	-	-	-	-	-	-
46%	46%	46%	-	-	-	46%	-	51%	-	40%	-	-	-	-	-	-
Your paid TV provider	650	215	435	-	-	215	-	237	-	198	-	-	-	-	-	-
50%	50%	49%	-	-	-	50%	-	51%	-	48%	-	-	-	-	-	-
Your broadband provider	741	231	510	-	-	231	-	291	-	219	-	-	-	-	-	-
57%	54%	58%	-	-	-	54%	-	63%	-	53%	-	-	-	-	-	-
Your mobile phone provider	606	200	406	-	-	200	-	225	-	181	-	-	-	-	-	-
46%	46%	46%	-	-	-	46%	-	49%	-	44%	-	-	-	-	-	-
Would not be happy to receive Email from any organisation	318	102	216	-	-	102	-	116	-	100	-	-	-	-	-	-
24%	24%	25%	-	-	-	24%	-	25%	-	24%	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QC1/QC2\_8. Which types of communication would you be happy to receive from (Total Answers) - Other

Base : All participants (on even months) Q1-Q2 2022 only

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	1291	-	127	280	618	665	159	178	251	176	238	171	118	337	427	527	289	1206	73	1291	
Weighted Base	1310	**	1310	163*	301	625	676	175*	174	249	183*	237	157*	136*	349	431	530	293	1191	104*	1291
Effective Base	712	-	712	79	157	343	363	90	100	136	97	137	83	69	189	234	289	152	649	54	1291
Your bank / building society	24	-	24	1	7	16	8	4	1	1	4	3	4	5	6	6	13	9	24	-	15
2%	-	2%	1%	2%	2%	1%	1%	2%	1%	1%	2%	3%	3%	3%	2%	1%	2%	3%	2%	-	1%
Your gas / electricity provider	9	-	9	1	-	2	7	-	-	-	5	3	-	1	-	5	4	2	7	1	6
15%	-	1%	1%	-	-	1%	1%	-	-	3%	1%	-	1%	-	-	1%	1%	1%	1%	1%	-
Your local council or tax office	6	-	6	-	-	4	2	1	-	-	4	-	-	1	1	-	5	2	6	-	5
*	-	-	-	-	1%	-	-	-	-	-	2%	-	1%	-	-	1%	1%	1%	-	-	-
Your GP / medical or healthcare professional	13	-	13	2	2	7	5	-	2	-	-	3	4	4	2	-	10	7	13	-	12
1%	-	1%	1%	1%	1%	1%	1%	-	1%	-	-	1%	2%	3%	1%	-	2%	3%	1%	-	1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	9	-	9	-	2	3	6	-	1	2	4	1	-	1	1	6	3	2	9	-	8
1%	-	1%	-	1%	-	1%	1%	-	1%	2%	-	-	1%	-	-	1%	1%	1%	1%	-	1%
Your landline phone provider	10	-	10	1	4	7	3	-	2	3	2	3	1	-	2	5	3	1	10	-	11
1%	-	1%	1%	1%	1%	1%	-	-	1%	1%	1%	-	-	-	1%	1%	1%	-	1%	-	1%
Your paid TV provider	13	-	13	5	-	4	9	2	-	3	3	5	-	-	2	6	5	-	12	1	11
1%	-	1%	3%	-	1%	1%	1%	1%	-	1%	2%	2%	-	-	1%	1%	1%	-	1%	1%	7%
Your broadband provider	4	-	4	1	1	2	2	-	1	1	2	1	-	-	1	2	1	-	4	-	5
*	-	-	-	-	-	-	-	-	1%	-	1%	-	-	-	-	1%	-	-	-	-	-
Your mobile phone provider	2	-	2	2	-	2	-	-	2	-	-	-	-	-	2	-	-	-	2	-	2
*	-	-	1%	-	-	-	-	-	1%	-	-	-	-	-	1%	-	-	-	-	-	-
Would not be happy to receive Other from any organisation	1246	-	1246	152	285	593	644	168	167	239	170	224	150	129	335	408	503	279	1128	102	1242
95%	-	95%	94%	95%	95%	95%	95%	96%	96%	96%	93%	94%	96%	95%	96%	95%	95%	95%	95%	99%	96%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/QC2\_8. Which types of communication would you be happy to receive from (Total Answers) - Other

Base : All participants (on even months) Q1-Q2 2022 only

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1291	300	416	233	342	716	575	689	578	166	172	330	332	210	834	167	1063	-	-	-
Weighted Base	1310	235	439	238	398	674	636	773	509	181*	182*	319	335	207	836	181*	1069	**	**	**
Effective Base	712	135	238	126	214	373	339	385	321	97	97	191	173	107	458	97	579	-	-	-
Your bank / building society	24	2	11	6	5	13	11	13	10	3	1	4	8	5	13	3	21	-	-	-
Your gas / electricity provider	9	1	-	1	7	2	7	5	4	1	-	3	-	-	3	1	3	-	-	-
Your local council or tax office	6	1	-	2	3	1	5	4	2	-	-	2	2	1	3	-	4	-	-	-
Your GP / medical or healthcare professional	13	2	2	3	5	4	8	2	10	2	-	4	4	2	8	2	10	-	-	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	9	1	2	3	3	3	6	6	2	2	2	2	2	2	2	2	6	-	-	-
Your landline phone provider	10	1	2	3	4	3	6	7	3	3	-	1	5	-	5	3	5	-	-	-
Your paid TV provider	13	3	2	1	7	5	8	9	4	5	-	3	2	2	5	5	7	-	-	-
Your broadband provider	4	1	2	1	1	3	1	3	1	1	-	1	2	-	3	1	3	-	-	-
Your mobile phone provider	2	2	-	-	-	2	-	2	-	-	-	-	-	2	-	2	-	-	-	-
Would not be happy to receive Other from any organisation	1248	225	426	221	375	651	596	733	485	166	178	308	319	198	805	166	1025	-	-	-
	85%	96%	97%	93%	94%	87%	94%	93%	95%	92%	93%	96%	95%	96%	95%	92%	99%	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab/cd - ef - gh - ij/kl/mn - op - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/QC2\_8. Which types of communication would you be happy to receive from (Total Answers) - Other

Base : All participants (on even months) Q1-Q2 2022 only

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1291	905	386	151	643	262	209	177	71	71	71	71	72	72	72	71	72	42	220
Weighted Base	1310	1126	184	54**	1108	105	60	37	52*	139*	116*	96*	116*	117*	170*	185*	117*	13**	93
Effective Base	712	604	108	28	535	146	117	145	65	65	63	65	64	66	66	64	65	14	132
Your bank / building society	24	14	10	*	23	1	*	*	-	-	3	-	3	1	6	6	4	-	1
Your gas / electricity provider	9	4	5	-	9	-	+	-	1	3	-	-	-	1	1	-	2	-	-
Your local council or tax office	6	4	2	-	5	-	*	1	-	-	-	-	-	2	1	-	2	-	-
Your GP / medical or healthcare professional	13	10	3	*	11	-	1	1	-	2	-	-	2	2	1	4	-	-	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	9	7	2	*	8	-	1	*	1	2	-	-	-	1	1	3	-	-	-
Your landline phone provider	10	8	2	*	8	1	*	1	1	-	-	-	-	2	-	5	-	1	-
Your paid TV provider	13	11	2	*	13	-	+	*	-	2	-	3	-	5	-	4	-	-	-
Your broadband provider	4	4	-	-	3	1	-	-	1	-	-	-	-	-	-	2	1	*	*
Your mobile phone provider	2	2	*	*	2	-	*	-	-	2	-	-	2	2	-	-	-	-	-
Would not be happy to receive Other from any organisation	1248	1079	167	53	1050	102	59	35	51	130	113	83	111	108	163	177	106	12	80
	95%	85%	91%	99%	95%	97%	99%	95%	98%	93%	97%	97%	95%	92%	95%	96%	91%	94%	97%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/QC2\_8. Which types of communication would you be happy to receive from (Total Answers) - Other

Base : All participants (on even months) Q1-Q2 2022 only

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1291	455	50	243	437	527	179	86	46	964	132	476	512	188	60	30	988	90	-	-
Weighted Base	1310	455	59*	227	448	507	201	96*	43**	955	138*	459	508	216	76*	23**	967	99*	-**	-**
Effective Base	712	251	31	132	226	284	113	54	27	509	81	243	279	117	40	19	522	57	-	-
Your bank / building society	24	9	2	5	7	14	1	1	-	21	1	8	7	7	-	-	15	-	-	-
1% 2%	2%	2%	3%	2%	2%	3%	1%	2%	-	2%	1%	2%	1%	3%	-	-	2%	-	-	-
Your gas / electricity provider	9	2	-	2	5	2	-	1	-	7	1	5	1	1	-	-	6	-	-	-
1% 1%	1%	1%	1%	1%	1%	1%	-	2%	-	1%	1%	1%	1%	1%	-	-	1%	-	-	-
Your local council or tax office	6	2	-	2	5	-	-	1	-	5	1	5	-	-	-	-	5	-	-	-
1% 1%	1%	1%	1%	1%	1%	-	-	2%	-	1%	1%	1%	-	-	-	-	1%	-	-	-
Your GP / medical or healthcare professional	13	6	-	4	6	6	-	1	-	11	1	7	4	-	-	-	11	-	-	-
1% 1%	1%	1%	2%	1%	1%	1%	-	2%	-	1%	1%	1%	1%	-	-	-	1%	-	-	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	9	6	2	2	2	1	3	1	2	2	3	2	1	3	-	2	2	2	-	-
1% 1%	1%	3%	1%	1%	1%	1%	2%	4%	-	2%	2%	1%	2%	-	7%	2%	2%	-	-	-
Your landline phone provider	10	2	-	-	5	1	2	-	2	6	2	6	2	-	2	8	2	-	-	-
1% 1%	1%	1%	1%	1%	1%	1%	1%	4%	1%	1%	1%	1%	1%	7%	1%	2%	1%	-	-	-
Your paid TV provider	13	3	1	1	4	3	5	-	2	6	2	2	2	2	2	4	4	-	-	-
1% 1%	1%	2%	1%	1%	1%	1%	3%	-	4%	1%	1%	1%	1%	3%	7%	4%	4%	-	-	-
Your broadband provider	4	2	-	-	1	1	1	-	2	1	2	1	1	1	2	1	2	-	-	-
1% 1%	1%	1%	1%	1%	1%	1%	1%	4%	1%	1%	1%	1%	1%	1%	7%	7%	2%	-	-	-
Your mobile phone provider	2	2	-	-	2	-	-	-	-	2	-	2	-	-	-	2	-	-	-	-
1% 1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	-
Would not be happy to receive Other from any organisation	1246	435	55	219	422	485	189	94	41	907	135	432	494	199	74	22	926	95	-	-
85%	85%	96%	92%	95%	94%	96%	94%	98%	96%	95%	97%	94%	97%	92%	97%	93%	96%	96%	-	-

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(h)(i) - kl(m)(o)(p)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QC1/QC2\_8. Which types of communication would you be happy to receive from (Total Answers) - Other

Base : All participants (on even months) Q1-Q2 2022 only

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1291	97	1173	21	420	796	75	1252	21	13	1	1286	4
Weighted Base	1310	106*	1185	19**	392	830	88*	1271	23**	9**	2**	1303	5**
Effective Base	712	56	647	9	224	438	50	687	13	8	1	707	4
Your bank / building society	24	-	24	-	8	16	-	24	-	-	-	24	-
2%		-	2%	-	2%	2%	-	2%	-	-	-	2%	-
Your gas / electricity provider	9	-	9	-	2	7	-	7	-	1	-	9	-
1%		-	1%	-	1%	1%	-	1%	-	17%	-	1%	-
Your local council or tax office	6	-	6	-	-	6	-	6	-	-	-	6	-
1%		-	1%	-	-	1%	-	-	-	-	-	-	-
Your GP / medical or healthcare professional	13	-	13	-	7	5	-	13	-	-	-	13	-
1%		-	1%	-	2%	1%	-	1%	-	-	-	1%	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	9	-	9	-	3	6	-	9	-	-	-	9	-
1%		-	1%	-	1%	1%	-	1%	-	-	-	1%	-
Your landline phone provider	10	2	8	-	4	6	-	10	-	-	-	10	-
1%		2%	1%	-	1%	1%	-	1%	-	-	-	1%	-
Your paid TV provider	13	-	13	-	7	6	-	12	-	1	-	13	-
1%		-	1%	-	2%	1%	-	1%	-	17%	-	1%	-
Your broadband provider	4	-	3	1	1	3	-	3	-	1	-	4	-
*		-	-	4%	-	-	-	-	-	7%	-	-	-
Your mobile phone provider	2	-	2	-	2	-	-	2	-	-	-	2	-
*		-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Other from any organisation	1246	104	1124	18	364	794	88	1210	23	6	2	1239	5
95%		98%	95%	96%	93%	95%	100%	95%	100%	75%	100%	95%	100%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**PRE\_QC1/QC2\_8. Which types of communication would you be happy to receive from (Total Answers) - Other**

**Base : All participants (on even months) Q1-Q2 2022 only**

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1291	430	351	-	-	-	430	-	430	-	431	-	-	-	-	-	-
Weighted Base	1310	431	879	**	**	**	431	**	464	**	416	**	**	**	**	**	**
Effective Base	712	220	492	-	-	-	220	-	251	-	242	-	-	-	-	-	-
Your bank / building society	24	16	8	-	-	-	16	-	6	-	1	-	-	-	-	-	-
2%	4%	1%	-	-	-	4%	-	1%	-	*	-	-	-	-	-	-	-
Your gas / electricity provider	9	5	4	-	-	-	5	-	1	-	3	-	-	-	-	-	-
1%	1%	-	-	-	-	1%	-	-	-	1%	-	-	-	-	-	-	-
Your local council or tax office	6	1	5	-	-	-	1	-	3	-	2	-	-	-	-	-	-
*	*	1%	-	-	-	*	-	1%	-	*	-	-	-	-	-	-	-
Your GP / medical or healthcare professional	13	*	12	-	-	-	*	-	8	-	5	-	-	-	-	-	-
1%	*	1%	-	-	-	*	-	2%	-	1%	-	-	-	-	-	-	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	9	3	6	-	-	-	3	-	1	-	5	-	-	-	-	-	-
1%	1%	1%	-	-	-	1%	-	*	-	1%	-	-	-	-	-	-	-
Your landline phone provider	10	2	8	-	-	-	2	-	4	-	4	-	-	-	-	-	-
1%	*	1%	-	-	-	*	-	1%	-	1%	-	-	-	-	-	-	-
Your paid TV provider	13	3	10	-	-	-	3	-	3	-	7	-	-	-	-	-	-
1%	1%	1%	-	-	-	1%	-	1%	-	2%	-	-	-	-	-	-	-
Your broadband provider	4	2	2	-	-	-	2	-	1	-	1	-	-	-	-	-	-
*	*	1%	-	-	-	*	-	1%	-	*	-	-	-	-	-	-	-
Your mobile phone provider	2	*	2	-	-	-	*	-	2	-	-	-	-	-	-	-	-
*	*	-	-	-	-	*	-	*	-	-	-	-	-	-	-	-	-
Would not be happy to receive Other from any organisation	1246	407	840	-	-	-	407	-	443	-	397	-	-	-	-	-	-
95%	94%	96%	-	-	-	94%	-	96%	-	95%	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC2\_1. Which method would you prefer to receive communications from - Your bank / building society

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Post	549	-	549	76	473	265	283	31	64	105	69	123	83	74	95	174	280	157	507	40	608
	21%	-	21%	20%	22%	21%	22%	9%	16%	21%	21%	25%	26%	28%	14%	21%	26%	27%	22%	13%	24%
Phone call	294	-	294	45	249	173	122	70	50	53	38	36	21	26	120	90	84	49	239	52	278
	11%	-	11%	12%	11%	14%	9%	21%	14%	11%	7%	7%	10%	11%	13%	11%	8%	8%	11%	17%	11%
Text message	222	-	222	33	189	117	105	54	21	42	27	36	31	11	75	70	77	42	184	39	223
	9%	-	9%	9%	9%	10%	8%	16%	10%	6%	9%	8%	7%	4%	11%	8%	7%	4%	8%	12%	9%
Email	1287	-	1287	185	1102	590	692	47%	45%	159	236	178	268	153	313	414	561	293	1121	156	1269
	50%	-	50%	48%	50%	47%	53%	47%	45%	46%	48%	54%	55%	48%	45%	50%	52%	50%	50%	51%	49%
Social media (e.g. Facebook, Twitter, etc)	39	-	39	19	20	21	17	6	10	19	-	4	-	-	17	19	4	-	30	10	26
	1%	-	1%	5%	1%	2%	1%	2%	3%	4%	-	1%	-	-	3%	5%	*	-	1%	3%	1%
Video calling (e.g. Skype, FaceTime, etc)	16	-	16	6	10	11	6	2	8	4	3	*	*	-	9	7	*	*	16	-	14
	1%	-	1%	2%	*	1%	*	1%	2%	1%	1%	*	*	-	1%	1%	*	*	1%	-	1%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	44	-	44	8	37	24	21	11	12	9	4	5	3	*	23	13	8	3	42	2	35
	2%	-	2%	2%	2%	2%	2%	3%	3%	2%	1%	1%	*	*	3%	2%	1%	1%	2%	1%	1%
Other	36	-	36	7	29	22	14	2	14	4	6	6	3	1	16	10	10	4	32	5	37
	1%	-	1%	2%	1%	2%	1%	1%	4%	1%	2%	1%	1%	*	2%	1%	1%	1%	1%	1%	1%
No preference	82	-	82	8	75	30	53	9	9	14	8	9	24	9	18	22	42	33	77	3	78
	3%	-	3%	2%	3%	2%	4%	3%	3%	3%	2%	2%	7%	4%	3%	3%	4%	3%	3%	1%	3%
Don't know/ doesn't apply to me	9	-	9	1	8	5	3	3	1	4	-	1	1	-	3	4	2	1	9	-	12
	0%	-	0%	0%	0%	0%	0%	1%	1%	1%	-	1%	1%	-	0%	0%	0%	0%	0%	0%	0%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_1. Which method would you prefer to receive communications from - Your bank / building society

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Post	549	72	187	146	145	259	290	314	230	53	83	159	154	67	397	55	469	95	423	31
21%	15%	22%	20%	20%	20%	23%	20%	23%	20%	19%	20%	23%	21%	17%	23%	19%	22%	18%	22%	24%
Phone call	294	51	89	64	90	140	154	192	96	45	30	79	79	33	188	49	220	68	210	17
11%	11%	11%	12%	13%	11%	12%	12%	11%	11%	17%	9%	11%	11%	8%	11%	12%	10%	13%	11%	13%
Text message	222	52	65	49	56	117	105	134	86	29	28	63	51	39	143	29	185	58	146	18
9%	11%	8%	9%	8%	9%	8%	9%	9%	9%	10%	9%	9%	7%	10%	8%	10%	9%	11%	8%	14%
Email	1287	251	444	245	348	694	592	763	516	126	154	336	381	225	872	127	1113	247	997	42
50%	50%	53%	52%	44%	49%	53%	47%	49%	51%	45%	47%	49%	53%	52%	50%	45%	51%	47%	53%	32%
Social media (e.g. Facebook, Twitter, etc)	39	8	10	13	7	19	21	36	3	2	5	11	17	4	34	2	38	15	24	1
16%	2%	2%	2%	1%	1%	2%	2%	2%	1%	1%	2%	2%	2%	1%	2%	1%	2%	3%	1%	1%
Video calling (e.g. Skype, FaceTime, etc)	7	4	-	-	6	11	6	14	2	3	-	-	-	8	3	3	11	7	5	5
1%	2%	-	-	1%	1%	-	1%	1%	1%	1%	-	-	-	2%	-	1%	1%	1%	-	4%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	44	10	12	9	14	22	23	30	14	5	6	7	9	12	22	5	34	16	25	3
2%	2%	1%	2%	2%	2%	2%	2%	1%	1%	2%	2%	1%	1%	3%	1%	2%	2%	3%	1%	3%
Other	36	5	16	6	9	21	15	25	11	2	3	11	11	9	26	2	34	9	25	2
1%	1%	2%	1%	1%	2%	1%	1%	2%	1%	1%	1%	2%	2%	1%	1%	1%	2%	2%	1%	2%
No preference	82	13	21	20	28	34	48	31	51	9	15	19	22	5	55	9	64	13	59	10
3%	3%	2%	4%	4%	3%	4%	2%	2%	3%	3%	4%	3%	3%	1%	3%	3%	4%	2%	3%	3%
Don't know/ doesn't apply to me	9	-	-	1	7	-	8	5	2	1	-	1	-	-	1	2	2	3	4	2
-	-	-	-	1%	-	1%	-	-	-	-	-	-	-	-	1%	-	-	-	-	1%

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base



QC2\_1. Which method would you prefer to receive communications from - Your bank / building society

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
Post	549	468	81	20	451	51	28	19	27	53	44	37	54	53	68	68	46	7	44
	21%	21%	22%	26%	21%	23%	23%	27%	26%	19%	21%	20%	24%	22%	19%	21%	28%	23%	
Phone call	294	259	35	6	251	24	11	9	13	29	31	14	25	26	49	40	24	24	
	11%	12%	10%	8%	12%	11%	9%	12%	13%	10%	15%	7%	11%	11%	14%	11%	11%	1%	12%
Text message	222	193	30	4	191	13	12	6	14	30	19	15	14	26	21	30	21	2	12
	9%	9%	8%	5%	9%	6%	10%	9%	13%	11%	9%	8%	6%	11%	6%	8%	9%	7%	6%
Email	1287	1099	187	39	1087	108	62	30	42	152	99	102	118	117	162	182	112	14	93
	50%	50%	52%	52%	52%	50%	50%	42%	40%	54%	47%	54%	52%	49%	48%	52%	51%	62%	48%
Social media (e.g. Facebook, Twitter, etc)	39	38	2	+	37	+	1	1	-	2	4	4	-	1	12	6	7	-	+
	2%	2%	+	+	2%	+	1%	1%	-	1%	2%	2%	-	1%	4%	2%	3%	-	+
Video calling (e.g. Skype, FaceTime, etc)	16	16	+	+	14	1	+	+	-	-	-	1	-	-	5	-	-	-	1
	1%	1%	+	+	1%	+	+	2%	-	-	-	1%	-	-	2%	1%	-	-	+
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	44	38	7	+	38	4	2	+	2	2	6	3	4	4	7	8	1	-	4
	2%	2%	2%	+	2%	2%	1%	1%	2%	1%	3%	1%	2%	2%	2%	2%	1%	+	2%
Other	36	31	6	1	26	5	4	2	2	8	4	1	1	-	6	4	-	+	4
	1%	1%	2%	1%	1%	2%	3%	3%	2%	3%	2%	1%	1%	-	2%	1%	-	+	2%
No preference	82	69	13	5	71	7	3	2	3	6	5	11	12	12	2	9	10	7	7
	3%	3%	4%	7%	3%	3%	3%	2%	3%	2%	2%	5%	5%	5%	1%	3%	5%	1%	4%
Don't know/ doesn't apply to me	9	8	+	+	3	4	+	1	1	-	-	-	-	-	3	-	-	-	4
	+	+	+	+	+	+	+	1%	1%	-	-	-	-	-	1%	-	-	-	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QC2\_1. Which method would you prefer to receive communications from - Your bank / building society

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2880	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2880	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Post	549	239	22	124	256	206	65	16	3	482	21	269	208	49	13	9	477	21	157	392
	21%	25%	23%	23%	29% <sup>ab</sup> 16% <sup>gh</sup>	23% <sup>gh</sup> 16% <sup>gh</sup>	16% <sup>gh</sup>	11%	4%	25% <sup>ab</sup> 16% <sup>gh</sup>	9%	23% <sup>ab</sup> 16% <sup>gh</sup>	20%	16%	11%	23%	23% <sup>ab</sup> 16% <sup>gh</sup>	14%	19%	22%
Phone call	294	66	6	19	97	105	51	20	15	203	35	124	116	29	10	10	241	20	122	172
	11%	7%	7%	4%	11%	10%	12%	12%	20% <sup>ab</sup>	11%	15%	12%	11%	10%	9%	26%	11%	13%	15% <sup>ab</sup>	10%
Text message	222	66	11	35	57	107	35	14	9	164	23	72	105	24	16	5	177	21	96	126
	9%	7%	11%	8%	7%	10% <sup>cd</sup>	9%	8%	12%	9%	9%	7%	10% <sup>cd</sup>	8%	14% <sup>kl</sup>	12%	8%	13% <sup>ab</sup>	12% <sup>ab</sup>	7%
Email	1287	486	53	233	402	529	216	95	36	932	133	530	517	157	67	13	1048	80	374	913
	50%	54%	56%	54%	46%	51%	53%	57%	51%	49%	55%	49%	50%	53%	57%	33%	50%	51%	46%	52% <sup>ab</sup>
Social media (e.g. Facebook, Twitter, etc)	39	4	-	-	12	14	8	2	2	26	4	13	12	8	5	-	25	5	26	14
	2%	-	-	-	1%	1%	2%	1%	3%	1%	2%	1%	1%	3%	4%	-	1%	3%	3% <sup>ab</sup>	1%
Video calling (e.g. Skype, FaceTime, etc)	16	4	-	-	-	12	3	2	-	12	2	8	5	3	1	-	13	1	12	5
	1%	-	-	-	-	1% <sup>cd</sup>	1%	1%	-	1%	1%	1%	-	1%	1%	-	1%	1%	1% <sup>cd</sup>	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	44	10	-	3	9	17	11	5	1	26	7	13	24	4	3	-	37	3	14	30
	2%	1%	-	1%	1%	2%	3%	3%	2%	1%	3%	1%	2%	1%	3%	-	2%	2%	2%	2%
Other	36	10	-	3	17	6	5	4	4	23	8	21	10	4	-	2	31	2	12	24
	1%	1%	-	1%	2%	1%	1%	3%	3% <sup>ab</sup>	1%	3% <sup>ab</sup>	2%	1%	1%	-	4%	1%	1%	1%	1%
No preference	82	24	3	18	24	37	11	7	1	61	8	28	34	14	3	-	62	3	17	65
	3%	3%	3%	4%	3%	4%	3%	4%	2%	3%	3%	3%	3%	5%	3%	-	3%	2%	2%	4%
Don't know/ doesn't apply to me	9	4	1	-	-	4	2	-	1	5	1	2	2	3	-	1	3	1	3	6
	-	-	1%	-	-	-	1%	-	1%	-	-	-	1% <sup>ab</sup>	-	-	3%	-	1%	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab/c - d/e/f/gh/i/j - kl/mn/o/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_1. Which method would you prefer to receive communications from - Your bank / building society

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Post	549	34	510	5	162	366	21	534	7	4	2	545	3
21%		22%	21%	12%	23%	21%	15%	22%	11%	12%	32%	21%	16%
Phone call	294	14	279	1	88	179	22	281	7	3	-	291	3
11%		9%	12%	4%	12%	10%	19% <sup>sig</sup>	11%	11%	11%	-	11%	23%
Text message	222	18	200	5	65	149	9	201	18	1	-	220	2
9%		11%	8%	12%	9%	9%	6%	8%	28% <sup>sig</sup>	5%	-	9%	13%
Email	1287	71	1200	16	307	913	67	1247	19	13	4	1279	4
50%		46%	50%	42%	43%	43% <sup>sig</sup>	48%	51% <sup>sig</sup>	30%	46%	68%	43% <sup>sig</sup>	30%
Social media (e.g. Facebook, Twitter, etc)	39	6	29	4	23	17	-	29	8	2	-	39	-
2%		4%	1%	11%	3% <sup>sig</sup>	1%	-	1%	13% <sup>sig</sup>	6%	-	2%	-
Video calling (e.g. Skype, FaceTime, etc)	16	1	11	5	6	5	5	16	-	-	-	16	-
1%		1%	12%	1%	1%	1%	3% <sup>sig</sup>	1%	-	-	-	1%	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	44	5	40	-	22	23	*	37	4	4	-	44	-
2%		3%	2%	-	3% <sup>sig</sup>	1%	*	1%	6% <sup>sig</sup>	12%	-	2%	-
Other	36	*	36	-	7	26	3	32	1	2	-	35	1
1%		2%	-	1%	1%	2%	2%	1%	2%	7%	-	1%	6%
No preference	82	6	73	3	27	50	6	81	-	2	-	82	-
3%		4%	3%	8%	4%	3%	4%	3%	-	6%	-	3%	-
Don't know/ doesn't apply to me	9	1	8	-	2	4	3	7	-	-	-	7	1
*		*	*	-	*	*	2% <sup>sig</sup>	*	-	-	-	*	8%

Proportions/Mean: Columns Test(s) (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_1. Which method would you prefer to receive communications from - Your bank / building society

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3580	-	-	1290	1290	-	-	-	-	-	-	-	850	430	430	430	430
Weighted Base	3580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Post	549	-	-	273	276	-	-	-	-	-	-	-	183	90	107	86	83
	21%	-	-	21%	21%	-	-	-	-	-	-	-	22%	19%	24%	21%	19%
Phone call	294	-	-	167	127	-	-	-	-	-	-	-	99	68	50	39	38
	17%	-	-	13%	10%	-	-	-	-	-	-	-	12%	14%	11%	9%	9%
Text message	222	-	-	114	108	-	-	-	-	-	-	-	70	44	42	32	34
	9%	-	-	9%	8%	-	-	-	-	-	-	-	9%	9%	10%	8%	8%
Email	1287	-	-	620	667	-	-	-	-	-	-	-	377	243	202	215	250
	50%	-	-	48%	52%	-	-	-	-	-	-	-	46%	51%	46%	52%	67%
Social media (e.g. Facebook, Twitter, etc)	39	-	-	23	17	-	-	-	-	-	-	-	20	3	2	9	6
	2%	-	-	2%	1%	-	-	-	-	-	-	-	2%	1%	-	2%	1%
Video calling (e.g. Skype, FaceTime, etc)	16	-	-	6	11	-	-	-	-	-	-	-	6	*	7	*	4
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	*	2%	*	1%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	44	-	-	26	19	-	-	-	-	-	-	-	19	7	10	5	3
	2%	-	-	2%	1%	-	-	-	-	-	-	-	2%	1%	2%	1%	1%
Other	36	-	-	16	20	-	-	-	-	-	-	-	16	*	10	7	3
	1%	-	-	1%	2%	-	-	-	-	-	-	-	2%	*	2%	2%	1%
No preference	82	-	-	39	43	-	-	-	-	-	-	-	26	13	7	20	16
	3%	-	-	3%	3%	-	-	-	-	-	-	-	3%	3%	2%	5%	4%
Don't know/doesn't apply to me	9	-	-	6	3	-	-	-	-	-	-	-	2	4	-	2	1
	*	-	-	*	*	-	-	-	-	-	-	-	*	1%	-	*	*

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QC2\_2. Which method would you prefer to receive communications from - Your gas / electricity provider

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	-**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Post	476	-	476	80	396	234	240	60	83	97	46	95	51	44	143	143	190	95	416	57	529
	18%	-	18%	21%	18%	19%	18%	17%	24% <u>ij</u>	20%	14%	19%	16%	17%	21%	17%	18%	16%	18%	19%	21%
Phone call	225	-	225	47	178	134	91	42	47	42	31	36	17	11	89	72	64	28	192	33	220
	9%	-	9%	12%	8%	11% <u>ef</u>	7%	12% <u>gh</u>	13% <u>klm</u>	9%	7%	5%	4%	4%	12% <u>opq</u>	7% <u>r</u>	6%	5%	9%	9%	11%
Text message	144	-	144	43	101	63	80	43	25	19	16	20	9	8	71	35	37	17	118	23	135
	6%	-	6%	11% <u>d</u>	5%	5%	6%	13% <u>ijklm</u>	9% <u>kl</u>	4%	5%	4%	3%	3%	10% <u>opq</u>	4%	3%	3%	5%	8%	5%
Email	1535	-	1535	186	1349	722	808	150	148	280	221	326	220	190	299	501	736	409	1374	154	1533
	60%	-	60%	48%	62% <u>bc</u>	57%	61%	44%	43%	67% <u>gh</u>	66% <u>gh</u>	67% <u>gh</u>	69% <u>gh</u>	72% <u>gh</u>	43%	61% <u>en</u>	69% <u>no</u>	70% <u>no</u>	61% <u>r</u>	51%	59%
Social media (e.g. Facebook, Twitter, etc)	37	-	37	8	29	15	15	15	8	7	6	-	2	-	23	12	2	2	25	9	25
	1%	-	1%	2%	1%	2%	1%	4% <u>klm</u>	2% <u>k</u>	1% <u>k</u>	2% <u>k</u>	-	1%	-	3% <u>opq</u>	2% <u>q</u>	-	-	1%	3%	1%
Video calling (e.g. Skype, FaceTime, etc)	22	-	22	8	14	17	5	5	7	7	3	-	-	-	12	10	-	-	15	7	13
	1%	-	1%	2% <u>d</u>	1%	1% <u>d</u>	*	1% <u>k</u>	2% <u>kl</u>	1% <u>k</u>	1%	-	-	-	2% <u>opq</u>	1% <u>opq</u>	-	-	1%	2% <u>r</u>	1%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	36	-	36	8	28	18	18	6	15	11	2	1	1	*	21	13	2	2	29	7	30
	1%	-	1%	2%	1%	1%	1%	2% <u>k</u>	4% <u>klm</u>	2% <u>k</u>	1%	*	*	*	2% <u>opq</u>	2% <u>q</u>	*	*	1%	2%	1%
Other	7	-	7	*	7	3	4	*	*	1	3	*	2	-	*	4	2	2	7	-	8
	*	-	*	*	*	*	*	*	*	*	1%	*	1%	-	*	1%	*	*	*	*	*
No preference	58	-	58	4	55	26	32	7	6	16	5	6	14	5	13	21	25	19	51	5	52
	2%	-	2%	1%	3%	2%	2%	2%	2%	3%	2%	1%	4% <u>k</u>	2%	2%	3%	2%	3%	2%	2%	2%
Don't know/ doesn't apply to me	39	-	39	4	35	17	22	13	5	9	1	4	6	6	12	10	10	7	30	9	35
	2%	-	2%	1%	2%	1%	2%	4% <u>ij</u>	2%	2%	1	1%	1	2%	3% <u>p</u>	1%	1%	1%	1%	3%	1%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC2\_2. Which method would you prefer to receive communications from - Your gas / electricity provider

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Post	476	83	153	113	128	235	241	290	182	55	67	129	139	53	335	57	391	101	340	35
	18%	18%	18%	20%	18%	18%	19%	19%	18%	20%	21% <sup>ns</sup>	19%	19%	13%	19% <sup>ns</sup>	20%	18%	19%	18%	27%
Phone call	225	42	60	55	69	102	123	152	71	23	26	60	64	41	150	23	196	48	170	8
	9%	9%	7%	10%	10%	8%	10%	10%	7%	8%	9%	9%	9%	10%	9%	8%	9%	9%	9%	6%
Text message	144	30	45	35	33	76	68	103	41	15	20	46	30	26	96	15	127	33	100	11
	6%	6%	5%	6%	5%	6%	5%	7% <sup>ns</sup>	4%	5%	6%	7%	4%	6%	6%	5%	6%	6%	5%	8%
Email	1535	288	532	312	423	801	735	886	638	155	188	415	438	258	1041	156	1311	288	1191	57
	60%	57%	63%	56%	60%	61%	58%	57%	63% <sup>ns</sup>	56%	58%	60%	60%	64%	60%	56%	60%	54%	63% <sup>ns</sup>	43%
Social media (e.g. Facebook, Twitter, etc)	37	15	14	4	4	29	8	22	12	7	4	5	10	7	27	16	10	16	5	
	1%	3% <sup>ns</sup>	2%	1%	1%	2% <sup>ns</sup>	1%	1%	1%	2%	1%	1%	1%	2%	1%	2%	1%	3% <sup>ns</sup>	1%	4% <sup>ns</sup>
Video calling (e.g. Skype, FaceTime, etc)	22	7	6	5	4	13	9	19	3	4	3	6	5	-	14	4	14	7	10	5
	1%	1%	1%	1%	1%	1%	1%	1%	*	2%	1%	1%	1%	-	1%	2%	1%	1%	4% <sup>ns</sup>	
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	36	9	11	9	7	20	16	24	11	5	4	7	6	11	17	5	29	14	21	1
	1%	2%	1%	2%	1%	2%	1%	2%	1%	2%	1%	1%	1%	3% <sup>ns</sup>	1%	2%	1%	3% <sup>ns</sup>	1%	*
Other	7	*	2	-	5	2	5	3	3	1	1	4	*	-	5	1	5	4	2	*
	*	*	*	-	1%	*	*	*	*	*	*	1%	*	-	*	*	*	1% <sup>ns</sup>	*	*
No preference	58	10	12	14	23	22	36	24	34	10	4	9	19	6	33	10	42	13	39	8
	2%	2%	1%	2%	3%	2%	3%	2%	3% <sup>ns</sup>	4%	1%	1%	3%	2%	2%	4%	2%	3%	2%	4%
Don't know/ doesn't apply to me	39	5	12	7	14	17	22	21	17	2	6	9	13	*	28	3	28	5	30	4
	2%	1%	1%	1%	2%	1%	2%	1%	2%	1%	2% <sup>ns</sup>	1%	2% <sup>ns</sup>	*	2%	1%	1%	1%	2%	3%

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC2\_2. Which method would you prefer to receive communications from - Your gas / electricity provider

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	136	144	140	133	24	166	
Post	476	402	75	24	394	40	24	18	23	38	28	34	46	49	69	59	48	8	32
	18%	18%	21%	21%ab	18%	18%	20%	23%ab	22%	14%	13%	18%	20%	21%	17%	22%	34%	17%	
Phone call	225	186	39	3	183	21	13	8	15	28	19	11	21	15	28	28	19	1	20
	9%	8%	11%bc	4%	8%	10%	11%	11%	14%klm	10%	9%	6%	9%	6%	8%	8%	8%	2%	11%
Text message	144	128	16	1	121	8	9	6	8	26	11	9	5	13	26	14	10	*	8
	6%	6%	4%	1%	6%	4%	7%	8%	7%	9%	5%	5%	2%	5%	8%	4%	5%	*	4%
Email	1535	1335	201	45	1295	136	68	36	56	172	145	112	137	144	171	220	136	15	122
	60%	60%	56%	59%	59%	53%ab	55%	50%	54%	61%	58%lmn	60%	60%	60%	51%	63%lm	62%	63%	63%lm
Social media (e.g. Facebook, Twitter, etc)	37	37	*	*	36	*	*	1	*	2	5	3	5	2	19	*	*	*	*
	1%	2%	*	1%	2%	*	*	1%	*	1%	3%o	1%	2%	1%	6%hlmopq	*	*	*	*
Video calling (e.g. Skype, FaceTime, etc)	22	22	*	*	20	2	*	*	*	6	*	3	2	*	5	*	3	*	2
	1%	1%	*	*	1%	1%	*	*	*	2%	*	2%	1%	*	2%	*	1%	*	1%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	36	30	6	*	30	3	2	1	1	2	*	3	2	2	9	11	1	*	3
	1%	1%	2%	*	1%	1%	2%	1%	1%	1%	*	1%	1%	1%	3%	3%	1%	*	1%
Other	7	5	2	*	6	*	*	1	*	*	2	1	2	1	*	*	*	*	*
	*	1%	1%	*	*	*	*	1%ab	*	*	1%	1%	1%	*	*	*	*	*	*
No preference	58	46	12	*	46	2	8	1	2	6	1	7	9	13	3	7	1	*	2
	2%	2%	3%	3%	2%	1%	2%ab	2%	2%	2%	1%	3%	4%	6%lmop	1%	2%	1%	*	1%
Don't know/ doesn't apply to me	39	30	9	*	34	4	1	1	*	3	1	6	*	1	8	13	3	*	4
	2%	1%	3%	1%	2%	2%	1%	1%	*	1%	1%	3%l	*	*	2%	4%l	1%	*	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QC2\_2. Which method would you prefer to receive communications from - Your gas / electricity provider

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2880	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2880	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Post	476	165	17	80	216	180	49	26	4	396	29	236	178	46	9	3	414	12	152	324
	19%	20%	18%	19%	23% <sup>ab</sup>	17% <sup>cd</sup>	12%	15%	5%	21% <sup>gh</sup>	12%	23% <sup>ik</sup>	17% <sup>lm</sup>	16%	8%	8%	20% <sup>no</sup>	8%	16%	19%
Phone call	225	61	8	20	71	88	44	10	5	159	15	83	91	26	13	8	174	21	99	126
	9%	7%	8%	5%	8%	8%	11%	6%	7%	8%	6%	8%	9%	9%	11%	20%	8%	13%	12% <sup>rs</sup>	7%
Text message	144	35	5	12	33	69	22	15	2	102	17	52	60	24	3	5	112	8	78	66
	6%	4%	5%	3%	4%	7% <sup>cd</sup>	6%	3% <sup>ef</sup>	3%	5%	7%	5%	6%	8%	3%	13%	5%	5%	9% <sup>gh</sup>	4%
Email	1558	586	59	289	503	638	240	101	51	1141	152	653	622	158	81	18	1275	99	421	1114
	69%	63%	62%	69%	69%	61%	59%	60%	69%	60%	63%	61%	60%	64%	33% <sup>lm</sup>	46%	60%	63%	51%	64% <sup>no</sup>
Social media (e.g. Facebook, Twitter, etc)	37	11	2	3	6	16	8	1	6	23	7	9	19	6	-	3	27	3	19	18
	1%	1%	2%	1%	1%	2%	2%	1%	7% <sup>de</sup>	1%	3% <sup>ef</sup>	1%	2%	2%	-	8%	1%	2%	2%	1%
Video calling (e.g. Skype, FaceTime, etc)	22	4	-	2	5	4	13	-	-	9	-	-	7	5	9	-	7	9	15	7
	1%	-	-	-	1%	-	3% <sup>de</sup>	-	-	-	-	-	1% <sup>kl</sup>	2% <sup>lm</sup>	6% <sup>no</sup>	-	7% <sup>op</sup>	6% <sup>qr</sup>	2% <sup>st</sup>	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	36	7	-	2	6	14	5	6	4	10	10	14	19	2	-	-	33	-	18	18
	1%	1%	-	2%	1%	1%	1%	4% <sup>cd</sup>	6% <sup>de</sup>	2%	4% <sup>de</sup>	1%	2%	1%	-	-	2%	-	2%	1%
Other	7	-	-	-	-	4	1	-	1	4	1	2	2	1	-	1	4	1	5	2
	-	-	-	-	-	-	-	-	1% <sup>cd</sup>	-	-	-	-	-	-	2%	-	-	1%	-
No preference	58	21	3	18	17	17	15	8	-	34	8	17	19	18	2	-	36	2	16	43
	2%	2%	3%	4%	2%	2%	4%	5%	-	2%	3%	2%	2%	2%	1% <sup>kl</sup>	2%	-	2%	1%	2%
Don't know/ doesn't apply to me	39	12	1	8	16	9	9	-	1	26	1	14	15	7	-	1	29	1	10	29
	2%	1%	1%	2%	2%	1%	2%	-	2%	1%	1%	1%	1%	2%	-	3%	1%	1%	1%	2%

Proportions/Mean: Columns Tested (5% risk level) - ab/c - d/e/f/g/h/i - kl/m/n/o/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QC2\_2. Which method would you prefer to receive communications from - Your gas / electricity provider

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Post	476	28	444	5	152	296	26	455	15	1	4	470	3
18%	18%	18%	19%	12%	21%	17%	20%	18%	23%	2%	65%	18%	18%
Phone call	225	18	204	4	67	139	19	214	9	1	-	224	1
9%	12%	9%	10%	9%	8%	14%	14%	9%	14%	2%	-	9%	8%
Text message	144	22	119	3	54	80	10	129	12	1	-	142	2
6%	14% <sup>ab</sup>	5%	8%	8%	5%	7%	5%	19% <sup>gh</sup>	4%	6%	-	6%	13%
Email	1535	76	1442	18	369	1104	62	1498	12	19	2	1529	4
60%	49%	53% <sup>ab</sup>	45%	52%	45% <sup>cd</sup>	44%	44%	51% <sup>gh</sup>	16%	61%	35%	50% <sup>gh</sup>	30%
Social media (e.g. Facebook, Twitter, etc)	37	-	36	1	10	20	8	31	*	2	-	34	3
1%	-	1%	4%	1%	1%	6% <sup>de</sup>	1%	1%	*	8%	-	1%	23%
Video calling (e.g. Skype, FaceTime, etc)	22	7	12	3	15	3	4	7	14	1	-	22	-
1%	5% <sup>ab</sup>	1%	7%	7%	*	2% <sup>de</sup>	*	21% <sup>gh</sup>	5%	-	-	1% <sup>de</sup>	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	36	2	34	-	13	21	2	34	2	-	-	36	-
1%	1%	1%	-	2%	1%	2%	1%	3%	-	-	-	1%	-
Other	7	*	5	2	4	3	-	7	-	-	-	7	-
*	*	*	5%	1%	-	-	-	*	-	-	-	-	-
No preference	58	*	56	2	16	39	3	54	-	4	-	58	-
2%	*	2%	5%	2%	2%	2%	2%	2%	-	15%	-	2%	-
Don't know/ doesn't apply to me	39	2	34	3	8	28	3	36	-	1	-	38	1
2%	2%	1%	6%	1%	2%	2%	1%	-	5%	-	-	1%	8%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_2. Which method would you prefer to receive communications from - Your gas / electricity provider

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	3580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Post	476	-	-	235	241	-	-	-	-	-	-	-	147	88	84	78	80
	18%	-	-	18%	19%	-	-	-	-	-	-	-	18%	19%	19%	19%	18%
Phone call	225	-	-	119	106	-	-	-	-	-	-	-	82	38	46	26	34
	9%	-	-	9%	8%	-	-	-	-	-	-	-	10%	8%	11%	6%	8%
Text message	144	-	-	68	75	-	-	-	-	-	-	-	44	25	20	30	25
	6%	-	-	5%	6%	-	-	-	-	-	-	-	5%	5%	5%	7%	5%
Email	1535	-	-	779	757	-	-	-	-	-	-	-	483	296	249	240	268
	60%	-	-	60%	59%	-	-	-	-	-	-	-	59%	63%	57%	58%	61%
Social media (e.g. Facebook, Twitter, etc)	37	-	-	15	22	-	-	-	-	-	-	-	9	7	9	7	5
	1%	-	-	1%	2%	-	-	-	-	-	-	-	1%	1%	2%	2%	1%
Video calling (e.g. Skype, FaceTime, etc)	22	-	-	15	8	-	-	-	-	-	-	-	13	1	-	3	4
	1%	-	-	1%	1%	-	-	-	-	-	-	-	2%	-	-	1%	1%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	36	-	-	23	13	-	-	-	-	-	-	-	20	3	6	3	4
	1%	-	-	2%	1%	-	-	-	-	-	-	-	2%	1%	1%	1%	1%
Other	7	-	-	3	4	-	-	-	-	-	-	-	1	2	2	2	-
	0%	-	-	0%	0%	-	-	-	-	-	-	-	0%	0%	0%	0%	0%
No preference	58	-	-	18	41	-	-	-	-	-	-	-	13	5	15	15	11
	2%	-	-	1%	3%	-	-	-	-	-	-	-	2%	1%	3%	4%	2%
Don't know/doesn't apply to me	39	-	-	14	25	-	-	-	-	-	-	-	6	8	6	12	7
	2%	-	-	1%	2%	-	-	-	-	-	-	-	1%	2%	1%	2%	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC2\_3. Which method would you prefer to receive communications from - Your local council or tax office

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	-**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Post	840	-	840	116	724	397	439	101	103	138	95	183	116	103	205	233	402	218	735	103	932
	33%	-	33%	30%	33%	32%	33%	30%	30%	28%	29%	35% <sup>u</sup>	36%	33% <sup>u</sup>	30%	28%	38% <sup>no</sup>	38% <sup>no</sup>	33%	34%	36%
Phone call	249	-	249	49	200	126	123	47	48	58	33	29	22	13	95	91	64	35	217	33	249
	10%	-	10%	13%	9%	10%	9%	13% <sup>u</sup>	13% <sup>u</sup>	12% <sup>u</sup>	10%	6%	7%	5%	13% <sup>u</sup>	13% <sup>u</sup>	6%	6%	10%	11%	10%
Text message	121	-	121	36	85	57	64	35	23	22	13	11	10	7	55	35	28	17	99	20	101
	5%	-	5%	9% <sup>u</sup>	4%	5%	5%	10% <sup>u</sup>	10% <sup>u</sup>	9% <sup>u</sup>	4%	4%	2%	3%	10% <sup>u</sup>	4%	3%	3%	4%	7%	4%
Email	1190	-	1190	154	1036	565	621	121	133	230	175	245	151	134	254	406	530	285	1049	131	1146
	46%	-	46%	40%	47% <sup>u</sup>	45%	47%	35%	38%	47% <sup>u</sup>	53% <sup>u</sup>	50% <sup>u</sup>	45% <sup>u</sup>	51% <sup>u</sup>	37%	49% <sup>u</sup>	50% <sup>u</sup>	49% <sup>u</sup>	46%	43%	44%
Social media (e.g. Facebook, Twitter, etc)	27	-	27	8	19	9	9	6	10	6	5	-	-	-	16	11	-	-	26	2	22
	1%	-	1%	2%	1%	1%	1%	2% <sup>u</sup>	3% <sup>u</sup>	1%	2% <sup>u</sup>	-	-	-	2% <sup>u</sup>	1% <sup>u</sup>	-	-	1%	1%	1%
Video calling (e.g. Skype, FaceTime, etc)	17	-	17	7	9	11	6	2	6	6	-	2	-	-	9	6	2	-	14	1	12
	1%	-	1%	2% <sup>u</sup>	-	1%	-	1%	2%	1%	-	-	-	-	1% <sup>u</sup>	1%	-	-	1%	-	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	25	-	25	6	20	17	8	9	8	4	4	-	-	-	18	8	-	-	23	2	16
	1%	-	1%	1%	1%	1%	1%	3% <sup>u</sup>	2% <sup>u</sup>	1%	1%	-	-	-	2% <sup>u</sup>	1% <sup>u</sup>	-	-	1%	1%	1%
Other	12	-	12	3	10	9	3	2	2	5	1	2	-	-	4	6	3	-	7	5	9
	*	-	*	1%	-	1%	-	1%	-	1%	-	-	-	-	1%	1%	-	-	-	2% <sup>u</sup>	-
No preference	70	-	70	3	68	37	34	10	6	14	4	12	17	7	17	18	36	24	64	4	64
	3%	-	3%	1%	3% <sup>u</sup>	3%	3%	3%	2%	3%	1%	2%	3% <sup>u</sup>	3%	2%	3%	3%	4%	3%	1%	2%
Don't know/ doesn't apply to me	28	-	28	6	22	19	9	8	8	5	3	3	-	-	10	8	4	1	24	4	29
	1%	-	1%	1%	1%	2%	1%	2%	2%	1%	1%	1%	-	-	2% <sup>u</sup>	1%	-	-	1%	1%	1%

Proportions/Mean: Columns Testad (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_3. Which method would you prefer to receive communications from - Your local council or tax office

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Post	840	128	298	199	215	426	414	477	355	83	122	228	240	115	589	85	712	170	622	47
	33%	27%	35%	37%	30%	32%	33%	31%	35%	30%	37%	33%	33%	28%	34%	30%	33%	32%	32%	36%
Phone call	249	44	78	47	80	122	127	166	81	26	35	76	70	30	164	27	218	67	174	7
	10%	9%	9%	9%	11%	9%	10%	11%	8%	9%	11%	10%	10%	7%	11%	10%	10%	13%	9%	6%
Text message	121	44	28	21	28	73	48	86	35	15	16	24	29	29	68	15	101	33	73	15
	5%	9%	3%	4%	4%	6%	4%	6%	3%	5%	5%	3%	4%	7%	4%	5%	6%	4%	4%	12%
Email	1190	229	389	246	326	618	572	715	463	123	131	322	347	202	800	123	1015	218	923	49
	46%	49%	46%	45%	46%	47%	45%	46%	46%	44%	40%	47%	48%	32%	46%	44%	47%	41%	42%	38%
Social media (e.g. Facebook, Twitter, etc)	27	3	13	5	6	16	11	18	9	-	8	2	2	9	13	-	22	7	15	5
	1%	1%	2%	1%	1%	1%	1%	1%	1%	-	3%	-	-	2%	1%	-	1%	1%	1%	4%
Video calling (e.g. Skype, FaceTime, etc)	17	2	5	4	8	8	9	8	9	4	-	4	4	5	7	4	13	4	13	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	-	1%	1%	1%	1%	1%	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	25	4	5	5	11	9	17	19	6	9	5	4	4	4	12	9	16	11	15	-
	1%	1%	1%	1%	2%	1%	1%	1%	1%	3%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
Other	12	-	5	2	5	5	7	9	3	1	1	4	6	-	11	1	11	3	9	-
	-	-	1%	-	1%	-	1%	1%	-	-	-	1%	1%	-	1%	-	1%	-	-	-
No preference	70	11	25	14	21	36	34	31	30	9	7	17	20	9	44	9	53	10	56	5
	3%	2%	3%	3%	3%	3%	3%	2%	3%	3%	3%	2%	3%	2%	3%	3%	2%	2%	3%	4%
Don't know/ doesn't apply to me	28	3	2	8	14	6	22	14	12	8	2	7	3	2	12	8	13	7	19	2
	1%	1%	-	1%	2%	-	2%	1%	1%	3%	-	1%	-	-	3%	3%	1%	1%	1%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC2\_3. Which method would you prefer to receive communications from - Your local council or tax office

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	136	144	140	133	24	166	
Post	840	696	143	32	688	81	42	29	47	94	68	59	83	56	105	105	71	12	69
	33%	31%	40% <b>a</b>	43% <b>a</b>	32%	37%	34%	40% <b>d</b>	43% <b>d</b> (k/m/n/o)	33%	32%	31%	30% <b>m</b>	23%	31%	30%	32%	53%	23% <b>m</b>
Phone call	249	209	40	7	210	17	15	7	14	34	23	19	18	21	30	28	23	1	17
	10%	9%	11%	9%	10%	8%	12%	10%	13%	12%	11%	10%	8%	9%	8%	8%	10%	2%	8%
Text message	121	101	20	6	103	5	9	5	2	13	14	3	8	11	29	11	12	1	4
	5%	5%	6%	7%	5%	2%	7% <b>a</b>	6% <b>a</b>	2%	5%	7% <b>k</b>	1%	4%	4%	9% <b>k</b> (n/o)	3%	5%	4%	2%
Email	1190	1053	137	28	1012	101	51	26	37	125	93	96	98	127	150	180	104	9	92
	46%	47% <b>b</b>	38%	37%	42% <b>b</b>	43% <b>b</b>	42%	36%	36%	44%	44%	43%	43%	50% <b>b</b>	44%	51% <b>b</b>	47%	40%	47% <b>b</b>
Social media (e.g. Facebook, Twitter, etc)	27	27	-	-	23	3	-	1	-	4	-	1	-	6	9	-	1	-	3
	1%	1%	-	-	1%	1%	-	1%	-	1%	-	1%	-	3% <b>c</b>	3% <b>c</b>	-	1%	-	2%
Video calling (e.g. Skype, FaceTime, etc)	17	15	2	-	16	-	-	-	1	2	2	-	-	1	-	7	3	-	-
	1%	1%	1%	-	1%	-	-	-	1%	1%	1%	-	-	1%	-	2%	1%	-	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	25	17	9	-	23	2	-	-	1	2	1	-	5	3	4	6	-	-	2
	1%	1%	2% <b>a</b>	-	1%	1%	-	-	1%	1%	1%	-	2%	1%	1%	2%	-	-	1%
Other	12	12	-	-	10	1	-	1	-	2	2	1	-	-	5	-	-	-	1
	1%	1%	-	-	1%	1%	-	1%	-	1%	1%	1%	-	-	1%	-	-	-	1%
No preference	70	62	8	-	62	2	5	2	2	5	6	5	13	11	3	12	4	-	2
	3%	3%	2%	3%	3%	1%	4%	3%	2%	2%	3%	3%	4% <b>k</b> (m)	4% <b>k</b> (m)	1%	3%	2%	-	1%
Don't know/ doesn't apply to me	28	28	-	-	23	3	1	1	1	2	2	3	2	4	3	2	3	-	3
	1%	1%	-	-	1%	1%	1%	2%	1%	1%	1%	2%	1%	2%	1%	1%	1%	-	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QC2\_3. Which method would you prefer to receive communications from - Your local council or tax office

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2880	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2880	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Post	840	363	34	175	374	317	97	45	4	691	49	405	326	76	19	11	731	30	250	590
33%	39%	36%	40%	43% <sup>ab</sup>	41% <sup>gh</sup>	37% <sup>hi</sup>	27% <sup>cd</sup>	23% <sup>cd</sup>	5%	33% <sup>ef</sup>	23% <sup>hi</sup>	31% <sup>lmnq</sup>	31% <sup>lmnq</sup>	26%	16%	27%	31% <sup>lmnq</sup>	19%	30%	34%
Phone call	249	52	7	16	83	89	47	18	9	172	27	99	87	37	14	7	185	21	121	128
10%	6%	8%	4%	9%	9%	12%	11%	12%	9%	17%	11%	9%	8%	13%	12%	18%	9%	13%	15% <sup>rs</sup>	7%
Text message	121	33	7	14	25	67	16	8	5	92	13	40	51	19	7	4	92	6%	67	53
5%	4%	7%	3%	3%	6% <sup>cd</sup>	9%	4%	5%	7%	5%	5%	4%	5%	6%	6%	9%	4%	6%	6% <sup>cd</sup>	3%
Email	1190	435	40	212	348	509	202	79	46	857	125	482	502	121	68	13	984	81	327	863
46%	47%	42%	49%	40%	47% <sup>cd</sup>	52% <sup>cd</sup>	47%	46% <sup>cd</sup>	45%	52% <sup>cd</sup>	27% <sup>cd</sup>	45%	46%	41%	38% <sup>km</sup>	33%	47%	52%	38% <sup>km</sup>	46% <sup>km</sup>
Social media (e.g. Facebook, Twitter, etc)	27	4	-	1	5	11	12	-	-	15	-	8	11	5	4	-	19	4	11	17
1%	1%	-	1%	1%	1%	3% <sup>de</sup>	-	-	1%	-	-	1%	1%	2%	3%	-	1%	2%	1%	1%
Video calling (e.g. Skype, FaceTime, etc)	17	3	-	-	2	9	2	1	2	11	4	7	4	4	-	1	11	2	14	3
1%	1%	-	-	1%	1%	1%	1%	1%	1%	2%	2%	1%	-	1%	-	3%	1%	1%	2% <sup>cd</sup>	1%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	25	8	2	3	-	10	6	0	-	10	0	6	16	2	1	-	22	1	17	8
1%	1%	2%	1%	-	1% <sup>cd</sup>	2% <sup>de</sup>	5% <sup>de</sup>	-	1%	4% <sup>de</sup>	-	1%	2%	1%	1%	-	1%	1%	2% <sup>cd</sup>	1%
Other	12	1	-	1	5	2	3	1	1	7	2	3	3	4	2	1	5	3	4	8
1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	-	2% <sup>de</sup>	1%	1%	1%
No preference	70	19	2	12	27	17	18	3	3	44	7	24	21	21	2	-	44	2	13	57
3%	2%	2%	3%	3%	2%	4% <sup>de</sup>	2%	4%	2%	3%	3%	2%	2%	1% <sup>lm</sup>	2%	-	2%	1%	2%	3%
Don't know/ doesn't apply to me	28	6	3	1	6	8	4	3	3	14	6	6	12	5	1	3	18	4	8	20
1%	1%	3% <sup>bc</sup>	-	1%	1%	1%	2%	4% <sup>de</sup>	1%	2% <sup>hi</sup>	1%	1%	1%	2%	1%	7%	1%	3% <sup>kl</sup>	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(m)(n)(op)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_3. Which method would you prefer to receive communications from - Your local council or tax office

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Post	840	47	783	10	253	543	43	819	10	6	2	835	3
33%		30%	33%	25%	36%	31%	31%	57% <sup>ab</sup>	16%	20%	32%	53% <sup>ab</sup>	19%
Phone call	249	25	218	6	80	149	20	228	18	2	-	248	1
10%		16% <sup>b</sup>	9%	14%	11%	9%	14%	9%	26% <sup>gh</sup>	7%	-	10%	9%
Text message	121	12	106	3	45	67	8	110	6	3	-	119	2
5%		8%	4%	8%	6%	4%	6%	4%	10%	11%	-	5%	13%
Email	1190	53	1120	16	265	870	54	1164	9	9	2	1182	6
46%		35%	37% <sup>a</sup>	42%	37%	50% <sup>cd</sup>	39%	67% <sup>ab</sup>	16%	29%	35%	67% <sup>ab</sup>	44%
Social media (e.g. Facebook, Twitter, etc)	27	4	21	3	10	12	5	21	5	1	-	27	-
1%		2%	1%	7%	1%	1%	4% <sup>a</sup>	1%	6% <sup>gh</sup>	5%	-	1%	-
Video calling (e.g. Skype, FaceTime, etc)	17	4	13	-	8	7	1	8	7	-	2	15	-
1%		3% <sup>b</sup>	1%	-	1%	-	-	-	11% <sup>gh</sup>	-	34%	1%	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	25	1	24	-	13	12	-	19	5	1	-	25	-
1%		1%	1%	-	2%	1%	-	1%	6% <sup>gh</sup>	4%	-	1%	-
Other	12	-	12	-	3	8	1	8	3	-	-	11	1
0		-	1%	-	-	-	1%	-	4% <sup>gh</sup>	-	-	-	8%
No preference	70	3	68	-	21	45	4	64	-	6	-	70	-
3%		2%	3%	-	3%	3%	3%	3%	1%	21%	-	3%	-
Don't know/ doesn't apply to me	28	5	21	1	8	18	2	25	-	1	-	27	1
1%		3% <sup>b</sup>	1%	4%	1%	1%	1%	1%	-	5%	-	1%	8%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_3. Which method would you prefer to receive communications from - Your local council or tax office

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Post	840	-	-	403	437	-	-	-	-	-	-	-	253	150	168	120	149
33%	-	-	-	31%	34%	-	-	-	-	-	-	-	31%	32%	35%	29%	34%
Phone call	249	-	-	133	116	-	-	-	-	-	-	-	95	38	48	43	25
10%	-	-	-	10%	9%	-	-	-	-	-	-	-	12%	8%	11%	10%	6%
Text message	121	-	-	58	63	-	-	-	-	-	-	-	29	26	25	22	17
5%	-	-	-	4%	5%	-	-	-	-	-	-	-	4%	6%	6%	5%	4%
Email	1190	-	-	603	587	-	-	-	-	-	-	-	373	230	177	188	221
46%	-	-	-	47%	45%	-	-	-	-	-	-	-	46%	49%	41%	45%	51%
Social media (e.g. Facebook, Twitter, etc)	27	-	-	13	14	-	-	-	-	-	-	-	11	2	*	7	7
1%	-	-	-	1%	1%	-	-	-	-	-	-	-	1%	*	*	2%	2%
Video calling (e.g. Skype, FaceTime, etc)	17	-	-	12	5	-	-	-	-	-	-	-	6	4	1	2	1
1%	-	-	-	1%	*	-	-	-	-	-	-	-	1%	1%	*	1%	*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	25	-	-	17	8	-	-	-	-	-	-	-	11	6	2	6	*
1%	-	-	-	1%	1%	-	-	-	-	-	-	-	1%	1%	*	1%	*
Other	12	-	-	7	5	-	-	-	-	-	-	-	7	*	3	2	-
*	-	-	-	1%	*	-	-	-	-	-	-	-	1%	*	1%	1%	-
No preference	70	-	-	27	43	-	-	-	-	-	-	-	21	6	11	18	13
3%	-	-	-	2%	3%	-	-	-	-	-	-	-	3%	1%	3%	4%	3%
Don't know/doesn't apply to me	28	-	-	15	13	-	-	-	-	-	-	-	8	7	2	7	3
1%	-	-	-	1%	1%	-	-	-	-	-	-	-	1%	2%	1%	2%	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



QC2\_4. Which method would you prefer to receive communications from - Your GP / medical or healthcare professional

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	2580	-	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	1482
Post	330	-	330	274	173	157	29	43	75	50	75	32	26	72	125	133	58	295	34	359
	13%	-	13%	14%	14%	12%	8%	12%	15% <sup>h</sup>	15% <sup>h</sup>	15% <sup>h</sup>	10%	10%	10%	15% <sup>h</sup>	12%	10%	13%	11%	14%
Phone call	948	-	948	835	456	492	128	130	140	111	170	145	125	258	251	440	270	853	88	1092
	37%	-	37%	38%	36%	37%	33% <sup>h</sup>	33% <sup>h</sup>	29%	33%	35%	45% <sup>h</sup>	42% <sup>h</sup>	37%	31%	41% <sup>h</sup>	41% <sup>h</sup>	33%	29%	42%
Text message	481	-	481	408	209	267	73	51	83	76	89	55	47	129	160	192	102	410	68	391
	19%	-	19%	19%	17%	20%	23% <sup>h</sup>	15%	17%	23% <sup>h</sup>	17%	18%	17%	19%	19%	18%	18%	18%	22%	15%
Email	631	-	631	522	315	315	77	86	148	73	123	68	56	163	221	247	124	533	94	567
	24%	-	24%	28%	25%	24%	22%	25%	30% <sup>h</sup>	22%	25%	22%	21%	24%	27%	23%	21%	24%	31%	22%
Social media (e.g. Facebook, Twitter, etc)	11	-	11	7	5	6	-	6	2	3	-	-	-	6	5	-	-	10	1	9
	1%	-	1%	1%	1%	1%	-	2% <sup>h</sup>	1%	1%	-	-	-	3% <sup>h</sup>	3%	-	-	1%	1%	
Video calling (e.g. Skype, FaceTime, etc)	33	-	33	26	22	10	7	8	6	7	4	1	-	15	13	5	1	28	5	31
	1%	-	1%	2%	2%	1%	2%	2%	1%	2%	1%	-	-	2% <sup>h</sup>	2%	-	-	1%	2%	
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	33	-	33	25	26	7	8	10	11	3	1	-	-	18	13	2	-	24	9	22
	1%	-	1%	1%	2% <sup>h</sup>	1%	2% <sup>h</sup>	3% <sup>h</sup>	2% <sup>h</sup>	1%	1%	-	-	2% <sup>h</sup>	2% <sup>h</sup>	-	-	1%	3% <sup>h</sup>	
Other	30	-	30	27	15	15	4	5	*	4	7	3	6	9	4	17	10	28	1	29
	1%	-	1%	1%	1%	1%	1%	2% <sup>h</sup>	*	1%	1% <sup>h</sup>	1%	2% <sup>h</sup>	1%	*	2%	2%	1%	*	1%
No preference	67	-	67	60	29	39	8	4	19	7	15	11	3	12	26	29	14	63	3	61
	3%	-	3%	3%	2%	3%	2%	1%	4%	2%	3%	3%	1%	2%	3%	3%	2%	3%	1%	2%
Don't know/ doesn't apply to me	16	-	16	10	7	9	3	4	4	*	4	2	-	7	4	5	2	14	2	19
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC2\_4. Which method would you prefer to receive communications from - Your GP / medical or healthcare professional

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Post	330	54	125	82	69	179	151	223	103	28	41	102	100	38	244	30	283	69	241	19
73%	11%	10% <sup>cd</sup>	10% <sup>cd</sup>	10%	14%	12%	10%	10%	10%	10%	13%	15%	14%	9%	14%	11%	13%	13%	13%	15%
Phone call	348	181	277	213	277	458	491	528	405	113	126	262	252	130	640	115	774	189	714	46
37%	38%	33%	39%	31% <sup>b</sup>	35%	39%	34%	34%	40% <sup>cd</sup>	41%	39%	38%	35%	32%	37%	41%	36%	36%	37%	35%
Text message	481	81	171	86	143	252	229	293	186	49	52	121	148	87	321	49	421	88	365	27
19%	17%	20%	15%	20%	19%	18%	19%	18%	18%	18%	16%	17%	21%	22%	18%	17%	19%	17%	19%	21%
Email	631	121	221	130	160	341	290	386	242	60	80	158	184	114	422	60	541	131	474	27
24%	26%	26%	24%	23%	26%	23%	25%	24%	24%	22%	25%	23%	25%	28%	24%	21%	25%	25%	25%	20%
Social media (e.g. Facebook, Twitter, etc)	11	-	1	2	0	1	10	6	4	-	1	6	-	1	8	-	8	5	3	3
33	13	17	2	-	30	3	26	7	3	5	7	2	14	3	28	3	28	11	22	-
1%	3% <sup>cd</sup>	2% <sup>cd</sup>	-	-	2% <sup>f</sup>	3	2%	1%	1%	2%	1%	-	4% <sup>km</sup>	1%	1%	1%	1%	2%	1%	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	33	9	11	9	5	19	14	24	9	9	7	3	6	8	16	9	25	11	22	-
1%	2%	1%	2%	1%	1%	1%	1%	2%	1%	3% <sup>km</sup>	2%	-	1%	2%	1%	3% <sup>op</sup>	1%	2%	1%	-
Other	30	4	5	6	14	10	20	15	15	6	2	4	13	3	20	6	23	10	20	-
1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	2%	1%	1%	2%	1%	1%	2%	1%	2%	1%	-
No preference	67	5	20	20	23	25	43	33	34	5	7	24	18	6	50	5	80	13	48	6
3%	1%	2%	3% <sup>cd</sup>	3%	2%	3%	2%	3%	3%	2%	2%	3%	2%	2%	3%	2%	3%	2%	3%	5%
Don't know/ doesn't apply to me	16	4	-	3	10	4	12	10	5	4	4	3	-	-	6	4	6	4	10	2
1%	1%	-	-	1% <sup>b</sup>	-	1%	1%	1%	1%	2% <sup>km</sup>	1% <sup>f</sup>	-	-	-	2% <sup>op</sup>	-	1%	1%	1%	2%

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC2\_4. Which method would you prefer to receive communications from - Your GP / medical or healthcare professional

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
Post	330	281	49	14	271	28	18	12	15	35	17	17	31	37	51	36	32	5	23
Phone call	348	13%	13%	18%	12%	13%	15%	17%	15%	12%	8%	9%	13%	15%	15%	10%	15%	11	22%
Text message	481	411	70	9	436	24	12	9	19	58	51	36	53	42	60	81	36	3	21
Email	631	555	76	13	560	10	23	8	22	67	50	48	44	60	100	110	59	4	36
Social media (e.g. Facebook, Twitter, etc)	11	11	-	-	10	1	-	-	1	2	-	1	-	-	3	-	3	-	1
Video calling (e.g. Skype, FaceTime, etc)	33	32	1	-	25	4	2	2	-	4	2	1	2	-	11	4	-	-	4
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	33	24	9	2	30	3	1	-	-	6	1	2	2	4	3	9	2	-	3
Other	30	25	5	3	24	3	1	1	1	4	1	1	3	3	4	4	2	-	3
No preference	67	58	9	2	56	7	3	1	3	4	5	7	10	11	-	13	3	-	6
Don't know/ doesn't apply to me	16	16	-	-	12	2	2	-	1	-	2	1	-	-	3	2	3	-	2

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QC2\_4. Which method would you prefer to receive communications from - Your GP / medical or healthcare professional

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Post	330	118	8	46	154	109	48	16	-	263	18	182	103	28	14	2	285	16	103	227
	13%	13%	8%	10%	11% <sup>abfhlj</sup>	17% <sup>gh</sup>	14% <sup>h</sup>	15% <sup>gh</sup>	11% <sup>gh</sup>	-	10% <sup>kl</sup>	13% <sup>klm</sup>	10%	9%	12%	5%	13% <sup>kl</sup>	10%	12%	13%
Phone call	948	333	35	162	378	363	117	61	21	741	82	410	388	92	35	17	798	52	291	657
	37%	36%	37%	37%	43% <sup>def</sup>	35%	29%	37%	28%	39% <sup>def</sup>	34%	38%	38%	31%	30%	44%	38%	33%	35%	38%
Text message	481	180	18	89	133	212	83	30	20	346	50	173	238	42	20	6	410	26	149	332
	19%	19%	20%	20%	15% <sup>def</sup>	20% <sup>def</sup>	18%	18%	27% <sup>def</sup>	21%	16%	16%	23% <sup>klm</sup>	14%	17%	16%	19%	17%	18%	19%
Email	651	229	27	110	162	273	118	46	27	436	73	239	242	101	36	10	481	47	212	419
	24%	25%	28%	25%	19% <sup>def</sup>	27% <sup>def</sup>	25% <sup>def</sup>	15% <sup>def</sup>	13% <sup>def</sup>	23% <sup>def</sup>	10% <sup>def</sup>	22% <sup>def</sup>	23%	14% <sup>klp</sup>	31%	26%	32%	30%	29%	29%
Social media (e.g. Facebook, Twitter, etc)	11	1	-	1	-	4	6	1	-	4	1	-	2	6	3	-	2	3	7	4
	*	-	-	-	-	4	2% <sup>def</sup>	1%	-	-	-	-	-	2% <sup>klp</sup>	2% <sup>klp</sup>	-	-	1%	1%	-
Video calling (e.g. Skype, FaceTime, etc)	33	14	2	3	9	15	6	-	2	24	2	13	12	6	2	-	25	2	20	12
	1%	1%	2%	1%	1%	1%	1%	-	3%	1%	1%	1%	1%	2%	2%	-	1%	1%	2%	1%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	33	8	-	1	5	17	4	4	3	22	7	11	15	3	4	-	26	4	10	14
	1%	1%	-	-	1%	2%	1%	2%	4% <sup>d</sup>	1%	3% <sup>d</sup>	1%	1%	1%	3%	-	1%	3%	1%	1%
Other	30	12	2	9	10	13	4	1	1	23	3	13	10	4	-	3	23	3	10	20
	1%	1%	2%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	-	6%	1%	2%	1%	1%
No preference	67	22	1	11	17	30	14	4	-	47	4	30	22	9	2	-	52	2	18	49
	3%	2%	2%	3%	2%	3%	4%	3%	-	2%	2%	3%	2%	2%	-	2%	1%	2%	2%	3%
Don't know/ doesn't apply to me	16	7	2	3	5	3	4	1	-	9	1	8	-	4	1	1	9	2	4	12
	1%	1%	2%	1%	1%	*	1%	1%	-	-	-	1% <sup>d</sup>	*	1% <sup>d</sup>	1% <sup>d</sup>	3%	-	2% <sup>d</sup>	*	1%

Proportions/Mean: Columns Tested (5% risk level) - ab/c - de/f/gh/i/j - kl/m/n/op/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_4. Which method would you prefer to receive communications from - Your GP / medical or healthcare professional

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Post	330	27	297	5	94	224	11	318	10	-	-	329	1
13%	18%	12%	14%	15%	13%	13%	8%	13%	16%	-	-	13%	6%
Phone call	948	56	883	9	288	616	65	919	13	6	4	938	7
37%	36%	37%	22%	38%	36%	46%	37%h	20%	21%	68%	37%	47%	47%
Text message	481	17	459	5	129	337	15	460	13	5	2	478	1
19%	11%	19%	12%	18%	16%g	11%	19%	20%	17%	32%	19%	9%	
Email	631	37	580	14	143	451	37	607	9	12	-	628	3
24%	24%	24%	36%	20%	20%g	25%	25%	14%	46%	-	25%	20%	
Social media (e.g. Facebook, Twitter, etc)	11	3	5	3	3	3	5	4	4	1	-	10	1
*	2%h	-	7%	-	-	3%ds	-	6%gh	5%	-	-	-	8%
Video calling (e.g. Skype, FaceTime, etc)	33	2	30	-	10	21	2	30	1	2	-	33	-
1%	2%	1%	-	1%	1%	1%	1%	1%	2%	7%	-	1%	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	33	7	26	-	18	14	1	23	11	-	-	33	-
1%	5%h	1%	-	3%h	1%	1%	1%	16%gh	-	-	-	1%	-
Other	30	2	27	-	14	15	1	28	1	-	-	30	-
1%	1%	1%	-	2%	1%	1%	1%	1%	2%	-	-	1%	-
No preference	67	-	65	2	25	40	2	63	2	2	-	67	-
3%	-	3%	5%	3%	2%	2%	3%	4%	6%	-	-	3%	-
Don't know/ doesn't apply to me	16	2	12	1	5	10	1	14	-	1	-	15	1
1%	2%	1%	4%	1%	1%	1%	1%	1%	-	5%	-	1%	8%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_4. Which method would you prefer to receive communications from - Your GP / medical or healthcare professional

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	850	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Post	330	-	-	168	162	-	-	-	-	-	-	-	110	57	60	48	54
	13%	-	-	13%	13%	-	-	-	-	-	-	-	13%	12%	14%	12%	12%
Phone call	948	-	-	488	461	-	-	-	-	-	-	-	329	159	165	138	158
	37%	-	-	38%	36%	-	-	-	-	-	-	-	40%	34%	38%	33%	36%
Text message	461	-	-	231	250	-	-	-	-	-	-	-	131	86	73	87	79
	19%	-	-	18%	19%	-	-	-	-	-	-	-	16%	21%	17%	21%	18%
Email	631	-	-	315	316	-	-	-	-	-	-	-	177	139	108	88	120
	24%	-	-	24%	24%	-	-	-	-	-	-	-	22%	23%	25%	21%	27%
Social media (e.g. Facebook, Twitter, etc)	11	-	-	6	5	-	-	-	-	-	-	-	6	-	-	2	3
	1	-	-	1	1	-	-	-	-	-	-	-	1%	-	-	1	1%
Video calling (e.g. Skype, FaceTime, etc)	33	-	-	13	20	-	-	-	-	-	-	-	9	3	11	6	4
	1%	-	-	1%	2%	-	-	-	-	-	-	-	1%	1%	3%	1%	1%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	33	-	-	22	11	-	-	-	-	-	-	-	20	3	3	7	-
	1%	-	-	2%	1%	-	-	-	-	-	-	-	2%	1%	1%	2%	-
Other	30	-	-	12	17	-	-	-	-	-	-	-	11	1	2	9	6
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	1%	1%	2%	1%
No preference	67	-	-	28	40	-	-	-	-	-	-	-	20	7	12	16	11
	3%	-	-	2%	3%	-	-	-	-	-	-	-	2%	2%	3%	4%	3%
Don't know/doesn't apply to me	16	-	-	8	8	-	-	-	-	-	-	-	5	3	1	4	3
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	1%	-	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC2\_6. Which method would you prefer to receive communications from - Your landline/mobile phone provider

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	2580	-	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	1482
Post	293	-	293	245	140	153	33	41	66	42	64	32	15	74	108	111	47	256	35	326
	11%	-	11%	12%	11%	12%	10%	12%	14%um	12%um	13%um	10%	6%	11%	13%ed	10%	8%	11%	12%	13%
Phone call	376	-	376	303	230	146	70	68	63	48	43	38	47	138	110	128	85	312	62	350
	15%	-	15%	14%	11%	11%	23%idk	23%idk	13%	14%	9%	12%	15%idk	23%ed	13%	12%	15%	14%	23%	14%
Text message	325	-	325	273	146	177	85	45	46	35	54	31	28	130	82	112	59	279	42	324
	13%	-	13%	12%	12%	13%	35%hijkim	13%	10%	11%	11%	10%	11%	13%ope	10%	11%	10%	12%	14%	13%
Email	1370	-	1370	1185	635	731	116	155	266	181	299	193	161	271	447	652	354	1225	138	1378
	53%	-	53%	54%	50%	56%	34%	45%ig	54%gh	54%ig	51%gh	51%gh	51%gh	39%	54%un	61%no	61%un	54%	45%	53%
Social media (e.g. Facebook, Twitter, etc)	19	-	19	10	16	3	5	6	5	*	1	2	-	11	5	3	2	17	2	20
	1%	-	1%	*	1%idk	*	2%	2%	1%	*	*	1%	-	3%	3%	*	*	1%	1%	1%
Video calling (e.g. Skype, FaceTime, etc)	21	-	21	16	11	10	1	5	7	6	2	-	-	6	13	2	-	21	-	14
	1%	-	1%	1%	1%	1%	1	1%	1%	2%	*	-	-	1%	2%pq	*	-	1%	-	1%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	42	-	42	35	25	17	8	13	14	5	2	*	*	21	19	3	1	33	10	36
	2%	-	2%	2%	2%	1%	2%idk	4%ikim	3%idk	1%	*	*	*	21%pq	21%pq	*	*	1%	3%	1%
Other	9	-	9	9	5	3	4	*	1	2	-	1	-	4	3	1	1	5	4	6
	*	-	*	*	*	*	1%	*	*	*	-	-	-	1%	*	*	*	*	1%	1%
No preference	76	-	76	73	36	40	14	5	12	7	11	17	10	19	19	38	27	64	10	71
	3%	-	3%	3%	3%	3%	4%	1%	2%	2%	2%	3%idk	10%	3%	2%	4%	5%	3%	3%	3%
Don't know/ doesn't apply to me	49	-	49	45	13	34	6	8	8	8	13	4	3	14	16	19	7	47	2	55
	2%	-	2%	2%	1%	3%idk	2%	2%	2%	2%	3%	1%	1%	2%	2%	2%	1%	2%	1%	2%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_6. Which method would you prefer to receive communications from - Your landline/mobile phone provider

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Post	293	46	80	82	85	126	167	194	94	36	44	82	80	39	206	37	246	64	217	12
	71%	10%	9%	10%	12%	10%	13%	13%	9%	13%	14%	12%	11%	10%	12%	13%	11%	12%	11%	9%
Phone call	376	74	115	78	109	188	188	225	147	40	52	117	90	58	259	40	320	90	271	15
	15%	16%	14%	14%	15%	14%	15%	15%	15%	15%	15%	17%	12%	14%	15%	14%	15%	17%	14%	11%
Text message	325	74	98	68	85	172	152	199	121	38	40	83	92	50	215	38	272	60	245	19
	13%	16%	12%	12%	12%	13%	12%	13%	12%	14%	12%	12%	13%	13%	12%	13%	13%	11%	13%	14%
Email	1370	241	478	282	369	719	651	804	559	138	153	367	407	227	927	139	1167	260	1043	67
	53%	51%	55%	51%	52%	55%	52%	52%	55%	50%	47%	53%	53%	56%	53%	49%	54%	49%	54%	51%
Social media (e.g. Facebook, Twitter, etc)	19	5	10	4	-	15	4	12	7	3	4	5	3	5	12	3	17	5	14	-
	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-
Video calling (e.g. Skype, FaceTime, etc)	21	2	9	4	7	4	10	15	5	-	9	4	2	3	15	-	17	7	9	5
	1%	-	1%	1%	1%	1%	1%	1%	1%	-	3%	1%	-	1%	1%	-	1%	1%	-	4%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	42	8	15	4	14	24	19	28	14	5	5	10	11	9	26	5	34	13	27	1
	2%	2%	2%	1%	2%	2%	1%	2%	1%	2%	1%	1%	2%	2%	1%	2%	2%	3%	1%	1%
Other	9	4	2	1	2	6	3	7	1	4	1	-	3	-	4	4	5	5	1	2
	4%	7%	-	-	-	-	-	-	-	1%	1%	-	-	-	1%	1%	1%	1%	-	1%
No preference	76	11	21	18	26	32	44	32	43	6	12	17	23	9	52	8	64	10	56	10
	3%	2%	2%	3%	4%	2%	3%	2%	3%	2%	4%	2%	3%	2%	3%	2%	3%	2%	3%	3%
Don't know/ doesn't apply to me	49	6	20	11	13	25	24	27	21	8	5	6	14	3	25	8	28	14	34	1
	2%	1%	2%	2%	2%	2%	2%	2%	2%	3%	1%	1%	2%	1%	1%	3%	1%	3%	2%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base



QC2\_6. Which method would you prefer to receive communications from - Your landline/mobile phone provider

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	160	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	136	144	140	133	24	166	
Post	293	248	45	12	243	26	14	11	15	17	14	26	34	32	50	38	18	3	22
	11%	11%	12%	16%	11%	12%	11%	15%	14%	6%	7%	14%	13%	13%	13%	11%	8%	14%	11%
Phone call	376	321	55	12	313	36	17	10	17	59	35	12	35	22	60	48	24	4	32
	15%	14%	15%	16%	14%	17%	14%	14%	16%	21%	17%	13%	13%	9%	14%	14%	11%	16%	17%
Text message	325	285	40	6	277	20	18	10	20	37	27	20	24	36	33	47	33	1	18
	13%	13%	11%	8%	13%	9%	14%	15%	19%	13%	13%	11%	15%	15%	13%	13%	15%	6%	9%
Email	1370	1173	197	39	1158	117	62	34	49	146	124	114	110	129	163	192	132	14	102
	53%	53%	55%	52%	53%	54%	50%	47%	46%	52%	58%	51%	46%	54%	48%	55%	59%	62%	53%
Social media (e.g. Facebook, Twitter, etc)	19	19	1	-	17	1	-	1	-	3	2	4	-	-	7	-	-	-	1
	1%	1%	-	-	1%	-	-	2%	-	1%	1%	2%	-	-	2%	-	-	-	1%
Video calling (e.g. Skype, FaceTime, etc)	21	21	-	-	18	1	1	1	-	2	-	-	7	-	3	3	-	-	1
	1%	1%	-	-	1%	1%	-	1%	-	1%	-	-	3%	-	1%	1%	2%	-	1%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	42	34	8	1	36	4	2	-	1	4	2	2	4	8	8	6	1	-	4
	2%	2%	2%	1%	2%	2%	1%	-	1%	1%	1%	1%	2%	3%	2%	2%	1%	-	2%
Other	9	8	-	-	8	-	-	-	-	4	3	-	-	1	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	1%	1%	-	-	-	-	-	-	-	-
No preference	76	65	10	3	58	7	7	4	2	6	2	5	14	10	5	9	4	-	7
	3%	3%	3%	4%	3%	3%	2%	1%	2%	2%	1%	3%	4%	4%	3%	3%	2%	-	4%
Don't know/ doesn't apply to me	49	45	5	3	41	5	3	-	1	4	4	4	-	2	11	9	6	-	5
	2%	2%	1%	4%	2%	2%	2%	-	1%	1%	2%	2%	-	1%	3%	3%	3%	-	3%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC2\_6. Which method would you prefer to receive communications from - Your landline/mobile phone provider

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2680	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2680	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Post	293	108	9	42	143	108	35	4	3	251	7	157	101	27	6	3	258	8	110	182
	11%	12%	10%	10%	13% <sup>ab</sup>	10% <sup>cd</sup>	6% <sup>efg</sup>	2%	4%	13% <sup>hij</sup>	3%	13% <sup>klm</sup>	10%	9%	5%	7%	12%	5%	13%	10%
Phone call	376	115	16	45	132	140	66	21	9	272	30	137	171	41	15	9	308	24	172	205
	15%	12%	17%	10%	15%	13%	16%	13%	12%	14%	13%	13%	17%	14%	13%	22%	15%	15%	21% <sup>rs</sup>	12%
Text message	325	96	7	42	99	126	46	35	15	225	50	115	151	33	15	7	266	22	99	225
	13%	10%	8%	10%	11%	12%	11%	21% <sup>tdef</sup>	20%	12%	21% <sup>tdef</sup>	11%	15% <sup>klm</sup>	11%	13%	19%	13%	14%	12%	13%
Email	1370	531	57	262	443	578	215	86	45	1021	130	600	537	151	61	18	1137	80	368	1002
	50%	57%	60%	60%	51%	56%	53%	51%	60%	53%	54%	56%	52%	51%	52%	46%	54%	51%	44%	52% <sup>rs</sup>
Social media (e.g. Facebook, Twitter, etc)	19	5	2	3	7	10	2	-	-	17	-	5	10	2	2	-	15	2	17	2
	1%	1%	2%	1%	1%	1%	1%	-	-	1%	-	-	1%	1%	2%	-	1%	1%	2% <sup>rs</sup>	1%
Video calling (e.g. Skype, FaceTime, etc)	21	10	-	3	2	9	10	-	-	10	-	3	7	6	4	-	11	4	16	4
	1%	1%	-	1%	-	1%	2% <sup>tdef</sup>	-	-	1%	-	-	1%	2% <sup>tdef</sup>	3% <sup>tdef</sup>	-	1%	3% <sup>tdef</sup>	2% <sup>rs</sup>	1%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	42	7	-	3	7	21	5	8	1	28	0	12	18	9	1	1	30	3	15	27
	2%	1%	-	1%	1%	2%	1%	5% <sup>tdef</sup>	2%	1%	0% <sup>tdef</sup>	1%	2%	3%	1%	3%	1%	2%	2%	2%
Other	9	1	-	1	4	-	3	1	-	4	1	1	2	2	4	-	3	4	6	3
	1%	-	-	1%	1%	-	3% <sup>tdef</sup>	1%	-	1%	1%	1%	1%	2%	4% <sup>tdef</sup>	-	1%	3% <sup>tdef</sup>	1%	1%
No preference	76	35	3	24	23	30	14	8	-	52	8	30	22	16	4	-	52	4	18	58
	3%	4%	3%	6%	3%	3%	3%	5%	-	3%	3%	3%	2%	6% <sup>tdef</sup>	4%	-	2%	3%	2%	3%
Don't know/ doesn't apply to me	49	15	1	8	16	18	9	3	1	33	5	19	14	9	4	1	33	5	11	39
	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	3%	3%	3%	2%	3%	1%	2%

Proportions: Means: Columns Testsd (5% risk level) - ab/c - de/f/g/h/i - kl/m/n/o/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_6. Which method would you prefer to receive communications from - Your landline/mobile phone provider

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Post	293	19	270	3	85	188	20	279	12	-	2	291	-
	11%	13%	11%	8%	12%	11%	14%	11%	18%	-	34%	11%	2%
Phone call	376	34	341	2	121	236	19	380	14	1	-	375	1
	15%	22%	14%	5%	17%	14%	14%	15%	22%	3%	-	15%	8%
Text message	325	20	301	3	83	218	23	306	7	4	-	317	8
	13%	13%	13%	9%	12%	13%	17%	12%	11%	12%	-	12%	54%
Email	1370	69	1278	23	356	951	63	1340	11	16	-	1367	3
	53%	44%	54%	59%	50%	55%	40%	55% <sup>gh</sup>	17%	52%	-	53% <sup>gh</sup>	20%
Social media (e.g. Facebook, Twitter, etc)	19	1	19	-	2	16	1	17	3	-	-	19	-
	1%	-	1%	-	-	1%	-	1%	4% <sup>gh</sup>	-	-	1%	-
Video calling (e.g. Skype, FaceTime, etc)	21	2	14	4	11	6	3	13	7	-	-	21	-
	1%	1%	1%	11%	2% <sup>gh</sup>	1%	2% <sup>gh</sup>	1%	11% <sup>gh</sup>	-	-	1%	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	42	4	38	-	10	31	1	33	6	3	-	41	1
	2%	3%	2%	-	1%	2%	1%	1%	9% <sup>gh</sup>	8%	-	2%	9%
Other	9	4	5	-	5	3	-	5	4	-	-	9	-
	-	3% <sup>gh</sup>	-	-	1%	-	-	-	6% <sup>gh</sup>	-	-	-	-
No preference	76	1	73	2	22	49	5	75	-	-	-	76	-
	3%	1%	3%	5%	3%	3%	4%	3%	1%	1%	-	3%	-
Don't know/ doesn't apply to me	49	-	48	1	12	32	5	38	-	7	4	45	1
	2%	-	2%	4%	2%	2%	4%	2%	-	22%	66%	2%	8%

Proportions/Mean: Column Test(s) (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_6. Which method would you prefer to receive communications from - Your landline/mobile phone provider

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3580	-	-	1290	1290	-	-	-	-	-	-	-	850	430	430	430	430
Weighted Base	3580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Post	293	-	-	159	134	-	-	-	-	-	-	-	106	53	53	40	40
	11%	-	-	12%	10%	-	-	-	-	-	-	-	13%	11%	12%	10%	9%
Phone call	376	-	-	206	170	-	-	-	-	-	-	-	140	67	71	56	42
	15%	-	-	16%	13%	-	-	-	-	-	-	-	17%	14%	16%	14%	10%
Text message	325	-	-	168	157	-	-	-	-	-	-	-	102	66	57	42	58
	13%	-	-	13%	12%	-	-	-	-	-	-	-	12%	14%	13%	10%	13%
Email	1370	-	-	665	705	-	-	-	-	-	-	-	410	255	220	232	253
	53%	-	-	52%	55%	-	-	-	-	-	-	-	50%	54%	50%	56%	58%
Social media (e.g. Facebook, Twitter, etc)	19	-	-	7	13	-	-	-	-	-	-	-	5	1	5	2	5
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	*	1%	1%	1%
Video calling (e.g. Skype, FaceTime, etc)	21	-	-	8	13	-	-	-	-	-	-	-	7	1	5	4	3
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	*	1%	1%	1%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	42	-	-	21	21	-	-	-	-	-	-	-	16	5	4	12	5
	2%	-	-	2%	2%	-	-	-	-	-	-	-	2%	1%	1%	3%	1%
Other	9	-	-	6	3	-	-	-	-	-	-	-	5	*	-	1	2
	*	-	-	*	*	-	-	-	-	-	-	-	1%	*	*	*	*
No preference	76	-	-	28	47	-	-	-	-	-	-	-	16	12	15	14	19
	3%	-	-	2%	4%	-	-	-	-	-	-	-	2%	3%	3%	3%	4%
Don't know/doesn't apply to me	49	-	-	22	27	-	-	-	-	-	-	-	10	12	6	11	10
	2%	-	-	2%	2%	-	-	-	-	-	-	-	1%	2%	1%	3%	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC2\_7. Which method would you prefer to receive communications from - Your paid TV provider

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Post	304	-	304	44	260	149	154	39	45	76	32	60	33	19	84	108	112	52	272	32	334
	12%	-	12%	11%	12%	12%	12%	11%	13%	16% <sup>lm</sup>	10%	12%	10%	7%	12%	13%	10%	9%	12%	11%	13%
Phone call	231	-	231	55	176	134	97	43	61	36	30	27	17	17	103	66	61	34	210	21	206
	9%	-	9%	15% <sup>cd</sup>	8%	11% <sup>cd</sup>	7%	13% <sup>cd</sup>	11% <sup>ghlm</sup>	7%	9%	6%	5%	6%	13% <sup>opq</sup>	8%	6%	6%	9%	7%	8%
Text message	149	-	149	44	105	75	71	50	23	25	17	14	12	9	72	42	35	21	113	29	134
	6%	-	6%	11% <sup>cd</sup>	5%	6%	5%	15% <sup>hijkln</sup>	7% <sup>kl</sup>	5%	5%	3%	4%	3%	16% <sup>opq</sup>	5%	3%	4%	5%	10% <sup>rs</sup>	5%
Email	1371	-	1371	182	1189	663	704	158	161	282	194	275	186	115	319	476	576	301	1193	169	1392
	53%	-	53%	47%	54% <sup>bc</sup>	53%	54%	46%	46%	55% <sup>ghlm</sup>	55% <sup>ghlm</sup>	55% <sup>ghlm</sup>	44%	46%	55% <sup>lm</sup>	54% <sup>lm</sup>	52%	53%	56%	54%	54%
Social media (e.g. Facebook, Twitter, etc)	30	-	30	8	22	17	13	4	17	6	2	1	-	-	20	6	1	-	25	5	28
	1%	-	1%	2%	1%	1%	1%	1%	3% <sup>ghijklm</sup>	1%	1%	*	-	-	3% <sup>opq</sup>	1%	*	-	1%	2%	1%
Video calling (e.g. Skype, FaceTime, etc)	26	-	26	11	15	15	11	6	5	9	6	-	-	-	12	14	-	-	23	3	17
	1%	-	1%	3% <sup>cd</sup>	1%	1%	1%	2% <sup>kl</sup>	2% <sup>kl</sup>	2% <sup>kl</sup>	2% <sup>kl</sup>	-	-	-	2% <sup>opq</sup>	2% <sup>opq</sup>	-	-	1%	1%	1%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	29	-	29	1	28	19	10	7	5	6	2	8	-	-	12	8	8	-	27	3	20
	1%	-	1%	*	1%	2%	1%	2% <sup>kl</sup>	1%	1%	1%	2%	-	-	2% <sup>cd</sup>	1%	1%	-	1%	1%	1%
Other	9	-	9	3	7	5	5	*	3	2	2	*	2	-	4	4	2	2	7	2	16
	*	-	*	1%	*	*	*	*	1%	*	1%	*	1%	-	1%	*	*	*	*	1%	1%
No preference	74	-	74	7	66	34	40	10	9	15	6	16	10	7	20	21	33	17	64	7	68
	3%	-	3%	2%	3%	3%	3%	3%	3%	3%	2%	3%	3%	3%	3%	3%	3%	3%	3%	2%	3%
Don't know/ doesn't apply to me	357	-	357	33	325	146	211	25	18	32	42	65	69	43	74	240	155	323	33	365	365
	14%	-	14%	8%	15% <sup>bc</sup>	12%	16% <sup>bc</sup>	7%	5%	6%	13% <sup>hij</sup>	17% <sup>ghij</sup>	16% <sup>ghij</sup>	35% <sup>ghijkl</sup>	6%	9%	22% <sup>no</sup>	27% <sup>no</sup>	14%	11%	14%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC2\_7. Which method would you prefer to receive communications from - Your paid TV provider

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2179	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Post	304	53	86	79	86	139	165	199	98	36	43	80	95	30	218	38	255	80	208	16
	12%	11%	10%	14%	12%	11%	13%	13%	10%	13%	13%	12%	13%	7%	13%	13%	12%	15%	11%	12%
Phone call	231	51	65	52	63	118	115	153	77	23	31	67	60	42	158	23	200	59	163	9
	9%	11%	8%	9%	9%	9%	9%	10%	8%	8%	10%	10%	8%	11%	9%	8%	9%	11%	8%	7%
Text message	149	33	53	23	40	86	63	93	53	19	22	38	31	30	91	19	123	32	98	19
	6%	7%	6%	4%	6%	7%	5%	6%	5%	7%	7%	5%	4%	7%	5%	7%	6%	5%	5%	15% <sup>up</sup>
Email	1371	257	493	290	331	750	621	870	494	110	151	368	417	256	936	111	1205	232	1079	60
	53%	53% <sup>up</sup>	56% <sup>up</sup>	52%	47%	57%	49%	53% <sup>up</sup>	49%	40%	46%	53% <sup>up</sup>	53% <sup>up</sup>	54% <sup>up</sup>	54% <sup>up</sup>	39%	53% <sup>up</sup>	44%	52% <sup>up</sup>	46%
Social media (e.g. Facebook, Twitter, etc)	30	10	5	7	9	15	15	23	7	2	6	9	9	5	23	2	28	6	22	2
	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%
Video calling (e.g. Skype, FaceTime, etc)	26	4	7	7	8	11	15	21	5	2	4	6	10	-	21	2	21	8	14	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	2%	1%	3%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	29	1	12	8	9	13	16	19	10	4	2	5	2	10	4	19	8	8	17	3
	1%	*	1%	1%	1%	1%	1%	1%	1%	2%	*	1%	*	13% <sup>up</sup>	*	2%	1%	2%	1%	3%
Other	9	*	2	2	5	2	7	6	3	2	3	*	3	-	6	3	6	6	3	1
	*	*	*	*	1%	*	1%	*	1%	1%	1%	*	*	*	1%	1%	1%	10%	1%	1%
No preference	74	14	22	18	19	36	38	36	37	10	12	10	20	10	43	10	56	13	55	6
	3%	3%	3%	3%	3%	3%	3%	2%	4%	4%	4%	1%	3%	2%	2%	4%	3%	2%	3%	5%
Don't know/ doesn't apply to me	357	46	104	66	141	149	208	124	228	70	53	105	77	19	235	70	256	87	259	11
	14%	10%	12%	12%	20% <sup>up</sup>	11%	16% <sup>up</sup>	8%	23% <sup>up</sup>	25% <sup>up</sup>	16% <sup>up</sup>	16% <sup>up</sup>	11% <sup>up</sup>	2%	13% <sup>up</sup>	25% <sup>up</sup>	12%	16%	14%	9%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC2\_7. Which method would you prefer to receive communications from - Your paid TV provider

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	136	144	140	133	24	166	
Post	304	249	56	13	251	29	12	12	14	30	15	27	35	29	48	35	19	6	23
	17%	11%	15%	17%	12%	13%	10%	12%	13%	10%	7%	14%	13%	12%	10%	10%	9%	26%	12%
Phone call	231	194	37	6	191	21	11	8	10	33	20	6	28	19	30	28	19	1	20
	9%	9%	10%	8%	9%	10%	9%	11%	9%	12%	7%	12%	12%	8%	9%	8%	9%	3%	10%
Text message	149	133	16	3	126	10	8	5	6	23	13	6	11	8	35	9	15	*	10
	6%	6%	4%	4%	6%	5%	6%	8%	6%	9%	6%	3%	5%	3%	10%	3%	7%	*	5%
Email	1371	1200	171	36	1157	110	68	36	56	146	125	109	104	124	175	195	122	11	99
	53%	54%	47%	48%	53%	51%	55%	50%	53%	52%	59%	53%	46%	52%	52%	55%	55%	49%	51%
Social media (e.g. Facebook, Twitter, etc)	30	28	2	*	26	1	1	1	1	-	-	5	4	3	-	6	6	*	1
	1%	1%	1%	*	1%	1%	1%	2%	1%	-	-	2%	2%	1%	-	2%	3%	1%	1%
Video calling (e.g. Skype, FaceTime, etc)	26	26	-	-	20	5	*	*	-	-	2	1	1	3	13	-	-	-	5
	1%	1%	-	-	1%	2%	*	*	-	-	1%	1%	1%	1%	4%	-	-	-	3%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	29	25	4	*	26	3	1	-	1	2	2	1	2	2	5	9	1	-	3
	1%	1%	1%	*	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	3%	1%	-	1%
Other	9	9	1	1	6	2	*	1	1	-	1	1	2	1	-	-	-	*	2
	*	*	*	1%	*	1%	*	1%	1%	-	1%	1%	1%	1%	-	-	-	*	1%
No preference	74	62	11	3	64	5	4	1	2	7	1	10	12	10	11	3	6	3	2
	3%	3%	3%	4%	3%	2%	3%	2%	2%	3%	1%	6%	6%	4%	3%	1%	3%	1%	1%
Don't know/ doesn't apply to me	357	294	64	14	302	31	18	6	14	42	34	22	28	40	24	64	33	2	29
	14%	13%	18%	18%	14%	14%	15%	8%	14%	15%	16%	12%	12%	17%	7%	18%	19%	9%	15%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC2\_7. Which method would you prefer to receive communications from - Your paid TV provider

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class if most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2880	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2880	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Post	304	111	11	39	139	116	41	7	-	256	7	147	117	27	9	4	284	13	116	189
	12%	12%	12%	9%	15% <sup>ab</sup>	11% <sup>bc</sup>	11% <sup>cd</sup>	4%	-	13% <sup>de</sup>	3%	14%	11%	9%	8%	9%	12%	8%	14%	11%
Phone call	231	48	5	15	83	83	46	11	5	166	16	85	103	23	10	7	188	17	118	112
	9%	5%	5%	3%	10%	8%	11%	7%	6%	16%	7%	8%	10%	8%	9%	17%	9%	11%	14%	6%
Text message	149	39	3	20	26	86	20	12	4	112	16	47	67	21	5	8	113	13	74	75
	6%	4%	3%	5%	3%	8% <sup>cd</sup>	5%	7% <sup>cd</sup>	6%	6% <sup>cd</sup>	7% <sup>cd</sup>	4%	6%	7%	4%	21%	5%	8%	9% <sup>ab</sup>	4%
Email	1371	478	30	200	443	572	206	99	46	1015	145	580	570	136	80	12	1180	72	394	977
	53%	52% <sup>a</sup>	32%	43% <sup>a</sup>	31%	58%	31%	59%	62%	53%	10% <sup>cd</sup>	63% <sup>ab</sup>	53% <sup>ab</sup>	51%	31%	31%	46%	46%	47%	52% <sup>bc</sup>
Social media (e.g. Facebook, Twitter, etc)	30	9	-	-	3	11	7	3	5	14	8	6	15	8	1	-	21	1	14	16
	1%	1%	-	-	1%	1%	2% <sup>cd</sup>	2%	7% <sup>de</sup>	1%	3% <sup>de</sup>	1%	1%	3% <sup>de</sup>	1%	-	1%	1%	2%	1%
Video calling (e.g. Skype, FaceTime, etc)	26	6	-	4	6	9	9	1	-	15	1	8	2	13	3	-	10	3	19	7
	1%	1%	-	1%	1%	1%	2% <sup>cd</sup>	1%	-	1%	1%	1%	-	4% <sup>kl</sup>	3% <sup>kl</sup>	-	1%	2% <sup>cd</sup>	2% <sup>cd</sup>	
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	29	9	2	4	5	14	3	7	-	19	7	14	10	5	-	-	24	-	12	17
	1%	1%	2%	1%	1%	1%	1%	4% <sup>cd</sup>	-	1%	3% <sup>cd</sup>	1%	1%	2%	-	-	1%	-	1%	1%
Other	9	3	1	1	2	4	2	1	1	6	2	4	1	2	-	3	5	3	4	5
	0%	0%	1%	0%	0%	0%	1%	1%	1%	1%	1%	0%	0%	1%	-	7%	0%	0%	0%	
No preference	74	18	6	10	30	23	10	8	1	53	9	34	25	12	1	-	58	1	19	54
	3%	2%	6% <sup>a</sup>	2%	3%	2%	2%	5%	2%	3%	4%	3%	2%	4%	1%	-	3%	-	2%	3%
Don't know/ doesn't apply to me	357	203	38	142	137	121	61	19	12	258	30	145	123	50	28	6	268	34	62	295
	14%	22%	39% <sup>a</sup>	35% <sup>a</sup>	16%	12%	15%	11%	15%	14%	13%	13%	12%	17%	24% <sup>kl</sup>	16%	13%	22% <sup>kl</sup>	7%	17% <sup>ef</sup>

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(m)(n)(o)(p)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QC2\_7. Which method would you prefer to receive communications from - Your paid TV provider

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Post	304	31	270	3	94	184	26	289	13	-	-	303	1
	12%	21% <b>h</b>	11%	9%	13%	11%	15% <b>h</b>	12%	21%	*	-	12%	10%
Phone call	231	15	210	2	97	127	7	220	7	4	-	231	-
	9%	12%	9%	6%	14% <b>af</b>	7%	5%	9%	11%	14%	-	9%	-
Text message	148	11	134	4	41	98	11	125	11	3	4	139	6
	6%	7%	6%	9%	6%	8%	8%	5%	18% <b>gh</b>	9%	68%	5%	43%
Email	1371	76	1276	18	312	983	66	1340	17	10	-	1366	4
	53%	50%	53%	45%	44%	54% <b>cd</b>	47%	54% <b>gh</b>	27%	32%	-	53% <b>h</b>	30%
Social media (e.g. Facebook, Twitter, etc)	30	7	22	1	15	14	1	18	7	5	-	30	-
	1%	4% <b>h</b>	1%	4%	2% <b>a</b>	1%	1%	1%	10% <b>gh</b>	17%	-	1%	-
Video calling (e.g. Skype, FaceTime, etc)	26	-	19	7	13	7	6	19	6	-	-	25	1
	1%	-	1%	18%	2% <b>a</b>	*	8% <b>h</b>	1%	9% <b>gh</b>	-	-	1%	8%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	29	2	27	-	8	19	3	28	1	-	-	29	-
	1%	1%	1%	-	1%	1%	2%	1%	1%	-	-	1%	-
Other	9	*	7	2	2	4	3	9	-	-	-	9	-
	*	*	*	4%	*	*	2% <b>cd</b>	*	-	-	-	*	-
No preference	74	4	70	-	24	47	3	68	2	3	-	74	-
	3%	2%	3%	-	3%	3%	2%	3%	3%	10%	-	3%	*
Don't know/ doesn't apply to me	357	5	350	2	103	239	15	349	-	5	2	354	1
	14%	3%	15% <b>a</b>	6%	15%	14%	11%	14% <b>h</b>	-	18%	32%	14% <b>h</b>	9%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_7. Which method would you prefer to receive communications from - Your paid TV provider

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	850	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Post	304	-	-	152	152	-	-	-	-	-	-	-	96	57	68	37	47
	12%	-	-	12%	12%	-	-	-	-	-	-	-	12%	12%	15%	9%	11%
Phone call	231	-	-	130	100	-	-	-	-	-	-	-	88	42	42	31	28
	9%	-	-	10%	8%	-	-	-	-	-	-	-	11%	9%	10%	7%	6%
Text message	149	-	-	73	76	-	-	-	-	-	-	-	43	30	22	30	24
	6%	-	-	6%	6%	-	-	-	-	-	-	-	5%	6%	5%	7%	5%
Email	1371	-	-	669	702	-	-	-	-	-	-	-	427	242	218	232	251
	53%	-	-	52%	54%	-	-	-	-	-	-	-	51%	50%	50%	56%	57%
Social media (e.g. Facebook, Twitter, etc)	30	-	-	11	19	-	-	-	-	-	-	-	10	1	6	7	7
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	-	1%	2%	2%
Video calling (e.g. Skype, FaceTime, etc)	26	-	-	12	14	-	-	-	-	-	-	-	9	3	3	7	4
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	1%	1%	2%	1%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	29	-	-	13	16	-	-	-	-	-	-	-	9	4	6	6	3
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	1%	1%	2%	1%
Other	9	-	-	5	4	-	-	-	-	-	-	-	5	-	1	2	1
	*	-	-	*	*	-	-	-	-	-	-	-	1%	-	*	*	*
No preference	74	-	-	25	49	-	-	-	-	-	-	-	14	11	17	15	16
	3%	-	-	2%	4%	-	-	-	-	-	-	-	2%	2%	4%	4%	4%
Don't know/doesn't apply to me	357	-	-	200	158	-	-	-	-	-	-	-	118	82	53	48	56
	14%	-	-	15%	12%	-	-	-	-	-	-	-	14%	17%	12%	12%	13%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QC2\_8. Which method would you prefer to receive communications from - Your broadband provider

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	-**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Post	301	-	301	44	257	145	154	34	40	70	32	65	35	25	75	102	124	59	268	31	333
12%	-	12%	-	11%	12%	12%	12%	10%	12%	14%	10%	13%	11%	9%	11%	12%	12%	10%	12%	10%	13%
Phone call	289	-	289	50	239	162	127	57	59	51	35	34	24	29	117	85	87	53	243	46	262
11%	-	11%	-	13%	11%	13%	10%	12% <sup>gh</sup>	12% <sup>gh</sup>	10%	10%	7%	8%	11%	11% <sup>opq</sup>	10%	8%	9%	11%	15%	10%
Text message	199	-	199	57	143	99	99	64	40	21	23	29	13	9	105	44	51	22	153	43	182
8%	-	8%	-	15% <sup>cd</sup>	11%	8%	8%	19% <sup>hijkln</sup>	12% <sup>iklm</sup>	4%	7%	6%	4%	4%	15% <sup>opq</sup>	5%	5%	4%	7%	14% <sup>rs</sup>	7%
Email	1598	-	1598	198	1401	757	837	159	165	303	221	334	221	196	324	524	751	417	1431	159	1624
62%	-	62%	-	51%	64% <sup>bc</sup>	60%	64%	46%	48%	82% <sup>gh</sup>	87% <sup>gh</sup>	85% <sup>gh</sup>	89% <sup>gh</sup>	74% <sup>gh</sup>	47%	64% <sup>lm</sup>	70% <sup>lmno</sup>	72% <sup>lmno</sup>	63% <sup>rs</sup>	63% <sup>rs</sup>	52%
Social media (e.g. Facebook, Twitter, etc)	23	-	23	13	9	15	8	1	12	8	1	-	-	-	13	9	-	-	15	6	17
3%	-	1%	-	3% <sup>cd</sup>	1%	1%	1%	*	3% <sup>ijklm</sup>	2% <sup>kl</sup>	*	-	-	-	3% <sup>opq</sup>	3% <sup>cd</sup>	-	-	1%	2%	1%
Video calling (e.g. Skype, FaceTime, etc)	15	-	15	5	10	10	6	1	4	2	6	2	-	-	6	8	2	-	15	*	12
1%	-	1%	-	1%	*	1%	*	1%	1%	2%	2%	*	-	-	1%	1%	-	-	1%	*	*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	41	-	41	11	31	24	17	9	14	11	3	5	*	*	22	14	5	*	35	6	32
2%	-	2%	-	3%	1%	2%	1%	2% <sup>nl</sup>	4% <sup>ijklm</sup>	2% <sup>nl</sup>	3%	1%	*	*	7% <sup>opq</sup>	7% <sup>cd</sup>	*	*	2%	2%	1%
Other	8	-	8	3	4	2	6	*	2	1	1	1	2	-	3	2	3	2	8	-	8
*	-	*	-	1%	*	*	*	*	1%	*	*	*	1%	-	*	*	*	*	*	*	*
No preference	59	-	59	3	57	24	35	9	4	15	5	6	16	4	13	20	26	19	52	5	52
2%	-	2%	-	1%	3%	2%	3%	3%	1%	3%	2%	1%	3% <sup>lm</sup>	1%	2%	2%	3%	2%	2%	2%	2%
Don't know/ doesn't apply to me	46	-	46	5	42	21	26	7	5	8	6	14	7	1	12	13	21	8	39	8	50
2%	-	2%	-	1%	2%	2%	2%	2%	1%	2%	2%	3%	2%	1%	2%	2%	2%	1%	2%	3%	2%

Proportions/Mean: Columns Testad (5% risk level) - ab - cd - ef - gh/ijklm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC2\_8. Which method would you prefer to receive communications from - Your broadband provider

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Post	301	47	84	84	85	131	169	184	112	40	41	82	93	30	216	42	246	66	222	13
	72%	10%	10%	10%	12%	10%	13%	12%	11%	14%min	13%	12%	13%min	7%	12%min	15%	11%	13%	12%	10%
Phone call	289	45	97	70	79	142	148	185	102	31	37	79	81	48	195	31	247	63	210	16
	11%	9%	11%	13%	11%	11%	12%	12%	10%	11%	11%	11%	11%	12%	11%	11%	12%	12%	11%	12%
Text message	199	67	57	29	45	124	75	135	60	24	27	50	42	36	118	25	162	51	133	15
	8%	14%min	7%	5%	6%	9%	6%	9%min	6%	9%	8%	7%	6%	9%	7%	9%	7%	10%	7%	12%
Email	1598	274	554	335	436	828	771	928	659	148	192	440	470	266	1102	148	1381	296	1230	72
	62%	58%	65%	61%	61%	63%	61%	60%	63%	53%	59%	64%min	63%min	62%min	63%min	53%	61%min	56%	63%min	54%
Social media (e.g. Facebook, Twitter, etc)	23	7	9	4	4	15	7	17	6	2	4	7	5	4	17	2	21	6	17	*
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Video calling (e.g. Skype, FaceTime, etc)	15	2	2	4	7	4	11	10	5	6	6	3	*	9	6	10	5	10	*	
	1%	*	*	1%	1%	1%	1%	1%	*	2%min	2%min	*	*	*	2%min	*	1%	1%	1%	1%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	41	11	12	5	13	23	18	27	14	8	2	10	7	10	8	29	16	20	5	
	2%	2%	1%	1%	2%	2%	1%	2%	1%	3%	1%	1%	1%	2%	3%	1%	3%min	1%	4%	
Other	8	*	3	3	2	3	5	5	2	1	1	3	*	*	4	1	5	2	3	
	*	*	1%	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	2%*	
No preference	59	13	16	13	17	28	31	31	28	7	10	10	17	8	37	8	47	11	41	7
	2%	3%	2%	2%	2%	2%	2%	2%	3%	3%	3%	1%	2%	2%	2%	3%	2%	2%	2%	5%
Don't know/ doesn't apply to me	46	5	14	6	22	19	28	22	23	11	5	7	9	*	22	11	22	13	31	2
	2%	1%	2%	1%	3%	1%	2%	1%	2%	4%min	2%	1%	1%	*	4%min	1%	2%	2%	2%	2%

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QC2\_8. Which method would you prefer to receive communications from - Your broadband provider

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	160	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
Post	301	264	37	11	249	27	12	13	17	24	14	24	30	33	52	35	20	5	22
	72%	12%	70%	74%	11%	13%	10%	10%	13%	9%	7%	13%	13%	14%	13%	10%	9%	21%	12%
Phone call	289	238	51	11	245	23	14	7	11	43	33	15	26	24	42	33	20	1	22
	11%	11%	14%	14%	11%	10%	12%	10%	11%	15%	15%	8%	11%	10%	12%	9%	9%	3%	11%
Text message	199	176	23	3	170	14	9	6	10	28	12	9	14	14	37	22	24	*	14
	8%	8%	6%	5%	8%	7%	7%	8%	9%	10%	6%	5%	6%	6%	11%	6%	11%	1%	7%
Email	1598	1376	223	46	1343	139	75	42	61	170	146	119	141	147	172	239	146	17	122
	62%	62%	62%	61%	62%	64%	61%	58%	58%	60%	60%	63%	62%	61%	51%	60%	60%	74%	33%
Social media (e.g. Facebook, Twitter, etc)	23	22	1	1	19	3	*	*	*	2	*	3	4	*	8	2	*	*	3
	1%	1%	*	1%	1%	1%	*	1%	*	1%	*	2%	2%	*	2%	1%	*	*	2%
Video calling (e.g. Skype, FaceTime, etc)	15	13	2	*	14	*	1	*	*	5	*	*	*	3	2	*	*	*	*
	1%	1%	1%	*	1%	*	1%	*	*	2%	*	*	*	1%	1%	*	2%	*	*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	41	31	10	*	37	2	3	*	1	4	2	2	2	5	10	6	4	*	2
	2%	1%	3%	*	2%	1%	2%	*	1%	1%	1%	1%	1%	2%	3%	2%	2%	*	1%
Other	8	8	*	*	7	*	*	1	1	*	*	*	*	3	*	2	*	*	*
	*	*	*	*	*	*	*	1%	1%	*	*	*	*	1%	*	1%	*	*	*
No preference	59	51	8	2	47	5	6	1	3	6	2	8	11	10	2	4	1	*	5
	2%	2%	2%	3%	2%	2%	5%	2%	3%	2%	1%	4%	3%	3%	1%	1%	1%	1%	2%
Don't know/ doesn't apply to me	46	41	5	1	38	4	3	1	1	3	4	6	1	1	13	7	3	*	4
	2%	2%	1%	2%	2%	2%	3%	1%	1%	1%	2%	3%	*	*	4%	2%	1%	*	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC2\_8. Which method would you prefer to receive communications from - Your broadband provider

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2880	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2880	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Post	301	116	13	49	144	105	39	9	3	249	12	158	110	24	4	5	268	9	97	204
	12%	13%	14%	17%	15% <sup>ab</sup>	10%	10%	3%	4%	13%	5%	15% <sup>ab</sup>	11%	8%	4%	12%	13%	6%	12%	12%
Phone call	289	84	8	29	92	110	53	16	13	202	29	94	121	46	14	11	215	25	139	151
	11%	9%	9%	7%	10%	11%	13%	9%	18%	11%	12%	9%	12%	15% <sup>ab</sup>	12%	28%	10%	16% <sup>ab</sup>	17% <sup>ab</sup>	9%
Text message	199	50	3	22	46	95	33	16	8	141	24	62	94	28	9	6	157	15	89	110
	8%	5%	4%	5%	5%	9% <sup>cd</sup>	8%	7%	10%	7%	10% <sup>cd</sup>	6%	9% <sup>ab</sup>	9%	8%	15%	7%	9%	11% <sup>ab</sup>	6%
Email	1598	622	59	302	543	653	246	105	46	1196	151	703	635	160	81	14	1338	95	433	1165
	60%	67%	62%	70%	62%	63%	61%	63%	62%	62%	62%	63% <sup>ab</sup>	61%	64%	36%	36%	61% <sup>ab</sup>	61%	62%	64% <sup>ab</sup>
Social media (e.g. Facebook, Twitter, etc)	23	3	-	1	4	12	5	1	-	17	1	4	8	8	1	2	12	2	17	6
	1%	-	-	-	1%	1%	1%	1%	-	1%	-	-	1%	3% <sup>ab</sup>	1%	4%	1%	2%	2% <sup>ab</sup>	-
Video calling (e.g. Skype, FaceTime, etc)	15	2	-	-	-	7	4	4	-	8	4	2	6	2	4	1	8	6	12	4
	1%	-	-	-	-	1%	2% <sup>cd</sup>	2% <sup>cd</sup>	-	1%	1% <sup>cd</sup>	2	1%	1%	3%	-	4% <sup>ab</sup>	3%	1% <sup>cd</sup>	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	41	9	2	3	9	21	3	7	2	29	8	18	16	5	-	35	-	20	-	21
	2%	1%	2%	1%	1%	2%	1%	4% <sup>cd</sup>	3%	2%	4% <sup>cd</sup>	2%	2%	2%	-	2%	-	2%	-	1%
Other	8	1	-	-	4	-	3	-	-	4	-	4	2	1	-	6	-	4	-	4
	-	-	-	-	-	-	1% <sup>cd</sup>	-	-	-	-	-	-	-	-	-	-	-	-	-
No preference	59	22	4	17	20	21	11	5	-	42	5	19	26	13	-	44	-	14	-	45
	2%	2%	5%	4%	2%	2%	3%	3%	-	2%	2%	2%	2%	4% <sup>cd</sup>	-	2%	-	2%	-	3%
Don't know/ doesn't apply to me	46	14	5	11	13	15	8	5	3	28	7	15	14	9	4	1	30	5	9	37
	2%	2%	5% <sup>ab</sup>	2%	1%	1%	2%	3%	4%	1%	3%	1%	1%	3%	3%	1%	3%	1%	1%	2%

Proportions: Means: Columns: Tested (5% risk level) - ab/c - d/e/f/g/h/i - kl/m/n/o/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_8. Which method would you prefer to receive communications from - Your broadband provider

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Post	301	24	274	3	87	200	16	286	11	-	-	297	4
	12%	15%	11%	8%	12%	12%	10%	12%	17%	-	-	12%	27%
Phone call	289	24	263	2	86	181	22	273	10	4	2	287	**
	11%	15%	11%	6%	12%	10%	16%	11%	15%	14%	35%	11%	-
Text message	199	17	179	3	70	112	17	181	11	1	-	193	6
	8%	11%	8%	8%	10%	6%	12%	7%	17%	4%	-	8%	43%
Email	1588	76	1497	25	399	1127	72	1568	16	11	-	1595	3
	62%	49%	53%	63%	56%	63%	51%	64%	26%	37%	-	62%	21%
Social media (e.g. Facebook, Twitter, etc)	23	-	19	3	9	12	2	15	5	1	2	21	-
	1%	-	1%	8%	1%	1%	1%	1%	8%	4%	34%	1%	-
Video calling (e.g. Skype, FaceTime, etc)	15	3	12	-	7	8	*	7	7	1	-	15	-
	1%	2%	1%	-	1%	*	*	*	10%	5%	-	1%	-
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	41	5	34	2	19	19	2	36	4	-	-	41	-
	2%	3%	1%	5%	3%	1%	2%	1%	7%	2%	-	2%	-
Other	8	3	5	-	4	1	2	8	-	-	-	8	-
	*	2%	*	-	1%	-	1%	*	-	-	-	*	-
No preference	59	1	58	-	17	40	2	58	*	*	-	59	-
	2%	1%	2%	-	2%	2%	2%	2%	1%	1%	-	2%	-
Don't know/ doesn't apply to me	46	2	43	1	9	32	6	33	-	10	2	44	1
	2%	1%	2%	3%	1%	2%	4%	1%	-	34%	32%	2%	8%

Proportions/Mean: Columns Test(s) (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_8. Which method would you prefer to receive communications from - Your broadband provider

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	3580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Post	301	-	-	152	148	-	-	-	-	-	-	-	95	57	59	41	48
	12%	-	-	12%	11%	-	-	-	-	-	-	-	12%	12%	14%	10%	11%
Phone call	289	-	-	161	128	-	-	-	-	-	-	-	95	67	51	46	30
	17%	-	-	13%	10%	-	-	-	-	-	-	-	12% <sup>up</sup>	14% <sup>up</sup>	12%	11%	7%
Text message	199	-	-	82	117	-	-	-	-	-	-	-	49	34	43	41	33
	9%	-	-	6%	9%	-	-	-	-	-	-	-	6%	7%	10%	10%	7%
Email	1598	-	-	805	793	-	-	-	-	-	-	-	525	280	252	247	294
	62%	-	-	62%	61%	-	-	-	-	-	-	-	64%	59%	58%	59%	67% <sup>up</sup>
Social media (e.g. Facebook, Twitter, etc)	23	-	-	12	11	-	-	-	-	-	-	-	8	4	6	*	5
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	1%	1%	*	1%
Video calling (e.g. Skype, FaceTime, etc)	15	-	-	5	10	-	-	-	-	-	-	-	5	-	2	7	*
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	-	1%	2% <sup>up</sup>	*
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	41	-	-	23	18	-	-	-	-	-	-	-	16	7	10	7	1
	2%	-	-	2%	1%	-	-	-	-	-	-	-	2% <sup>up</sup>	1%	2% <sup>up</sup>	2%	*
Other	9	-	-	5	2	-	-	-	-	-	-	-	3	2	1	2	-
	0%	-	-	0%	0%	-	-	-	-	-	-	-	0%	0%	0%	0%	0%
No preference	59	-	-	23	36	-	-	-	-	-	-	-	14	9	5	14	18
	2%	-	-	2%	3%	-	-	-	-	-	-	-	2%	2%	1%	3%	4% <sup>up</sup>
Don't know/ doesn't apply to me	46	-	-	20	26	-	-	-	-	-	-	-	8	13	7	11	9
	2%	-	-	2%	2%	-	-	-	-	-	-	-	1%	3%	2%	3%	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



QC2\_1. Which types of communication would you be happy to receive from - Post

Base : All participants

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Your bank / building society	549	-	549	76	473	265	283	31	64	105	69	123	83	74	95	174	280	157	507	40	608
21%	-	21%	20%	22%	21%	22%	9%	16%	21%	25%	26%	28%	22%	14%	21%	26%	27%	22%	13%	24%	24%
Your gas / electricity provider	476	-	476	80	396	234	240	60	83	97	46	95	51	44	143	143	190	95	416	57	529
19%	-	18%	21%	18%	19%	18%	17%	21%	20%	14%	19%	16%	17%	21%	17%	18%	16%	18%	18%	19%	21%
Your local council or tax office	840	-	840	116	724	397	439	101	103	136	95	183	116	103	205	233	402	218	735	103	932
33%	-	33%	30%	33%	32%	33%	30%	30%	30%	28%	29%	38%	36%	39%	30%	28%	38%	38%	33%	34%	36%
Your GP / medical or healthcare professional	330	-	330	56	274	173	157	29	43	75	50	75	32	26	72	125	133	58	295	34	359
13%	-	13%	14%	13%	14%	12%	8%	12%	15%	15%	15%	10%	10%	10%	15%	12%	10%	13%	11%	14%	
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	293	-	293	48	245	140	153	33	41	66	42	64	32	15	74	108	111	47	256	35	326
11%	-	11%	12%	11%	11%	12%	10%	12%	14%	15%	13%	10%	8%	11%	13%	10%	8%	11%	11%	12%	
Your paid TV provider	304	-	304	44	260	149	154	39	45	70	32	60	33	19	84	108	112	52	272	32	334
12%	-	12%	11%	12%	12%	12%	11%	13%	13%	16%	10%	12%	10%	12%	12%	13%	10%	9%	12%	11%	13%
Your broadband provider	301	-	301	44	257	145	154	34	40	70	32	65	35	25	75	102	124	59	268	31	333
12%	-	12%	11%	12%	12%	12%	10%	12%	14%	10%	13%	11%	9%	11%	12%	12%	10%	12%	10%	13%	
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Post from any organisation	1486	-	1486	217	1279	752	740	203	196	291	205	274	188	139	399	496	601	327	1310	172	1988
58%	-	58%	56%	58%	60%	56%	59%	59%	56%	60%	61%	56%	59%	53%	58%	60%	56%	58%	58%	54%	

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_1. Which types of communication would you be happy to receive from - Post

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108	
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*	
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69	
Your bank / building society	549	72	187	146	145	259	290	314	230	53	83	159	154	290	67	397	55	469	95	423	31
21%	15%	22% <sup>a</sup>	23% <sup>a</sup>	20%	20%	23%	20%	23%	19%	23% <sup>ab</sup>	23%	21%	17%	23% <sup>ab</sup>	19%	22%	18%	22%	24%		
Your gas / electricity provider	476	83	153	113	128	236	241	290	182	55	67	129	139	53	335	57	391	101	340	35	
18%	18%	18%	20%	18%	18%	19%	19%	19%	18%	20%	21% <sup>ab</sup>	19%	18%	13%	21% <sup>ab</sup>	20%	18%	19%	18%	27%	
Your local council or tax office	840	128	298	199	215	426	414	477	355	83	122	228	240	115	589	85	712	170	622	47	
33%	27%	35% <sup>a</sup>	36% <sup>a</sup>	30%	32%	33%	31%	35%	30%	30%	37%	33%	33%	28%	34%	30%	33%	32%	32%	36%	
Your GP / medical or healthcare professional	330	54	125	82	69	179	151	223	103	28	41	102	100	38	244	30	283	69	241	19	
13%	11%	15% <sup>cd</sup>	15% <sup>cd</sup>	10%	14%	12%	14% <sup>ab</sup>	10%	10%	10%	13%	15%	14%	9%	14%	11%	13%	13%	13%	15%	
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Your landline/mobile phone provider	293	46	80	82	85	126	167	194	94	36	44	82	80	39	206	37	246	64	217	12	
11%	10%	9%	13% <sup>bc</sup>	12%	10%	13% <sup>bc</sup>	13% <sup>bc</sup>	9%	13%	14%	12%	11%	10%	12%	13%	13%	13%	12%	11%	9%	
Your paid TV provider	304	53	86	79	86	139	165	199	98	36	43	80	95	30	218	38	255	80	208	16	
12%	11%	10%	14%	12%	11%	13%	13%	10%	10%	13%	13%	12%	13% <sup>ab</sup>	7%	13% <sup>ab</sup>	13%	12%	13% <sup>ab</sup>	11%	12%	
Your broadband provider	301	47	84	84	85	131	169	184	112	40	41	82	93	30	216	42	246	66	222	13	
12%	10%	10%	15% <sup>bc</sup>	12%	10%	13% <sup>bc</sup>	12%	11%	11%	14% <sup>ab</sup>	13%	12%	13% <sup>ab</sup>	7%	12% <sup>ab</sup>	15%	17%	13%	12%	10%	
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Would not be happy to receive Post from any organisation	1496	290	478	294	434	768	728	894	587	166	169	382	429	256	980	168	1251	288	1137	71	
58%	62% <sup>a</sup>	56%	53%	61% <sup>cd</sup>	58%	58%	58%	58%	58%	60%	52%	55%	59%	64% <sup>ab</sup>	56%	60%	58%	54%	59%	54%	

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QC2\_1. Which types of communication would you be happy to receive from - Post

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
Your bank / building society	549	468	81	20	451	51	28	19	27	53	44	37	54	53	68	68	46	7	44
21%	21%	22%	26%	21%	23%	23%	27% <b>df</b>	18%	26%	19%	21%	20%	24%	22%	20%	19%	21%	26%	23%
Your gas / electricity provider	476	402	75	24	394	40	24	18	23	36	28	34	48	49	69	59	48	8	32
18%	18%	21%	31% <b>ab</b>	18%	18%	20%	25% <b>df</b>	15%	22%	14%	13%	18%	20%	21%	20%	17%	22%	34%	17%
Your local council or tax office	840	696	143	32	688	81	42	29	47	94	68	59	83	56	105	105	71	12	69
33%	31%	40% <b>a</b>	43% <b>a</b>	32%	37%	34%	40% <b>df</b>	45% <b>klkmnop</b>	33%	32%	31%	36% <b>lm</b>	23%	31%	30%	32%	53%	38% <b>lm</b>	
Your GP / medical or healthcare professional	330	281	49	14	271	28	18	12	15	35	17	17	31	37	51	36	32	5	23
13%	13%	13%	16%	12%	13%	15%	17% <b>df</b>	15%	12%	8%	9%	13%	15%	15%	10%	15%	22%	12%	
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	293	249	45	12	243	26	14	11	15	17	14	26	34	32	50	38	18	3	22
11%	11%	12%	16%	11%	12%	11%	19%	8% <b>df</b>	6%	7%	14% <b>l</b>	13% <b>l</b>	13% <b>l</b>	13% <b>l</b>	11%	8%	14%	11%	
Your paid TV provider	304	249	56	13	251	29	12	12	14	30	15	27	35	29	48	35	19	6	23
12%	11%	15%	17%	12%	13%	10%	17% <b>df</b>	13%	10%	7%	14% <b>l</b>	15% <b>l</b>	12%	14%	10%	9%	26%	12%	
Your broadband provider	301	264	37	11	249	27	12	13	17	24	14	24	30	33	52	35	20	5	22
12%	12%	10%	14%	11%	13%	10%	16% <b>df</b>	16% <b>df</b>	9%	7%	13%	13%	14%	15% <b>l</b>	10%	9%	21%	12%	
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Post from any organisation	1496	1312	184	32	1279	116	67	33	51	170	122	107	127	152	207	212	130	9	108
58%	59% <b>bc</b>	51%	42%	59% <b>l</b>	54%	54%	47%	49%	60%	57%	57%	56%	63% <b>ah</b>	61% <b>ah</b>	60%	59%	37%	56%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QC2\_1. Which types of communication would you be happy to receive from - Post

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Your bank / building society	549	239	22	124	256	208	65	18	3	462	21	269	208	49	13	9	477	21	157	392
	21%	26%	23%	28%	23% <sup>(a)(g)</sup>	20% <sup>(g)</sup>	15% <sup>(g)</sup>	11%	4%	24% <sup>(a)(g)</sup>	9%	22% <sup>(a)(m)</sup>	20%	16%	11%	22%	23% <sup>(a)(k)</sup>	14%	19%	22%
Your gas / electricity provider	476	185	17	80	216	180	49	28	4	396	29	236	178	46	9	3	414	12	152	324
	18%	20%	18%	18%	25% <sup>(a)(g)</sup>	17% <sup>(g)</sup>	12%	15%	5%	21% <sup>(a)(h)</sup>	12%	22% <sup>(a)(g)</sup>	17% <sup>(a)(n)</sup>	16%	8%	8%	20% <sup>(a)(k)</sup>	8%	16%	19%
Your local council or tax office	840	363	34	175	374	317	97	45	4	691	49	405	326	76	19	11	731	30	250	590
	33%	39%	36%	40%	49% <sup>(a)(g)</sup>	39% <sup>(g)</sup>	24% <sup>(a)(h)</sup>	27% <sup>(a)(h)</sup>	5%	36% <sup>(a)(g)</sup>	20% <sup>(a)(k)</sup>	37% <sup>(a)(m)(g)</sup>	32% <sup>(a)(n)</sup>	26%	16%	27%	35% <sup>(a)(m)(g)</sup>	19%	30%	34%
Your GP / medical or healthcare professional	330	118	8	46	154	109	48	18	-	263	18	182	103	28	14	2	285	16	103	227
	13%	13%	8%	10%	18% <sup>(a)(h)</sup>	10% <sup>(a)(h)</sup>	15% <sup>(a)(h)</sup>	13% <sup>(a)(h)</sup>	-	14% <sup>(a)(h)</sup>	7%	17% <sup>(a)(m)</sup>	10%	9%	12%	5%	15% <sup>(a)(k)</sup>	10%	12%	13%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	293	108	9	42	143	108	35	4	3	251	7	157	101	27	6	3	258	8	110	182
	11%	12%	10%	10%	19% <sup>(a)(g)</sup>	19% <sup>(a)(g)</sup>	9% <sup>(a)(g)</sup>	2%	4%	13% <sup>(a)(g)</sup>	3%	15% <sup>(a)(n)</sup>	10%	9%	5%	7%	12%	5%	13%	10%
Your paid TV provider	304	111	11	39	139	116	41	7	*	256	7	147	117	27	9	4	264	13	116	189
	12%	12%	12%	9%	19% <sup>(a)(g)</sup>	11% <sup>(a)(g)</sup>	10% <sup>(a)(g)</sup>	4%	*	13% <sup>(a)(g)</sup>	3%	14%	11%	9%	8%	9%	12%	8%	14%	11%
Your broadband provider	301	116	13	49	144	105	39	9	3	249	12	158	110	24	4	5	268	9	97	204
	12%	13%	14%	11%	19% <sup>(a)(g)</sup>	10%	10%	5%	4%	13% <sup>(a)(g)</sup>	5%	15% <sup>(a)(m)(g)</sup>	11%	8%	4%	12%	15% <sup>(a)(n)</sup>	6%	12%	12%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Post from any organisation	1496	503	57	239	405	629	272	108	66	1035	174	557	616	198	85	29	1173	114	477	1019
	58%	54%	59%	55%	46%	61% <sup>(a)(d)</sup>	67% <sup>(a)(d)</sup>	65% <sup>(a)(d)</sup>	69% <sup>(a)(e)(g)</sup>	54% <sup>(a)(d)</sup>	72% <sup>(a)(d)</sup>	52%	60% <sup>(a)(k)</sup>	67% <sup>(a)(k)</sup>	72% <sup>(a)(k)</sup>	73%	56%	73% <sup>(a)(r)</sup>	57%	58%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/(g/h/i) - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_1. Which types of communication would you be happy to receive from - Post

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Your bank / building society	549	34	510	5	162	366	21	534	7	4	2	545	3
	21%	23%	21%	12%	23%	21%	15%	22%	11%	12%	32%	21%	18%
Your gas / electricity provider	476	28	444	5	152	296	28	455	15	1	4	470	3
	18%	18%	19%	12%	21%	17%	20%	18%	23%	2%	65%	18%	18%
Your local council or tax office	840	47	783	10	253	543	43	819	10	6	2	835	3
	33%	30%	33%	25%	36%	31%	31%	33% <b>h</b>	16%	20%	32%	33% <b>h</b>	19%
Your GP / medical or healthcare professional	330	27	297	5	94	224	11	318	10	-	-	329	1
	13%	18%	12%	14%	13%	13%	8%	13%	16%	-	-	13%	8%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	293	19	270	3	85	188	20	279	12	*	2	291	*
	11%	13%	11%	8%	12%	11%	14%	11%	18%	*	34%	11%	2%
Your paid TV provider	304	31	270	3	94	184	26	289	13	*	-	303	1
	12%	20% <b>h</b>	11%	8%	13%	11%	16% <b>h</b>	12%	21%	*	-	12%	10%
Your broadband provider	301	24	274	3	87	200	14	286	11	-	-	297	4
	12%	15%	11%	8%	12%	12%	10%	12%	17%	-	-	12%	27%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Post from any organisation	1496	79	1388	29	369	1046	81	1422	38	24	2	1484	11
	58%	51%	58%	75%	52%	60% <b>h</b>	58%	58%	59%	79%	35%	58%	73%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_1. Which types of communication would you be happy to receive from - Post

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	240	248	259
Your bank / building society	549	-	-	273	276	-	-	-	-	-	-	-	183	90	107	86	83
21%	-	-	-	21%	21%	-	-	-	-	-	-	-	22%	19%	24%	21%	19%
Your gas / electricity provider	476	-	-	235	241	-	-	-	-	-	-	-	147	88	84	78	80
78%	-	-	-	18%	19%	-	-	-	-	-	-	-	78%	19%	19%	19%	18%
Your local council or tax office	840	-	-	403	437	-	-	-	-	-	-	-	253	150	168	120	149
33%	-	-	-	31%	34%	-	-	-	-	-	-	-	31%	32%	33%	29%	34%
Your GP / medical or healthcare professional	330	-	-	168	162	-	-	-	-	-	-	-	110	57	60	48	54
13%	-	-	-	13%	13%	-	-	-	-	-	-	-	13%	12%	14%	12%	12%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	293	-	-	159	134	-	-	-	-	-	-	-	106	53	53	40	40
11%	-	-	-	12%	10%	-	-	-	-	-	-	-	13%	11%	12%	10%	9%
Your paid TV provider	304	-	-	152	152	-	-	-	-	-	-	-	96	57	68	37	47
12%	-	-	-	12%	12%	-	-	-	-	-	-	-	12%	12%	13%	9%	11%
Your broadband provider	301	-	-	152	148	-	-	-	-	-	-	-	95	57	59	41	48
12%	-	-	-	12%	11%	-	-	-	-	-	-	-	12%	12%	14%	10%	11%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Post from any organisation	1486	-	-	756	740	-	-	-	-	-	-	-	473	283	231	250	259
58%	-	-	-	59%	57%	-	-	-	-	-	-	-	58%	60%	63%	60%	59%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QC2\_2. Which types of communication would you be happy to receive from - Phone call

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Your bank / building society	294	-	294	45	249	173	122	70	50	53	38	36	21	28	120	90	84	49	239	52	278
11%	-	11%	12%	11%	14% <b>f</b>	9%	9%	21% <b>ghim</b>	14% <b>kl</b>	11%	11%	7%	7%	10%	17% <b>opq</b>	11%	8%	8%	11%	17% <b>rs</b>	11%
Your gas / electricity provider	225	-	225	47	178	134	91	42	47	42	31	36	17	11	89	72	64	28	192	33	220
9%	-	9%	12%	8%	11% <b>f</b>	7%	7%	12% <b>ghim</b>	13% <b>klm</b>	9%	9%	7%	5%	4%	15% <b>opq</b>	12%	6%	5%	9%	11%	9%
Your local council or tax office	249	-	249	49	200	123	123	47	43	55	33	29	22	13	95	91	64	35	217	33	249
16%	-	10%	13%	9%	10%	9%	9%	14% <b>klm</b>	14% <b>klm</b>	12% <b>klm</b>	10%	6%	7%	5%	14% <b>opq</b>	11% <b>opq</b>	6%	6%	10%	11%	10%
Your GP / medical or healthcare professional	948	-	948	114	835	456	492	128	130	140	111	170	145	125	258	251	440	270	853	88	1092
37%	-	37%	29%	38% <b>c</b>	36%	37%	37% <b>ij</b>	37% <b>ij</b>	29%	33%	35%	46% <b>klj</b>	47% <b>klj</b>	37% <b>no</b>	31%	41% <b>no</b>	47% <b>no</b>	38% <b>rs</b>	29%	42%	42%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	376	-	376	73	303	230	146	70	68	63	48	43	38	47	138	110	128	85	312	62	350
15%	-	15%	19%	14%	13% <b>f</b>	11%	11%	20% <b>klm</b>	20% <b>klm</b>	13%	14%	9%	12%	13% <b>kl</b>	20% <b>opq</b>	13%	12%	15%	14%	20% <b>rs</b>	14%
Your paid TV provider	231	-	231	55	176	134	97	43	51	36	30	27	17	17	103	66	61	34	210	21	206
9%	-	9%	14% <b>d</b>	8%	11% <b>f</b>	7%	7%	13% <b>kl</b>	17% <b>klm</b>	7%	9%	6%	5%	6%	15% <b>opq</b>	8%	6%	6%	9%	7%	8%
Your broadband provider	289	-	289	50	239	162	127	57	59	51	35	34	24	29	117	85	87	53	243	46	262
11%	-	11%	13%	11%	13% <b>f</b>	10%	10%	17% <b>klm</b>	17% <b>klm</b>	10%	10%	7%	8%	11%	17% <b>opq</b>	10%	8%	9%	11%	15%	10%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Phone call from any organisation	1376	-	1376	206	1170	680	708	153	162	205	194	296	153	110	315	502	550	263	1208	158	1288
53%	-	53%	53%	53%	52%	54%	45%	45%	47%	62% <b>ghim</b>	58% <b>ghim</b>	61% <b>ghim</b>	48%	42%	46%	61% <b>npq</b>	62% <b>npq</b>	45%	54%	52%	50%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_2. Which types of communication would you be happy to receive from - Phone call

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Your bank / building society	294	51	89	64	90	140	154	192	95	48	30	79	79	33	188	48	220	68	210	17
Your gas / electricity provider	225	42	60	55	69	102	123	152	71	23	26	60	64	41	150	23	195	48	170	8
Your local council or tax office	249	44	78	47	80	122	127	166	81	26	35	78	70	30	184	27	213	67	174	7
Your GP / medical or healthcare professional	948	181	277	213	277	458	491	529	405	113	126	262	252	130	640	115	774	189	714	46
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	37%	38%	33%	39%	33%	35%	39%	34%	40%	41%	39%	38%	35%	32%	37%	41%	36%	36%	37%	35%
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	376	74	115	78	109	188	188	225	147	40	52	117	90	58	259	40	320	90	271	15
Your paid TV provider	231	51	65	52	63	116	115	153	77	23	31	67	60	42	158	23	200	59	163	9
Your broadband provider	289	45	97	70	78	142	148	185	102	31	37	78	81	48	195	31	247	63	210	16
Your mobile phone provider	1376	229	493	286	367	723	653	846	523	137	164	357	415	226	936	140	1182	264	1043	69
Would not be happy to receive Phone call from any organisation	53%	49%	58%	52%	52%	55%	52%	53%	52%	49%	50%	52%	57%	56%	54%	50%	54%	50%	54%	53%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base



QC2\_2. Which types of communication would you be happy to receive from - Phone call

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
Your bank / building society	294	259	35	6	251	24	11	9	13	29	31	14	25	26	48	40	24	-	24
Your gas / electricity provider	225	186	39	3	183	21	13	8	15	29	19	11	21	15	28	28	19	1	20
Your local council or tax office	249	209	40	7	210	17	15	7	14	34	23	19	18	21	30	28	23	1	17
Your GP / medical or healthcare professional	948	806	142	32	745	105	61	37	43	102	84	71	84	83	104	93	81	11	94
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	37%	36%	39%	42%	34%	48% <sup>nd</sup>	56% <sup>nd</sup>	52% <sup>nd</sup>	47% <sup>nd</sup>	36%	40% <sup>nd</sup>	33% <sup>nd</sup>	37%	34%	31%	26%	37%	47%	43% <sup>nd</sup>
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	376	321	55	12	313	36	17	10	17	50	35	12	35	22	60	48	24	4	32
Your paid TV provider	231	194	37	6	191	21	11	8	10	33	20	6	28	19	30	28	19	1	20
Your broadband provider	289	238	51	11	245	23	14	7	11	43	33	15	25	24	42	33	20	1	22
Your mobile phone provider	11%	11%	14%	14%	11%	10%	12%	10%	11%	15%	15%	8%	11%	10%	12%	9%	9%	3%	11%
Would not be happy to receive Phone call from any organisation	1376	1199	176	35	1195	99	53	29	51	141	104	101	121	135	193	225	123	12	87
	53%	54%	49%	46%	55% <sup>nd</sup>	46%	43%	40%	49%	50%	49%	54%	53%	56% <sup>nd</sup>	57% <sup>nd</sup>	64% <sup>nd</sup>	55%	52%	45%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QC2\_2. Which types of communication would you be happy to receive from - Phone call

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Your bank / building society	294	66	6	19	97	105	51	20	15	203	35	124	116	29	10	241	20	122	172	
	11%	7%	7%	4%	11%	10%	12%	12%	15%	11%	15%	12%	11%	10%	9%	26%	11%	13%	13%	10%
Your gas / electricity provider	225	61	8	20	71	88	44	10	5	159	15	83	91	26	13	8	174	21	99	126
	9%	7%	8%	5%	8%	8%	11%	6%	7%	15%	6%	8%	9%	9%	11%	20%	8%	13%	12%	7%
Your local council or tax office	249	52	7	16	83	89	47	18	9	172	27	99	87	37	14	7	185	21	121	128
	10%	6%	8%	4%	9%	9%	12%	11%	12%	9%	11%	9%	8%	13%	12%	18%	9%	13%	15%	7%
Your GP / medical or healthcare professional	948	333	35	162	378	363	117	61	21	741	82	410	388	92	35	17	796	52	291	657
	37%	36%	37%	37%	48%	35%	29%	37%	28%	34%	34%	38%	38%	31%	30%	44%	38%	33%	30%	38%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	376	115	16	45	132	140	66	21	9	272	30	137	171	41	15	9	308	24	172	205
	15%	12%	17%	10%	15%	13%	16%	13%	12%	14%	13%	13%	17%	14%	13%	22%	15%	15%	21%	12%
Your paid TV provider	231	48	5	15	83	83	46	11	5	166	16	85	103	23	10	7	188	17	118	112
	9%	5%	5%	3%	10%	8%	11%	7%	6%	9%	7%	8%	10%	8%	9%	17%	9%	11%	14%	6%
Your broadband provider	289	84	8	29	92	110	53	16	13	202	29	94	121	46	14	11	215	25	139	151
	11%	9%	9%	7%	10%	11%	13%	9%	16%	11%	12%	9%	12%	15%	12%	28%	10%	15%	17%	9%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Phone call from any organisation	1376	519	55	246	418	578	229	92	46	997	139	584	537	157	69	21	1121	90	392	984
	53%	56%	57%	57%	48%	56%	57%	55%	62%	52%	57%	54%	52%	53%	59%	52%	53%	57%	47%	56%

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_2. Which types of communication would you be happy to receive from - Phone call

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Your bank / building society	294	14	279	1	88	179	27	281	7	3	-	291	3
	11%	9%	12%	4%	12%	10%	13% <b>ns</b>	11%	11%	11%	-	11%	23%
Your gas / electricity provider	225	18	204	4	67	139	19	214	9	1	-	224	1
	9%	12%	9%	10%	9%	8%	14%	9%	14%	2%	-	9%	8%
Your local council or tax office	249	25	218	6	80	149	20	228	18	2	-	248	1
	10%	13% <b>ns</b>	9%	14%	11%	9%	14%	9%	28% <b>sig</b>	7%	-	10%	9%
Your GP / medical or healthcare professional	948	56	883	9	268	616	65	919	13	6	4	938	7
	37%	36%	37%	22%	36%	36%	46%	33% <b>ns</b>	20%	21%	68%	37%	47%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	376	34	341	2	121	236	19	360	14	1	-	375	1
	15%	22%	14%	5%	17%	14%	14%	15%	22%	3%	-	15%	8%
Your paid TV provider	231	18	210	2	97	127	7	220	7	4	-	231	-
	9%	12%	9%	6%	14% <b>ns</b>	7%	5%	9%	11%	14%	-	9%	-
Your broadband provider	289	24	263	2	86	181	22	273	10	4	2	287	*
	11%	15%	11%	6%	12%	10%	16%	11%	15%	14%	35%	11%	*
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Phone call from any organisation	1376	74	1277	24	354	965	57	1322	30	16	2	1368	6
	53%	48%	54%	62%	50%	56% <b>ns</b>	41%	54%	47%	52%	32%	53%	38%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_2. Which types of communication would you be happy to receive from - Phone call

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Your bank / building society	294	-	-	167	127	-	-	-	-	-	-	-	99	68	50	39	38
	11%	-	-	13%	10%	-	-	-	-	-	-	-	12%	14%	11%	9%	9%
Your gas / electricity provider	225	-	-	119	106	-	-	-	-	-	-	-	82	38	46	26	34
	9%	-	-	9%	8%	-	-	-	-	-	-	-	10%	8%	11%	6%	8%
Your local council or tax office	249	-	-	133	116	-	-	-	-	-	-	-	95	38	48	43	25
	10%	-	-	10%	9%	-	-	-	-	-	-	-	12%	8%	11%	10%	6%
Your GP / medical or healthcare professional	948	-	-	488	461	-	-	-	-	-	-	-	329	159	165	138	158
	37%	-	-	38%	36%	-	-	-	-	-	-	-	40%	34%	38%	33%	36%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	376	-	-	206	170	-	-	-	-	-	-	-	140	67	71	56	42
	15%	-	-	16%	13%	-	-	-	-	-	-	-	17%	14%	16%	14%	10%
Your paid TV provider	231	-	-	130	100	-	-	-	-	-	-	-	88	42	42	31	28
	9%	-	-	10%	8%	-	-	-	-	-	-	-	11%	9%	10%	7%	6%
Your broadband provider	289	-	-	161	128	-	-	-	-	-	-	-	95	67	51	46	30
	11%	-	-	13%	10%	-	-	-	-	-	-	-	12%	14%	12%	11%	7%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive phone call from any organisation	1376	-	-	674	701	-	-	-	-	-	-	-	405	269	219	232	250
	53%	-	-	52%	54%	-	-	-	-	-	-	-	46%	37%	50%	56%	57%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QC2\_3. Which types of communication would you be happy to receive from - Text message

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	2580	-	2580	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Your bank / building society	222	-	222	33	189	117	105	54	21	42	27	36	31	75	70	77	42	184	38	223
9%	-	9%	9%	9%	9%	8%	8%	16% <sup>h</sup> <sub>h</sub>	6%	9%	8%	7%	10%	4%	11% <sup>g</sup>	8%	7%	8%	12%	9%
Your gas / electricity provider	144	-	144	43	101	63	80	43	28	19	16	20	9	71	35	37	17	118	23	135
6%	-	6%	11% <sup>c</sup>	5%	5%	6%	6%	13% <sup>h</sup> <sub>h</sub>	8% <sup>h</sup>	4%	5%	4%	3%	10% <sup>g</sup> <sub>g</sub>	4%	3%	3%	5%	8%	5%
Your local council or tax office	121	-	121	36	85	57	64	35	23	22	13	11	10	58	35	28	17	99	20	101
5%	-	5%	9% <sup>d</sup>	4%	5%	5%	5%	10% <sup>h</sup> <sub>h</sub>	9% <sup>k</sup>	4%	4%	2%	3%	8% <sup>g</sup> <sub>g</sub>	4%	3%	3%	4%	7%	4%
Your GP / medical or healthcare professional	481	-	481	72	408	209	267	79	51	83	76	89	55	129	160	192	102	410	68	391
19%	-	19%	19%	19%	17%	20%	23% <sup>h</sup>	15%	17%	23% <sup>h</sup>	18%	17%	18%	19%	19%	18%	18%	18%	22%	15%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	325	-	325	52	273	146	177	85	45	46	35	54	31	130	82	112	59	279	42	324
13%	-	13%	13%	12%	13%	12%	13%	25% <sup>h</sup> <sub>h</sub>	13%	10%	11%	11%	10%	19% <sup>g</sup> <sub>g</sub>	10%	11%	10%	12%	14%	13%
Your paid TV provider	149	-	149	41	105	75	71	50	23	25	17	14	12	72	42	35	21	113	29	134
6%	-	6%	11% <sup>d</sup>	5%	6%	5%	5%	15% <sup>h</sup> <sub>h</sub>	7% <sup>k</sup>	5%	5%	3%	4%	10% <sup>g</sup> <sub>g</sub>	5%	3%	4%	5%	10% <sup>h</sup>	5%
Your broadband provider	199	-	199	57	143	99	99	64	40	21	23	29	13	105	44	51	22	153	43	182
8%	-	8%	15% <sup>d</sup>	7%	8%	8%	8%	10% <sup>h</sup> <sub>h</sub>	12% <sup>h</sup> <sub>h</sub>	4%	7%	6%	4%	15% <sup>g</sup> <sub>g</sub>	5%	5%	4%	7%	14% <sup>h</sup>	7%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Text message from any organisation	1700	-	1700	235	1465	851	848	168	219	331	216	351	225	387	547	766	415	1518	172	1763
66%	-	66%	61%	67%	66%	64%	49%	63% <sup>g</sup>	65% <sup>g</sup>	65% <sup>g</sup>	72% <sup>h</sup>	71% <sup>g</sup>	72% <sup>h</sup>	56%	67% <sup>h</sup>	72% <sup>h</sup>	71% <sup>h</sup>	67% <sup>h</sup>	56%	66%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_3. Which types of communication would you be happy to receive from - Text message

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Your bank / building society	222	52	65	49	56	117	105	134	86	29	28	63	51	39	143	29	185	58	146	18
Your gas / electricity provider	9%	71%	8%	9%	8%	9%	8%	9%	8%	10%	9%	9%	7%	10%	8%	10%	9%	11%	8%	74%
Your GP / medical or healthcare professional	144	30	45	35	33	76	68	103	41	15	20	46	30	26	96	15	127	33	100	11
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	6%	6%	5%	6%	5%	6%	5%	7%	4%	5%	6%	7%	4%	6%	5%	6%	6%	5%	8%	
Your local council or tax office	121	44	28	21	28	73	48	86	35	15	16	24	29	29	68	15	101	33	73	15
Your GP / medical or healthcare professional	5%	9%abcd	3%	4%	4%	6%	4%	6%	3%	5%	5%	3%	4%	7%klm	4%	5%	5%	6%	4%	12%r
Your GP / medical or healthcare professional	481	81	171	86	143	252	229	293	186	49	52	121	148	87	321	49	421	88	365	27
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	19%	17%	20%	15%	20%	19%	18%	19%	18%	18%	16%	17%	21%	22%	18%	17%	19%	17%	19%	21%
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	325	74	98	68	85	172	152	199	121	38	40	83	92	50	215	38	272	60	245	19
Your paid TV provider	1%	16%	12%	12%	12%	13%	12%	13%	12%	14%	12%	12%	13%	13%	12%	13%	13%	11%	13%	14%
Your broadband provider	149	33	53	23	40	86	63	93	53	19	22	38	31	30	91	19	123	32	98	19
Your mobile phone provider	6%	7%	6%	4%	6%	7%	5%	6%	5%	7%	7%	5%	4%	7%	5%	7%	6%	6%	5%	15%op
Your mobile phone provider	199	67	57	29	45	124	75	135	60	24	27	50	42	36	118	25	162	51	133	15
Your mobile phone provider	8%	14%abcd	7%	5%	6%	9%ef	6%	9%gh	6%	9%	8%	7%	6%	9%	7%	9%	7%	10%	7%	12%
Would not be happy to receive Text message from any organisation	1700	288	558	382	472	846	854	988	694	191	207	467	490	244	1163	194	1417	341	1279	79
Proportions/Means	66%	61%	66%	69%	67%	64%	68%	64%	69%	69%	64%	68%	68%	61%	67%	69%	65%	64%	67%	60%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QC2\_3. Which types of communication would you be happy to receive from - Text message

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humbberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	136	144	140	133	24	24	166
Your bank / building society	222	193	30	4	191	13	12	6	14	30	19	15	14	26	21	30	21	2	12
Your gas / electricity provider	144	128	16	1	121	8	9	6	8	20	11	9	5	13	26	14	10	*	8
Your local council or tax office	121	101	20	6	103	5	9	5	2	13	14	3	8	11	29	11	12	1	4
Your GP / medical or healthcare professional	481	411	70	9	436	24	12	9	19	58	51	36	53	42	60	81	36	3	21
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	19%	19%	19%	12%	20% <sup>ns</sup>	11%	10%	12%	18%	21% <sup>ns</sup>	23% <sup>ns</sup>	13% <sup>ns</sup>	23% <sup>ns</sup>	18%	18%	23% <sup>ns</sup>	16%	12%	11%
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	325	285	40	8	277	20	18	10	20	37	27	20	24	36	39	47	33	1	18
Your paid TV provider	13%	13%	7%	8%	13%	9%	14%	15%	13% <sup>ns</sup>	13%	13%	11%	11%	15%	10%	13%	15%	6%	9%
Your broadband provider	199	176	23	3	170	14	9	6	6	23	13	8	11	8	35	9	15	*	10
Your mobile phone provider	8%	8%	6%	5%	8%	7%	7%	8%	6%	8%	6%	3%	5%	3%	10% <sup>ns</sup>	3%	7%	*	5%
Would not be happy to receive Text message from any organisation	1700	1464	236	52	1405	160	89	46	64	183	127	123	146	167	219	220	156	19	141
	66%	66%	65%	69%	65%	74% <sup>ns</sup>	72%	65%	61%	65%	60%	66%	64%	69%	65%	62%	70%	80%	73% <sup>ns</sup>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QC2\_3. Which types of communication would you be happy to receive from - Text message

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Your bank / building society	222	66	11	35	57	107	35	14	9	164	23	72	105	24	16	5	177	21	96	126
	9%	7%	11%	8%	7%	10% <b>g</b>	9%	8%	12%	9%	9%	7%	10% <b>k</b>	8%	14% <b>k</b>	12%	8%	13% <b>k</b>	13% <b>s</b>	7%
Your gas / electricity provider	144	35	5	12	33	69	22	15	2	102	17	52	60	24	3	5	112	8	75	66
	6%	4%	5%	3%	4%	7% <b>d</b>	6%	9% <b>d</b>	3%	5%	7%	5%	6%	8%	3%	13%	5%	5%	9% <b>s</b>	4%
Your local council or tax office	121	33	7	14	25	67	16	8	5	92	13	40	51	19	7	4	92	10	67	53
	5%	4%	7%	3%	3%	9% <b>d</b>	4%	5%	7%	5%	5%	4%	5%	6%	6%	9%	4%	6%	9% <b>s</b>	3%
Your GP / medical or healthcare professional	481	180	18	89	133	212	83	39	20	346	50	173	238	42	20	6	410	26	149	332
	19%	19%	19%	20%	15%	20% <b>d</b>	20%	18%	23% <b>d</b>	18%	21%	16%	23% <b>k</b>	14%	17%	16%	19%	17%	18%	19%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	325	96	7	42	99	126	46	35	15	225	50	115	151	33	15	7	266	22	99	225
	13%	10%	8%	10%	17%	12%	17%	21% <b>def</b>	20%	12%	16% <b>d</b>	11%	15% <b>k</b>	11%	13%	19%	13%	14%	12%	13%
Your paid TV provider	149	39	3	20	26	86	20	12	4	112	16	47	67	21	5	8	113	13	74	75
	6%	4%	3%	5%	3%	8% <b>d</b>	5%	7% <b>d</b>	6%	6% <b>d</b>	7% <b>d</b>	4%	6%	7%	4%	21%	5%	8%	9% <b>s</b>	4%
Your broadband provider	199	50	3	22	46	95	33	16	8	141	24	62	94	28	9	6	157	15	89	110
	8%	5%	4%	5%	5%	9% <b>d</b>	8%	10%	10%	7%	11% <b>d</b>	6%	9% <b>k</b>	9%	8%	15%	7%	9%	11% <b>s</b>	6%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Text message from any organisation	1700	638	67	301	613	668	266	99	39	1282	138	754	640	197	75	21	1394	97	499	1201
	66%	69%	71%	69%	70% <b>egh</b>	64%	65%	59%	52%	67% <b>h</b>	57%	70% <b>i</b>	62%	67%	64%	54%	66%	62%	60%	69% <b>r</b>

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QC2\_3. Which types of communication would you be happy to receive from - Text message

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Your bank / building society	222	18	200	5	65	149	9	201	18	1	-	220	2
	9%	11%	8%	12%	9%	9%	6%	8%	13% <sup>gh</sup>	5%	-	9%	13%
Your gas / electricity provider	144	22	119	3	54	80	10	129	12	1	-	142	2
	6%	14% <sup>hb</sup>	5%	8%	8%	5%	7%	5%	19% <sup>gh</sup>	4%	-	6%	13%
Your local council or tax office	121	12	106	3	45	67	8	110	6	3	-	119	2
	5%	8%	4%	8%	6%	4%	6%	4%	10%	11%	-	5%	13%
Your GP / medical or healthcare professional	481	17	459	5	129	337	15	460	13	5	2	478	1
	19%	11%	18%	12%	18%	19% <sup>hd</sup>	11%	18%	20%	17%	32%	18%	9%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	325	20	301	3	83	218	23	306	7	4	-	317	8
	13%	13%	13%	9%	12%	13%	17%	12%	11%	12%	-	12%	54%
Your paid TV provider	149	11	134	4	41	98	11	125	11	3	4	139	6
	6%	7%	6%	9%	6%	6%	8%	5%	18% <sup>gh</sup>	9%	68%	5%	43%
Your broadband provider	199	17	179	3	70	112	17	181	11	1	-	193	6
	8%	11%	8%	8%	10% <sup>hb</sup>	6%	12%	7%	13% <sup>gh</sup>	4%	-	8%	43%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Text message from any organisation	1700	100	1575	25	447	1165	87	1647	29	20	-	1696	4
	66%	65%	66%	64%	63%	67%	62%	67% <sup>hd</sup>	45%	64%	-	68% <sup>hd</sup>	31%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_3. Which types of communication would you be happy to receive from - Text message

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Your bank / building society	222	-	-	114	108	-	-	-	-	-	-	-	70	44	42	32	34
9%	-	-	9%	8%	-	-	-	-	-	-	-	-	9%	9%	10%	8%	8%
Your gas / electricity provider	144	-	-	68	75	-	-	-	-	-	-	-	44	25	20	30	25
6%	-	-	5%	6%	-	-	-	-	-	-	-	-	5%	5%	5%	7%	6%
Your local council or tax office	121	-	-	58	63	-	-	-	-	-	-	-	29	29	25	22	17
9%	-	-	4%	5%	-	-	-	-	-	-	-	-	4%	6%	6%	5%	4%
Your GP / medical or healthcare professional	481	-	-	231	250	-	-	-	-	-	-	-	131	99	73	97	79
19%	-	-	18%	19%	-	-	-	-	-	-	-	-	16%	21%	17%	23%	18%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	325	-	-	168	157	-	-	-	-	-	-	-	102	66	57	42	58
13%	-	-	13%	12%	-	-	-	-	-	-	-	-	12%	14%	13%	10%	13%
Your paid TV provider	149	-	-	73	76	-	-	-	-	-	-	-	43	30	22	30	24
6%	-	-	6%	6%	-	-	-	-	-	-	-	-	5%	6%	5%	7%	5%
Your broadband provider	199	-	-	82	117	-	-	-	-	-	-	-	49	34	43	41	33
8%	-	-	6%	9%	-	-	-	-	-	-	-	-	6%	7%	10%	10%	7%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Text message from any organisation	1700	-	-	854	846	-	-	-	-	-	-	-	562	292	287	259	289
66%	-	-	66%	66%	-	-	-	-	-	-	-	-	65%	62%	66%	62%	65%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QC2\_4. Which types of communication would you be happy to receive from - Email

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	2580	-	2580	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Your bank / building society	1287	-	1287	1102	590	692	153	159	236	178	268	153	140	313	414	561	293	1121	156	1269
50%	-	50%	48%	50%	47%	53%	45%	46%	48%	54%	55%	48%	53%	45%	50%	52%	50%	50%	51%	49%
Your gas / electricity provider	1635	-	1535	1349	722	808	150	148	280	221	326	220	190	299	501	736	409	1374	154	1533
60%	-	60%	49%	52%	57%	61%	44%	43%	63%	63%	61%	63%	62%	43%	51%	62%	62%	51%	51%	59%
Your local council or tax office	1190	-	1190	1038	565	621	121	133	230	175	245	151	134	254	406	530	285	1040	131	1146
46%	-	46%	40%	47%	45%	47%	35%	38%	47%	53%	50%	48%	51%	37%	48%	50%	48%	46%	43%	44%
Your GP / medical or healthcare professional	631	-	631	522	315	315	77	86	148	73	123	68	56	163	221	247	124	533	94	567
24%	-	24%	28%	24%	25%	24%	22%	25%	30%	22%	25%	22%	21%	24%	27%	23%	21%	24%	31%	22%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	1370	-	1370	1185	635	731	116	155	266	181	299	193	161	271	447	652	354	1225	138	1378
53%	-	53%	48%	54%	50%	56%	34%	42%	54%	54%	51%	61%	61%	39%	54%	61%	61%	52%	45%	53%
Your paid TV provider	1371	-	1371	1189	603	704	158	161	262	194	225	190	115	319	470	576	301	1193	169	1392
53%	-	53%	47%	54%	53%	54%	46%	46%	55%	55%	56%	58%	44%	46%	58%	54%	52%	53%	56%	54%
Your broadband provider	1598	-	1598	1401	757	837	159	165	303	221	334	221	196	324	524	751	417	1431	159	1624
62%	-	62%	51%	64%	60%	64%	46%	48%	62%	67%	68%	69%	74%	47%	64%	70%	72%	63%	52%	63%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Email from any organisation	503	-	503	407	278	223	75	96	112	46	84	60	31	171	157	175	91	454	46	490
20%	-	20%	25%	19%	22%	17%	22%	20%	22%	13%	17%	19%	12%	25%	19%	16%	16%	20%	15%	19%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_4. Which types of communication would you be happy to receive from - Email

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Your bank / building society	1287	251	444	245	348	694	592	763	516	126	154	338	381	225	872	127	1113	247	997	42
50%		33% <sup>ab</sup>	32% <sup>ab</sup>	44%	49%	33% <sup>cd</sup>	47%	49%	51%	45%	47%	49%	53%	50%	45%	51%	47% <sup>ab</sup>	52% <sup>ab</sup>	32%	
Your gas / electricity provider	1535	268	532	312	423	801	735	866	639	155	188	415	438	258	1041	156	1311	288	1191	57
60%		57%	53%	56%	60%	61%	58%	57%	53% <sup>ab</sup>	56%	58%	60%	60%	64%	60%	56%	60%	54%	52% <sup>ab</sup>	43%
Your local council or tax office	1190	229	389	246	326	618	572	715	463	123	131	322	347	202	800	123	1015	218	923	49
46%		49%	46%	45%	46%	47%	45%	46%	46%	44%	40%	47%	48%	50% <sup>ab</sup>	46%	44%	47%	41%	48% <sup>ab</sup>	38%
Your GP / medical or healthcare professional	631	121	221	130	160	341	290	386	242	60	80	158	184	114	422	60	541	131	474	27
24%		26%	26%	24%	23%	26%	23%	25%	24%	22%	25%	23%	25%	28%	24%	21%	25%	25%	25%	20%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	1370	241	478	282	369	719	651	804	559	138	153	367	407	227	927	139	1167	260	1043	67
53%		51%	56%	51%	52%	55%	52%	53%	55%	47%	53%	58% <sup>ab</sup>	53% <sup>ab</sup>	56%	53%	49%	54%	49%	54%	31%
Your paid TV provider	1371	257	493	290	331	750	621	870	494	110	151	368	417	256	936	111	1205	232	1079	60
53%		55% <sup>ab</sup>	58% <sup>ab</sup>	52%	47%	57% <sup>ab</sup>	49%	56% <sup>ab</sup>	49%	40%	46%	53% <sup>ab</sup>	58% <sup>ab</sup>	64% <sup>ab</sup>	54% <sup>ab</sup>	39%	56% <sup>ab</sup>	44%	58% <sup>ab</sup>	46%
Your broadband provider	1698	274	554	335	436	828	771	928	659	148	192	440	470	266	1102	148	1381	296	1230	72
62%		58%	65%	61%	61%	63%	61%	60%	65% <sup>ab</sup>	53%	59%	64% <sup>ab</sup>	65% <sup>ab</sup>	65% <sup>ab</sup>	63% <sup>ab</sup>	53%	64% <sup>ab</sup>	56%	64% <sup>ab</sup>	54%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Email from any organisation	503	76	152	119	156	228	275	323	174	70	66	140	132	60	338	73	402	128	335	40
20%		16%	18%	21%	22%	17%	22% <sup>ab</sup>	21%	17%	25% <sup>ab</sup>	20%	20%	18%	15%	19%	26% <sup>ab</sup>	19%	24% <sup>ab</sup>	17%	31% <sup>ab</sup>

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QC2\_4. Which types of communication would you be happy to receive from - Email

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
Your bank / building society	1287	1099	187	39	1087	108	62	30	42	152	99	102	118	117	162	182	112	14	93
50%	50%	52%	52%	52%	53% <sup>ab</sup>	50%	50%	42%	40%	54% <sup>bc</sup>	47%	54% <sup>bc</sup>	52%	49%	48%	52%	51%	62%	48%
Your gas / electricity provider	1535	1335	201	45	1298	136	88	36	56	172	145	112	137	144	171	220	136	15	122
60%	60%	56%	59%	59%	59% <sup>ab</sup>	53% <sup>ab</sup>	55%	50%	54%	61%	53% <sup>ab</sup>	60%	60%	60%	61%	53% <sup>ab</sup>	62%	63%	53% <sup>ab</sup>
Your local council or tax office	1190	1053	137	28	1012	101	51	26	37	125	93	96	98	127	150	180	104	9	92
46%	47% <sup>abc</sup>	38%	37%	37%	47% <sup>ab</sup>	47% <sup>ab</sup>	42%	36%	36%	44%	44%	61% <sup>ab</sup>	43%	53% <sup>ab</sup>	44%	51% <sup>ab</sup>	47%	40%	47% <sup>ab</sup>
Your GP / medical or healthcare professional	631	555	76	13	560	40	23	8	22	67	50	48	44	60	100	110	59	4	36
24%	25%	21%	17%	25% <sup>ab</sup>	18%	19%	12%	21%	24%	23%	26%	19%	25%	30% <sup>ab</sup>	31% <sup>ab</sup>	26%	16%	16%	
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	1370	1173	197	39	1158	117	62	34	49	146	124	114	110	129	163	192	132	14	102
53%	53%	59%	52%	53%	54%	50%	47%	49%	49%	52%	58%	53% <sup>ab</sup>	48%	54%	49%	55%	50% <sup>ab</sup>	62%	53%
Your paid TV provider	1371	1200	171	38	1157	110	68	36	58	148	125	109	104	124	175	195	122	11	99
53%	54%	47%	48%	53%	51%	55%	50%	53%	52%	59% <sup>ab</sup>	59% <sup>ab</sup>	46%	52%	52%	55%	55%	49%	49%	51%
Your broadband provider	1598	1376	223	46	1343	139	75	42	61	170	146	119	141	147	172	239	146	17	122
62%	62%	62%	61%	62%	64%	61%	58%	58%	58%	60%	69% <sup>ab</sup>	62% <sup>ab</sup>	62%	61%	51%	69% <sup>ab</sup>	66% <sup>ab</sup>	74%	63% <sup>ab</sup>
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Email from any organisation	503	432	72	15	416	41	28	17	22	64	33	31	52	57	68	52	39	3	39
20%	19%	20%	20%	19%	19%	23%	24%	21%	22%	15%	16%	23%	24%	20%	15%	17%	12%	20%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QC2\_4. Which types of communication would you be happy to receive from - Email

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Your bank / building society	1287	496	53	233	402	529	216	95	38	932	133	530	517	157	67	13	1046	80	374	913
	50%	54%	56%	54%	46%	51%	53%	57%	51%	49%	55%	49%	50%	53%	57%	33%	50%	51%	45%	63% <sub>ur</sub>
Your gas / electricity provider	1535	586	59	289	503	638	240	101	51	1141	152	653	622	158	81	18	1275	99	421	1114
	60%	63%	62%	66%	58%	61%	59%	60%	69%	60%	63%	61%	60%	54%	63% <sub>um</sub>	45%	60%	63%	51%	64% <sub>ur</sub>
Your local council or tax office	1190	435	40	212	348	509	202	79	46	857	125	482	502	121	68	13	984	81	327	863
	46%	47%	42%	49%	40%	49% <sub>ud</sub>	59% <sub>ud</sub>	47%	46%	62% <sub>ud</sub>	45%	45%	49%	41%	58% <sub>um</sub>	33%	47%	52%	39%	49% <sub>ur</sub>
Your GP / medical or healthcare professional	631	229	27	110	162	273	118	46	27	436	73	239	242	101	36	10	481	47	212	419
	24%	23%	28%	23%	19%	23% <sub>ud</sub>	23% <sub>ud</sub>	23% <sub>ud</sub>	23% <sub>ud</sub>	23%	23%	22%	23%	24% <sub>um</sub>	31%	26%	23%	30%	23%	24%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	1370	531	57	262	443	578	215	85	45	1021	130	600	537	151	61	18	1137	80	368	1002
	53%	57%	60%	60%	51%	56%	53%	51%	60%	53%	54%	56%	52%	51%	52%	46%	54%	51%	44%	57% <sub>ur</sub>
Your paid TV provider	1371	478	30	200	443	572	206	99	46	1015	145	590	570	136	60	12	1160	72	394	977
	53%	52% <sub>ub</sub>	32%	46% <sub>ub</sub>	51%	55%	51%	59%	62%	53%	60% <sub>ud</sub>	55% <sub>um</sub>	55% <sub>um</sub>	46%	51%	31%	55% <sub>um</sub>	46%	47%	56% <sub>ur</sub>
Your broadband provider	1698	622	59	302	543	653	246	105	46	1196	151	703	635	160	81	14	1335	95	433	1165
	62%	67%	62%	70%	62%	63%	61%	63%	62%	62%	62%	65% <sub>um</sub>	61%	54%	63% <sub>um</sub>	36%	63% <sub>um</sub>	61%	52%	67% <sub>ur</sub>
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Email from any organisation	503	172	17	65	193	183	82	34	3	376	37	205	196	61	22	11	401	33	185	318
	20%	19%	18%	15%	22% <sub>ub</sub>	18% <sub>ub</sub>	20% <sub>ub</sub>	20% <sub>ub</sub>	4%	20% <sub>ub</sub>	15%	19%	19%	21%	18%	28%	19%	21%	22%	18%

Proportions/Mean: Columns Tested (5% risk level) - ab/c - d/e(f/g/h) - i/j/m/n(o/p/q) - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_4. Which types of communication would you be happy to receive from - Email

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	2580	2401	33	716	1707	157	2489	49	25	3	2563	14	
Weighted Base	2580	155*	2386	39**	708	1732	140*	2485	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Your bank / building society	1287	71	1200	16	307	913	67	1247	19	13	4	1279	4
	50%	46%	50%	42%	43%	53% <sup>sd</sup>	48%	51% <sup>sh</sup>	30%	42%	68%	52% <sup>sh</sup>	30%
Your gas / electricity provider	1535	76	1442	18	369	1104	62	1498	12	19	2	1529	4
	60%	49%	60% <sup>sh</sup>	45%	52%	64% <sup>sd</sup>	44%	61% <sup>sh</sup>	19%	61%	35%	60% <sup>sh</sup>	30%
Your local council or tax office	1190	53	1120	16	265	870	54	1164	9	2	1	1182	6
	46%	35%	47% <sup>sh</sup>	42%	37%	50% <sup>sd</sup>	39%	47% <sup>sh</sup>	15%	29%	35%	46% <sup>sh</sup>	44%
Your GP / medical or healthcare professional	631	37	580	14	143	481	37	607	9	12	-	628	3
	24%	24%	24%	36%	20%	28% <sup>sd</sup>	26%	26%	14%	46%	-	23%	20%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	1370	69	1278	23	356	961	63	1340	11	16	-	1367	3
	53%	44%	54%	59%	50%	55%	45%	54% <sup>sh</sup>	17%	52%	-	53% <sup>sh</sup>	20%
Your paid TV provider	1371	78	1276	18	312	993	66	1340	17	10	-	1366	4
	53%	50%	53%	45%	44%	57% <sup>sd</sup>	47%	54% <sup>sh</sup>	27%	32%	-	53% <sup>sh</sup>	30%
Your broadband provider	1598	76	1487	25	399	1127	72	1568	16	11	-	1585	3
	62%	49%	63% <sup>sh</sup>	63%	56%	63% <sup>sd</sup>	51%	65% <sup>sh</sup>	26%	37%	-	63% <sup>sh</sup>	21%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Email from any organisation	503	44	457	2	172	304	27	461	29	4	2	495	7
	20%	29% <sup>sh</sup>	19%	4%	24% <sup>sh</sup>	18%	19%	19%	46% <sup>sd</sup>	14%	32%	19%	47%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_4. Which types of communication would you be happy to receive from - Email

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	240	248	259
Your bank / building society	1287	-	-	620	667	-	-	-	-	-	-	-	377	243	202	215	250
50%	-	-	-	48%	52%	-	-	-	-	-	-	-	46%	51%	46%	52%	57%
Your gas / electricity provider	1535	-	-	779	757	-	-	-	-	-	-	-	483	296	249	240	268
60%	-	-	-	60%	59%	-	-	-	-	-	-	-	59%	63%	57%	58%	61%
Your local council or tax office	1190	-	-	603	587	-	-	-	-	-	-	-	373	230	177	188	221
46%	-	-	-	47%	45%	-	-	-	-	-	-	-	46%	46%	41%	45%	51%
Your GP / medical or healthcare professional	631	-	-	315	316	-	-	-	-	-	-	-	177	139	108	88	120
24%	-	-	-	24%	24%	-	-	-	-	-	-	-	22%	29%	25%	21%	27%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	1370	-	-	665	705	-	-	-	-	-	-	-	410	255	220	232	263
53%	-	-	-	52%	55%	-	-	-	-	-	-	-	50%	54%	50%	56%	58%
Your paid TV provider	1371	-	-	669	702	-	-	-	-	-	-	-	427	242	218	232	251
53%	-	-	-	52%	54%	-	-	-	-	-	-	-	52%	51%	50%	56%	57%
Your broadband provider	1588	-	-	805	793	-	-	-	-	-	-	-	525	280	252	247	294
62%	-	-	-	62%	61%	-	-	-	-	-	-	-	64%	59%	58%	59%	67%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Email from any organisation	503	-	-	261	242	-	-	-	-	-	-	-	169	92	88	86	68
20%	-	-	-	20%	19%	-	-	-	-	-	-	-	21%	20%	20%	21%	16%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



QC2\_5. Which types of communication would you be happy to receive from - Social media (e.g. Facebook, Twitter, etc)

Base : All participants

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	2580	-	2580	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Your bank / building society	39	-	39	20	21	17	6	10	19	-	4	-	-	17	19	4	-	30	10	26
2%	-	2%	5% <b>d</b>	1%	2%	1%	2%	3% <b>ghm</b>	4% <b>klm</b>	-	1%	-	-	2% <b>pd</b>	2% <b>qd</b>	-	-	1%	3%	1%
Your gas / electricity provider	37	-	37	29	22	15	15	8	7	6	-	2	-	23	12	2	2	25	9	25
1%	-	1%	2%	1%	2%	1%	3% <b>klm</b>	2% <b>k</b>	1% <b>k</b>	2% <b>k</b>	-	1%	-	3% <b>pd</b>	2% <b>q</b>	-	-	1%	3%	1%
Your local council or tax office	27	-	27	19	19	9	6	10	6	5	-	-	-	16	11	-	-	26	2	22
1%	-	1%	2%	1%	1%	1%	2% <b>k</b>	3% <b>klm</b>	1%	2% <b>k</b>	-	-	-	2% <b>pd</b>	1% <b>pd</b>	-	-	1%	1%	1%
Your GP / medical or healthcare professional	11	-	11	7	5	6	-	6	2	3	-	-	-	6	5	2	-	10	1	9
*	-	-	1%	-	-	-	-	2% <b>k</b>	*	1%	-	-	-	1% <b>p</b>	1%	-	-	*	*	*
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	19	-	19	10	16	3	5	6	5	*	1	2	-	11	5	3	2	17	2	20
1%	-	1%	2% <b>d</b>	*	3% <b>d</b>	*	2%	2%	1%	*	*	1%	-	2% <b>d</b>	1%	*	*	1%	1%	1%
Your paid TV provider	30	-	30	22	17	13	4	12	6	2	1	-	-	20	8	1	-	25	5	28
1%	-	1%	2%	1%	1%	1%	1%	5% <b>ghklm</b>	1%	1%	*	-	-	3% <b>opqd</b>	1% <b>u</b>	-	-	1%	2%	1%
Your broadband provider	23	-	23	9	15	8	1	12	8	1	-	-	-	13	9	-	-	15	6	17
1%	-	1%	3% <b>d</b>	1%	1%	1%	*	3% <b>ghklm</b>	2% <b>k</b>	*	-	-	-	2% <b>pd</b>	1% <b>p</b>	-	-	1%	2%	1%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Social media (e.g. Facebook, Twitter, etc) from any organisation	2449	-	2449	2110	1183	1261	310	304	454	320	483	314	264	614	774	1061	577	2158	279	2476
85%	-	85%	88%	95% <b>d</b>	84%	95%	91%	88%	93% <b>h</b>	95% <b>gh</b>	95% <b>ghj</b>	95% <b>ghl</b>	100% <b>ghlm</b>	89%	94% <b>h</b>	99% <b>lno</b>	99% <b>lno</b>	98% <b>lso</b>	91%	96%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_5. Which types of communication would you be happy to receive from - Social media (e.g. Facebook, Twitter, etc)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Your bank / building society	39	8	10	13	7	1%	2%	36	3	2	5	11	17	4	34	2	38	15	24	1%
Your gas / electricity provider	37	15	14	4	4	29	8	22	12	7	4	5	10	7	20	7	27	16	16	5
Your local council or tax office	27	3	13	5	6	16	11	18	9	-	8	2	2	9	13	-	22	7	15	5
Your GP / medical or healthcare professional	11	-	1	2	9	1	10	6	4	-	1	6	-	1	8	-	8	5	3	3
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	19	5	10	4	-	15	4	12	7	3	4	5	3	5	12	3	17	5	14	-
Your paid TV provider	30	10	5	7	9	15	15	23	7	2	6	9	9	5	23	2	28	6	22	2
Your broadband provider	23	7	9	4	4	15	7	17	6	2	4	7	5	4	17	2	21	6	17	*
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Social media (e.g. Facebook, Twitter, etc) from any organisation	2449	437	805	525	684	1241	1208	1452	977	265	303	659	691	380	1652	269	2060	487	1843	119
	95%	93%	95%	95%	96%	94%	96%	94%	97%	95%	93%	95%	95%	94%	95%	96%	95%	92%	96%	91%

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QC2\_5. Which types of communication would you be happy to receive from - Social media (e.g. Facebook, Twitter, etc)

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
Your bank / building society	39	38	2	-	37	*	1	1	-	2	4	4	-	1	12	6	7	-	-
2%	2%	*	*	*	3%	*	1%	1%	-	1%	2%	2%	-	1%	4%	2%	3%	-	-
Your gas / electricity provider	37	37	*	*	36	*	*	1	-	2	5	3	5	2	10	-	-	-	-
1%	1%	2%	1%	1%	2%	*	1%	1%	-	1%	3%	1%	2%	5%/n/m/d	-	-	-	-	-
Your local council or tax office	27	27	*	*	23	3	*	1	-	4	-	1	-	6	9	-	1	-	3
1%	1%	*	*	1%	1%	*	1%	1%	-	1%	-	1%	-	3%	3%	-	1%	-	2%
Your GP / medical or healthcare professional	11	11	*	*	10	1	*	-	1	2	-	1	-	-	3	-	3	-	1
*	*	*	*	*	*	1%	*	-	1%	1%	-	1%	-	-	1%	-	1%	-	1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	19	19	1	*	17	1	*	1	-	3	2	4	-	-	9	-	-	-	1
1%	1%	*	*	1%	*	*	2%	1%	-	1%	2%	2%	-	-	2%	-	-	-	1%
Your paid TV provider	30	28	2	*	26	1	1	1	1	-	-	5	4	3	-	8	6	*	1
1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	-	2%	1%	2%	1%	-	2%	3%	1%	1%
Your broadband provider	23	22	1	1	19	3	*	*	-	2	-	3	4	-	8	2	-	-	3
1%	1%	*	1%	1%	1%	1%	1%	1%	-	1%	-	2%	2%	-	2%	1%	-	-	2%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Social media (e.g. Facebook, Twitter, etc) from any organisation	2449	2093	357	74	2052	209	121	67	103	267	206	177	216	229	300	340	214	23	186
95%	94%	98%	98%	95%	97%	98%	94%	99%	95%	97%	94%	95%	96%	89%	97%	96%	99%	96%	95%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QC2\_5. Which types of communication would you be happy to receive from - Social media (e.g. Facebook, Twitter, etc)

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Your bank / building society	39	4	-	-	12	14	8	2	26	4	13	12	8	5	-	25	5	26	14	1%
25%	-	-	-	-	1%	1%	2%	1%	3%	1%	1%	1%	3%	4%	-	1%	3%	3%	3%	1%
Your gas / electricity provider	37	11	2	3	6	16	8	1	6	23	7	9	19	6	-	3	27	3	19	18
1%	1%	2%	1%	1%	2%	2%	1%	1%	3%	1%	1%	2%	2%	-	8%	1%	2%	2%	1%	1%
Your local council or tax office	27	4	-	1	5	11	12	-	15	-	8	11	5	4	-	19	4	11	17	1%
1%	-	-	-	1%	1%	3%	3%	-	1%	-	1%	1%	2%	3%	-	1%	2%	1%	1%	1%
Your GP / medical or healthcare professional	11	1	-	1	-	4	6	1	-	4	1	-	2	6	3	-	2	3	7	4
*	*	-	-	*	-	*	2%	1%	-	*	*	*	2%	3%	-	*	3%	1%	1%	1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	19	5	2	3	7	10	2	-	17	-	5	10	2	2	-	15	2	17	2	2
1%	1%	2%	1%	1%	1%	1%	-	1%	1%	-	1%	1%	1%	2%	-	1%	1%	1%	1%	1%
Your paid TV provider	30	9	-	*	3	11	7	3	5	14	8	6	15	8	1	21	1	14	16	1%
1%	1%	-	*	*	1%	2%	2%	1%	3%	1%	3%	1%	1%	1%	-	1%	1%	2%	1%	1%
Your broadband provider	23	3	-	1	4	12	5	1	17	1	4	8	8	1	2	12	2	17	6	1%
1%	*	-	*	1%	1%	1%	1%	-	1%	*	*	1%	3%	1%	4%	1%	2%	1%	1%	1%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Social media (e.g. Facebook, Twitter, etc) from any organisation	2449	897	94	428	846	988	377	158	63	1834	222	1044	984	266	107	35	2028	141	759	1691
95%	97%	98%	98%	97%	95%	95%	93%	95%	85%	96%	92%	97%	95%	90%	91%	88%	95%	90%	91%	97%

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - i(j)(m)(o)(p)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_5. Which types of communication would you be happy to receive from - Social media (e.g. Facebook, Twitter, etc)

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Your bank / building society	39	6	29	4	23	17	-	29	8	2	-	39	-
25%	4%	1%	11%	13%	1%	-	-	1%	13% <sup>gh</sup>	6%	-	2%	-
Your gas / electricity provider	37	-	36	1	10	20	8	31	-	2	-	34	3
1%	-	1%	4%	1%	1%	5% <sup>de</sup>	-	1%	-	8%	-	1%	23%
Your local council or tax office	27	4	21	3	10	12	5	21	5	1	-	27	-
1%	2%	1%	7%	1%	1%	4% <sup>de</sup>	-	1%	9% <sup>gh</sup>	5%	-	1%	-
Your GP / medical or healthcare professional	11	3	5	3	3	3	5	4	4	1	-	10	1
* * * 2% <sup>ab</sup>	-	-	7%	-	-	3% <sup>de</sup>	-	-	6% <sup>gh</sup>	5%	-	-	8%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	19	1	19	-	2	16	1	17	3	-	-	19	-
1%	-	1%	-	-	1%	1%	1	1%	4% <sup>gh</sup>	-	-	1%	-
Your paid TV provider	30	7	22	1	15	14	1	18	7	5	-	30	-
1%	4% <sup>ab</sup>	1%	4%	2% <sup>de</sup>	1%	1%	1%	1%	10% <sup>gh</sup>	17%	-	1%	-
Your broadband provider	23	-	19	3	9	12	2	15	9	1	2	21	-
1%	-	1%	8%	1%	1%	1%	1%	1%	9% <sup>gh</sup>	4%	34%	1%	-
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Social media (e.g. Facebook, Twitter, etc) from any organisation	2449	144	2276	29	657	1671	122	2369	45	22	4	2436	10
95%	93%	95%	75%	93%	95% <sup>cd</sup>	87%	95% <sup>gh</sup>	70%	71%	66%	66% <sup>gh</sup>	69%	69%

Proportions/Mean: Columns Tested (5% risk level) - abc/c - d/ef - gh/ij/kl  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_5. Which types of communication would you be happy to receive from - Social media (e.g. Facebook, Twitter, etc)

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Your bank / building society	39	-	-	23	17	-	-	-	-	-	-	-	20	3	2	9	6
1%	2%	-	-	2%	1%	-	-	-	-	-	-	-	1%	*	*	2%	1%
Your gas / electricity provider	37	-	-	15	22	-	-	-	-	-	-	-	9	7	9	7	5
1%	1%	-	-	1%	2%	-	-	-	-	-	-	-	1%	1%	2%	2%	1%
Your local council or tax office	27	-	-	13	14	-	-	-	-	-	-	-	11	2	*	7	7
1%	-	-	-	1%	1%	-	-	-	-	-	-	-	1%	*	*	2%	2%
Your GP / medical or healthcare professional	11	-	-	6	5	-	-	-	-	-	-	-	6	-	-	2	3
*	*	-	-	*	*	-	-	-	-	-	-	-	1%	-	*	*	1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	19	-	-	7	13	-	-	-	-	-	-	-	5	1	5	2	5
1%	-	-	-	1%	1%	-	-	-	-	-	-	-	1%	*	1%	1%	1%
Your paid TV provider	30	-	-	11	19	-	-	-	-	-	-	-	10	1	6	7	7
1%	-	-	-	1%	1%	-	-	-	-	-	-	-	1%	*	1%	2%	2%
Your broadband provider	23	-	-	12	11	-	-	-	-	-	-	-	8	4	6	*	5
1%	-	-	-	1%	1%	-	-	-	-	-	-	-	1%	1%	1%	*	1%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Social media (e.g. Facebook, Twitter, etc) from any organisation	2449	-	-	1227	1222	-	-	-	-	-	-	-	770	457	418	387	417
95%	-	-	-	95%	95%	-	-	-	-	-	-	-	94%	97%	96%	93%	95%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QC2\_6. Which types of communication would you be happy to receive from - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	2580	2580	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Your bank / building society	16	16	6	10	11	6	2	8	4	3	*	*	*	9	7	*	*	16	-	14
1%	1%	1%	2%	*	1%	*	1%	2%kl	1%	1%	*	*	*	1%pp	1%p	*	*	1%	-	1%
Your gas / electricity provider	22	22	8	14	17	5	5	7	7	3	-	-	-	12	10	-	-	15	7	13
1%	1%	2%	1%	1%	1%	*	1%	2%kl	1%	1%	-	-	-	2%pp	1%pp	-	-	1%	2%	1%
Your local council or tax office	17	17	7	9	11	6	2	6	6	-	2	-	-	9	6	2	-	14	1	12
1%	1%	2%	*	1%	1%	*	1%	2%	1%	-	*	-	-	1%pp	1%	*	-	1%	1	1
Your GP / medical or healthcare professional	33	33	7	26	22	10	7	8	6	7	4	1	-	15	13	5	1	28	5	31
1%	1%	2%	1%	2%	1%	1%	2%	2%	1%	2%	1%	*	-	2%pp	2%	*	*	1%	2%	1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	21	21	5	16	11	10	1	5	7	6	2	-	-	6	13	2	-	21	-	14
1%	1%	1%	1%	1%	1%	1%	*	1%	1%	2%	*	-	-	1%	2%pp	-	-	1%	-	1%
Your paid TV provider	26	26	11	15	15	11	6	5	9	6	-	-	-	12	14	-	-	23	3	17
1%	1%	3%kl	1%	1%	1%	1%	2%kl	2%kl	2%kl	2%kl	-	-	-	2%pp	2%pp	-	-	1%	1%	1%
Your broadband provider	15	15	5	10	1	4	2	6	2	6	2	-	-	6	8	2	-	15	*	12
1%	1%	1%	1%	1%	1%	*	1%	1%	2%	*	*	-	-	1%	1%	*	-	1%	*	*
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Video calling (e.g. Skype, FaceTime, etc) from any organisation	2480	2480	356	2124	1189	1284	320	317	467	315	481	316	264	637	782	1081	580	2172	292	2501
96%	96%	92%	97%kl	95%	98%kl	94%	91%	95%	95%	98%ghj	100%ghj	100%ghj	92%	92%	95%	99%lno	100%lno	96%	96%	97%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_6. Which types of communication would you be happy to receive from - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Your bank / building society	16	7	4	-	6	11	6	14	2	3	-	3	-	8	3	11	7	5	5	
1%		2%			1%			1%		1%				2%		1%	1%	1%	1%	1%
Your gas / electricity provider	22	7	8	5	4	13	9	19	3	4	3	6	5	-	14	4	14	7	10	5
1%		1%	1%	1%	1%	1%	1%	1%		2%	1%	1%	1%		2%	1%	1%	1%	1%	1%
Your local council or tax office	17	2	5	5	4	8	9	8	9	4	-	4	4	5	7	4	13	4	13	-
1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	-
Your GP / medical or healthcare professional	33	13	17	2	-	30	3	26	7	3	5	7	2	14	14	3	28	11	22	-
1%		3%	2%		2%			2%	1%	1%	2%	1%		6%	1%	1%	1%	2%	1%	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	21	2	9	4	7	10	10	15	5	-	9	4	2	3	15	-	17	7	9	5
1%			1%	1%	1%	1%	1%	3%	1%		3%	1%		1%	1%		1%	1%	1%	1%
Your paid TV provider	26	4	7	7	8	11	15	21	5	2	4	6	10	*	21	2	21	8	14	4
1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	3%
Your broadband provider	15	2	2	4	7	4	11	10	5	6	6	3	*	*	9	6	10	5	10	-
1%				1%	1%		1%	1%		2%	2%	1%		1%	1%	2%	1%	1%	1%	-
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Video calling (e.g. Skype, FaceTime, etc) from any organisation	2480	436	818	537	690	1254	1226	1473	983	260	312	667	706	380	1685	264	2093	495	1862	123
96%		93%	96%	97%	97%	95%	97%	95%	97%	94%	96%	97%	97%	94%	97%	94%	96%	93%	97%	94%

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base



QC2\_6. Which types of communication would you be happy to receive from - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humburside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
Your bank / building society	16	16	-	-	14	1	*	1	-	-	-	1	-	-	8	5	-	-	1
1%	1%	-	-	-	1%	*	*	2% <b>td</b>	-	-	-	-	-	-	2%	1%	-	-	*
Your gas / electricity provider	22	22	-	-	20	2	-	*	-	6	-	3	2	-	5	-	3	-	2
1%	1%	-	-	-	1%	1%	-	-	-	2%	-	2%	1%	-	2%	-	1%	-	1%
Your local council or tax office	17	15	2	-	16	*	-	*	1	2	2	-	-	1	-	7	3	-	*
1%	1%	1%	1%	-	1%	*	-	1%	-	1%	1%	-	-	1%	-	2%	1%	-	*
Your GP / medical or healthcare professional	33	32	1	-	25	4	2	2	-	4	2	1	2	-	11	4	-	*	4
1%	1%	-	1%	1%	2%	2%	3%	-	1%	1%	1%	1%	1%	-	3% <b>td</b>	1%	-	1%	2%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	21	21	-	-	18	1	1	1	-	2	-	-	-	-	3	3	-	-	1
1%	1%	-	-	1%	1%	*	1%	-	-	1%	-	-	-	1%	1%	2%	-	-	1%
Your paid TV provider	26	26	-	-	20	5	*	*	-	-	2	1	1	3	13	-	-	-	5
1%	1%	-	-	1%	2%	*	*	-	-	1%	1%	1%	1%	4% <b>td</b>	-	-	-	-	3% <b>td</b>
Your broadband provider	15	13	2	-	14	-	1	*	-	5	-	-	-	3	2	-	5	-	-
1%	1%	1%	1%	1%	-	1%	-	-	-	2%	-	-	-	1%	1%	-	2%	-	-
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Video calling (e.g. Skype, FaceTime, etc) from any organisation	2480	2125	355	75	2084	207	121	68	104	268	209	182	221	236	310	339	215	23	184
96%	96%	98%	99%	96%	96%	98%	96%	-	99% <b>td</b>	95%	98% <b>td</b>	97%	97%	98% <b>td</b>	91%	96%	97% <b>td</b>	99%	95%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QC2\_6. Which types of communication would you be happy to receive from - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Your bank / building society	16	4	-	-	-	12	3	2	-	12	2	8	5	3	1	-	13	1	12	5
1%	-	-	-	-	-	1%	1%	-	-	1%	1%	1%	-	1%	-	3%	1%	1%	1%	-
Your gas / electricity provider	22	4	-	2	5	4	13	-	-	9	-	-	7	5	9	-	7	9	15	-
1%	-	-	-	-	1%	4%	3% <sup>del</sup>	-	-	-	-	1%	2% <sup>kp</sup>	8% <sup>kimp</sup>	-	-	6% <sup>ktp</sup>	2% <sup>s</sup>	2% <sup>s</sup>	-
Your local council or tax office	17	3	-	-	2	9	2	1	2	11	4	7	4	4	-	1	11	2	14	3
1%	-	-	-	-	-	1%	-	1%	3% <sup>del</sup>	1%	2%	1%	-	1%	-	3%	1%	1%	2% <sup>s</sup>	-
Your GP / medical or healthcare professional	33	14	2	3	9	15	6	-	2	24	2	13	12	6	2	-	25	2	20	12
1%	1%	2%	1%	1%	1%	1%	-	-	3%	1%	1%	1%	1%	2%	-	1%	1%	2% <sup>s</sup>	1%	1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
21	10	-	3	-	2	9	10	-	-	10	-	3	7	6	4	-	11	4	16	4
1%	1%	-	1%	-	1%	2% <sup>del</sup>	1%	-	1%	-	-	1%	1%	3% <sup>kp</sup>	3% <sup>ktp</sup>	-	1%	3% <sup>kp</sup>	2% <sup>s</sup>	-
Your paid TV provider	26	6	-	4	6	9	9	1	-	15	1	8	2	13	3	-	10	3	19	7
1%	1%	-	1%	1%	1%	2% <sup>del</sup>	1%	-	1%	1%	1%	1%	-	4% <sup>ktp</sup>	3% <sup>kp</sup>	-	1%	2% <sup>del</sup>	2% <sup>s</sup>	-
Your broadband provider	15	2	-	-	-	7	4	4	-	8	4	2	6	2	4	1	8	6	12	4
1%	-	-	-	-	1%	1%	1% <sup>del</sup>	2% <sup>del</sup>	-	1%	1%	1%	1%	4% <sup>ktp</sup>	3%	3%	4% <sup>ktp</sup>	1% <sup>s</sup>	1% <sup>s</sup>	-
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Video calling (e.g. Skype, FaceTime, etc) from any organisation	2480	899	93	428	854	994	383	160	69	1848	230	1049	1001	272	104	38	2050	142	761	1719
96%	97%	98%	98%	96% <sup>del</sup>	96%	94%	96%	93%	97%	95%	95%	97% <sup>mmq</sup>	97% <sup>lmmq</sup>	92%	89%	97%	97% <sup>lmmq</sup>	91%	91%	98% <sup>r</sup>

Proportions: Means: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - k(l)(m)(n)(o)(p) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_6. Which types of communication would you be happy to receive from - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Your bank / building society	16	1	11	5	6	5	8	16	-	-	-	16	-
1%	1%	-	12%	-	1%	-	3% <b>ae</b>	1%	-	-	-	1%	-
Your gas / electricity provider	22	7	12	3	15	3	4	7	14	1	-	22	-
1%	5% <b>ab</b>	1%	7%	2%	2%	3% <b>ae</b>	3%	21% <b>gh</b>	5%	-	1%	1%	-
Your local council or tax office	17	4	13	-	8	7	1	8	7	-	2	15	-
1%	3% <b>ab</b>	1%	-	1%	1%	1%	1%	11% <b>gh</b>	-	34%	-	1%	-
Your GP / medical or healthcare professional	33	2	30	-	10	21	2	30	1	2	-	33	-
1%	2%	1%	-	1%	1%	1%	1%	1%	2%	7%	-	1%	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	21	2	14	4	11	6	3	13	7	-	-	21	-
1%	1%	1%	11%	2% <b>ae</b>	2%	3% <b>ae</b>	3%	1%	11% <b>gh</b>	-	-	1%	-
Your paid TV provider	26	-	19	7	13	7	6	19	6	-	-	25	1
1%	-	1%	18%	2% <b>ae</b>	2%	4% <b>ae</b>	4%	1%	9% <b>gh</b>	-	-	1%	8%
Your broadband provider	15	3	12	-	7	8	*	7	7	1	-	15	-
1%	2%	1%	-	1%	1%	1%	1%	1%	10% <b>gh</b>	5%	-	1%	-
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Video calling (e.g. Skype, FaceTime, etc) from any organisation	2480	143	2307	31	662	1690	128	2393	43	27	4	2463	13
96%	92%	97% <b>ca</b>	77%	94%	94%	98% <b>cd</b>	92%	97% <b>ch</b>	67%	89%	66%	98% <b>ch</b>	92%

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e) - g(h) - i(j) - k(l)  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_6. Which types of communication would you be happy to receive from - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Your bank / building society	16	-	-	6	11	-	-	-	-	-	-	-	6	*	7	*	4
1%	-	-	-	1%	-	-	-	-	-	-	-	1%	-	2%	-	-	1%
Your gas / electricity provider	22	-	-	15	8	-	-	-	-	-	-	-	13	1	*	3	4
1%	-	-	-	1%	1%	-	-	-	-	-	-	-	2%	*	-	1%	1%
Your local council or tax office	17	-	-	12	5	-	-	-	-	-	-	-	8	4	1	2	1
1%	-	-	-	1%	*	-	-	-	-	-	-	-	1%	1%	*	1%	*
Your GP / medical or healthcare professional	33	-	-	13	20	-	-	-	-	-	-	-	9	3	11	6	4
1%	-	-	-	1%	2%	-	-	-	-	-	-	-	1%	1%	3%	1%	1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	21	-	-	8	13	-	-	-	-	-	-	-	7	1	5	4	3
1%	-	-	-	1%	1%	-	-	-	-	-	-	-	1%	*	1%	1%	1%
Your paid TV provider	26	-	-	12	14	-	-	-	-	-	-	-	9	3	3	7	4
1%	-	-	-	1%	1%	-	-	-	-	-	-	-	1%	1%	1%	2%	1%
Your broadband provider	15	-	-	5	10	-	-	-	-	-	-	-	5	-	2	7	*
1%	-	-	-	1%	1%	-	-	-	-	-	-	-	1%	-	1%	2%	1%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Video calling (e.g. Skype, FaceTime, etc) from any organisation	2480	-	-	1245	1235	-	-	-	-	-	-	-	780	485	413	398	427
96%	-	-	-	96%	96%	-	-	-	-	-	-	-	95%	93%	94%	95%	95%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC2\_7. Which types of communication would you be happy to receive from - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	2580	2580	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Your bank / building society	44	44	8	37	24	21	11	12	9	4	5	3	*	23	13	8	3	42	2	35
2%	-	2%	2%	2%	2%	2%	3% <sup>nm</sup>	3% <sup>nm</sup>	2%	1%	1%	1%	*	3% <sup>pp</sup>	2%	1%	1%	2%	1%	1%
Your gas / electricity provider	36	36	8	28	18	18	8	15	11	2	1	1	*	21	13	2	2	29	7	30
1%	-	1%	2%	1%	1%	1%	2%	4% <sup>klm</sup>	2%	1%	*	*	*	3% <sup>pp</sup>	2% <sup>pp</sup>	*	*	1%	2%	1%
Your local council or tax office	25	25	6	20	17	8	9	9	4	4	*	*	*	18	8	*	*	23	2	16
1%	-	1%	1%	1%	1%	1%	3% <sup>klm</sup>	2% <sup>klm</sup>	1%	1%	*	*	*	3% <sup>pp</sup>	1% <sup>pp</sup>	*	*	1%	1%	1%
Your GP / medical or healthcare professional	33	33	9	25	26	7	8	10	11	3	1	*	*	18	13	2	*	24	9	22
1%	-	1%	2%	1%	2% <sup>l</sup>	1%	2% <sup>kl</sup>	3% <sup>klm</sup>	2% <sup>kl</sup>	1%	*	*	*	3% <sup>pp</sup>	2% <sup>pp</sup>	*	*	1%	3% <sup>l</sup>	1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	42	42	7	35	25	17	8	13	14	5	2	*	*	21	19	3	1	33	10	36
2%	-	2%	2%	2%	2%	1%	2% <sup>l</sup>	4% <sup>klm</sup>	3% <sup>kl</sup>	1%	*	*	*	3% <sup>pp</sup>	2% <sup>pp</sup>	*	*	1%	3%	1%
Your paid TV provider	29	29	1	28	19	10	7	5	6	2	8	-	-	12	8	8	-	27	3	20
1%	-	1%	*	1%	2%	1%	2% <sup>l</sup>	1%	1%	1%	2%	-	-	2% <sup>kl</sup>	1%	1%	-	1%	1%	1%
Your broadband provider	41	41	11	31	24	17	9	14	11	3	5	*	*	22	14	5	*	35	6	32
2%	-	2%	3%	1%	2%	1%	2% <sup>l</sup>	4% <sup>klm</sup>	2% <sup>l</sup>	1%	1%	*	*	3% <sup>pp</sup>	2% <sup>kl</sup>	*	*	2%	2%	1%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger) from any organisation	2460	2460	356	2104	1181	1271	316	311	455	323	478	313	263	627	778	1054	577	2158	283	2476
95%	-	95%	92%	96% <sup>kl</sup>	94%	97% <sup>kl</sup>	92%	90%	93%	97% <sup>gh</sup>	96% <sup>ghl</sup>	99% <sup>ghl</sup>	100% <sup>ghl</sup>	91%	95% <sup>kl</sup>	99% <sup>klm</sup>	99% <sup>klm</sup>	96%	93%	96%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_7. Which types of communication would you be happy to receive from - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Your bank / building society	44	10	12	9	14	22	23	30	14	5	6	7	9	12	22	5	34	16	25	3
Your gas / electricity provider	36	9	11	9	7	20	16	24	11	5	4	7	6	11	17	5	29	14	21	1
Your local council or tax office	25	4	5	5	11	9	17	19	6	9	5	4	4	4	12	9	16	11	15	-
Your GP / medical or healthcare professional	33	9	11	9	5	19	14	24	9	9	7	3	6	8	16	9	25	11	22	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	1%	2%	1%	2%	1%	1%	1%	2%	1%	3%	2%	1%	1%	2%	1%	3%	1%	2%	1%	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	42	8	15	4	14	24	19	28	14	5	5	10	11	9	28	5	34	13	27	1
Your paid TV provider	29	1	12	8	9	13	16	19	10	4	2	5	2	10	9	4	19	8	17	3
Your broadband provider	41	11	12	5	13	23	18	27	14	8	2	10	7	10	19	8	29	16	20	5
Your mobile phone provider	2%	2%	1%	1%	2%	2%	1%	2%	1%	3%	1%	1%	1%	2%	1%	3%	1%	3%	1%	4%
Would not be happy to receive Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger) from any organisation	2460	431	815	532	681	1247	1213	1461	976	258	311	661	700	377	1672	262	2077	488	1847	124
95%	92%	95%	95%	95%	95%	96%	95%	96%	95%	93%	96%	96%	97%	94%	96%	93%	96%	92%	96%	94%

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QC2\_7. Which types of communication would you be happy to receive from - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
Your bank / building society	44	38	7	*	38	4	2	*	2	2	6	3	4	4	7	8	1	*	4
2%	2%	2%	2%	*	2%	2%	1%	1%	2%	1%	3%	1%	2%	2%	2%	2%	1%	*	2%
Your gas / electricity provider	36	30	6	*	30	3	2	1	1	2	-	3	2	2	9	11	1	-	3
1%	1%	2%	*	1%	1%	2%	1%	1%	1%	1%	-	1%	1%	1%	3%	1%	-	1%	
Your local council or tax office	25	17	9	*	23	2	*	-	1	2	1	-	5	3	4	6	-	-	2
1%	1%	2%	*	1%	1%	*	-	1%	1%	1%	-	2%	1%	1%	2%	-	-	-	1%
Your GP / medical or healthcare professional	33	24	9	2	30	3	1	*	-	6	1	2	2	4	3	9	2	-	3
1%	1%	2%	3%	1%	1%	1%	1%	1%	-	2%	1%	1%	1%	2%	1%	3%	1%	-	1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	42	34	8	1	36	4	2	*	1	4	2	2	4	8	8	6	1	-	4
2%	2%	2%	1%	2%	2%	1%	*	1%	1%	1%	1%	2%	2%	3%	2%	2%	1%	1%	2%
Your paid TV provider	29	25	4	*	26	3	1	-	1	2	2	1	2	2	5	9	1	-	3
1%	1%	1%	*	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	-	1%
Your broadband provider	41	31	10	*	37	2	3	*	1	4	2	2	2	5	10	8	4	*	2
2%	1%	3%	*	2%	1%	2%	*	1%	1%	1%	1%	1%	1%	2%	3%	2%	2%	*	1%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger) from any organisation	2460	2119	340	72	2064	207	119	70	101	271	199	181	219	227	317	337	211	23	184
95%	95%	94%	95%	95%	95%	96%	96%	98%	97%	96%	93%	97%	96%	95%	93%	96%	95%	99%	95%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QC2\_7. Which types of communication would you be happy to receive from - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Your bank / building society	44	10	-	3	9	17	11	5	1	26	7	13	24	4	3	-	37	3	14	30
2%	1%	-	1%	1%	1%	2%	3%	3%	2%	1%	3%	1%	2%	1%	3%	-	2%	2%	2%	2%
Your gas / electricity provider	36	7	-	2	6	14	5	6	4	21	10	14	19	2	-	-	33	-	18	18
1%	1%	-	-	1%	1%	1%	1%	4% <u>dl</u>	5% <u>de</u>	1%	4% <u>de</u>	1%	2%	1%	-	2%	-	2%	-	1%
Your local council or tax office	25	8	2	3	-	10	6	9	-	10	9	6	16	2	1	-	22	1	17	8
1%	1%	2%	1%	-	1% <u>d</u>	2% <u>d</u>	5% <u>de</u>	-	-	1%	4% <u>de</u>	1%	2%	1%	1%	-	1%	1%	2% <u>s</u>	-
Your GP / medical or healthcare professional	35	8	-	1	5	17	4	4	3	22	7	11	15	3	4	-	26	4	19	14
1%	1%	-	-	1%	1%	2%	1%	2%	4% <u>d</u>	1%	3% <u>d</u>	1%	1%	1%	3%	-	1%	3%	2% <u>s</u>	1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	42	7	-	3	7	21	5	8	1	28	9	12	18	9	1	1	30	3	15	27
2%	1%	-	1%	1%	2%	1%	1%	5% <u>dl</u>	2%	1%	4% <u>dl</u>	1%	2%	3%	1%	3%	1%	2%	2%	2%
Your paid TV provider	29	9	2	4	5	14	3	7	-	19	7	14	10	5	-	-	24	-	12	17
1%	1%	2%	1%	1%	1%	1%	1%	4% <u>dl</u>	-	1%	3% <u>d</u>	1%	1%	2%	-	-	1%	-	1%	1%
Your broadband provider	41	9	2	3	9	21	3	7	2	29	8	18	16	5	-	-	35	-	20	21
2%	1%	2%	1%	1%	1%	2%	1%	4% <u>d</u>	3%	2%	4% <u>d</u>	2%	2%	2%	-	-	2%	-	2%	1%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger) from any organisation	2460	890	94	424	846	991	386	150	68	1837	218	1034	984	281	110	38	2018	148	770	1690
95%	96%	98%	97%	97% <u>dl</u>	95% <u>dl</u>	95%	90%	92%	96% <u>dl</u>	90%	96%	95%	95%	94%	97%	96%	95%	92%	97% <u>dl</u>	97% <u>dl</u>

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(h)(i) - kl(m)(o)(p)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QC2\_7. Which types of communication would you be happy to receive from - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Your bank / building society	44	5	40	-	22	23	-	37	4	4	-	44	-
23%	3%	2%	-	5% <sup>sd</sup>	1%	-	-	1%	9% <sup>sd</sup>	12%	-	2%	-
Your gas / electricity provider	36	2	34	-	13	21	2	34	2	-	-	36	-
1%	1%	1%	-	2%	1%	2%	-	1%	3%	-	-	1%	-
Your local council or tax office	25	1	24	-	13	12	-	19	5	1	-	25	-
1%	1%	1%	-	2%	1%	-	-	1%	9% <sup>sd</sup>	4%	-	1%	-
Your GP / medical or healthcare professional	33	7	26	-	18	14	1	23	11	-	-	33	-
1%	5% <sup>sd</sup>	1%	-	3% <sup>sd</sup>	1%	1%	1%	1%	16% <sup>sd</sup>	-	-	1%	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
42	4	38	-	10	31	1	33	6	3	-	-	41	1
2%	3%	2%	-	1%	2%	1%	1%	9% <sup>sd</sup>	8%	-	-	2%	9%
Your paid TV provider	29	2	27	-	8	19	3	28	1	-	-	29	-
1%	1%	1%	-	1%	1%	2%	1%	1%	1%	-	-	1%	-
Your broadband provider	41	5	34	2	19	19	2	36	4	-	-	41	-
2%	3%	1%	5%	3% <sup>sd</sup>	1%	2%	1%	7% <sup>sd</sup>	2%	-	-	2%	-
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger) from any organisation	2460	143	2279	38	661	1667	131	2374	42	25	5	2441	13
95%	92%	96%	95%	93%	95% <sup>sd</sup>	94%	95% <sup>sd</sup>	95% <sup>sd</sup>	65%	82%	100%	95% <sup>sd</sup>	91%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_7. Which types of communication would you be happy to receive from - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	850	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Your bank / building society	44	-	-	26	19	-	-	-	-	-	-	-	19	7	10	5	3
2%	2%	-	-	2%	1%	-	-	-	-	-	-	-	2%	1%	2%	1%	1%
Your gas / electricity provider	36	-	-	23	13	-	-	-	-	-	-	-	20	3	6	3	4
1%	1%	-	-	2%	1%	-	-	-	-	-	-	-	2%	1%	1%	1%	1%
Your local council or tax office	25	-	-	17	8	-	-	-	-	-	-	-	11	6	2	6	-
1%	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	1%	-	1%	-
Your GP / medical or healthcare professional	33	-	-	22	11	-	-	-	-	-	-	-	20	3	3	7	-
1%	1%	-	-	2%	1%	-	-	-	-	-	-	-	2%	1%	1%	2%	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	42	-	-	21	21	-	-	-	-	-	-	-	16	5	4	12	5
2%	2%	-	-	2%	2%	-	-	-	-	-	-	-	2%	1%	1%	3%	1%
Your paid TV provider	29	-	-	13	16	-	-	-	-	-	-	-	9	4	6	6	3
1%	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	1%	1%	2%	1%
Your broadband provider	41	-	-	23	18	-	-	-	-	-	-	-	16	7	10	7	1
2%	2%	-	-	2%	1%	-	-	-	-	-	-	-	2%	1%	2%	2%	-
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger) from any organisation	2468	-	-	1225	1235	-	-	-	-	-	-	-	767	453	420	387	428
95%	95%	-	-	95%	96%	-	-	-	-	-	-	-	94%	97%	96%	93%	93%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QC2\_8. Which types of communication would you be happy to receive from - Other

Base : All participants

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	2580	-	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580	
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Your bank / building society	36	-	36	7	29	22	14	2	14	4	6	6	3	1	16	10	10	4	32	5	37
1%	1%	1%	2%	1%	2%	1%	1%	1%	4% <sup>ns</sup>	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%
Your gas / electricity provider	7	-	7	-	7	3	4	-	-	1	3	-	2	-	-	4	2	2	7	-	8
1%	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	1%	-	-	-	-	-	-
Your local council or tax office	12	-	12	3	10	9	3	2	2	5	1	2	-	-	4	6	3	-	7	5	9
1%	-	-	1%	-	1%	1%	-	1%	-	1%	-	-	-	-	1%	1%	-	-	1%	1%	1%
Your GP / medical or healthcare professional	30	-	30	2	27	15	15	4	5	-	4	7	3	6	9	4	17	10	28	1	29
1%	-	1%	1%	1%	1%	1%	1%	1%	2% <sup>ns</sup>	-	1%	1% <sup>ns</sup>	1%	2% <sup>ns</sup>	1%	-	2%	2%	1%	-	1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	9	-	9	-	9	5	3	4	-	1	2	-	1	-	4	3	1	1	5	4	6
1%	-	-	-	-	1%	-	-	1%	-	-	-	-	-	1%	-	-	-	-	1%	1%	1%
Your paid TV provider	9	-	9	3	7	5	5	-	3	2	2	-	2	-	4	4	2	2	7	2	16
1%	-	-	1%	-	1%	1%	1%	-	1%	-	1%	-	1%	-	1%	-	-	-	1%	1%	1%
Your broadband provider	8	-	8	3	4	2	6	-	2	1	1	1	2	-	3	2	3	2	8	-	8
1%	-	-	1%	-	1%	1%	1%	-	1%	-	1%	-	1%	-	1%	-	-	-	1%	-	1%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Other from any organisation	2491	-	2491	370	2122	1208	1276	329	323	472	322	476	307	256	652	800	1040	563	2186	288	2495
97%	-	97%	95%	97%	96%	97%	96%	96%	93% <sup>ns</sup>	97%	97%	93% <sup>ns</sup>	97%	97%	95%	97% <sup>ns</sup>	97% <sup>ns</sup>	97%	97%	95%	97%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - nop/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QC2\_8. Which types of communication would you be happy to receive from - Other

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Your bank / building society	36	5	16	6	9	21	15	25	11	2	3	11	11	9	26	2	34	9	25	2
Your gas / electricity provider	7	-	2	-	5	2	5	3	3	1	1	4	-	-	5	1	5	4	2	-
Your local council or tax office	12	-	5	2	5	5	7	9	3	1	1	4	6	-	11	1	11	3	9	-
Your GP / medical or healthcare professional	30	4	5	6	14	10	20	15	15	6	2	4	13	3	20	6	23	10	20	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	1%	1%	1%	1%	2%	1%	2%	1%	1%	2%	1%	1%	2%	1%	1%	2%	1%	2%	1%	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	9	4	2	1	2	6	3	7	1	4	1	-	3	-	4	4	5	5	1	2
Your paid TV provider	9	-	2	2	5	2	7	6	3	2	3	-	3	-	6	3	6	6	3	1
Your broadband provider	8	-	3	3	2	3	5	5	2	1	1	3	-	4	1	5	2	3	2	
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Other from any organisation	2491	456	815	535	685	1271	1221	1487	982	266	317	664	698	390	1679	269	2096	503	1863	125
	97%	97%	96%	97%	97%	96%	97%	96%	97%	96%	97%	96%	96%	97%	97%	95%	97%	95%	97%	95%

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QC2\_8. Which types of communication would you be happy to receive from - Other

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
Your bank / building society	36	31	6	1	28	5	4	2	2	8	4	1	1	-	6	4	-	*	4
Your gas / electricity provider	7	5	2	-	6	-	-	1	-	-	2	1	2	1	-	-	-	-	-
Your local council or tax office	12	12	*	*	10	1	-	1	-	2	2	1	-	-	5	-	-	-	1
Your GP / medical or healthcare professional	30	25	5	3	24	3	1	1	1	4	1	1	3	3	4	4	2	*	3
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	*	2%
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	9	8	*	*	8	-	*	*	-	4	3	-	-	1	-	-	-	-	-
Your paid TV provider	9	9	1	1	6	2	*	1	1	-	1	1	2	1	-	-	-	*	2
Your broadband provider	8	8	*	*	7	-	*	1	1	-	-	-	-	3	-	2	-	-	-
Your mobile phone provider	-	-	-	-	-	-	-	1%	1%	-	-	-	-	1%	-	1%	-	-	-
Would not be happy to receive Other from any organisation	2491	2143	348	72	2098	208	118	67	103	269	202	186	220	234	324	341	220	23	185
	97%	97%	97%	95%	97%	96%	96%	95%	98%	95%	95%	99%	97%	97%	95%	97%	99%	99%	96%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QC\_8. Which types of communication would you be happy to receive from - Other

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Your bank / building society	36	10	-	3	17	6	5	4	4	23	8	21	10	4	-	2	31	2	12	24
15%	1%	-	1%	2%	1%	1%	3%	5% <sup>ab</sup>	1%	5% <sup>ab</sup>	3%	2%	1%	1%	-	4%	1%	1%	1%	1%
Your gas / electricity provider	7	-	-	-	-	4	-	-	1	4	1	2	2	1	-	1	4	1	5	2
1%	-	-	-	-	-	-	-	-	1% <sup>d</sup>	1%	-	-	-	-	2%	-	1%	1%	1%	-
Your local council or tax office	12	1	-	1	5	2	3	1	1	7	2	3	3	4	2	1	5	3	4	8
1%	-	-	-	1%	-	-	1%	1%	1%	1%	-	-	-	1% <sup>ab</sup>	2%	2%	1%	2% <sup>ab</sup>	1%	-
Your GP / medical or healthcare professional	30	12	2	9	10	13	4	1	1	23	3	13	10	4	-	3	23	3	10	20
15%	1%	2%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	-	6%	1%	2%	1%	1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	9	1	-	1	4	-	3	1	-	4	1	1	2	2	4	3	4	6	3	3
1%	-	-	-	-	-	-	1% <sup>ab</sup>	1% <sup>ab</sup>	-	1%	1%	1%	1%	1%	3% <sup>ab</sup>	1%	3% <sup>ab</sup>	1%	1%	1%
Your paid TV provider	9	3	1	1	2	4	2	1	1	6	2	4	1	2	-	3	5	3	4	5
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	7%	1%	2% <sup>ab</sup>	1%	1%	1%
Your broadband provider	8	1	-	-	4	-	3	-	-	4	-	4	2	1	-	6	-	4	4	4
1%	-	-	-	1%	-	-	1% <sup>ab</sup>	-	-	1%	-	1%	-	-	-	-	-	1%	1%	1%
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Other from any organisation	2491	899	93	423	842	1011	389	161	69	1853	230	1043	1005	283	111	34	2048	144	795	1697
97%	97%	97%	97%	96%	97%	96%	97%	93%	97%	97%	95%	97% <sup>ab</sup>	97% <sup>ab</sup>	96%	94%	85%	97% <sup>ab</sup>	92%	95%	97%

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs)  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_8. Which types of communication would you be happy to receive from - Other

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Your bank / building society	36	*	36	-	7	26	3	32	1	2	-	35	1
	1%		2%	-	1%	2%	2%	1%	2%	7%	-	1%	8%
Your gas / electricity provider	7	*	5	2	4	3	-	7	-	-	-	7	-
	*		5%	5%	1%	*	-	*	-	-	-	*	-
Your local council or tax office	12	-	12	-	3	8	1	8	3	-	-	11	1
	*		1%	-	*	1%	1%	4% <sup>gh</sup>	-	-	-	8%	8%
Your GP / medical or healthcare professional	30	2	27	*	14	15	1	28	1	-	-	30	-
	1%	1%	1%	*	2%	1%	1%	1%	2%	-	-	1%	-
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	9	4	5	-	5	3	-	5	4	-	-	9	-
	*	3% <sup>ob</sup>	*	-	1%	*	-	4%	6% <sup>gh</sup>	-	-	9%	-
Your paid TV provider	9	*	7	2	2	4	3	9	-	-	-	9	-
	*	*	4%	4%	*	2%	2%	4%	-	-	-	4%	-
Your broadband provider	8	3	5	-	4	1	2	8	-	-	-	8	-
	*	2% <sup>ob</sup>	*	-	1%	*	1%	3%	-	-	-	3%	-
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Other from any organisation	2491	146	2310	36	676	1684	131	2389	55	29	5	2473	13
	97%	94%	97%	91%	96%	97%	94%	97% <sup>gh</sup>	85%	93%	100%	97% <sup>gh</sup>	92%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC2\_8. Which types of communication would you be happy to receive from - Other

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Your bank / building society	36	-	-	16	20	-	-	-	-	-	-	-	16	*	10	7	3
1%	-	-	1%	2%	-	-	-	-	-	-	-	2%	-	2%	2%	1%	1%
Your gas / electricity provider	7	-	-	3	4	-	-	-	-	-	-	-	1	2	2	2	-
Your local council or tax office	12	-	-	7	5	-	-	-	-	-	-	-	7	*	3	2	-
*	-	-	1%	*	*	-	-	-	-	-	-	-	1%	*	1%	1%	-
Your GP / medical or healthcare professional	30	-	-	12	17	-	-	-	-	-	-	-	11	1	2	9	6
1%	-	-	1%	1%	-	-	-	-	-	-	-	-	1%	*	1%	2%	1%
Organisations you have a membership with (e.g. sports club, gym, frequent flyer program, wine club, etc)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Your landline/mobile phone provider	9	-	-	6	3	-	-	-	-	-	-	-	5	*	-	1	2
*	-	-	*	*	*	-	-	-	-	-	-	-	1%	*	*	*	*
Your paid TV provider	9	-	-	5	4	-	-	-	-	-	-	-	5	-	1	2	1
*	-	-	*	*	*	-	-	-	-	-	-	-	1%	*	*	*	*
Your broadband provider	8	-	-	5	2	-	-	-	-	-	-	-	3	2	1	2	-
*	-	-	*	*	*	-	-	-	-	-	-	-	*	*	*	*	-
Your mobile phone provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Would not be happy to receive Other from any organisation	2481	-	-	1243	1249	-	-	-	-	-	-	-	776	466	422	400	427
97%	-	-	96%	97%	-	-	-	-	-	-	-	-	90%	93%	97%	96%	98%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC3\_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I prefer to send emails rather than letters whenever possible

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	3871	-	3871	505	2482	1837	2019	500	527	722	503	740	525	354	1027	1225	1619	879	3576	270	3871
Weighted Base	3890	**	3890	550	2493	1882	1992	517	521	737	516	726	474	400	1038	1253	1600	874	3448	409	3871
Effective Base	2192	-	2192	294	1422	1064	1117	285	299	418	290	426	271	206	583	707	901	476	1969	209	3871
Strongly agree (5)	1224	-	1224	183	779	579	638	209	169	241	164	222	122	97	379	405	441	218	1027	178	1216
	31%	-	31%	33%	31%	31%	32%	41% <i>hijkim</i>	32% <i>im</i>	33% <i>im</i>	32%	31%	26%	24%	36% <i>pq</i>	32% <i>pq</i>	28%	25%	30%	44% <i>rs</i>	31%
Slightly agree (4)	1407	-	1407	200	932	714	689	182	200	291	181	242	176	134	383	472	552	310	1254	149	1385
	36%	-	36%	36%	37%	36%	35%	35%	36%	40%	35%	33%	37%	33%	37%	38%	34%	35%	36%	36%	36%
Neither agree nor disagree (3)	768	-	768	98	450	372	393	73	92	115	86	176	120	105	165	202	401	225	710	53	760
	20%	-	20%	18%	19%	20%	20%	14%	18%	16%	17%	24% <i>ghij</i>	25% <i>ghij</i>	23% <i>ghij</i>	16%	16%	25% <i>no</i>	25% <i>no</i>	21% <i>rs</i>	13%	20%
Slightly disagree (2)	312	-	312	47	187	132	180	32	40	51	58	48	40	43	72	109	131	83	293	16	317
	8%	-	8%	8%	7%	7%	9%	6%	8%	7%	11% <i>ghij</i>	7%	8%	11%	7%	9%	8%	9%	8%	16%	8%
Strongly disagree (1)	147	-	147	20	87	65	80	9	13	28	24	34	17	21	23	52	72	38	138	9	171
	4%	-	4%	4%	3%	3%	4%	2%	3%	4%	5%	4%	4%	3%	2%	8% <i>klm</i>	5% <i>klm</i>	8% <i>klm</i>	4%	2%	4%
Don't know	33	-	33	2	28	19	12	11	6	11	2	3	-	-	16	13	3	-	27	3	22
	1%	-	1%	-	1%	1%	1%	2% <i>klm</i>	1%	1% <i>l</i>	-	-	-	-	2% <i>pq</i>	1% <i>pq</i>	-	-	1%	1%	1%
NET Agree	2630	-	2630	383	1712	1293	1327	392	369	532	344	464	297	231	761	877	992	528	2281	327	2601
	68%	-	68%	70%	69%	69%	67%	76% <i>ijklm</i>	71% <i>klm</i>	72% <i>ijklm</i>	67% <i>klm</i>	64%	63%	58%	72% <i>pq</i>	70% <i>pq</i>	62%	60%	66%	50% <i>rs</i>	67%
NET Disagree	459	-	459	67	274	197	290	41	54	78	83	82	57	64	95	101	203	121	431	26	488
	12%	-	12%	12%	11%	10%	13%	8%	10%	11%	16% <i>ghij</i>	11%	12%	16% <i>ghij</i>	9%	9%	13% <i>no</i>	14% <i>no</i>	15% <i>rs</i>	6%	13%
Mean	3.84	-	3.84	3.87	3.86	3.86	3.82	4.00 <i>hijklm</i>	3.92 <i>im</i>	3.92 <i>im</i>	3.78	3.79 <i>im</i>	3.73	3.61	4.00 <i>opq</i>	3.88 <i>pq</i>	3.72	3.67	3.80	4.1 <i>rs</i>	3.82
Std Dev.	1.08	-	1.08	1.08	1.06	1.04	1.10	0.99	1.02	1.05	1.15	1.09	1.05	1.12	1.01	1.10	1.09	1.08	1.08	0.96	1.10
Std Error	0.02	-	0.02	0.05	0.02	0.02	0.02	0.04	0.04	0.04	0.05	0.04	0.05	0.06	0.03	0.03	0.03	0.04	0.02	0.06	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC3\_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I prefer to send emails rather than letters whenever possible

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3871	927	1199	736	1009	2126	1745	2167	1652	438	476	979	1071	670	2526	443	3242	541	1931	108
Weighted Base	3890	705	1287	791	1107	1992	1899	2317	1521	458	508	1009	1059	610	2576	463	3238	530	1918	132*
Effective Base	2192	414	706	446	627	1119	1073	1232	944	261	284	593	584	333	1459	264	1821	317	1097	69
Strongly agree (5)	1224	285	375	205	358	660	563	764	447	133	129	302	370	225	801	136	1043	181	608	44
	31%	49% <sup>abcd</sup>	29%	26%	32% <sup>bc</sup>	33%	30%	33%	29%	29%	25%	30%	33% <sup>bc</sup>	37% <sup>bcde</sup>	31%	13%	10%	34%	32%	34%
Slightly agree (4)	1407	297	506	279	351	777	630	859	531	146	200	371	367	221	937	146	1163	168	738	39
	36%	32% <sup>cd</sup>	40% <sup>cd</sup>	35%	32% <sup>cd</sup>	39% <sup>cd</sup>	33%	37%	35%	32%	35%	37%	35%	36%	36%	14%	11%	35%	38%	29%
Neither agree nor disagree (3)	768	90	243	188	247	333	435	427	324	110	99	210	208	93	517	111	617	96	357	31
	20%	13% <sup>a</sup>	19% <sup>ab</sup>	24% <sup>ab</sup>	22% <sup>ab</sup>	17%	23% <sup>ab</sup>	18%	21%	24% <sup>ab</sup>	20%	21% <sup>ab</sup>	20%	15%	20% <sup>ab</sup>	24%	19%	18%	19%	24%
Slightly disagree (2)	312	46	110	72	85	155	157	176	136	46	45	74	76	56	196	46	253	37	135	9
	8%	6% <sup>a</sup>	9% <sup>a</sup>	9% <sup>a</sup>	8% <sup>a</sup>	8%	8%	8%	9%	10%	9%	7%	7%	9%	8%	10%	8%	7%	7%	7%
Strongly disagree (1)	147	16	39	40	52	55	92	72	75	21	31	42	29	14	103	21	120	21	66	4
	4%	2% <sup>a</sup>	3% <sup>a</sup>	5% <sup>a</sup>	5% <sup>a</sup>	3% <sup>a</sup>	5% <sup>a</sup>	3% <sup>a</sup>	5% <sup>a</sup>	5% <sup>a</sup>	6% <sup>ab</sup>	4%	3%	2%	4%	5%	4%	4%	3%	3%
Don't know	33	*	11	7	14	11	21	21	8	3	4	11	8	*	22	3	22	7	13	5
	1%	*	1% <sup>a</sup>	1% <sup>a</sup>	1% <sup>a</sup>	1% <sup>a</sup>	1% <sup>a</sup>	1% <sup>a</sup>	1% <sup>a</sup>	1% <sup>a</sup>	1% <sup>a</sup>	1% <sup>a</sup>	1% <sup>a</sup>	1% <sup>a</sup>	1% <sup>a</sup>	1% <sup>a</sup>	1% <sup>a</sup>	1% <sup>a</sup>	1% <sup>a</sup>	4% <sup>bc</sup>
NET Agree	2630	552	885	484	709	1437	1193	1622	978	279	329	672	737	446	1738	282	2226	368	1346	83
	68%	72% <sup>abcd</sup>	63% <sup>bc</sup>	61%	64%	73% <sup>cd</sup>	63%	70% <sup>cd</sup>	64%	61%	65%	67%	69% <sup>cd</sup>	73% <sup>cd</sup>	68% <sup>cd</sup>	61%	61% <sup>a</sup>	70%	70%	63%
NET Disagree	459	62	149	112	137	211	249	248	211	67	76	116	105	70	298	67	373	58	202	13
	12%	9% <sup>a</sup>	12% <sup>a</sup>	14% <sup>a</sup>	12% <sup>a</sup>	11% <sup>a</sup>	13% <sup>a</sup>	11% <sup>a</sup>	14% <sup>ab</sup>	15% <sup>a</sup>	15% <sup>a</sup>	12%	10%	12%	12% <sup>a</sup>	14%	12% <sup>a</sup>	11% <sup>a</sup>	11% <sup>a</sup>	9%
Mean	3.84	4.09 <sup>bcde</sup>	3.84 <sup>bc</sup>	3.68	3.80	3.92 <sup>f</sup>	3.75	3.90 <sup>gh</sup>	3.75	3.71	3.69	3.82	3.93 <sup>ij</sup>	3.98 <sup>klm</sup>	3.84 <sup>n</sup>	3.72	3.96 <sup>o</sup>	3.90	3.89	3.87
Std Dev.	1.08	1.00	1.04	1.11	1.12	1.03	1.12	1.05	1.12	1.13	1.13	1.08	1.04	1.05	1.08	1.13	1.07	1.08	1.04	1.06
Std Error	0.02	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02	0.05	0.02	0.10

Proportions: Means: Columns Tested (5% risk level) - a-b/c/d - e-f - g/h - i/j/k/l/m/n - o-p - q/r/s  
\* small base

QC3\_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I prefer to send emails rather than letters whenever possible

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3871	2536	1335	602	1935	787	620	529	210	213	214	214	215	217	222	218	212	134	653
Weighted Base	3890	3345	545	129	3277	322	183	108	157	422	329	283	344	357	509	537	338	36*	286
Effective Base	2192	1869	323	106	1669	320	283	381	195	200	196	199	199	202	210	203	198	39	282
Strongly agree	(5) 1224 31%	1064 32%	160 29%	39 30%	1039 32%	94 29%	54 29%	37 34%	50 22% <b>h</b>	117 28%	100 31%	107 38% <b>h</b>	98 28%	124 35% <b>h</b>	164 22% <b>h</b>	180 34% <b>h</b>	99 29%	5 15%	89 31% <b>h</b>
Slightly agree	(4) 1407 36%	1217 36%	190 35%	43 33%	1188 36%	112 35%	67 37%	38 35%	53 34%	170 40%	110 33%	110 38%	100 35%	120 35%	204 40%	198 36%	114 34%	19 54% <b>h</b>	93 33%
Neither agree nor disagree	(3) 768 20%	646 19%	123 23%	31 24%	653 20%	61 19%	36 20%	19 18%	31 20%	85 20%	74 22% <b>h</b>	58 20%	58 22% <b>h</b>	76 21% <b>h</b>	80 16%	103 19%	72 21% <b>h</b>	2 7%	58 20% <b>h</b>
Slightly disagree	(2) 312 8%	255 8%	57 10%	12 10%	254 8%	38 12% <b>h</b>	13 7%	8 7%	16 10% <b>h</b>	24 6%	25 8%	13 5%	13 5%	37 11% <b>h</b>	26 8%	42 8%	28 8%	6 15% <b>h</b>	32 11% <b>h</b>
Strongly disagree	(1) 147 4%	134 4%	13 2%	3 2%	111 3%	17 5%	13 7% <b>h</b>	6 5%	7 4% <b>h</b>	23 5% <b>h</b>	17 5% <b>h</b>	6 2%	11 3%	4 1%	10 2%	14 3%	20 5% <b>h</b>	3 9% <b>h</b>	14 5% <b>h</b>
Don't know	33 1%	30 1%	2 -	-	31 1%	-	1 -	1 -	1 -	3 1%	3 1%	-	3 1%	3 1%	8 2%	6 1%	5 1%	-	-
NET Agree	2630 68%	2281 68%	349 64%	82 64%	2228 68%	207 64%	121 66%	74 69%	103 65%	287 68%	210 64%	207 73% <b>h</b>	218 63%	249 70%	368 73% <b>h</b>	373 70%	213 63%	25 69%	182 64%
NET Disagree	459 12%	389 12%	70 13%	15 12%	365 11%	55 17% <b>h</b>	26 14%	14 13%	23 14% <b>h</b>	47 11%	42 13% <b>h</b>	19 7%	48 14% <b>h</b>	30 8%	53 10%	56 14% <b>h</b>	48 14% <b>h</b>	9 24% <b>h</b>	48 16% <b>h</b>
Mean	3.84	3.85	3.78	3.80	3.86	3.71	3.74	3.85	3.79	3.79	3.77	4.02% <b>h</b>	3.76	3.98% <b>h</b>	3.94% <b>h</b>	3.91% <b>h</b>	3.73	3.51	3.74
Std Dev.	1.08	1.08	1.06	1.05	1.06	1.16	1.17	1.14	1.13	1.08	1.12	0.97	1.08	0.98	1.00	1.04	1.15	1.20	1.16
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.05	0.05	0.08	0.07	0.08	0.07	0.07	0.07	0.07	0.07	0.08	0.10	0.05

Proportions: Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QC3\_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I prefer to send emails rather than letters whenever possible

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	3871	1400	149	715	1370	1568	535	248	117	2938	365	1636	1520	444	164	68	3156	232	744	1836
Weighted Base	3890	1378	155*	662	1323	1546	607	262	117*	2869	380	1538	1541	511	193	62*	3079	256	833	1747
Effective Base	2192	783	89	401	725	884	343	149	71	1609	220	885	857	279	105	42	1741	146	458	1025
Strongly agree (5)	1224	469	45	191	423	452	160	106	89	875	175	576	426	114	56	33	1002	89	270	563
	31%	34%	29%	29%	32%	29%	26%	43%defl	39%deflg	31%	41%defk	31%lm	28%	22%	29%	53%klmnop	31%lm	35%r	32%	32%
Slightly agree (4)	1407	497	51	238	459	610	208	97	28	1069	126	496	649	175	73	10	1145	83	330	635
	36%	36%	33%	36%	35%	39%h	34%	37%	24%	37%ia	33%	32%ko	42%klmnopq	34%ro	15%	37%ko	32%o	40%	36%	36%
Neither agree nor disagree (3)	768	253	31	135	254	297	175	28	6	551	34	255	294	162	40	8	548	47	140	345
	20%	18%	20%	20%	19%gh	19%gh	29%deghij	17%	5%	19%gh	9%	17%	19%	32%klmnopq	20%	13%	18%	19%	17%	20%
Slightly disagree (2)	312	109	21	68	115	131	43	19	4	246	23	126	118	42	18	7	244	25	68	113
	8%	8%	14%	10%	9%	9%	7%	7%	3%	9%	6%	8%	8%	9%	11%	6%	10%	8%	8%	6%
Strongly disagree (1)	147	39	6	27	72	49	13	9	4	120	13	79	54	5	7	1	133	7	20	71
	4%	3%	4%	4%	5%def	3%	2%	4%	3%	4%	3%	5%lm	3%lm	1%	3%	1%	4%lm	3%	2%	4%
Don't know	33	11	-	2	-	7	8	2	7	7	9	6	1	12	-	5	7	5	5	21
	1%	1%	-	2	-	7	8	2	7	7	9	6	1	12	-	5	7	5	5	21
NET Agree	2630	966	96	430	882	1062	368	203	87	1944	300	1072	1075	289	129	43	2147	172	600	1198
	68%	70%	62%	65%	67%	69%ef	61%	77%defl	63%defl	68%ef	79%defk	70%lm	70%lm	57%	67%	68%	70%lm	67%lm	72%	69%
NET Disagree	459	148	28	95	187	180	56	29	7	366	36	205	172	47	25	7	377	32	88	184
	12%	11%	18%a	14%	14%ef	12%	9%	11%	6%	12%	10%	13%	11%	9%	13%	12%	12%	13%	11%	11%
Mean	3.84	3.81c	3.69	3.76	3.79	3.84	3.77	4.04defl	4.40defg	3.82	4.15defk	3.89m	3.83	3.70	3.80	4.16lm	3.88m	3.88	3.92	3.87
Std Dev.	1.08	1.05	1.15	1.10	1.14	1.04	0.99	1.07	0.98	1.09	1.06	1.15	1.03	0.95	1.07	1.13	1.09	1.09	1.02	1.07
Std Error	0.02	0.03	0.09	0.04	0.03	0.03	0.04	0.07	0.09	0.02	0.06	0.03	0.03	0.05	0.08	0.14	0.02	0.07	0.04	0.03

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
\* small base

QC3\_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I prefer to send emails rather than letters whenever possible

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3871	243	3574	54	1136	2503	232	3741	70	38	4	3849	18
Weighted Base	3890	261	3571	58*	1100	2562	228	3737	88*	39**	7**	3863	20**
Effective Base	2192	143	2017	31	641	1420	132	2107	46	23	4	2176	12
Strongly agree (5)	1224	76	1132	16	346	825	53	1204	9	7	2	1220	1
	31%	29%	32%	28%	31%	32% <b>df</b>	23%	33% <b>gh</b>	10%	18%	25%	32% <b>gh</b>	7%
Slightly agree (4)	1407	95	1301	10	375	948	83	1353	37	10	2	1400	4
	36%	37% <b>c</b>	36% <b>c</b>	17%	34%	37%	37%	36%	42%	26%	26%	36%	22%
Neither agree nor disagree (3)	768	45	703	20	217	498	53	716	29	13	2	758	9
	20%	17%	20%	35% <b>cd</b>	20%	19%	23%	19%	33% <b>gh</b>	33%	25%	20%	44%
Slightly disagree (2)	312	23	282	7	102	189	21	300	8	4	-	312	-
	8%	9%	8%	12%	9%	7%	9%	8%	8%	11%	-	8%	-
Strongly disagree (1)	147	15	128	4	49	92	6	139	3	3	2	145	*
	4%	6%	4%	6%	4%	4%	3%	4%	3%	8%	23%	4%	1%
Don't know	33	6	25	1	11	10	11	24	2	1	-	27	5
	1%	2%	1%	2%	1%	*	3% <b>cd</b>	1%	1%	2%	4%	1%	26%
NET Agree	2630	172	2432	26	721	1773	136	2558	46	17	4	2621	6
	68%	68% <b>c</b>	68% <b>c</b>	44%	66%	69% <b>df</b>	60%	68% <b>gh</b>	52%	45%	51%	68% <b>gh</b>	29%
NET Disagree	459	38	410	11	151	281	27	439	11	7	2	457	*
	12%	15%	11%	18%	14%	11%	12%	12%	13%	19%	23%	12%	1%
Mean	3.84	3.76	3.85	3.49	3.80	3.87	3.72	3.86 <sup>h</sup>	3.47	3.39	3.29	3.84 <sup>h</sup>	3.48
Std Dev.	1.08	1.15	1.07	1.21	1.12	1.06	1.03	1.08	0.93	1.17	1.56	1.08	0.73
Std Error	0.02	0.07	0.02	0.17	0.03	0.02	0.07	0.02	0.11	0.19	0.78	0.02	0.18

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC3\_2 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I prefer to send emails rather than letters whenever possible

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3871	430	861	1290	1290	-	430	-	430	-	431	-	860	430	430	430	430
Weighted Base	3890	431	879	1290	1290	**	431	**	464	**	416	**	818	472	437	416	437
Effective Base	2192	220	492	726	756	-	220	-	251	-	242	-	475	253	249	248	259
Strongly agree (5)	1224	114	276	416	417	-	114	-	157	-	119	-	250	167	151	137	129
	31%	26%	31%	32%	32%	-	26%	-	34%	-	29%	-	31%	35%	35%	33%	29%
Slightly agree (4)	1407	152	290	474	490	-	152	-	137	-	153	-	310	164	157	149	184
	36%	35%	33%	37%	38%	-	35%	-	30%	-	37%	-	35%	35%	36%	36%	42%
Neither agree nor disagree (3)	788	92	161	240	245	-	92	-	92	-	99	-	161	79	82	79	84
	20%	21%	22%	19%	19%	-	21%	-	20%	-	24%	-	20%	17%	19%	19%	19%
Slightly disagree (2)	312	59	71	91	91	-	59	-	43	-	28	-	52	38	24	36	30
	8%	14% <sup>bcd</sup>	8%	7%	7%	-	14% <sup>lmn</sup>	-	9%	-	7%	-	6%	8%	6%	9%	7%
Strongly disagree (1)	147	10	46	55	36	-	10	-	33	-	13	-	39	16	17	13	6
	4%	2%	5% <sup>cd</sup>	4%	3%	-	2%	-	7% <sup>lmn</sup>	-	3%	-	5% <sup>op</sup>	3%	4%	3%	1%
Don't know	33	3	4	14	11	-	3	-	-	-	4	-	6	3	5	3	3
	1%	1%	1%	1%	1%	-	1%	-	-	-	1%	-	1%	2% <sup>lmn</sup>	1%	1%	1%
NET Agree	2630	266	567	891	907	-	266	-	294	-	272	-	560	331	308	286	313
	68%	62%	64%	69% <sup>la</sup>	70% <sup>ab</sup>	-	62%	-	64%	-	66%	-	68%	70%	71% <sup>lm</sup>	69%	72% <sup>nl</sup>
NET Disagree	459	70	117	145	127	-	70	-	77	-	41	-	91	54	42	49	37
	12%	15% <sup>abc</sup>	13%	11%	10%	-	15% <sup>lmn</sup>	-	17% <sup>lmn</sup>	-	10%	-	11%	11%	10%	12%	8%
Mean	3.84	3.70	3.78	3.82	3.81 <sup>ab</sup>	-	3.70	-	3.74	-	3.82	-	3.84	3.82 <sup>l</sup>	3.83 <sup>lm</sup>	3.87	3.92 <sup>nl</sup>
Std Dev.	1.08	1.08	1.13	1.08	1.02	-	1.08	-	1.22	-	1.02	-	1.08	1.08	1.06	1.06	0.95
Std Error	0.02	0.05	0.04	0.03	0.03	-	0.05	-	0.06	-	0.05	-	0.04	0.05	0.05	0.05	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC3\_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	3871	-	3871	505	2482	1837	2019	500	527	722	503	740	525	354	1027	1225	1619	879	3576	270	3871
Weighted Base	3890	**	3890	550	2493	1882	1992	517	521	737	516	726	474	400	1038	1253	1600	874	3448	409	3871
Effective Base	2192	-	2192	294	1422	1064	1117	285	299	418	290	426	271	206	583	707	901	476	1969	209	3871
Strongly agree (5)	1079	-	1079	177	652	513	560	127	127	209	148	216	133	120	254	356	469	253	948	125	1145
	28%	-	28%	32% <sup>ab</sup>	26%	27%	28%	25%	24%	28%	29%	30%	28%	30%	24%	28%	29%	29%	28%	31%	30%
Slightly agree (4)	1351	-	1351	187	896	645	701	163	191	240	184	258	172	141	354	425	572	314	1193	145	1369
	35%	-	35%	34%	36%	34%	35%	32%	37%	33%	36%	36%	35%	35%	34%	34%	36%	36%	35%	36%	35%
Neither agree nor disagree (3)	790	-	790	115	491	405	383	97	95	169	106	154	99	71	192	274	324	170	719	65	718
	20%	-	20%	21%	20%	21%	19%	19%	18%	23%	21%	21%	21%	18%	19%	22%	20%	19%	19%	21%	19%
Slightly disagree (2)	381	-	381	41	244	185	194	75	57	68	43	52	39	46	132	111	137	85	335	43	367
	10%	-	10%	7%	10%	10%	10%	15% <sup>ijkl</sup>	11%	9%	8%	7%	8%	12%	13%klmn	9%	9%	10%	10%	11%	9%
Strongly disagree (1)	254	-	254	30	183	119	134	43	46	42	34	29	16	8	89	76	89	46	225	25	238
	7%	-	7%	6%	7%	6%	7%	8%	8% <sup>ijklm</sup>	6%	7%	6%	6%	4%	8%klmn	6%	6%	5%	7%	6%	6%
Don't know	36	-	36	*	27	15	19	12	4	10	*	3	2	5	17	10	9	6	27	6	34
	1%	-	1%	*	1%	1%	1%	2% <sup>ijkl</sup>	1%	1%	*	*	*	1%	2% <sup>kl</sup>	1%	1%	1%	1%	1%	1%
NET Agree	2430	-	2430	364	1548	1158	1261	290	318	449	332	473	306	261	608	781	1041	567	2141	270	2514
	62%	-	62%	66%	62%	62%	63%	56%	61%	61%	63% <sup>ijkl</sup>	63% <sup>ijkl</sup>	63% <sup>ijkl</sup>	63% <sup>ijkl</sup>	59%	62%	63% <sup>ijklm</sup>	63% <sup>ijklm</sup>	62%	66%	65%
NET Disagree	634	-	634	71	427	304	328	118	103	110	78	95	68	62	221	187	226	131	560	68	605
	16%	-	16%	13%	17%	16%	16%	23% <sup>ijklm</sup>	20% <sup>kl</sup>	15%	15%	13%	14%	16%	21% <sup>ijklm</sup>	15%	14%	15%	16%	17%	16%
Mean	3.68	-	3.68	3.80 <sup>ab</sup>	3.65	3.67	3.69	3.51	3.57	3.70 <sup>ab</sup>	3.71 <sup>ab</sup>	3.76 <sup>ab</sup>	3.72 <sup>ab</sup>	3.77 <sup>ab</sup>	3.54	3.70 <sup>ab</sup>	3.75 <sup>ab</sup>	3.74 <sup>ab</sup>	3.67	3.75	3.73
Std Dev.	1.17	-	1.17	1.13	1.18	1.16	1.18	1.25	1.22	1.15	1.16	1.13	1.14	1.13	1.24	1.15	1.13	1.14	1.17	1.18	1.16
Std Error	0.02	-	0.02	0.05	0.02	0.03	0.03	0.06	0.05	0.04	0.05	0.04	0.05	0.06	0.04	0.03	0.03	0.04	0.02	0.07	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC\_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3871	927	1199	736	1009	2126	1745	2167	1652	438	476	979	1071	670	2526	443	3242	541	1931	108
Weighted Base	3890	705	1287	791	1107	1992	1899	2317	1521	458	508	1009	1059	610	2576	463	3238	530	1918	132*
Effective Base	2192	414	706	446	627	1119	1073	1232	944	261	284	593	584	333	1459	264	1821	317	1097	69
Strongly agree (5)	1079	240	378	191	270	618	461	631	437	130	123	278	287	194	688	133	901	167	487	42
	28%	24% <i>abcd</i>	29% <i>abd</i>	24%	24%	31% <i>bc</i>	24%	27%	29%	28%	24%	28%	27%	32% <i>bc</i>	28%	29%	31% <i>bc</i>	25%	32%	32%
Slightly agree (4)	1381	249	448	268	366	697	563	815	520	133	201	350	371	215	922	134	1154	184	673	32
	35%	35%	35%	34%	35%	35%	34%	35%	34%	29%	40% <i>kl</i>	35%	35%	35%	36% <i>lm</i>	29%	36% <i>lo</i>	35%	35%	24%
Neither agree nor disagree (3)	790	103	218	204	266	321	469	469	307	107	114	212	204	102	530	108	641	102	403	36
	20%	15%	17%	26% <i>ab</i>	24% <i>ab</i>	16%	25% <i>ab</i>	20%	20%	23% <i>lm</i>	22%	21%	19%	17%	21%	23%	20%	19%	21%	27%
Slightly disagree (2)	381	57	132	74	117	190	191	231	145	50	33	106	115	53	254	50	312	39	196	14
	10%	8%	10%	9%	11%	10%	10%	10%	10%	11%	6%	11%	11%	9%	10%	11%	10%	7%	10%	11%
Strongly disagree (1)	254	53	93	50	59	145	108	155	96	31	30	54	60	45	163	31	211	34	149	4
	7%	7%	7%	6%	5%	7%	6%	7%	6%	7%	6%	5%	8%	7%	6%	7%	6%	6%	8%	3%
Don't know	36	3	18	5	10	21	15	16	17	7	7	10	2	1	19	7	20	4	11	5
	1%	-	1%	1%	1%	1%	1%	1%	1%	2% <i>lm</i>	1% <i>l</i>	1%	-	-	1%	2%	1%	1%	1%	3% <i>kl</i>
NET Agree	2430	488	827	459	656	1315	1115	1446	957	264	324	628	658	409	1809	267	2055	351	1160	73
	62%	50% <i>abcd</i>	54% <i>bc</i>	58%	59%	61% <i>bc</i>	59%	62%	63%	57%	64%	62%	62%	51% <i>bc</i>	62%	58%	63%	60%	60%	56%
NET Disagree	634	110	225	124	178	335	299	387	241	81	62	160	195	97	417	81	523	74	344	18
	16%	16%	17%	16%	16%	17%	16%	17%	16%	18%	12%	16%	18% <i>kl</i>	16%	16%	17%	16%	14%	18%	14%
Mean	3.68	3.91 <i>cd</i>	3.70	3.61	3.63	3.74 <i>f</i>	3.62	3.67	3.70	3.63	3.71	3.69	3.63	3.76	3.67	3.63	3.69	3.78 <i>f</i>	3.60	3.73
Std Dev.	1.17	1.21	1.21	1.14	1.12	1.21	1.13	1.17	1.17	1.20	1.09	1.14	1.20	1.20	1.16	1.20	1.17	1.16	1.19	1.13
Std Error	0.02	0.04	0.03	0.04	0.04	0.03	0.03	0.03	0.03	0.06	0.05	0.04	0.04	0.05	0.02	0.06	0.02	0.05	0.03	0.11

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base



QC3\_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3871	2536	1335	602	1935	787	620	529	210	213	214	214	215	217	222	218	212	134	653
Weighted Base	3890	3345	545	129	3277	322	183	108	157	422	329	283	344	357	509	537	338	36*	286
Effective Base	2192	1869	323	106	1669	320	283	381	195	200	196	199	199	202	210	203	198	39	282
Strongly agree	(5) 1079	933	146	35	901	89	55	34	36	117	86	66	91	124	163	94	8	8	81
	28%	28%	27%	27%	27%	28%	30%	31%	23%	28%	26%	23%	26%	32% <b>abc</b>	24%	30%	28%	23%	28%
Slightly agree	(4) 1381	1156	195	52	1122	126	64	39	61	146	99	102	112	112	193	177	119	13	108
	35%	35%	36%	40%	34%	39%	35%	36%	39%	35%	30%	36%	33%	31%	38%	35%	49% <b>lmn</b>	38%	38%
Neither agree nor disagree	(3) 790	700	90	15	675	63	36	16	37	81	73	54	91	73	96	103	68	8	55
	20%	21% <b>abc</b>	17%	12%	21% <b>lmn</b>	20%	20%	15%	24%	19%	22%	19%	26%	20%	19%	19%	20%	22%	19%
Slightly disagree	(2) 381	302	78	19	322	30	18	10	10	39	47	40	28	21	50	55	32	2	29
	10%	9%	14% <b>abc</b>	15% <b>lmn</b>	10%	9%	10%	9%	7%	9%	14% <b>lmn</b>	14% <b>lmn</b>	8%	6%	10%	10%	9%	5%	10%
Strongly disagree	(1) 254	221	33	7	223	13	6	9	12	34	20	20	20	21	38	36	21	1	13
	7%	7%	6%	5%	7%	4%	4%	6% <b>abc</b>	8%	8%	6%	7%	6%	6%	8%	7%	6%	2%	4%
Don't know	36	33	3	1	33	1	2	-	1	5	4	2	2	6	8	3	4	-	1
	1%	1%	-	1%	1%	-	1%	-	-	1%	1%	1%	1%	2%	2%	-	1%	-	-
NET Agree	2430	2089	341	87	2023	214	119	73	97	263	185	168	203	236	317	340	214	26	189
	62%	62%	63%	67%	62%	67%	65%	63% <b>abc</b>	62%	62%	56%	59%	59%	61% <b>lmn</b>	62%	63%	63%	72%	62% <b>lmn</b>
NET Disagree	634	523	111	26	545	44	26	19	22	74	67	60	49	42	88	91	53	2	41
	16%	16%	20% <b>lmn</b>	20%	17%	14%	14%	17%	14%	17%	20% <b>lmn</b>	21% <b>lmn</b>	14%	12%	17%	17%	16%	6%	15%
Mean	3.68	3.69	3.63	3.70	3.66	3.77	3.77	3.74	3.63	3.65	3.57	3.55	3.66	3.64% <b>lmn</b>	3.63	3.71	3.70	3.87	3.75
Std Dev.	1.17	1.17	1.20	1.18	1.18	1.08	1.12	1.23	1.14	1.21	1.20	1.20	1.13	1.15	1.18	1.20	1.16	0.88	1.11
Std Error	0.02	0.02	0.03	0.05	0.03	0.04	0.05	0.05	0.08	0.08	0.08	0.08	0.08	0.08	0.08	0.08	0.08	0.08	0.04

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC3\_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	3871	1400	149	715	1370	1568	535	248	117	2938	365	1636	1520	444	164	68	3156	232	744	1836
Weighted Base	3890	1378	155*	662	1323	1546	607	262	117*	2869	380	1538	1541	511	193	62*	3079	256	833	1747
Effective Base	2192	783	89	401	725	884	343	149	71	1609	220	885	857	279	105	42	1741	146	458	1025
Strongly agree (5)	1079	404	51	195	545	553	96	54	28	897	82	552	362	92	50	16	614	66	226	469
28%	28%	29%	33%	29%	44%efghj	33%ef	16%	21%	24%	33%efghj	22%	35%kmnpq	23%	18%	26%	25%	30%klm	26%	27%	27%
Slightly agree (4)	1351	498	44	256	382	624	205	93	36	1008	130	461	629	172	61	21	1090	81	290	598
35%	35%	36%	28%	39%	29%	40%def	34%	36%	31%	35%def	34%	30%	41%kmnpq	34%	31%	33%	35%kl	32%	35%	34%
Neither agree nor disagree (3)	790	244	27	113	202	296	204	54	23	498	77	243	318	168	39	8	561	47	175	366
20%	20%	18%	17%	17%	75%	19%def	34%defghj	21%	20%	17%	20%	16%	21%kl	33%klmnopq	20%	13%	18%	18%	21%	21%
Slightly disagree (2)	381	135	20	56	121	167	57	30	5	288	35	157	147	36	35	4	304	39	87	162
10%	10%	10%	13%	9%	8%	11%	8%	12%	4%	10%	9%	10%	10%	7%	10%	10%	10%klm	6%	10%	10%
Strongly disagree (1)	254	82	9	35	69	93	41	27	18	163	46	118	76	34	9	6	194	15	54	133
7%	7%	6%	6%	5%	5%	6%	7%	10%def	16%def	6%	12%def	8%kl	5%	7%	5%	9%	6%	6%	6%	8%
Don't know	36	16	5	6	4	13	4	4	6	17	10	7	10	9	-	8	16	8	2	18
1%	1%	1%	3%	1%	*	1%	1%	1%	1%	3%def	1%	*	1%	2%def	-	1%	2%klmnopq	1%	3%def	1%
NET Agree	2430	901	96	451	926	977	301	147	64	1003	212	1013	991	264	111	36	2003	147	516	1068
62%	62%	65%	61%	68%	70%efghj	63%ef	50%	56%	55%	66%efghj	56%	60%km	64%klm	52%	58%	58%	65%klm	57%	62%	61%
NET Disagree	634	217	29	92	191	260	98	57	24	450	81	275	223	70	44	10	499	54	140	296
16%	16%	16%	19%	14%	14%	17%	16%	22%def	20%	16%	21%def	18%	14%	14%	23%lm	16%	16%	17%	17%	
Mean	3.68	3.74	3.72	3.79	3.92efghj	3.64ef	3.43	3.45	3.45	3.77efghj	3.45	3.76km	3.69km	3.50	3.55	3.66	3.73m	3.58	3.66	3.64
Std Dev.	1.17	1.16	1.23	1.12	1.18	1.13	1.08	1.24	1.36	1.16	1.28	1.25	1.09	1.08	1.19	1.27	1.17	1.21	1.17	1.19
Std Error	0.02	0.03	0.10	0.04	0.03	0.03	0.05	0.08	0.13	0.02	0.07	0.03	0.03	0.05	0.09	0.16	0.02	0.08	0.04	0.03

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
\* small base

QC3\_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3871	243	3574	54	1136	2503	232	3741	70	38	4	3849	18
Weighted Base	3890	261	3571	58*	1100	2562	228	3737	88*	39**	7**	3863	20**
Effective Base	2192	143	2017	31	641	1420	132	2107	46	23	4	2176	12
Strongly agree (5)	1079	76	981	22	362	675	41	1054	11	9	4	1073	2
	28%	29%	27%	37%	33% <sup>af</sup>	27% <sup>af</sup>	18%	28% <sup>ah</sup>	12%	22%	49%	28% <sup>ah</sup>	11%
Slightly agree (4)	1351	101	1243	7	353	904	94	1311	29	7	-	1347	4
	35%	39% <sup>c</sup>	35% <sup>c</sup>	12%	32%	35%	41%	35%	33%	18%	-	35%	19%
Neither agree nor disagree (3)	790	46	728	17	210	524	57	735	28	14	4	778	9
	20%	18%	20%	29%	19%	20%	25%	20%	32% <sup>ah</sup>	36%	51%	20%	46%
Slightly disagree (2)	381	25	345	11	94	266	21	366	10	4	-	381	-
	10%	10%	10%	15%	8%	10%	9%	10%	11%	11%	-	10%	-
Strongly disagree (1)	254	12	242	-	72	172	10	241	10	2	-	252	1
	7%	4%	7%	-	7%	7%	4%	6%	11%	5%	-	7%	6%
Don't know	36	2	33	1	9	21	6	30	-	3	-	33	3
	1%	1%	1%	2%	1%	1%	3%	1%	-	7%	-	1%	17%
NET Agree	2430	177	2224	29	716	1579	135	2365	40	16	4	2420	6
	62%	68%	62%	50%	65%	62%	59%	63% <sup>ah</sup>	45%	40%	49%	63% <sup>ah</sup>	30%
NET Disagree	634	36	586	11	165	438	31	607	20	6	-	633	1
	16%	14%	16%	20%	15%	17%	14%	16%	22%	16%	-	16%	7%
Mean	3.68	3.79	3.67	3.69	3.72 <sup>e</sup>	3.65	3.61	3.69 <sup>h</sup>	3.24	3.45	3.98	3.68 <sup>h</sup>	3.34
Std Dev.	1.17	1.10	1.17	1.19	1.19	1.17	1.03	1.17	1.15	1.16	1.08	1.17	1.01
Std Error	0.02	0.07	0.02	0.16	0.04	0.02	0.07	0.02	0.14	0.19	0.54	0.02	0.24

Proportions/Mean: Columns Test(s) (5% risk level) - a-b/c - d(e) - g(h) - i(j)/k(l)  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC3\_3 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3871	430	861	1290	1290	-	430	-	430	-	431	-	860	430	430	430	430
Weighted Base	3890	431	879	1290	1290	**	431	**	464	**	416	**	818	472	437	416	437
Effective Base	2192	220	492	726	756	-	220	-	251	-	242	-	475	253	249	248	259
Strongly agree	(5) 1079	116	268	350	345	-	116	-	142	-	126	-	241	109	123	115	106
	28%	27%	30%	27%	27%	-	27%	-	31%	-	30%	-	29%	23%	28%	28%	24%
Slightly agree	(4) 1361	168	294	416	473	-	168	-	166	-	129	-	218	198	175	125	173
	35%	39%	33%	32%	37%	-	39%	-	39%	-	31%	-	27%	42%	40%	30%	43%
Neither agree nor disagree	(3) 796	74	176	288	253	-	74	-	78	-	97	-	165	92	72	88	92
	20%	17%	20%	22%	20%	-	17%	-	17%	-	23%	-	24%	20%	17%	21%	21%
Slightly disagree	(2) 381	48	84	138	111	-	48	-	48	-	36	-	104	33	44	37	30
	10%	11%	10%	11%	9%	-	11%	-	10%	-	9%	-	13%	7%	10%	9%	7%
Strongly disagree	(1) 254	25	42	87	100	-	25	-	22	-	20	-	54	32	19	47	34
	7%	6%	5%	7%	8%	-	6%	-	5%	-	5%	-	7%	7%	4%	11%	8%
Don't know	36	-	16	12	8	-	-	-	8	-	8	-	4	7	2	5	1
	1%	-	2%	1%	1%	-	-	-	2%	-	2%	-	1%	2%	-	1%	-
NET Agree	2430	284	562	766	818	-	284	-	308	-	254	-	459	307	299	240	279
	62%	66%	64%	59%	63%	-	66%	-	66%	-	61%	-	56%	69%	66%	58%	64%
NET Disagree	634	73	126	224	212	-	73	-	70	-	56	-	159	65	63	84	65
	16%	17%	14%	17%	16%	-	17%	-	15%	-	13%	-	19%	14%	15%	19%	15%
Mean	3.68	3.70	3.72	3.63	3.66	-	3.70	-	3.70	-	3.75	-	3.60	3.69	3.70	3.54	3.66
Std Dev	1.17	1.15	1.13	1.18	1.19	-	1.15	-	1.14	-	1.13	-	1.22	1.12	1.10	1.29	1.15
Std Error	0.02	0.06	0.04	0.03	0.03	-	0.06	-	0.06	-	0.05	-	0.04	0.05	0.05	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC3\_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?  
I only use post if there is no alternative

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	3871	-	3871	505	2482	1837	2019	500	527	722	503	740	525	354	1027	1225	1619	879	3576	270	3871
Weighted Base	3890	**	3890	550	2493	1882	1992	517	521	737	516	726	474	400	1038	1253	1600	874	3448	409	3871
Effective Base	2192	-	2192	294	1422	1064	1117	285	299	418	290	426	271	206	583	707	901	476	1969	209	3871
Strongly agree (5)	643	-	643	130	405	326	313	89	99	149	84	121	58	43	189	232	222	101	516	119	604
	17%	-	17%	24% <sup>d</sup>	16%	17%	16%	17% <sup>km</sup>	19% <sup>km</sup>	20% <sup>km</sup>	17%	17%	12%	11%	16% <sup>pq</sup>	19% <sup>pq</sup>	14%	12%	15%	23% <sup>rs</sup>	16%
Slightly agree (4)	1118	-	1118	174	730	529	585	192	172	228	149	171	115	91	364	377	377	206	966	143	1073
	29%	-	29%	32%	29%	28%	29%	37% <sup>klm</sup>	33% <sup>klm</sup>	31% <sup>klm</sup>	29%	24%	24%	23%	31% <sup>pq</sup>	30% <sup>pq</sup>	24%	24%	28%	35% <sup>rs</sup>	28%
Neither agree nor disagree (3)	918	-	918	115	549	464	450	110	120	159	125	161	133	111	230	284	404	244	834	72	898
	24%	-	24%	21%	22%	25%	23%	21%	23%	22%	24%	22%	28%	28%	22%	23%	25%	25%	25% <sup>km</sup>	24% <sup>ks</sup>	18%
Slightly disagree (2)	705	-	705	73	468	335	370	77	79	121	92	157	102	78	156	213	336	179	658	47	719
	18%	-	18%	13%	19% <sup>cd</sup>	18%	19%	15%	15%	16%	18%	22% <sup>gh</sup>	21% <sup>gh</sup>	19%	15%	17%	21% <sup>no</sup>	21% <sup>no</sup>	19% <sup>ks</sup>	19% <sup>ks</sup>	12%
Strongly disagree (1)	478	-	478	59	317	212	262	37	46	74	66	111	67	77	83	140	255	144	452	25	546
	12%	-	12%	11%	13%	11%	13%	7%	9%	10%	13% <sup>kl</sup>	13% <sup>kl</sup>	11% <sup>kl</sup>	11% <sup>kl</sup>	8%	11%	10% <sup>no</sup>	10% <sup>no</sup>	13% <sup>ks</sup>	6%	14%
Don't know	28	-	28	*	25	15	12	12	4	6	*	*	*	*	16	6	5	*	22	3	29
	1%	-	1%	*	1%	1%	1%	2% <sup>lm</sup>	1%	1%	*	1%	*	*	2% <sup>op</sup>	1%	*	*	1%	1%	1%
NET Agree	1761	-	1761	303	1135	855	898	281	271	377	233	292	173	134	552	610	599	307	1482	262	1677
	45%	-	45%	33% <sup>km</sup>	46%	45%	45%	34% <sup>klm</sup>	32% <sup>klm</sup>	31% <sup>klm</sup>	40%	36%	34%	34%	33% <sup>pq</sup>	30% <sup>pq</sup>	37%	35%	43%	64% <sup>rs</sup>	43%
NET Disagree	1183	-	1183	131	785	547	632	114	125	196	158	207	109	155	240	353	501	324	1110	72	1267
	30%	-	30%	24%	31% <sup>cd</sup>	29%	32%	22%	24%	26%	31% <sup>gh</sup>	31% <sup>gh</sup>	28% <sup>gh</sup>	30% <sup>gh</sup>	23%	27% <sup>no</sup>	37% <sup>no</sup>	35% <sup>no</sup>	35% <sup>ks</sup>	15%	33%
Mean	3.19	-	3.19	3.44 <sup>d</sup>	3.18	3.23	3.16	3.43 <sup>klm</sup>	3.39 <sup>klm</sup>	3.35 <sup>klm</sup>	3.18 <sup>kl</sup>	3.05	2.99	2.86	3.41 <sup>op</sup>	3.29 <sup>op</sup>	2.98	2.93	3.13	3.79 <sup>rs</sup>	3.12
Std Dev.	1.26	-	1.26	1.28	1.27	1.25	1.27	1.16	1.21	1.25	1.26	1.32	1.23	1.27	1.19	1.26	1.28	1.25	1.26	1.18	1.29
Std Error	0.02	-	0.02	0.06	0.03	0.03	0.03	0.05	0.05	0.05	0.06	0.05	0.05	0.07	0.04	0.04	0.03	0.04	0.02	0.07	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/pq - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QC3\_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I only use post if there is no alternative

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3871	927	1199	736	1009	2126	1745	2167	1652	438	476	979	1071	670	2526	443	3242	541	1931	108
Weighted Base	3890	705	1287	791	1107	1992	1899	2317	1521	458	508	1009	1059	610	2576	463	3238	530	1918	132*
Effective Base	2192	414	706	446	627	1119	1073	1232	944	261	284	593	584	333	1459	264	1821	317	1097	69
Strongly agree (5)	643	168	174	122	179	342	301	431	209	74	76	157	155	140	388	76	539	116	335	21
	17%	23%abc	14%	15%	16%	17%	16%	19%gh	12%	16%	15%	16%	15%	22%ijkm	15%	17%	11%	22%	17%	16%
Slightly agree (4)	1118	216	381	224	296	596	522	696	412	105	136	295	341	182	772	105	968	148	565	45
	29%	31%	30%	29%	27%	30%	27%	30%	27%	23%	27%	29%	31%kl	30%	30%ln	23%	30%lo	28%	29%	34%
Neither agree nor disagree (3)	918	105	289	198	326	394	524	513	392	123	140	250	221	117	610	125	737	107	414	32
	24%	15%	22%a	25%a	23%ac	20%	28%a	22%	26%	27%am	28%am	25%	21%	19%	24%	27%	23%	20%	22%	24%
Slightly disagree (2)	705	127	267	142	169	394	311	401	295	83	89	191	204	96	484	83	592	85	362	26
	18%	16%	23%ad	18%	15%	23%cd	16%	17%	19%	16%	17%	19%	19%	16%	19%	16%	16%	16%	19%	20%
Strongly disagree (1)	478	85	155	102	125	251	227	255	211	72	63	112	132	71	307	72	383	71	228	4
	12%	12%	13%	13%	11%	13%	12%	11%	14%g	16%	12%	11%	12%	12%	12%	16%	12%	13%a	12%a	3%
Don't know	28	4	11	3	10	15	13	21	3	2	4	4	7	4	15	2	19	3	15	4
	1%	1%	1%	*	1%	1%	1%	1%h	*	*	1%	*	1%	1%	1%	*	1%	1%	1%	3%
NET Agree	1761	383	555	346	477	938	823	1127	621	179	212	452	496	322	1160	181	1507	264	900	66
	45%	34%abc	43%	44%	43%	47%	43%	49%gh	41%	39%	42%	45%	47%kl	43%lm	45%	39%	42%lo	50%	47%	50%
NET Disagree	1183	212	433	244	294	645	538	656	506	155	152	303	335	167	791	155	975	156	590	30
	30%	30%	34%cd	31%	27%	32%cd	28%	28%	33%gh	34%	30%	30%	32%	27%	31%	34%	30%	30%	31%	23%
Mean	3.19	3.96bc	3.10	3.16	3.22	3.19	3.19	3.28h	3.07	3.06	3.15	3.19	3.17	3.37klm	3.18	3.06	3.21	3.29	3.22	3.42
Std Dev.	1.26	1.34	1.25	1.26	1.22	1.29	1.24	1.26	1.25	1.30	1.24	1.23	1.26	1.31	1.24	1.30	1.26	1.33	1.27	1.08
Std Error	0.02	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.03	0.06	0.06	0.04	0.04	0.05	0.02	0.06	0.02	0.06	0.03	0.11

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QC3\_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?  
I only use post if there is no alternative

Base : All participants

	Total	Rurality			Nation				Region											
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	3871	2536	1335	602	1935	787	620	529	210	213	214	214	215	217	222	218	212	134	653	
Weighted Base	3890	3345	545	129	3277	322	183	108	157	422	329	283	344	357	509	537	338	36*	286	
Effective Base	2192	1869	323	106	1669	320	283	381	195	200	196	199	199	202	210	203	198	39	282	
Strongly agree (5)	643 17%	565 17%	78 4%	19 1%	560 17%	43 13%	22 12%	18 17%	12% 17%	12% 17%	16% 16%	23% 16%	16% 16%	16% 16%	22% 16%	15% 15%	79 12%	40 4%	1 4%	42 15%
Slightly agree (4)	1118 29%	970 29%	148 27%	29 2%	996 29%	77 24%	53 29%	32 30%	40 29%	130 31%	82 25%	81 25%	115 24%	85 24%	147 29%	199 30%	94 28%	9 25%	68 24%	
Neither agree nor disagree (3)	918 24%	780 23%	138 25%	36 2%	783 24%	70 22%	43 23%	21 20%	39 25%	98 23%	81 25%	54 19%	82 24%	118 24%	98 19%	118 22%	95 22%	8 22%	63 22%	
Slightly disagree (2)	705 18%	605 18%	100 18%	18 1%	576 18%	73 22%	41 22%	15 14%	28 18%	61 15%	79 17%	47 17%	54 14%	54 15%	86 17%	107 20%	66 19%	5 14%	68 24%	
Strongly disagree (1)	478 12%	397 12%	81 15%	27 1%	376 11%	53 16%	24 13%	20 19%	26 17%	54 13%	32 10%	24 8%	43 13%	35 10%	57 11%	64 12%	41 12%	13 16%	45 16%	
Don't know	28 1%	27 1%	1 0%	1 0%	26 1%	1 0%	0 0%	1 1%	0 0%	3 1%	1 0%	1 0%	0 0%	2 1%	6 1%	10 2%	3 1%	0 0%	1 0%	
NET Agree	1761 45%	1535 46%	226 41%	48 3%	1516 45%	120 37%	75 41%	51 48%	65 41%	206 49%	135 41%	156 49%	171 49%	148 41%	262 49%	239 44%	134 40%	10 29%	110 38%	
NET Disagree	1183 30%	1003 30%	181 33%	45 3%	952 29%	131 41%	66 33%	35 33%	54 34%	115 27%	111 34%	72 26%	90 26%	89 25%	143 28%	171 32%	106 31%	18 50%	113 39%	
Mean	3.19	3.21c	3.08	2.96	3.23ef	2.92	3.04	3.12e	3.02g	3.26qr	3.15g	3.44hpopqr	3.28hr	3.24qr	3.35hpopqr	3.16g	3.03g	2.47	2.98g	
Std Dev.	1.26	1.26	1.27	1.34	1.25	1.31	1.24	1.37	1.27	1.26	1.23	1.25	1.25	1.20	1.31	1.25	1.20	1.32	1.30	
Std Error	0.02	0.03	0.03	0.06	0.03	0.05	0.05	0.06	0.09	0.09	0.08	0.09	0.09	0.08	0.09	0.09	0.08	0.11	0.05	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC3\_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I only use post if there is no alternative

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	3871	1400	149	715	1370	1568	535	248	117	2938	365	1636	1520	444	164	68	3156	232	744	1836
Weighted Base	3890	1378	155*	662	1323	1546	607	262	117*	2869	380	1538	1541	511	193	62*	3079	256	833	1747
Effective Base	2192	783	89	401	725	884	343	149	71	1609	220	885	857	279	105	42	1741	146	458	1025
Strongly agree (5)	643	220	26	89	212	210	97	61	57	422	118	283	214	68	43	30	497	72	197	275
	17%	16%	17%	13%	16%	14%	16%	23%defi	49%defgj	15%	31%deh	15%	14%	13%	22%ilm	42%klmnop	16%	29%klmp	14%ks	16%
Slightly agree (4)	1118	393	32	175	294	526	179	91	21	820	112	374	514	152	58	8	887	68	259	498
	29%	28%	21%	26%	22%	34%dhi	29%id	35%idj	18%	29%id	30%id	24%	33%kop	30%ko	13%	22%ko	26%	31%	29%	29%
Neither agree nor disagree (3)	918	302	40	162	266	339	230	52	20	605	72	301	354	194	46	13	655	59	155	398
	24%	22%	26%	24%	20%	22%	38%deghij	20%	17%	21%	19%	20%	23%	38%klmnopq	24%	20%	21%	23%	19%	23%
Slightly disagree (2)	705	257	26	131	264	320	86	48	6	584	55	284	310	66	36	6	595	42	146	327
	18%	19%	16%	20%	20%fh	21%fhj	11%	13%fh	6%	23%fhj	14%fh	15%fm	20%fm	13%	19%	10%	11%fm	16%	18%	19%
Strongly disagree (1)	478	197	31	105	286	144	28	9	7	431	17	294	145	21	11	1	439	12	72	230
	12%	14%	20%	16%	22%efghj	9%fhj	5%	4%	6%	19%efghj	4%	19%klmnopq	9%lm	4%	5%	2%	14%lmno	5%	9%	13%r
Don't know	28	10	-	-	-	6	7	-	5	7	6	2	5	9	-	5	7	5	4	18
	1%	1%	-	-	-	-	1%di	-	1%degh	-	2%di	-	-	2%klmp	-	2%klmp	-	2%klmp	-	1%
NET Agree	1761	613	58	264	596	736	275	152	73	1242	231	656	728	220	101	39	1384	139	450	773
	45%	44%	37%	40%	38%	49%di	49%id	59%defi	57%defi	43%id	81%deh	43%	47%	43%	52%	60%klm	45%	54%klmp	55%ks	44%
NET Disagree	1183	454	57	236	550	464	94	58	14	1015	72	578	455	88	46	8	1033	54	218	557
	30%	33%	37%	36%	42%efghj	30%fhj	16%	22%	12%	35%efghj	19%	39%klmnopq	30%lmn	17%	24%	12%	34%lmno	21%	26%	32%r
Mean	3.19	3.13	2.97	3.02	2.91	3.22di	3.42dei	3.66dei	4.02efghj	3.08di	3.70deh	3.04	3.22k	3.36kp	3.49kp	4.00klmpq	3.13	3.58klmp	3.44e	3.15
Std Dev.	1.26	1.30	1.36	1.28	1.39	1.19	1.03	1.14	1.23	1.29	1.19	1.39	1.19	1.01	1.18	1.18	1.30	1.20	1.26	1.27
Std Error	0.02	0.03	0.11	0.05	0.04	0.03	0.04	0.07	0.12	0.02	0.06	0.03	0.03	0.05	0.09	0.15	0.02	0.08	0.05	0.03

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
\* small base



QC3\_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I only use post if there is no alternative

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3871	243	3574	54	1136	2503	232	3741	70	38	4	3849	18
Weighted Base	3890	261	3571	58*	1100	2562	228	3737	88*	39**	7**	3863	20**
Effective Base	2192	143	2017	31	641	1420	132	2107	46	23	4	2176	12
Strongly agree	(5) 643 17%	41 16%	593 17%	9 3%	213 19%	402 16%	27 12%	624 17%	11 12%	4 11%	2 23%	639 17%	2 10%
Slightly agree	(4) 1118 29%	92 35%	1015 28%	12 21%	293 27%	789 30%	56 25%	1082 29%	25 29%	9 22%	-	1116 29%	3 13%
Neither agree nor disagree	(3) 918 24%	52 20%	840 24%	26 45% <sup>ns</sup>	253 23%	584 23%	81 35% <sup>ns</sup>	868 23%	24 27%	14 35%	4 51%	905 23%	9 46%
Slightly disagree	(2) 706 18%	45 17%	656 18%	5 8%	199 18%	473 18%	33 13%	676 18%	21 24%	5 14%	-	703 18%	2 12%
Strongly disagree	(1) 478 12%	30 12%	443 12%	5 9%	135 12%	320 12%	23 10%	465 12%	5 6%	6 15%	2 25%	476 12%	* 2%
Don't know	28 1%	2 1%	25 1%	1 2%	6 1%	14 1%	8 3% <sup>ns</sup>	21 1%	2 2%	1 4%	-	25 1%	3 17%
NET Agree	1761 45%	132 51%	1608 45%	21 35%	507 46% <sup>ns</sup>	1171 46% <sup>ns</sup>	84 37%	1706 46%	36 41%	13 33%	2 23%	1755 45%	4 23%
NET Disagree	1183 30%	75 29%	1098 31%	10 17%	334 30%	793 31%	56 24%	1141 31%	26 30%	11 29%	2 25%	1179 31%	3 14%
Mean	3.19	3.26	3.19	3.25	3.23	3.18	3.15	3.20	3.18	2.99	2.96	3.19	3.19
Std Dev.	1.26	1.25	1.27	1.11	1.29	1.26	1.14	1.27	1.13	1.22	1.50	1.26	0.94
Std Error	0.02	0.08	0.02	0.15	0.04	0.03	0.08	0.02	0.14	0.20	0.75	0.02	0.23

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/gf - gh/ij/kl  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC\_4 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I only use post if there is no alternative

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3871	430	861	1290	1290	-	430	-	430	-	431	-	860	430	430	430	430
Weighted Base	3890	431	879	1290	1290	**	431	**	464	**	416	**	818	472	437	416	437
Effective Base	2192	220	492	726	756	-	220	-	251	-	242	-	475	253	249	248	259
Strongly agree (5)	643 17%	52 12%	119 14%	222 17%	251 19% <b>a</b>	-	52 12%	-	75 16%	-	44 11%	-	152 18% <b>f</b>	70 16%	78 17%	82 20% <b>l</b>	93 21% <b>p</b>
Slightly agree (4)	1118 29%	104 24%	257 29%	353 27%	405 31% <b>a</b>	-	104 24%	-	131 28%	-	127 30%	-	218 27%	134 28%	150 32% <b>f</b>	123 30%	132 30%
Neither agree nor disagree (3)	918 24%	125 29% <b>a</b>	240 27% <b>a</b>	301 23%	252 20%	-	125 29% <b>a</b>	-	118 25% <b>a</b>	-	122 29% <b>a</b>	-	185 23% <b>a</b>	112 24% <b>a</b>	72 16%	99 24% <b>a</b>	81 19%
Slightly disagree (2)	705 18%	88 20%	144 16%	248 19%	225 17%	-	88 20%	-	75 16%	-	69 17%	-	156 19%	92 19%	80 18%	66 16%	79 18%
Strongly disagree (1)	478 12%	60 14%	115 13%	154 12%	148 12%	-	60 14%	-	65 14%	-	50 12%	-	96 12%	58 12%	56 13%	41 10%	51 12%
Don't know	28 1%	2 1%	4 1%	13 1%	9 1%	-	2 1%	-	-	-	4 1%	-	7 1%	6 1%	2 1%	5 1%	2 1%
NET Agree	1761 45%	155 36%	376 43%	574 45% <b>a</b>	655 51% <b>a</b>	-	155 36%	-	205 44%	-	171 41%	-	370 45% <b>f</b>	204 43%	226 52% <b>f</b>	205 49% <b>f</b>	224 51% <b>f</b>
NET Disagree	1183 30%	149 34%	259 29%	402 31%	374 29%	-	149 34%	-	140 30%	-	119 29%	-	253 31%	149 32%	136 31%	108 26%	130 30%
Mean	3.19	3.00	3.14	3.16	3.30 <b>a</b>	-	3.00	-	3.16	-	3.11	-	3.21 <b>f</b>	3.15	3.25 <b>f</b>	3.33 <b>f</b>	3.31 <b>f</b>
Std Dev.	1.26	1.22	1.23	1.27	1.28	-	1.22	-	1.28	-	1.18	-	1.26	1.25	1.30	1.25	1.31
Std Error	0.02	0.06	0.04	0.04	0.04	-	0.06	-	0.06	-	0.06	-	0.04	0.06	0.06	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC3\_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?  
I would feel cut off from society if I couldn't send or receive post

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	3871	-	3871	505	2482	1837	2019	500	527	722	503	740	525	354	1027	1225	1619	879	3576	270	3871
Weighted Base	3890	-**	3890	550	2493	1882	1992	517	521	737	516	726	474	400	1038	1253	1600	874	3448	409	3871
Effective Base	2192	-	2192	294	1422	1064	1117	285	299	418	290	426	271	206	583	707	901	476	1969	209	3871
Strongly agree (5)	1023	-	1023	148	627	451	567	74	102	170	130	208	154	185	176	300	547	339	1969	50	1073
26%	-	-	26%	27%	25%	24%	28%	14%	20%	23%	25%	29%	33%	46%	17%	24%	34%	39%	28%	12%	28%
Slightly agree (4)	1289	-	1289	195	818	629	658	160	179	266	174	229	164	117	339	440	510	281	1143	134	1266
33%	-	-	33%	33%	33%	33%	33%	31%	34%	36%	34%	32%	35%	29%	33%	35%	32%	32%	33%	33%	33%
Neither agree nor disagree (3)	840	-	840	115	531	428	411	125	123	159	120	157	96	60	247	279	314	157	727	104	789
22%	-	-	22%	21%	21%	23%	21%	24%	24%	22%	23%	22%	20%	15%	24%	22%	20%	18%	21%	25%	20%
Slightly disagree (2)	379	-	379	49	264	193	182	83	57	82	44	59	32	22	141	126	112	53	319	59	391
10%	-	-	10%	9%	11%	10%	9%	16%	11%	11%	9%	8%	7%	5%	14%	10%	7%	6%	9%	15%	10%
Strongly disagree (1)	305	-	305	35	217	155	148	66	48	51	40	65	23	11	114	91	99	34	250	50	306
9%	-	-	9%	6%	9%	8%	7%	13%	11%	7%	8%	9%	3%	3%	11%	8%	6%	4%	7%	10%	8%
Don't know	55	-	55	8	35	26	26	9	12	8	8	7	5	6	21	16	18	10	40	12	46
1%	-	-	1%	1%	1%	1%	1%	2%	2%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	3%	1%
NET Agree	2312	-	2312	343	1445	1080	1225	234	281	436	304	437	318	302	515	740	1057	620	2112	184	2339
59%	-	-	59%	62%	58%	57%	62%	45%	54%	59%	59%	59%	57%	53%	50%	53%	56%	51%	53%	45%	60%
NET Disagree	684	-	684	84	481	348	330	149	105	134	84	124	55	32	254	213	212	87	569	109	697
18%	-	-	18%	15%	19%	18%	17%	29%	29%	20%	18%	16%	12%	8%	23%	17%	13%	10%	17%	27%	18%
Mean	3.61	-	3.61	3.69	3.56	3.55	3.67%	3.18	3.45%	3.55%	3.61%	3.63%	3.84%	4.12%	3.32	3.59%	3.52%	3.57%	3.68%	3.19	3.63
Std Dev.	1.20	-	1.20	1.15	1.23	1.20	1.20	1.24	1.20	1.17	1.18	1.23	1.11	1.04	1.23	1.17	1.17	1.08	1.19	1.21	1.22
Std Error	0.02	-	0.02	0.05	0.02	0.03	0.03	0.06	0.05	0.04	0.05	0.05	0.05	0.06	0.04	0.03	0.03	0.04	0.02	0.07	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QC3\_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?  
I would feel cut off from society if I couldn't send or receive post

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3871	927	1199	736	1009	2126	1745	2167	1652	438	476	979	1071	670	2526	443	3242	541	1931	108
Weighted Base	3890	705	1287	791	1107	1992	1899	2317	1521	458	508	1009	1059	610	2576	463	3238	530	1918	132*
Effective Base	2192	414	706	446	627	1119	1073	1232	944	261	284	593	584	333	1459	264	1821	317	1097	69
Strongly agree (5)	1023	159	360	222	282	519	504	519	486	146	147	241	266	158	655	148	821	151	444	31
	26%	23%	28%	28%	25%	26%	27%	22%	22%	22%	29%	24%	25%	26%	25%	32%	25%	29%	23%	24%
Slightly agree (4)	1289	250	426	273	340	676	613	789	486	127	167	350	374	188	891	129	1106	179	631	47
	33%	35%	32%	35%	31%	34%	32%	34%	32%	28%	34%	33%	35%	33%	35%	28%	34%	34%	33%	36%
Neither agree nor disagree (3)	840	137	249	166	288	386	454	539	291	115	105	238	206	117	549	115	679	102	420	31
	22%	19%	19%	21%	26%	19%	24%	23%	19%	25%	21%	24%	19%	19%	21%	25%	21%	19%	22%	23%
Slightly disagree (2)	379	91	136	60	91	227	152	248	128	29	48	97	106	77	251	29	338	49	223	8
	10%	10%	11%	8%	8%	11%	8%	11%	8%	6%	9%	10%	10%	7%	6%	6%	10%	9%	12%	6%
Strongly disagree (1)	305	59	99	59	89	157	148	193	110	36	37	65	93	53	196	36	256	43	174	9
	8%	8%	8%	7%	8%	8%	8%	8%	7%	8%	7%	7%	9%	9%	8%	8%	8%	8%	9%	7%
Don't know	55	10	16	11	17	26	29	30	20	5	4	17	13	2	34	5	38	6	26	5
	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	2%	1%	-	1%	1%	1%	1%	1%	4%
NET Agree	2312	409	786	495	622	1195	1117	1308	972	273	314	591	641	356	1546	277	1927	330	1075	78
	59%	58%	61%	63%	58%	60%	63%	56%	60%	60%	62%	59%	61%	58%	60%	60%	60%	58%	56%	60%
NET Disagree	684	149	236	119	180	384	300	441	238	65	84	163	199	135	446	65	594	92	397	18
	18%	21%	18%	15%	16%	18%	16%	19%	16%	14%	17%	16%	19%	22%	17%	14%	18%	17%	21%	13%
Mean	3.61	3.52	3.64	3.69	3.58	3.60	3.63	3.52	3.74	3.70	3.68	3.61	3.59	3.53	3.61	3.71	3.59	3.69	3.50	3.65
Std Dev.	1.20	1.21	1.22	1.18	1.19	1.22	1.19	1.19	1.21	1.21	1.20	1.15	1.22	1.26	1.19	1.21	1.20	1.22	1.23	1.14
Std Error	0.02	0.04	0.04	0.04	0.04	0.03	0.03	0.03	0.03	0.06	0.06	0.04	0.04	0.05	0.02	0.06	0.02	0.05	0.03	0.11

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QC3\_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?  
I would feel cut off from society if I couldn't send or receive post

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3871	2536	1335	602	1935	787	620	529	210	213	214	214	215	217	222	218	212	134	653
Weighted Base	3890	3345	545	129	3277	322	183	108	157	422	329	283	344	357	509	537	338	36*	286
Effective Base	2192	1869	323	106	1669	320	283	381	195	200	196	199	199	202	210	203	198	39	282
Strongly agree	(5) 1023 26%	846 25%	177 13% <sup>a</sup>	51 8%	843 26%	93 29%	56 30%	32 29%	42 27%	132 31% <sup>a</sup>	83 25%	57 20%	82 24%	86 24%	121 24%	144 27%	95 28%	13 3%	79 28%
Slightly agree	(4) 1289 33%	1110 33%	179 13%	39 3%	1083 33%	108 34%	62 34%	36 33%	50 32%	112 27%	122 31% <sup>a</sup>	91 32%	105 30%	132 37% <sup>a</sup>	165 32%	194 35% <sup>a</sup>	112 33%	14 4%	94 33%
Neither agree nor disagree	(3) 840 22%	743 22% <sup>a</sup>	97 7%	17 1%	724 22% <sup>a</sup>	64 20%	34 18%	18 17%	35 22% <sup>a</sup>	99 23% <sup>a</sup>	65 20%	74 26% <sup>a</sup>	84 24% <sup>a</sup>	68 19%	114 22% <sup>a</sup>	107 20%	79 23% <sup>a</sup>	3 8%	61 21% <sup>a</sup>
Slightly disagree	(2) 379 10%	333 10%	46 3%	9 1%	313 10%	34 11%	18 10%	14 12%	12 8%	40 9%	27 8%	25 9%	54 15% <sup>a</sup>	33 9%	64 12% <sup>a</sup>	36 7%	22 7%	4 10%	30 11%
Strongly disagree	(1) 305 8%	265 8%	40 3%	13 1%	266 8%	20 6%	12 6%	7 7%	16 10% <sup>a</sup>	36 9%	28 9%	31 11% <sup>a</sup>	16 5%	31 7%	34 7%	47 9%	27 8%	1 1%	20 7%
Don't know	55 1%	48 1%	6 1%	0	48 1%	3 1%	2 1%	1 1%	2 1%	3 1%	5 1%	4 1%	3 1%	8 2%	12 2%	9 2%	3 1%	2 1%	2 1%
NET Agree	2312 59%	1956 58%	356 27% <sup>a</sup>	90 15% <sup>a</sup>	1926 59%	201 62%	117 64%	68 63%	93 59%	244 58%	205 57% <sup>a</sup>	148 52%	187 54%	218 61%	286 56%	338 63% <sup>a</sup>	207 61%	27 7% <sup>a</sup>	173 61%
NET Disagree	684 18%	598 18%	86 6%	22 4%	578 17%	54 17%	30 16%	21 20%	28 18%	76 18%	55 17%	56 20%	70 20%	64 18%	97 19%	83 15%	49 15%	4 11%	50 17%
Mean	3.61	3.59	3.76 <sup>a</sup>	3.82	3.60	3.69	3.72	3.66	3.59	3.63	3.63	3.42	3.54	3.60	3.66 <sup>a</sup>	3.67 <sup>a</sup>	4.08 <sup>a</sup>	3.64 <sup>a</sup>	3.64 <sup>a</sup>
Std Dev.	1.20	1.20	1.21	1.30	1.20	1.18	1.19	1.22	1.25	1.26	1.20	1.23	1.15	1.21	1.18	1.20	1.19	1.01	1.19
Std Error	0.02	0.02	0.03	0.05	0.03	0.04	0.05	0.05	0.09	0.09	0.08	0.08	0.08	0.08	0.08	0.08	0.08	0.09	0.05

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QC\_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?  
I would feel cut off from society if I couldn't send or receive post

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	3871	1400	149	715	1370	1568	535	248	117	2938	365	1636	1520	444	164	68	3156	232	744	1836
Weighted Base	3890	1378	155*	662	1323	1546	607	262	117*	2869	380	1538	1541	511	193	62*	3079	256	833	1747
Effective Base	2192	783	89	401	725	884	343	149	71	1609	220	885	857	279	105	42	1741	146	458	1025
Strongly agree (5)	1023	390	62	223	629	286	58	31	16	915	49	600	324	54	27	10	924	37	172	454
	26%	28%	43%*	34%	45%* <sup>d</sup> <sup>e</sup> <sup>f</sup> <sup>g</sup> <sup>h</sup> <sup>i</sup>	41% <sup>f</sup> <sup>g</sup>	10%	12%	15%	8% <sup>f</sup> <sup>g</sup> <sup>h</sup> <sup>i</sup>	13%	31% <sup>m</sup> <sup>n</sup> <sup>o</sup> <sup>p</sup> <sup>q</sup>	24% <sup>m</sup>	11%	14%	16%	30% <sup>m</sup> <sup>n</sup> <sup>o</sup> <sup>p</sup> <sup>q</sup>	15%	21%	25%*
Slightly agree (4)	1289	503	47	231	399	842	159	68	16	1041	84	460	617	148	45	15	1077	60	328	530
	33%	36%	30%	35%	30% <sup>h</sup> <sup>i</sup>	42% <sup>d</sup> <sup>e</sup> <sup>f</sup> <sup>g</sup> <sup>h</sup> <sup>i</sup>	26% <sup>h</sup>	25% <sup>h</sup>	13%	36% <sup>d</sup> <sup>e</sup> <sup>f</sup> <sup>g</sup> <sup>h</sup> <sup>i</sup>	22%	30%	40% <sup>k</sup> <sup>m</sup> <sup>n</sup> <sup>o</sup> <sup>p</sup> <sup>q</sup>	29%	23%	25%	35% <sup>k</sup> <sup>m</sup> <sup>n</sup> <sup>o</sup> <sup>p</sup> <sup>q</sup>	24%	39%*	30%
Neither agree nor disagree (3)	840	247	28	113	148	320	260	79	18	468	97	195	337	222	58	9	533	67	168	385
	22%	18%	18%	17%	71%	21% <sup>d</sup> <sup>e</sup>	43% <sup>d</sup> <sup>e</sup> <sup>f</sup> <sup>g</sup> <sup>h</sup> <sup>i</sup>	30% <sup>d</sup> <sup>e</sup> <sup>f</sup> <sup>g</sup> <sup>h</sup> <sup>i</sup>	16%	16% <sup>d</sup>	26% <sup>d</sup> <sup>e</sup>	13%	22% <sup>k</sup> <sup>p</sup>	43% <sup>k</sup> <sup>m</sup> <sup>n</sup> <sup>o</sup> <sup>p</sup> <sup>q</sup>	30% <sup>k</sup> <sup>p</sup>	14%	17% <sup>k</sup>	26% <sup>k</sup> <sup>p</sup>	20%	22%
Slightly disagree (2)	378	112	6	47	72	184	75	52	16	237	67	118	164	48	36	9	282	45	87	194
	10%	8%	4%	7%	8%	11% <sup>d</sup> <sup>e</sup>	12% <sup>d</sup> <sup>e</sup>	23% <sup>d</sup> <sup>e</sup> <sup>f</sup> <sup>g</sup> <sup>h</sup> <sup>i</sup>	15% <sup>d</sup>	8% <sup>d</sup>	11% <sup>d</sup> <sup>e</sup>	8%	8%	9%	10% <sup>k</sup> <sup>m</sup>	16%	9%	13% <sup>k</sup> <sup>m</sup>	10%	11%
Strongly disagree (1)	305	98	11	40	66	118	41	29	44	185	73	152	87	23	24	13	239	37	69	157
	8%	7%	7%	6%	5%	8% <sup>d</sup>	7%	11% <sup>d</sup> <sup>e</sup>	35% <sup>d</sup> <sup>e</sup> <sup>f</sup> <sup>g</sup> <sup>h</sup> <sup>i</sup>	6%	19% <sup>d</sup> <sup>e</sup> <sup>f</sup> <sup>g</sup> <sup>h</sup> <sup>i</sup>	10% <sup>k</sup> <sup>m</sup>	6%	4%	12% <sup>k</sup> <sup>m</sup>	21% <sup>k</sup> <sup>m</sup> <sup>n</sup> <sup>o</sup> <sup>p</sup> <sup>q</sup>	8% <sup>k</sup> <sup>m</sup>	14% <sup>k</sup> <sup>m</sup>	8%	9%
Don't know	55	29	2	8	8	16	14	4	6	24	9	12	11	16	4	6	24	10	10	27
	1%	2%	1%	1%	1%	1%	1%	1%	1%	2% <sup>d</sup>	1%	1%	1%	2% <sup>k</sup> <sup>p</sup>	2%	1%	2% <sup>k</sup> <sup>m</sup> <sup>n</sup> <sup>o</sup> <sup>p</sup> <sup>q</sup>	1%	1%	2%
NET Agree	2312	893	108	454	1028	928	217	33	1055	133	1060	941	202	72	25	2001	98	500	984	
	59%	65%	70%	69%	78% <sup>d</sup> <sup>e</sup> <sup>f</sup> <sup>g</sup> <sup>h</sup> <sup>i</sup>	60% <sup>f</sup> <sup>g</sup> <sup>h</sup>	36%	38%	28%	39% <sup>d</sup> <sup>e</sup> <sup>f</sup> <sup>g</sup> <sup>h</sup> <sup>i</sup>	35%	69% <sup>m</sup> <sup>n</sup> <sup>o</sup> <sup>p</sup> <sup>q</sup>	61% <sup>m</sup> <sup>n</sup> <sup>o</sup> <sup>p</sup> <sup>q</sup>	40%	37%	41%	65% <sup>m</sup> <sup>n</sup> <sup>o</sup> <sup>p</sup> <sup>q</sup>	38%	60%	56%
NET Disagree	684	210	17	88	139	283	116	81	60	421	140	270	251	71	59	22	522	82	156	351
	18%	15%	11%	13%	11% <sup>d</sup>	18% <sup>d</sup> <sup>e</sup>	19% <sup>d</sup> <sup>e</sup>	31% <sup>d</sup> <sup>e</sup> <sup>f</sup> <sup>g</sup> <sup>h</sup> <sup>i</sup>	51% <sup>d</sup> <sup>e</sup> <sup>f</sup> <sup>g</sup> <sup>h</sup> <sup>i</sup>	15% <sup>d</sup>	37% <sup>d</sup> <sup>e</sup> <sup>f</sup> <sup>g</sup> <sup>h</sup> <sup>i</sup>	18%	16%	14%	31% <sup>k</sup> <sup>m</sup> <sup>n</sup> <sup>o</sup> <sup>p</sup> <sup>q</sup>	36% <sup>k</sup> <sup>m</sup> <sup>n</sup> <sup>o</sup> <sup>p</sup> <sup>q</sup>	17% <sup>k</sup> <sup>m</sup>	32% <sup>k</sup> <sup>m</sup> <sup>n</sup> <sup>o</sup> <sup>p</sup> <sup>q</sup>	19%	20%
Mean	3.61	3.72	3.93	3.84	4.16 <sup>d</sup> <sup>e</sup> <sup>f</sup> <sup>g</sup> <sup>h</sup> <sup>i</sup>	3.53 <sup>f</sup> <sup>g</sup> <sup>h</sup> <sup>i</sup>	3.20 <sup>h</sup>	3.06 <sup>h</sup>	2.53	3.60 <sup>d</sup> <sup>e</sup> <sup>f</sup> <sup>g</sup> <sup>h</sup> <sup>i</sup>	2.92 <sup>h</sup>	3.61 <sup>m</sup> <sup>n</sup> <sup>o</sup> <sup>p</sup> <sup>q</sup>	3.61 <sup>m</sup> <sup>n</sup> <sup>o</sup> <sup>p</sup> <sup>q</sup>	3.33 <sup>n</sup> <sup>q</sup>	3.09	3.00	3.71 <sup>m</sup> <sup>n</sup> <sup>o</sup> <sup>p</sup> <sup>q</sup>	3.07	3.54	3.54
Std Dev.	1.20	1.18	1.18	1.15	1.12	1.14	1.01	1.18	1.52	1.17	1.31	1.30	1.10	0.96	1.23	1.45	1.21	1.28	1.17	1.25
Std Error	0.02	0.03	0.10	0.04	0.03	0.03	0.04	0.08	0.14	0.02	0.07	0.03	0.03	0.05	0.10	0.18	0.02	0.08	0.04	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
\* small base

QC\_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?  
I would feel cut off from society if I couldn't send or receive post

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3871	243	3574	54	1136	2503	232	3741	70	38	4	3849	18
Weighted Base	3890	261	3571	58*	1100	2562	228	3737	88*	39**	7***	3863	20**
Effective Base	2192	143	2017	31	641	1420	132	2107	46	23	4	2176	12
Strongly agree (5)	1023	70	942	10	302	683	38	1003	8	7	4	1018	2
	26%	27%	26%	18%	27% <b>d</b>	27% <b>d</b>	17%	47% <b>gh</b>	9%	19%	49%	47% <b>gh</b>	8%
Slightly agree (4)	1289	109	1158	22	389	824	76	1248	22	13	2	1283	4
	33%	42% <b>h</b>	32%	38%	35%	32%	33%	33%	26%	34%	25%	33%	20%
Neither agree nor disagree (3)	840	39	784	17	220	556	64	784	38	10	-	832	7
	22%	15%	22% <b>h</b>	29%	20%	22%	28% <b>d</b>	21%	44% <b>ghk</b>	25%	-	22%	38%
Slightly disagree (2)	378	18	359	3	84	270	25	359	12	6	2	376	1
	10%	7%	10%	4%	8%	11% <b>d</b>	11%	16%	14%	14%	26%	10%	6%
Strongly disagree (1)	305	18	282	4	88	200	17	296	8	1	-	305	*
	8%	7%	8%	8%	8%	8%	7%	8%	9%	4%	-	8%	1%
Don't know	55	8	45	2	18	29	8	48	-	1	-	49	5
	1%	3%	1%	3%	2%	1%	3% <b>e</b>	1%	-	4%	-	1%	26%
NET Agree	2312	170	2101	33	691	1507	114	2250	30	21	5	2301	5
	59%	68% <b>h</b>	59%	56%	63% <b>d</b>	59% <b>d</b>	50%	60% <b>h</b>	34%	53%	74%	68% <b>h</b>	28%
NET Disagree	684	36	641	7	171	471	42	654	19	7	2	681	1
	18%	14%	18%	12%	16%	18%	18%	18%	22%	18%	26%	18%	7%
Mean	3.61	3.77	3.60	3.56	3.68 <b>f</b>	3.60	3.42	3.62 <b>h</b>	3.12	3.52	3.96	3.61 <b>h</b>	3.38
Std Dev.	1.20	1.14	1.21	1.10	1.19	1.21	1.13	1.21	1.04	1.09	1.34	1.20	0.87
Std Error	0.02	0.07	0.02	0.15	0.04	0.02	0.08	0.02	0.12	0.18	0.67	0.02	0.22

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QC3\_5 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?  
I would feel cut off from society if I couldn't send or receive post

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3871	430	861	1290	1290	-	430	-	430	-	431	-	860	430	430	430	430
Weighted Base	3890	431	879	1290	1290	**	431	**	464	**	416	**	818	472	437	416	437
Effective Base	2192	220	492	726	756	-	220	-	251	-	242	-	475	253	249	248	259
Strongly agree (5)	1023	124	273	345	281	-	124	-	142	-	131	-	235	110	103	94	84
	26%	29% <sup>ad</sup>	31% <sup>ad</sup>	27% <sup>ad</sup>	22%	-	29% <sup>ad</sup>	-	31% <sup>ad</sup>	-	32% <sup>ad</sup>	-	29% <sup>ad</sup>	23%	24%	23%	19%
Slightly agree (4)	1289	142	290	428	429	-	142	-	159	-	130	-	263	165	153	116	161
	33%	33%	33%	33%	33%	-	33%	-	34%	-	31%	-	32%	35%	35%	28%	37% <sup>ad</sup>
Neither agree nor disagree (3)	840	96	192	269	284	-	96	-	91	-	100	-	163	106	86	99	99
	22%	22%	22%	21%	22%	-	22%	-	20%	-	24%	-	20%	22%	20%	24%	23%
Slightly disagree (2)	379	37	61	126	155	-	37	-	36	-	25	-	79	46	50	58	47
	10%	9%	7%	10%	12% <sup>ab</sup>	-	9%	-	8%	-	6%	-	10%	12%	14% <sup>ab</sup>	11%	11%
Strongly disagree (1)	305	26	53	107	119	-	26	-	32	-	21	-	72	35	40	38	42
	8%	6%	6%	8%	9% <sup>ab</sup>	-	6%	-	7%	-	5%	-	9%	7%	9%	9%	10%
Don't know	55	7	11	16	21	-	7	-	3	-	8	-	7	9	5	10	6
	1%	2%	1%	1%	2%	-	2%	-	1%	-	2%	-	1%	2%	1%	2%	1%
NET Agree	2312	266	562	773	711	-	266	-	301	-	261	-	498	275	256	210	245
	59%	62%	64% <sup>ad</sup>	60%	55%	-	62% <sup>ad</sup>	-	65% <sup>ad</sup>	-	63% <sup>ad</sup>	-	61% <sup>ad</sup>	58%	59%	50%	56%
NET Disagree	684	63	114	232	275	-	63	-	68	-	46	-	151	81	90	96	88
	18%	15%	13%	15% <sup>ab</sup>	15% <sup>ab</sup>	-	15%	-	15%	-	11%	-	15% <sup>ad</sup>	17%	13% <sup>ad</sup>	13% <sup>ad</sup>	13% <sup>ad</sup>
Mean	3.61	3.71 <sup>ad</sup>	3.77 <sup>ad</sup>	3.51 <sup>ad</sup>	3.47	-	3.71 <sup>ad</sup>	-	3.74 <sup>ad</sup>	-	3.80 <sup>ad</sup>	-	3.58	3.53	3.42	3.46	3.46
Std Dev.	1.20	1.15	1.15	1.22	1.23	-	1.15	-	1.18	-	1.11	-	1.24	1.17	1.23	1.25	1.20
Std Error	0.02	0.06	0.04	0.03	0.03	-	0.06	-	0.06	-	0.05	-	0.04	0.06	0.06	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/m/n/op  
\*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC3\_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I only use post to send greetings cards

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	3871	-	3871	505	2462	1837	2019	500	527	722	503	740	525	354	1027	1225	1619	879	3576	270	3871
Weighted Base	3890	**	3890	550	2493	1882	1992	517	521	737	516	726	474	400	1038	1253	1600	874	3448	409	3871
Effective Base	2192	-	2192	294	1422	1064	1117	285	299	418	290	426	271	206	583	707	901	476	1969	209	3871
Strongly agree (5)	464	-	464	91	286	220	242	63	50	95	69	97	52	39	113	164	188	91	398	63	438
	12%	-	12%	17% <sup>g</sup>	11%	12%	12%	12%	10%	13%	13%	13%	11%	10%	11%	13%	12%	10%	12%	15%	11%
Slightly agree (4)	1165	-	1165	170	759	576	589	144	158	220	151	199	155	138	302	370	492	293	1046	110	1055
	30%	-	30%	31%	30%	31%	30%	28%	30%	30%	29%	27%	33%	35%	29%	30%	31%	34%	30%	27%	27%
Neither agree nor disagree (3)	812	-	812	124	502	394	415	122	126	181	89	138	105	71	248	250	315	176	719	86	757
	21%	-	21%	22%	20%	21%	21%	24%	24%	22%	17%	19%	22%	18%	24%	20%	20%	20%	21%	21%	20%
Slightly disagree (2)	766	-	766	74	511	339	427	76	104	149	113	153	100	71	180	262	324	171	696	68	848
	20%	-	20%	13%	20%	18%	21%	15%	20%	20%	22%	21%	21%	18%	17%	21%	20%	20%	20%	17%	22%
Strongly disagree (1)	647	-	647	90	407	332	305	100	75	106	93	133	80	81	175	199	274	141	562	76	742
	17%	-	17%	16%	16%	18%	15%	14%	14%	14%	13%	13%	20%	17%	17%	16%	17%	16%	16%	19%	19%
Don't know	35	-	35	1	28	21	13	12	8	7	2	2	-	-	20	8	7	2	25	5	31
	1%	-	1%	-	1%	1%	1%	2%	1%	1%	-	1%	-	-	2%	1%	-	-	1%	1%	1%
NET Agree	1629	-	1629	261	1045	795	831	207	208	315	219	296	207	177	415	534	680	384	1446	173	1493
	42%	-	42%	47%	42%	42%	42%	40%	40%	43%	43%	41%	44%	44%	40%	43%	42%	44%	42%	42%	39%
NET Disagree	1414	-	1414	164	918	671	733	175	179	255	206	286	160	152	355	461	598	312	1258	144	1590
	36%	-	36%	30%	37%	36%	37%	34%	34%	35%	40%	39%	34%	38%	34%	37%	37%	36%	36%	35%	41%
Mean	3.01	-	3.01	3.18 <sup>g</sup>	3.00	3.01	3.02	2.99	3.01	3.07	2.98	2.96	3.08	2.95	3.00	3.03	3.00	3.02	3.01	3.04	2.90
Std Dev.	1.29	-	1.29	1.32	1.28	1.30	1.27	1.31	1.22	1.27	1.33	1.33	1.22	1.31	1.27	1.29	1.29	1.26	1.28	1.35	1.31
Std Error	0.02	-	0.02	0.06	0.03	0.03	0.03	0.06	0.05	0.05	0.06	0.05	0.05	0.07	0.04	0.04	0.03	0.04	0.02	0.08	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC\_3\_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I only use post to send greetings cards

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3871	927	1199	736	1009	2126	1745	2167	1652	438	476	979	1071	670	2526	443	3242	541	1931	108
Weighted Base	3890	705	1287	791	1107	1992	1899	2317	1521	458	508	1009	1059	610	2576	463	3238	530	1918	132*
Effective Base	2192	414	706	446	627	1119	1073	1232	944	261	284	593	584	333	1459	264	1821	317	1097	69
Strongly agree (5)	464	98	164	75	127	262	202	288	170	52	62	113	125	82	300	54	388	67	229	15
	12%	11% <b>ab</b>	13%	9%	12%	13%	11%	12%	11%	11%	12%	11%	12%	14%	12%	12%	12%	13%	12%	12%
Slightly agree (4)	1185	206	404	226	329	610	555	690	462	127	135	295	344	199	774	127	989	160	612	29
	30%	23%	31%	29%	30%	31%	29%	30%	30%	28%	27%	29%	33%	33%	30%	28%	31%	30%	32%	22%
Neither agree nor disagree (3)	812	133	243	200	236	376	436	497	302	93	110	205	235	112	550	93	673	92	389	47
	21%	19%	25% <b>ab</b>	21%	21%	19%	23% <b>ab</b>	21%	20%	20%	22%	20%	22%	18%	21%	20%	17%	17%	20%	36% <b>ab</b>
Slightly disagree (2)	766	142	290	140	194	432	334	465	292	81	112	241	181	111	534	82	656	102	391	16
	20%	20%	23% <b>ab</b>	19%	18%	22% <b>ab</b>	18%	20%	19%	18%	22%	24% <b>ab</b>	17%	19%	21%	18%	20%	19%	20%	12%
Strongly disagree (1)	647	120	175	143	209	296	352	356	285	100	86	147	166	104	399	100	513	102	284	17
	17%	17%	14%	19% <b>ab</b>	19% <b>ab</b>	15%	19% <b>ab</b>	15%	19% <b>ab</b>	22% <b>ab</b>	17%	15%	16%	17%	17%	16%	16%	19%	15%	13%
Don't know	35	6	10	8	12	16	19	22	10	5	2	9	7	2	18	5	20	8	14	8
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	6% <b>ab</b>
NET Agree	1629	304	568	301	456	872	757	977	633	179	197	407	469	282	1074	182	1377	226	840	44
	42%	43%	44% <b>ab</b>	38%	41%	44%	40%	42%	42%	39%	39%	40%	44%	46%	42%	39%	43%	43%	44%	34%
NET Disagree	1414	262	485	283	404	727	686	821	577	181	198	388	348	215	933	182	1169	203	675	33
	36%	37%	36%	36%	36%	37%	36%	35%	38%	39%	39%	38% <b>ab</b>	33%	35%	36%	39%	36%	38% <b>ab</b>	35%	25%
Mean	3.01	3.03	3.07	2.94	2.97	3.06	2.96	3.04	2.96	2.89	2.95	2.99	3.08	3.07	3.02	2.90	3.03	2.98	3.06	3.08
Std Dev.	1.29	1.32	1.27	1.26	1.31	1.29	1.29	1.27	1.31	1.34	1.29	1.25	1.27	1.32	1.27	1.34	1.28	1.34	1.27	1.18
Std Error	0.02	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.03	0.06	0.06	0.04	0.04	0.05	0.03	0.06	0.02	0.06	0.03	0.12

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QC3\_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I only use post to send greetings cards

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3871	2536	1335	602	1935	787	620	529	210	213	214	214	215	217	222	218	212	134	653
Weighted Base	3890	3345	545	129	3277	322	183	108	157	422	329	283	344	357	509	537	338	36*	286
Effective Base	2192	1869	323	106	1669	320	283	381	195	200	196	199	199	202	210	203	198	39	282
Strongly agree (5)	464	401	63	16	398	34	20	12	14	78	42	29	21	42	77	50	45	3	31
	12%	12%	12%	13%	12%	10%	11%	11%	9%	19% <b>h</b>	13% <b>i</b>	10%	6%	12% <b>l</b>	13% <b>m</b>	9%	12% <b>p</b>	7%	11%
Slightly agree (4)	1165	986	179	40	999	91	47	28	43	109	91	97	97	120	149	186	107	11	80
	30%	29%	33%	31%	30%	28%	26%	25%	27%	26%	28%	34%	26%	34%	29%	31%	31%	31%	28%
Neither agree nor disagree (3)	812	723	89	20	702	55	37	18	31	99	67	50	85	65	119	109	78	4	51
	21%	22% <b>a</b>	16%	15%	21% <b>d</b>	17%	20%	17%	20%	23%	20%	18%	25%	18%	23%	20%	23%	12%	18%
Slightly disagree (2)	766	661	106	20	618	80	45	24	33	81	79	45	71	71	73	110	53	9	70
	20%	20%	19%	15%	19%	23% <b>e</b>	25% <b>f</b>	22%	21%	19%	24% <b>j</b>	16%	21%	20%	14%	21%	16%	26%	25% <b>r</b>
Strongly disagree (1)	647	540	107	33	529	59	33	26	35	51	48	62	64	55	83	79	63	7	52
	17%	16%	20%	25% <b>a</b>	16%	18%	18%	24% <b>d</b>	22% <b>h</b>	12%	15%	22% <b>i</b>	18%	15%	16%	15%	16%	20%	18%
Don't know	35	35	1	-	31	3	1	1	1	5	1	-	5	5	8	3	3	1	1
	1%	1%	-	-	1%	1%	1%	1%	-	1%	-	-	2%	1%	2%	1%	1%	4% <b>h</b>	1%
NET Agree	1629	1387	242	57	1397	125	67	40	57	186	133	126	118	162	225	236	151	14	111
	42%	41%	44%	44%	43% <b>d</b>	39%	37%	37%	36%	44% <b>i</b>	41%	43% <b>j</b>	34%	43% <b>l</b>	44% <b>m</b>	44%	43% <b>p</b>	38%	39%
NET Disagree	1414	1201	213	53	1147	139	79	49	68	132	127	107	135	125	157	189	105	17	122
	36%	36%	39%	41%	35%	43% <b>e</b>	43% <b>f</b>	48% <b>d</b>	43% <b>h</b>	31%	39%	38%	39%	35%	31%	35%	31%	46%	43% <b>r</b>
Mean	3.01	3.01	2.97	2.90	3.04 <b>d</b>	2.88	2.86	2.78	2.80	3.19 <b>h</b>	3.00	2.95	2.83	3.07 <b>h</b>	3.12 <b>h</b>	3.04	3.11 <b>h</b>	2.78	2.89
Std Dev.	1.29	1.28	1.33	1.41	1.28	1.30	1.29	1.37	1.31	1.29	1.28	1.34	1.21	1.28	1.31	1.23	1.28	1.32	1.30
Std Error	0.02	0.03	0.04	0.06	0.03	0.05	0.05	0.06	0.09	0.09	0.09	0.09	0.08	0.09	0.09	0.08	0.09	0.11	0.05

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QC3\_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I only use post to send greetings cards

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	3871	1400	149	715	1370	1568	535	248	117	2938	365	1636	1520	444	164	68	3156	232	744	1836
Weighted Base	3890	1378	155*	662	1323	1546	607	262	117*	2869	380	1538	1541	511	193	62*	3079	256	833	1747
Effective Base	2192	783	89	401	725	884	343	149	71	1609	220	885	857	279	105	42	1741	146	458	1025
Strongly agree (5)	464	152	16	81	227	169	33	26	19	386	45	225	153	43	25	16	378	41	123	188
	12%	11%	11%	12%	17% <sup>deqj</sup>	10% <sup>df</sup>	5%	10%	15% <sup>df</sup>	13% <sup>df</sup>	12%	15% <sup>km</sup>	10%	9%	13%	15% <sup>lmq</sup>	12%	18% <sup>lm</sup>	15% <sup>ks</sup>	11%
Slightly agree (4)	1165	457	56	218	397	523	154	69	19	920	88	397	522	154	72	10	919	82	285	515
	30%	33%	36%	33%	30% <sup>hj</sup>	34% <sup>hij</sup>	25%	26%	16%	32% <sup>hij</sup>	23%	26%	34% <sup>kop</sup>	30%	17% <sup>ko</sup>	16%	30% <sup>ka</sup>	32% <sup>uo</sup>	34%	29%
Neither agree nor disagree (3)	812	243	24	118	169	323	235	59	18	492	77	246	336	173	37	7	582	44	185	343
	21%	18%	16%	18%	13%	21% <sup>cdl</sup>	39% <sup>deghij</sup>	23% <sup>cd</sup>	15%	17% <sup>wd</sup>	20% <sup>cd</sup>	16%	22% <sup>ka</sup>	34% <sup>klmnopq</sup>	19%	11%	19%	44	22%	20%
Slightly disagree (2)	766	279	21	121	258	335	98	60	13	593	73	305	340	76	39	5	645	44	136	372
	20%	20%	13%	18%	20%	22% <sup>hij</sup>	16%	23% <sup>hij</sup>	11%	23% <sup>hij</sup>	19%	20%	22% <sup>lmn</sup>	15%	20%	8%	21% <sup>lmn</sup>	17%	16%	21% <sup>kr</sup>
Strongly disagree (1)	647	238	36	124	271	199	76	46	42	470	89	360	184	53	19	22	544	41	99	304
	17%	17%	23%	19%	20% <sup>sef</sup>	13%	12%	18%	36% <sup>defgij</sup>	16% <sup>ka</sup>	23% <sup>sef</sup>	23% <sup>lmnpq</sup>	12%	10%	10%	35% <sup>klmnopq</sup>	16% <sup>lmn</sup>	16%	12%	17% <sup>kr</sup>
Don't know	35	9	2	-	1	8	11	2	6	8	8	4	7	12	3	11	5	5	25	25
	1%	1%	1%	-	-	-	1%	1%	3% <sup>cddeh</sup>	-	2% <sup>degh</sup>	-	2% <sup>degh</sup>	1%	3% <sup>klhij</sup>	-	2% <sup>klp</sup>	1%	1%	1%
NET Agree	1629	609	72	299	624	681	197	95	39	1305	133	622	674	197	26	1297	123	408	703	
	42%	44%	47%	45%	47% <sup>lghij</sup>	44% <sup>lfi</sup>	31%	36%	33%	49% <sup>klhij</sup>	39%	40%	44%	39%	15%	50% <sup>lm</sup>	41%	48%	49% <sup>ks</sup>	40%
NET Disagree	1414	517	56	245	529	534	174	106	55	1063	162	665	524	129	58	27	1190	85	235	676
	36%	37%	36%	37%	40% <sup>sef</sup>	35% <sup>df</sup>	29%	41% <sup>df</sup>	47% <sup>sef</sup>	37% <sup>df</sup>	43% <sup>sef</sup>	43% <sup>lmnpq</sup>	34% <sup>lm</sup>	25%	30%	43% <sup>lm</sup>	39% <sup>lm</sup>	33%	28%	39% <sup>kr</sup>
Mean	3.01	3.00	2.98	3.02	3.04 <sup>hij</sup>	3.07 <sup>hij</sup>	2.99 <sup>h</sup>	2.88	2.64	3.06 <sup>hij</sup>	2.81	2.88	3.08 <sup>k</sup>	3.12 <sup>k</sup>	3.24 <sup>k</sup>	2.88	2.98	3.16 <sup>k</sup>	3.24 <sup>k</sup>	2.95
Std Dev.	1.29	1.30	1.37	1.32	1.41	1.22	1.07	1.26	1.55	1.31	1.36	1.40	1.20	1.11	1.20	1.68	1.31	1.33	1.24	1.29
Std Error	0.02	0.03	0.11	0.05	0.04	0.03	0.05	0.08	0.15	0.02	0.07	0.03	0.03	0.05	0.09	0.20	0.02	0.09	0.05	0.03

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
\* small base

QC3\_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I only use post to send greetings cards

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3871	243	3574	54	1136	2503	232	3741	70	38	4	3849	18
Weighted Base	3890	261	3571	58*	1100	2562	228	3737	88*	39**	7**	3863	20**
Effective Base	2192	143	2017	31	641	1420	132	2107	46	23	4	2176	12
Strongly agree	(5) 464	45	410	10	163	276	25	445	8	7	2	461	2
	12%	18% <b>b</b>	11%	17%	15% <b>d</b>	11%	11%	12%	10%	18%	23%	12%	10%
Slightly agree	(4) 1165	80	1066	19	304	803	58	1126	27	9	2	1161	1
	30%	30%	30%	33%	28%	31%	25%	30%	31%	22%	25%	30%	8%
Neither agree nor disagree	(3) 812	47	747	19	214	523	76	768	28	12	2	798	13
	21%	18%	21%	32%	19%	20%	33% <b>d</b>	20%	32%	30%	26%	21%	64%
Slightly disagree	(2) 766	50	713	3	225	511	30	740	18	6	2	764	-
	20%	18%	20% <b>c</b>	3%	20%	20%	13%	20%	21%	16%	25%	20%	-
Strongly disagree	(1) 647	40	603	5	185	433	29	637	6	4	-	647	*
	17%	15%	17%	8%	17%	17%	13%	17%	7%	11%	-	17%	1%
Don't know	35	*	33	3	8	17	11	31	-	1	-	32	3
	1%	*	1%	3% <b>c</b>	1%	1%	3% <b>d</b>	1%	-	4%	-	1%	17%
NET Agree	1629	124	1475	29	467	1079	83	1571	36	16	4	1622	3
	42%	48%	41%	50%	42%	42%	36%	42%	41%	40%	48%	42%	18%
NET Disagree	1414	89	1316	8	411	944	59	1377	24	10	2	1412	*
	36%	34% <b>c</b>	37% <b>c</b>	14%	37% <b>d</b>	37% <b>d</b>	26%	37%	27%	27%	25%	37%	1%
Mean	3.01	3.15	2.99	3.47	3.03	2.99	3.09	3.00	3.16	3.21	3.46	3.01	3.32
Std Dev.	1.29	1.33	1.28	1.12	1.33	1.28	1.18	1.29	1.07	1.26	1.19	1.29	0.75
Std Error	0.02	0.09	0.02	0.16	0.04	0.03	0.08	0.02	0.13	0.21	0.60	0.02	0.18

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f - g-h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC3\_6 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I only use post to send greetings cards

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3871	430	861	1290	1290	-	430	-	430	-	431	-	860	430	430	430	430
Weighted Base	3890	431	879	1290	1290	**	431	**	464	**	416	**	818	472	437	416	437
Effective Base	2192	220	492	726	756	-	220	-	251	-	242	-	475	253	249	248	259
Strongly agree (5)	464	67	86	150	161	-	67	-	55	-	31	-	100	50	60	50	51
	12%	16%	10%	12%	12%	-	16%	-	12%	-	8%	-	12%	11%	14%	12%	12%
Slightly agree (4)	1165	111	253	397	404	-	111	-	126	-	127	-	265	131	138	128	137
	30%	26%	29%	31%	31%	-	26%	-	27%	-	31%	-	32%	28%	32%	31%	31%
Neither agree nor disagree (3)	812	97	167	256	272	-	97	-	102	-	85	-	160	96	107	77	86
	21%	22%	21%	20%	21%	-	22%	-	22%	-	21%	-	20%	20%	25%	19%	20%
Slightly disagree (2)	766	79	179	240	268	-	79	-	90	-	89	-	151	90	77	93	97
	20%	18%	20%	19%	21%	-	18%	-	19%	-	21%	-	18%	19%	18%	22%	22%
Strongly disagree (1)	647	76	169	225	177	-	76	-	88	-	81	-	134	91	52	65	60
	17%	15%	17%	14%	14%	-	18%	-	19%	-	20%	-	16%	19%	12%	16%	14%
Don't know	35	-	5	22	8	-	-	-	4	-	2	-	6	14	1	3	4
	1%	-	1%	2%	1%	-	-	-	1%	-	-	-	1%	3%	-	1%	1%
NET Agree	1629	178	339	547	565	-	178	-	181	-	159	-	365	182	199	178	188
	42%	41%	39%	42%	44%	-	41%	-	39%	-	38%	-	45%	38%	46%	43%	43%
NET Disagree	1414	155	347	466	445	-	155	-	177	-	170	-	285	181	130	158	158
	36%	36%	40%	36%	35%	-	36%	-	39%	-	41%	-	35%	39%	30%	38%	36%
Mean	3.01	3.03	2.90	3.00	3.00	-	3.03	-	2.94	-	2.85	-	3.05	2.91	3.10	3.01	3.05
Std Dev.	1.29	1.33	1.28	1.30	1.25	-	1.33	-	1.31	-	1.26	-	1.29	1.31	1.23	1.28	1.25
Std Error	0.02	0.06	0.04	0.04	0.04	-	0.06	-	0.06	-	0.06	-	0.04	0.06	0.06	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC3\_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I send fewer letters by post now due to the cost

Base : All participants

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)		NET White (r)	NET EMG (s)
Unweighted Base	3871	-	3871	505	2482	1837	2019	500	527	722	503	740	525	354	1027	1225	1619	879	3576	270	3871
Weighted Base	3890	**	3890	550	2493	1882	1992	517	521	737	516	726	474	400	1038	1253	1600	874	3448	409	3871
Effective Base	2192	-	2192	294	1422	1064	1117	285	299	418	290	426	271	206	583	707	901	476	1969	209	3871
Strongly agree (5)	926	-	926	115	592	447	475	69	75	153	121	234	146	127	144	275	507	273	828	90	889
24%	-	-	24%	21%	24%	24%	24%	13%	14%	21% <sup>gh</sup>	24% <sup>gh</sup>	32% <sup>gh</sup>	31% <sup>gh</sup>	32% <sup>gh</sup>	14%	22% <sup>un</sup>	32% <sup>un</sup>	31% <sup>un</sup>	24%	24%	22%
Slightly agree (4)	1345	-	1345	206	885	613	726	167	182	263	184	222	172	135	369	447	529	307	1193	146	1387
35%	-	-	35%	37%	35%	33%	36%	36%	35%	36%	36%	31%	36%	34%	36%	36%	33%	35%	35%	36%	36%
Neither agree nor disagree (3)	928	-	928	111	561	481	442	159	155	182	112	151	85	84	313	294	320	170	807	106	869
24%	-	-	24%	20%	23%	26%	22%	31% <sup>klm</sup>	30% <sup>klm</sup>	25% <sup>kl</sup>	22%	21%	18%	21%	33% <sup>opq</sup>	23%	20%	19%	23%	26%	22%
Slightly disagree (2)	428	-	428	69	264	193	233	50	65	87	60	76	60	30	115	147	166	90	396	30	449
11%	-	-	11%	13%	11%	10%	12%	10%	12%	12%	10%	13%	8%	11%	12%	10%	10%	10%	11%	7%	12%
Strongly disagree (1)	226	-	226	47	142	124	102	34	40	41	36	39	12	23	74	76	74	35	200	24	245
6%	-	-	6%	6%	6%	7%	6%	2% <sup>kl</sup>	3% <sup>kl</sup>	6%	2% <sup>kl</sup>	3%	2%	6%	7% <sup>opq</sup>	6%	5%	4%	6%	6%	6%
Don't know	37	-	37	1	29	23	13	19	4	10	2	3	-	-	23	12	3	-	24	10	32
1%	-	-	1%	1%	1%	1%	1%	4% <sup>hijklm</sup>	1%	1%	-	-	-	-	2% <sup>opq</sup>	1% <sup>opq</sup>	-	-	1%	3% <sup>kl</sup>	1%
NET Agree	2271	-	2271	321	1477	1060	1202	256	257	416	306	456	318	262	513	722	1036	580	2022	238	2276
58%	-	-	58%	59%	59%	56%	60%	49%	49%	56%	50% <sup>gh</sup>	43% <sup>gh</sup>	37% <sup>gh</sup>	43% <sup>gh</sup>	49%	43% <sup>un</sup>	43% <sup>un</sup>	43% <sup>un</sup>	59%	58%	59%
NET Disagree	654	-	654	117	406	317	335	84	105	128	97	116	71	53	189	225	240	125	596	54	694
17%	-	-	17%	21% <sup>d</sup>	16%	17%	17%	16%	20% <sup>un</sup>	17%	19%	16%	15%	13%	18%	18%	15%	14%	17%	13%	18%
Mean	3.60	-	3.60	3.50	3.62	3.57	3.63	3.41	3.36	3.65 <sup>h</sup>	3.67 <sup>h</sup>	3.74 <sup>gh</sup>	3.80 <sup>gh</sup>	3.78 <sup>gh</sup>	3.39	3.56 <sup>un</sup>	3.77 <sup>un</sup>	3.78 <sup>un</sup>	3.60	3.63	3.58
Std Dev.	1.14	-	1.14	1.20	1.13	1.16	1.12	1.06	1.11	1.12	1.17	1.17	1.09	1.14	1.09	1.14	1.14	1.11	1.14	1.10	1.15
Std Error	0.02	-	0.02	0.05	0.02	0.03	0.03	0.05	0.05	0.04	0.05	0.04	0.05	0.06	0.03	0.03	0.03	0.04	0.02	0.07	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC3\_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I send fewer letters by post now due to the cost

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3871	927	1199	736	1009	2126	1745	2167	1652	438	476	979	1071	670	2526	443	3242	541	1931	108
Weighted Base	3890	705	1287	791	1107	1992	1899	2317	1521	458	508	1009	1059	610	2576	463	3238	530	1918	132*
Effective Base	2192	414	706	446	627	1119	1073	1232	944	261	284	593	584	333	1459	264	1821	317	1097	69
Strongly agree (5)	926	165	316	170	275	481	445	502	412	121	123	231	244	144	598	123	750	131	474	22
24%	23%	25%	22%	25%	24%	23%	22%	22%	27% <b>d</b>	26%	24%	23%	23%	24%	23%	27%	23%	25%	25%	17%
Slightly agree (4)	1345	255	483	286	340	738	608	823	508	131	195	343	392	207	931	131	1158	192	684	49
35%	36%	33% <b>d</b>	34%	31%	37% <b>d</b>	32%	36%	36%	33%	28%	35% <b>d</b>	34%	37% <b>d</b>	34%	36% <b>d</b>	28%	35% <b>d</b>	36%	35%	37%
Neither agree nor disagree (3)	928	166	253	186	323	419	509	576	342	129	111	250	226	148	588	130	756	110	437	46
24%	24%	20%	24%	23% <b>d</b>	21%	27% <b>d</b>	25%	23%	28% <b>d</b>	23%	22%	25%	21%	24%	23%	28%	23%	21%	23%	35% <b>d</b>
Slightly disagree (2)	428	70	151	105	103	221	207	253	168	42	43	121	127	71	290	43	367	52	214	7
11%	10%	12%	13% <b>d</b>	9%	11%	11%	11%	11%	11%	9%	8%	12%	12%	11%	9%	10%	11%	10%	11%	5%
Strongly disagree (1)	225	44	76	54	52	120	106	141	80	26	30	57	59	39	147	27	187	36	115	4
6%	6%	6%	7%	5%	6%	6%	6%	6%	5%	6%	6%	6%	6%	6%	6%	6%	6%	7%	6%	3%
Don't know	37	4	8	10	15	12	25	22	11	9	2	7	10	2	19	9	21	8	15	5
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2% <b>d</b>	*	1%	1%	*	1%	2% <b>d</b>	1%	1%	1%	4% <b>d</b>
NET Agree	2271	420	799	436	615	1219	1051	1325	920	251	322	574	637	350	1532	254	1908	324	1138	71
58%	60%	53% <b>d</b>	55%	56%	58% <b>d</b>	55%	57%	57%	50%	55%	53% <b>d</b>	57%	60%	57%	59%	55%	59%	61%	59%	54%
NET Disagree	654	114	227	159	154	341	313	394	248	69	73	178	188	109	437	70	554	88	328	10
17%	16%	18% <b>d</b>	20% <b>d</b>	14%	17%	16%	17%	17%	16%	15%	14%	18%	18%	18%	17%	15%	17%	17%	17% <b>d</b>	8%
Mean	3.60	3.61	3.63	3.50	3.63	3.63	3.58	3.56	3.66% <b>d</b>	3.62	3.68	3.57	3.61	3.57	3.61	3.62	3.60	3.63	3.61	3.62
Std Dev.	1.14	1.13	1.15	1.17	1.10	1.14	1.13	1.13	1.14	1.15	1.11	1.14	1.13	1.16	1.13	1.15	1.13	1.16	1.15	0.93
Std Error	0.02	0.04	0.03	0.04	0.03	0.02	0.03	0.02	0.03	0.06	0.05	0.04	0.03	0.04	0.02	0.06	0.02	0.05	0.03	0.09

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - gh - i/j/k/l/m/n - op - q/r/s  
\* small base



QC3\_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I send fewer letters by post now due to the cost

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3871	2536	1335	602	1935	787	620	529	210	213	214	214	215	217	222	218	212	134	653
Weighted Base	3890	3345	545	129	3277	322	183	108	157	422	329	283	344	357	509	537	338	36*	286
Effective Base	2192	1869	323	106	1669	320	283	381	195	200	196	199	199	202	210	203	198	39	282
Strongly agree	(5) 926 24%	797 24%	129 24%	27 21%	786 24%	72 22%	43 24%	25 23%	38 24%	111 26%	86 26%	67 24%	78 23%	92 26%	112 22%	124 23%	79 23%	6 18%	65 23%
Slightly agree	(4) 1345 35%	1130 34%	214 39%	53 41%	1133 35%	107 33%	67 36%	38 35%	55 35%	136 32%	110 33%	119 42% <b>kl</b>	97 26%	128 36%	180 35%	177 35%	133 39% <b>kl</b>	12 33%	98 33%
Neither agree nor disagree	(3) 928 24%	813 24%	115 21%	30 23%	798 24%	71 22%	36 20%	23 21%	41 26%	87 21%	73 22%	65 23%	107 31% <b>klp</b>	87 24%	131 26%	131 24%	75 27%	10 27%	61 21%
Slightly disagree	(2) 428 11%	379 11%	49 9%	10 8%	343 10%	45 14%	27 15%	14 13%	15 10%	43 10%	41 13%	16 5%	44 15% <b>kl</b>	32 9%	47 9%	72 13% <b>kl</b>	32 9%	4 10%	41 14% <b>kl</b>
Strongly disagree	(1) 225 6%	189 6%	37 7%	9 7%	183 6%	26 8%	9 5%	8 7%	8 5%	41 10% <b>klm</b>	16 5%	15 5%	15 4%	13 4%	29 6%	30 6%	17 5%	4 13% <b>klm</b>	22 8%
Don't know	37 1%	37 1%	1 -	-	33 1%	1 -	2 1%	1 1%	-	5 1%	3 1%	-	4 1%	4 1%	10 2%	3 1%	5 1%	-	1 -
NET Agree	2271 58%	1928 58%	343 53%	80 62%	1919 59%	779 56%	110 60%	63 59%	93 59%	247 58%	196 59%	187 59% <b>klm</b>	174 51%	220 57%	292 57%	301 56%	210 57% <b>kl</b>	18 51%	161 56%
NET Disagree	654 17%	568 17%	86 16%	19 15%	526 16%	71 22% <b>kl</b>	36 19%	21 20%	23 15%	84 20% <b>kl</b>	57 17%	32 11%	59 17%	45 13%	75 15%	102 19% <b>kl</b>	49 14%	8 22%	63 22% <b>klmnp</b>
Mean	3.60	3.59	3.64	3.61	3.62	3.48	3.60	3.55	3.63	3.56	3.64	3.73 <b>klp</b>	3.53	3.72 <b>klp</b>	3.60	3.55	3.67	3.33	3.50
Std Dev.	1.14	1.14	1.14	1.12	1.13	1.21	1.15	1.19	1.10	1.25	1.14	1.06	1.11	1.07	1.11	1.15	1.09	1.25	1.21
Std Error	0.02	0.02	0.03	0.05	0.03	0.04	0.05	0.05	0.08	0.09	0.08	0.07	0.08	0.07	0.07	0.08	0.08	0.11	0.05

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QC3\_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I send fewer letters by post now due to the cost

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	3871	1400	149	715	1370	1568	535	248	117	2938	365	1636	1520	444	164	68	3156	232	744	1836
Weighted Base	3890	1378	155*	662	1323	1546	607	262	117*	2869	380	1538	1541	511	193	62*	3079	256	833	1747
Effective Base	2192	783	89	401	725	884	343	149	71	1609	220	885	857	279	105	42	1741	146	458	1025
Strongly agree (5)	926	460	57	225	367	317	125	67	47	884	114	403	323	111	45	31	730	76	253	374
24%	33%	37%	34%	34%	29% <b>aeaf</b>	20%	21%	25%	40% <b>deafg</b>	24%	33% <b>aeaf</b>	21%	22%	23%	43% <b>kimppq</b>	24%	39% <b>aeaf</b>	21%	30% <b>ae</b>	21%
Slightly agree (4)	1345	493	45	245	431	632	177	86	13	1063	100	483	636	152	53	12	1119	65	312	594
35%	36%	29%	37%	37%	33% <b>ah</b>	41% <b>dfhj</b>	29% <b>ah</b>	33% <b>h</b>	11%	37% <b>dfhj</b>	32% <b>h</b>	31%	41% <b>kmmppq</b>	30%	27%	19%	35% <b>kmeq</b>	25%	37%	34%
Neither agree nor disagree (3)	928	252	28	115	237	360	244	57	22	597	79	312	362	178	56	6	674	62	158	435
24%	18%	17%	17%	78%	23% <b>ad</b>	40% <b>deghij</b>	22%	19%	21%	21%	20%	23% <b>io</b>	35% <b>kmpq</b>	29% <b>ko</b>	9%	22% <b>ko</b>	24% <b>ko</b>	19%	25% <b>kr</b>	19%
Slightly disagree (2)	243	102	12	53	176	165	37	34	13	341	47	197	162	42	20	8	359	29	75	198
11%	7%	8%	8%	13% <b>f</b>	11% <b>f</b>	6%	13% <b>f</b>	11%	11%	11% <b>f</b>	12% <b>f</b>	10%	8%	10%	12%	12%	11%	8%	11%	8%
Strongly disagree (1)	226	61	10	23	110	61	22	16	13	171	28	134	47	20	18	2	180	20	31	123
6%	4%	7%	3%	8% <b>aeff</b>	6% <b>ae</b>	4%	4%	6%	11% <b>aeff</b>	6% <b>ae</b>	7% <b>aeff</b>	9% <b>kmp</b>	3%	4%	9% <b>im</b>	3%	6% <b>aj</b>	8% <b>aj</b>	4%	7% <b>kr</b>
Don't know	37	10	2	-	1	12	2	2	9	13	11	5	12	8	1	5	16	6	5	23
7%	1%	-	-	-	1% <b>d</b>	1% <b>d</b>	-	1% <b>d</b>	1% <b>d</b>	1% <b>d</b>	1% <b>d</b>	-	1%	1% <b>d</b>	1%	1% <b>d</b>	1% <b>d</b>	1% <b>d</b>	1%	1%
NET Agree	2271	954	102	471	798	940	302	153	61	1747	214	890	959	264	98	43	1249	141	564	988
58%	66%	66%	71%	60% <b>f</b>	61% <b>f</b>	50%	58%	52%	61% <b>f</b>	56%	58%	62% <b>lmm</b>	52%	51%	63% <b>km</b>	60% <b>km</b>	55%	63% <b>ka</b>	55%	55%
NET Disagree	654	163	23	76	287	226	60	50	26	512	75	331	209	62	38	10	539	47	106	321
17%	12%	15%	11%	22% <b>aeff</b>	15% <b>f</b>	10%	10%	10% <b>f</b>	22% <b>aeff</b>	10% <b>f</b>	20% <b>f</b>	21% <b>kmp</b>	74%	12%	19%	15% <b>km</b>	18% <b>km</b>	13%	18% <b>kr</b>	18%
Mean	3.60	3.87	3.83	3.90	3.58	3.64	3.57	3.59	3.65	3.61	3.61	3.54	3.67%	3.58	3.46	4.07% <b>kmpq</b>	3.61	3.60	3.52%	3.52
Std Dev.	1.14	1.10	1.21	1.07	1.25	1.05	1.00	1.18	1.44	1.15	1.26	1.25	1.02	1.05	1.22	1.22	1.14	1.24	1.08	1.16
Std Error	0.02	0.03	0.10	0.04	0.03	0.03	0.04	0.08	0.14	0.02	0.07	0.03	0.03	0.05	0.10	0.15	0.02	0.08	0.04	0.03

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
\* small base

QC3\_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I send fewer letters by post now due to the cost

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3871	243	3574	54	1136	2503	232	3741	70	38	4	3849	18
Weighted Base	3890	261	3571	58*	1100	2562	228	3737	88*	39**	7**	3863	20**
Effective Base	2192	143	2017	31	641	1420	132	2107	46	23	4	2176	12
Strongly agree (5)	926	60	854	12	292	599	36	907	13	4	2	924	*
24%		23%	24%	21%	25% <b>d</b>	23% <b>d</b>	16%	24%	15%	11%	23%	24%	2%
Slightly agree (4)	1345	103	1232	10	374	886	84	1301	29	11	-	1341	4
35%		39% <b>c</b>	34% <b>c</b>	18%	34%	35%	37%	35%	33%	29%	-	35%	20%
Neither agree nor disagree (3)	928	54	848	26	273	588	67	869	35	11	4	915	10
24%		21%	24%	45% <b>a,b</b>	25%	23%	29%	23%	40% <b>b,c</b>	28%	51%	24%	49%
Slightly disagree (2)	428	28	394	6	92	320	16	413	5	6	2	425	1
11%		11%	11%	10%	8%	12% <b>d</b>	7%	11%	6%	16%	25%	11%	6%
Strongly disagree (1)	226	15	210	2	60	152	14	214	6	5	-	225	1
6%		6%	6%	3%	5%	6%	6%	6%	7%	13%	-	6%	7%
Don't know	37	2	33	2	9	17	11	33	-	1	-	34	3
1%		1%	1%	3%	1%	1%	3% <b>a,b</b>	1%	-	4%	-	1%	17%
NET Agree	2271	162	2089	23	666	1485	120	2208	42	15	2	2265	4
58%		62% <b>c</b>	58% <b>c</b>	39%	61%	58%	53%	59%	48%	39%	23%	59%	21%
NET Disagree	654	42	604	8	153	472	30	627	11	11	2	650	2
17%		16%	17%	13%	14%	18% <b>d</b>	13%	17%	12%	29%	25%	17%	13%
Mean	3.60	3.64	3.60	3.45	3.68 <b>a</b>	3.57	3.52	3.61	3.43	3.09	3.21	3.60	3.05
Std Dev.	1.14	1.12	1.14	1.05	1.12	1.15	1.05	1.14	1.03	1.21	1.15	1.14	0.86
Std Error	0.02	0.07	0.02	0.15	0.03	0.02	0.07	0.02	0.12	0.20	0.58	0.02	0.21

Proportions/Mean: Columns Test(s) (5% risk level) - a,b,c - d,g,f - g,h,i,j,k,l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC3\_7 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I send fewer letters by post now due to the cost

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3871	430	861	1290	1290	-	430	-	430	-	431	-	860	430	430	430	430
Weighted Base	3890	431	879	1290	1290	**	431	**	464	**	416	**	818	472	437	416	437
Effective Base	2192	220	492	726	756	-	220	-	251	-	242	-	475	253	249	248	259
Strongly agree (5)	926	87	213	294	333	-	87	-	115	-	98	-	191	102	128	102	103
	24%	20%	24%	23%	26%	-	20%	-	25%	-	23%	-	23%	22%	29%	25%	23%
Slightly agree (4)	1345	133	306	443	463	-	133	-	151	-	155	-	270	172	139	145	179
	35%	31%	35%	34%	36%	-	31%	-	32%	-	37%	-	33%	37%	32%	35%	41%
Neither agree nor disagree (3)	928	131	204	314	279	-	131	-	108	-	96	-	203	111	98	90	92
	24%	31%	23%	24%	22%	-	31%	-	23%	-	23%	-	25%	23%	22%	22%	21%
Slightly disagree (2)	428	55	101	134	138	-	55	-	56	-	45	-	85	50	50	50	38
	11%	13%	11%	10%	11%	-	13%	-	12%	-	11%	-	10%	11%	11%	12%	9%
Strongly disagree (1)	226	24	48	89	65	-	24	-	30	-	17	-	62	27	19	25	21
	6%	6%	5%	7%	5%	-	6%	-	7%	-	4%	-	8%	6%	4%	6%	5%
Don't know	37	1	8	16	12	-	1	-	4	-	4	-	6	10	4	4	4
	1%	1%	1%	1%	1%	-	1%	-	1%	-	1%	-	1%	2%	1%	1%	1%
NET Agree	2271	220	519	736	796	-	220	-	286	-	253	-	462	275	267	247	282
	58%	51%	59%	57%	62%	-	51%	-	57%	-	61%	-	56%	58%	61%	59%	64%
NET Disagree	654	79	148	223	203	-	79	-	88	-	63	-	147	76	68	75	60
	17%	18%	17%	17%	16%	-	18%	-	19%	-	15%	-	18%	16%	16%	18%	14%
Mean	3.60	3.47	3.62	3.56	3.62	-	3.47	-	3.58	-	3.66	-	3.55	3.59	3.71	3.60	3.70
Std Dev.	1.14	1.12	1.13	1.16	1.12	-	1.12	-	1.18	-	1.08	-	1.18	1.12	1.13	1.16	1.08
Std Error	0.02	0.05	0.04	0.03	0.03	-	0.05	-	0.06	-	0.05	-	0.04	0.05	0.06	0.06	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC3\_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

There are some things that I will always need to send by post

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	3871	-	3871	505	2482	1837	2019	500	527	722	503	740	525	354	1027	1225	1619	879	3576	270	3871
Weighted Base	3890	-**	3890	550	2493	1882	1992	517	521	737	516	726	474	400	1038	1253	1600	874	3448	409	3871
Effective Base	2192	-	2192	294	1422	1064	1117	285	299	418	290	426	271	206	583	707	901	476	1969	209	3871
Strongly agree (5)	1654	-	1654	217	1064	769	881	139	155	296	215	373	239	238	293	511	850	477	1535	116	1771
	43%	-	43%	40%	43%	41%	44%	27%	30%	40% <sup>gh</sup>	42% <sup>gh</sup>	51% <sup>gh</sup>	50% <sup>gh</sup>	59% <sup>gh</sup>	28%	41% <sup>no</sup>	53% <sup>no</sup>	55% <sup>no</sup>	45% <sup>no</sup>	28%	46%
Slightly agree (4)	1481	-	1481	226	933	722	756	207	229	264	217	251	180	132	436	482	564	312	1287	184	1393
	38%	-	38%	41%	37%	38%	38%	40%	44% <sup>klm</sup>	36%	42% <sup>klm</sup>	35%	38%	33%	42% <sup>opq</sup>	38%	35%	36%	37%	45% <sup>r</sup>	36%
Neither agree nor disagree (3)	483	-	483	75	302	250	228	100	90	123	48	66	40	17	190	171	123	57	407	67	442
	12%	-	12%	14%	12%	13%	11%	19% <sup>klm</sup>	17% <sup>klm</sup>	17% <sup>klm</sup>	9% <sup>no</sup>	9% <sup>no</sup>	8%	4%	15% <sup>opq</sup>	14% <sup>opq</sup>	8%	7%	12%	17% <sup>r</sup>	11%
Slightly disagree (2)	149	-	149	27	98	83	66	43	25	37	17	14	10	2	69	54	26	12	119	23	132
	4%	-	4%	5%	4%	4%	3%	8% <sup>klm</sup>	5% <sup>klm</sup>	5% <sup>klm</sup>	3% <sup>no</sup>	2%	2%	*	7% <sup>opq</sup>	4% <sup>opq</sup>	2%	1%	3%	6%	3%
Strongly disagree (1)	77	-	77	3	63	37	37	12	14	11	16	12	3	8	26	27	23	11	68	8	89
	2%	-	2%	*	3% <sup>no</sup>	2%	2%	2%	3%	2%	3% <sup>kl</sup>	2%	1%	2%	3%	2%	1%	1%	2%	2%	2%
Don't know	46	-	46	1	34	21	23	15	8	6	2	10	1	3	24	8	14	5	32	11	44
	1%	-	1%	1%	1%	1%	1%	3% <sup>kl</sup>	2%	1%	*	1%	*	1%	2% <sup>opq</sup>	1%	1%	1%	1%	3% <sup>r</sup>	1%
NET Agree	3135	-	3135	444	1997	1490	1637	346	384	560	432	624	420	370	729	993	1413	789	2822	299	3164
	81%	-	81%	81%	80%	79%	82%	67%	74%	76% <sup>gh</sup>	84% <sup>gh</sup>	86% <sup>gh</sup>	86% <sup>gh</sup>	92% <sup>gh</sup>	70%	72% <sup>no</sup>	86% <sup>no</sup>	90% <sup>no</sup>	82% <sup>no</sup>	73%	82%
NET Disagree	226	-	226	30	161	120	103	50	39	49	33	26	14	9	95	82	50	23	187	31	221
	6%	-	6%	6%	6%	6%	5%	11% <sup>klm</sup>	8% <sup>klm</sup>	7% <sup>klm</sup>	8% <sup>klm</sup>	4%	3%	2%	7% <sup>opq</sup>	7% <sup>opq</sup>	3%	3%	5%	9%	6%
Mean	4.17	-	4.17	4.15	4.15	4.13	4.21 <sup>a</sup>	3.83	3.95	4.09 <sup>a</sup>	4.17 <sup>ah</sup>	4.34 <sup>gh</sup>	4.36 <sup>gh</sup>	4.49 <sup>gh</sup>	3.89	4.12 <sup>n</sup>	4.39 <sup>no</sup>	4.42 <sup>no</sup>	4.29 <sup>a</sup>	3.94	4.21
Std Dev.	0.93	-	0.93	0.87	0.96	0.94	0.91	1.01	0.96	0.95	0.95	0.86	0.79	0.77	0.98	0.95	0.82	0.78	0.92	0.93	0.94
Std Error	0.02	-	0.02	0.04	0.02	0.02	0.02	0.05	0.04	0.04	0.04	0.03	0.03	0.04	0.03	0.03	0.02	0.03	0.02	0.06	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC3\_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

There are some things that I will always need to send by post

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3871	927	1199	736	1009	2126	1745	2167	1652	438	476	979	1071	670	2526	443	3242	541	1931	108
Weighted Base	3890	705	1287	791	1107	1992	1899	2317	1521	458	508	1009	1059	610	2576	463	3238	530	1918	132*
Effective Base	2192	414	706	446	627	1119	1073	1232	944	261	284	593	584	333	1459	264	1821	317	1097	69
Strongly agree (5)	1654	270	575	355	455	845	809	911	726	202	228	407	441	263	1077	205	1371	233	785	41
	43%	38%	43%	45%	41%	42%	43%	39%	43%	44%	45%	40%	42%	43%	42%	44%	42%	44%	44%	41%
Slightly agree (4)	1481	295	477	297	412	772	709	932	539	140	171	410	443	245	1023	141	1283	191	747	42
	38%	42%	37%	38%	37%	39%	37%	40%	35%	31%	34%	41%	42%	40%	40%	30%	42%	36%	39%	32%
Neither agree nor disagree (3)	483	101	144	91	147	244	239	312	159	77	49	135	127	56	311	78	372	58	249	30
	12%	14%	11%	12%	13%	12%	13%	13%	10%	17%	10%	13%	12%	9%	12%	17%	12%	11%	13%	23%
Slightly disagree (2)	149	20	51	29	49	71	78	98	44	18	35	33	28	26	95	18	122	23	79	9
	4%	3%	4%	4%	4%	4%	4%	4%	3%	4%	3%	3%	4%	4%	4%	4%	4%	4%	4%	7%
Strongly disagree (1)	77	13	24	14	26	37	39	42	35	9	18	15	13	16	46	9	63	19	40	4
	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	3%	1%	1%	3%	2%	2%	2%	4%	2%	3%
Don't know	46	6	16	5	18	22	24	23	19	12	7	10	7	3	24	12	27	7	19	5
	1%	1%	1%	1%	2%	1%	1%	1%	1%	3%	1%	1%	1%	1%	1%	3%	1%	1%	1%	4%
NET Agree	3135	565	1052	652	867	1617	1518	1842	1265	342	399	817	884	508	2100	345	2654	424	1532	83
	81%	80%	82%	82%	78%	81%	80%	80%	83%	75%	79%	81%	83%	83%	83%	75%	82%	80%	83%	63%
NET Disagree	226	33	75	43	75	108	118	140	79	27	52	47	41	42	141	27	185	42	119	13
	6%	5%	6%	5%	7%	5%	6%	6%	5%	6%	10%	5%	4%	7%	5%	6%	6%	8%	6%	10%
Mean	4.17	4.13	4.20	4.21	4.12	4.18	4.16	4.12	4.25	4.14	4.11	4.16	4.21	4.18	4.17	4.14	4.18	4.14	4.18	3.85
Std Dev.	0.93	0.89	0.93	0.91	0.97	0.91	0.94	0.92	0.92	0.98	1.07	0.88	0.85	0.95	0.91	0.98	0.92	1.02	0.94	1.07
Std Error	0.02	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02	0.04	0.02	0.10

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QC3\_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

There are some things that I will always need to send by post

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3871	2536	1335	602	1935	787	620	529	210	213	214	214	215	217	222	218	212	134	653
Weighted Base	3890	3345	545	129	3277	322	183	108	157	422	329	283	344	357	509	537	338	36*	286
Effective Base	2192	1869	323	106	1669	320	283	381	195	200	196	199	199	202	210	203	198	39	282
Strongly agree (5)	1654	1398	256	67	1350	160	93	51	63	177	150	110	146	142	193	220	148	25	135
	43%	42%	47%	52% <sup>a</sup>	41%	50% <sup>d</sup>	51% <sup>d</sup>	47% <sup>d</sup>	40%	42%	46%	39%	42%	40%	38%	41%	44%	70% <sup>h</sup>	47% <sup>h</sup>
Slightly agree (4)	1481	1274	208	37	1288	99	58	35	67	169	117	115	121	160	189	211	133	7	93
	38%	38%	29%	31% <sup>e</sup>	31%	31%	32%	33%	42% <sup>h</sup>	43% <sup>h</sup>	35%	41% <sup>h</sup>	35%	45% <sup>h</sup>	47% <sup>h</sup>	43% <sup>h</sup>	41% <sup>h</sup>	19%	32%
Neither agree nor disagree (3)	483	437	46	13	413	35	23	12	19	41	41	37	54	33	80	73	35	2	33
	12%	13% <sup>b</sup>	9%	10%	13%	11%	12%	11%	12%	10%	12%	13%	16% <sup>h</sup>	9%	16%	14%	10%	4%	12%
Slightly disagree (2)	149	129	20	6	125	15	6	4	1	19	13	9	6	11	32	25	8	1	14
	4%	4%	4%	5%	4%	5%	3%	4%	1%	4%	4%	3%	2%	3%	13% <sup>h</sup>	13% <sup>h</sup>	2%	3%	5% <sup>h</sup>
Strongly disagree (1)	77	68	8	3	58	12	3	1	4	12	2	8	12	8	9	5	3	1	11
	2%	2%	2%	3%	2%	4% <sup>d</sup>	2%	3% <sup>d</sup>	3%	3%	1%	3% <sup>h</sup>	4% <sup>h</sup>	2%	1%	1%	1%	3%	4% <sup>h</sup>
Don't know	46	40	6	3	42	1	1	2	2	4	6	3	5	3	13	3	3	-	1
	1%	1%	1%	2%	1%	-	-	2% <sup>e</sup>	1%	1%	2%	1%	1%	1%	3%	-	1%	-	-
NET Agree	3135	2671	464	104	2638	260	151	86	130	346	267	225	266	303	382	431	288	32	228
	81%	80%	83% <sup>a</sup>	81%	81%	81%	82%	80%	83%	82%	81%	80%	81%	77%	83% <sup>h</sup>	79%	80%	83% <sup>h</sup>	89%
NET Disagree	226	198	28	9	183	27	9	7	6	30	15	18	19	35	30	11	2	24	
	6%	6%	5%	7%	6%	8%	5%	7%	4%	7%	5%	6%	5%	7%	6%	3%	6%	6%	9% <sup>h</sup>
Mean	4.17	4.15	4.27 <sup>a</sup>	4.26	4.16	4.19	4.27	4.19	4.18	4.15	4.24	4.10	4.12	4.18	4.08	4.16	4.22 <sup>h</sup>	4.51 <sup>h</sup>	4.15
Std Dev.	0.93	0.94	0.88	1.00	0.91	1.04	0.92	1.01	0.89	0.96	0.87	0.96	0.99	0.89	0.92	0.89	0.82	0.94	1.05
Std Error	0.02	0.02	0.02	0.04	0.02	0.04	0.04	0.04	0.06	0.07	0.06	0.07	0.07	0.06	0.06	0.06	0.06	0.08	0.04

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC3\_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

There are some things that I will always need to send by post

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	3871	1400	149	715	1370	1568	535	248	117	2938	365	1636	1520	444	164	68	3156	232	744	1836
Weighted Base	3890	1378	155*	662	1323	1546	607	262	117*	2869	380	1538	1541	511	193	62*	3079	256	833	1747
Effective Base	2192	783	89	401	725	884	343	149	71	1609	220	885	857	279	105	42	1741	146	458	1025
Strongly agree (5)	1654	661	82	343	877	555	128	89	25	1432	93	927	542	111	44	22	1489	66	284	775
	43%	48%	53%	52%	49% <sup>a</sup> (fghj)	51% <sup>a</sup> (fgh)	21%	26%	21%	48% <sup>a</sup> (fghj)	25%	49% <sup>a</sup> (lmnopq)	35% <sup>a</sup> (lmno)	22%	23%	35%	45% <sup>a</sup> (lmnop)	26%	34%	44% <sup>a</sup> (r)
Slightly agree (4)	1481	505	46	242	343	725	247	125	35	1058	160	436	704	208	98	21	1140	119	349	631
	38%	37%	30%	37%	26%	47% <sup>a</sup> (dhi)	41% <sup>a</sup> (d)	43% <sup>a</sup> (dhi)	29%	37% <sup>a</sup> (d)	42% <sup>a</sup> (d)	28%	46% <sup>a</sup> (kp)	41% <sup>a</sup> (k)	51% <sup>a</sup> (kp)	34%	37% <sup>a</sup> (k)	47% <sup>a</sup> (kp)	42% <sup>a</sup> (s)	36%
Neither agree nor disagree (3)	483	135	17	53	68	174	180	31	15	242	46	96	188	144	29	2	294	31	129	207
	12%	10%	17%	8%	5%	11% <sup>a</sup> (d)	39% <sup>a</sup> (deghj)	12% <sup>a</sup> (d)	13% <sup>a</sup> (d)	9% <sup>a</sup> (d)	12% <sup>a</sup> (d)	6%	13% <sup>a</sup> (kp)	28% <sup>a</sup> (klmnopq)	15% <sup>a</sup> (k)	3%	10% <sup>a</sup> (k)	12% <sup>a</sup> (k)	75%	72%
Slightly disagree (2)	149	37	4	9	20	57	29	18	77	36	41	60	24	13	6	101	19	46	65	
	4%	3%	3%	1%	1%	4% <sup>a</sup> (d)	8% <sup>a</sup> (d)	8% <sup>a</sup> (d)	16% <sup>a</sup> (d)	11% <sup>a</sup> (d)	3%	3%	4%	5%	7% <sup>a</sup> (k)	10% <sup>a</sup> (kp)	3%	4% <sup>a</sup> (kp)	6%	4%
Strongly disagree (1)	77	23	1	10	13	19	13	10	19	32	29	31	25	13	4	5	55	9	18	45
	2%	2%	1%	1%	1%	1%	1%	4% <sup>a</sup> (d)	16% <sup>a</sup> (d)	8% <sup>a</sup> (d)	8% <sup>a</sup> (d)	2%	2%	2%	2%	8% <sup>a</sup> (klmp)	2%	3%	2%	3%
Don't know	46	18	5	4	3	16	10	7	5	18	13	7	13	11	6	20	12	7	23	
	1%	1%	3% <sup>a</sup>	1%	*	4% <sup>a</sup> (d)	2% <sup>a</sup> (d)	2% <sup>a</sup> (d)	1% <sup>a</sup> (d)	3% <sup>a</sup> (d)	1%	*	1%	1%	2% <sup>a</sup> (kp)	3% <sup>a</sup> (kp)	1% <sup>a</sup> (klmp)	1%	1%	1%
NET Agree	3135	1165	128	586	1220	1280	375	194	59	2500	253	1363	1246	319	142	43	2609	185	633	1406
	81%	85%	83%	89%	92% <sup>a</sup> (efghj)	83% <sup>a</sup> (fgh)	62%	74% <sup>a</sup> (h)	51%	87% <sup>a</sup> (efgh)	87% <sup>a</sup> (h)	89% <sup>a</sup> (lmnopq)	81% <sup>a</sup> (lm)	62%	73% <sup>a</sup> (m)	69%	85% <sup>a</sup> (lmnop)	72% <sup>a</sup> (m)	76%	80%
NET Disagree	226	60	5	19	32	76	42	30	38	109	68	71	85	36	17	12	156	28	64	110
	6%	4%	3%	3%	2%	9% <sup>a</sup> (d)	7% <sup>a</sup> (d)	11% <sup>a</sup> (d)	32% <sup>a</sup> (d)	4%	18% <sup>a</sup> (d)	5%	5%	7%	9%	19% <sup>a</sup> (klmp)	5%	11% <sup>a</sup> (klp)	8%	6%
Mean	4.17	4.28	4.36	4.37	4.55 <sup>a</sup> (fgh)	4.14 <sup>a</sup> (fgh)	3.76 <sup>a</sup>	3.87 <sup>a</sup>	3.24	4.33 <sup>a</sup> (efgh)	3.88 <sup>a</sup>	4.43 <sup>a</sup> (lmnopq)	4.10 <sup>a</sup> (m)	3.76	3.88	3.85	4.26 <sup>a</sup> (lmnop)	3.88	4.01	4.18 <sup>a</sup>
Std Dev.	0.93	0.88	0.83	0.81	0.75	0.85	0.92	1.02	1.41	0.83	1.19	0.88	0.88	0.93	0.91	1.31	0.90	1.01	0.96	0.96
Std Error	0.02	0.02	0.07	0.03	0.02	0.02	0.04	0.07	0.13	0.02	0.06	0.02	0.02	0.04	0.07	0.16	0.02	0.07	0.04	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
\* small base



QC3\_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

There are some things that I will always need to send by post

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3871	243	3574	54	1136	2503	232	3741	70	38	4	3849	18
Weighted Base	3890	261	3571	58*	1100	2562	228	3737	88*	39**	7**	3863	20**
Effective Base	2192	143	2017	31	641	1420	132	2107	46	23	4	2176	12
Strongly agree	(5) 1654 43%	119 49% <b>c</b>	1522 43% <b>c</b>	14 23%	465 43% <b>d</b>	1101 43% <b>d</b>	59 26%	1625 43% <b>h</b>	11 13%	13 33%	4 49%	1649 42% <b>h</b>	2 6%
Slightly agree	(4) 1481 38%	100 38%	1359 38%	23 39%	394 36%	1002 39%	86 37%	1415 38%	52 69% <b>h</b>	10 26%	2 25%	1478 38%	2 9%
Neither agree nor disagree	(3) 483 12%	27 10%	440 12%	16 26% <b>c</b>	139 13%	291 11%	53 23% <b>d</b>	444 12%	15 17%	10 27%	2 26%	469 12%	12 60%
Slightly disagree	(2) 149 4%	10 4%	138 4%	2 3%	34 3%	95 4%	20 9% <b>d</b>	139 4%	8 9%	2 6%	-	149 4%	-
Strongly disagree	(1) 77 2%	5 2%	69 2%	2 4%	25 2%	46 2%	5 2%	73 2%	-	2 5%	-	75 2%	1 6%
Don't know	46 1%	* 1%	44 1%	2 3%	12 1%	27 1%	6 3%	40 1%	1 1%	1 4%	-	42 1%	3 17%
NET Agree	3135 81%	210 84% <b>c</b>	2880 81% <b>c</b>	36 62%	889 81% <b>d</b>	2103 81% <b>d</b>	144 63%	3040 81%	63 72%	23 59%	5 74%	3127 81%	3 17%
NET Disagree	226 6%	15 6%	207 6%	4 7%	60 5%	141 6%	25 11% <b>d</b>	212 6%	8 9%	4 11%	-	225 6%	1 6%
Mean	4.17	4.22 <b>c</b>	4.17 <b>c</b>	3.77	4.19 <b>d</b>	4.19 <b>d</b>	3.78	4.18 <b>h</b>	3.76	3.78	4.22	4.17 <b>h</b>	3.16
Std Dev.	0.93	0.91	0.93	0.99	0.94	0.91	1.01	0.92	0.81	1.15	0.90	0.93	0.90
Std Error	0.02	0.06	0.02	0.14	0.03	0.02	0.07	0.02	0.10	0.19	0.45	0.02	0.22

Proportions/Mean: Columns Test(s) (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC3\_10 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

There are some things that I will always need to send by post

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3871	430	861	1290	1290	-	430	-	430	-	431	-	860	430	430	430	430
Weighted Base	3890	431	879	1290	1290	**	431	**	464	**	416	**	818	472	437	416	437
Effective Base	2192	220	492	726	756	-	220	-	251	-	242	-	475	253	249	248	259
Strongly agree (5)	1654	197	398	543	516	-	197	-	211	-	187	-	350	193	187	166	163
	43%	46%	45%	42%	40%	-	46%	-	45%	-	45%	-	43%	41%	43%	40%	37%
Slightly agree (4)	1481	157	345	476	504	-	157	-	194	-	151	-	294	181	169	160	174
	38%	36%	39%	37%	39%	-	36%	-	42%	-	36%	-	36%	38%	39%	39%	40%
Neither agree nor disagree (3)	483	54	93	170	166	-	54	-	39	-	54	-	104	66	51	49	66
	12%	12%	11%	13%	13%	-	12%	-	8%	-	13%	-	13%	14%	12%	12%	13%
Slightly disagree (2)	149	17	21	51	60	-	17	-	9	-	12	-	33	18	16	23	21
	4%	4%	2%	4%	5%	-	4%	-	2%	-	3%	-	4%	4%	5%	5%	5%
Strongly disagree (1)	77	4	10	38	25	-	4	-	7	-	3	-	32	6	8	9	8
	2%	1%	1%	3%	2%	-	1%	-	2%	-	1%	-	8%	1%	2%	2%	2%
Don't know	46	3	12	13	18	-	3	-	4	-	9	-	5	8	6	8	4
	1%	1%	1%	1%	1%	-	1%	-	1%	-	2%	-	1%	2%	1%	2%	1%
NET Agree	3135	354	742	1019	1020	-	354	-	404	-	338	-	645	374	356	327	337
	81%	82%	84%	79%	79%	-	82%	-	87%	-	81%	-	79%	79%	82%	79%	77%
NET Disagree	226	21	31	88	86	-	21	-	18	-	15	-	65	24	24	32	30
	6%	5%	4%	7%	7%	-	5%	-	4%	-	4%	-	16%	5%	6%	8%	7%
Mean	4.17	4.23	4.32	4.12	4.12	-	4.23	-	4.30	-	4.25	-	4.10	4.16	4.19	4.11	4.07
Std Dev.	0.93	0.88	0.83	0.98	0.94	-	0.88	-	0.83	-	0.85	-	1.03	0.89	0.91	0.97	0.95
Std Error	0.02	0.04	0.03	0.03	0.03	-	0.04	-	0.04	-	0.04	-	0.04	0.04	0.04	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC3\_13 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	2580	-	2580	378	2202	1219	1364	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Strongly agree (5)	409	-	409	72	337	195	210	59	54	99	54	82	35	25	113	153	142	60	332	71	387
16%	-	-	16%	19%	15%	15%	16%	17% <sup>un</sup>	16%	20% <sup>un</sup>	16%	17%	11%	10%	16% <sup>un</sup>	19% <sup>un</sup>	13%	10%	15%	23% <sup>un</sup>	15%
Slightly agree (4)	872	-	872	136	735	415	455	124	142	163	104	148	91	102	266	286	340	192	746	122	896
34%	-	-	34%	35%	34%	33%	35%	36%	31% <sup>un</sup>	33%	31%	30%	29%	39%	32% <sup>un</sup>	32%	32%	33%	33%	40%	35%
Neither agree nor disagree (3)	771	-	771	102	669	369	401	90	75	143	98	158	128	79	165	241	365	207	698	67	746
30%	-	-	30%	26%	31%	29%	30%	26%	22%	29%	29%	32% <sup>un</sup>	40% <sup>un</sup>	30%	24%	29%	34% <sup>un</sup>	36% <sup>un</sup>	31% <sup>un</sup>	22%	29%
Slightly disagree (2)	287	-	287	39	247	148	139	48	40	55	31	39	35	35	87	86	113	74	264	22	294
11%	-	-	11%	10%	11%	12%	11%	14% <sup>un</sup>	11%	11%	11%	9%	12%	13%	13%	10%	11%	13%	12%	7%	11%
Strongly disagree (1)	206	-	206	34	173	114	92	15	30	23	41	57	22	19	45	64	98	41	186	17	220
9%	-	-	9%	8%	9%	9%	7%	4%	9%	5%	8% <sup>un</sup>	12% <sup>un</sup>	7%	7%	6%	8%	9%	7%	8%	6%	9%
Don't know	35	-	35	4	31	17	19	6	7	6	4	3	4	4	13	11	12	7	27	5	35
1%	-	-	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%
NET Agree	1280	-	1280	208	1072	609	665	183	196	261	158	229	126	127	379	419	482	252	1080	193	1285
50%	-	-	50%	54%	49%	48%	51%	33% <sup>un</sup>	33% <sup>un</sup>	33% <sup>un</sup>	47%	47%	40%	48%	33% <sup>un</sup>	31% <sup>un</sup>	45%	43%	48%	37% <sup>un</sup>	50%
NET Disagree	493	-	493	73	420	262	231	63	69	78	72	96	61	54	132	150	211	115	453	40	514
19%	-	-	19%	19%	19%	21%	18%	18%	20%	16%	22%	20%	19%	20%	19%	18%	20%	20%	20%	13%	20%
Mean	3.39	-	3.39	3.45	3.38	3.35	3.43	3.40	3.44	3.54 <sup>un</sup>	3.30	3.33	3.25	3.31	3.47 <sup>un</sup>	3.44 <sup>un</sup>	3.30	3.27	3.34	3.69 <sup>un</sup>	3.37
Std Dev.	1.13	-	1.13	1.17	1.12	1.15	1.10	1.08	1.15	1.08	1.22	1.20	1.04	1.06	1.11	1.15	1.12	1.05	1.13	1.09	1.13
Std Error	0.02	-	0.02	0.06	0.02	0.03	0.03	0.06	0.06	0.05	0.07	0.05	0.06	0.07	0.04	0.04	0.03	0.04	0.02	0.08	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC3\_13 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?  
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Strongly agree (5)	409	102	109	92	106	211	198	281	125	63	41	93	104	88	237	65	326	114	278	16
	16%	22% <sup>ab</sup>	13%	17%	15%	16%	16%	19% <sup>gh</sup>	12%	23% <sup>ijk</sup>	12%	13%	14%	22% <sup>lmn</sup>	14%	23% <sup>op</sup>	15%	22% <sup>qrs</sup>	14%	12%
Slightly agree (4)	872	185	286	172	249	451	421	520	346	86	125	239	246	137	610	86	754	180	653	39
	34%	35%	34%	31%	35%	34%	33%	34%	34%	31%	38%	34%	34%	34%	35%	31%	35%	34%	34%	30%
Neither agree nor disagree (3)	771	111	258	176	225	369	402	431	333	74	95	211	218	107	525	75	642	142	569	60
	30%	24%	30% <sup>ab</sup>	32% <sup>ab</sup>	32% <sup>ab</sup>	28%	32%	28%	33% <sup>cd</sup>	27%	29%	31%	30%	27%	30%	26%	30%	27%	30%	46% <sup>efg</sup>
Slightly disagree (2)	287	57	115	63	52	172	115	172	111	22	40	85	83	38	208	22	255	48	233	6
	11%	7% <sup>cd</sup>	15% <sup>cd</sup>	11%	7% <sup>cd</sup>	13% <sup>cd</sup>	9%	11%	11%	8%	12%	12%	11%	9%	12%	8%	12%	9%	12%	5%
Strongly disagree (1)	206	29	58	48	61	97	110	122	84	27	23	51	69	29	143	27	173	38	162	7
	8%	6%	8%	9%	9%	7%	9%	8%	8%	10%	7%	7%	10%	7%	8%	10%	8%	7%	8%	5%
Don't know	35	6	12	2	16	18	18	19	13	7	2	11	4	3	17	7	20	9	24	3
	1%	1%	1%	*	2% <sup>cd</sup>	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	2%	1%	2%	1%	3%
NET Agree	1280	267	395	263	355	662	618	801	471	149	166	331	350	225	847	151	1080	294	930	56
	50%	53% <sup>ab</sup>	47%	49%	50%	50%	49%	53% <sup>ab</sup>	47%	54%	51%	49%	49%	51% <sup>ab</sup>	49%	54%	50%	53% <sup>ab</sup>	49%	42%
NET Disagree	493	86	183	111	113	269	225	294	195	49	63	137	151	67	351	49	428	85	395	13
	19%	18%	22% <sup>cd</sup>	20%	16%	20%	18%	19%	19%	18%	19%	20%	21%	17%	20%	18%	20%	16%	21% <sup>ab</sup>	10%
Mean	3.39	3.55 <sup>bc</sup>	3.30	3.36	3.41	3.39	3.39	3.44 <sup>cd</sup>	3.32	3.50	3.37	3.35	3.33	3.54 <sup>kmn</sup>	3.34	3.51	3.37	3.55 <sup>r</sup>	3.34	3.41
Std Dev.	1.13	1.14	1.11	1.15	1.11	1.13	1.13	1.15	1.09	1.22	1.08	1.10	1.15	1.15	1.11	1.22	1.12	1.14	1.13	0.95
Std Error	0.02	0.05	0.04	0.05	0.04	0.03	0.03	0.03	0.03	0.07	0.06	0.04	0.04	0.05	0.03	0.07	0.02	0.05	0.03	0.09

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - gh - i/jk/l/m/n - op - q/r/s  
\* small base

QC3\_13 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

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Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	136	144	140	133	24	166	
Strongly agree (5)	409	361	47	9	343	33	22	10	12	46	30	36	35	40	57	58	28	4	30
	16%	16%	13%	12%	16%	15%	18%	14%	12%	16%	14%	19%	15%	17%	17%	16%	13%	15%	15%
Slightly agree (4)	872	743	128	28	736	75	37	25	37	79	78	67	83	83	117	109	83	10	65
	34%	33%	36%	37%	34%	34%	30%	34%	35%	27%	37%	36%	37%	35%	35%	31%	37%	41%	34%
Neither agree nor disagree (3)	771	657	114	22	650	66	34	21	32	103	53	51	59	65	104	111	72	6	61
	30%	30%	32%	30%	30%	31%	27%	30%	31%	36%	25%	27%	26%	27%	31%	31%	32%	24%	31%
Slightly disagree (2)	287	253	33	5	237	25	17	8	12	29	30	18	32	31	23	44	19	2	23
	11%	11%	9%	7%	11%	12%	13%	11%	11%	10%	14%	9%	14%	13%	7%	12%	8%	10%	12%
Strongly disagree (1)	206	178	28	11	172	16	12	6	11	25	21	14	15	11	29	30	16	2	14
	8%	8%	8%	15%ab	8%	7%	10%	9%	11%ab	9%	10%	7%	6%	5%	9%	9%	7%	9%	7%
Don't know	35	27	9	-	31	1	2	1	1	2	-	2	4	10	8	-	5	-	1
	1%	1%	2%	-	1%	1%	1%	2%	1%	1%	-	1%	2%	4%cd	2%	-	2%	1%	1%
NET Agree	1280	1105	175	37	1079	108	59	34	49	124	109	103	118	123	174	167	110	13	95
	50%	50%	49%	48%	50%	50%	49%	48%	47%	44%	51%	55%	52%	51%	51%	49%	50%	96%	49%
NET Disagree	493	432	62	16	409	41	29	14	23	54	51	31	47	42	52	74	35	4	37
	19%	19%	17%	22%	19%	19%	23%	20%	22%	19%	24%	17%	21%	17%	15%	21%	16%	19%	19%
Mean	3.39	3.39	3.38	3.23	3.39	3.39	3.33	3.33	3.26	3.33	3.31	3.51	3.41	3.48	3.45	3.34	3.40	3.45	3.39
Std Dev.	1.13	1.13	1.09	1.21	1.12	1.11	1.22	1.14	1.15	1.14	1.18	1.13	1.11	1.07	1.13	1.15	1.06	1.15	1.11
Std Error	0.02	0.03	0.04	0.06	0.03	0.05	0.06	0.06	0.10	0.10	0.10	0.10	0.09	0.09	0.09	0.09	0.12	0.05	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC3\_13 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	60	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Strongly agree (5)	409	136	24	46	177	163	40	21	7	340	29	232	145	13	12	6	377	18	152	257
	16%	15%	23% <sup>ab</sup>	11%	29% <sup>def</sup>	16% <sup>gh</sup>	10%	13%	10%	13%	12%	29% <sup>lmno</sup>	14% <sup>pq</sup>	4%	10%	16%	41% <sup>rstuv</sup>	13% <sup>w</sup>	16%	15%
Slightly agree (4)	872	324	27	159	289	409	106	50	17	698	66	357	387	83	30	11	744	41	332	539
	34%	35%	28%	36%	33%	39% <sup>defgh</sup>	26%	30%	22%	36% <sup>ij</sup>	27%	33%	37% <sup>lmno</sup>	28%	25%	28%	35%	26%	40% <sup>rst</sup>	31%
Neither agree nor disagree (3)	771	283	29	144	217	283	186	51	24	500	75	274	298	141	44	7	572	51	198	573
	30%	31%	31%	33%	25%	27%	46% <sup>defgh</sup>	30%	33%	26%	31%	25%	29%	48% <sup>lmnop</sup>	38% <sup>q</sup>	17%	27%	33%	24%	33% <sup>rst</sup>
Slightly disagree (2)	287	89	7	42	87	120	40	27	10	207	38	106	125	29	15	8	233	23	89	198
	11%	10%	7%	10%	10%	12%	10%	16%	14%	11%	16%	10%	12%	10%	13%	20%	11%	11%	11%	11%
Strongly disagree (1)	206	76	7	36	93	60	27	12	11	153	23	97	70	20	13	4	167	18	54	153
	8%	8%	8%	8%	11% <sup>ab</sup>	6%	7%	7%	15% <sup>cd</sup>	8%	10%	9%	7%	7%	11%	10%	8%	11%	6%	9%
Don't know	35	16	1	8	11	5	6	4	16	10	10	11	9	8	3	20	6	8	8	27
	1%	2%	1%	2%	1%	*	2%	6	4	1%	1%	1%	1%	3%	2%	8%	1%	1%	1%	2%
NET Agree	1280	459	51	204	466	572	146	71	24	1039	95	589	532	96	42	17	1121	59	484	796
	50%	50%	53%	47%	53% <sup>lmn</sup>	55% <sup>opq</sup>	36%	42%	32%	54% <sup>rstuvw</sup>	39%	50% <sup>lmnop</sup>	51% <sup>qrst</sup>	33%	36%	44%	63% <sup>stuvw</sup>	38%	55% <sup>rst</sup>	46%
NET Disagree	493	166	14	79	180	180	68	40	22	360	61	205	195	50	28	12	400	40	143	351
	19%	18%	15%	18%	21% <sup>ab</sup>	17%	17%	24%	29%	19%	25% <sup>cd</sup>	17%	19%	17%	24%	30%	19%	26%	17%	20%
Mean	3.39	3.39	3.56	3.32	3.43 <sup>lm</sup>	3.48 <sup>op</sup>	3.23	3.25	2.98	3.48 <sup>qrst</sup>	3.17	3.49 <sup>lmnop</sup>	3.40 <sup>qrst</sup>	3.14	3.11	3.22	3.45 <sup>lmnop</sup>	3.13	3.53 <sup>rst</sup>	3.32
Std Dev.	1.13	1.11	1.18	1.07	1.23	1.07	0.99	1.12	1.21	1.14	1.15	1.20	1.08	0.92	1.13	1.29	1.14	1.17	1.11	1.13
Std Error	0.02	0.04	0.12	0.05	0.04	0.03	0.05	0.09	0.15	0.03	0.08	0.04	0.03	0.06	0.11	0.21	0.02	0.10	0.04	0.03

Proportions/Mean: Column Test (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC3\_13 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?  
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Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Strongly agree	(5) 409	30	374	5	118	270	21	390	10	3	5	403	-
	16%	19%	16%	13%	17%	16%	15%	16%	16%	9%	100%	16%	-
Slightly agree	(4) 372	54	802	15	244	585	43	836	20	12	-	867	4
	34%	35%	34%	38%	34%	34%	31%	34%	32%	38%	-	34%	28%
Neither agree nor disagree	(3) 771	37	720	14	203	524	45	732	24	8	-	764	7
	30%	24%	30%	37%	29%	30%	32%	30%	37%	27%	-	30%	48%
Slightly disagree	(2) 287	26	257	3	83	182	21	277	5	4	-	287	-
	11%	17%	11%	8%	12%	11%	13%	11%	8%	13%	-	11%	-
Strongly disagree	(1) 206	6	201	*	51	149	7	199	4	3	-	206	*
	8%	4%	8%	*	7%	9%	5%	8%	7%	8%	-	8%	1%
Don't know	35	2	32	1	8	23	4	31	-	1	-	32	3
	1%	1%	1%	4%	1%	1%	3%	1%	-	5%	-	1%	23%
NET Agree	1280	84	1176	20	362	854	64	1226	31	14	5	1271	4
	50%	54%	49%	51%	51%	49%	45%	50%	48%	47%	100%	50%	28%
NET Disagree	493	32	458	3	134	331	28	477	10	7	-	493	*
	19%	21%	19%	9%	19%	19%	20%	19%	15%	22%	-	19%	1%
Mean	3.39	3.50	3.38	3.57	3.42	3.38	3.36	3.39	3.42	3.27	5.00	3.39	3.35
Std Dev.	1.13	1.10	1.13	0.86	1.12	1.13	1.08	1.13	1.07	1.12	*	1.13	0.56
Std Error	0.02	0.09	0.02	0.15	0.04	0.03	0.09	0.02	0.15	0.23	*	0.02	0.16

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QC3\_13 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?

I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Strongly agree (5)	409	-	-	209	200	-	-	-	-	-	-	-	126	83	82	74	44
	16%	-	-	16%	15%	-	-	-	-	-	-	-	15% <sup>up</sup>	18% <sup>up</sup>	19% <sup>up</sup>	18% <sup>up</sup>	10%
Slightly agree (4)	872	-	-	421	451	-	-	-	-	-	-	-	283	138	139	144	168
	34%	-	-	33%	35%	-	-	-	-	-	-	-	35%	29%	32%	35%	33% <sup>up</sup>
Neither agree nor disagree (3)	771	-	-	383	378	-	-	-	-	-	-	-	233	159	141	103	134
	30%	-	-	30%	29%	-	-	-	-	-	-	-	29%	23% <sup>up</sup>	32%	25%	31%
Slightly disagree (2)	287	-	-	141	146	-	-	-	-	-	-	-	84	57	40	56	50
	11%	-	-	11%	11%	-	-	-	-	-	-	-	10%	12%	9%	14%	11%
Strongly disagree (1)	206	-	-	112	95	-	-	-	-	-	-	-	83	28	27	33	35
	8%	-	-	9%	7%	-	-	-	-	-	-	-	10%	6%	6%	8%	8%
Don't know	35	-	-	15	20	-	-	-	-	-	-	-	6	7	8	6	6
	1%	-	-	1%	2%	-	-	-	-	-	-	-	1%	1%	2%	1%	1%
NET Agree	1280	-	-	630	651	-	-	-	-	-	-	-	409	220	221	218	212
	50%	-	-	49%	50%	-	-	-	-	-	-	-	50%	47%	51%	52%	48%
NET Disagree	493	-	-	253	241	-	-	-	-	-	-	-	167	86	66	89	85
	19%	-	-	20%	19%	-	-	-	-	-	-	-	20%	18%	15%	21%	19%
Mean	3.39	-	-	3.37	3.41	-	-	-	-	-	-	-	3.35	3.41	3.49	3.42	3.31
Std Dev.	1.13	-	-	1.14	1.11	-	-	-	-	-	-	-	1.17	1.10	1.09	1.17	1.07
Std Error	0.02	-	-	0.03	0.03	-	-	-	-	-	-	-	0.04	0.05	0.05	0.06	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC3\_14 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?  
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	2680	-	2580	378	2202	1219	1364	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2680	-**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Strongly agree (5)	253	-	253	63	190	129	120	37	48	57	33	46	22	11	85	90	78	33	197	55	261
10%	10%	-	10%	16% <sup>d</sup>	9%	10%	9%	11% <sup>km</sup>	14% <sup>km</sup>	12% <sup>km</sup>	7%	9%	7%	4%	12% <sup>pnq</sup>	11% <sup>pnq</sup>	7%	6%	9%	18% <sup>ur</sup>	10%
Slightly agree (4)	659	-	659	100	560	315	344	107	106	162	89	112	96	47	213	232	215	102	566	89	654
26%	26%	-	26%	26%	26%	25%	26%	13% <sup>ujkm</sup>	11% <sup>ujkm</sup>	15% <sup>ujkm</sup>	21%	23%	18%	18%	11% <sup>pnq</sup>	12% <sup>pnq</sup>	20%	18%	25%	29%	25%
Neither agree nor disagree (3)	833	-	833	121	712	383	447	97	97	141	113	152	115	119	193	254	386	234	746	81	806
32%	32%	-	32%	31%	32%	30%	34%	28%	28%	29%	34%	31%	36%	45% <sup>pnkl</sup>	28%	31%	35% <sup>un</sup>	40% <sup>un</sup>	33%	27%	31%
Slightly disagree (2)	411	-	411	46	366	213	198	70	45	68	45	73	65	45	115	113	183	110	365	44	442
16%	16%	-	16%	12%	17%	17%	15%	20% <sup>lh</sup>	13%	14%	14%	15%	20% <sup>lh</sup>	17%	17%	14%	17%	19%	16%	14%	17%
Strongly disagree (1)	387	-	387	57	330	198	189	25	44	49	68	102	57	42	69	117	201	96	354	32	380
15%	15%	-	15%	15%	15%	16%	14%	7%	13%	10%	10% <sup>uphl</sup>	11% <sup>uphl</sup>	11% <sup>uphl</sup>	13% <sup>upl</sup>	10%	14%	14% <sup>un</sup>	15% <sup>un</sup>	16%	11%	15%
Don't know (0)	37	-	37	1	35	19	18	6	8	12	4	4	4	-	14	16	7	3	30	4	37
1%	1%	-	1%	1%	2%	2%	1%	2%	2%	2%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%
NET Agree	913	-	913	163	750	444	464	144	154	219	102	158	77	58	298	322	293	135	763	144	915
35%	35%	-	35%	27% <sup>un</sup>	34%	35%	35%	12% <sup>ujkm</sup>	11% <sup>ujkm</sup>	13% <sup>ujkm</sup>	31%	32% <sup>un</sup>	24%	22%	13% <sup>pnq</sup>	13% <sup>pnq</sup>	27%	23%	34%	13% <sup>ur</sup>	35%
NET Disagree	796	-	796	103	695	411	387	95	89	117	113	175	122	87	184	230	383	209	719	76	822
31%	31%	-	31%	27%	32%	33%	29%	28%	26%	24%	34% <sup>un</sup>	35% <sup>un</sup>	33% <sup>uphl</sup>	33%	27%	28%	38% <sup>un</sup>	36% <sup>un</sup>	32%	25%	32%
Mean	2.99	-	2.99	3.17 <sup>d</sup>	2.96	2.97	3.01	3.18 <sup>klm</sup>	3.20 <sup>klm</sup>	3.23 <sup>klm</sup>	2.86	2.85	2.75	2.77	3.19 <sup>pnq</sup>	3.09 <sup>pnq</sup>	2.80	2.76	2.95	3.39 <sup>ur</sup>	2.99
Std Dev.	1.20	-	1.20	1.26	1.18	1.22	1.17	1.11	1.22	1.15	1.25	1.26	1.15	1.05	1.17	1.21	1.18	1.11	1.19	1.23	1.20
Std Error	0.02	-	0.02	0.07	0.03	0.04	0.03	0.06	0.07	0.05	0.07	0.06	0.06	0.07	0.04	0.04	0.04	0.05	0.02	0.09	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QC3\_14 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?  
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Strongly agree (5)	253	59	66	51	77	125	128	178	75	43	36	54	61	52	151	45	204	84	162	8
10%		13%ab	8%	9%	11%	10%	10%	12%ab	7%	16%abm	11%	8%	8%	12%abn	9%	16%ab	13%ab	8%	8%	8%
Slightly agree (4)	689	153	190	148	168	343	316	435	220	55	82	189	197	122	448	56	579	122	505	32
26%		33%ab	22%	27%	24%	26%	25%	33%ab	22%	20%	25%	24%	27%	32%ab	20%	27%	23%	26%	24%	24%
Neither agree nor disagree (3)	833	122	287	174	249	410	423	467	360	94	109	218	231	113	558	95	681	163	617	54
32%		26%	34%ab	32%	35%ab	31%	34%	30%	36%ab	34%	33%	32%	28%	28%	34%	31%	31%	31%	32%	41%
Slightly disagree (2)	411	80	149	103	80	229	182	227	180	37	46	120	124	61	290	37	356	65	331	15
16%		11%ab	16%ab	13%ab	11%	17%	14%	15%	18%	13%	14%	17%	17%	15%	13%	16%	12%	13%	13%	11%
Strongly disagree (1)	387	47	144	75	121	191	196	214	169	44	49	122	104	47	276	44	325	85	281	20
15%		10%	17%ab	14%	17%ab	14%	16%	14%	17%	16%	15%	18%ab	14%	12%	16%	16%	15%	16%	15%	16%
Don't know	37	8	11	2	16	19	17	25	9	5	4	7	7	6	18	5	24	10	23	3
1%		2%	1%	*	2%ac	1%	1%	2%	1%	2%	1%	1%	1%	2%	1%	2%	2%	1%	1%	3%
NET Agree	913	212	257	199	245	469	444	612	295	98	118	223	258	175	598	100	783	206	667	40
35%		34%ab	30%	36%	35%	36%	35%	34%ab	29%	35%	36%	32%	36%	31%ab	34%	36%	33%	35%	35%	30%
NET Disagree	798	127	293	178	200	420	378	441	348	80	95	242	228	108	565	81	682	151	612	35
31%		27%	35%ab	32%	28%	32%	30%	29%	34%ab	29%	29%	35%ab	32%	27%	33%	29%	31%	28%	32%	27%
Mean	2.99	3.21bcd	2.86	3.00	3.00	2.99	3.00	3.09h	2.85	3.06	3.03	2.87	2.98	3.18abm	2.95	2.99	3.10	2.97	2.94	
Std Dev.	1.20	1.18	1.18	1.17	1.22	1.19	1.20	1.21	1.16	1.27	1.21	1.20	1.17	1.20	1.19	1.27	1.29	1.17	1.17	
Std Error	0.02	0.05	0.04	0.05	0.05	0.03	0.04	0.03	0.04	0.08	0.07	0.05	0.04	0.06	0.03	0.08	0.06	0.03	0.11	

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QC3\_14 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?  
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
Strongly agree (5)	253	224	29	6	212	20	13	9	7	38	17	18	31	17	28	38	19	3	17
	10%	10%	8%	9%	10%	9%	10%	13%	6%	13%	8%	10%	13%	7%	8%	11%	9%	12%	9%
Slightly agree (4)	689	574	85	18	553	58	32	16	27	75	59	49	60	60	104	86	52	9	49
	26%	26%	23%	24%	26%	27%	25%	23%	26%	26%	28%	28%	27%	25%	31%	19%	23%	40%	25%
Neither agree nor disagree (3)	833	708	125	27	707	68	36	21	37	88	56	63	73	80	109	130	70	7	61
	32%	32%	35%	35%	33%	31%	30%	30%	36%	31%	26%	33%	32%	33%	32%	37%	32%	31%	31%
Slightly disagree (2)	411	347	64	10	335	38	24	15	18	31	44	25	27	45	47	56	42	1	37
	16%	16%	18%	13%	15%	18%	19%	13%	17%	11%	14%	14%	12%	19%	14%	16%	19%	6%	19%
Strongly disagree (1)	387	330	57	14	332	30	15	9	15	51	37	31	34	32	42	54	38	2	28
	15%	15%	16%	19%	15%	14%	12%	13%	14%	18%	17%	16%	15%	15%	12%	15%	17%	10%	14%
Don't know	37	35	1	1	30	2	5	1	1	-	-	2	3	7	8	8	1	-	1
	1%	2%	-	1%	1%	1%	4%	1%	1%	-	-	1%	1%	3%	2%	2%	1%	-	1%
NET Agree	913	799	114	25	785	79	44	25	34	112	76	67	91	77	133	104	71	12	67
	35%	36%	32%	33%	35%	36%	36%	35%	32%	40%	36%	36%	40%	32%	39%	30%	32%	92%	35%
NET Disagree	798	677	120	24	667	68	38	24	33	82	81	56	60	76	89	110	79	4	65
	31%	31%	33%	32%	31%	32%	31%	34%	32%	29%	39%	30%	26%	32%	26%	31%	36%	16%	33%
Mean	2.99	3.01	2.91	2.91	2.99	3.00	3.03	3.01	2.93	3.06	2.88	2.99	3.12	2.94	3.09	2.93	2.87	3.38	2.96
Std Dev.	1.20	1.20	1.17	1.22	1.20	1.18	1.18	1.23	1.13	1.28	1.22	1.21	1.23	1.13	1.14	1.19	1.20	1.13	1.18
Std Error	0.02	0.03	0.04	0.06	0.03	0.05	0.06	0.07	0.10	0.11	0.10	0.10	0.10	0.10	0.09	0.10	0.10	0.12	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\*\* very small base (under 30) ineligible for sig testing

QC3\_14 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?  
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Strongly agree (5)	253	71	17	30	135	66	34	13	6	201	18	148	78	10	10	7	225	18	118	135
	10%	8%	1.5% <sup>ab</sup>	7%	15% <sup>defg</sup>	6%	8%	8%	8%	8%	8%	14% <sup>klm</sup>	8%	4%	9%	19%	11% <sup>nop</sup>	18% <sup>qrs</sup>	14% <sup>st</sup>	8%
Slightly agree (4)	659	196	11	73	198	322	81	48	9	521	57	259	312	62	22	4	571	26	264	395
	26%	21%	12%	17%	23%	31% <sup>defh</sup>	20%	23% <sup>h</sup>	12%	27% <sup>ij</sup>	24%	24%	30% <sup>klmn</sup>	21%	19%	10%	27% <sup>op</sup>	17%	32% <sup>st</sup>	23%
Neither agree nor disagree (3)	833	301	35	164	234	352	179	39	23	586	61	305	328	151	39	7	632	46	231	602
	32%	33%	36%	38%	27%	34% <sup>defg</sup>	44% <sup>defgh</sup>	23%	30%	31%	25%	28%	32%	51% <sup>klmnp</sup>	33%	18%	30%	29%	28%	34% <sup>qr</sup>
Slightly disagree (2)	411	165	14	85	125	183	60	35	6	308	41	161	189	30	24	7	350	31	116	295
	16%	18%	14%	19%	14%	18%	16%	21%	8%	16%	17%	15%	18% <sup>lm</sup>	10%	20% <sup>op</sup>	17%	18% <sup>qrs</sup>	20% <sup>st</sup>	14%	17%
Strongly disagree (1)	387	174	19	81	172	104	48	32	26	277	58	195	121	32	22	9	317	31	100	286
	15%	19%	20%	19%	20% <sup>def</sup>	10%	12%	19% <sup>defgh</sup>	35% <sup>defgh</sup>	14% <sup>kl</sup>	24% <sup>ef</sup>	18% <sup>klm</sup>	12%	11%	19%	22%	15%	19% <sup>l</sup>	12%	16% <sup>qr</sup>
Don't know	37	15	-	3	11	12	2	2	4	23	6	12	5	9	*	6	17	6	3	33
	1%	2%	-	1%	1%	1%	*	1%	1%	3%	3%	1%	*	3% <sup>op</sup>	*	15%	1%	4% <sup>qr</sup>	*	2% <sup>qr</sup>
NET Agree	913	267	28	102	333	388	116	60	15	721	75	407	390	72	32	11	706	44	382	531
	35%	29%	29%	23%	38% <sup>lmh</sup>	37% <sup>lmh</sup>	29%	36%	20%	38% <sup>lm</sup>	31%	39% <sup>lm</sup>	35% <sup>lm</sup>	24%	28%	29%	33% <sup>lm</sup>	28%	46% <sup>lm</sup>	30%
NET Disagree	788	339	33	165	297	287	109	66	33	584	99	356	311	63	46	16	667	61	216	582
	31%	37%	35%	38%	34% <sup>lm</sup>	28%	27%	40% <sup>ef</sup>	44% <sup>ef</sup>	31%	41% <sup>ef</sup>	33% <sup>lm</sup>	30% <sup>lm</sup>	21%	39% <sup>lm</sup>	39%	32% <sup>lm</sup>	39% <sup>lm</sup>	26%	33% <sup>qr</sup>
Mean	2.99	2.81	2.92	2.73	3.00 <sup>lm</sup>	3.06 <sup>lm</sup>	2.89 <sup>lm</sup>	2.85	2.45	3.03 <sup>lm</sup>	2.73	3.00	3.03	2.96	2.79	2.83	3.02	2.80	3.22 <sup>lm</sup>	2.88
Std Dev.	1.20	1.34	1.15	1.15	1.34	1.07	1.08	1.25	1.33	1.20	1.28	1.30	1.12	0.96	1.21	1.51	1.21	1.27	1.21	1.17
Std Error	0.02	0.04	0.13	0.05	0.04	0.03	0.06	0.10	0.16	0.03	0.08	0.04	0.04	0.06	0.12	0.25	0.03	0.11	0.04	0.03

Proportions/Mean: Column Test (5% risk level) - abc - def/ghij - kl/mno/pqr - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QC3\_14 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?  
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Strongly agree (5)	253	28	220	5	89	151	13	240	9	3	2	252	-
	10%	19% <b>b</b>	9%	14%	13% <b>a</b>	9%	9%	10%	14%	9%	32%	10%	-
Slightly agree (4)	659	55	597	7	171	456	32	629	15	6	4	650	5
	26%	36% <b>b</b>	25%	18%	24%	26%	23%	26%	23%	20%	68%	25%	37%
Neither agree nor disagree (3)	833	41	772	20	234	549	50	789	25	14	-	828	4
	32%	27%	32%	50%	33%	32%	36%	32%	38%	47%	-	32%	30%
Slightly disagree (2)	411	13	396	2	100	291	20	399	8	3	-	410	1
	16%	8%	17%	3%	14%	17%	14%	16%	12%	11%	-	16%	8%
Strongly disagree (1)	387	15	368	4	108	262	17	376	8	3	-	386	*
	15%	10%	15%	9%	15%	15%	12%	15%	12%	8%	-	15%	2%
Don't know	37	2	33	1	5	23	8	32	-	1	-	33	3
	1%	1%	1%	4%	1%	1%	5% <b>d</b>	1%	1%	5%	-	1%	23%
NET Agree	913	83	817	13	260	607	45	869	24	9	5	902	5
	35%	53% <b>b</b>	34%	32%	37%	35%	32%	35%	37%	29%	100%	35%	37%
NET Disagree	798	29	764	6	209	552	37	775	15	6	-	796	2
	31%	19%	32% <b>a</b>	14%	29%	32%	26%	31%	24%	19%	-	31%	10%
Mean	2.99	3.43 <b>b</b>	2.96	3.24	3.05	2.97	3.03	2.98	3.15	3.11	4.32	2.99	3.31
Std Dev.	1.20	1.18	1.19	1.08	1.23	1.18	1.14	1.20	1.18	1.05	0.52	1.20	0.81
Std Error	0.02	0.10	0.02	0.19	0.05	0.03	0.09	0.02	0.17	0.21	0.30	0.02	0.23

Proportions/Mean: Columns Tested (5% risk level) - a,b,c - d,g,f - g,h,i,j,k,l  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QC3\_14 Here are some statements that other people have made about sending and receiving post. To what extent do you agree or disagree with each one?  
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	850	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Strongly agree (5)	253	-	-	120	133	-	-	-	-	-	-	-	78	42	52	37	44
10%	-	-	9%	10%	-	-	-	-	-	-	-	-	10%	9%	12%	9%	10%
Slightly agree (4)	659	-	-	351	308	-	-	-	-	-	-	-	220	131	100	106	102
26%	-	-	27%	24%	-	-	-	-	-	-	-	-	27%	28%	23%	26%	23%
Neither agree nor disagree (3)	833	-	-	387	446	-	-	-	-	-	-	-	257	130	163	141	142
32%	-	-	30%	35%	-	-	-	-	-	-	-	-	31%	27%	32%	34%	32%
Slightly disagree (2)	411	-	-	220	191	-	-	-	-	-	-	-	133	87	65	55	72
16%	-	-	17%	15%	-	-	-	-	-	-	-	-	16%	18%	15%	13%	16%
Strongly disagree (1)	387	-	-	190	197	-	-	-	-	-	-	-	119	70	55	71	70
15%	-	-	15%	15%	-	-	-	-	-	-	-	-	15%	15%	13%	17%	16%
Don't know	37	-	-	22	14	-	-	-	-	-	-	-	11	12	-	6	8
1%	-	-	2%	1%	-	-	-	-	-	-	-	-	1%	2%	-	1%	2%
NET Agree	913	-	-	471	441	-	-	-	-	-	-	-	298	174	153	143	146
35%	-	-	37%	34%	-	-	-	-	-	-	-	-	36%	37%	35%	34%	33%
NET Disagree	798	-	-	409	389	-	-	-	-	-	-	-	252	157	121	126	142
31%	-	-	32%	30%	-	-	-	-	-	-	-	-	31%	32%	28%	30%	32%
Mean	2.99	-	-	2.99	2.99	-	-	-	-	-	-	-	3.01	2.97	3.07	2.96	2.95
Std Dev.	1.20	-	-	1.20	1.19	-	-	-	-	-	-	-	1.19	1.21	1.17	1.20	1.21
Std Error	0.02	-	-	0.03	0.03	-	-	-	-	-	-	-	0.04	0.06	0.06	0.06	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/j/k/l/m/n/op  
\*\* very small base (under 30) ineligible for sig testing

QC3\_NET\_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	3871	-	3871	505	2462	1837	2019	500	527	722	503	740	525	354	1027	1225	1619	879	3576	270	3871
Weighted Base	3890	**	3890	550	2493	1882	1992	517	521	737	516	726	474	400	1038	1253	1600	874	3448	409	3871
Effective Base	2192	-	2192	294	1422	1064	1117	285	299	418	290	426	271	206	583	707	901	476	1969	209	3871
I prefer to send emails rather than letters whenever possible	2630	-	2630	383	1712	1293	1327	392	369	532	344	464	297	231	781	877	992	528	2281	327	2601
	68%	-	68%	70%	69%	69%	67%	70% <i>klm</i>	71% <i>lm</i>	72% <i>klm</i>	67% <i>lm</i>	64%	63%	58%	73% <i>pq</i>	70% <i>pc</i>	62%	60%	66%	80% <i>rs</i>	67%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	2430	-	2430	364	1548	1158	1261	290	318	449	332	473	306	261	608	781	1041	567	2141	270	2514
	62%	-	62%	66%	62%	62%	63%	56%	61%	61%	64% <i>q</i>	65% <i>q</i>	64% <i>q</i>	65% <i>q</i>	59%	62%	65% <i>rs</i>	65% <i>rs</i>	62%	66%	65%
I only use post if there is no alternative	1761	-	1761	303	1135	855	898	281	271	377	233	292	173	134	552	610	599	307	1482	262	1677
	45%	-	45%	55% <i>cd</i>	46%	45%	45%	64% <i>klm</i>	62% <i>klm</i>	61% <i>klm</i>	46% <i>lm</i>	40%	36%	34%	63% <i>pq</i>	49% <i>pc</i>	37%	35%	43%	64% <i>rs</i>	43%
I would feel cut off from society if I couldn't send or receive post	2312	-	2312	343	1445	1080	1225	234	281	436	304	437	318	302	515	740	1057	620	2112	184	2339
	50%	-	50%	62%	58%	57%	57%	45%	49%	49%	43% <i>q</i>	43% <i>q</i>	43% <i>q</i>	41% <i>q</i>	45%	43% <i>rs</i>	43% <i>rs</i>	41% <i>rs</i>	41% <i>rs</i>	43%	45%
I only use post to send greetings cards	1629	-	1629	261	1045	795	831	207	208	315	219	296	207	177	415	534	680	384	1448	173	1493
	42%	-	42%	47%	42%	42%	42%	40%	40%	43%	43%	41%	44%	44%	40%	43%	42%	44%	42%	42%	39%
I send fewer letters by post now due to the cost	2271	-	2271	321	1477	1060	1202	256	257	416	306	456	318	262	513	722	1036	580	2022	238	2276
	58%	-	58%	58%	59%	56%	60%	49%	49%	56%	69% <i>gh</i>	63% <i>gh</i>	67% <i>ghl</i>	66% <i>ghl</i>	49%	58% <i>rs</i>	65% <i>rs</i>	66% <i>rs</i>	59%	59%	58%
There are some things that I will always need to send by post	3135	-	3135	444	1997	1490	1637	346	384	560	432	624	420	370	729	993	1413	789	2822	299	3164
	81%	-	81%	81%	80%	79%	82%	67%	74%	74%	74% <i>q</i>	64% <i>ghl</i>	60% <i>ghl</i>	63% <i>ghl</i>	70%	79% <i>rs</i>	69% <i>rs</i>	90% <i>rs</i>	62% <i>rs</i>	73%	82%
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	1280	-	1280	208	1072	609	665	183	196	261	158	229	126	127	379	419	482	252	1080	193	1285
	33%	-	33%	38%	43%	32%	33%	35% <i>kl</i>	36% <i>kl</i>	35% <i>kl</i>	31%	32%	26%	32%	37% <i>pc</i>	33%	30%	29%	31%	47% <i>rs</i>	33%
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	913	-	913	163	750	444	464	144	154	219	102	158	77	58	298	322	293	135	763	144	915
	23%	-	23%	30%	30%	24%	23%	23% <i>klm</i>	30% <i>klm</i>	30% <i>klm</i>	20%	21% <i>rs</i>	16%	14%	29% <i>pq</i>	26% <i>pc</i>	16%	15%	22%	33% <i>rs</i>	24%

Proportions/Mean: Column Total (5% risk level) - ab - cd - ef - ghijklm - nlo/pq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC3\_NET\_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3871	927	1199	736	1009	2126	1745	2167	1652	438	476	979	1071	670	2526	443	3242	541	1931	108
Weighted Base	3890	705	1287	791	1107	1992	1899	2317	1521	458	508	1009	1059	610	2576	463	3238	530	1918	132*
Effective Base	2192	414	706	446	627	1119	1073	1232	944	261	284	593	584	333	1459	284	1821	317	1097	69
I prefer to send emails rather than letters whenever possible	2630	552	885	484	709	1437	1193	1622	978	279	329	672	737	446	1738	282	2226	368	1346	83
	68%	78% <b>bcd</b>	89% <b>cd</b>	61%	84%	72% <b>d</b>	63%	79% <b>cd</b>	64%	61%	65%	67%	70% <b>d</b>	73% <b>cdm</b>	67% <b>cd</b>	61%	69% <b>cd</b>	70%	70%	63%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	2430	488	827	459	656	1315	1115	1446	957	264	324	628	658	409	1609	267	2055	351	1160	73
	62%	69% <b>cd</b>	84% <b>cd</b>	58%	59%	66% <b>d</b>	59%	62%	63%	57%	64%	62%	62%	67% <b>d</b>	62%	58%	63%	66%	60%	56%
I only use post if there is no alternative	1761	383	555	346	477	938	823	1127	621	179	212	452	496	322	1190	181	1507	264	900	66
	45%	49% <b>abcd</b>	43%	44%	43%	47%	43%	49% <b>cd</b>	41%	39%	42%	45%	47% <b>d</b>	33% <b>cdm</b>	45%	39%	42% <b>cd</b>	50%	47%	50%
I would feel cut off from society if I couldn't send or receive post	2312	409	786	495	622	1185	1117	1308	972	273	314	591	641	356	1546	277	1927	330	1075	78
	59%	58%	61%	63% <b>cd</b>	56%	60%	59%	58%	64% <b>d</b>	60%	62%	59%	61%	58%	60%	60%	60%	63% <b>d</b>	56%	60%
I only use post to send greetings cards	1629	304	568	301	456	872	757	977	633	179	197	407	469	282	1074	182	1377	226	840	44
	42%	43%	44% <b>c</b>	38%	41%	44%	40%	42%	42%	39%	39%	40%	44%	46%	42%	39%	43%	43%	44%	34%
I send fewer letters by post now due to the cost	2271	420	799	436	615	1219	1051	1325	920	251	322	574	637	350	1532	254	1908	324	1138	71
	58%	60%	62% <b>cd</b>	55%	56%	61% <b>d</b>	55%	57%	60%	55%	63% <b>d</b>	57%	60%	57%	59%	55%	59%	61%	59%	54%
There are some things that I will always need to send by post	3135	565	1052	652	897	1617	1518	1842	1265	342	399	817	884	508	2100	345	2684	424	1532	83
	81%	80%	82%	82%	76%	81%	80%	80%	83% <b>d</b>	75%	79%	81% <b>d</b>	83% <b>d</b>	83% <b>d</b>	82% <b>d</b>	75%	82% <b>cd</b>	80% <b>cd</b>	83% <b>d</b>	83% <b>d</b>
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	1280	267	395	263	355	662	618	801	471	149	166	331	350	225	847	151	1080	294	930	56
	33%	38% <b>cd</b>	31%	33%	32%	33%	33%	35%	31%	32%	33%	33%	33%	37%	33%	33%	33%	36% <b>cd</b>	48%	42%
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	913	212	257	199	245	469	444	612	295	98	118	223	258	175	588	100	783	206	667	40
	23%	30% <b>cd</b>	20%	23% <b>cd</b>	22%	24%	23%	25% <b>d</b>	19%	21%	23%	22%	24%	23% <b>cdm</b>	23%	22%	24%	39%	35%	30%

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base



QC3\_NET\_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber/side (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3871	2536	1335	602	1935	787	620	529	210	213	214	214	215	217	222	218	212	134	653
Weighted Base	3890	3345	545	129	3277	322	183	108	157	422	329	283	344	357	509	537	338	36*	286
Effective Base	2192	1869	323	106	1669	320	283	381	195	200	196	199	199	202	210	203	198	39	282
I prefer to send emails rather than letters wherever possible	2630 68%	2281 68%	349 64%	82 64%	2228 68%	207 64%	121 66%	74 69%	103 65%	287 68%	210 64%	199 72% <sup>td</sup>	218 63%	249 70%	368 72% <sup>td</sup>	373 70%	213 63%	25 69%	182 64%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	2430 62%	2089 62%	341 63%	87 67%	2023 62%	214 67%	119 65%	73 67% <sup>td</sup>	97 62%	263 62%	185 56%	168 59%	203 59%	236 66% <sup>td</sup>	317 62%	340 63%	214 63%	26 72%	189 66% <sup>td</sup>
I only use post if there is no alternative	1761 45%	1535 45%	226 41%	48 37%	1516 45% <sup>td</sup>	120 37%	75 41%	51 42% <sup>td</sup>	65 41%	206 49% <sup>td</sup>	135 41%	156 43% <sup>td</sup>	171 40% <sup>td</sup>	148 41%	262 51% <sup>td</sup>	239 44%	134 40%	10 29%	110 38%
I would feel cut off from society if I couldn't send or receive post	2312 59%	1956 58%	355 65% <sup>td</sup>	90 69% <sup>td</sup>	1926 59%	201 62%	117 64%	68 63%	93 59%	244 58%	205 62% <sup>td</sup>	148 52%	187 54%	218 61%	286 56%	333 63% <sup>td</sup>	207 61%	27 76% <sup>td</sup>	173 61%
I only use post to send greetings cards	1629 42%	1387 41%	242 44%	57 44%	1397 42% <sup>td</sup>	125 39%	67 37%	40 37%	57 36%	186 44% <sup>td</sup>	133 41%	126 45% <sup>td</sup>	118 34%	162 45% <sup>td</sup>	225 44% <sup>td</sup>	236 44%	151 45% <sup>td</sup>	14 38%	111 39%
I send fewer letters by post now due to the cost	2271 58%	1928 58%	343 63%	80 62%	1919 59%	179 56%	110 60%	63 58%	93 59%	247 58%	196 59%	187 66% <sup>td</sup>	174 51%	220 62% <sup>td</sup>	292 57%	301 56%	210 62% <sup>td</sup>	18 51%	161 56%
There are some things that I will always need to send by post	3135 81%	2671 80%	464 83% <sup>td</sup>	104 81%	2638 81%	280 81%	151 82%	86 80%	130 83%	346 82%	267 81%	225 80%	268 77%	303 83% <sup>td</sup>	382 76%	431 80%	288 83% <sup>td</sup>	32 89%	228 80%
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	1280 33%	1105 33%	175 32%	37 28%	1079 33%	108 34%	59 32%	34 32%	49 31%	124 29%	109 33%	103 36%	118 34%	123 34%	174 34%	167 31%	110 33%	13 37%	95 33%
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	913 23%	799 24%	114 21%	25 19%	785 23%	78 24%	44 24%	25 23%	34 21%	112 27%	76 23%	67 24%	91 26%	77 21%	133 26%	104 19%	71 21%	12 34% <sup>td</sup>	67 23%

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QC3\_NET\_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	3871	1400	149	715	1370	1568	535	248	117	2938	365	1636	1520	444	164	68	3156	232	744	1836
Weighted Base	3890	1378	155*	662	1323	1546	607	262	117*	2869	380	1538	1541	511	193	62*	3079	256	833	1747
Effective Base	2192	783	89	401	725	884	343	149	71	1609	220	885	857	279	105	42	1741	146	458	1025
I prefer to send emails rather than letters whenever possible	2630 68%	966 70%	96 62%	430 65%	882 67%	1062 69% <sup>a</sup>	368 61%	203 57% <sup>a</sup>	97 53% <sup>a</sup>	1944 73% <sup>a</sup>	300 7% <sup>a</sup>	1072 70% <sup>a</sup>	1075 70% <sup>a</sup>	289 57%	129 67%	43 68%	2147 79% <sup>a</sup>	172 61% <sup>a</sup>	600 72%	1198 69%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	2430 62%	901 65%	95 61%	451 68%	926 70% <sup>a</sup>	977 63% <sup>a</sup>	301 50%	147 56%	64 55%	1903 69% <sup>a</sup>	212 56%	1013 69% <sup>a</sup>	991 64% <sup>a</sup>	264 52%	111 57%	36 58%	2003 65% <sup>a</sup>	147 57%	516 62%	1068 61%
I only use post if there is no alternative	1761 45%	613 44%	58 37%	284 40%	506 38%	736 43% <sup>a</sup>	275 43% <sup>a</sup>	152 43% <sup>a</sup>	78 43% <sup>a</sup>	1242 43% <sup>a</sup>	231 41% <sup>a</sup>	665 49%	728 47%	220 49%	101 52%	38 49%	1384 49%	138 41% <sup>a</sup>	456 43% <sup>a</sup>	773 44%
I would feel cut off from society if I couldn't send or receive post	2312 59%	893 65%	108 70%	454 69%	1028 78% <sup>a</sup>	928 66% <sup>a</sup>	217 36%	100 38%	33 28%	1955 68% <sup>a</sup>	133 35%	1060 69% <sup>a</sup>	941 61% <sup>a</sup>	202 40%	72 37%	25 41%	2001 69% <sup>a</sup>	98 38%	500 60%	984 56%
I only use post to send greetings cards	1629 42%	609 44%	72 47%	299 45%	624 47% <sup>a</sup>	681 44% <sup>a</sup>	187 31%	95 36%	39 33%	1305 46% <sup>a</sup>	133 35%	622 40%	674 44%	197 39%	97 50% <sup>a</sup>	26 41%	1297 42%	123 48%	408 49% <sup>a</sup>	703 40%
I send fewer letters by post now due to the cost	2271 58%	954 69%	102 66%	471 71%	798 60% <sup>a</sup>	948 63% <sup>a</sup>	302 50%	153 58%	61 52%	1747 63% <sup>a</sup>	214 56%	890 58%	959 62% <sup>a</sup>	264 52%	98 51%	43 60% <sup>a</sup>	1849 60% <sup>a</sup>	141 55%	564 43% <sup>a</sup>	988 55%
There are some things that I will always need to send by post	3135 81%	1165 85%	128 83%	596 89%	1220 92% <sup>a</sup>	1280 83% <sup>a</sup>	375 62%	104 74% <sup>a</sup>	59 51%	2500 87% <sup>a</sup>	253 87% <sup>a</sup>	1383 89% <sup>a</sup>	1240 81% <sup>a</sup>	319 62%	142 73% <sup>a</sup>	43 69%	2609 85% <sup>a</sup>	185 72% <sup>a</sup>	633 76%	1406 80%
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	1280 33%	459 33%	51 33%	204 31%	466 35% <sup>a</sup>	572 37% <sup>a</sup>	146 24%	71 27%	24 21%	1038 38% <sup>a</sup>	95 25%	589 38% <sup>a</sup>	532 34% <sup>a</sup>	96 19%	42 22%	17 28%	1121 38% <sup>a</sup>	59 23%	484 38% <sup>a</sup>	796 46%
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	913 23%	267 19%	28 18%	102 15%	333 25% <sup>a</sup>	388 25% <sup>a</sup>	116 19%	60 23%	15 13%	721 25% <sup>a</sup>	75 20%	407 26% <sup>a</sup>	390 25% <sup>a</sup>	72 14%	32 17%	11 18%	706 26% <sup>a</sup>	44 17%	382 46% <sup>a</sup>	531 30%

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
\* small base

QC3\_NET\_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3871	243	3574	54	1136	2503	232	3741	70	38	4	3849	18
Weighted Base	3890	261	3571	58*	1100	2562	228	3737	88*	39**	7**	3863	20**
Effective Base	2192	143	2017	31	641	1420	132	2107	46	23	4	2176	12
I prefer to send emails rather than letters whenever possible	2630 68%	172 71% <b>bc</b>	2432 68% <b>c</b>	26 44%	721 66%	1773 69% <b>ef</b>	136 60%	2558 65% <b>gh</b>	46 52%	17 45%	4 51%	2621 67% <b>h</b>	6 29%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	2430 62%	177 68%	2224 62%	29 50%	716 65%	1579 62%	135 59%	2365 63% <b>h</b>	40 45%	16 40%	4 49%	2420 63% <b>h</b>	6 30%
I only use post if there is no alternative	1761 45%	132 51%	1608 45%	21 35%	507 46%	1171 46% <b>ef</b>	84 37%	1708 46%	36 41%	13 33%	2 23%	1755 45%	4 23%
I would feel cut off from society if I couldn't send or receive post	2312 59%	179 68% <b>b</b>	2101 59%	33 56%	691 63% <b>cd</b>	1507 59% <b>ef</b>	114 50%	2250 60% <b>h</b>	30 34%	21 53%	5 74%	2301 60% <b>h</b>	5 28%
I only use post to send greetings cards	1629 42%	124 48%	1475 41%	29 50%	467 42%	1079 42%	83 36%	1571 42%	36 41%	16 40%	4 48%	1622 42%	3 18%
I send fewer letters by post now due to the cost	2271 56%	162 62% <b>bc</b>	2088 59% <b>c</b>	23 39%	666 61%	1485 56%	120 53%	2208 59%	42 48%	15 39%	2 23%	2265 59%	4 21%
There are some things that I will always need to send by post	3135 81%	219 84% <b>cd</b>	2800 81% <b>c</b>	36 62%	889 81% <b>cd</b>	2103 82% <b>ef</b>	144 63%	3040 81%	63 72%	23 59%	5 74%	3127 81%	3 17%
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	1280 33%	84 32%	1176 33%	20 35%	362 33%	854 33%	64 28%	1226 33%	31 36%	14 37%	5 74%	1271 33%	4 21%
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	913 23%	83 32% <b>bc</b>	817 23%	13 22%	260 24%	607 24%	45 20%	869 23%	24 27%	9 23%	5 74%	902 23%	5 27%

Proportions/Mean: Column Test(s) (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC3\_NET\_AGREE Sending and receiving post - Agreement - Agree Summary

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3871	430	851	1290	1290	-	430	-	430	-	431	-	860	430	430	430	430
Weighted Base	3890	431	879	1290	1290	**	431	**	464	**	416	**	818	472	437	416	437
Effective Base	2192	220	492	726	756	-	220	-	251	-	242	-	475	253	249	248	299
I prefer to send emails rather than letters whenever possible	2630	266	567	891	907	-	266	-	294	-	272	-	560	331	308	286	313
	68%	62%	64%	69%ab	70%ab	-	62%	-	64%	-	66%	-	68%	70%	71%af	69%	72%af
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	2430	284	562	766	818	-	284	-	308	-	254	-	459	307	299	240	270
	62%	66%	64%	59%	63%	-	65%af	-	66%ab	-	67%	-	56%	63%af	64%ab	58%	64%af
I only use post if there is no alternative	1781	155	376	574	655	-	155	-	205	-	171	-	370	204	226	205	224
	45%	36%	43%	45%a	51%ab	-	36%	-	44%	-	41%	-	45%af	43%	52%af	49%af	51%af
I would feel cut off from society if I couldn't send or receive post	2312	266	562	773	711	-	266	-	301	-	261	-	498	275	256	210	245
	59%	62%	64%af	60%	55%	-	62%af	-	65%ab	-	63%ab	-	61%af	58%	59%	50%	56%
I only use post to send greetings cards	1629	178	339	547	565	-	178	-	181	-	159	-	365	182	199	178	188
	42%	41%	39%	42%	44%	-	41%	-	39%	-	38%	-	45%	38%	46%	43%	43%
I send fewer letters by post now due to the cost	2271	220	519	736	796	-	220	-	266	-	253	-	462	275	267	247	282
	58%	51%	59%a	57%	62%a	-	51%	-	57%	-	61%af	-	56%	58%	61%af	59%	64%af
There are some things that I will always need to send by post	3135	354	742	1019	1020	-	354	-	404	-	338	-	645	374	356	327	337
	81%	82%	84%cd	79%	79%	-	82%	-	87%imop	-	81%	-	79%	79%	82%	79%	77%
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	1280	-	-	630	651	-	-	-	-	-	-	-	409	220	221	218	212
	33%	-	-	49%ab	50%ab	-	-	-	-	-	-	-	59%af	47%af	51%af	52%af	46%af
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	913	-	-	471	441	-	-	-	-	-	-	-	298	174	153	143	146
	23%	-	-	57%ab	54%ab	-	-	-	-	-	-	-	36%af	37%af	35%af	34%af	33%af

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

QC3\_NET\_DISAGREE Sending and receiving post - Agreement - Disagree Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	3871	-	3871	505	2462	1837	2019	500	527	722	503	740	525	354	1027	1225	1619	879	3576	270	3871
Weighted Base	3890	**	3890	550	2493	1882	1992	517	521	737	516	726	474	400	1038	1253	1600	874	3448	409	3871
Effective Base	2192	-	2192	294	1422	1064	1117	285	299	418	290	426	271	206	583	707	901	476	1969	209	3871
I prefer to send emails rather than letters whenever possible	459	-	459	67	274	197	260	41	54	78	83	82	57	64	95	181	203	121	431	26	488
	12%	-	12%	12%	11%	10%	13%	8%	10%	11%	16% <sup>hi</sup>	11%	12%	16% <sup>hi</sup>	9%	13% <sup>n</sup>	13% <sup>n</sup>	14% <sup>n</sup>	12% <sup>n</sup>	6%	13%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	634	-	634	71	427	304	328	118	103	110	78	95	68	62	221	187	226	131	560	68	605
	16%	-	16%	13%	17%	16%	16%	23% <sup>l</sup> <sup>hi</sup> <sup>km</sup>	20% <sup>k</sup>	15%	15%	13%	14%	16%	21% <sup>opq</sup>	15%	14%	15%	16%	17%	16%
I only use post if there is no alternative	1183	-	1183	131	785	547	632	114	125	195	158	267	169	155	240	353	591	324	1110	72	1267
	30%	-	30%	24%	31% <sup>n</sup>	29%	32%	22%	24%	26%	31% <sup>q</sup>	37% <sup>ghi</sup>	36% <sup>ghi</sup>	39% <sup>lm</sup>	23%	28% <sup>n</sup>	37% <sup>no</sup>	37% <sup>no</sup>	32% <sup>n</sup>	18%	33%
I would feel cut off from society if I couldn't send or receive post	684	-	684	84	481	348	330	149	105	134	84	124	55	32	254	218	212	87	569	109	697
	18%	-	18%	15%	19%	18%	17%	21% <sup>hiklm</sup>	20% <sup>km</sup>	19% <sup>km</sup>	15% <sup>km</sup>	14% <sup>km</sup>	12%	8%	23% <sup>opq</sup>	17% <sup>opq</sup>	13%	10%	17%	21% <sup>nr</sup>	18%
I only use post to send greetings cards	1414	-	1414	164	918	671	733	175	179	255	206	288	160	152	355	461	598	312	1238	144	1590
	36%	-	36%	30%	37% <sup>n</sup>	36%	37%	34%	34%	35%	40%	39%	34%	38%	34%	37%	37%	36%	36%	35%	41%
I send fewer letters by post now due to the cost	654	-	654	117	406	317	335	84	105	128	97	116	71	53	189	225	240	125	596	54	694
	17%	-	17%	21% <sup>d</sup>	16%	17%	17%	16%	20% <sup>km</sup>	17%	19%	16%	15%	13%	18%	18%	15%	14%	17%	17%	18%
There are some things that I will always need to send by post	226	-	226	30	161	120	103	56	39	49	33	26	14	9	95	82	50	23	187	31	221
	6%	-	6%	5%	6%	6%	5%	11% <sup>ikkm</sup>	20% <sup>km</sup>	7% <sup>km</sup>	9% <sup>km</sup>	4%	3%	2%	9% <sup>opq</sup>	7% <sup>opq</sup>	3%	3%	5%	8%	6%
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	493	-	493	73	420	262	231	63	69	78	72	96	61	54	132	150	211	115	453	40	514
	13%	-	13%	13%	17%	14%	12%	12%	13%	11%	14%	13%	13%	13%	13%	12%	13%	13%	13%	10%	13%
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	798	-	798	103	695	411	387	95	89	117	113	175	122	87	184	230	383	209	719	76	822
	21%	-	21%	19%	23% <sup>n</sup>	22%	19%	18%	17%	16%	22% <sup>hi</sup>	24% <sup>ghi</sup>	23% <sup>ghi</sup>	22%	18%	18%	24% <sup>no</sup>	24% <sup>no</sup>	21%	19%	21%

Proportions/Mean: Column Total (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC3\_NET\_DISAGREE Sending and receiving post - Agreement - Disagree Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3871	927	1199	736	1009	2126	1745	2167	1652	438	476	979	1071	670	2526	443	3242	541	1931	108
Weighted Base	3890	705	1287	791	1107	1992	1899	2317	1521	458	508	1009	1059	610	2576	463	3238	530	1918	132*
Effective Base	2192	414	706	446	627	1119	1073	1232	944	261	284	593	584	333	1459	264	1821	317	1097	69
I prefer to send emails rather than letters wherever possible	459	62	149	112	137	211	249	248	211	67	76	116	105	70	298	67	373	58	202	13
	72%	9%	12%	14%	12%	11%	13%	11%	14%	15%	19%	12%	10%	12%	14%	12%	11%	11%	17%	9%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	634	110	225	124	176	335	299	387	241	81	62	160	195	97	417	81	523	74	344	18
	16%	16%	17%	16%	17%	16%	17%	17%	16%	18%	12%	16%	18%	16%	17%	17%	16%	14%	18%	14%
I only use post if there is no alternative	1183	212	433	244	294	645	538	656	508	155	152	303	335	167	791	155	975	156	590	30
	30%	30%	33%	31%	27%	33%	28%	28%	33%	34%	30%	30%	32%	27%	31%	34%	30%	30%	31%	23%
I would feel cut off from society if I couldn't send or receive post	654	149	236	119	180	384	300	441	238	65	84	163	199	135	446	65	594	92	397	18
	16%	21%	18%	15%	16%	19%	16%	19%	16%	14%	17%	16%	19%	22%	17%	14%	18%	17%	21%	13%
I only use post to send greetings cards	1414	262	465	283	404	727	686	821	577	181	198	389	348	215	933	182	1169	203	675	33
	36%	37%	36%	36%	36%	37%	36%	35%	38%	39%	39%	38%	33%	35%	36%	39%	36%	33%	35%	25%
I send fewer letters by post now due to the cost	654	114	227	159	154	341	313	394	248	69	73	178	186	109	437	70	554	88	328	10
	17%	16%	18%	14%	14%	17%	16%	17%	16%	15%	14%	18%	18%	18%	17%	15%	17%	17%	17%	8%
There are some things that I will always need to send by post	226	33	75	43	75	108	118	140	79	27	52	47	41	141	42	27	186	42	119	13
	6%	5%	6%	5%	7%	5%	6%	6%	5%	6%	10%	5%	4%	7%	5%	6%	6%	6%	6%	10%
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	493	86	183	111	113	269	225	294	195	49	63	137	151	67	351	49	428	85	395	13
	13%	12%	14%	10%	13%	12%	13%	13%	13%	11%	12%	14%	14%	11%	14%	11%	13%	16%	21%	10%
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	798	127	283	178	200	420	378	441	348	80	95	242	228	108	565	81	682	151	612	35
	21%	18%	21%	18%	21%	21%	20%	19%	21%	18%	19%	24%	22%	18%	22%	18%	21%	28%	32%	27%

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QC3\_NET\_DISAGREE Sending and receiving post - Agreement - Disagree Summary

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3871	2536	1335	602	1935	787	620	529	210	213	214	214	215	217	222	218	212	134	653
Weighted Base	3890	3345	545	129	3277	322	183	108	157	422	329	283	344	357	509	537	338	36*	286
Effective Base	2192	1869	323	106	1669	320	283	381	195	200	196	199	199	202	210	203	198	39	282
I prefer to send emails rather than letters wherever possible	459 12%	389 12%	70 13%	15 12%	365 11%	55 17% <sup>d</sup>	14% <sup>d</sup>	13%	23 14% <sup>nm</sup>	47 11%	42 13% <sup>k</sup>	19 7%	48 14% <sup>l</sup>	30 8%	53 10%	48 10%	14% <sup>k</sup>	24% <sup>nm</sup>	18% <sup>nm</sup>
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	634 16%	523 16%	111 20% <sup>a</sup>	26 20%	545 17%	44 14%	26 14%	19 17%	22 14%	74 17%	67 20% <sup>nm</sup>	60 21% <sup>nm</sup>	49 14%	42 12%	88 17%	91 17%	53 16%	2 6%	41 15%
I only use post if there is no alternative	1183 30%	1003 30%	181 33%	45 35%	952 29%	131 41% <sup>d</sup>	66 33% <sup>d</sup>	35 33%	54 34% <sup>nm</sup>	115 27%	111 34%	72 26%	90 26%	89 25%	143 28%	171 32%	106 31%	18 59% <sup>nm</sup>	113 33% <sup>nm</sup>
I would feel cut off from society if I couldn't send or receive post	654 16%	598 18%	86 16%	22 17%	578 18%	54 17%	30 16%	21 20%	28 18%	76 18%	55 17%	56 17%	70 20%	64 18%	97 19%	83 15%	49 15%	4 11%	50 17%
I only use post to send greetings cards	1414 36%	1201 36%	213 39%	53 41%	1147 35%	139 43% <sup>d</sup>	79 43% <sup>d</sup>	49 46% <sup>d</sup>	68 43% <sup>nm</sup>	132 31%	127 39%	107 38%	135 39%	125 35%	157 31%	189 35%	106 31%	17 46%	122 43% <sup>nm</sup>
I send fewer letters by post now due to the cost	654 17%	568 17%	86 16%	19 15%	526 16%	71 22% <sup>d</sup>	36 19%	21 20%	23 15%	84 20% <sup>a</sup>	57 17%	32 11%	59 17%	46 13%	75 15%	102 19% <sup>k</sup>	49 14%	8 22%	63 22% <sup>nm</sup>
There are some things that I will always need to send by post	226 6%	198 6%	28 5%	7 7%	183 6%	27 8%	9 5%	7 7%	6 4%	30 7%	15 5%	18 5%	19 5%	35 5%	30 7%	11 6%	3 3%	2 6%	24 7% <sup>nm</sup>
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	493 13%	432 13%	62 11%	16 13%	409 12%	41 13%	29 16%	14 13%	23 15%	54 13%	51 16%	31 11%	47 14%	42 12%	52 10%	74 14%	35 10%	4 12%	37 13%
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	788 21%	677 20%	120 22%	24 18%	667 20%	88 21%	38 21%	24 22%	33 21%	82 19%	81 25%	56 20%	60 18%	76 21%	89 17%	110 21%	79 23%	4 11%	65 23%

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QC3\_NET\_DISAGREE Sending and receiving post - Agreement - Disagree Summary

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	3871	1400	149	715	1370	1568	535	248	117	2938	365	1636	1520	444	164	68	3156	232	744	1836
Weighted Base	3890	1378	155*	662	1323	1546	607	262	117*	2869	380	1538	1541	511	193	62*	3079	256	833	1747
Effective Base	2192	783	89	401	725	884	343	149	71	1609	220	885	857	279	105	42	1741	146	458	1025
I prefer to send emails rather than letters whenever possible	459 12%	148 11%	28 10%a	95 14%	187 13%a	180 12%	56 9%	29 11%	7 6%	366 13%	36 10%	205 13%	172 11%	47 9%	25 13%	7 12%	377 13%	32 13%	88 11%	184 11%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	634 16%	217 16%	29 19%	92 14%	191 14%	260 17%	98 16%	57 22%di	24 20%	450 16%	81 21%di	275 18%	223 14%	70 14%	44 23%im	10 16%	499 16%	54 21%im	140 17%	296 17%
I only use post if there is no alternative	1183 30%	454 33%	57 37%	236 36%	550 40%afghj	464 30%ijgh	94 16%	58 22%	14 12%	1015 35%defghj	72 19%	578 40%imnopq	455 31%imnop	88 17%	46 24%	8 12%	1033 36%imnopq	54 21%	218 26%	557 27%kr
I would feel cut off from society if I couldn't send or receive post	684 18%	210 15%	17 11%	88 13%	139 11%	283 18%di	116 19%di	81 31%deff	60 E1%defghj	421 15%di	140 37%deff	270 18%	251 16%	71 14%	59 31%kimp	22 36%kimp	522 17%	82 32%kimp	156 19%	351 20%
I only use post to send greetings cards	1414 36%	517 37%	56 36%	245 37%	529 40%ef	534 35%j	174 29%	106 41%j	55 47%ef	1063 37%j	162 43%ef	665 43%imnopq	524 34%um	129 25%	58 30%	27 43%um	1190 39%um	85 33%	235 28%	676 30%ur
I send fewer letters by post now due to the cost	654 17%	163 12%	23 15%	76 11%	287 22%def	226 15%j	60 10%	50 39%j	26 22%j	512 18%def	75 20%j	331 21%kimp	209 14%	62 12%	38 19%	10 15%	539 19%um	47 18%	106 13%	321 13%
There are some things that I will always need to send by post	226 6%	60 4%	5 3%	19 3%	32 2%	70 5%di	42 7%di	30 11%dei	33 32%defghj	109 4%	68 18%deff	71 5%	85 5%	36 7%	17 9%	12 16%kimp	156 5%	28 11%kimp	64 8%	110 6%
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	493 13%	166 12%	14 9%	79 12%	180 14%	180 12%	68 11%	40 15%	22 18%	360 13%	61 16%	205 13%	195 13%	50 10%	28 15%	12 19%	400 13%	40 16%	143 17%	351 20%
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	798 21%	339 25%	33 21%	165 25%	297 22%	287 19%	109 18%	66 25%	33 28%	584 20%	99 26%ef	356 23%um	311 20%um	63 12%	46 24%um	16 25%um	667 22%um	61 24%um	216 26%	582 33%ur

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
\* small base



QC3\_NET\_DISAGREE Sending and receiving post - Agreement - Disagree Summary

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3871	243	3574	54	1136	2503	232	3741	70	38	4	3849	18
Weighted Base	3890	261	3571	58*	1100	2562	228	3737	88*	39**	7**	3863	20**
Effective Base	2192	143	2017	31	641	1420	132	2107	46	23	4	2176	12
I prefer to send emails rather than letters whenever possible	489 12%	38 15%	410 11%	11 18%	151 14%	281 11%	27 12%	439 12%	11 13%	7 19%	2 23%	457 12%	* 1%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	634 16%	36 14%	588 16%	11 20%	165 15%	438 17%	31 14%	607 16%	20 22%	6 16%	-	633 16%	1 7%
I only use post if there is no alternative	1183 30%	75 29%	1098 31%	10 17%	334 30%	793 31%	56 24%	1141 31%	26 30%	11 29%	2 25%	1170 31%	3 14%
I would feel cut off from society if I couldn't send or receive post	684 18%	36 14%	641 18%	7 12%	171 16%	471 18%	42 18%	654 18%	19 22%	7 18%	2 26%	681 18%	1 7%
I only use post to send greetings cards	1414 36%	89 34% <b>c</b>	1316 37% <b>c</b>	8 14%	411 37% <b>d</b>	944 37% <b>d</b>	59 26%	1377 37%	24 27%	10 27%	2 25%	1412 37%	* 1%
I send fewer letters by post now due to the cost	654 17%	42 16%	604 17%	8 13%	153 14%	472 18% <b>d</b>	30 13%	627 17%	11 12%	11 29%	2 25%	650 17%	2 13%
There are some things that I will always need to send by post	226 6%	15 6%	207 6%	4 7%	60 5%	141 6%	25 11% <b>d</b>	212 6%	8 9%	4 11%	-	225 6%	1 6%
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	493 13%	32 12%	458 13%	3 6%	134 12%	331 13%	28 12%	477 13%	10 11%	7 17%	-	483 13%	* 1%
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	788 21%	29 11%	764 21% <b>d</b>	6 10%	209 19%	552 22%	37 16%	775 21%	15 18%	6 15%	-	796 21%	2 8%

Proportions/Mean: columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC3\_NET\_DISAGREE Sending and receiving post - Agreement - Disagree Summary

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3871	430	861	1290	1290	-	430	-	430	-	431	-	860	430	430	430	430
Weighted Base	3890	431	879	1290	1290	**	431	**	464	**	416	**	818	472	437	416	437
Effective Base	2192	220	492	726	756	-	220	-	251	-	242	-	475	253	249	248	259
I prefer to send emails rather than letters whenever possible	459	70	117	145	127	-	70	-	77	-	41	-	91	54	42	49	37
	12%	16% <sub>ab</sub>	13%	11%	10%	-	16% <sub>ing</sub>	-	17% <sub>ing</sub>	-	10%	-	11%	11%	10%	12%	8%
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	634	73	126	224	212	-	73	-	70	-	56	-	159	65	63	84	65
	16%	17%	14%	17%	16%	-	17%	-	15%	-	13%	-	18%	14%	15%	20% <sub>ab</sub>	15%
I only use post if there is no alternative	1183	149	259	402	374	-	149	-	140	-	119	-	253	149	136	108	130
	30%	34%	29%	31%	29%	-	34% <sub>no</sub>	-	30%	-	29%	-	31%	32%	31%	26%	30%
I would feel cut off from society if I couldn't send or receive post	684	63	114	232	275	-	63	-	68	-	46	-	151	81	90	96	88
	18%	15%	13%	18% <sub>ab</sub>	21% <sub>ab</sub>	-	15%	-	15%	-	11%	-	18% <sub>ab</sub>	17%	21% <sub>ab</sub>	23% <sub>ab</sub>	20% <sub>ab</sub>
I only use post to send greetings cards	1414	155	347	466	445	-	155	-	177	-	170	-	285	181	130	158	158
	36%	36%	40%	36%	35%	-	36%	-	39% <sub>ab</sub>	-	39% <sub>ab</sub>	-	35%	33% <sub>ab</sub>	30%	38%	36%
I send fewer letters by post now due to the cost	654	79	148	223	203	-	79	-	86	-	63	-	147	76	68	75	60
	17%	18%	17%	17%	16%	-	18%	-	19%	-	15%	-	18%	16%	16%	18%	14%
There are some things that I will always need to send by post	226	21	31	88	86	-	21	-	16	-	15	-	65	24	24	32	30
	6%	5%	4%	7% <sub>ab</sub>	7% <sub>ab</sub>	-	5%	-	4%	-	4%	-	9% <sub>ab</sub>	5%	6%	8% <sub>ab</sub>	7%
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	493	-	-	253	241	-	-	-	-	-	-	-	167	86	66	89	85
	13%	-	-	20% <sub>ab</sub>	19% <sub>ab</sub>	-	-	-	-	-	-	-	20% <sub>ab</sub>	18% <sub>ab</sub>	15% <sub>ab</sub>	21% <sub>ab</sub>	19% <sub>ab</sub>
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	798	-	-	409	389	-	-	-	-	-	-	-	252	157	121	126	142
	21%	-	-	32% <sub>ab</sub>	30% <sub>ab</sub>	-	-	-	-	-	-	-	31% <sub>ab</sub>	33% <sub>ab</sub>	28% <sub>ab</sub>	30% <sub>ab</sub>	32% <sub>ab</sub>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QC3\_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	3871	-	3871	505	2462	1837	2019	500	527	722	503	740	525	354	1027	1225	1619	879	3576	270	3871
Weighted Base	3890	**	3890	550	2493	1882	1992	517	521	737	516	726	474	400	1038	1253	1600	874	3448	409	3871
Effective Base	2192	-	2192	294	1422	1064	1117	285	299	418	290	426	271	206	583	707	901	476	1969	209	3871
I prefer to send emails rather than letters wherever possible	3.84	-	3.84	3.87	3.86	3.86	3.82	4.09hijkm	3.92jklm	3.92jklm	3.78lm	3.79lm	3.73m	3.61	4.00opq	3.86pq	3.72	3.67	3.80	4.16r	3.82
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3.68	-	3.68	3.66d	3.65	3.67	3.69	3.51	3.57	3.76ghj	3.71ghj	3.76ghj	3.72ghj	3.77ghj	3.54	3.70n	3.75n	3.74n	3.67	3.75	3.73
I only use post if there is no alternative	3.19	-	3.19	3.44d	3.18	3.23	3.16	3.43jklm	3.39jklm	3.35klm	3.18m	3.05	2.99	2.86	3.41pq	3.28pq	2.98	2.93	3.13	3.70r	3.12
I would feel cut off from society if I couldn't send or receive post	3.61	-	3.61	3.69	3.56	3.55	3.67a	3.18	3.45g	3.55g	3.61g	3.65gh	3.64ghijk	4.12ghijkl	3.32	3.59n	3.62no	3.97nop	3.66s	3.19	3.63
I only use post to send greetings cards	3.01	-	3.01	3.16d	3.00	3.01	3.02	2.99	3.01	3.07	2.98	2.96	3.08	2.95	3.00	3.03	3.00	3.02	3.01	3.04	2.90
I send fewer letters by post now due to the cost	3.60	-	3.60	3.50	3.62	3.57	3.63	3.41	3.36	3.55h	3.57h	3.74ghj	3.80ghij	3.78ghj	3.39	3.56n	3.77no	3.79no	3.60	3.63	3.58
There are some things that I will always need to send by post	4.17	-	4.17	4.15	4.15	4.13	4.21a	3.83	3.95	4.05g	4.17gh	4.34ghj	4.36ghj	4.49ghijkl	3.89	4.12n	4.38no	4.42no	4.20s	3.94	4.21
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	3.39	-	3.39	3.45	3.38	3.35	3.43	3.49l	3.44	3.54iklm	3.30	3.33	3.25	3.31	3.47pq	3.44pq	3.30	3.27	3.34	3.69r	3.37
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	2.99	-	2.99	3.17d	2.96	2.97	3.01	3.16jklm	3.20jklm	3.23jklm	2.86	2.85	2.75	2.77	3.18pq	3.08pq	2.80	2.76	2.95	3.30r	2.99

Proportions/Mean: Column Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC3\_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3871	927	1199	736	1009	2126	1745	2167	1652	438	476	979	1071	670	2526	443	3242	541	1931	108
Weighted Base	3890	705	1287	791	1107	1992	1899	2317	1521	458	508	1009	1059	610	2576	463	3238	530	1918	132*
Effective Base	2192	414	706	446	627	1119	1073	1232	944	261	284	593	584	333	1459	264	1821	317	1097	69
I prefer to send emails rather than letters wherever possible	3.84	4.08bcd	3.84c	3.68	3.80c	3.92f	3.75	3.90h	3.75	3.71	3.69	3.82j	3.93jkn	3.96lkn	3.84l	3.72	3.86p	3.90	3.89	3.87
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3.68	3.81bcd	3.70c	3.61	3.63	3.74f	3.62	3.67	3.70	3.63	3.71	3.69	3.63	3.76lkn	3.67	3.63	3.69	3.78r	3.60	3.73
I only use post if there is no alternative	3.19	3.36bc	3.10	3.16	3.22	3.19	3.19	3.28h	3.07	3.06	3.15	3.19	3.17	3.37jkn	3.18	3.06	3.21	3.29	3.22	3.42
I would feel cut off from society if I couldn't send or receive post	3.61	3.52	3.64	3.99a	3.58	3.60	3.63	3.52	3.74g	3.70	3.68	3.61	3.59	3.53	3.61	3.71	3.59	3.66r	3.50	3.65
I only use post to send greetings cards	3.01	3.03	3.07	2.94	2.97	3.06	2.96	3.04	2.96	2.89	2.95	2.99	3.08	3.07	3.02	2.90	3.03	2.98	3.06	3.08
I send fewer letters by post now due to the cost	3.60	3.61	3.63	3.50	3.63	3.63	3.58	3.56	3.96a	3.62	3.68	3.57	3.61	3.57	3.61	3.62	3.60	3.63	3.61	3.62
There are some things that I will always need to send by post	4.17	4.13	4.20	4.21	4.12	4.18	4.16	4.12	4.25g	4.14	4.11	4.16	4.21	4.18	4.17	4.14	4.18	4.16a	4.14a	3.85
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	3.39	3.55bc	3.30	3.36	3.41	3.39	3.39	3.44h	3.32	3.50	3.37	3.35	3.33	3.54lkn	3.34	3.51	3.37	3.55r	3.34	3.41
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	2.99	3.21bcd	2.86	3.00	3.00	2.99	3.00	3.00h	2.85	3.06	3.03	2.87	2.88	3.16kn	2.85	3.07	2.99	3.10	2.97	2.94

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QC3\_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humbreside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3871	2536	1335	602	1935	787	620	529	210	213	214	214	215	217	222	218	212	134	653
Weighted Base	3890	3345	545	129	3277	322	183	108	157	422	329	283	344	357	509	537	338	36*	286
Effective Base	2192	1869	323	106	1669	320	283	381	195	200	196	199	199	202	210	203	198	39	282
I prefer to send emails rather than letters wherever possible	3.84	3.85	3.78	3.80	3.86a	3.71	3.74	3.85	3.79	3.79	3.77	4.02h j k l	3.76	3.96 j p q	3.94 j p q	3.91 j p q	3.73	3.51	3.74
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3.68	3.69	3.63	3.70	3.66	3.77	3.77	3.74	3.63	3.65	3.57	3.55	3.66	3.84 k l m n o	3.63	3.71 k	3.70 k	3.87	3.75 p
I only use post if there is no alternative	3.19	3.24c	3.08	2.96	3.23e f	2.92	3.04	3.12e	3.02g	3.26g	3.13g	3.44 p q r	3.28 h q	3.44 q	3.35 p q	3.16q	3.08q	2.47	2.96q
I would feel cut off from society if I couldn't send or receive post	3.61	3.59	3.75p	3.62	3.60	3.69	3.72	3.66	3.59	3.63	3.63	3.42	3.54	3.60	3.55	3.55a	3.57 k	4.02 p q m n r	3.64 k
I only use post to send greetings cards	3.01	3.01	2.97	2.90	3.04e h	2.88	2.86	2.78	2.80	3.19 h r	3.00	2.95	2.83	3.07 b	3.12 h r	3.04	3.11 h	2.78	2.89
I send fewer letters by post now due to the cost	3.60	3.59	3.64	3.61	3.62	3.48	3.60	3.55	3.63	3.56	3.64	3.73 q	3.53	3.72 q	3.60	3.55	3.67	3.33	3.50
There are some things that I will always need to send by post	4.17	4.15	4.27 a	4.26	4.16	4.19	4.27	4.19	4.18	4.15	4.24	4.10	4.12	4.18	4.08	4.16	4.26 n	4.51 h k m n o	4.15
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	3.39	3.39	3.38	3.23	3.39	3.39	3.33	3.33	3.26	3.33	3.31	3.51	3.41	3.48	3.45	3.34	3.40	3.45	3.39
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	2.99	3.01	2.91	2.91	2.99	3.00	3.03	3.01	2.93	3.06	2.88	2.99	3.12	2.94	3.09	2.93	2.87	3.38	2.96

Proportions: Means: Columns Tested (5% risk level) - a|b|c - d|e|f|g - h|j|k|l|m|n|o|p|q  
\* small base

QC3\_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	3871	1400	149	715	1370	1568	535	248	117	2938	365	1636	1520	444	164	68	3156	232	744	1836
Weighted Base	3890	1378	155*	662	1323	1546	607	262	117*	2869	380	1538	1541	511	193	62*	3079	256	833	1747
Effective Base	2192	783	89	401	725	884	343	149	71	1609	220	885	857	279	105	42	1741	146	458	1025
I prefer to send emails rather than letters whenever possible	3.84	3.91 <sup>abc</sup>	3.69	3.76	3.79	3.84	3.77	4.04 <sup>defl</sup>	4.40 <sup>defj</sup>	3.82	4.15 <sup>defl</sup>	3.89 <sup>lm</sup>	3.83 <sup>lm</sup>	3.70	3.80	4.16 <sup>klmnopq</sup>	3.86 <sup>lm</sup>	3.88 <sup>lm</sup>	3.92	3.87
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3.68	3.74	3.72	3.79	3.92 <sup>efghij</sup>	3.64 <sup>efghj</sup>	3.43	3.45	3.45	3.77 <sup>efghj</sup>	3.45	3.76 <sup>lmnoq</sup>	3.63 <sup>lm</sup>	3.50	3.55	3.66	3.73 <sup>lmnoq</sup>	3.58	3.66	3.64
I only use post if there is no alternative	3.19	3.13	2.97	3.02	2.91	3.22 <sup>cd</sup>	3.42 <sup>oef</sup>	3.56 <sup>def</sup>	4.02 <sup>defg</sup>	3.88 <sup>g</sup>	3.76 <sup>defl</sup>	3.04	3.22 <sup>k</sup>	3.58 <sup>kp</sup>	3.45 <sup>kp</sup>	4.00 <sup>klmnopq</sup>	3.13	3.58 <sup>klmp</sup>	3.44 <sup>s</sup>	3.15
I would feel cut off from society if I couldn't send or receive post	3.61	3.72	3.93	3.84	4.10 <sup>efghj</sup>	3.53 <sup>efghj</sup>	3.20 <sup>h</sup>	3.08 <sup>h</sup>	2.53	3.80 <sup>efghj</sup>	2.92 <sup>h</sup>	3.81 <sup>lmnopq</sup>	3.61 <sup>lmnoq</sup>	3.33 <sup>noq</sup>	3.09	3.00	3.71 <sup>lmnoq</sup>	3.07	3.54	3.54
I only use post to send greetings cards	3.01	3.00	2.98	3.02	3.04 <sup>h</sup>	3.07 <sup>h</sup>	2.99 <sup>h</sup>	2.88	2.64	3.06 <sup>h</sup>	2.81	2.88	3.00 <sup>k</sup>	3.12 <sup>k</sup>	3.24 <sup>k</sup>	2.88	2.98	3.15 <sup>k</sup>	3.24 <sup>s</sup>	2.95
I send fewer letters by post now due to the cost	3.60	3.87	3.83	3.90	3.58	3.64	3.57	3.59	3.65	3.61	3.61	3.54	3.67 <sup>k</sup>	3.58	3.46	4.07 <sup>klmnopq</sup>	3.61	3.60	3.82 <sup>s</sup>	3.52
There are some things that I will always need to send by post	4.17	4.28	4.36	4.37	4.55 <sup>efghj</sup>	4.14 <sup>efghj</sup>	3.76 <sup>h</sup>	3.97 <sup>h</sup>	3.24	4.33 <sup>efghj</sup>	3.60 <sup>h</sup>	4.43 <sup>lmnopq</sup>	4.16 <sup>lmnoq</sup>	3.76	3.88	3.85	4.20 <sup>lmnoq</sup>	3.88	4.01	4.16 <sup>r</sup>
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	3.39	3.39	3.56	3.32	3.43 <sup>h</sup>	3.48 <sup>h</sup>	3.23	3.25	2.98	3.46 <sup>h</sup>	3.17	3.49 <sup>lmnoq</sup>	3.40 <sup>lmnoq</sup>	3.14	3.11	3.22	3.45 <sup>lmnoq</sup>	3.13	3.53 <sup>s</sup>	3.32
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	2.99	2.81	2.92	2.73	3.00 <sup>h</sup>	3.06 <sup>h</sup>	2.88 <sup>h</sup>	2.85	2.45	3.03 <sup>h</sup>	2.73	3.00	3.03	2.96	2.79	2.83	3.02	2.80	3.22 <sup>s</sup>	2.88

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
\* small base

QC3\_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3871	243	3574	54	1136	2503	232	3741	70	38	4	3849	18
Weighted Base	3890	261	3571	58*	1100	2562	228	3737	88*	39**	7**	3863	20**
Effective Base	2192	143	2017	31	641	1420	132	2107	46	23	4	2176	12
I prefer to send emails rather than letters whenever possible	3.84	3.76c	3.85c	3.49	3.80	3.87df	3.72	3.86m	3.47	3.39	3.29	3.84n	3.48
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3.68	3.79b	3.67	3.69	3.77df	3.65	3.61	3.89n	3.24	3.45	3.98	3.68h	3.34
I only use post if there is no alternative	3.19	3.26	3.19	3.25	3.23	3.18	3.15	3.20	3.18	2.99	2.96	3.19	3.19
I would feel cut off from society if I couldn't send or receive post	3.61	3.77	3.60	3.56	3.63f	3.60	3.42	3.62b	3.12	3.52	3.96	3.61h	3.38
I only use post to send greetings cards	3.01	3.15	2.99	3.47	3.03	2.99	3.09	3.00	3.16	3.21	3.46	3.01	3.32
I send fewer letters by post now due to the cost	3.60	3.64	3.60	3.45	3.66a	3.57	3.52	3.61	3.43	3.09	3.21	3.60	3.05
There are some things that I will always need to send by post	4.17	4.22c	4.17c	3.77	4.19f	4.19f	3.78	4.16n	3.76	3.78	4.22	4.17h	3.16
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	3.39	3.50	3.38	3.57	3.42	3.38	3.36	3.39	3.42	3.27	5.00	3.39	3.35
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	2.99	3.43b	2.96	3.24	3.05	2.97	3.03	2.98	3.15	3.11	4.32	2.99	3.31

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC3\_Mean Sending and receiving post - Agreement - Mean Summary

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3871	430	861	1290	1290	-	430	-	430	-	431	-	860	430	430	430	430
Weighted Base	3890	431	879	1290	1290	**	431	**	464	**	416	**	818	472	437	416	437
Effective Base	2192	220	492	726	756	-	220	-	251	-	242	-	475	253	249	248	259
I prefer to send emails rather than letters whenever possible	3.84	3.70	3.78	3.67ab	3.91ab	-	3.70	-	3.74	-	3.82f	-	3.84th	3.92th	3.95th	3.87th	3.92th
I prefer to send letters and emails to companies rather than make a phone call, so that I have a written record	3.68	3.70	3.77cd	3.63	3.66	-	3.70bc	-	3.79op	-	3.78io	-	3.60	3.69o	3.78op	3.54	3.66
I only use post if there is no alternative	3.19	3.00	3.14	3.18a	3.30ab	-	3.00	-	3.16	-	3.11	-	3.21f	3.15	3.26f	3.33f	3.31f
I would feel cut off from society if I couldn't send or receive post	3.61	3.71d	3.77cd	3.61d	3.47	-	3.74ob	-	3.74ob	-	3.80mmop	-	3.63o	3.58	3.53	3.42	3.46
I only use post to send greetings cards	3.01	3.03	2.90	3.00	3.08b	-	3.03	-	2.94	-	2.85	-	3.06j	2.91	3.18njm	3.01	3.05
I send fewer letters by post now due to the cost	3.60	3.47	3.62	3.56	3.67a	-	3.47	-	3.68	-	3.66	-	3.55	3.59	3.71f	3.60	3.70f
There are some things that I will always need to send by post	4.17	4.23	4.27cd	4.12	4.12	-	4.23	-	4.29op	-	4.25p	-	4.10	4.16	4.19	4.11	4.07
I would prefer postal services to be delivered in an environmentally sustainable way, even if it takes a little longer	3.39	-	-	3.37	3.41	-	-	-	-	-	-	-	3.35	3.41	3.49	3.42	3.31
I would prefer postal services to be delivered in an environmentally sustainable way, even if I had to pay more for it	2.99	-	-	2.99	2.99	-	-	-	-	-	-	-	3.01	2.97	3.07	2.96	2.95

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing



QC4\_1. How important to you are each of these channels of communication? - Post

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	3871	-	3871	505	2482	1837	2019	500	527	722	503	740	525	354	1027	1225	1619	879	3576	270	3871
Weighted Base	3890	-**	3890	550	2493	1882	1992	517	521	737	516	726	474	400	1038	1253	1600	874	3448	409	3871
Effective Base	2192	-	2192	294	1422	1064	1117	285	299	418	290	426	271	206	583	707	901	476	1969	209	3871
Irrelevant (1)	243	-	243	20	166	131	112	53	49	55	30	34	16	6	102	85	57	22	202	28	230
	6%	-	6%	4%	7%	7%	6%	10% <i>klm</i>	9% <i>klm</i>	7% <i>lm</i>	6% <i>m</i>	5% <i>m</i>	3%	2%	10% <i>opq</i>	7% <i>pd</i>	4%	3%	6%	7%	6%
Not very important (2)	949	-	949	114	628	477	465	161	124	166	121	199	119	60	284	286	378	179	819	121	1011
	24%	-	24%	21%	25%	23%	23%	41% <i>hijlm</i>	23% <i>lm</i>	22% <i>lm</i>	23% <i>lm</i>	23% <i>lm</i>	23% <i>lm</i>	15%	23% <i>q</i>	23%	24%	20%	24%	30%	26%
Fairly important (3)	1833	-	1833	264	1148	877	949	232	228	352	237	322	243	220	460	588	785	463	1643	185	1810
	47%	-	47%	48%	46%	47%	48%	45%	44%	46%	46%	44%	51%	55% <i>ghlm</i>	44%	47%	49%	53% <i>no</i>	48%	45%	47%
Essential (4)	865	-	865	151	551	397	466	72	120	165	128	170	96	114	191	293	380	210	783	75	820
	22%	-	22%	27% <i>cd</i>	22%	21%	23%	14%	23% <i>op</i>	22% <i>op</i>	25% <i>op</i>	23% <i>op</i>	20% <i>op</i>	29% <i>op</i>	18%	23% <i>n</i>	24% <i>n</i>	24% <i>n</i>	23%	18%	21%
NET Essential/Fairly important	2698	-	2698	415	1699	1274	1415	305	348	517	365	492	339	334	651	881	1166	673	2427	259	2650
	69%	-	69%	43% <i>cd</i>	68%	68%	71%	59%	53% <i>g</i>	51% <i>g</i>	54% <i>g</i>	53% <i>g</i>	54% <i>g</i>	54% <i>ghlm</i>	63%	53% <i>n</i>	53% <i>n</i>	53% <i>no</i>	53% <i>no</i>	63%	63%
NET Irrelevant/Not very important	1192	-	1192	135	794	608	577	214	173	221	151	233	135	68	388	372	434	201	1021	149	1241
	31%	-	31%	24%	32% <i>bc</i>	32%	29%	41% <i>hijklm</i>	33% <i>m</i>	30% <i>m</i>	29% <i>m</i>	32% <i>m</i>	29% <i>m</i>	16%	37% <i>opq</i>	39% <i>q</i>	27%	23%	30%	37% <i>n</i>	32%
Mean	2.85	-	2.85	2.89 <i>d</i>	2.84	2.82	2.89 <i>e</i>	2.62	2.60 <i>g</i>	2.65 <i>g</i>	2.60 <i>g</i>	2.67 <i>g</i>	2.65 <i>g</i>	3.11 <i>ghlm</i>	2.71	2.67 <i>n</i>	2.63 <i>n</i>	2.69 <i>no</i>	2.67 <i>s</i>	2.75	2.83
Std Dev.	0.83	-	0.83	0.79	0.84	0.84	0.82	0.85	0.90	0.85	0.84	0.82	0.76	0.70	0.88	0.85	0.78	0.74	0.83	0.83	0.83
Std Error	0.01	-	0.01	0.04	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.01	0.05	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC4\_1. How important to you are each of these channels of communication? - Post

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3871	927	1199	736	1009	2126	1745	2167	1652	438	476	979	1071	670	2526	443	3242	541	1931	108
Weighted Base	3890	705	1287	791	1107	1992	1899	2317	1521	458	508	1009	1059	610	2576	463	3238	530	1918	132*
Effective Base	2192	414	706	446	627	1119	1073	1232	944	261	284	593	584	333	1459	264	1821	317	1097	69
Irrelevant (1)	243	42	89	37	75	131	112	160	80	34	24	54	58	51	136	34	198	32	134	5
Not very important (2)	949	170	322	184	273	492	457	577	367	105	103	233	275	163	612	105	790	107	545	27
Fairly important (3)	1833	342	613	344	534	955	878	1047	758	213	241	503	494	275	1237	215	1530	249	867	63
Essential (4)	865	150	263	226	225	413	451	534	316	107	139	219	232	121	590	109	721	142	371	36
NET Essential/Fairly important	2696	482	877	570	760	1369	1330	1561	1074	320	380	722	725	386	1627	324	2251	392	1239	99
NET Irrelevant/Not very important	1192	213	410	221	348	623	569	737	448	139	127	288	333	214	748	139	988	138	680	32
Mean	2.85	2.85	2.82	2.86	2.82	2.83	2.88	2.84	2.86	2.86	2.85	2.88	2.85	2.76	2.89	2.86	2.86	2.85	2.77	2.99
Std Dev.	0.83	0.82	0.83	0.84	0.83	0.83	0.84	0.85	0.80	0.86	0.82	0.81	0.82	0.86	0.82	0.86	0.83	0.84	0.84	0.80
Std Error	0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.02	0.04	0.01	0.04	0.02	0.08

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QC4\_1. How important to you are each of these channels of communication? - Post

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3871	2536	1335	602	1935	787	620	529	210	213	214	214	215	217	222	218	212	134	653
Weighted Base	3890	3345	545	129	3277	322	183	108	157	422	329	283	344	357	509	537	338	36*	286
Effective Base	2192	1869	323	106	1669	320	283	381	195	200	196	199	199	202	210	203	198	39	282
Irrelevant (1)	243	222	21	5	204	25	7	8	10	24	18	19	27	21	33	32	18	1	25
	6%	7%	4%	4%	6%	3%	4%	3%	6%	6%	6%	7%	8%	6%	7%	6%	5%	2%	9%
Not very important (2)	949	798	150	33	802	71	44	31	43	93	74	84	87	83	118	130	80	8	64
	24%	24%	28%	25%	24%	22%	24%	23%	27%	22%	23%	30%	25%	23%	24%	27%	27%	21%	22%
Fairly important (3)	1833	1584	250	60	1539	162	89	44	72	207	174	121	142	178	232	246	167	19	143
	47%	47%	46%	47%	47%	50%	48%	41%	46%	49%	53%	43%	41%	50%	46%	46%	49%	53%	50%
Essential (4)	865	741	124	32	732	63	44	26	32	97	62	60	88	75	125	129	63	9	55
	22%	22%	23%	25%	22%	20%	24%	24%	21%	23%	19%	21%	26%	21%	25%	24%	19%	24%	19%
NET Essential/Fairly important	2695	2325	373	92	2271	225	133	69	104	305	236	180	230	253	358	375	230	28	108
	69%	69%	69%	71%	69%	70%	72%	64%	66%	72%	72%	64%	67%	71%	70%	70%	68%	77%	69%
NET Irrelevant/Not very important	1192	1021	171	37	1006	97	51	39	53	117	93	103	114	104	151	162	108	8	89
	31%	31%	31%	29%	31%	30%	28%	36%	34%	28%	28%	36%	33%	29%	30%	30%	32%	23%	31%
Mean	2.85	2.85	2.87	2.92	2.85	2.82	2.93	2.81	2.81	2.89	2.85	2.78	2.85	2.86	2.88	2.88	2.81	3.00	2.79
Std Dev.	0.83	0.84	0.80	0.80	0.83	0.84	0.79	0.88	0.84	0.82	0.79	0.85	0.90	0.82	0.85	0.84	0.80	0.73	0.85
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.06	0.06	0.05	0.06	0.06	0.06	0.06	0.06	0.05	0.06	0.03

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QC4\_1. How important to you are each of these channels of communication? - Post

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	3871	1400	149	715	1370	1568	535	248	117	2938	365	1636	1520	444	164	68	3156	232	744	1836
Weighted Base	3890	1378	155*	662	1323	1546	607	262	117*	2869	380	1538	1541	511	193	62*	3079	256	833	1747
Effective Base	2192	783	89	401	725	884	343	149	71	1609	220	885	857	279	105	42	1741	146	458	1025
Irrelevant	(1) 243	93	9	31	45	83	42	30	33	128	63	90	78	36	13	16	168	30	35	136
	6%	7%	6%	5%	3%	5%	7% <b>d</b>	4% <b>d</b>	3% <b>d</b>	4% <b>d</b>	4%	6%	5%	7%	7%	5% <b>k</b>	5%	15% <b>k</b>	4%	8% <b>r</b>
Not very important	(2) 949	352	45	150	220	362	182	122	51	582	173	346	361	138	75	19	707	94	148	531
	24%	26%	29%	23%	17%	23% <b>d</b>	30% <b>d</b>	46% <b>d</b>	44% <b>d</b>	20% <b>d</b>	44% <b>d</b>	22%	23%	27%	59% <b>k</b>	31%	23%	37% <b>k</b>	18%	30% <b>r</b>
Fairly important	(3) 1833	644	69	349	585	800	323	90	23	1386	112	615	809	284	84	21	1423	106	411	769
	47%	47%	45%	53%	44% <b>g</b>	52% <b>g</b>	53% <b>g</b>	34% <b>h</b>	19%	48% <b>g</b>	30%	40%	52% <b>k</b>	58% <b>k</b>	44%	34%	46% <b>k</b>	41%	49%	44%
Essential	(4) 865	289	32	132	472	300	59	21	11	773	32	488	293	53	21	6	780	26	239	311
	22%	21%	20%	20%	55% <b>f</b>	41% <b>f</b>	10%	8%	5%	72% <b>f</b>	8%	57% <b>f</b>	43% <b>f</b>	16%	11%	8%	72% <b>f</b>	10%	54% <b>s</b>	16%
NET Essential/Fairly important	2698	933	101	481	1058	1101	382	110	33	2159	144	1102	1101	338	105	27	2204	132	650	1080
	69%	68%	65%	73%	80% <b>f</b>	71% <b>f</b>	83% <b>g</b>	42%	28%	78% <b>f</b>	38%	72% <b>f</b>	71% <b>f</b>	68% <b>f</b>	54%	43%	72% <b>f</b>	52%	76% <b>s</b>	62%
NET Irrelevant/Not very important	1192	445	54	181	285	445	225	152	84	710	236	436	440	173	88	35	875	124	183	687
	31%	32%	35%	27%	20%	25% <b>d</b>	37% <b>d</b>	50% <b>d</b>	47% <b>d</b>	25% <b>d</b>	52% <b>d</b>	28%	29%	34%	49% <b>k</b>	37% <b>k</b>	28%	49% <b>k</b>	22%	33% <b>r</b>
Mean	2.85	2.82	2.80	2.88	3.12(g)	3.52(g)	2.60(g)	2.33h	2.10	3.28(g)	2.30	2.50(m)	2.43(m)	2.10(n)	2.58(n)	2.26	2.71(m)	2.50	3.03(r)	2.72
Std Dev.	0.83	0.84	0.83	0.77	0.80	0.79	0.75	0.79	0.91	0.81	0.84	0.88	0.78	0.75	0.77	0.95	0.83	0.83	0.79	0.85
Std Error	0.01	0.02	0.07	0.03	0.02	0.02	0.03	0.05	0.08	0.01	0.04	0.02	0.02	0.04	0.06	0.12	0.01	0.05	0.03	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
 \* small base

QC4\_1. How important to you are each of these channels of communication? - Post

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3871	243	3574	54	1136	2503	232	3741	70	38	4	3849	18
Weighted Base	3890	261	3571	58*	1100	2562	228	3737	88*	39**	7**	3863	20**
Effective Base	2192	143	2017	31	641	1420	132	2107	46	23	4	2176	12
Irrelevant	(1) 243	11	228	5	64	157	22	234	-	6	-	240	3
	6%	4%	6%	8%	6%	6%	10%	6%	-	15%	-	6%	17%
Not very important	(2) 949	50	893	6	215	690	43	923	12	10	-	945	4
	24%	19%	25%	10%	20%	27% <sup>adj</sup>	19%	25%	14%	24%	-	24%	20%
Fairly important	(3) 1833	117	1678	38	552	1166	116	1738	61	21	4	1820	9
	47%	45%	47%	69% <sup>adj</sup>	59% <sup>adj</sup>	45%	51%	47%	70% <sup>adj</sup>	54%	51%	47%	47%
Essential	(4) 865	83	772	3	269	549	47	841	14	3	4	858	3
	22%	33% <sup>adj</sup>	22%	16%	34%	21%	21%	23%	16%	7%	4%	22%	16%
NET Essential/Fairly important	2688	200	2450	47	820	1715	163	2579	75	24	7	2678	12
	69%	77% <sup>adj</sup>	69%	81%	75% <sup>adj</sup>	67%	71%	69%	88% <sup>adj</sup>	61%	100%	69%	63%
NET Irrelevant/Not very important	1192	60	1121	11	279	847	65	1157	12	15	-	1185	7
	31%	23%	33% <sup>adj</sup>	19%	25%	33% <sup>adj</sup>	29%	31% <sup>adj</sup>	14%	39%	-	31% <sup>adj</sup>	37%
Mean	2.85	2.84	2.89	2.89	2.83	2.82	2.82	2.85	3.02	2.53	3.40	2.85	2.63
Std Dev.	0.83	0.82	0.83	0.77	0.82	0.84	0.87	0.84	0.55	0.84	0.54	0.83	0.97
Std Error	0.01	0.05	0.01	0.10	0.02	0.02	0.06	0.01	0.07	0.14	0.27	0.01	0.23

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC4\_1. How important to you are each of these channels of communication? - Post

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3871	430	361	1290	1290	-	430	-	430	-	431	-	850	430	430	430	430
Weighted Base	3890	431	879	1290	1290	**	431	**	464	**	416	**	818	472	437	416	437
Effective Base	2192	220	492	726	756	-	220	-	251	-	242	-	475	253	249	248	259
Irrelevant	(1) 243	24	48	84	87	-	24	-	24	-	25	-	41	43	23	32	32
	6%	6%	6%	6%	7%	-	6%	-	5%	-	6%	-	5%	9% <i>kl</i>	5%	8%	7%
Not very important	(2) 949	73	197	327	353	-	73	-	104	-	93	-	220	107	127	115	111
	24%	17%	22%	25% <i>ka</i>	27% <i>lab</i>	-	17%	-	22%	-	22%	-	27% <i>kl</i>	23%	27% <i>kl</i>	27% <i>kl</i>	27% <i>kl</i>
Fairly important	(3) 1833	234	420	573	607	-	234	-	225	-	195	-	362	212	219	186	202
	47%	54% <i>kl</i>	48%	44%	47%	-	52% <i>klmno</i>	-	48%	-	47%	-	44%	45%	50%	45%	46%
Essential	(4) 865	100	214	306	244	-	100	-	111	-	103	-	196	110	68	83	93
	22%	23%	24% <i>kl</i>	24% <i>kl</i>	19%	-	23% <i>kl</i>	-	24% <i>klm</i>	-	22% <i>klm</i>	-	24% <i>klm</i>	23% <i>klm</i>	16%	20%	21%
NET Essential/Fairly important	2898	334	634	880	850	-	334	-	336	-	298	-	558	322	287	269	294
	69%	76% <i>klmno</i>	72% <i>klm</i>	68%	66%	-	72% <i>klmno</i>	-	72%	-	72%	-	68%	68%	66%	65%	67%
NET Irrelevant/Not very important	1192	97	245	410	440	-	97	-	128	-	118	-	260	150	150	147	143
	31%	22%	28%	32% <i>ka</i>	34% <i>lab</i>	-	22%	-	28%	-	28%	-	32% <i>kl</i>	33% <i>kl</i>	34% <i>kl</i>	33% <i>kl</i>	33% <i>kl</i>
Mean	2.85	2.85 <i>kl</i>	2.91 <i>kl</i>	2.85	2.78	-	2.85 <i>no</i>	-	2.91 <i>kl</i>	-	2.91 <i>kl</i>	-	2.87	2.83	2.76	2.77	2.81
Std Dev.	0.83	0.79	0.83	0.85	0.83	-	0.79	-	0.81	-	0.84	-	0.83	0.89	0.77	0.86	0.85
Std Error	0.01	0.04	0.03	0.02	0.02	-	0.04	-	0.04	-	0.04	-	0.03	0.04	0.04	0.04	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) Ineligible for sig testing

QC4\_2. How important to you are each of these channels of communication? - Phone calls

Base : All participants

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	-**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Irrelevant (1)	25	-	25	4	22	14	11	9	1	5	4	6	-	-	10	9	6	-	22	3	23
Not very important (2)	182	-	182	41	141	95	86	23	16	45	27	44	15	13	38	72	72	28	161	18	181
Fairly important (3)	1059	-	1059	145	914	558	498	123	159	210	137	184	144	101	282	347	430	245	928	129	1065
Essential (4)	1313	-	1313	197	1116	591	720	188	171	228	165	254	159	149	358	393	562	308	1146	155	1311
NET Essential/Fairly important	2372	-	2372	342	2030	1149	1218	310	330	438	302	436	303	250	640	740	992	553	2074	284	2376
NET Irrelevant/Not very important	208	-	208	45	163	108	98	32	17	50	31	50	15	13	49	81	78	28	183	21	204
Mean	3.42	-	3.42	3.38	3.43	3.37	3.45	3.43	3.44	3.35	3.39	3.40	3.46	3.51	3.43	3.37	3.45	3.48	3.42	3.43	3.42
Std Dev.	0.67	-	0.67	0.71	0.66	0.67	0.66	0.73	0.60	0.69	0.69	0.70	0.58	0.59	0.67	0.69	0.64	0.59	0.67	0.65	0.66
Std Error	0.01	-	0.01	0.04	0.01	0.02	0.02	0.04	0.03	0.03	0.04	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.01	0.05	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC4\_2. How important to you are each of these channels of communication? - Phone calls

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1602	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Irrelevant (1)	25	3	*	5	17	3	22	14	11	8	4	8	5	*	17	8	17	10	14	2
	1%	1%		1% <b>u</b>	2% <b>u</b>	*	2% <b>u</b>	1%	1%	2% <b>u</b>	1%	1%	1%	*	1%	3% <b>u</b>	1%	2%	1%	1%
Not very important (2)	182	36	60	43	44	95	87	111	89	27	21	54	38	32	113	27	145	35	144	3
	7%	8%	7%	8%	6%	7%	7%	7%	7%	10%	7%	8%	5%	8%	7%	9%	7%	7%	7%	2%
Fairly important (3)	1059	181	357	214	307	538	521	648	405	111	129	284	319	144	731	112	889	204	798	57
	41%	39%	42%	39%	43%	41%	41%	42%	40%	40%	40%	41%	44% <b>u</b>	36%	42%	40%	41%	38%	42%	44%
Essential (4)	1313	250	431	290	342	681	632	772	527	132	171	345	362	226	878	135	1119	281	963	69
	51%	53%	51%	53%	48%	52%	50%	50%	52%	47%	53%	50%	50%	56%	50%	48%	52%	53%	50%	53%
NET Essential/Fairly important	2372	431	785	504	649	1219	1153	1420	922	243	300	629	681	370	1610	247	2007	465	1761	127
	92%	92%	93%	91%	91%	93%	91%	92%	92%	88%	92%	91%	94% <b>u</b>	92%	93% <b>u</b>	88%	93% <b>u</b>	91%	92%	96%
NET Irrelevant/Not very important	208	39	60	49	61	99	109	125	80	35	25	61	43	32	130	35	162	45	158	5
	8%	8%	7%	9%	9%	7%	9%	8%	8%	12% <b>u</b>	8%	9%	6%	8%	7%	12% <b>u</b>	7%	9%	8%	4%
Mean	3.42	3.44	3.44	3.43	3.37	3.44	3.40	3.41	3.43	3.32	3.44	3.40	3.43	3.40	3.42	3.33	3.43	3.43	3.41	3.48
Std Dev.	0.67	0.66	0.62	0.68	0.71	0.64	0.69	0.66	0.67	0.76	0.67	0.68	0.63	0.64	0.66	0.76	0.65	0.70	0.66	0.61
Std Error	0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.02	0.03	0.02	0.05	0.01	0.03	0.02	0.06

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base



QC4\_2. How important to you are each of these channels of communication? - Phone calls

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
Irrelevant (1)	25	23	2	*	22	2	*	*	1	-	5	2	3	4	2	2	3	-	2
Not very important (2)	182	159	23	4	149	17	11	5	7	15	22	8	15	8	21	33	19	1	15
Fairly important (3)	1059	918	141	34	885	101	45	28	44	109	84	79	89	104	137	142	98	12	89
Essential (4)	1313	1119	194	37	1112	97	67	38	52	159	102	99	121	124	178	175	102	10	87
NET Essential/Fairly important	2272	2037	325	71	1997	198	112	66	97	287	186	178	210	229	315	316	200	22	176
NET Irrelevant/Not very important	208	183	25	5	172	19	12	6	8	15	27	10	18	12	24	36	22	1	18
Mean	3.42	3.41	3.46	3.43	3.42	3.35	3.44	3.45	3.42	3.51**	3.33	3.47	3.44	3.45	3.45	3.39	3.35	3.38	3.35
Std Dev.	0.67	0.67	0.64	0.62	0.67	0.67	0.67	0.65	0.65	0.60	0.76	0.63	0.67	0.65	0.64	0.69	0.69	0.60	0.68
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.03	0.06	0.05	0.06	0.05	0.06	0.05	0.05	0.06	0.06	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QC4\_2. How important to you are each of these channels of communication? - Phone calls

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Irrelevant	(1) 25	14	4	6	6	9	5	2	2	15	3	8	5	5	5	1	13	6	9	16
	1%	1%	4%	1%	1%	1%	1%	1%	2%	1%	1%	1%	*	2%	4%kp	3%	1%	4%kp	1%	1%
Not very important	(2) 182	82	12	42	44	65	33	28	9	109	37	62	69	28	14	6	131	20	55	128
	7%	9%	13%	10%	5%	6%	8%	17%def	12%cd	6%	15%def	6%	7%	10%	12%	16%	6%	13%kqp	7%	7%
Fairly important	(3) 1059	386	39	190	247	482	223	72	24	729	95	354	478	153	58	11	832	68	342	716
	41%	42%	41%	44%	28%	46%cd	55%denj	42%cd	32%	38%kd	40%cd	33%	46%kp	52%kp	49%k	27%	39%k	43%k	41%	41%
Essential	(4) 1313	442	40	196	577	483	145	66	40	1061	106	655	481	109	41	21	1136	63	427	886
	51%	48%	42%	44%	43%efqj	41%cd	36%	39%	5%cd	53%denj	44%	61%mmnpq	47%km	37%	35%	54%	51%mmnq	40%	51%	51%
NET Essential/Fairly important	2372	828	80	386	824	955	368	138	64	1790	201	1009	959	262	99	32	1968	131	769	1603
	92%	90%	83%	89%	84%ghj	83%kn	81%gij	82%	86%	84%ghj	83%	83%mmnq	83%kuc	89%	84%	80%	83%mmnq	83%	92%	92%
NET Irrelevant/Not very important	208	96	16	49	50	74	38	29	11	124	40	70	74	33	18	8	144	26	64	144
	8%	10%	17%	11%	6%	7%	9%	19%def	14%cd	6%	17%def	7%	7%	11%kqp	11%kqp	20%	7%	17%cdkqp	8%	8%
Mean	3.42	3.36	3.22	3.32	3.30efghj	3.32ghj	3.25	3.21	3.38	3.28	3.28	3.52mmnpq	3.53mmnq	3.24	3.16	3.31	3.42mmnq	3.19	3.43	3.43
Std Dev.	0.67	0.71	0.81	0.71	0.62	0.64	0.65	0.75	0.78	0.64	0.78	0.64	0.63	0.69	0.78	0.87	0.64	0.81	0.66	0.67
Std Error	0.01	0.02	0.08	0.03	0.02	0.02	0.03	0.06	0.09	0.01	0.05	0.02	0.02	0.04	0.08	0.14	0.01	0.07	0.02	0.02

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)fg(h)ij - k(l)mn(o)p(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC4\_2. How important to you are each of these channels of communication? - Phone calls

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Irrelevant	(1) 25 1%	4	20	2	12	13	1	23	3	-	-	25	-
Not very important	(2) 182 7%	6	172	5	61	112	9	171	5	5	-	181	2
Fairly important	(3) 1059 47%	4%	7%	12%	9%	6%	6%	7%	7%	15%	-	7%	11%
Essential	(4) 1313 57%	61	983	15	288	711	60	998	37	18	-	1052	7
NET Essential/Fairly important	2372 92%	39%	41%	39%	41%	41%	43%	40%	58%	57%	-	47%	47%
NET Irrelevant/Not very important	208 8%	84	1211	18	347	896	70	1274	20	9	5	1302	6
Mean	3.42	54%	51%	45%	46%	42%	50%	53%	31%	28%	100%	53%	43%
Std Dev.	0.67	145	2194	33	635	1607	130	2271	57	26	5	2354	13
Std Error	0.01	94%	92%	84%	90%	93%	93%	92%	89%	85%	100%	92%	89%
		10	192	6	73	125	10	194	7	5	-	206	2
		6%	8%	16%	10%	7%	7%	8%	11%	15%	-	8%	11%
		3.45	3.42	3.26	3.37	3.44	3.43	3.43	3.15	3.13	4.00	3.42	3.32
		0.70	0.66	0.82	0.71	0.65	0.65	0.66	0.73	0.65	0.00	0.67	0.66
		0.01	0.01	0.14	0.03	0.02	0.05	0.01	0.10	0.13	0.00	0.01	0.18

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC4\_2. How important to you are each of these channels of communication? - Phone calls

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	850	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Irrelevant	(1) 25	-	-	13	12	-	-	-	-	-	-	-	8	5	3	7	2
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	1%	1%	2%	1%
Not very important	(2) 182	-	-	106	77	-	-	-	-	-	-	-	71	35	20	24	32
	7%	-	-	8%	6%	-	-	-	-	-	-	-	8%	7%	5%	6%	7%
Fairly important	(3) 1059	-	-	517	542	-	-	-	-	-	-	-	332	185	177	177	187
	41%	-	-	40%	42%	-	-	-	-	-	-	-	41%	39%	41%	43%	43%
Essential	(4) 1313	-	-	654	660	-	-	-	-	-	-	-	407	247	236	208	216
	51%	-	-	51%	51%	-	-	-	-	-	-	-	50%	52%	54%	50%	49%
NET Essential/Fairly important	2372	-	-	1171	1201	-	-	-	-	-	-	-	739	432	413	385	403
	92%	-	-	91%	93%	-	-	-	-	-	-	-	90%	92%	93%	93%	92%
NET Irrelevant/Not very important	208	-	-	119	89	-	-	-	-	-	-	-	73	40	23	31	34
	8%	-	-	9%	7%	-	-	-	-	-	-	-	8%	9%	5%	7%	8%
Mean	3.42	-	-	3.40	3.43	-	-	-	-	-	-	-	3.39	3.43	3.48	3.41	3.41
Std Dev.	0.67	-	-	0.68	0.65	-	-	-	-	-	-	-	0.69	0.68	0.62	0.68	0.65
Std Error	0.01	-	-	0.02	0.02	-	-	-	-	-	-	-	0.02	0.03	0.03	0.03	0.03

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QC4\_4. How important to you are each of these channels of communication? - Text messages

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	3871	-	3871	505	2482	1837	2019	500	527	722	503	740	525	354	1027	1225	1619	879	3576	270	3871
Weighted Base	3890	-**	3890	550	2493	1882	1992	517	521	737	516	726	474	400	1038	1253	1600	874	3448	409	3871
Effective Base	2192	-	2192	294	1422	1064	1117	285	299	418	290	426	271	206	583	707	901	476	1969	209	3871
Irrelevant (1)	86	-	86	13	55	54	32	8	8	6	4	30	7	23	15	10	60	30	72	10	83
Not very important (2)	2%	-	2%	2%	2%	3% <i>f</i>	2%	2%	1%	1%	1%	4% <i>ghijl</i>	1%	6% <i>ghijl</i>	1%	1%	4% <i>no</i>	3% <i>no</i>	2%	2%	2%
Fairly important (3)	403	-	403	62	236	230	172	35	46	72	43	74	72	60	81	116	208	132	356	44	398
Essential (4)	10%	-	10%	11%	9%	42% <i>f</i>	9%	7%	9%	10%	8%	10%	10%	10%	8%	9%	13% <i>op</i>	13% <i>op</i>	10%	11%	10%
NET Essential/Fairly important	1858	-	1858	221	1204	928	919	189	242	336	267	363	253	200	431	603	824	451	1678	169	1840
NET Irrelevant/Not very important	488	-	488	40%	48% <i>uc</i>	49%	46%	37%	46% <i>g</i>	46% <i>g</i>	52% <i>g</i>	50% <i>g</i>	53% <i>g</i>	52% <i>g</i>	41%	48% <i>n</i>	52% <i>n</i>	49% <i>n</i>	41%	48%	48%
Mean	3.25	-	3.25	3.30	3.26	3.18	3.32 <i>e</i>	3.45 <i>hijklm</i>	3.32 <i>km</i>	3.32 <i>km</i>	3.28 <i>km</i>	3.17 <i>m</i>	3.12	3.00	3.38 <i>opq</i>	3.31 <i>pq</i>	3.11	3.07	3.24	3.30	3.25
Std Dev.	0.73	-	0.73	0.76	0.72	0.75	0.70	0.69	0.69	0.68	0.65	0.77	0.70	0.81	0.69	0.67	0.77	0.76	0.72	0.75	0.72
Std Error	0.01	-	0.01	0.03	0.01	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.03	0.01	0.05	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC4\_4. How important to you are each of these channels of communication? - Text messages

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3871	927	1199	736	1009	2126	1745	2167	1652	438	476	979	1071	670	2526	443	3242	541	1931	108
Weighted Base	3890	705	1287	791	1107	1992	1899	2317	1521	458	508	1009	1059	610	2576	463	3238	530	1918	132*
Effective Base	2192	414	706	446	627	1119	1073	1232	944	261	284	593	584	333	1459	264	1821	317	1097	69
Irrelevant (1)	86	10	31	18	27	41	45	41	42	9	19	28	14	8	61	9	69	13	47	3
Not very important (2)	403	84	131	72	110	215	187	196	202	59	49	104	110	53	264	59	319	54	202	9
Fairly important (3)	1858	301	626	370	561	927	931	1072	759	244	238	483	498	291	1219	245	1530	250	909	65
Essential (4)	488	43%	49%	47%	51%	47%	49%	46%	50%	53%	47%	48%	47%	48%	47%	53%	47%	47%	47%	50%
NET Essential/Fairly important	1544	309	499	331	404	808	736	1010	518	146	202	394	437	258	1032	149	1321	213	761	55
NET Irrelevant/Not very important	403	49%	39%	42%	37%	41%	39%	44%	34%	32%	40%	33%	33%	33%	40%	32%	41%	40%	40%	42%
NET Essential/Fairly important	3402	610	1125	701	865	1735	1696	2082	1277	390	435	877	935	540	2251	394	2511	463	1670	120
NET Irrelevant/Not very important	488	87%	87%	89%	87%	87%	88%	80%	84%	85%	87%	87%	88%	90%	87%	85%	88%	87%	87%	91%
Mean	3.25	3.29	3.24	3.28	3.21	3.26	3.24	3.23	3.15	3.15	3.23	3.23	3.20	3.31	3.25	3.16	3.27	3.25	3.24	3.31
Std Dev	0.73	0.73	0.73	0.72	0.72	0.73	0.72	0.70	0.75	0.71	0.77	0.74	0.70	0.68	0.73	0.71	0.72	0.73	0.74	0.69
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.03	0.04	0.02	0.02	0.03	0.01	0.03	0.01	0.03	0.02	0.07

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QC4\_4. How important to you are each of these channels of communication? - Text messages

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3871	2536	1335	602	1935	787	620	529	210	213	214	214	215	217	222	218	212	134	653
Weighted Base	3890	3345	545	129	3277	322	183	108	157	422	329	283	344	357	509	537	338	36*	286
Effective Base	2192	1869	323	106	1669	320	283	381	195	200	196	199	199	202	210	203	198	39	282
Irrelevant (1)	86	73	12	4	73	4	8	1	1	7	6	4	10	4	14	16	11	-	4
	2%	2%	2%	3%	2%	1%	4%	1%	1%	2%	2%	1%	3%	1%	3%	3%	3%	-	1%
Not very important (2)	403	335	68	20	336	36	20	10	15	47	32	28	27	36	48	67	38	5	31
	19%	10%	12%	16%	10%	11%	11%	9%	10%	11%	10%	10%	9%	8%	12%	11%	11%	14%	11%
Fairly important (3)	1858	1608	250	44	1571	154	85	47	75	204	165	139	174	172	237	240	165	15	140
	48%	48%	46%	34%	48%	48%	46%	44%	48%	48%	50%	49%	51%	48%	47%	45%	49%	41%	49%
Essential (4)	1544	1330	215	61	1296	128	71	50	65	165	127	112	132	145	210	215	124	16	112
	40%	40%	39%	47%	40%	40%	39%	43%	41%	39%	39%	40%	39%	41%	41%	40%	37%	45%	39%
NET Essential/Fairly important	3402	2937	465	105	2867	282	156	97	140	368	292	252	307	317	448	455	289	31	251
	87%	88%	85%	81%	88%	88%	85%	90%	89%	87%	89%	89%	89%	88%	88%	85%	85%	86%	88%
NET Irrelevant/Not very important	488	408	80	24	410	40	28	11	17	54	37	32	37	40	62	82	49	5	35
	13%	12%	15%	19%	12%	12%	15%	10%	11%	13%	11%	11%	11%	12%	15%	15%	14%	12%	12%
Mean	3.25	3.25	3.22	3.26	3.25	3.26	3.19	3.35	3.30	3.25	3.25	3.27	3.25	3.28	3.27	3.22	3.19	3.31	3.26
Std Dev.	0.73	0.72	0.75	0.83	0.73	0.70	0.79	0.69	0.68	0.71	0.70	0.69	0.72	0.69	0.74	0.77	0.76	0.72	0.70
Std Error	0.01	0.01	0.02	0.03	0.02	0.02	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QC4\_4. How important to you are each of these channels of communication? - Text messages

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
	Total																			
Unweighted Base	3871	1400	149	715	1370	1568	535	248	117	2938	365	1636	1520	444	164	68	3156	232	744	1836
Weighted Base	3890	1378	155*	662	1323	1546	607	262	117*	2869	380	1538	1541	511	193	62*	3079	256	833	1747
Effective Base	2192	783	89	401	725	884	343	149	71	1609	220	885	857	279	105	42	1741	146	458	1025
Irrelevant	(1) 86	53	4	24	35	29	14	4	2	64	7	33	19	17	6	5	52	11	20	43
	2%	4%	2%	4%	3%	2%	2%	2%	2%	2%	2%	2%	1%	3%	3%	2%	2%	2%	2%	2%
Not very important	(2) 403	164	20	98	128	140	81	31	13	268	44	128	146	79	35	7	274	42	81	183
	10%	12%	13%	15%	10%	9%	13%el	12%	11%	9%	12%	8%	9%	15%kp	18%kp	12%	9%	16%kp	10%	10%
Fairly important	(3) 1858	693	81	361	521	827	326	112	53	1348	165	592	835	270	99	37	1426	136	365	859
	48%	50%	53%	55%	39%	54%dgj	54%dgj	43%	45%	47%kl	43%	38%	54%kp	53%kp	51%k	60%k	46%k	53%k	44%	49%
Essential	(4) 1544	468	49	179	638	550	186	115	49	1189	184	785	542	146	54	13	1327	67	366	662
	40%	34%	32%	27%	45%el	36%	31%	45%k	45%	41%ef	45%el	61%mmnpq	63%mm	29%	28%	21%	41%mmnoq	26%	34%	38%
NET Essential/Fairly important	3402	1161	131	540	1160	1377	512	227	101	2538	328	1377	1377	415	153	51	2753	203	731	1521
	87%	84%	84%	82%	88%	89%l	84%	86%	87%	88%l	87%	89%mmnq	89%mmnq	81%	79%	81%	89%mmnq	79%	88%	87%
NET Irrelevant/Not very important	488	217	24	122	163	169	95	35	16	331	51	161	164	96	41	12	326	53	102	226
	13%	16%	16%	18%	12%	11%	13%el	14%	13%	12%	13%	10%	11%	19%kp	21%kp	19%	11%	21%kp	12%	13%
Mean	3.25	3.14c	3.14	3.05	3.33ef	3.23	3.13	3.27	3.26	3.21	3.21	3.30mmnpq	3.23mmnq	3.06	3.03	2.95	3.11mmnq	3.01	3.29	3.23
Std Dev.	0.73	0.77	0.73	0.75	0.76	0.68	0.72	0.74	0.74	0.72	0.74	0.73	0.66	0.75	0.77	0.80	0.70	0.77	0.74	0.73
Std Error	0.01	0.02	0.06	0.03	0.02	0.02	0.03	0.05	0.07	0.01	0.04	0.02	0.02	0.04	0.06	0.10	0.01	0.05	0.03	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
 \* small base



QC4\_4. How important to you are each of these channels of communication? - Text messages

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3871	243	3574	54	1136	2503	232	3741	70	38	4	3849	18
Weighted Base	3890	261	3571	58*	1100	2562	228	3737	88*	39**	7**	3863	20**
Effective Base	2192	143	2017	31	641	1420	132	2107	46	23	4	2176	12
Irrelevant	(1) 86 2%	6	79	-	27	56	2	79	4	1	-	85	1
Not very important	(2) 403 10%	38	356	8	125	258	20	376	20	3	-	399	4
Fairly important	(3) 1858 48%	127	1691	39	519	1220	120	1776	44	22	5	1842	10
Essential	(4) 1544 40%	89	1444	11	429	1028	87	1506	20	12	2	1538	4
NET Essential/Fairly important	87%	83%	3196	50	948	2248	206	3282	64	34	7	3380	15
NET Irrelevant/Not very important	13%	17%	326	3.05	3.23	3.26	3.27	3.25	2.91	3.15	3.25	3.23	2.90
Mean	3.25	3.14	3.26	3.05	3.23	3.26	3.27	3.25	2.91	3.15	3.25	3.23	2.90
Std Dev.	0.73	0.75	0.72	0.58	0.74	0.72	0.66	0.72	0.80	0.73	0.47	0.73	0.82
Std Error	0.01	0.05	0.01	0.08	0.02	0.01	0.04	0.01	0.10	0.12	0.23	0.01	0.19

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC4\_4. How important to you are each of these channels of communication? - Text messages

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3871	430	361	1290	1290	-	430	-	430	-	431	-	850	430	430	430	430
Weighted Base	3890	431	879	1290	1290	**	431	**	464	-	416	**	818	472	437	416	437
Effective Base	2192	220	492	726	756	-	220	-	251	-	242	-	475	253	249	248	259
Irrelevant (1)	86	8	15	31	32	-	8	-	8	-	7	-	21	10	6	13	12
	2%	2%	2%	2%	2%	-	2%	-	2%	-	2%	-	3%	2%	1%	3%	3%
Not very important (2)	403	35	104	135	129	-	35	-	62	-	41	-	80	55	47	41	41
	10%	8%	12%	10%	10%	-	8%	-	13%	-	10%	-	10%	12%	11%	10%	9%
Fairly important (3)	1866	229	405	633	592	-	229	-	196	-	206	-	405	227	193	193	206
	48%	53%	46%	49%	46%	-	53%	-	42%	-	50%	-	50%	48%	44%	46%	47%
Essential (4)	1544	160	356	491	537	-	160	-	197	-	159	-	311	180	190	169	178
	40%	37%	40%	38%	42%	-	37%	-	43%	-	38%	-	38%	38%	44%	41%	41%
NET Essential/Fairly important	3402	389	760	1124	1129	-	389	-	393	-	368	-	717	407	383	362	384
	87%	90%	86%	87%	86%	-	90%	-	85%	-	88%	-	88%	86%	88%	87%	88%
NET Irrelevant/Not very important	488	42	119	166	161	-	42	-	71	-	46	-	101	65	54	54	53
	13%	10%	14%	13%	12%	-	10%	-	15%	-	12%	-	12%	14%	12%	13%	12%
Mean	3.25	3.26	3.25	3.23	3.27	-	3.26	-	3.25	-	3.25	-	3.23	3.22	3.30	3.24	3.26
Std Dev.	0.73	0.68	0.73	0.73	0.74	-	0.68	-	0.75	-	0.70	-	0.73	0.73	0.72	0.76	0.74
Std Error	0.01	0.03	0.02	0.02	0.02	-	0.03	-	0.04	-	0.03	-	0.02	0.04	0.03	0.04	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QC4\_5. How important to you are each of these channels of communication? - Email

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	3871	-	3871	505	2482	1837	2019	500	527	722	503	740	525	354	1027	1225	1619	879	3576	270	3871
Weighted Base	3890	**	3890	550	2493	1882	1992	517	521	737	516	726	474	400	1038	1253	1600	874	3448	409	3871
Effective Base	2192	-	2192	294	1422	1064	1117	285	299	418	290	426	271	206	583	707	901	476	1969	209	3871
Irrelevant (1)	108	-	108	18	73	46	62	26	22	17	22	14	4	2	48	39	21	7	91	16	122
	3%	-	3%	3%	3%	2%	3%	5%klm	4%lm	2%	4%lm	2%	1%	1%	5%opq	3%pq	1%	1%	3%	4%	3%
Not very important (2)	613	-	613	57	397	284	327	116	88	113	94	108	72	23	204	207	202	95	560	51	666
	16%	-	16%	10%	19%cd	15%	16%	23%klm	11%lm	15%lm	15%lm	15%lm	15%lm	6%	23%opq	13%pq	13%	11%	16%	12%	17%
Fairly important (3)	1794	-	1794	246	1151	914	870	221	229	345	213	338	234	214	450	559	786	449	1594	180	1737
	46%	-	46%	45%	46%	49%ef	44%	43%	44%	47%	41%	47%	49%	53%ghj	43%	45%	49%lm	51%no	46%	44%	45%
Essential (4)	1376	-	1376	229	873	639	733	154	182	262	187	266	164	161	336	449	591	325	1202	161	1346
	35%	-	35%	42%cd	35%	34%	37%	30%	35%	36%	36%	37%	35%	40%gh	32%	36%	37%	37%	35%	39%	35%
NET Essential/Fairly important	3176	-	3176	475	2024	1553	1602	375	411	608	400	604	395	375	786	1007	1377	773	2796	341	3083
	81%	-	81%	53%cd	81%	83%	80%	73%	79%	83%gh	78%	83%gh	83%gh	83%gh	76%	83%lm	83%no	83%no	81%	84%	80%
NET Irrelevant/Not very important	720	-	720	75	469	329	389	142	110	130	116	122	76	25	252	245	223	101	652	67	788
	19%	-	19%	14%	19%bc	17%	20%	27%klm	21%lm	18%lm	22%lm	17%lm	16%lm	6%	24%opq	20%pq	14%	12%	19%	16%	20%
Mean	3.14	-	3.14	3.25d	3.13	3.14	3.14	2.97	3.10	3.18g	3.10	3.18g	3.18g	3.33hijkl	3.03	3.13n	3.22no	3.28no	3.13	3.19	3.11
Std Dev.	0.78	-	0.78	0.77	0.78	0.75	0.80	0.85	0.82	0.76	0.84	0.75	0.71	0.61	0.84	0.79	0.71	0.67	0.77	0.80	0.80
Std Error	0.01	-	0.01	0.03	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.01	0.05	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/pq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC4\_5. How important to you are each of these channels of communication? - Email

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3871	927	1199	738	1009	2126	1745	2167	1652	438	476	979	1071	670	2526	443	3242	541	1931	108
Weighted Base	3890	705	1287	791	1107	1992	1899	2317	1521	458	508	1009	1059	610	2576	463	3238	530	1918	132*
Effective Base	2192	414	706	446	627	1119	1073	1232	944	261	284	593	584	333	1459	264	1821	317	1097	69
Irrelevant (1)	108	17	36	19	36	53	55	65	41	15	13	33	20	19	66	15	87	19	55	1
Not very important (2)	613	81	201	115	200	292	321	368	240	73	69	182	139	110	390	73	517	82	312	15
Fairly important (3)	1794	292	611	363	528	903	891	1036	731	235	226	480	507	226	1212	236	1459	237	874	70
Essential (4)	46%	41%	47%	46%	48%	45%	47%	45%	48%	51%	44%	48%	48%	37%	47%	51%	45%	45%	46%	53%
NET Essential/Fairly important	1376	305	439	294	337	744	632	848	509	137	199	315	392	246	907	139	1176	192	677	46
NET Irrelevant/Not very important	35%	34%	34%	30%	33%	33%	33%	37%	33%	30%	31%	31%	29%	35%	30%	30%	33%	36%	35%	35%
Mean	3.14	3.26bd	3.13	3.18d	3.05	3.17f	3.11	3.15	3.12	3.08	3.20k	3.07	3.20m	3.15	3.19k	3.08	3.15	3.14	3.13	3.22
Std Dev	0.78	0.77	0.77	0.76	0.79	0.77	0.78	0.78	0.77	0.76	0.77	0.79	0.73	0.84	0.76	0.76	0.78	0.80	0.78	0.66
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.02	0.03	0.02	0.04	0.01	0.03	0.02	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QC4\_5. How important to you are each of these channels of communication? - Email

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3871	2536	1335	602	1935	787	620	529	210	213	214	214	215	217	222	218	212	134	653
Weighted Base	3890	3345	545	129	3277	322	183	108	157	422	329	283	344	357	509	537	338	36*	286
Effective Base	2192	1869	323	106	1669	320	283	381	195	200	196	199	199	202	210	203	198	39	282
Irrelevant (1)	108	96	12	1	85	13	5	4	5	12	16	9	5	7	11	6	15	1	12
Not very important (2)	813	520	92	18	502	58	30	23	24	59	47	46	68	62	81	44	4	4	54
Fairly important (3)	1794	1532	282	59	1532	137	79	46	83	190	163	122	167	154	241	227	184	21	116
Essential (4)	1376	1197	179	51	1158	113	69	35	46	160	103	106	104	135	197	212	95	10	103
NET Essential/Fairly important	3170	2729	441	110	2699	251	148	62	128	350	266	228	271	283	438	440	279	31	219
NET Irrelevant/Not very important	720	616	104	19	587	71	35	27	29	72	63	55	73	69	71	97	59	4	67
Mean	3.14	3.15	3.11	3.23	3.15g	3.09	3.16	3.04	3.08	3.18	3.07	3.15	3.08	3.16	3.23h j p	3.20	3.06	3.14	3.08
Std Dev.	0.78	0.78	0.76	0.72	0.77	0.83	0.80	0.83	0.75	0.78	0.80	0.80	0.74	0.78	0.73	0.75	0.77	0.69	0.85
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.03

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QC4\_5. How important to you are each of these channels of communication? - Email

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
	Total																			
Unweighted Base	3871	1400	149	715	1370	1568	535	248	117	2938	365	1636	1520	444	164	68	3156	232	744	1836
Weighted Base	3890	1378	155*	662	1323	1546	607	262	117*	2869	380	1538	1541	511	193	62*	3079	256	833	1747
Effective Base	2192	783	89	401	725	884	343	149	71	1609	220	885	857	279	105	42	1741	146	458	1025
Irrelevant	(1) 108	21	2	14	36	39	15	6	10	74	16	48	36	14	4	84	8	21	54	
		3%	1%	2%	3%	2%	3%	2%	2%	19%ktp	3%	3%	2%	3%	2%	6%	3%	3%	2%	3%
Not very important	(2) 613	209	23	83	191	231	103	64	16	422	80	208	228	97	55	16	436	72	103	306
		16%	15%	15%	14%	15%	17%	25%defl	14%	15%	21%del	13%	15%	19%kp	29%kmp	26%kp	14%	28%kmp	12%	16%r
Fairly important	(3) 1794	674	74	337	515	779	325	120	36	1294	156	606	788	276	73	27	1394	100	371	811
		46%	49%	47%	39%	50%cdhj	54%cdhj	46%ch	30%	45%cdhj	47%	39%	51%kmpq	54%kmpq	38%	43%	45%kl	39%	44%	46%
Essential	(4) 1376	475	56	229	581	497	164	72	55	1078	128	676	489	124	61	16	1165	77	339	576
		34%	34%	35%	44%defl	52%	27%	28%	19%cdhj	23%cdhj	34%	44%klmnoq	42%klm	24%	32%	29%	43%klm	30%	41%kl	33%
NET Essential/Fairly important	3170	1149	129	566	1096	1277	489	192	91	2372	283	1282	1277	400	134	43	2560	177	710	1387
		83%	84%	85%	83%gij	83%ij	81%	73%	78%	83%gij	75%	83%noq	83%noq	78%g	69%	68%	83%mmnoq	69%	85%la	79%
NET Irrelevant/Not very important	720	229	26	96	227	269	118	70	26	496	96	256	264	111	59	20	520	79	123	360
		19%	17%	15%	17%	17%	19%	25%cdel	22%	17%	25%cdel	17%	17%	22%kp	31%klp	32%klp	17%	31%klmp	15%	23%r
Mean	3.14	3.16	3.18	3.18	3.24defg	3.12g	3.05	2.96	3.16	3.04	3.24mmnoq	3.12mnoq	3.00	2.99	2.87	3.16mmnoq	2.96	3.23r	3.09	
Std Dev.	0.78	0.73	0.74	0.72	0.80	0.75	0.73	0.78	0.87	0.77	0.85	0.80	0.74	0.74	0.83	0.86	0.77	0.84	0.76	0.79
Std Error	0.01	0.02	0.06	0.03	0.02	0.02	0.03	0.05	0.09	0.01	0.04	0.02	0.02	0.04	0.06	0.10	0.01	0.05	0.03	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
 \* small base

QC4\_5. How important to you are each of these channels of communication? - Email

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3871	243	3574	54	1136	2503	232	3741	70	38	4	3849	18
Weighted Base	3890	261	3571	58*	1100	2562	228	3737	88*	39**	7**	3863	20**
Effective Base	2192	143	2017	31	641	1420	132	2107	46	23	4	2176	12
Irrelevant (1)	108	14	92	1	31	66	11	102	3	1	-	107	1
	3%	5%	3%	3%	3%	3%	5%	3%	4%	4%	-	3%	6%
Not very important (2)	613	37	567	9	164	415	34	576	22	9	-	607	6
	16%	14%	16%	15%	15%	16%	15%	15%	25%	23%	-	16%	29%
Fairly important (3)	1794	122	1635	38	529	1149	117	1711	50	20	4	1781	9
	46%	47%	46%	45%	46%	45%	51%	46%	57%	50%	51%	46%	49%
Essential (4)	1376	89	1277	10	376	932	67	1348	13	9	4	1369	3
	35%	34%	35%	34%	34%	36%	29%	35%	14%	23%	49%	35%	16%
NET Essential/Fairly important	3170	210	2912	48	905	2081	184	3059	62	29	7	3150	13
	81%	81%	82%	83%	82%	81%	81%	82%	71%	73%	100%	82%	65%
NET Irrelevant/Not very important	720	51	660	10	195	481	44	678	25	10	-	714	7
	19%	19%	18%	17%	18%	19%	19%	18%	29%	27%	-	18%	35%
Mean	3.14	3.09	3.15	2.98	3.14	3.15	3.05	3.12	2.82	2.93	3.40	3.10	2.75
Std Dev.	0.78	0.83	0.77	0.66	0.77	0.78	0.79	0.78	0.72	0.79	0.54	0.78	0.81
Std Error	0.01	0.05	0.01	0.09	0.02	0.02	0.05	0.01	0.09	0.13	0.27	0.01	0.19

Proportions/Mean: Column Test (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC4\_5. How important to you are each of these channels of communication? - Email

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3871	430	361	1290	1290	-	430	-	430	-	431	-	850	430	430	430	430
Weighted Base	3890	431	879	1290	1290	**	431	**	464	-	416	**	818	472	437	416	437
Effective Base	2192	220	492	726	756	-	220	-	251	-	242	-	475	253	249	248	259
Irrelevant	(1) 108	17	16	38	37	-	17	-	11	-	5	-	22	16	12	14	11
	3%	4%	2%	3%	3%	-	4%	-	2%	-	1%	-	3%	3%	3%	3%	2%
Not very important	(2) 613	65	139	203	206	-	65	-	68	-	71	-	124	80	75	67	64
	16%	15%	16%	16%	16%	-	15%	-	15%	-	17%	-	15%	17%	17%	16%	15%
Fairly important	(3) 1794	208	404	604	577	-	208	-	201	-	203	-	392	212	202	182	192
	46%	48%	46%	47%	45%	-	46%	-	43%	-	49%	-	45%	45%	46%	44%	44%
Essential	(4) 1376	141	320	444	471	-	141	-	184	-	136	-	280	164	148	153	170
	35%	33%	36%	34%	36%	-	33%	-	40%	-	33%	-	34%	35%	34%	37%	39%
NET Essential/Fairly important	3170	349	724	1049	1048	-	349	-	385	-	339	-	673	376	350	335	362
	81%	81%	82%	81%	81%	-	81%	-	83%	-	82%	-	82%	80%	80%	81%	83%
NET Irrelevant/Not very important	720	82	155	241	242	-	82	-	79	-	76	-	145	96	87	81	75
	19%	19%	18%	19%	19%	-	19%	-	17%	-	18%	-	18%	20%	20%	19%	17%
Mean	3.14	3.10	3.17	3.13	3.15	-	3.10	-	3.20	-	3.13	-	3.14	3.11	3.11	3.14	3.19
Std Dev.	0.78	0.79	0.75	0.78	0.79	-	0.79	-	0.77	-	0.73	-	0.76	0.80	0.78	0.80	0.77
Std Error	0.01	0.04	0.03	0.02	0.02	-	0.04	-	0.04	-	0.04	-	0.03	0.04	0.04	0.04	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



QC4\_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	3871	-	3871	505	2482	1837	2019	500	527	722	903	740	525	354	1027	1225	1619	879	3576	270	3871
Weighted Base	3890	-**	3890	550	2493	1882	1992	517	521	737	516	726	474	400	1038	1253	1600	874	3448	409	3871
Effective Base	2192	-	2192	294	1422	1064	1117	285	299	418	290	426	271	206	583	707	901	476	1969	209	3871
Irrelevant (1)	686	-	686	51	459	383	302	8	25	52	77	186	169	168	33	129	524	338	659	20	661
	18%	-	18%	9%	18%	20%	15%	2%	6%	7%	15%	25%	36%	42%	3%	10%	33%	39%	19%	5%	17%
Not very important (2)	891	-	891	83	576	471	409	55	84	126	141	225	126	123	139	267	474	249	803	67	909
	23%	-	23%	15%	23%	21%	21%	11%	16%	17%	21%	21%	21%	21%	13%	21%	29%	23%	23%	16%	23%
Fairly important (3)	1456	-	1456	228	929	645	801	243	235	339	213	206	139	81	479	552	426	220	1265	175	1425
	37%	-	37%	41%	37%	34%	40%	12%	16%	16%	16%	16%	16%	20%	16%	16%	16%	16%	16%	16%	16%
Essential (4)	867	-	867	189	529	383	479	210	177	220	85	109	39	27	387	304	175	67	720	146	876
	22%	-	22%	34%	21%	20%	24%	11%	11%	11%	11%	11%	8%	7%	37%	24%	11%	8%	21%	36%	23%
NET Essential/Fairly important	2323	-	2323	417	1458	1028	1280	453	412	559	297	314	176	108	866	856	601	287	1985	321	2301
	60%	-	60%	43%	58%	55%	51%	23%	23%	23%	23%	23%	23%	27%	23%	23%	23%	23%	23%	23%	59%
NET Irrelevant/Not very important	1567	-	1567	133	1035	854	711	64	109	175	216	411	296	291	172	396	999	587	1463	88	1570
	40%	-	40%	24%	42%	45%	36%	12%	12%	12%	12%	12%	12%	12%	17%	32%	62%	67%	42%	21%	41%
Mean	2.64	-	2.64	3.01	2.61	2.55	2.73	3.27	3.09	2.99	2.58	2.33	2.16	1.92	3.18	2.82	2.16	2.02	2.59	3.09	2.65
Std Dev.	1.01	-	1.01	0.93	1.01	1.03	0.99	0.71	0.83	0.87	0.93	1.02	0.99	0.94	0.78	0.92	1.00	0.97	1.02	0.85	1.01
Std Error	0.02	-	0.02	0.04	0.02	0.02	0.02	0.03	0.04	0.03	0.04	0.04	0.04	0.05	0.02	0.03	0.02	0.03	0.02	0.05	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC4\_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3871	927	1199	738	1009	2126	1745	2167	1652	438	476	979	1071	670	2526	443	3242	541	1931	108
Weighted Base	3890	705	1287	791	1107	1992	1899	2317	1521	458	508	1009	1059	610	2576	463	3238	530	1918	132*
Effective Base	2192	414	706	446	627	1119	1073	1232	944	261	284	593	584	333	1459	264	1821	317	1097	69
Irrelevant (1)	686	94	253	142	197	347	339	285	410	95	122	184	165	75	472	95	556	88	376	12
Not very important (2)	881	142	306	189	244	448	433	501	360	108	97	223	252	134	572	109	711	96	461	29
Fairly important (3)	1456	259	477	258	462	736	720	941	495	183	180	379	405	222	964	184	1208	219	695	51
Essential (4)	867	211	251	202	204	461	406	610	256	71	108	223	237	178	568	74	765	127	387	39
NET Essential/Fairly important	2323	469	727	460	666	1167	1126	1551	751	255	288	602	641	400	1532	258	1972	346	1081	91
NET Irrelevant/Not very important	1567	235	559	331	442	795	772	766	770	204	219	407	418	209	1044	204	1266	184	837	41
Mean	2.64	2.83bcd	2.56	2.66	2.61	2.66	2.63	2.82h	2.39	2.50	2.54	2.64	2.61	2.83jkm	2.63	2.51	2.67o	2.73r	2.57	2.69s
Std Dev.	1.01	1.00	1.01	1.05	0.98	1.02	1.01	0.95	1.06	0.99	1.08	1.02	0.99	0.99	1.02	0.99	1.02	1.01	1.02	0.94
Std Error	0.02	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.03	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02	0.04	0.02	0.09

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QC4\_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3871	2536	1335	602	1935	787	620	529	210	213	214	214	215	217	222	218	212	134	653
Weighted Base	3890	3345	545	129	3277	322	183	108	157	422	329	283	344	357	509	537	338	36*	286
Effective Base	2192	1869	323	106	1669	320	283	381	195	200	196	199	199	202	210	203	198	39	282
Irrelevant (1)	686	574	112	19	587	54	29	15	34	73	67	46	64	51	73	98	81	4	50
	18%	17%	21%	15%	16%	17%	16%	14%	22% <b>mm</b>	17%	20%	16%	19%	14%	18%	24% <b>mm</b>	11%	17%	
Not very important (2)	881	737	145	40	733	72	40	29	28	108	69	59	71	89	99	131	79	10	62
	23%	22%	27%	31% <b>a</b>	22%	22%	25%	21% <b>d</b>	18%	26%	21%	21%	21%	25%	19%	24%	23%	28%	22%
Fairly important (3)	1456	1271	185	42	1231	118	71	37	58	147	133	111	130	134	197	198	123	11	106
	37%	38%	34%	32%	38%	37%	39%	34%	27%	35%	40%	39%	38%	38%	39%	37%	36%	32%	37%
Essential (4)	867	764	103	29	725	78	37	27	37	94	60	68	79	83	140	109	56	10	68
	22%	23%	19%	23%	22%	24%	20%	25%	24%	22%	19%	24%	23%	23%	27% <b>jp</b>	20%	17%	29%	24%
NET Essential/Fairly important	2323	2035	288	71	1956	196	108	63	95	240	193	179	209	217	337	307	179	22	174
	60%	61% <b>hb</b>	53%	55%	60%	61%	59%	58%	60%	57%	59%	63% <b>op</b>	61%	61%	66% <b>up</b>	57%	53%	61%	61%
NET Irrelevant/Not very important	1567	1311	257	59	1321	126	76	45	62	182	136	105	135	140	172	230	159	14	112
	40%	39%	47% <b>a</b>	45%	40%	39%	41%	42%	40%	43%	41%	37%	39%	39%	34%	43%	47% <b>ml</b>	39%	39%
Mean	2.64	2.67 <b>b</b>	2.51	2.63	2.64	2.69	2.63	2.69	2.62	2.62	2.56	2.71 <b>b</b>	2.65	2.70 <b>p</b>	2.79 <b>op</b>	2.59	2.46	2.79	2.67 <b>b</b>
Std Dev.	1.01	1.01	1.02	0.99	1.02	1.02	0.98	1.00	1.07	1.01	1.01	1.01	1.03	0.98	1.00	1.01	1.03	1.00	1.02
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.04	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.09	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QC4\_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	3871	1400	149	715	1370	1568	535	248	117	2938	365	1636	1520	444	164	68	3156	232	744	1836
Weighted Base	3890	1378	155*	662	1323	1546	607	262	117*	2869	380	1538	1541	511	193	62*	3079	256	833	1747
Effective Base	2192	783	89	401	725	884	343	149	71	1609	220	885	857	279	105	42	1741	146	458	1025
Irrelevant	(1) 686	320	43	207	331	212	75	30	27	543	58	294	222	79	53	19	516	72	69	407
	16%	23%	28%	31%	32% <sup>ab</sup>	24%	14%	12%	12%	33% <sup>cd</sup>	15%	15%	14%	15%	31% <sup>kmp</sup>	31% <sup>km</sup>	17%	35% <sup>kmp</sup>	8%	23% <sup>r</sup>
Not very important	(2) 881	374	44	185	317	346	138	56	20	663	76	353	335	118	53	18	688	71	145	441
	23%	27%	28%	28%	24%	22%	23%	21%	17%	23%	20%	23%	22%	23%	28%	22%	28%	28%	17%	25% <sup>r</sup>
Fairly important	(3) 1456	463	48	205	370	652	270	121	33	1021	154	492	642	234	60	15	1134	75	386	579
	37%	34%	31%	31%	28%	42% <sup>dhi</sup>	44% <sup>dhi</sup>	46% <sup>dhi</sup>	28%	36% <sup>id</sup>	41% <sup>id</sup>	32%	42% <sup>kmp</sup>	46% <sup>kmp</sup>	31%	24%	37% <sup>ik</sup>	29%	46% <sup>is</sup>	33%
Essential	(4) 867	221	20	65	305	337	125	55	37	642	92	389	342	81	27	11	741	38	233	320
	22%	15%	13%	16%	23%	22%	21%	21%	33% <sup>d</sup>	22%	24%	23% <sup>mnq</sup>	22% <sup>mnq</sup>	16%	14%	16%	21% <sup>mnq</sup>	15%	22% <sup>is</sup>	18%
NET Essential/Fairly important	2323	684	68	270	675	988	395	176	70	1663	246	891	984	314	87	26	1875	112	619	899
	60% <sup>ic</sup>	60% <sup>ic</sup>	44%	41%	51%	64% <sup>dli</sup>	65% <sup>dli</sup>	67% <sup>dli</sup>	60%	68% <sup>id</sup>	65% <sup>id</sup>	58% <sup>mnq</sup>	64% <sup>kmp</sup>	62% <sup>mnq</sup>	45%	41%	61% <sup>mnq</sup>	44%	74% <sup>is</sup>	51%
NET Irrelevant/Not very important	1567	694	87	392	648	558	212	87	47	1206	133	647	558	197	107	37	1205	144	214	848
	40%	50%	56%	53%	49% <sup>dhi</sup>	49% <sup>dhi</sup>	36%	33%	40%	42% <sup>id</sup>	35%	42% <sup>ic</sup>	36%	38%	35%	39%	39% <sup>kmp</sup>	39% <sup>kmp</sup>	26%	49% <sup>r</sup>
Mean	2.64	2.32 <sup>ic</sup>	2.29	2.19	2.49	2.72 <sup>dli</sup>	2.73 <sup>dli</sup>	2.71 <sup>dli</sup>	2.69	2.61 <sup>ic</sup>	2.71 <sup>id</sup>	2.55 <sup>mnq</sup>	2.72 <sup>mnq</sup>	2.62 <sup>mnq</sup>	2.31	2.28	2.63 <sup>mnq</sup>	2.30	2.44 <sup>is</sup>	2.46
Std Dev.	1.01	1.01	1.01	0.99	1.10	0.96	0.92	0.91	1.15	1.03	0.99	1.06	0.97	0.93	1.02	1.09	1.02	1.04	0.89	1.04
Std Error	0.02	0.03	0.08	0.04	0.03	0.02	0.04	0.06	0.11	0.02	0.05	0.03	0.02	0.04	0.08	0.13	0.02	0.07	0.03	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base

QC4\_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3871	243	3574	54	1136	2503	232	3741	70	38	4	3849	18
Weighted Base	3890	261	3571	58*	1100	2562	228	3737	88*	39**	7**	3863	20**
Effective Base	2192	143	2017	31	641	1420	132	2107	46	23	4	2176	12
Irrelevant	(1) 886	32	644	11	196	470	20	672	4	9	2	684	-
15%		12%	18%	16%	13% <b>f</b>	15% <b>f</b>	9%	31% <b>g</b>	4%	22%	23%	31% <b>h</b>	1%
Not very important	(2) 881	51	814	16	240	590	52	842	17	13	-	872	9
23%		20%	23%	28%	22%	23%	23%	23%	20%	32%	-	23%	49%
Fairly important	(3) 1456	106	1332	17	394	963	100	1377	53	16	4	1445	7
37%		41%	37%	30%	36%	38%	44%	37%	60% <b>g</b>	47%	51%	37%	35%
Essential	(4) 867	72	781	14	270	540	56	846	14	2	2	862	3
22%		27%	25%	24%	28%	21%	25%	23%	16%	6%	25%	22%	16%
NET Essential/Fairly important	2323	178	2114	31	664	1503	156	2223	67	18	6	2307	10
60%		65% <b>h</b>	59%	54%	60%	59%	65% <b>h</b>	59%	76% <b>g</b>	46%	77%	60%	51%
NET Irrelevant/Not very important	1567	83	1457	27	436	1059	72	1514	21	21	2	1556	10
40%		32%	41% <b>h</b>	46%	40%	41% <b>f</b>	32%	41% <b>g</b>	24%	54%	23%	40% <b>h</b>	49%
Mean	2.64	2.64	2.63	2.59	2.67	2.61	2.64	2.64	2.68	2.29	2.79	2.64	2.66
Std Dev.	1.01	0.97	1.02	1.05	1.03	1.01	0.90	1.02	0.72	0.88	1.15	1.02	0.76
Std Error	0.02	0.06	0.02	0.14	0.03	0.02	0.06	0.02	0.09	0.14	0.58	0.02	0.18

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC4\_6. How important to you are each of these channels of communication? - Social media (e.g. Facebook, Twitter, etc)

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3871	430	361	1290	1290	-	430	-	430	-	431	-	850	430	430	430	430
Weighted Base	3890	431	879	1290	1290	**	431	**	464	**	416	**	818	472	437	416	437
Effective Base	2192	220	492	726	756	-	220	-	251	-	242	-	475	253	249	248	259
Irrelevant (1)	686	63	147	258	219	-	63	-	95	-	50	-	160	97	75	66	78
	18%	15%	17%	20%	17%	-	15%	-	21%	-	12%	-	20%	21%	17%	16%	18%
Not very important (2)	881	97	198	287	299	-	97	-	91	-	107	-	184	103	98	92	109
	23%	23%	23%	22%	23%	-	23%	-	20%	-	26%	-	23%	22%	22%	22%	25%
Fairly important (3)	1456	173	318	480	485	-	173	-	156	-	162	-	293	187	156	156	173
	37%	40%	36%	37%	38%	-	40%	-	34%	-	38%	-	38%	40%	36%	37%	39%
Essential (4)	867	98	216	266	287	-	98	-	120	-	96	-	181	85	108	102	77
	22%	23%	25%	21%	22%	-	23%	-	28%	-	23%	-	22%	18%	25%	25%	18%
NET Essential/Fairly important	2323	271	534	746	772	-	271	-	276	-	258	-	474	272	264	258	250
	60%	63%	61%	58%	60%	-	63%	-	60%	-	62%	-	58%	58%	60%	62%	57%
NET Irrelevant/Not very important	1567	160	345	544	518	-	160	-	188	-	157	-	344	200	173	158	188
	40%	37%	39%	42%	40%	-	37%	-	40%	-	38%	-	42%	42%	40%	38%	43%
Mean	2.64	2.71	2.69	2.58	2.65	-	2.71	-	2.65	-	2.73m	-	2.60	2.55	2.68	2.71	2.57
Std Dev.	1.01	0.98	1.02	1.03	1.01	-	0.98	-	1.08	-	0.95	-	1.04	1.01	1.03	1.01	0.98
Std Error	0.02	0.05	0.03	0.03	0.03	-	0.05	-	0.05	-	0.05	-	0.04	0.05	0.05	0.05	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC4\_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	3871	-	3871	505	2482	1837	2019	500	527	722	903	740	625	354	1027	1225	1619	879	3576	270	3871
Weighted Base	3890	-**	3890	550	2493	1882	1992	517	521	737	516	726	474	400	1038	1253	1600	874	3448	409	3871
Effective Base	2192	-	2192	294	1422	1064	1117	285	299	418	290	426	271	206	583	707	901	476	1969	209	3871
Irrelevant (1)	551	-	551	41	351	291	259	23	28	45	66	166	113	110	52	111	389	223	523	19	533
	14%	-	14%	7%	14%	15%	13%	5%	5%	6%	13% <i>nhl</i>	23% <i>nhl</i>	24% <i>nhl</i>	27% <i>nhl</i>	5%	9% <i>un</i>	24% <i>no</i>	25% <i>no</i>	15%	5%	14%
Not very important (2)	1055	-	1055	103	693	518	532	95	87	180	149	222	156	165	182	329	544	322	975	69	1066
	27%	-	27%	19%	28%	27%	18%	17%	21% <i>h</i>	21% <i>h</i>	21% <i>h</i>	23% <i>h</i>	21% <i>h</i>	21% <i>h</i>	18%	23% <i>un</i>	21% <i>no</i>	21% <i>no</i>	21% <i>no</i>	17%	28%
Fairly important (3)	1475	-	1475	232	952	711	759	247	257	325	201	216	142	142	504	527	445	229	1284	156	1477
	38%	-	38%	42%	38%	38%	38%	16% <i>klm</i>	16% <i>klm</i>	16% <i>klm</i>	19% <i>klm</i>	19% <i>klm</i>	17% <i>klm</i>	17% <i>klm</i>	16% <i>opq</i>	16% <i>opq</i>	14%	11%	37%	46% <i>r</i>	38%
Essential (4)	809	-	809	174	496	363	441	152	149	187	99	122	62	38	301	286	222	100	666	134	795
	21%	-	21%	32% <i>d</i>	20%	19%	22%	29% <i>klm</i>	29% <i>klm</i>	25% <i>klm</i>	19% <i>klm</i>	17% <i>klm</i>	13%	9%	29% <i>opq</i>	23% <i>opq</i>	14%	11%	37%	33% <i>r</i>	21%
NET Essential/Fairly important	2284	-	2284	406	1449	1074	1201	399	406	513	300	337	204	125	805	813	667	329	1950	321	2272
	59%	-	59%	34% <i>d</i>	58%	57%	60%	17% <i>klm</i>	17% <i>klm</i>	17% <i>klm</i>	20% <i>klm</i>	20% <i>klm</i>	13% <i>klm</i>	13% <i>klm</i>	31% <i>opq</i>	23% <i>opq</i>	42%	38%	57%	73% <i>r</i>	59%
NET Irrelevant/Not very important	1606	-	1606	144	1044	808	791	118	115	224	215	388	270	275	233	440	933	545	1498	88	1509
	41%	-	41%	26%	42% <i>c</i>	43%	40%	23%	22%	30% <i>gh</i>	42% <i>gh</i>	54% <i>gh</i>	57% <i>gh</i>	69% <i>gh</i>	22%	39% <i>klm</i>	59% <i>no</i>	62% <i>no</i>	43% <i>r</i>	22%	41%
Mean	2.65	-	2.65	2.88 <i>d</i>	2.64	2.61	2.69 <i>e</i>	3.02 <i>klm</i>	3.01 <i>klm</i>	2.69 <i>klm</i>	2.65 <i>klm</i>	2.40 <i>m</i>	2.32 <i>m</i>	2.13	3.02 <i>opq</i>	2.79 <i>opq</i>	2.31	2.24	2.61	3.07 <i>r</i>	2.65
Std Dev.	0.96	-	0.96	0.90	0.95	0.97	0.96	0.81	0.82	0.85	0.93	1.02	0.98	0.93	0.81	0.90	0.99	0.96	0.96	0.82	0.96
Std Error	0.02	-	0.02	0.04	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.04	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.05	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC4\_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3871	927	1199	736	1009	2126	1745	2167	1652	438	476	979	1071	670	2526	443	3242	541	1931	108
Weighted Base	3890	705	1287	791	1107	1992	1899	2317	1521	458	508	1009	1059	610	2576	463	3238	530	1918	132*
Effective Base	2192	414	706	446	627	1119	1073	1232	944	261	284	593	584	333	1459	264	1821	317	1097	69
Irrelevant	(1) 551	58	162	113	218	220	331	220	325	97	97	140	118	55	355	98	416	91	255	14
	74%	8%	13% <i>ab</i>	14% <i>ac</i>	20% <i>ad</i>	71%	17% <i>ae</i>	9%	21% <i>ag</i>	21% <i>ki</i>	19% <i>kl</i>	14% <i>lm</i>	71%	9%	14% <i>no</i>	21% <i>op</i>	13%	17%	13%	11%
Not very important	(2) 1055	141	386	246	281	527	528	546	495	144	133	320	259	136	714	144	860	119	552	34
	27%	20%	30% <i>ba</i>	31% <i>bc</i>	25% <i>bd</i>	26%	28%	24%	33% <i>ch</i>	32% <i>il</i>	26%	31% <i>kn</i>	24%	22%	23% <i>nn</i>	31%	27%	22%	25% <i>qs</i>	26%
Fairly important	(3) 1475	298	479	297	401	777	699	976	476	138	174	361	464	253	999	138	1277	197	748	48
	38%	42%	37%	38%	36%	39%	37%	42% <i>in</i>	31%	30%	34%	36%	44% <i>lj</i>	42% <i>lo</i>	39% <i>ol</i>	30%	39% <i>pr</i>	37%	39%	37%
Essential	(4) 809	207	261	134	207	468	341	575	226	79	104	183	221	166	508	82	686	122	363	35
	21%	23% <i>cd</i>	20%	17%	19%	33% <i>de</i>	18%	23% <i>hi</i>	15%	17%	21%	18%	21%	17% <i>km</i>	20%	18%	21%	23%	19%	27%
NET Essential/Fairly important	2284	505	739	432	608	1244	1040	1551	702	217	278	544	685	419	1507	220	1663	320	1112	64
	59%	72% <i>bcd</i>	57%	55%	55%	62% <i>ef</i>	55%	67% <i>gh</i>	46%	47%	55%	54%	65% <i>ij</i>	63% <i>jk</i>	59% <i>kl</i>	48%	61% <i>no</i>	60%	56%	63%
NET Irrelevant/Not very important	1606	200	548	359	500	747	859	766	819	242	230	465	373	191	1068	243	1275	210	807	48
	41%	28%	43% <i>ca</i>	45% <i>cb</i>	45% <i>ca</i>	38%	45% <i>ea</i>	33%	54% <i>ha</i>	63% <i>im</i>	45% <i>im</i>	48% <i>im</i>	35%	31%	41% <i>ln</i>	52% <i>p</i>	39%	40%	42%	37%
Mean	2.65	2.93 <i>bcd</i>	2.66 <i>d</i>	2.57	2.54	2.78 <i>f</i>	2.55	2.82 <i>h</i>	2.40	2.43	2.56	2.58 <i>i</i>	2.74 <i>lkn</i>	2.67 <i>klm</i>	2.64 <i>i</i>	2.44	2.69 <i>o</i>	2.66	2.64	2.80
Std Dev.	0.96	0.91	0.94	0.93	1.01	0.94	0.98	0.91	0.98	1.01	1.02	0.94	0.91	0.92	0.95	1.01	0.95	1.02	0.94	0.96
Std Error	0.02	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02	0.04	0.02	0.09

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base



QC4\_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3871	2536	1335	602	1935	787	620	529	210	213	214	214	215	217	222	218	212	134	653
Weighted Base	3890	3345	545	129	3277	322	183	108	157	422	329	283	344	357	509	537	338	36*	286
Effective Base	2192	1869	323	106	1669	320	283	381	195	200	196	199	199	202	210	203	198	39	282
Irrelevant (1)	551	480	71	12	469	52	18	13	25	74	67	33	41	46	53	70	61	4	47
	14%	14%	13%	9%	17% <sup>ab</sup>	16% <sup>ab</sup>	10%	12%	16%	18% <sup>ab</sup>	20% <sup>ablmno</sup>	12%	12%	13%	10%	13%	19% <sup>ab</sup>	12%	17% <sup>ab</sup>
Not very important (2)	1055	895	180	48	871	86	63	32	46	115	87	80	95	86	108	153	91	12	76
	27%	27%	29%	37% <sup>ab</sup>	27%	27%	35% <sup>ab</sup>	30%	29% <sup>ab</sup>	27%	29%	38%	27%	21%	29%	27%	33%	33%	27%
Fairly important (3)	1475	1293	182	32	1241	124	71	39	57	137	117	108	139	142	215	206	120	13	111
	38%	39% <sup>ab</sup>	33%	25%	38%	39%	38%	36%	36%	32%	36%	38%	41%	40%	42% <sup>ab</sup>	38%	36%	36%	39%
Essential (4)	809	678	131	38	695	58	32	24	29	97	58	62	69	72	133	108	67	7	51
	21%	20%	24%	33% <sup>ab</sup>	21%	18%	17%	22%	18%	23%	18%	22%	20%	21%	25% <sup>ab</sup>	20%	20%	19%	16%
NET Essential/Fairly important	2284	1971	313	70	1936	182	102	63	86	234	175	170	208	213	348	315	187	19	163
	59%	59%	57%	54%	59%	57%	56%	58%	55%	55%	53%	60%	61%	60%	69% <sup>ablmnopqr</sup>	59%	55%	54%	57%
NET Irrelevant/Not very important	1606	1375	232	59	1341	140	81	45	71	188	154	113	135	144	161	222	151	16	123
	41%	41%	43%	46%	41%	43%	44%	42%	45% <sup>ab</sup>	45% <sup>ab</sup>	47% <sup>ab</sup>	40%	39%	40%	32%	41% <sup>ab</sup>	48% <sup>ab</sup>	46%	43% <sup>ab</sup>
Mean	2.65	2.65	2.68	2.74	2.66	2.59	2.63	2.69	2.57	2.61	2.51	2.70	2.69	2.67	2.64 <sup>ablmnopqr</sup>	2.66	2.57	2.61	2.58
Std Dev.	0.96	0.96	0.98	0.98	0.97	0.96	0.88	0.95	0.97	1.02	1.01	0.94	0.93	0.94	0.93	0.94	1.00	0.94	0.97
Std Error	0.02	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.07	0.07	0.07	0.06	0.06	0.06	0.06	0.06	0.07	0.08	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QC4\_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	3871	1400	149	715	1370	1568	535	248	117	2938	365	1636	1520	444	164	68	3156	232	744	1836
Weighted Base	3890	1378	155*	662	1323	1546	607	262	117*	2869	380	1538	1541	511	193	62*	3079	256	833	1747
Effective Base	2192	783	89	401	725	884	343	149	71	1609	220	885	857	279	105	42	1741	146	458	1025
Irrelevant (1)	551	260	46	163	209	197	79	27	27	406	54	201	190	86	40	19	391	59	74	286
	14%	19%	32% <b>a</b>	23% <b>b</b>	16%	13%	13%	10%	23% <b>c</b>	14%	14%	13%	12%	17%	21% <b>d</b>	20% <b>e</b>	13%	25% <b>f</b>	9%	41% <b>g</b>
Not very important (2)	1055	434	48	236	394	444	138	72	29	809	100	408	415	143	63	13	823	77	170	534
	27%	32%	31%	36%	28%	29% <b>f</b>	23%	27%	29	29% <b>g</b>	16%	27%	27%	28%	33%	22%	27%	30%	20%	31% <b>h</b>
Fairly important (3)	1475	445	35	173	399	636	284	112	36	1035	147	517	659	201	67	21	1176	88	359	635
	38%	32% <b>c</b>	23%	26%	30%	41% <b>d</b>	47% <b>e</b>	42% <b>f</b>	31%	36% <b>g</b>	39% <b>h</b>	34%	43% <b>i</b>	39%	35%	33%	38% <b>j</b>	34%	43% <b>k</b>	36%
Essential (4)	869	239	25	90	350	269	106	52	26	619	78	412	278	82	23	9	689	33	230	291
	22%	17%	14%	16%	28% <b>l</b>	17%	17%	20%	22%	72% <b>m</b>	21%	47% <b>n</b>	18%	12%	16%	22% <b>o</b>	13%	22% <b>p</b>	13%	62% <b>q</b>
NET Essential/Fairly important	2284	684	61	263	750	904	390	163	62	1654	225	928	937	282	90	30	1855	120	588	926
	59%	60% <b>r</b>	39%	40%	57%	58%	64% <b>s</b>	62%	53%	58% <b>t</b>	59%	60% <b>u</b>	61% <b>v</b>	55%	47%	48%	61% <b>w</b>	47%	74% <b>x</b>	53%
NET Irrelevant/Not very important	1606	694	94	399	573	642	217	99	55	1215	154	610	605	229	103	32	1214	136	245	821
	41%	50%	61%	49% <b>y</b>	43% <b>z</b>	42%	36%	38%	47%	41%	41%	40%	39%	45%	53% <b>aa</b>	52%	39% <b>ab</b>	33% <b>ac</b>	29%	47% <b>ad</b>
Mean	2.65	2.65	2.29	2.29	2.67	2.83	2.69	2.72	2.53	2.65	2.65	2.74	2.66	2.54	2.38	2.33	2.71	2.37	2.39	2.53
Std Dev.	0.96	0.99	1.06	0.98	1.03	0.91	0.91	0.90	1.08	0.97	0.96	0.99	0.91	0.95	0.94	1.07	0.95	0.97	0.91	0.95
Std Error	0.02	0.03	0.09	0.04	0.03	0.02	0.04	0.06	0.10	0.02	0.05	0.02	0.02	0.05	0.07	0.13	0.02	0.06	0.03	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/w - kl/m/n/op/q - rs  
 \* small base

QC4\_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3871	243	3574	54	1136	2503	232	3741	70	38	4	3849	18
Weighted Base	3890	261	3571	58*	1100	2562	228	3737	88*	39**	7**	3863	20**
Effective Base	2192	143	2017	31	641	1420	132	2107	46	23	4	2176	12
Irrelevant	(1) 551	35	509	10	183	346	22	527	7	10	2	545	5
	14%	14%	14%	18%	14%	10%	14%	14%	8%	26%	23%	14%	24%
Not very important	(2) 1055	58	976	21	315	690	50	1027	12	11	-	1050	5
	27%	22%	27%	36%	29%	27%	22%	27%	14%	27%	-	27%	25%
Fairly important	(3) 1475	103	1354	19	399	978	98	1399	48	18	4	1465	7
	38%	39%	38%	33%	36%	38%	43%	37%	54%	45%	52%	38%	35%
Essential	(4) 809	65	736	8	203	548	58	783	21	1	2	804	3
	21%	23%	21%	14%	18%	21%	23%	21%	24%	2%	25%	21%	15%
NET Essential/Fairly important	2284	168	2089	27	602	1526	156	2182	68	18	6	2269	10
	59%	64%	59%	46%	55%	60%	65%	58%	78%	46%	77%	59%	51%
NET Irrelevant/Not very important	1606	93	1482	31	498	1036	72	1555	19	21	2	1595	10
	41%	36%	41%	54%	43%	40%	32%	23%	22%	54%	23%	41%	49%
Mean	2.65	2.76	2.65	2.42	2.57	2.67	2.64	2.65	2.34	2.22	2.76	2.65	2.41
Std Dev.	0.96	0.98	0.96	0.94	0.97	0.96	0.92	0.96	0.84	0.87	1.15	0.96	1.04
Std Error	0.02	0.06	0.02	0.13	0.03	0.02	0.06	0.02	0.10	0.14	0.57	0.02	0.25

Proportions/Mean: Column Test (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC4\_7. How important to you are each of these channels of communication? - Video calling (e.g. Skype, FaceTime, etc)

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3871	430	361	1290	1290	-	430	-	430	-	431	-	850	430	430	430	430
Weighted Base	3890	431	879	1290	1290	**	431	**	464	**	416	**	818	472	437	416	437
Effective Base	2192	220	492	726	756	-	220	-	251	-	242	-	475	253	249	248	259
Irrelevant (1)	551	52	138	204	157	-	52	-	82	-	56	-	133	71	53	52	51
	14%	12%	16%	16% <sup>ad</sup>	12%	-	12%	-	18%	-	13%	-	16%	15%	12%	12%	12%
Not very important (2)	1055	108	242	375	329	-	108	-	130	-	112	-	251	124	117	101	111
	27%	25%	28%	29%	26%	-	25%	-	28%	-	27%	-	31%	26%	27%	24%	28%
Fairly important (3)	1475	178	303	467	527	-	178	-	147	-	156	-	288	178	181	165	181
	38%	41%	34%	36%	41% <sup>ab</sup>	-	41% <sup>ab</sup>	-	32%	-	38%	-	35%	38%	41% <sup>ab</sup>	40%	41% <sup>ab</sup>
Essential (4)	809	92	196	244	277	-	92	-	104	-	92	-	146	98	85	98	94
	21%	21%	22%	19%	21%	-	21%	-	22%	-	22%	-	18%	21%	20%	24%	21%
NET Essential/Fairly important	2284	270	499	711	804	-	270	-	251	-	248	-	435	276	266	263	275
	59%	63% <sup>ad</sup>	57%	55%	62% <sup>ad</sup>	-	63% <sup>ad</sup>	-	54%	-	60%	-	53%	59%	61% <sup>ad</sup>	60% <sup>ad</sup>	60% <sup>ad</sup>
NET Irrelevant/Not very important	1606	161	380	579	466	-	161	-	213	-	168	-	383	196	170	153	163
	41%	37%	43%	45% <sup>ad</sup>	38%	-	37%	-	46% <sup>ad</sup>	-	40%	-	47% <sup>ad</sup>	41%	39%	37%	37%
Mean	2.65	2.72	2.63	2.58	2.72 <sup>z</sup>	-	2.72 <sup>z</sup>	-	2.59	-	2.68	-	2.55	2.64	2.68	2.74 <sup>z</sup>	2.72 <sup>z</sup>
Std Dev.	0.96	0.93	1.00	0.97	0.94	-	0.93	-	1.02	-	0.96	-	0.96	0.97	0.92	0.96	0.93
Std Error	0.02	0.05	0.03	0.03	0.03	-	0.05	-	0.05	-	0.05	-	0.03	0.05	0.04	0.05	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC4\_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	3871	-	3871	505	2482	1837	2019	500	527	722	503	740	525	354	1027	1225	1619	879	3576	270	3871
Weighted Base	3890	-**	3890	550	2493	1882	1992	517	521	737	516	726	474	400	1038	1253	1600	874	3448	409	3871
Effective Base	2192	-	2192	294	1422	1064	1117	285	299	418	290	426	271	206	583	707	901	476	1969	209	3871
Irrelevant	(1) 341	-	341	23	208	188	152	8	5	16	32	88	86	107	13	48	280	193	329	5	326
	9%	-	9%	4%	8%	10%	8%	1%	1%	2%	6%	12%	16%	27%	1%	4%	18%	22%	10%	1%	8%
Not very important	(2) 428	-	428	46	273	251	177	23	36	44	49	116	85	76	58	93	277	161	393	32	439
	11%	-	11%	8%	11%	13%	9%	4%	7%	6%	9%	16%	13%	19%	6%	7%	17%	13%	11%	8%	11%
Fairly important	(3) 1444	-	1444	218	939	718	721	178	162	293	240	266	168	135	341	533	570	303	1309	128	1389
	37%	-	37%	40%	38%	38%	36%	35%	31%	49%	47%	49%	37%	34%	33%	43%	36%	35%	38%	31%	36%
Essential	(4) 1677	-	1677	264	1073	724	941	308	317	384	195	255	135	82	626	578	473	217	1417	244	1717
	43%	-	43%	48%	43%	38%	47%	60%	61%	52%	36%	35%	28%	21%	60%	46%	30%	25%	41%	60%	44%
NET Essential/Fairly important	3121	-	3121	482	2012	1443	1682	487	480	677	435	522	303	219	966	1112	1043	521	2726	372	3106
	80%	-	80%	12%	19%	23%	17%	6%	8%	8%	16%	25%	16%	10%	33%	33%	24%	18%	79%	31%	80%
NET Irrelevant/Not very important	770	-	770	58	481	439	329	30	41	60	81	204	171	182	71	141	557	353	722	37	765
	20%	-	20%	12%	19%	23%	17%	6%	8%	8%	16%	25%	16%	10%	7%	11%	35%	40%	21%	9%	20%
Mean	3.15	-	3.15	3.31	3.15	3.05	3.23	3.52	3.52	3.42	3.16	2.95	2.74	2.48	3.52	3.31	2.77	2.62	3.11	3.48	3.16
Std Dev.	0.93	-	0.93	0.79	0.92	0.96	0.90	0.65	0.67	0.70	0.84	1.00	1.06	1.09	0.66	0.77	1.06	1.08	0.95	0.69	0.93
Std Error	0.02	-	0.02	0.04	0.02	0.02	0.02	0.03	0.03	0.03	0.04	0.04	0.05	0.06	0.02	0.02	0.03	0.04	0.02	0.04	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/pq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC4\_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3871	927	1199	736	1009	2126	1745	2167	1652	438	476	979	1071	670	2526	443	3242	541	1931	108
Weighted Base	3890	705	1287	791	1107	1992	1899	2317	1521	458	508	1009	1059	610	2576	463	3238	530	1918	132*
Effective Base	2192	414	706	446	627	1119	1073	1232	944	261	284	593	584	333	1459	264	1821	317	1097	69
Irrelevant	(1) 341	34	110	76	121	145	197	100	237	67	75	94	61	28	230	67	259	43	153	9
	9%	5%	7% <b>abc</b>	10% <b>bc</b>	11% <b>cd</b>	7%	10% <b>cd</b>	4%	10% <b>cd</b>	15% <b>klmnn</b>	15% <b>klmnn</b>	15% <b>klm</b>	8%	5%	9% <b>lm</b>	14% <b>op</b>	8%	8%	8%	7%
Not very important	(2) 426	56	152	93	129	208	221	188	226	63	65	121	88	59	296	63	326	50	209	21
	11%	8%	12% <b>abc</b>	12%	12%	16%	12%	8%	11% <b>kl</b>	14% <b>kl</b>	11%	11% <b>kl</b>	8%	10%	16%	14%	10%	8%	11%	16%
Fairly important	(3) 1444	254	465	291	433	719	725	891	534	183	180	371	400	236	951	183	1199	211	716	50
	37%	36%	36%	37%	39%	36%	38%	38%	35%	40%	35%	37%	38%	39%	37%	40%	37%	40%	37%	38%
Essential	(4) 1677	360	561	331	425	920	756	1139	525	146	196	421	509	287	1128	150	1453	225	841	52
	43%	31% <b>abcd</b>	44%	42%	38%	45% <b>abc</b>	40%	43% <b>kl</b>	35%	32%	39%	23% <b>kl</b>	26% <b>kljk</b>	17% <b>kl</b>	34% <b>kl</b>	32%	42% <b>kl</b>	42%	44%	40%
NET Essential/Fairly important	3121	514	1025	623	858	1639	1481	2020	1059	329	378	792	909	523	2079	333	2652	436	1557	102
	80%	37% <b>abcd</b>	80%	79%	78%	32% <b>kl</b>	27% <b>kl</b>	85% <b>klh</b>	70%	72%	75%	16% <b>kl</b>	16% <b>kljk</b>	16% <b>kljk</b>	11% <b>kl</b>	72%	32% <b>kl</b>	82%	81%	77%
NET Irrelevant/Not very important	770	91	262	168	249	352	417	288	462	130	129	218	149	86	496	130	587	94	362	30
	20%	13%	20% <b>kl</b>	21% <b>kl</b>	22% <b>kl</b>	18%	22% <b>kl</b>	12%	30% <b>kl</b>	26% <b>klmnn</b>	25% <b>klmnn</b>	22% <b>klm</b>	14%	14%	19% <b>klm</b>	28% <b>kl</b>	18%	18%	19%	23%
Mean	3.15	3.33 <b>abcd</b>	3.15	3.11	3.05	3.21 <b>l</b>	3.08	3.33 <b>h</b>	2.89	2.89	2.99	3.11 <b>l</b>	3.28 <b>kljk</b>	3.25 <b>kljk</b>	3.16 <b>l</b>	2.90	3.18 <b>o</b>	3.17	3.17	3.10
Std Dev.	0.93	0.82	0.94	0.95	0.97	0.90	0.96	0.80	1.05	1.01	1.04	0.95	0.85	0.82	0.94	1.01	0.91	0.91	0.92	0.91
Std Error	0.02	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.03	0.05	0.05	0.03	0.03	0.03	0.02	0.05	0.02	0.04	0.02	0.09

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QC4\_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3871	2536	1335	602	1935	787	620	529	210	213	214	214	215	217	222	218	212	134	653
Weighted Base	3890	3345	545	129	3277	322	183	108	157	422	329	283	344	357	509	537	338	36*	286
Effective Base	2192	1869	323	106	1669	320	283	381	195	200	196	199	199	202	210	203	198	39	282
Irrelevant (1)	341	293	48	12	294	28	12	7	13	43	47	27	33	21	29	39	43	3	25
Not very important (2)	426	360	88	18	352	42	23	11	14	38	22	30	35	57	45	66	43	8	24
Fairly important (3)	1444	1243	200	35	1229	112	64	38	62	155	127	94	131	133	196	214	117	10	103
Essential (4)	1677	1449	228	65	1402	140	84	52	68	186	134	133	145	146	239	218	134	15	124
NET Essential/Fairly important	3121	2693	428	100	2831	252	148	90	130	341	261	227	276	280	436	432	251	25	227
NET Irrelevant/Not very important	770	653	117	30	646	70	35	18	28	81	68	56	68	77	74	105	88	11	59
Mean	3.15	3.15	3.11	3.18	3.14	3.13	3.20	3.24	3.17	3.15	3.06	3.18	3.13	3.13	3.14	3.01	3.04	3.04	3.14
Std Dev.	0.93	0.93	0.94	0.99	0.93	0.95	0.90	0.89	0.92	0.96	1.02	0.96	0.94	0.89	0.85	0.89	1.02	1.00	0.94
Std Error	0.02	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.06	0.07	0.07	0.07	0.06	0.06	0.06	0.06	0.07	0.09	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QC4\_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Unweighted Base	3871	1400	149	715	1370	1568	535	248	117	2938	365	1636	1520	444	164	68	3156	232	744	1836
Weighted Base	3890	1378	155*	662	1323	1546	607	262	117*	2869	380	1538	1541	511	193	62*	3079	256	833	1747
Effective Base	2192	783	89	401	725	884	343	149	71	1609	220	885	857	279	105	42	1741	146	458	1025
Irrelevant	(1) 341	176	36	123	163	94	50	19	9	256	28	139	98	49	31	11	236	42	33	173
	9%	13%	23% <b>a</b>	17% <b>b</b>	14% <b>d</b>	6%	8%	7%	6%	7%	7%	7% <b>c</b>	6%	10%	14% <b>l</b>	15% <b>k</b>	8%	15% <b>q</b>	4%	10% <b>r</b>
Not very important	(2) 428	187	23	123	142	174	70	24	13	316	37	156	154	73	36	4	310	39	79	201
	11%	14%	15%	19% <b>a</b>	11%	11%	11%	9%	11%	11%	10%	10%	10%	14% <b>l</b>	19% <b>k</b>	6%	10%	15% <b>p</b>	9%	11%
Fairly important	(3) 1444	477	53	223	448	585	257	110	32	1033	143	463	663	222	59	21	1126	80	346	631
	37%	35%	34%	34%	34%	38%	42% <b>d</b>	42% <b>h</b>	28%	36%	38%	30%	43% <b>k</b>	43% <b>l</b>	30%	34%	37% <b>k</b>	31%	41% <b>s</b>	36%
Essential	(4) 1677	538	43	193	570	693	230	109	63	1263	172	781	626	167	68	27	1407	95	375	743
	43%	39% <b>a</b>	28%	25%	43%	45% <b>d</b>	38%	41%	34% <b>c</b>	44% <b>e</b>	45%	41% <b>m</b>	44% <b>l</b>	33%	35%	43%	44% <b>o</b>	37%	46% <b>s</b>	45%
NET Essential/Fairly important	3121	1016	96	416	1018	1278	487	219	96	2296	315	1244	1290	390	127	48	2533	175	721	1374
	80%	74% <b>b</b>	62%	63%	77%	83% <b>d</b>	80%	84%	82%	80%	83%	81% <b>m</b>	84% <b>l</b>	78% <b>n</b>	65%	77%	82% <b>o</b>	68%	87% <b>s</b>	79%
NET Irrelevant/Not very important	770	363	59	246	305	268	120	43	22	573	65	294	252	122	67	14	546	81	112	373
	20%	19% <b>a</b>	23% <b>b</b>	17% <b>c</b>	23% <b>d</b>	17%	20%	18%	20%	17%	17%	19%	18%	24% <b>l</b>	25% <b>k</b>	23%	18%	22% <b>q</b>	13%	21% <b>r</b>
Mean	3.16	1.00	2.66	2.73	3.08	3.14	3.10	3.16	3.26	3.15	3.21	3.22	3.16	2.99	2.85	3.02	2.90	2.89	3.23	3.11
Std Dev.	0.93	1.02	1.12	1.07	1.01	0.87	0.90	0.88	0.94	0.94	0.90	0.96	0.85	0.92	1.08	1.10	0.91	1.08	0.79	0.96
Std Error	0.02	0.03	0.09	0.04	0.03	0.02	0.04	0.06	0.09	0.02	0.05	0.02	0.02	0.04	0.08	0.13	0.02	0.07	0.03	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
\* small base



QC4\_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3871	243	3574	54	1136	2503	232	3741	70	38	4	3849	18
Weighted Base	3890	261	3571	58*	1100	2562	228	3737	88*	39**	7**	3863	20**
Effective Base	2192	143	2017	31	641	1420	132	2107	46	23	4	2176	12
Irrelevant	(1) 341	22	317	3	113	217	11	333	1	5	2	339	-
	9%	8%	9%	6%	18%	9%	6%	9%	2%	12%	23%	9%	1%
Not very important	(2) 428	25	390	13	130	288	31	400	11	13	-	423	5
	11%	10%	11%	23%ab	12%	10%	14%	11%	12%	32%	-	11%	27%
Fairly important	(3) 1444	124	1291	29	436	911	97	1366	47	17	6	1430	8
	37%	47%ab	36%	49%	40%	36%	42%	37%	54%abc	44%	77%	37%	40%
Essential	(4) 1677	91	1573	13	421	1166	90	1638	28	5	-	1671	6
	43%	35%	41%abc	22%	38%	45%cd	39%	44%	32%	12%	-	43%	32%
NET Essential/Fairly important	3121	214	2865	41	857	2078	187	3004	75	22	6	3101	14
	80%	82%	80%	71%	78%	81%	82%	80%	86%	56%	77%	80%	72%
NET Irrelevant/Not very important	770	47	708	17	243	485	42	733	12	17	2	763	5
	20%	18%	20%	29%	22%	19%	18%	20%	14%	44%	23%	20%	28%
Mean	3.15	3.09	3.15	2.88	3.06	3.16	3.16	3.15	3.17	2.58	2.53	3.15	3.04
Std Dev.	0.93	0.88	0.94	0.82	0.95	0.93	0.83	0.94	0.70	0.86	0.91	0.83	0.80
Std Error	0.02	0.06	0.02	0.11	0.03	0.02	0.05	0.02	0.08	0.14	0.46	0.02	0.19

Proportions/Mean: Column Test(s) (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC4\_8. How important to you are each of these channels of communication? - Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3871	430	361	1290	1290	-	430	-	430	-	431	-	850	430	430	430	430
Weighted Base	3890	431	879	1290	1290	**	431	**	464	**	416	**	818	472	437	416	437
Effective Base	2192	220	492	726	756	-	220	-	251	-	242	-	475	253	249	248	259
Irrelevant	(1) 341	42	94	123	83	-	42	-	58	-	35	-	80	43	27	20	35
	9%	10%	11% <sup>sd</sup>	10% <sup>sd</sup>	6%	-	10% <sup>so</sup>	-	13% <sup>ns</sup>	-	8%	-	10% <sup>so</sup>	9%	6%	5%	8%
Not very important	(2) 428	46	103	140	140	-	46	-	50	-	53	-	84	55	48	37	55
	11%	11%	12%	11%	11%	-	11%	-	11%	-	13%	-	10%	12%	11%	9%	13%
Fairly important	(3) 1444	164	303	497	480	-	164	-	159	-	144	-	326	171	156	167	157
	37%	38%	34%	38%	37%	-	38%	-	34%	-	35%	-	40%	39%	39%	40%	36%
Essential	(4) 1677	179	380	531	587	-	179	-	196	-	184	-	327	203	206	192	189
	43%	42%	43%	41%	46%	-	42%	-	42%	-	44%	-	40%	43%	47%	46%	43%
NET Essential/Fairly important	3121	343	683	1027	1068	-	343	-	356	-	327	-	653	374	362	359	346
	80%	80%	78%	80%	82% <sup>sd</sup>	-	80%	-	77%	-	79%	-	80%	79%	83%	82% <sup>ns</sup>	79%
NET Irrelevant/Not very important	770	88	196	263	222	-	88	-	105	-	85	-	165	88	75	57	91
	20%	20%	22% <sup>sd</sup>	20%	17%	-	20%	-	23% <sup>so</sup>	-	21% <sup>so</sup>	-	20% <sup>so</sup>	21% <sup>so</sup>	17%	14%	21% <sup>so</sup>
Mean	3.15	3.11	3.10	3.11	3.22 <sup>bc</sup>	-	3.11	-	3.06	-	3.15	-	3.10	3.13	3.24 <sup>h</sup>	3.28 <sup>nl</sup>	3.14
Std Dev.	0.93	0.95	0.98	0.94	0.88	-	0.95	-	1.02	-	0.94	-	0.94	0.94	0.88	0.82	0.93
Std Error	0.02	0.05	0.03	0.03	0.02	-	0.05	-	0.05	-	0.05	-	0.03	0.05	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

QC4\_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	3871	-	3871	505	2482	1837	2019	500	527	722	503	740	525	354	1027	1225	1619	879	3576	270	3871
Weighted Base	3890	-**	3890	550	2493	1882	1992	517	521	737	516	726	474	400	1038	1253	1600	874	3448	409	3871
Effective Base	2192	-	2192	294	1422	1064	1117	285	299	418	290	426	271	206	583	707	901	476	1969	209	3871
Irrelevant (1)	659	-	659	61	487	290	366	44	65	85	85	158	103	120	109	170	380	223	615	36	707
	17%	-	17%	11%	20%	15%	18%	9%	12%	12%	16%	22%	22%	30%	10%	14%	24%	25%	16%	9%	18%
Not very important (2)	1198	-	1198	117	774	588	606	98	128	174	174	255	201	169	227	348	624	369	1093	100	1267
	31%	-	31%	21%	33%	31%	30%	19%	25%	24%	24%	30%	21%	20%	22%	28%	39%	41%	24%	25%	33%
Fairly important (3)	1552	-	1552	238	960	769	777	261	229	363	199	255	145	99	400	562	500	244	1348	192	1465
	40%	-	40%	43%	39%	41%	39%	11%	10%	11%	11%	14%	10%	7%	27%	47%	45%	31%	28%	39%	47%
Essential (4)	481	-	481	135	272	236	242	113	99	115	58	57	26	12	212	173	96	38	392	80	432
	12%	-	12%	24%	11%	13%	12%	22%	19%	16%	11%	6%	3%	2%	20%	14%	6%	4%	11%	20%	11%
NET Essential/Fairly important	2033	-	2033	372	1233	1005	1019	374	328	478	257	315	171	112	702	735	596	282	1740	273	1897
	52%	-	52%	33%	49%	53%	51%	27%	28%	33%	20%	13%	8%	6%	33%	59%	37%	32%	50%	49%	49%
NET Irrelevant/Not very important	1857	-	1857	178	1261	877	972	143	193	259	259	412	304	288	335	518	1004	592	1708	136	1974
	48%	-	48%	32%	51%	47%	49%	28%	37%	35%	50%	57%	64%	72%	32%	41%	63%	60%	50%	33%	51%
Mean	2.48	-	2.48	2.81	2.41	2.51	2.45	2.68	2.70	2.69	2.45	2.28	2.28	2.01	2.78	2.59	2.19	2.11	2.44	2.78	2.42
Std Dev.	0.91	-	0.91	0.93	0.92	0.90	0.93	0.86	0.92	0.87	0.90	0.90	0.84	0.82	0.89	0.89	0.87	0.83	0.91	0.86	0.91
Std Error	0.01	-	0.01	0.04	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.04	0.03	0.03	0.02	0.03	0.02	0.05	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC4\_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3871	927	1199	736	1009	2126	1745	2167	1652	438	476	979	1071	670	2526	443	3242	541	1931	108
Weighted Base	3890	705	1287	791	1107	1992	1899	2317	1521	458	508	1009	1059	610	2576	463	3238	530	1918	132*
Effective Base	2192	414	706	446	627	1119	1073	1232	944	261	284	593	584	333	1459	264	1821	317	1097	69
Irrelevant	(1) 659	114	223	130	193	337	322	305	348	95	95	172	157	106	424	95	537	100	393	23
		16%	17%	16%	17%	17%	17%	13%	22% <b>gh</b>	21%	19%	17%	15%	17%	16%	21%	17%	19%	20%	17%
Not very important	(2) 1198	195	430	219	354	625	573	617	571	149	144	316	329	175	789	149	978	140	635	31
		31%	29%	31% <b>acd</b>	29%	31%	30%	27%	31% <b>gh</b>	32%	28%	31%	31%	29%	31%	32%	30%	26%	31% <b>gh</b>	23%
Fairly important	(3) 1552	283	497	321	451	780	773	1034	486	174	191	423	435	234	1050	175	1309	208	698	57
		40%	39%	39%	41%	39%	41%	45% <b>gh</b>	32%	38%	38%	42%	41%	38%	41%	38%	40%	39%	36%	43%
Essential	(4) 481	113	138	121	110	250	230	361	116	41	78	98	138	94	314	43	415	82	189	21
		12%	11%	15% <b>bd</b>	10%	13%	12%	15% <b>gh</b>	8%	9%	15% <b>gh</b>	10%	13%	15% <b>gh</b>	12%	9%	13%	15% <b>gh</b>	10%	16%
NET Essential/Fairly important	2033	395	634	442	561	1030	1003	1395	602	215	269	521	573	320	1363	218	1724	291	887	70
		52%	50% <b>ab</b>	49%	50% <b>ab</b>	52%	53%	50% <b>gh</b>	40%	47%	53%	52%	54%	54%	53%	47%	53%	55% <b>gh</b>	46%	59% <b>gh</b>
NET Irrelevant/Not very important	1857	309	653	349	546	962	896	923	919	244	238	488	486	281	1212	244	1514	239	1032	54
		48%	44%	51% <b>acd</b>	44%	48%	47%	40%	60% <b>gh</b>	53%	47%	48%	46%	46%	47%	53%	47%	45%	54% <b>gh</b>	41%
Mean	2.48	2.56 <b>bd</b>	2.43	2.55 <b>bd</b>	2.43	2.47	2.48	2.63 <b>h</b>	2.24	2.35	2.50	2.44	2.52 <b>i</b>	2.52 <b>i</b>	2.49 <b>i</b>	2.36	2.49 <b>o</b>	2.52 <b>r</b>	2.36	2.58
Std Dev.	0.91	0.94	0.90	0.94	0.89	0.92	0.91	0.90	0.89	0.91	0.97	0.88	0.90	0.95	0.91	0.91	0.92	0.97	0.91	0.96
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.02	0.04	0.02	0.04	0.02	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QC4\_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3871	2536	1335	602	1935	787	620	529	210	213	214	214	215	217	222	218	212	134	653
Weighted Base	3890	3345	545	129	3277	322	183	108	157	422	329	283	344	357	509	537	338	36*	286
Effective Base	2192	1869	323	106	1669	320	283	381	195	200	196	199	199	202	210	203	198	39	282
Irrelevant (1)	659	577	82	24	532	68	38	21	26	66	64	49	53	52	79	84	60	9	59
Not very important (2)	1198	985	214	48	1007	103	49	38	53	121	103	85	107	117	110	183	130	15	88
Fairly important (3)	1552	1363	190	36	1316	128	74	33	61	173	129	119	149	151	233	187	115	12	117
Essential (4)	481	421	59	22	421	22	22	15	17	62	33	31	36	37	87	87	33	1	22
NET Essential/Fairly important	2033	1724	249	58	1723	7*	7*	49	78	234	10*	11*	10*	10*	320	273	148	12	138
NET Irrelevant/Not very important	1857	1561	296	71	1539	171	87	59	80	188	167	133	159	169	189	264	190	24	148
Mean	2.48	2.49	2.42	2.44	2.50e	2.33	2.44	2.40	2.43q	2.54ppr	2.40	2.47q	2.49q	2.48q	2.65hppqr	2.51q	2.36	2.11	2.35
Std Dev.	0.91	0.92	0.87	0.98	0.91	0.88	0.95	0.96	0.89	0.93	0.91	0.90	0.87	0.87	0.94	0.94	0.88	0.80	0.89
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.04	0.04	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.07	0.03

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QC4\_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	3871	1400	149	715	1370	1568	535	248	117	2938	365	1636	1520	444	164	68	3156	232	744	1836
Weighted Base	3890	1378	155*	662	1323	1546	607	262	117*	2869	380	1538	1541	511	193	62*	3079	256	833	1747
Effective Base	2192	783	89	401	725	884	343	149	71	1609	220	885	857	279	105	42	1741	146	458	1025
Irrelevant	(1) 659	313	41	173	289	218	89	32	24	507	56	311	206	76	37	22	517	59	82	433
	17%	23%	26%	26%	42% <i>def</i>	14%	15%	12%	20%	13%	15%	33% <i>mpq</i>	13%	15%	19%	35% <i>kmpq</i>	11% <i>ld</i>	25% <i>mpq</i>	10%	25% <i>qr</i>
Not very important	(2) 1198	479	61	283	408	482	173	87	38	889	125	447	482	149	85	16	929	101	173	636
	31%	35%	40%	43% <i>ca</i>	31%	31%	28%	33%	33%	31%	33%	29%	31%	29%	64% <i>kmpq</i>	25%	30%	40% <i>kmpq</i>	21%	36% <i>r</i>
Fairly important	(3) 1552	478	50	175	418	679	279	119	43	1097	162	538	689	225	64	22	1226	86	402	561
	40%	35% <i>ca</i>	32%	26%	32%	44% <i>def</i>	45% <i>def</i>	45% <i>def</i>	37%	38% <i>ld</i>	45% <i>def</i>	35%	45% <i>kmpq</i>	44% <i>ka</i>	33%	35%	40% <i>ka</i>	34%	48% <i>ca</i>	32%
Essential	(4) 481	108	3	30	208	168	66	24	12	376	36	243	165	61	7	2	408	9	175	117
	12%	8% <i>ca</i>	2%	5%	43% <i>def</i>	11%	11%	9%	11%	13%	10%	53% <i>mpq</i>	44% <i>mpq</i>	47% <i>mpq</i>	4%	4%	53% <i>mpq</i>	4%	74% <i>ca</i>	7%
NET Essential/Fairly important	2033	586	53	205	626	847	346	143	55	1473	199	780	854	286	71	24	1634	95	578	678
	52%	43% <i>ca</i>	34%	31%	47%	55% <i>def</i>	57% <i>def</i>	55%	47%	51%	52%	51% <i>mpq</i>	55% <i>mpq</i>	56% <i>mpq</i>	37%	39%	53% <i>mpq</i>	37%	69% <i>ca</i>	39%
NET Irrelevant/Not very important	1857	792	102	457	696	700	281	119	62	1396	181	758	688	225	123	38	1446	161	255	1069
	48%	57%	66%	49% <i>ca</i>	43% <i>def</i>	45%	43%	45%	53%	49%	49%	49%	45%	44%	63% <i>kmpq</i>	31% <i>ld</i>	47%	53% <i>kmpq</i>	31%	48% <i>qr</i>
Mean	2.48	2.22% <i>ca</i>	2.10	2.09	2.41	2.52% <i>def</i>	2.53	2.51	2.38	2.47	2.47	2.46% <i>mpq</i>	2.43% <i>mpq</i>	2.53% <i>mpq</i>	2.21	2.08	2.52% <i>mpq</i>	2.18	2.31% <i>ca</i>	2.21
Std Dev.	0.91	0.90	0.81	0.84	1.00	0.87	0.87	0.83	0.92	0.93	0.86	0.98	0.95	0.89	0.79	0.93	0.92	0.83	0.88	0.89
Std Error	0.01	0.02	0.07	0.03	0.03	0.02	0.04	0.05	0.09	0.02	0.04	0.02	0.02	0.04	0.06	0.11	0.02	0.05	0.03	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
 \* small base

QC4\_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3871	243	3574	54	1136	2503	232	3741	70	38	4	3849	18
Weighted Base	3890	261	3571	58*	1100	2562	228	3737	88*	39**	7**	3863	20**
Effective Base	2192	143	2017	31	641	1420	132	2107	46	23	4	2176	12
Irrelevant	(1) 659	33	622	3	175	459	25	652	-	3	-	656	3
	17%	13%	17%	6%	16%	31% <b>f</b>	11%	31% <b>g</b>	-	8%	-	31% <b>k</b>	18%
Not very important	(2) 1198	60	1118	20	345	801	52	1151	23	19	2	1193	3
	31%	23%	31% <b>a</b>	35%	31%	31% <b>f</b>	23%	31%	27%	49%	23%	31%	16%
Fairly important	(3) 1552	111	1415	27	425	1013	113	1481	44	13	4	1538	10
	40%	43%	40%	46%	39%	40%	50% <b>d</b>	40%	50%	34%	52%	40%	53%
Essential	(4) 481	56	417	8	154	289	38	453	20	3	2	478	3
	12%	22% <b>b</b>	12%	14%	14%	11%	17%	12%	23% <b>h</b>	6%	25%	12%	14%
NET Essential/Fairly important	2033	167	1831	35	580	1302	151	1934	64	17	6	2014	13
	52%	64% <b>b</b>	51%	59%	53%	51%	65% <b>d</b>	52%	73% <b>h</b>	43%	77%	52%	67%
NET Irrelevant/Not very important	1857	93	1740	24	520	1280	77	1803	24	23	2	1849	6
	48%	36%	49% <b>a</b>	41%	47% <b>f</b>	49% <b>f</b>	34%	49% <b>g</b>	27%	57%	23%	49% <b>k</b>	33%
Mean	2.48	2.46	2.67	2.67	2.51	2.44	2.72 <sup>de</sup>	2.46	2.40 <sup>gh</sup>	2.43	3.01	2.47	2.64
Std Dev.	0.91	0.94	0.91	0.79	0.92	0.91	0.87	0.92	0.71	0.77	0.75	0.91	0.96
Std Error	0.01	0.06	0.02	0.11	0.03	0.02	0.06	0.01	0.09	0.13	0.37	0.01	0.23

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC\_9. How important to you are each of these channels of communication? - Other ways of communicating over the internet

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3871	430	361	1290	1290	-	430	-	430	-	431	-	860	430	430	430	430
Weighted Base	3890	431	879	1290	1290	**	431	**	464	**	416	**	818	472	437	416	437
Effective Base	2192	220	492	726	756	-	220	-	251	-	242	-	475	253	249	248	259
Irrelevant	(1) 659	46	97	266	250	-	46	-	53	-	45	-	168	98	88	78	84
	17%	11%	11%	21%ab	19%ab	-	11%	-	11%	-	11%	-	21%hj	21%hj	20%hj	19%hj	19%hj
Not very important	(2) 1198	122	267	404	406	-	122	-	145	-	122	-	271	132	127	139	140
	31%	28%	30%	31%	31%	-	28%	-	31%	-	29%	-	33%	28%	29%	33%	32%
Fairly important	(3) 1552	210	379	480	484	-	210	-	181	-	199	-	283	196	171	142	171
	40%	49%cd	43%cd	37%	37%	-	43%lmnop	-	39%	-	45%hkl	-	35%	42%	39%	34%	39%
Essential	(4) 481	53	136	141	151	-	53	-	85	-	51	-	95	46	50	58	42
	12%	12%	16%c	11%	12%	-	12%	-	18%lmnop	-	12%	-	12%	10%	12%	14%	10%
NET Essential/Fairly important	2033	263	515	621	635	-	263	-	266	-	249	-	379	242	221	200	214
	52%	61%bcd	59%bcd	46%	49%	-	61%lmnop	-	57%kl	-	56%lmnop	-	46%	51%	51%	48%	49%
NET Irrelevant/Not very important	1857	168	364	669	655	-	168	-	198	-	166	-	439	230	216	216	224
	48%	39%	41%	52%ab	51%ab	-	39%	-	43%	-	40%	-	54%ij	49%kl	49%kl	52%ij	51%kl
Mean	2.48	2.63cd	2.63cd	2.38	2.42	-	2.63lmnop	-	2.64lmnop	-	2.61lmnop	-	2.37	2.40	2.42	2.43	2.39
Std Dev.	0.91	0.83	0.87	0.93	0.93	-	0.83	-	0.91	-	0.83	-	0.94	0.92	0.94	0.95	0.90
Std Error	0.01	0.04	0.03	0.03	0.03	-	0.04	-	0.04	-	0.04	-	0.03	0.04	0.05	0.05	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC4\_NET\_ESSENTIAL. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Table 62

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	3871	-	3871	505	2482	1837	2019	500	527	722	503	740	525	354	1027	1225	1619	879	3576	270	3871
Weighted Base	3890	-**	3890	550	2493	1882	1992	517	521	737	516	726	474	400	1038	1253	1600	874	3448	409	3871
Effective Base	2192	-	2192	294	1422	1064	1117	285	299	418	290	426	271	206	583	707	901	476	1969	209	3871
Post	2698	-	2698	415	1699	1274	1415	303	348	517	365	492	339	334	651	881	1166	673	2427	259	2630
69%	-	69%	76% <sup>d</sup>	68%	68%	71%	59%	67% <sup>g</sup>	70% <sup>h</sup>	71% <sup>i</sup>	68% <sup>j</sup>	71% <sup>k</sup>	84% <sup>l</sup> <sup>nm</sup>	63%	70% <sup>n</sup>	73% <sup>o</sup>	77% <sup>p</sup>	70% <sup>q</sup>	63%	68%	63%
Phone calls	2372	-	2372	342	2030	1149	1218	310	330	438	302	438	303	250	640	740	992	553	2074	284	2376
61%	-	61%	62% <sup>d</sup>	61% <sup>e</sup>	61%	60%	63%	60%	63%	59%	60%	64%	63%	62%	62%	62%	63%	60%	60%	61%	61%
Text messages	3402	-	3402	475	2202	1598	1785	474	467	659	463	622	395	316	941	1127	1334	712	3020	355	3390
87%	-	87%	86% <sup>d</sup>	88% <sup>e</sup>	85%	90% <sup>e</sup>	92% <sup>g</sup> <sup>km</sup>	90% <sup>h</sup> <sup>lm</sup>	93% <sup>i</sup> <sup>km</sup>	91% <sup>j</sup> <sup>km</sup>	95% <sup>k</sup>	83%	79%	91% <sup>l</sup> <sup>op</sup>	90% <sup>o</sup> <sup>q</sup>	83%	81%	81%	88%	87%	88%
Email	3170	-	3170	475	2024	1553	1602	375	411	608	400	604	398	375	786	1007	1377	773	2796	341	3083
81%	-	81%	89% <sup>d</sup>	81% <sup>e</sup>	83%	80%	73%	79%	82% <sup>g</sup>	78% <sup>h</sup>	83% <sup>i</sup> <sup>g</sup>	84% <sup>h</sup> <sup>lm</sup>	94% <sup>l</sup> <sup>nm</sup>	76%	80% <sup>n</sup>	86% <sup>o</sup> <sup>q</sup>	68% <sup>p</sup>	81%	81%	84%	80%
Social media (e.g. Facebook, Twitter, etc)	2323	-	2323	417	1458	1028	1280	453	412	550	297	314	178	108	866	856	601	287	1965	321	2301
60%	-	60%	73% <sup>d</sup>	58% <sup>e</sup>	58%	62% <sup>e</sup>	63% <sup>g</sup> <sup>klm</sup>	74% <sup>h</sup> <sup>klm</sup>	74% <sup>i</sup> <sup>klm</sup>	63% <sup>j</sup> <sup>klm</sup>	63% <sup>k</sup> <sup>klm</sup>	63% <sup>l</sup> <sup>klm</sup>	63% <sup>m</sup>	27%	63% <sup>o</sup> <sup>opq</sup>	63% <sup>o</sup> <sup>opq</sup>	39%	33%	58%	53%	59%
Video calling (e.g. Skype, FaceTime, etc)	2284	-	2284	406	1444	1074	1201	399	406	513	300	337	204	125	805	813	667	329	1950	321	2272
59%	-	59%	74% <sup>d</sup>	58% <sup>e</sup>	57%	60%	77% <sup>g</sup> <sup>klm</sup>	78% <sup>h</sup> <sup>klm</sup>	79% <sup>i</sup> <sup>klm</sup>	59% <sup>j</sup> <sup>klm</sup>	48% <sup>k</sup> <sup>klm</sup>	43% <sup>l</sup> <sup>klm</sup>	31%	78% <sup>o</sup> <sup>opq</sup>	68% <sup>o</sup> <sup>opq</sup>	42%	38%	57%	57%	78% <sup>v</sup>	59%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	3121	-	3121	482	2012	1443	1662	487	480	677	435	522	303	218	966	1112	1043	521	2726	372	3106
80%	-	80%	89% <sup>d</sup>	81% <sup>e</sup>	77%	83% <sup>e</sup>	94% <sup>g</sup> <sup>klm</sup>	92% <sup>h</sup> <sup>klm</sup>	92% <sup>i</sup> <sup>klm</sup>	84% <sup>j</sup> <sup>klm</sup>	72% <sup>k</sup> <sup>klm</sup>	64% <sup>l</sup> <sup>klm</sup>	54%	92% <sup>o</sup> <sup>opq</sup>	89% <sup>o</sup> <sup>opq</sup>	65% <sup>q</sup>	60%	79%	79%	81% <sup>v</sup>	80%
Other ways of communicating over the internet	2033	-	2033	372	1233	1005	1019	374	328	478	257	313	171	112	702	735	596	282	1740	273	1897
52%	-	52%	69% <sup>d</sup>	49% <sup>e</sup>	53%	51%	72% <sup>g</sup> <sup>klm</sup>	63% <sup>h</sup> <sup>klm</sup>	65% <sup>i</sup> <sup>klm</sup>	60% <sup>j</sup> <sup>klm</sup>	43% <sup>k</sup> <sup>klm</sup>	36%	28%	68% <sup>o</sup> <sup>opq</sup>	69% <sup>o</sup> <sup>opq</sup>	37%	32%	50%	50%	67% <sup>v</sup>	49%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC4\_NET\_ESSENTIAL. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3871	927	1199	736	1009	2126	1745	2167	1652	438	476	979	1071	670	2526	443	3242	541	1931	108
Weighted Base	3890	705	1287	791	1107	1992	1899	2317	1521	458	508	1009	1059	610	2576	463	3238	530	1918	132*
Effective Base	2192	414	706	446	627	1119	1073	1232	944	261	284	593	584	333	1459	264	1821	317	1097	69
Post	2698	492	877	570	760	1369	1330	1581	1074	320	380	722	725	396	1827	324	2251	392	1239	99
	69%	70%	68%	72%	69%	69%	70%	68%	71%	70%	72% <b>h</b>	72% <b>h</b>	69%	65%	71% <b>h</b>	70%	70%	74% <b>r</b>	65%	75%
Phone calls	2372	431	788	504	649	1219	1153	1420	932	243	300	629	681	370	1610	247	2007	485	1761	127
	61%	61%	61%	64%	59%	61%	61%	61%	61%	53%	59%	61% <b>h</b>	64% <b>h</b>	61%	61% <b>h</b>	53%	61% <b>h</b>	91%	82%	95%
Text messages	3402	610	1125	701	965	1735	1666	2082	1277	390	439	877	935	548	2251	394	2851	463	1670	120
	87%	87%	87%	89%	87%	87%	88%	90% <b>h</b>	84%	85%	87%	87%	88%	90%	87%	85%	88%	87%	87%	91%
Email	3170	597	1050	657	865	1647	1523	1884	1240	371	425	795	899	472	2119	375	2635	429	1552	116
	81%	82% <b>h</b>	82%	83% <b>h</b>	79%	83%	80%	81%	82%	81%	83% <b>h</b>	79%	85% <b>h</b>	77%	82% <b>h</b>	81%	81%	81%	81%	88%
Social media (e.g. Facebook, Twitter, etc)	2323	469	727	460	666	1197	1126	1551	751	255	286	602	641	400	1532	258	1972	345	1081	91
	60%	67% <b>h</b>	57%	58%	60%	60%	59%	67% <b>h</b>	49%	56%	57%	60%	61%	56% <b>h</b>	59%	56%	61%	63% <b>r</b>	56%	69% <b>r</b>
Video calling (e.g. Skype, FaceTime, etc)	2284	505	739	432	608	1244	1040	1551	702	217	278	544	685	419	1507	220	1963	320	1112	84
	59%	72% <b>h</b>	57%	55%	55%	62% <b>h</b>	55%	67% <b>h</b>	46%	47%	55%	54%	65% <b>h</b>	69% <b>h</b>	59% <b>h</b>	48%	61% <b>h</b>	60%	58%	63%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	3121	614	1025	623	858	1639	1481	2029	1059	329	378	792	909	523	2079	333	2652	436	1557	102
	80%	87% <b>h</b>	80%	79%	78%	82% <b>h</b>	78%	85% <b>h</b>	70%	72%	75%	73% <b>h</b>	85% <b>h</b>	81% <b>h</b>	81% <b>h</b>	72%	82% <b>h</b>	82%	81%	77%
Other ways of communicating over the internet	2033	396	634	442	561	1030	1003	1395	602	215	269	521	573	328	1363	218	1724	291	887	78
	52%	60% <b>h</b>	49%	56% <b>h</b>	51%	52%	53%	60% <b>h</b>	40%	47%	53%	52%	54%	54%	53%	47%	53%	55% <b>r</b>	46%	59% <b>r</b>

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QC4\_NET\_ESSENTIAL. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3871	2536	1335	602	1935	787	620	529	210	213	214	214	215	217	222	218	212	134	653
Weighted Base	3890	3345	545	129	3277	322	183	108	157	422	329	283	344	357	509	537	338	36*	286
Effective Base	2192	1869	323	106	1669	320	283	381	195	200	196	199	199	202	210	203	198	39	282
Post	2698	2325	373	92	2271	225	133	69	104	305	236	180	230	253	358	375	230	28	198
	69%	69%	69%	71%	69%	70%	64%	64%	66%	72%	72%	64%	67%	71%	70%	70%	68%	77%	69%
Phone calls	2372	2037	335	71	1997	188	112	66	97	297	186	178	210	228	315	316	200	22	176
	61%	61%	62%	55%	61%	61%	61%	61%	62%	63%	57%	63%	61%	64%	62%	59%	59%	61%	61%
Text messages	3402	2937	465	105	2867	282	156	97	140	368	292	252	307	317	448	455	289	31	251
	87%	88%	85%	81%	88%	88%	85%	90%	89%	87%	89%	89%	89%	89%	88%	85%	85%	86%	88%
Email	3170	2729	441	110	2689	251	148	82	128	350	266	228	271	288	438	440	279	31	219
	81%	82%	81%	85%	82%	78%	81%	75%	82%	83%	81%	81%	79%	81%	82%	82%	83%	87%	77%
Social media (e.g. Facebook, Twitter, etc)	2223	2035	288	71	1956	196	108	63	95	240	193	170	209	217	337	307	179	22	174
	60%	61%	53%	55%	60%	61%	59%	58%	60%	57%	59%	63%	61%	61%	66%	57%	53%	61%	61%
Video calling (e.g. Skype, FaceTime, etc)	2284	1971	313	70	1936	182	102	63	86	234	175	170	208	213	348	315	187	19	163
	59%	59%	57%	54%	59%	57%	56%	58%	55%	55%	53%	60%	61%	60%	68%	59%	55%	54%	57%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	3121	2693	428	100	2631	252	148	90	130	341	261	227	276	280	435	432	251	25	227
	80%	80%	79%	77%	80%	78%	81%	83%	82%	81%	79%	80%	80%	78%	83%	80%	74%	69%	79%
Other ways of communicating over the internet	2033	1784	249	58	1737	151	96	49	78	234	162	150	185	188	320	273	148	12	138
	52%	52%	46%	45%	52%	47%	52%	45%	49%	56%	49%	53%	54%	52%	63%	51%	44%	34%	48%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QC4\_NET\_ESSENTIAL. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	3871	1400	149	715	1370	1568	535	248	117	2938	365	1636	1520	444	164	68	3156	232	744	1836
Weighted Base	3890	1378	155*	662	1323	1546	607	262	117*	2869	380	1538	1541	511	193	62*	3079	256	833	1747
Effective Base	2192	783	89	401	725	884	343	149	71	1609	220	885	857	279	105	42	1741	146	458	1025
Post	2698	933	101	481	1058	1101	382	110	33	2159	144	1102	1101	338	105	27	2204	132	650	1080
	69%	68%	65%	73%	63% <sup>ab</sup>	61% <sup>cd</sup>	63% <sup>gh</sup>	42%	28%	62% <sup>efgh</sup>	38%	62% <sup>lmno</sup>	61% <sup>lmno</sup>	63% <sup>lmno</sup>	54%	43%	61% <sup>lmno</sup>	52%	61% <sup>rs</sup>	62%
Phone calls	2372	828	80	386	824	955	368	138	64	1790	201	1009	959	262	99	32	1965	131	769	1603
	61%	60%	51%	58%	62% <sup>gh</sup>	62% <sup>gh</sup>	61%	52%	54%	62% <sup>gh</sup>	53%	66% <sup>lmno</sup>	62% <sup>lmno</sup>	51%	51%	51%	64% <sup>lmno</sup>	51%	92%	92%
Text messages	3402	1161	131	540	1160	1377	512	227	101	2538	328	1377	1377	415	153	51	2753	203	731	1521
	87%	84%	84%	82%	88%	89% <sup>cd</sup>	84%	86%	87%	88% <sup>cd</sup>	87%	90% <sup>lmno</sup>	89% <sup>lmno</sup>	81%	79%	81%	89% <sup>lmno</sup>	79%	88%	87%
Email	3170	1149	129	566	1096	1277	489	192	91	2372	283	1282	1277	400	134	43	2580	177	710	1387
	81%	83%	84%	85%	83% <sup>gh</sup>	83% <sup>gh</sup>	81%	73%	78%	83% <sup>gh</sup>	75%	83% <sup>lmno</sup>	83% <sup>lmno</sup>	83% <sup>lmno</sup>	66%	68%	83% <sup>lmno</sup>	68%	83% <sup>rs</sup>	75%
Social media (e.g. Facebook, Twitter, etc)	2323	684	68	270	675	988	395	176	70	1663	246	891	984	314	87	26	1875	112	619	899
	60%	60% <sup>bc</sup>	44%	41%	51%	64% <sup>cd</sup>	65% <sup>cd</sup>	67% <sup>cd</sup>	60%	68% <sup>cd</sup>	65% <sup>cd</sup>	68% <sup>lmno</sup>	64% <sup>lmno</sup>	62% <sup>lmno</sup>	45%	41%	61% <sup>lmno</sup>	44%	74% <sup>rs</sup>	51%
Video calling (e.g. Skype, FaceTime, etc)	2284	684	61	263	750	904	390	163	62	1654	225	928	937	282	90	30	1865	120	588	926
	59%	60% <sup>bc</sup>	39%	40%	57%	58%	64% <sup>cd</sup>	62%	53%	58%	59%	60% <sup>lmno</sup>	61% <sup>lmno</sup>	55%	47%	48%	61% <sup>lmno</sup>	47%	71% <sup>rs</sup>	53%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	3121	1010	96	416	1018	1276	487	219	96	2296	315	1244	1209	390	127	48	2533	175	721	1374
	80%	74% <sup>abc</sup>	62%	63%	77%	83% <sup>cd</sup>	80%	84%	82%	80%	83%	81% <sup>lmno</sup>	84% <sup>lmno</sup>	78% <sup>lmno</sup>	65%	77%	82% <sup>lmno</sup>	68%	87% <sup>rs</sup>	79%
Other ways of communicating over the internet	2033	586	53	205	626	847	346	143	55	1473	199	780	854	286	71	24	1634	95	578	678
	52%	43% <sup>bc</sup>	34%	31%	47%	59% <sup>cd</sup>	57% <sup>cd</sup>	55%	47%	51%	52%	61% <sup>lmno</sup>	65% <sup>lmno</sup>	60% <sup>lmno</sup>	37%	39%	63% <sup>lmno</sup>	37%	69% <sup>rs</sup>	39%

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - rs  
 \* small base

QC4\_NET\_ESSENTIAL. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3871	243	3574	54	1136	2503	232	3741	70	38	4	3849	18
Weighted Base	3890	261	3571	58*	1100	2562	228	3737	88*	39**	7**	3863	20**
Effective Base	2192	143	2017	31	641	1420	132	2107	46	23	4	2176	12
Post	2698	200	2450	47	820	1715	163	2579	75	24	7	2678	12
	69%	82% <sup>b</sup>	69%	81%	72% <sup>c,d</sup>	67%	71%	69%	85% <sup>e,f</sup>	61%	100%	69%	63%
Phone calls	2372	145	2194	33	635	1607	130	2271	57	26	5	2354	13
	61%	56%	61%	57%	58%	63% <sup>g</sup>	57%	61%	65%	66%	74%	61%	67%
Text messages	3402	216	3136	50	948	2248	206	3282	64	34	7	3380	15
	87%	83%	88%	86%	86%	88%	90%	88% <sup>h</sup>	73%	88%	100%	87% <sup>i,j</sup>	75%
Email	3179	210	2912	48	905	2081	184	3059	62	29	7	3150	13
	81%	81%	82%	83%	82%	81%	81%	82%	71%	73%	100%	82%	68%
Social media (e.g. Facebook, Twitter, etc)	2323	178	2114	31	664	1503	156	2223	67	18	6	2307	10
	60%	68% <sup>b</sup>	59%	54%	60%	59%	68% <sup>c</sup>	59%	78% <sup>d,e</sup>	46%	77%	60%	51%
Video calling (e.g. Skype, FaceTime, etc)	2284	168	2089	27	602	1526	156	2182	68	18	6	2269	10
	59%	64%	59%	46%	55%	59% <sup>f</sup>	63% <sup>g</sup>	58%	78% <sup>h</sup>	46%	77%	59%	51%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	3121	214	2865	41	857	2078	187	3004	75	22	6	3101	14
	80%	82%	80%	71%	78%	81%	82%	80%	86%	56%	77%	80%	72%
Other ways of communicating over the internet	2033	167	1831	35	580	1302	151	1934	64	17	6	2014	13
	52%	64% <sup>b</sup>	57%	59%	53%	51%	66% <sup>c,d</sup>	52%	73% <sup>e</sup>	43%	77%	52%	67%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC4\_NET\_ESSENTIAL. How important to you are each of these channels of communication? - Essential/Fairly important Summary

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3871	430	861	1290	1290	-	430	-	430	-	431	-	860	430	430	430	430
Weighted Base	3890	431	870	1290	1290	**	431	**	464	**	416	**	818	472	437	416	437
Effective Base	2192	220	492	726	756	-	220	-	251	-	242	-	475	253	249	248	259
Post	2698	334	834	880	850	-	334	-	336	-	298	-	558	322	287	269	294
	69%	78% <i>cd</i>	72% <i>cd</i>	68%	66%	-	78% <i>lmnop</i>	-	72%	-	72%	-	68%	68%	66%	65%	67%
Phone calls	2372	-	-	1171	1201	-	-	-	-	-	-	-	739	432	413	385	403
	61%	-	-	91% <i>ab</i>	93% <i>ab</i>	-	-	-	-	-	-	-	99% <i>lmj</i>	92% <i>lmj</i>	93% <i>lmj</i>	93% <i>lmj</i>	92% <i>lmj</i>
Text messages	3402	389	760	1124	1129	-	389	-	393	-	368	-	717	407	383	362	384
	87%	90%	86%	87%	88%	-	90%	-	89%	-	88%	-	88%	86%	86%	87%	86%
Email	3170	349	724	1049	1048	-	349	-	385	-	339	-	673	376	350	335	362
	81%	81%	82%	81%	81%	-	81%	-	83%	-	82%	-	82%	80%	80%	81%	83%
Social media (e.g. Facebook, Twitter, etc)	2323	271	534	746	772	-	271	-	276	-	258	-	474	272	264	258	250
	60%	63%	51%	58%	60%	-	63%	-	60%	-	62%	-	58%	58%	60%	62%	57%
Video calling (e.g. Skype, FaceTime, etc)	2284	270	499	711	504	-	270	-	251	-	246	-	435	276	265	263	275
	59%	63% <i>bc</i>	57%	55%	52% <i>bc</i>	-	63% <i>d</i>	-	54%	-	60%	-	53%	59%	61% <i>cd</i>	63% <i>cd</i>	63% <i>cd</i>
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	3121	343	683	1027	1068	-	343	-	356	-	327	-	653	374	362	359	346
	80%	80%	78%	80%	83% <i>ab</i>	-	80%	-	77%	-	79%	-	80%	79%	83%	86% <i>lmj</i>	79%
Other ways of communicating over the internet	2033	263	515	621	635	-	263	-	266	-	249	-	379	242	221	200	214
	52%	61% <i>cd</i>	69% <i>cd</i>	48%	49%	-	61% <i>lmnop</i>	-	57% <i>cd</i>	-	60% <i>lmnop</i>	-	46%	51%	51%	48%	49%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC4\_NET\_IRRELEVANT. How important to you are each of these channels of communication? - Irrelevant/Not very important Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	3871	-	3871	505	2482	1837	2019	500	527	722	503	740	525	354	1027	1225	1619	879	3576	270	3871
Weighted Base	3890	-**	3890	550	2493	1882	1992	517	521	737	516	726	474	400	1038	1253	1600	874	3448	409	3871
Effective Base	2192	-	2192	294	1422	1064	1117	285	299	418	290	426	271	206	583	707	901	476	1969	209	3871
Post	1192	-	1192	135	794	608	577	214	173	221	151	233	135	66	386	372	434	201	1021	149	1241
	31%	-	31%	24%	32% <sup>c</sup>	32%	29%	41% <sup>h</sup> <sup>ij</sup> <sup>klm</sup>	33% <sup>um</sup>	30% <sup>um</sup>	29% <sup>um</sup>	32% <sup>um</sup>	29% <sup>um</sup>	16%	37% <sup>oppq</sup>	30% <sup>o</sup>	27%	23%	30%	37% <sup>o</sup>	32%
Phone calls	208	-	208	45	163	108	98	32	17	50	31	50	15	13	49	81	78	28	183	21	204
	5%	-	5%	8%	7%	6%	5%	6%	3%	7% <sup>cd</sup>	6%	7% <sup>cd</sup>	3%	3%	5%	8% <sup>cd</sup>	5%	3%	5%	5%	5%
Text messages	488	-	488	75	291	284	204	43	53	79	47	104	79	83	96	126	266	163	428	54	481
	13%	-	13%	14%	12%	15% <sup>f</sup>	10%	8%	10%	11%	9%	14% <sup>cdj</sup>	17% <sup>cdghj</sup>	21% <sup>cdghij</sup>	9%	10%	17% <sup>no</sup>	19% <sup>no</sup>	12%	13%	12%
Email	720	-	720	75	469	329	389	142	110	130	116	122	76	25	252	245	223	101	652	67	788
	19%	-	19%	14%	19% <sup>c</sup>	17%	20%	27% <sup>klm</sup>	21% <sup>um</sup>	19% <sup>um</sup>	22% <sup>um</sup>	17% <sup>um</sup>	16% <sup>um</sup>	6%	24% <sup>oppq</sup>	20% <sup>o</sup>	14%	12%	15%	19%	16%
Social media (e.g. Facebook, Twitter, etc)	1567	-	1567	133	1035	854	711	64	105	175	215	411	295	291	172	396	999	587	1463	89	1570
	40%	-	40%	24%	35% <sup>c</sup>	31% <sup>c</sup>	36%	12%	24% <sup>cd</sup>	24% <sup>cd</sup>	33% <sup>gh</sup>	33% <sup>gh</sup>	43% <sup>ghij</sup>	43% <sup>ghij</sup>	17%	33% <sup>no</sup>	33% <sup>no</sup>	37% <sup>no</sup>	32%	21%	41%
Video calling (e.g. Skype, FaceTime, etc)	1606	-	1606	144	1044	808	791	118	115	224	215	388	270	275	233	440	933	545	1498	88	1599
	41%	-	41%	26%	42% <sup>c</sup>	43%	40%	23%	22%	30% <sup>gh</sup>	42% <sup>gh</sup>	54% <sup>ghij</sup>	57% <sup>ghij</sup>	69% <sup>ghij</sup>	22%	35% <sup>no</sup>	58% <sup>no</sup>	62% <sup>no</sup>	43% <sup>no</sup>	22%	41%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	770	-	770	68	481	439	329	30	41	60	81	204	171	182	71	141	557	353	722	37	765
	20%	-	20%	12%	19% <sup>c</sup>	22% <sup>f</sup>	17%	6%	8%	8%	10% <sup>gh</sup>	20% <sup>gh</sup>	36% <sup>ghijk</sup>	46% <sup>ghijk</sup>	7%	11% <sup>no</sup>	35% <sup>no</sup>	40% <sup>no</sup>	21% <sup>no</sup>	9%	20%
Other ways of communicating over the internet	1857	-	1857	178	1281	877	972	143	193	259	259	412	304	288	335	518	1004	592	1708	136	1974
	48%	-	48%	32%	51% <sup>c</sup>	47%	49%	28%	37% <sup>op</sup>	35% <sup>op</sup>	60% <sup>st</sup>	57% <sup>st</sup>	64% <sup>st</sup>	72% <sup>st</sup>	32%	41% <sup>no</sup>	63% <sup>no</sup>	68% <sup>no</sup>	50% <sup>no</sup>	33%	51%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/pq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC4\_NET\_IRRELEVANT. How important to you are each of these channels of communication? - Irrelevant/Not very important Summary

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	3871	927	1199	736	1009	2126	1745	2167	1652	438	476	979	1071	670	2526	443	3242	541	1931	108
Weighted Base	3890	705	1287	791	1107	1992	1899	2317	1521	458	508	1009	1059	610	2576	463	3238	530	1918	132*
Effective Base	2192	414	706	446	627	1119	1073	1232	944	261	284	593	584	333	1459	264	1821	317	1097	69
Post	1192	213	410	221	348	623	569	737	448	139	127	288	333	214	748	139	988	138	680	32
Phone calls	208	39	60	49	61	99	109	125	80	35	25	61	43	32	130	35	162	45	158	5
Text messages	488	95	162	90	142	256	232	236	244	68	68	133	124	61	324	68	388	67	249	12
Email	720	107	237	134	242	345	376	433	281	87	82	215	159	138	456	87	603	101	367	16
Social media (e.g. Facebook, Twitter, etc)	1567	15%	17%	17%	23% <sup>ns</sup>	17%	20%	19%	18%	16%	21% <sup>ns</sup>	15%	23% <sup>ns</sup>	15%	18%	19%	19%	19%	19%	12%
Video calling (e.g. Skype, FaceTime, etc)	1606	200	548	359	500	747	859	766	819	242	230	465	373	191	1068	243	1275	210	807	48
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	770	91	262	168	249	352	417	288	462	130	129	218	149	86	496	130	587	94	362	30
Other ways of communicating over the internet	1857	309	653	349	546	962	896	923	919	244	238	488	486	281	1212	244	1514	239	1032	54
Total	48%	44%	51% <sup>ns</sup>	44%	49%	48%	47%	40%	60% <sup>ns</sup>	53%	47%	48%	46%	46%	47%	53%	47%	45%	64% <sup>ns</sup>	41%

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QC4\_NET\_IRRELEVANT. How important to you are each of these channels of communication? - Irrelevant/Not very important Summary

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3871	2536	1335	602	1935	787	620	529	210	213	214	214	215	217	222	218	212	134	653
Weighted Base	3890	3345	545	129	3277	322	183	108	157	422	329	283	344	357	509	537	338	36*	286
Effective Base	2192	1869	323	106	1669	320	283	381	195	200	196	199	199	202	210	203	198	39	282
Post	1192	1021	171	37	1006	97	51	39	53	117	93	103	114	104	151	162	108	8	89
	31%	31%	31%	29%	31%	30%	28%	30%	34%	28%	28%	36%	33%	29%	30%	30%	32%	23%	31%
Phone calls	208	183	25	5	172	19	12	8	8	15	27	10	18	12	24	36	22	1	18
	5%	5%	5%	4%	5%	6%	6%	5%	5%	4%	5%	3%	5%	3%	5%	7%	6%	3%	6%
Text messages	488	408	80	24	410	40	28	11	17	54	37	32	37	40	62	82	49	5	35
	13%	12%	15%	19%	12%	12%	15%	10%	11%	13%	11%	11%	11%	11%	12%	15%	15%	14%	12%
Email	720	616	104	19	587	71	35	27	29	72	63	55	73	69	71	97	59	4	67
	19%	18%	19%	15%	18%	22%	19%	23%	16%	17%	19%	19%	21%	19%	14%	18%	17%	13%	23%
Social media (e.g. Facebook, Twitter, etc)	1567	1311	257	59	1321	126	76	45	62	182	136	105	135	140	172	230	159	14	112
	40%	39%	47%	45%	40%	39%	41%	42%	40%	43%	41%	37%	39%	39%	34%	43%	47%	39%	39%
Video calling (e.g. Skype, FaceTime, etc)	1606	1375	232	59	1341	140	81	45	71	188	154	113	135	144	161	222	151	16	123
	41%	41%	43%	46%	41%	43%	44%	42%	45%	45%	47%	40%	39%	40%	32%	41%	45%	46%	43%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	770	653	117	30	646	70	35	18	28	81	68	56	68	77	74	105	88	11	59
	20%	20%	21%	23%	20%	22%	19%	17%	18%	19%	21%	20%	20%	22%	16%	20%	23%	11%	21%
Other ways of communicating over the internet	1857	1561	296	71	1539	171	87	59	80	188	167	133	159	169	189	264	190	24	148
	48%	47%	54%	55%	47%	53%	48%	55%	51%	44%	51%	47%	46%	47%	37%	49%	56%	66%	52%

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QC4\_NET\_IRRELEVANT. How important to you are each of these channels of communication? - Irrelevant/Not very important Summary

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	3871	1400	149	715	1370	1568	535	248	117	2938	365	1636	1520	444	164	68	3156	232	744	1836
Weighted Base	3890	1378	155*	662	1323	1546	607	262	117*	2869	380	1538	1541	511	193	62*	3079	256	833	1747
Effective Base	2192	783	89	401	725	884	343	149	71	1609	220	885	857	279	105	42	1741	146	458	1025
Post	1192	445	54	181	265	445	225	152	84	710	236	436	440	173	88	35	875	124	183	687
	31%	32%	36%	27%	20%	29% <b>d</b>	31% <b>del</b>	33% <b>del</b>	34% <b>del</b>	35% <b>del</b>	29%	29%	29%	34%	43% <b>amp</b>	51% <b>amp</b>	26%	43% <b>amp</b>	22%	33% <b>r</b>
Phone calls	208	96	16	49	50	74	38	29	11	124	40	70	74	33	18	8	144	26	64	144
	5%	7%	10%	7%	4%	5%	6%	11% <b>del</b>	9% <b>d</b>	4%	11% <b>del</b>	5%	5%	6%	10% <b>amp</b>	12% <b>amp</b>	5%	10% <b>amp</b>	8%	8%
Text messages	488	217	24	122	163	169	95	35	16	331	51	161	164	96	41	12	326	53	102	226
	13%	16%	16%	18%	12%	11%	10% <b>del</b>	14%	13%	12%	13%	10%	11%	13% <b>amp</b>	21% <b>amp</b>	19%	11%	13% <b>amp</b>	12%	13%
Email	720	229	26	96	227	269	118	70	26	486	96	258	264	111	59	20	520	79	123	380
	19%	17%	16%	15%	17%	17%	19%	23% <b>del</b>	22% <b>d</b>	17%	20% <b>del</b>	17%	17%	22% <b>amp</b>	31% <b>amp</b>	32% <b>amp</b>	17%	31% <b>amp</b>	16%	21% <b>r</b>
Social media (e.g. Facebook, Twitter, etc)	1567	694	87	392	648	558	212	87	47	1206	133	647	558	197	107	37	1205	144	214	848
	40%	50%	56%	49% <b>amp</b>	49% <b>amp</b>	36%	35%	33%	40%	42% <b>del</b>	35%	42% <b>del</b>	36%	38%	55% <b>amp</b>	59% <b>amp</b>	39%	56% <b>amp</b>	26%	49% <b>r</b>
Video calling (e.g. Skype, FaceTime, etc)	1606	694	94	399	573	642	217	99	55	1215	154	610	605	229	103	32	1214	136	245	821
	41%	50%	61%	49% <b>amp</b>	43% <b>del</b>	42%	36%	38%	47%	27% <b>d</b>	41%	40%	39%	45%	63% <b>amp</b>	52%	39%	63% <b>amp</b>	29%	47% <b>r</b>
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	770	363	59	240	305	268	120	43	22	573	65	294	252	122	67	14	546	81	112	373
	20%	26%	38% <b>amp</b>	37% <b>amp</b>	23% <b>del</b>	17%	20%	16%	18%	20% <b>d</b>	17%	19%	16%	24% <b>amp</b>	35% <b>amp</b>	23%	16%	32% <b>amp</b>	13%	21% <b>r</b>
Other ways of communicating over the internet	1857	792	102	457	696	700	261	119	62	1396	181	758	688	225	123	38	1446	161	255	1089
	48%	57%	66%	69% <b>amp</b>	53% <b>del</b>	49%	43%	43%	53%	49% <b>d</b>	48%	49%	45%	44%	63% <b>amp</b>	61% <b>amp</b>	47%	63% <b>amp</b>	31%	61% <b>r</b>

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base

QC4\_NET\_IRRELEVANT. How important to you are each of these channels of communication? - Irrelevant/Not very important Summary

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3871	243	3574	54	1136	2503	232	3741	70	38	4	3849	18
Weighted Base	3890	261	3571	58*	1100	2562	228	3737	88*	39**	7**	3863	20**
Effective Base	2192	143	2017	31	641	1420	132	2107	46	23	4	2176	12
Post	1192	60	1121	11	279	847	65	1157	12	15	-	1185	7
	31%	23%	41% <sup>a</sup>	19%	25%	33% <sup>d</sup>	29%	31% <sup>h</sup>	14%	39%	-	31% <sup>h</sup>	37%
Phone calls	208	10	192	6	73	125	10	194	7	5	-	206	2
	5%	4%	5%	11%	7%	5%	4%	5%	8%	12%	-	5%	8%
Text messages	488	45	436	8	152	314	22	455	24	5	-	483	5
	13%	17%	12%	14%	14%	12%	10%	12%	27% <sup>h</sup>	12%	-	13%	25%
Email	720	51	669	10	195	481	44	678	25	10	-	714	7
	19%	19%	16%	17%	16%	16%	16%	16%	23%	27%	-	16%	35%
Social media (e.g. Facebook, Twitter, etc)	1567	83	1457	27	436	1059	72	1514	21	21	2	1556	10
	40%	32%	41% <sup>a</sup>	46%	40%	41% <sup>d</sup>	32%	41% <sup>h</sup>	24%	54%	23%	40% <sup>h</sup>	49%
Video calling (e.g. Skype, FaceTime, etc)	1606	93	1482	31	498	1036	72	1555	19	21	2	1595	10
	41%	36%	41%	54%	42% <sup>d</sup>	40%	32%	42% <sup>h</sup>	22%	54%	23%	41% <sup>h</sup>	49%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	770	47	705	17	243	485	42	733	12	17	2	763	5
	20%	18%	20%	29%	22%	19%	16%	20%	14%	44%	23%	20%	28%
Other ways of communicating over the internet	1857	93	1740	24	520	1260	77	1803	24	23	2	1849	6
	48%	36%	46% <sup>a</sup>	41%	47% <sup>d</sup>	49% <sup>d</sup>	34%	45% <sup>h</sup>	27%	57%	23%	45% <sup>h</sup>	33%

Proportions/Mean: Columns Yes/No (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC4\_NET\_IRRELEVANT. How important to you are each of these channels of communication? - Irrelevant/Not very important Summary

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3871	430	861	1290	1290	-	430	-	430	-	431	-	860	430	430	430	430
Weighted Base	3890	431	879	1290	1290	**	431	**	464	**	416	**	818	472	437	416	437
Effective Base	2192	220	492	726	756	-	220	-	251	-	242	-	475	253	249	248	259
Post	1192	97	245	410	440	-	97	-	128	-	118	-	260	150	150	147	143
	37%	22%	28%	32%ab	34%ab	-	22%	-	28%	-	28%	-	32%cd	32%cd	34%cd	33%cd	33%cd
Phone calls	208	-	-	119	89	-	-	-	-	-	-	-	79	40	23	31	34
	5%	-	-	9%ab	7%ab	-	-	-	-	-	-	-	19%hjn	9%hj	9%hj	7%kl	8%kl
Text messages	488	42	119	166	161	-	42	-	71	-	48	-	101	65	54	54	53
	13%	10%	14%	13%	12%	-	10%	-	15%	-	12%	-	12%	14%	12%	13%	12%
Email	720	82	155	241	242	-	82	-	79	-	76	-	145	96	87	81	75
	19%	19%	18%	19%	19%	-	19%	-	17%	-	18%	-	18%	20%	20%	19%	17%
Social media (e.g. Facebook, Twitter, etc)	1567	160	345	544	518	-	160	-	186	-	157	-	344	200	173	158	188
	40%	37%	39%	42%	40%	-	37%	-	40%	-	38%	-	42%	42%	40%	38%	43%
Video calling (e.g. Skype, FaceTime, etc)	1606	161	380	579	486	-	161	-	213	-	168	-	363	196	170	153	163
	47%	37%	43%	45%ab	38%	-	37%	-	46%op	-	40%	-	47%hnoq	47%	39%	37%	37%
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	770	88	196	263	222	-	88	-	108	-	88	-	165	98	75	57	91
	20%	20%	22%cd	20%	17%	-	20%	-	23%eo	-	21%eo	-	20%eo	21%eo	17%	14%	21%eo
Other ways of communicating over the internet	1857	168	364	609	655	-	168	-	198	-	168	-	439	230	216	216	224
	48%	39%	41%	52%ab	51%ab	-	39%	-	43%	-	40%	-	54%ab	49%cd	49%cd	52%ab	51%cd

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QC4\_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	3871	-	505	2482	1837	2019	500	527	722	503	740	525	354	1027	1225	1619	879	3576	270	3871
Weighted Base	3890	**	3890	550	2493	1882	1992	517	521	737	516	726	474	1038	1253	1600	874	3448	409	3871
Effective Base	2192	-	2192	294	1422	1064	1117	285	299	418	290	426	271	583	707	901	476	1969	209	3871
Post	2.85	-	2.85	2.99d	2.84	2.82	2.89e	2.62	2.66g	2.65g	2.90gh	2.87g	2.88gh	2.71	2.97n	2.93no	2.99no	2.87a	2.75	2.83
Phone calls	3.42	-	3.42	3.38	3.43	3.37	3.46e	3.43	3.44i	3.35	3.39	3.40	3.48i	3.51ijk	3.43o	3.37	3.46o	3.48o	3.42	3.43
Text messages	3.25	-	3.25	3.30	3.26	3.18	3.32e	3.48hijk	3.32k	3.32k	3.29k	3.17m	3.12	3.00	3.38opq	3.31pq	3.11	3.07	3.24	3.30
Email	3.14	-	3.14	3.26d	3.13	3.14	3.14	2.97	3.10	3.16g	3.10	3.16g	3.16g	3.33ghkl	3.03	3.19n	3.22no	3.25no	3.13	3.19
Social media (e.g. Facebook, Twitter, etc)	2.64	-	2.64	3.01d	2.61	2.55	2.73e	3.27hijk	3.09k	2.99k	2.69k	2.33m	2.10m	1.92	3.18opq	2.92po	2.16g	2.02	2.59	3.09r
Video calling (e.g. Skype, Facetime, etc)	2.65	-	2.65	2.98d	2.64	2.61	2.69e	3.02jklm	3.01jklm	2.89jklm	2.65k	2.40m	2.32m	2.13	3.02opq	2.79po	2.31	2.24	2.61	3.07r
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	3.15	-	3.15	3.11d	3.15	3.05	3.23e	3.62ijklm	3.62ijklm	3.42ijklm	3.18k	2.95m	2.74m	2.48	3.52opq	3.31pq	2.77q	2.62	3.11	3.48r
Other ways of communicating over the internet	2.48	-	2.48	2.81d	2.41	2.51	2.45	2.86hijk	2.70jklm	2.69jklm	2.46k	2.26m	2.26m	2.01	2.78opq	2.59po	2.19	2.11	2.44	2.76r

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC4\_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3871	927	1199	738	1009	2126	1745	2167	1652	438	476	979	1071	670	2526	443	3242	541	1931	108
Weighted Base	3890	705	1287	791	1107	1992	1899	2317	1521	458	508	1009	1059	610	2576	463	3238	530	1918	132*
Effective Base	2192	414	706	446	627	1119	1073	1232	944	261	284	593	584	333	1459	264	1821	317	1097	69
Post	2.85	2.85	2.82	2.96abd	2.82	2.83	2.85a	2.84	2.86	2.86m	2.98klmn	2.88m	2.85m	2.76	2.89m	2.86	2.86	2.95r	2.77	2.99r
Phone calls	3.42	3.44	3.44d	3.43	3.37	3.44	3.40	3.41	3.43	3.32	3.44i	3.40	3.43i	3.48k	3.42i	3.33	3.43o	3.43	3.41	3.48
Text messages	3.25	3.29	3.24	3.28	3.21	3.26	3.24	3.32h	3.15	3.15	3.23	3.23	3.28i	3.31i	3.26i	3.16	3.27o	3.25	3.24	3.31
Email	3.14	3.26bd	3.13	3.18d	3.05	3.17f	3.11	3.15	3.12	3.08	3.20k	3.07	3.20k	3.15	3.19k	3.08	3.15	3.14	3.13	3.22
Social media (e.g. Facebook, Twitter, etc)	2.64	2.63bcd	2.56	2.66	2.61	2.66	2.63	2.62h	2.39	2.50	2.54	2.64	2.67i	2.63jklmn	2.63	2.51	2.67o	2.73r	2.57	2.68r
Video calling (e.g. Skype, FaceTime, etc)	2.65	2.53bcd	2.65d	2.57	2.54	2.75f	2.55	2.62h	2.40	2.43	2.56	2.58i	2.74jkn	2.67jlmn	2.64	2.44	2.69o	2.66	2.64	2.80
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	3.15	3.33bcd	3.15	3.11	3.05	3.21f	3.08	3.32h	2.89	2.89	2.99	3.11i	3.28jkn	3.28jkn	3.16i	2.90	3.19o	3.17	3.17	3.10
Other ways of communicating over the internet	2.48	2.56bd	2.43	2.55bd	2.43	2.47	2.48	2.63h	2.24	2.35	2.50	2.44	2.52i	2.52i	2.48i	2.36	2.48o	2.52r	2.36	2.58

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QC4\_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3871	2536	1335	602	1935	787	620	529	210	213	214	214	215	217	222	218	212	134	653
Weighted Base	3890	3345	545	129	3277	322	183	108	157	422	329	283	344	357	509	537	338	36*	286
Effective Base	2192	1869	323	106	1669	320	283	381	195	200	196	199	199	202	210	203	198	39	282
Post	2.85	2.85	2.87	2.92	2.85	2.82	2.93	2.81	2.81	2.88k	2.85	2.78	2.85	2.86	2.88k	2.88k	2.81	3.00	2.79
Phone calls	3.42	3.41	3.46	3.43	3.42	3.35	3.44	3.45	3.42	3.51opq	3.33	3.47l	3.44	3.45	3.45l	3.39	3.35	3.38	3.35
Text messages	3.25	3.25	3.22	3.26	3.25	3.26	3.19	3.35m	3.30	3.25	3.25	3.27	3.25	3.28	3.27	3.22	3.19	3.31	3.26
Email	3.14	3.15	3.11	3.23	3.15g	3.09	3.16	3.04	3.08	3.18	3.07	3.15	3.08	3.16	3.23hlmr	3.20	3.06	3.14	3.08
Social media (e.g. Facebook, Twitter, etc)	2.64	2.67b	2.51	2.63	2.64	2.69	2.63	2.69	2.62	2.62	2.56	2.71p	2.65	2.76p	2.79pp	2.59	2.46	2.79	2.67b
Video calling (e.g. Skype, FaceTime, etc)	2.65	2.65	2.68	2.74	2.66	2.59	2.63	2.69	2.57	2.61	2.51	2.70j	2.69	2.67	2.84hlmr	2.66	2.57	2.61	2.58
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	3.15	3.15	3.11	3.18	3.14	3.13	3.20	3.24	3.17	3.15	3.06	3.18	3.13	3.13	3.27p	3.14	3.01	3.04	3.14
Other ways of communicating over the internet	2.48	2.49	2.42	2.44	2.50b	2.33	2.44	2.40	2.43q	2.54ppq	2.40	2.47q	2.49q	2.48q	2.65hlmr	2.51q	2.36	2.11	2.35

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QC4\_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	3871	1400	149	715	1370	1568	535	248	117	2938	365	1636	1520	444	164	68	3156	232	744	1836
Weighted Base	3890	1378	155*	662	1323	1546	607	262	117*	2869	380	1538	1541	511	193	62*	3079	256	833	1747
Effective Base	2192	783	89	401	725	884	343	149	71	1609	220	885	857	279	105	42	1741	146	458	1025
Post	2.85	2.82	2.80	<b>2.88a</b>	<b>3.12e(g)h</b>	<b>2.85(g)h</b>	<b>2.66(g)h</b>	<b>2.39h</b>	2.10	<b>2.95e(f)g(h)</b>	<b>2.30h</b>	<b>2.98mnoq</b>	<b>2.85mnoq</b>	<b>2.70noq</b>	<b>2.58o</b>	2.26	<b>2.91mnoq</b>	<b>2.50o</b>	<b>3.03s</b>	2.72
Phone calls	3.42	3.36	3.22	3.32	<b>3.60e(g)h</b>	<b>3.39(g)h</b>	3.25	3.21	3.38	<b>3.45e(f)g</b>	3.26	<b>3.52mnoq</b>	<b>3.39mnoq</b>	3.24	3.16	3.31	<b>3.46mnoq</b>	3.19	3.43	3.42
Text messages	3.25	<b>3.14c</b>	3.14	3.05	<b>3.33e(f)</b>	<b>3.23(f)</b>	3.13	<b>3.29(f)</b>	3.26	<b>3.29(f)</b>	<b>3.29(f)</b>	<b>3.38mnoq</b>	<b>3.23mnoq</b>	3.06	3.03	2.95	<b>3.31mnoq</b>	3.01	3.29	3.23
Email	3.14	3.16	3.18	3.18	<b>3.24e(g)h</b>	<b>3.12(g)h</b>	3.05	2.98	3.16	<b>3.18(g)h</b>	3.04	<b>3.24mnoq</b>	<b>3.12mnoq</b>	3.00	2.99	2.87	<b>3.18mnoq</b>	2.96	<b>3.23s</b>	3.09
Social media (e.g. Facebook, Twitter, etc)	2.64	<b>2.42c</b>	2.29	2.19	2.49	<b>2.72(d)</b>	<b>2.73(d)</b>	<b>2.76(d)</b>	2.69	<b>2.61(d)</b>	<b>2.74(d)</b>	<b>2.65noq</b>	<b>2.72noq</b>	<b>2.62noq</b>	2.31	2.28	<b>2.68noq</b>	2.30	<b>2.94s</b>	2.46
Video calling (e.g. Skype, FaceTime, etc)	2.65	<b>2.48(b)</b>	2.26	2.29	2.67	2.63	2.69	2.72	2.53	2.65	2.66	<b>2.74mnoq</b>	<b>2.68mnoq</b>	2.54	2.38	2.33	<b>2.70mnoq</b>	2.37	<b>2.83s</b>	2.53
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	3.15	<b>3.00(b)</b>	2.66	2.73	3.08	<b>3.21(d)</b>	3.10	3.18	3.28	3.15	3.21	<b>3.23mnoq</b>	<b>3.18mnoq</b>	2.99	2.85	3.02	<b>3.40mnoq</b>	2.89	<b>3.28s</b>	3.11
Other ways of communicating over the internet	2.48	<b>2.28c</b>	2.10	2.09	2.41	<b>2.53(d)</b>	2.53	2.51	2.38	2.47	2.47	<b>2.46noq</b>	<b>2.53noq</b>	<b>2.53noq</b>	2.21	2.08	<b>2.50noq</b>	2.18	<b>2.81s</b>	2.21

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
 \* small base



QC4\_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	3871	243	3574	54	1136	2503	232	3741	70	38	4	3849	18
Weighted Base	3890	261	3571	58*	1100	2562	228	3737	88*	39**	7**	3863	20**
Effective Base	2192	143	2017	31	641	1420	132	2107	46	23	4	2176	12
Post	2.85	3.05b	2.84	2.89	2.93cf	2.82	2.82	2.85i	3.02mkj	2.53	3.49	2.88i	2.63
Phone calls	3.42	3.45	3.42	3.26	3.37	3.44d	3.43	3.43m	3.15	3.13	4.00	3.42m	3.32
Text messages	3.25	3.14	3.26	3.05	3.23	3.26	3.27	3.26n	2.91	3.15	3.25	3.26n	2.90
Email	3.14	3.09	3.15	2.98	3.14	3.15	3.05	3.15h	2.82	2.93	3.49	3.14h	2.75
Social media (e.g. Facebook, Twitter, etc)	2.64	2.64b	2.63	2.59	2.67	2.61	2.64e	2.64	2.88	2.29	2.79	2.64	2.66
Video calling (e.g. Skype, FaceTime, etc)	2.65	2.76	2.65	2.42	2.57	2.67d	2.84d	2.65	2.94qj	2.22	2.78	2.65	2.41
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	3.15	3.09	3.15	2.88	3.06	3.18d	3.16	3.15	3.17	2.56	2.53	3.15	3.04
Other ways of communicating over the internet	2.48	2.73b	2.46	2.67	2.51	2.44	2.72de	2.46	2.96qk	2.43	3.01	2.47	2.64

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QC4\_MEAN. How important to you are each of these channels of communication? - Mean Summary

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3871	430	861	1290	1290	-	430	-	430	-	431	-	860	430	430	430	430
Weighted Base	3890	431	879	1290	1290	**	431	**	464	**	416	**	818	472	437	416	437
Effective Base	2192	220	492	726	756	-	220	-	251	-	242	-	475	253	249	248	259
Post	2.85	2.85cd	2.91cd	2.85d	2.78	-	2.92mnop	-	2.91mnop	-	2.91nop	-	2.87no	2.83	2.76	2.77	2.81
Phone calls	3.42	-	-	3.40	3.43	-	-	-	-	-	-	-	3.39	3.43	3.40op	3.41	3.41
Text messages	3.25	3.26	3.25	3.23	3.27	-	3.26	-	3.25	-	3.25	-	3.23	3.22	3.30	3.24	3.26
Email	3.14	3.10	3.17	3.13	3.15	-	3.10	-	3.20	-	3.13	-	3.14	3.11	3.11	3.14	3.19
Social media (e.g. Facebook, Twitter, etc)	2.64	2.71	2.69	2.58	2.65	-	2.71	-	2.65	-	2.73m	-	2.60	2.55	2.68	2.71	2.57
Video calling (e.g. Skype, FaceTime, etc)	2.65	2.72	2.63	2.58	2.72e	-	2.72l	-	2.59	-	2.68	-	2.55	2.64	2.68	2.74l	2.72l
Instant messaging (e.g. WhatsApp, iMessage, Facebook Messenger)	3.15	3.11	3.10	3.11	2.72bc	-	3.11	-	3.06	-	3.15	-	3.10	3.13	3.24h	3.20h	3.14
Other ways of communicating over the internet	2.48	2.63cd	2.63cd	2.38	2.42	-	2.63mnop	-	2.64mnop	-	2.61mnop	-	2.37	2.40	2.42	2.43	2.39

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QD1\_1. How much would you say you rely on postal services for sending and receiving the following... - Letters and cards

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	-	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4990	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2990	262	5161
Not at all reliant (1)	165	-	165	23	89	90	74	37	25	31	35	22	6	9	62	65	37	15	132	28	173
	3%	-	3%	3%	3%	4%	3%	5% <i>atm</i>	4% <i>l</i>	3% <i>l</i>	5% <i>atm</i>	2%	1%	2%	5% <i>atp</i>	4% <i>atp</i>	2%	1%	3%	5% <i>at</i>	3%
Not very reliant (2)	354	-	354	51	193	202	149	72	68	72	40	58	29	15	140	112	101	43	303	50	334
	7%	-	7%	7%	7%	7% <i>at</i>	6%	10% <i>atkm</i>	10% <i>atkm</i>	7% <i>atkm</i>	6%	8% <i>atkm</i>	5%	3%	12% <i>atp</i>	9% <i>at</i>	5%	4%	7%	9%	6%
Neither reliant nor not reliant (3)	817	-	817	104	460	431	383	145	115	181	112	131	75	57	259	293	264	133	703	106	747
	16%	-	16%	15%	16%	17%	15%	21% <i>atkm</i>	16% <i>atkm</i>	18% <i>atkm</i>	16%	14%	12%	11%	19% <i>atp</i>	17% <i>atp</i>	13%	11%	15%	20% <i>at</i>	14%
Fairly reliant (4)	2021	-	2021	269	1123	985	1030	287	270	417	277	361	241	167	558	694	769	408	1790	218	2062
	39%	-	39%	39%	40%	39%	39%	42% <i>atm</i>	41% <i>atm</i>	41% <i>atm</i>	39%	39% <i>atm</i>	38%	32%	42% <i>atp</i>	40% <i>atp</i>	37%	35%	39%	41%	40%
Very reliant (5)	1754	-	1754	252	940	783	964	132	164	303	250	346	280	276	296	553	904	556	1627	117	1790
	34%	-	34%	36%	33%	31%	34% <i>atm</i>	19% <i>atp</i>	25% <i>atp</i>	33% <i>atp</i>	31% <i>atp</i>	41% <i>atp</i>	31% <i>atp</i>	31% <i>atp</i>	22%	32% <i>atp</i>	43% <i>atp</i>	31% <i>atp</i>	35% <i>atp</i>	32% <i>atp</i>	22%
Don't know	51	-	51	1	24	22	26	16	11	12	2	7	3	*	26	14	10	4	35	12	55
	1%	-	1%	1%	1%	1%	1%	2% <i>atm</i>	2% <i>atm</i>	1%	1%	1%	1%	*	2% <i>atp</i>	1%	1%	*	1%	2% <i>at</i>	1%
NET Vary/fairly reliant	3775	-	3775	521	2064	1768	1994	420	434	720	528	707	521	445	854	1248	1673	956	3418	335	3852
	73%	-	73%	74%	73%	70%	73% <i>at</i>	61%	67%	71% <i>atp</i>	74% <i>atp</i>	76% <i>atp</i>	62% <i>atp</i>	65% <i>atp</i>	64%	72% <i>atp</i>	80% <i>atp</i>	63% <i>atp</i>	74% <i>atp</i>	63%	75%
NET Not at all/not very reliant	518	-	518	74	283	292	224	109	93	103	75	81	34	24	202	178	189	88	434	75	507
	10%	-	10%	11%	10%	12% <i>at</i>	9%	14% <i>atkm</i>	14% <i>atkm</i>	10% <i>atkm</i>	10% <i>atkm</i>	8% <i>atkm</i>	9%	9%	15% <i>atp</i>	11% <i>atp</i>	7%	5%	9%	15% <i>at</i>	10%
Mean	3.95	-	3.95	3.97	3.94	3.87	4.02a	3.60	3.75	3.89g	3.94gh	4.03gh	4.21ghik	4.31ghik	3.67	3.91hi	4.16no	4.23noo	3.98a	3.67	3.97
Std Dev.	1.03	-	1.03	1.05	1.03	1.06	1.00	1.09	1.07	1.02	1.08	1.00	0.89	0.90	1.08	1.04	0.95	0.89	1.02	1.09	1.03
Std Error	0.01	-	0.01	0.04	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.03	0.04	0.03	0.03	0.02	0.03	0.01	0.06	0.01

Proportions/Mean: Columns Testad (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QD1\_1. How much would you say you rely on postal services for sending and receiving the following... - Letters and cards

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Not at all reliant (1)	165	24	72	28	42	95	70	107	53	23	18	38	48	28	104	23	134	11	58	5
	3%	2%	3%	2%	3%	4%	3%	3%	3%	4%	3%	4%	3%	4%	3%	4%	3%	2%	3%	4%
Not very reliant (2)	364	66	117	78	93	182	171	233	116	34	45	105	85	59	235	34	302	21	142	4
	7%	7%	7%	7%	6%	7%	7%	8%	6%	5%	7%	6%	6%	7%	5%	5%	7%	4%	7%	3%
Neither reliant nor not reliant (3)	817	119	252	198	248	371	446	521	283	95	99	249	202	107	550	96	663	59	314	32
	16%	13%	16%	17%	17%	15%	17%	17%	14%	15%	15%	16%	15%	13%	16%	11%	16%	11%	16%	25%
Fairly reliant (4)	2021	374	597	483	567	971	1050	1254	744	242	260	497	577	307	1334	248	1667	210	767	62
	39%	40%	37%	41%	39%	38%	40%	41%	37%	38%	40%	37%	42%	38%	40%	38%	39%	40%	40%	47%
Very reliant (5)	1754	357	549	382	466	806	848	938	732	228	232	441	453	311	1126	230	1459	220	626	29
	34%	35%	34%	32%	32%	36%	32%	30%	35%	35%	33%	33%	33%	38%	33%	34%	36%	42%	33%	22%
Don't know	51	6	7	9	29	13	38	22	24	16	4	9	7	2	20	16	25	9	10	-
	1%	1%	-	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	-	1%	2%	1%	2%	1%	-
NET Very/fairly reliant	3775	731	1146	865	1033	1877	1898	2192	1536	470	492	938	1029	618	2459	478	3126	430	1394	90
	73%	72%	72%	73%	72%	74%	72%	71%	75%	74%	75%	70%	73%	70%	74%	74%	74%	73%	73%	68%
NET Not at all/not very reliant	518	89	188	106	135	278	241	340	169	57	63	143	134	87	339	57	436	32	201	9
	10%	9%	12%	9%	9%	11%	9%	11%	8%	9%	10%	11%	10%	11%	9%	9%	10%	6%	10%	7%
Mean	3.95	4.04b	3.90	3.95	3.93	3.95	3.94	3.88	4.05a	3.99	3.98	3.90	3.95	4.00	3.94	4.00	3.95	4.17%	3.92	3.80
Std Dev.	1.03	1.01	1.09	0.99	1.01	1.06	1.00	1.04	1.01	1.04	1.01	1.04	1.02	1.06	1.03	1.03	1.03	0.93	1.03	0.95
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.02	0.04	0.02	0.04	0.02	0.09

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QD1\_1. How much would you say you rely on postal services for sending and receiving the following... - Letters and cards

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	280	257	261	262	273	261	260	61	388
Not at all reliant (1)	165	153	2%	1%	138	15	9	2	7	21	22	22	11	9	14	20	13	-	14
	3%	3%			3%				3%	4%	5% <i>ab</i>	5% <i>ab</i>	2%	2%	3%	3%	3%	1%	4%
Not very reliant (2)	364	313	4%	7%	302	28	14	10	13	45	25	28	32	23	47	60	30	3	25
	7%	7%			7%	7%	6%	7%	6%	8%	6%	7%	7%	5%	7%	8%	7%	6%	7%
Neither reliant nor not reliant (3)	817	718	9%	28	709	56	31	20	35	79	56	62	78	90	113	127	69	8	48
	16%	16%			16%	13%	13%	14%	17%	14%	13%	17%	17%	10% <i>ab</i>	17%	18%	16%	15%	13%
Fairly reliant (4)	2021	1752	269	56	1689	180	96	57	82	221	183	126	196	188	278	251	163	21	159
	39%	39%			39%	41%	39%	40%	39%	39%	43% <i>ab</i>	34%	43% <i>ab</i>	39%	41%	36%	37%	40%	32% <i>ab</i>
Very reliant (5)	1754	1456	298	63	1457	152	84	52	72	196	137	134	127	168	216	240	165	20	131
	34%	33%			34%	35%	38%	36%	34%	35%	32%	36%	28%	32%	34%	37% <i>ab</i>	39%	39%	34%
Don't know	51	46	4	4	43	3	3	2	1	4	3	4	11	2	9	7	3	-	3
	1%	1%			1%	1%	1%	1%	-	1%	1%	1%	2% <i>ab</i>	-	1%	1%	1%	-	1%
NET Very/fairly reliant	3775	3208	567	150	3146	331	190	108	155	417	321	260	324	356	494	491	329	41	290
	73%	72%			73%	76%	77%	76%	74%	74%	76%	69%	71%	74%	72%	70%	74%	79%	76%
NET Not at all/not very reliant	518	466	52	9	440	43	23	12	20	65	46	49	43	32	61	80	43	3	40
	10%	11% <i>ab</i>			10%	10%	9%	8%	9%	12%	11%	13% <i>ab</i>	9%	7%	9%	11%	10%	6%	10%
Mean	3.95	3.92	4.11 <i>a</i>	4.24 <i>a</i>	3.94	3.99	4.03	4.03	3.96	3.94	3.92	3.87	3.89	4.01	3.95	3.90	4.00	4.11	3.97
Std Dev.	1.03	1.04	0.96	0.92	1.04	1.03	1.05	0.97	1.03	1.07	1.07	1.16	0.98	0.95	0.98	1.06	1.04	0.91	1.04
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.04	0.04	0.06	0.06	0.06	0.07	0.06	0.06	0.06	0.06	0.06	0.07	0.04

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QD1\_1. How much would you say you rely on postal services for sending and receiving the following... - Letters and cards

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2088	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Not at all reliant (1)	165	50	13	13	-	-	-	-	165	-	165	36	43	23	11	48	78	59	24	51
	3%	3%	6%	1%	-	-	-	-	100%defghj	-	83%defghj	2%	2%	3%	4%	42%klmnopq	2%	19%klmnop	3%	3%
Not very reliant (2)	354	125	14	46	-	-	354	-	-	-	354	75	138	50	69	15	213	84	60	107
	7%	7%	6%	5%	-	-	100%defghj	-	-	65%defghj	4%	7%kl	7%kl	26%klmp	15%klmp	5%	23%klmp	7%	6%	
Neither reliant nor not reliant (3)	817	253	22	105	-	-	817	-	-	-	817	113	267	355	73	8	379	81	148	258
	16%	14%	9%	12%	-	-	100%defghj	-	-	-	6%	13%klp	48%klmnopq	28%klp	8%	10%kl	22%klp	18%	15%	
Fairly reliant (4)	2021	722	97	350	-	2021	-	-	-	2021	-	542	1177	213	69	12	1719	81	342	697
	39%	40%	41%	40%	-	100%defghj	-	-	-	2%kldefghj	-	25%kl	63%klmnopq	72%kl	12%	43%klmnop	63%	41%		
Very reliant (5)	1754	647	89	363	1754	-	-	-	-	1754	-	1193	398	101	38	16	1591	54	257	618
	34%	36%	41%kl	100%defghj	-	-	-	-	-	46%kldefghj	-	61%klmnopq	29%klm	14%	14%	16%	49%klmnop	15%	31%	35%
Don't know	51	8	2	3	-	-	-	-	-	-	-	3	5	4	2	-	8	2	16	15
	1%	1%	1%	1%	-	-	-	-	-	-	-	1%	1%	1%	1%	-	1%	1%	1%	
NET Very/fairly reliant	3775	1369	186	713	1754	2021	-	-	-	3775	-	1735	1575	314	107	28	3310	135	599	1315
	73%	76%	81%kl	100%defghj	100%defghj	-	-	-	-	100%defghj	-	89%klmnopq	78%klmnopq	42%kl	41%	28%	83%klmnop	37%	72%	75%
NET Not at all/not very reliant	518	175	27	59	-	-	354	165	-	518	-	110	181	73	80	63	291	144	84	157
	10%	10%kl	11%	7%	-	-	100%defghj	100%defghj	-	100%defghj	-	6%	9%kl	19%kl	31%klmp	64%klmnopq	7%	40%klmp	10%	9%
Mean	3.95	4.00	4.00	4.15a	5.00j	4.00	3.00j	2.00j	1.00	4.46defghj	1.68h	4.42klmnopq	3.86klmnopq	3.43klmnopq	3.21o	2.31	4.14klmnopq	2.96o	3.90	4.00
Std Dev	1.03	1.02	1.10	0.92	0.00	0.00	0.00	0.00	0.50	0.47	0.90	0.88	0.92	1.12	1.56	0.93	1.31	1.01	1.01	
Std Error	0.01	0.02	0.08	0.03	0.00	0.00	0.00	0.00	0.01	0.02	0.02	0.02	0.04	0.07	0.15	0.01	0.07	0.04	0.02	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
 \* small base

QD1\_1. How much would you say you rely on postal services for sending and receiving the following... - Letters and cards

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2888	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Not at all reliant (1)	165	5	159	2	49	96	20	157	2	2	-	162	3
	3%	1%	3%	2%	3%	3%	3%	3%	2%	5%	-	3%	13%
Not very reliant (2)	354	22	331	1	83	248	23	329	17	5	-	351	3
	7%	6%	7%	1%	6%	7%	7%	7%	15% <b>pk</b>	11%	-	7%	11%
Neither reliant nor not reliant (3)	817	45	755	16	218	531	67	758	35	9	3	801	13
	16%	14%	16%	20%	15%	16%	21% <b>ld</b>	15%	30% <b>pk</b>	18%	34%	16%	48%
Fairly reliant (4)	2021	118	1888	36	584	1316	121	1945	50	20	2	2015	5
	39%	35%	39%	45%	38%	39%	38%	38%	43%	42%	22%	38%	17%
Very reliant (5)	1754	138	1594	22	538	1134	82	1727	12	8	4	1748	2
	34%	41% <b>lb</b>	34%	28%	36% <b>lf</b>	34% <b>lf</b>	25%	35% <b>lh</b>	11%	18%	43%	34% <b>lh</b>	10%
Don't know	51	8	40	3	18	22	10	48	-	2	-	51	*
	1%	2% <b>lb</b>	1%	3% <b>lb</b>	1%	1%	3% <b>lb</b>	1%	-	5%	-	1%	1%
NET Very/fairly reliant	3775	256	3462	58	1121	2450	203	3672	63	28	5	3763	7
	73%	76%	73%	73%	75% <b>lf</b>	73% <b>lf</b>	63%	74% <b>lh</b>	54%	60%	66%	73% <b>lh</b>	27%
NET Not at all/not very reliant	518	26	490	3	132	344	42	485	19	8	-	512	6
	10%	8%	10%	3%	9%	10%	13%	10%	16%	16%	-	10%	23%
Mean	3.95	4.11 <b>lb</b>	3.94	3.99	4.00 <b>lf</b>	3.95 <b>lf</b>	3.71	3.97 <b>lh</b>	3.46	3.59	4.09	3.95 <b>lh</b>	3.01
Std Dev.	1.03	0.97	1.04	0.86	1.02	1.03	1.12	1.03	0.94	1.10	0.94	1.03	1.11
Std Error	0.01	0.05	0.02	0.10	0.03	0.02	0.06	0.01	0.10	0.17	0.42	0.01	0.23

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QD1\_1. How much would you say you rely on postal services for sending and receiving the following... - Letters and cards

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2888	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Not at all reliant (1)	165	34	57	36	39	8	10	16	17	24	15	-	24	12	11	11	17
	3%	3%	4%	3%	3%	2%	2%	4%	4%	6%	4%	-	3%	2%	3%	3%	4%
Not very reliant (2)	354	85	102	73	94	28	29	27	30	36	36	-	53	20	34	19	41
	7%	7%	8%	6%	7%	7%	7%	6%	6%	9%	9%	-	7%	4%	8%	5%	9%
Neither reliant nor not reliant (3)	817	218	192	178	228	64	77	77	61	68	62	-	116	62	63	77	89
	16%	17%	15%	14%	18%	15%	18%	18%	13%	17%	15%	-	14%	13%	14%	18%	20%
Fairly reliant (4)	2021	496	486	525	514	169	165	162	171	144	171	-	320	205	172	178	164
	39%	38%	38%	41%	40%	39%	38%	38%	37%	35%	41%	-	39%	43%	39%	43%	38%
Very reliant (5)	1754	437	442	467	407	158	145	135	179	139	124	-	301	166	155	129	124
	34%	34%	34%	36%	32%	37%	34%	32%	41%	34%	30%	-	37%	35%	35%	31%	28%
Don't know	51	19	13	10	8	5	4	10	6	1	6	-	4	7	2	3	3
	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	-	1%	1%	1%	1%	1%
NET Very/fairly reliant	3775	933	928	992	922	327	310	297	349	283	296	-	621	371	327	306	288
	73%	72%	72%	72%	71%	76%	72%	70%	75%	69%	71%	-	76%	78%	75%	74%	66%
NET Not at all/not very reliant	518	119	188	109	132	36	40	43	47	60	52	-	77	32	45	30	58
	10%	9%	15%	8%	10%	8%	9%	10%	10%	14%	12%	-	9%	7%	10%	7%	13%
Mean	3.95	3.96	3.90	4.03	3.90	4.03	3.95	3.89	4.04	3.82	3.86	-	4.01	4.04	3.92	3.96	3.78
Std Dev.	1.03	1.01	1.10	0.99	1.02	0.97	1.01	1.05	1.08	1.16	1.08	-	1.02	0.94	1.02	0.96	1.08
Std Error	0.01	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.06	0.05	-	0.03	0.05	0.05	0.05	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QD1\_2. How much would you say you rely on postal services for sending and receiving the following... - Parcels

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	-	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4990	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2990	262	5161
Not at all reliant (1)	99	-	99	17	37	61	37	18	9	14	23	14	9	11	27	37	35	21	84	11	112
	2%	-	2%	2%	1%	2%	1%	3%	1%	1%	3%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%
Not very reliant (2)	263	-	263	32	128	140	123	35	34	35	26	45	48	40	68	61	134	88	230	31	230
	5%	-	5%	5%	5%	6%	5%	5%	5%	3%	4%	5%	3%	3%	5%	4%	3%	3%	5%	6%	4%
Neither reliant nor not reliant (3)	746	-	746	75	342	368	373	115	85	139	98	122	101	84	201	237	308	185	658	81	669
	14%	-	14%	11%	12%	15%	14%	17%	13%	14%	14%	13%	16%	16%	15%	14%	15%	16%	14%	15%	13%
Fairly reliant (4)	2028	-	2028	273	1166	1012	1015	308	263	436	275	353	231	162	571	711	746	392	1812	211	2020
	39%	-	39%	39%	41%	40%	39%	45%	41%	43%	38%	35%	36%	31%	43%	41%	41%	36%	39%	34%	39%
Very reliant (5)	1961	-	1961	299	1138	905	1044	204	247	375	283	384	237	221	450	669	842	458	1752	191	2068
	38%	-	38%	43%	40%	36%	40%	30%	33%	33%	41%	42%	37%	32%	34%	33%	42%	42%	38%	36%	40%
Don't know	65	-	65	4	18	27	34	10	14	17	1	7	7	9	24	15	23	16	55	5	62
	1%	-	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%
NET Vary/fairly reliant	3989	-	3989	573	2304	1917	2059	511	510	812	568	738	468	382	1022	1379	1588	850	3564	403	4088
	77%	-	77%	82%	81%	76%	78%	74%	78%	80%	79%	80%	74%	73%	76%	75%	78%	73%	76%	76%	79%
NET Not at all/not very reliant	362	-	362	48	166	202	160	52	43	49	50	59	51	95	95	99	168	109	313	42	342
	7%	-	7%	7%	6%	8%	6%	8%	7%	6%	7%	6%	6%	10%	7%	6%	6%	6%	7%	6%	7%
Mean	4.08	-	4.08	4.16	4.15	4.03	4.12	3.95	4.11	4.13	4.10	4.14	4.02	4.05	4.03	4.11	4.08	4.03	4.08	4.03	4.12
Std Dev.	0.95	-	0.95	0.95	0.90	0.98	0.92	0.95	0.92	0.87	0.99	0.93	0.99	1.04	0.94	0.92	0.98	1.02	0.95	0.97	0.95
Std Error	0.01	-	0.01	0.04	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.02	0.02	0.03	0.01	0.05	0.01

Proportions/Mean: Columns Testad (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QD1\_2. How much would you say you rely on postal services for sending and receiving the following... - Parcels

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Not at all reliant (1)	99	16	45	14	23	61	37	50	43	23	13	22	17	10	52	23	64	9	26	4
Not very reliant (2)	263	43	92	51	78	134	129	138	120	38	44	74	66	31	183	39	217	22	94	1
Neither reliant nor not reliant (3)	746	131	223	150	242	354	391	418	313	105	100	212	176	85	487	105	583	49	227	20
Fairly reliant (4)	2028	367	631	493	538	997	1030	1293	717	213	251	525	580	331	1356	215	1716	203	767	64
Very reliant (5)	1961	381	588	462	530	969	992	1146	792	246	240	490	527	353	1259	249	1632	241	796	43
Don't know	65	7	15	9	34	22	42	29	27	14	9	17	7	5	32	17	38	7	9	-
NET Very/fairly reliant	3989	748	1218	955	1068	1966	2023	2439	1510	459	492	1015	1107	683	2614	464	3348	443	1563	107
NET Not at all/not very reliant	362	59	137	64	102	198	166	189	163	61	57	95	83	41	235	62	282	31	120	6
Mean	4.08	4.12	4.03	4.14	4.04	4.06	4.09	4.10	4.06	3.99	4.02	4.05	4.12	4.22	4.07	4.00	4.10	4.23	4.16	4.06
Std Dev.	0.95	0.93	1.00	0.88	0.96	0.98	0.93	0.91	1.00	1.07	0.99	0.95	0.90	0.87	0.94	1.07	0.93	0.91	0.91	0.90
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.02	0.03	0.02	0.04	0.01	0.04	0.02	0.09

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QD1\_2. How much would you say you rely on postal services for sending and receiving the following... - Parcels

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	280	257	261	262	273	261	260	61	388
Not at all reliant (1)	99	85	14	2	81	11	6	2	3	7	13	12	3	13	9	9	9	-	10
	2%	2%	2%	1%	2%	2%	2%	1%	1%	1%	3%	3%	1%	2%	1%	2%	2%	1%	3%
Not very reliant (2)	263	230	33	8	228	16	15	4	7	32	29	30	20	27	33	34	16	2	14
	5%	5%	5%	4%	5%	4%	6%	3%	3%	6%	7%	6%	4%	6%	5%	5%	4%	4%	4%
Neither reliant nor not reliant (3)	746	645	100	28	636	65	29	15	27	78	47	55	72	74	97	123	63	7	58
	14%	15%	14%	15%	15%	15%	12%	11%	13%	14%	11%	15%	16%	15%	14%	17%	14%	14%	15%
Fairly reliant (4)	2028	1737	291	59	1716	169	83	60	89	235	175	133	173	188	274	278	171	18	151
	39%	39%	39%	31%	39%	39%	33%	42%	43%	42%	41%	35%	36%	39%	40%	39%	39%	34%	40%
Very reliant (5)	1961	1684	278	60	1619	169	113	60	82	211	160	137	171	171	255	256	176	25	145
	38%	38%	38%	47%	37%	39%	46%	42%	36%	37%	38%	36%	38%	36%	38%	36%	40%	47%	38%
Don't know	65	58	6	3	57	4	2	2	1	2	3	9	16	6	8	5	8	-	4
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	3%	1%	1%	2%	-	-	1%
NET Very/fairly reliant	3989	3420	569	150	3336	338	195	120	171	448	335	270	345	360	529	534	347	43	295
	77%	77%	79%	79%	77%	78%	79%	81%	81%	79%	79%	72%	76%	75%	76%	76%	78%	82%	77%
NET Not at all/not very reliant	362	315	47	10	309	26	20	6	10	39	41	42	23	40	44	44	25	2	24
	7%	7%	7%	5%	7%	6%	9%	4%	5%	7%	10%	11%	5%	8%	7%	6%	6%	4%	6%
Mean	4.08	4.07	4.10	4.21	4.07	4.09	4.15	4.22	4.15	4.08	4.04	3.96	4.12	4.01	4.08	4.05	4.12	4.24	4.07
Std Dev.	0.95	0.95	0.94	0.93	0.95	0.95	1.01	0.85	0.88	0.92	1.01	1.07	0.89	1.00	0.93	0.92	0.93	0.88	0.96
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.06	0.06	0.06	0.05	0.06	0.05	0.06	0.07	0.03	

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QD1\_2. How much would you say you rely on postal services for sending and receiving the following... - Parcels

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Not at all reliant (1)	99	42	12	24	16	12	8	15	48	28	63	-	-	-	-	99	-	99	19	20
Not very reliant (2)	263	2%	5%	3%	1%	1%	1%	4%defh	2%defg	1%	1%defg	-	-	-	-	100%kmopq	-	100%kmopq	2%	1%
Fairly reliant (3)	746	263	95	19	52	38	69	73	11	107	80	-	-	263	-	100%kmopq	-	263	36	82
Very reliant (4)	1961	38%	37%	36%	38%	38%	38%	38%	38%	38%	38%	100%kmopq	-	-	-	-	-	100%kmopq	4%	5%
NET Not at all/not very reliant	382	13%	13%	9%	3%	4%	10%def	24%defh	36%defg	4%	2%def	-	-	263	99	-	382	7%	102	6%
NET Very/fairly reliant	3989	77%	77%	73%	91%efghj	85%fghj	37%	80%fh	65%f	100%kmopq	100%kmopq	-	-	-	-	100%kmopq	-	100%kmopq	80%	1449
Mean	4.08	4.03	3.86	4.00	4.55efghj	4.08fghj	3.50h	3.54h	3.04	4.30efghj	3.38h	6.00mmopq	4.00q	3.00q	2.00q	1.00	4.49mmopq	1.73o	4.10	4.20r
Std Dev	0.95	0.98	1.15	1.02	0.78	0.75	0.87	1.16	1.56	0.80	1.32	*	0.00	0.00	0.00	0.50	0.45	0.94	0.89	
Std Error	0.01	0.02	0.08	0.03	0.02	0.02	0.03	0.06	0.12	0.01	0.06	*	0.00	0.00	0.00	0.01	0.02	0.03	0.02	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
\* small base

QD1\_2. How much would you say you rely on postal services for sending and receiving the following... - Parcels

Base : All participants

	Total	Housebound			Disability			Internet access					Don't know (l)
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Not at all reliant (1)	99	1	95	2	24	65	10	87	4	3	-	94	4
	2%	*	2%	2%	2%	2%	3%	2%	3%	7%	-	2%	17%
Not very reliant (2)	283	17	243	4	78	178	9	243	15	3	-	282	1
	5%	5%	5%	4%	5%	5%	3%	5%	13% <b>pk</b>	7%	-	5%	6%
Neither reliant nor not reliant (3)	746	49	682	15	220	457	69	678	35	15	3	728	15
	14%	15%	14%	18%	15%	14%	21% <b>de</b>	14%	30% <b>pk</b>	32%	33%	14%	60%
Fairly reliant (4)	2028	124	1881	22	520	1389	119	1969	34	19	4	2022	2
	39%	37%	40%	28%	33%	41% <b>de</b>	37%	40%	22%	41%	44%	38%	6%
Very reliant (5)	1981	137	1788	35	630	1225	106	1926	26	5	2	1957	2
	38%	41%	38%	45%	42% <b>de</b>	37%	33%	39% <b>pk</b>	22%	10%	23%	38% <b>pk</b>	9%
Don't know	65	6	57	2	20	34	10	61	2	1	-	64	*
	1%	2%	1%	2%	1%	1%	3% <b>de</b>	1%	2%	3%	-	1%	2%
NET Very/fairly reliant	3909	262	3669	58	1150	2614	225	3896	60	24	5	3979	4
	77%	76%	77%	73%	72% <b>de</b>	70% <b>de</b>	70%	78% <b>pk</b>	52%	51%	67%	78% <b>pk</b>	15%
NET Not at all/not very reliant	362	18	338	5	100	243	19	330	19	7	-	356	6
	7%	5%	7%	7%	7%	7%	6%	7%	17% <b>pk</b>	14%	-	7%	23%
Mean	4.08	4.15	4.07	4.11	4.13 <b>f</b>	4.07	3.96	4.10 <b>h</b>	3.55	3.41	3.90	4.08 <b>h</b>	2.84
Std Dev.	0.95	0.89	0.96	1.01	0.96	0.95	0.99	0.94	1.09	1.03	0.79	0.95	1.11
Std Error	0.01	0.05	0.01	0.12	0.02	0.02	0.06	0.01	0.12	0.16	0.35	0.01	0.24

Proportions/Mean: Columns Test(s) (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QD1\_2. How much would you say you rely on postal services for sending and receiving the following... - Parcels

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-**	818	472	437	416	437
Effective Base	2888	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Not at all reliant (1)	99	32	27	19	21	11	9	12	6	13	8	-	8	11	5	12	4
	2%	3%	2%	1%	2%	3%	2%	3%	1%	3%	2%	-	1%	2%	1%	3%	1%
Not very reliant (2)	263	56	90	48	70	20	17	18	34	31	25	-	31	17	26	21	23
	5%	4%	7% <sup>abc</sup>	4%	5%	5%	4%	4%	7% <sup>cd</sup>	6% <sup>lm</sup>	6%	-	4%	4%	6%	5%	5%
Neither reliant nor not reliant (3)	746	224	227	123	172	78	69	78	75	79	73	-	78	46	56	56	60
	14%	17% <sup>abcd</sup>	17% <sup>abcd</sup>	10%	13% <sup>cd</sup>	18% <sup>lmn</sup>	16% <sup>lmn</sup>	18% <sup>lmn</sup>	17% <sup>lmn</sup>	18% <sup>lmn</sup>	17% <sup>lmn</sup>	-	9%	10%	13%	13%	14%
Fairly reliant (4)	2028	531	464	539	495	161	185	185	171	141	152	-	350	189	164	145	186
	39%	41% <sup>ab</sup>	36%	42% <sup>ab</sup>	38%	37%	43%	43% <sup>l</sup>	37%	34%	37%	-	43% <sup>kl</sup>	40%	37%	35%	42%
Very reliant (5)	1961	426	456	553	526	153	147	127	164	144	148	-	346	207	185	180	161
	38%	33%	35%	43% <sup>abcd</sup>	41% <sup>abcd</sup>	35%	34%	30%	35%	35%	36%	-	42% <sup>kl</sup>	44% <sup>kl</sup>	42% <sup>kl</sup>	43% <sup>kl</sup>	37%
Don't know	65	22	27	9	7	6	4	9	13	3	10	-	5	4	1	2	4
	1%	2% <sup>d</sup>	2% <sup>d</sup>	1%	1%	2%	1%	2%	3% <sup>lmno</sup>	1%	3% <sup>lmn</sup>	-	1%	1%	-	-	1%
NET Very/fairly reliant	3989	957	920	1092	1021	313	332	311	335	285	300	-	696	395	349	326	347
	77%	74%	71%	85% <sup>abcd</sup>	79% <sup>abcd</sup>	72%	77%	73%	72%	69%	72%	-	85% <sup>efghijklp</sup>	84% <sup>efghij</sup>	80% <sup>hij</sup>	78% <sup>l</sup>	79% <sup>l</sup>
NET Not at all/not very reliant	362	88	117	66	90	32	26	30	41	44	33	-	39	27	31	33	27
	7%	7%	9% <sup>bc</sup>	5%	7%	7%	6%	7%	9% <sup>cd</sup>	10% <sup>lmn</sup>	8%	-	5%	6%	7%	8%	6%
Mean	4.08	4.00	3.97	4.22 <sup>abcd</sup>	4.12 <sup>ab</sup>	4.00	4.04	3.95	4.00	3.91	4.01	-	4.23 <sup>efghij</sup>	4.21 <sup>efghij</sup>	4.14 <sup>op</sup>	4.11 <sup>l</sup>	4.10 <sup>l</sup>
Std Dev	0.95	0.96	1.01	0.87	0.94	0.99	0.92	0.96	0.98	1.06	0.98	-	0.85	0.92	0.93	1.01	0.89
Std Error	0.01	0.03	0.03	0.02	0.03	0.05	0.04	0.05	0.05	0.05	0.05	-	0.03	0.04	0.05	0.05	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

QD1\_NET\_RELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	5161	-	5161	619	2818	2461	2883	650	668	963	696	983	731	470	1318	1659	2194	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Letters and cards	3775	-	3775	521	2064	1768	1994	420	434	720	528	707	521	445	854	1248	1673	966	3418	335	3852
	73%	-	73%	74%	73%	70%	76% <sup>a</sup>	61%	67%	71% <sup>gh</sup>	74% <sup>ghh</sup>	76% <sup>ghhi</sup>	82% <sup>ghhjk</sup>	85% <sup>ghhkl</sup>	64%	72% <sup>n</sup>	69% <sup>no</sup>	63% <sup>noq</sup>	74% <sup>rs</sup>	63%	75%
Parcels	3989	-	3989	573	2304	1917	2059	511	510	812	568	738	468	382	1022	1379	1588	850	3664	403	4088
	77%	-	77%	82%	81%	76%	78%	74%	79%	87% <sup>ghgh</sup>	79%	89% <sup>ghgh</sup>	74%	73%	78%	80% <sup>n</sup>	76%	73%	78%	78%	79%

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QD1\_NET\_RELIAINT. How much would you say you rely on postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Letters and cards	3775	731	1146	865	1033	1877	1888	2192	1536	470	492	938	1029	618	2459	478	3126	430	1394	90
	73%	77% <sup>ab</sup>	72%	73%	72%	74%	72%	71%	73% <sup>gh</sup>	74%	75%	70%	76% <sup>ik</sup>	76% <sup>lm</sup>	73%	74%	74%	81% <sup>qr</sup>	73%	68%
Parcels	3889	748	1218	955	1068	1966	2023	2439	1510	459	492	1015	1107	682	2614	464	3348	443	1563	107
	77%	77% <sup>ab</sup>	76%	74% <sup>cd</sup>	74%	77%	77%	76% <sup>gh</sup>	76%	72%	75%	76%	74% <sup>ik</sup>	74% <sup>lm</sup>	73%	72%	77% <sup>op</sup>	84%	81%	81%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - ef - gh - i/j/k/l/m/n - op - q/r/s  
\* small base



QD1\_NET\_RELIAINT. How much would you say you rely on postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	280	257	261	262	273	261	260	61	388
Letters and cards	3775	3208	567	150	3146	331	190	108	155	417	321	260	324	356	494	491	329	41	290
	73%	72%	79%	79%	73%	76%	77%	76%	74%	74%	75%	69%	71%	74%	73%	70%	74%	79%	76%
Parcels	3989	3420	569	150	3339	338	195	120	171	446	335	270	345	360	529	534	347	43	295
	77%	77%	79%	79%	77%	78%	79%	75%	79%	79%	79%	72%	76%	75%	78%	76%	78%	82%	77%

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QD1\_NET\_RELIAINT. How much would you say you rely on postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Letters and cards	3775	1369	186	713	1754	2021	-	-	-	3775	-	1735	1575	314	107	28	3310	135	599	1315
	75%	76%	79%	13%	100%	100%	-	-	-	100%	-	83%	100%	43%	41%	28%	100%	37%	72%	75%
Parcels	3989	1361	160	639	1591	1710	379	213	78	3310	291	1951	2028	-	-	-	3989	-	663	1440
	77%	75%	67%	73%	81%	85%	46%	60%	47%	85%	85%	100%	100%	-	-	-	100%	-	80%	83%

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base

QD1\_NET\_RELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Base : All participants

Total	Housebound			Disability			Internet access					
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base 5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base 5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base 2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Letters and cards 3775	256	3462	58	1121	2450	203	3672	63	28	5	3763	7
73%	76%	73%	73%	73% <sup>h</sup>	73% <sup>h</sup>	63%	74% <sup>h</sup>	54%	60%	66%	74% <sup>h</sup>	27%
Parcels 3889	262	3669	58	1150	2614	225	3895	60	24	5	3979	4
77%	78%	77%	73%	77% <sup>h</sup>	76% <sup>h</sup>	70%	76% <sup>h</sup>	52%	51%	67%	76% <sup>h</sup>	15%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QD1\_NET\_RELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Very/fairly reliant Summary

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Letters and cards	3775	933	928	992	922	327	310	297	349	283	296	-	621	371	327	306	288
	73%	72%	72%	77% <sup>ab</sup>	71%	76% <sup>ap</sup>	72%	70%	76% <sup>ap</sup>	69%	71%	-	76% <sup>ap</sup>	74% <sup>ap</sup>	73% <sup>ap</sup>	74%	66%
Parcels	3989	957	920	1092	1021	313	332	311	335	285	300	-	696	395	349	326	347
	77%	74%	71%	85% <sup>abcd</sup>	79% <sup>abcd</sup>	72%	77%	73%	72%	69%	72%	-	85% <sup>efghijop</sup>	84% <sup>efghij</sup>	80% <sup>hij</sup>	78% <sup>hi</sup>	79% <sup>hi</sup>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QD1\_NET\_NOTRELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Not at all/not very reliant Summary**

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total	
Unweighted Base	5161	-	5161	619	2818	2461	2883	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Letters and cards	518	-	518	74	283	292	224	109	93	103	75	81	34	24	202	178	139	58	434	78	507
	10%	-	10%	11%	10%	12% <sup>nl</sup>	9%	16% <sup>nl</sup>	14% <sup>nl</sup>	10% <sup>nl</sup>	10% <sup>nl</sup>	9% <sup>nl</sup>	5%	5%	15% <sup>nl</sup>	10% <sup>nl</sup>	7%	5%	9%	15% <sup>nl</sup>	10%
Parcels	362	-	362	48	166	202	160	52	43	49	50	59	58	51	95	99	168	109	313	42	342
	7%	-	7%	7%	6%	7% <sup>nl</sup>	6%	8%	7%	5%	7%	6%	7% <sup>nl</sup>	12% <sup>nl</sup>	7%	6%	7% <sup>nl</sup>	9% <sup>nl</sup>	7%	8%	7%

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QD1\_NET\_NOTRELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Letters and cards	518	89	188	106	135	278	241	340	169	57	63	143	134	87	339	57	436	32	201	9
	70%	9%	72%	9%	9%	11%	9%	113%	8%	9%	70%	11%	10%	11%	10%	9%	10%	6%	100%	7%
Parcels	362	59	137	64	102	196	166	189	163	61	57	95	83	41	235	62	282	31	120	6
	7%	6%	17%	6%	7%	8%	6%	6%	8%	110%	110%	7%	6%	5%	7%	100%	7%	6%	6%	4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QD1\_NET\_NOTRELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	280	257	261	262	273	261	260	61	388
Letters and cards	518	466	52	9	440	43	23	12	20	65	46	49	43	32	61	80	43	3	40
	10%	11%	7%	5%	10%	10%	9%	8%	9%	12%	11%	13%	9%	7%	9%	11%	10%	6%	10%
Parcels	362	315	47	10	309	26	20	6	10	39	21	42	23	40	44	44	25	2	24
	7%	7%	7%	5%	7%	6%	5%	4%	5%	7%	10%	11%	8%	8%	7%	6%	6%	4%	6%

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QD1\_NET\_NOTRELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Letters and cards	518	175	27	59	-	-	-	354	165	-	518	110	181	73	80	63	291	144	84	157
	10%	10% <sup>a</sup>	11%	7%	-	-	-	100% <sup>ddefi</sup>	100% <sup>ddefi</sup>	-	100% <sup>ddefi</sup>	6%	13% <sup>l</sup>	10% <sup>l</sup>	33% <sup>knmp</sup>	6% <sup>knmp</sup>	7%	40% <sup>knmp</sup>	10%	9%
Parcels	362	137	31	76	54	81	81	84	59	135	144	-	-	-	263	99	-	352	55	102
	7%	8%	13% <sup>a</sup>	9%	3%	4%	10% <sup>ddefi</sup>	24% <sup>ddefi</sup>	35% <sup>ddefi</sup>	4%	28% <sup>ddefi</sup>	-	-	-	100% <sup>knmp</sup>	100% <sup>knmp</sup>	-	100% <sup>knmp</sup>	7%	6%

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base



QD1\_NET\_NOTRELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	5161	321	4764	76	1528	4764	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Letters and cards	518	26	490	3	132	344	42	485	19	8	-	512	6
16%	8%	10%	3%	9%	10%	13%	13%	10%	16%	16%	-	10%	23%
Parcels	362	18	338	5	100	243	19	330	19	7	-	356	6
7%	5%	7%	7%	7%	7%	6%	6%	7%	17% <sup>†</sup>	14%	-	7%	23%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QD1\_NET\_NOTRELIANT. How much would you say you rely on postal services for sending and receiving the following... - Net Not at all/not very reliant Summary

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430	
Weighted Base	5161	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437	
Effective Base	2868	661	732	726	215	220	226	251	240	242	-	475	253	249	248	259	
Letters and cards	518	119	158	109	132	36	40	43	47	60	52	-	77	32	45	30	58
	10%	9%	12% <sup>abc</sup>	8%	10%	8%	9%	10%	10%	19% <sup>klmno</sup>	12% <sup>pqr</sup>	-	9%	7%	10%	7%	13% <sup>stuvw</sup>
Parcels	362	88	117	66	90	32	26	30	41	44	33	-	39	27	31	33	27
	7%	7%	9% <sup>abc</sup>	5%	7%	7%	6%	7%	9% <sup>kl</sup>	11% <sup>mno</sup>	8%	-	5%	6%	7%	8%	6%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

*Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)*

QD1\_MEAN. How much would you say you rely on postal services for sending and receiving the following... Mean Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	5161	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Letters and cards	3.95	3.95	3.97	3.94	3.87	4.02a	3.60	3.75g	3.39gh	3.94gh	4.03ghj	4.21ghjk	4.31ghjkl	3.67	3.91n	4.16no	4.25nop	3.98a	3.67	3.97
Parcels	4.08	4.08	4.16	4.15	4.03	4.12a	3.95	4.11gf	4.10ghm	4.10gf	4.14ghm	4.02	4.05g	4.03	4.11nq	4.08n	4.03	4.08	4.03	4.12

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QD1\_MEAN. How much would you say you rely on postal services for sending and receiving the following... Mean Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Letters and cards	3.95	4.04bcd	3.90	3.95	3.93	3.95	3.94	3.88	4.06n	3.99k	3.98k	3.90	3.95	4.00kn	3.94	4.00	3.95	4.17rs	3.92	3.80
Parcels	4.08	4.12bd	4.03	4.14bd	4.04	4.06	4.09	4.10h	4.06	3.99	4.02	4.05	4.12ijkn	4.22ijkn	4.07i	4.00	4.10o	4.23rs	4.16	4.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - ef - gh - i/j/k/l/m/n - op - q/r/s  
 \* small base

QD1\_MEAN. How much would you say you rely on postal services for sending and receiving the following... Mean Summary

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Letters and cards	3.95	3.92	4.11a	4.24a	3.94	3.99	4.03	4.03	3.96	3.94	3.92	3.87	3.89	4.01klo	3.95	3.90	4.00ko	4.11	3.97
Parcels	4.08	4.07	4.10	4.21a	4.07	4.09	4.15	4.22	4.15k	4.08k	4.04	3.96	4.12km	4.01	4.08k	4.05	4.12km	4.24	4.07

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QD1\_MEAN. How much would you say you rely on postal services for sending and receiving the following... Mean Summary

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Letters and cards	3.95	4.00	4.00	4.15ab	5.00j	4.00j	3.00j	2.00j	1.00	4.46efghj	1.68h	4.42imnopq	3.66mnopq	3.43noq	3.21oo	2.31	4.14mnopq	2.96o	3.90	4.00r
Parcels	4.08	4.03b	3.86	4.00b	4.55efghj	4.08fghj	3.50hj	3.64hj	3.04	4.30efghj	3.38h	5.09mnopq	4.00q	3.09q	2.00q	1.00	4.49mnopq	1.73o	4.10	4.20r

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
 \* small base

**QD1\_MEAN.** How much would you say you rely on postal services for sending and receiving the following... Mean Summary

Base : All participants

Total	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	5161	321	4764	76	1528	4764	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Letters and cards	3.95	4.11b	3.94	3.99	4.00ef	3.95f	3.71	3.970ij	3.48i	3.59j	4.09	3.95kl	3.01
Parcels	4.08	4.15b	4.07	4.11	4.13ef	4.07f	3.96	4.10nij	3.55i	3.41j	3.90	4.08kl	2.84

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

*Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)*

QD1\_MEAN. How much would you say you rely on postal services for sending and receiving the following... Mean Summary

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430	
Weighted Base	5161	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437	
Effective Base	2868	661	732	756	215	220	226	251	240	242	-	475	253	249	248	259	
Letters and cards	3.95	3.96	3.90	4.03abd	3.90	4.03hjp	3.95a	3.89a	4.01hjp	3.82	3.86	-	4.01eja	4.06fjop	3.99ja	3.95a	
Parcels	4.08	4.00	3.97	4.22abd	4.12ab	4.00	4.04	3.95	4.00	3.91	4.01	-	4.22afgjnop	4.21efhjp	4.14efgaj	4.11efhjp	4.10efhjp

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



QD2. How would you rate your overall satisfaction with Royal Mail?

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	2868
Very dissatisfied (1)	83	-	83	5	50	80	23	1	6	14	17	23	17	5	8	31	45	22	81	2	94
	2%	-	2%	1%	2%	2%	1%	*	1%	1%	2%	3%	3%	1%	1%	2%	2%	2%	2%	*	2%
Fairly dissatisfied (2)	224	-	224	19	130	114	106	15	21	33	28	57	35	35	37	61	127	69	209	15	227
	4%	-	4%	3%	5%	5%	4%	2%	3%	3%	4%	8%	5%	3%	3%	4%	6%	6%	5%	3%	4%
Neither satisfied or dissatisfied (3)	683	-	683	77	331	344	336	83	100	150	96	120	83	50	183	247	253	134	588	76	635
	13%	-	13%	11%	12%	14%	13%	12%	15%	15%	13%	13%	13%	10%	14%	14%	12%	12%	13%	14%	12%
Fairly satisfied (4)	2494	-	2494	300	1380	1167	1316	374	297	502	350	443	297	231	671	852	971	529	2222	260	2497
	48%	-	48%	43%	49%	46%	50%	54%	45%	49%	49%	48%	47%	44%	50%	49%	47%	46%	46%	49%	46%
Very satisfied (5)	1657	-	1657	298	933	821	834	209	225	313	221	282	202	205	434	535	688	407	1475	174	1681
	32%	-	32%	23%	33%	33%	32%	30%	34%	31%	31%	30%	32%	33%	32%	31%	33%	35%	32%	33%	33%
Don't know	19	-	19	1	7	6	12	6	3	3	4	2	*	*	10	7	2	*	16	4	27
	*	-	*	*	*	*	*	1%	1%	*	1%	*	*	*	1%	*	*	*	*	1%	1%
NET Veryfairly satisfied	4151	-	4151	598	2313	1988	2150	583	521	815	572	724	499	436	1104	1387	1660	935	3697	434	4178
	80%	-	80%	86%	82%	79%	82%	83%	80%	80%	80%	78%	79%	83%	82%	80%	80%	81%	81%	82%	81%
NET Veryfairly dissatisfied	308	-	308	24	180	175	129	17	28	47	45	80	52	40	44	92	171	91	290	17	321
	6%	-	6%	3%	6%	6%	5%	2%	4%	5%	6%	8%	7%	6%	3%	5%	6%	6%	6%	3%	6%
Mean	4.05	-	4.05	4.03	4.03	4.03	4.08	4.13M	4.10M	4.05	4.03	3.98	4.00	4.13M	4.12P	4.04	4.02	4.06	4.05	4.12	4.06
Std Dev.	0.88	-	0.88	0.81	0.89	0.93	0.83	0.72	0.84	0.84	0.90	0.95	0.95	0.91	0.78	0.87	0.94	0.93	0.89	0.78	0.89
Std Error	0.01	-	0.01	0.03	0.02	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.04	0.04	0.02	0.02	0.02	0.03	0.01	0.04	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QD2. How would you rate your overall satisfaction with Royal Mail?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Very dissatisfied (1)	83	15	35	18	16	50	33	45	37	14	12	21	17	15	49	14	65	7	36	2
	2%	2%	2%	2%	1%	2%	1%	1%	2%	2%	2%	2%	1%	2%	1%	3%	2%	1%	2%	1%
Fairly dissatisfied (2)	224	38	73	52	62	110	114	115	104	36	22	75	44	31	141	37	174	26	91	7
	4%	4%	5%	4%	4%	4%	4%	4%	5%	6%	3%	5%	3%	4%	6%	6%	4%	5%	5%	5%
Neither satisfied or dissatisfied (3)	683	94	197	182	209	292	391	404	256	100	90	180	164	71	434	100	514	47	222	23
	13%	10%	12%	15% <sup>a</sup>	14% <sup>a</sup>	17%	15% <sup>a</sup>	13%	13%	16% <sup>a</sup>	14% <sup>a</sup>	13% <sup>a</sup>	12%	9%	13% <sup>a</sup>	16%	12%	9%	12%	18% <sup>a</sup>
Fairly satisfied (4)	2494	465	815	534	680	1280	1214	1513	957	285	333	640	689	397	1662	290	2100	238	951	51
	49%	49%	53% <sup>a</sup>	45%	47%	52% <sup>a</sup>	46%	49%	49%	45%	51%	48%	50%	49%	49%	45%	49%	45%	50%	38%
Very satisfied (5)	1657	321	470	390	465	801	856	989	652	193	200	421	459	299	1080	195	1392	209	616	49
	32%	35% <sup>a</sup>	29%	33%	32%	32%	33%	32%	32%	30%	30%	31%	33%	37%	30%	30%	33%	39% <sup>a</sup>	32%	38%
Don't know	19	1	4	2	12	6	14	8	7	11	1	1	1	1	3	11	5	2	1	-
	*	*	*	1%	*	1%	*	*	*	2% <sup>a</sup> /k/m/n	*	*	*	*	*	2% <sup>a</sup>	*	*	*	*
NET Very/fairly satisfied	4151	797	1285	924	1146	2081	2070	2502	1608	478	533	1081	1145	696	2742	485	3402	447	1568	100
	80%	84% <sup>a</sup> /c/d	81%	78%	79%	81% <sup>a</sup>	79%	81%	80%	75%	81% <sup>a</sup>	79%	80% <sup>a</sup>	83% <sup>a</sup> /a,b	81% <sup>a</sup>	75%	82% <sup>a</sup>	84%	82%	76%
NET Very/fairly dissatisfied	308	53	107	70	77	160	148	180	141	50	34	96	60	46	190	51	239	33	127	8
	6%	6%	7%	6%	5%	6%	6%	5%	7% <sup>a</sup>	6% <sup>a</sup>	5%	7% <sup>a</sup>	4%	6%	6%	8%	6%	6%	7%	6%
Mean	4.05	4.12 <sup>a</sup>	4.01	4.04	4.06	4.05	4.05	4.07	4.04	3.97	4.05	4.02	4.12 <sup>a</sup> /k	4.15 <sup>a</sup>	4.06	3.97	4.08 <sup>a</sup>	4.17 <sup>a</sup>	4.05	4.06
Std Dev.	0.88	0.86	0.89	0.89	0.86	0.88	0.88	0.86	0.91	0.95	0.86	0.90	0.82	0.87	0.86	0.95	0.86	0.88	0.89	0.94
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.04	0.02	0.09

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QD2. How would you rate your overall satisfaction with Royal Mail?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	706	443	52*	381	
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Very dissatisfied (1)	83 2%	69 2%	14 2%	3 2%	71 2%	4 1%	5 2%	3 2%	3 1%	14 2%	5 1%	10 3%	13 3%	9 2%	4 1%	9 1%	6 1%	-	4 1%
Fairly dissatisfied (2)	224 4%	186 4%	39 5%	7 4%	193 4%	14 3%	13 5%	5 3%	12 6%	27 5%	28 7%	14 4%	21 5%	17 4%	24 3%	29 4%	21 5%	1 3%	12 3%
Neither satisfied or dissatisfied (3)	683 13%	590 13%	93 13%	31 16%	596 14%	44 10%	29 12%	14 10%	22 11%	80 14%	47 11%	56 15%	59 13%	62 13%	84 12%	115 16%	70 16%	5 10%	39 10%
Fairly satisfied (4)	2494 49%	2147 49%	347 49%	74 39%	2053 47%	253 58%	122 49%	66 46%	106 51%	252 45%	212 50%	190 51%	221 49%	224 47%	287 42%	345 49%	215 49%	29 56%	224 58%
Very satisfied (5)	1657 32%	1432 32%	224 31%	73 38%	1409 32%	116 27%	77 31%	55 39%	66 31%	191 34%	132 31%	102 27%	138 30%	167 33%	279 41%	206 29%	129 29%	17 32%	99 26%
Don't know	19 *	15 *	5 1%	3 1%	16 *	3 1%	1 *	-	1 1%	1 1%	2 1%	4 1%	2 1%	-	2 *	2 *	-	-	3 1%
NET Very/fairly satisfied	4151 80%	3579 81%	572 79%	147 77%	3462 80%	369 83%	199 83%	121 83%	172 82%	443 78%	344 81%	292 78%	359 79%	391 82%	567 84%	551 78%	343 78%	45 87%	323 84%
NET Very/fairly dissatisfied	308 6%	255 6%	53 7%	10 5%	265 6%	18 4%	7 3%	7 5%	14 7%	41 7%	33 8%	24 6%	34 7%	26 5%	28 4%	38 5%	27 6%	2 3%	16 4%
Mean	4.05	4.06	4.02	4.10	4.05	4.07	4.03	4.16df	4.06	4.03	4.04	3.97	4.00	4.09	4.20jklmnop	4.01	4.00	4.15	4.06
Std Dev.	0.88	0.87	0.92	0.92	0.89	0.77	0.90	0.88	0.87	0.95	0.89	0.90	0.94	0.89	0.83	0.86	0.87	0.76	0.77
Std Error	0.01	0.01	0.02	0.03	0.02	0.02	0.03	0.03	0.05	0.06	0.05	0.05	0.06	0.05	0.05	0.05	0.06	0.06	0.03

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QD2. How would you rate your overall satisfaction with Royal Mail?

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Very dissatisfied (1)	83	37	7	15	15	17	14	17	18	32	36	18	31	10	10	13	49	23	18	27
	2%	2%	3%	2%	1%	1%	2%	5%defh	11%defg	1%	6%defe	1%	2%	1%	4%k	12%klmnop	1%	5%klmp	2%	2%
Fairly dissatisfied (2)	224	116	25	59	54	72	48	34	15	126	50	63	73	41	35	11	136	45	42	81
	4%	6%	11%	7%	3%	4%	6%defe	10%defe	10%defe	3%	10%de	3%	4%	6%klp	13%klmp	11%klp	3%	13%klmp	5%	5%
Neither satisfied or dissatisfied (3)	683	267	39	123	104	214	269	52	28	318	80	109	208	262	67	21	317	89	95	198
	13%	15%	7%	14%	6%	11%def	33%deghj	15%def	17%defe	9%de	15%de	6%	10%klp	39%klmnopq	26%klp	22%klp	8%kl	24%klp	11%	11%
Fairly satisfied (4)	2494	935	115	438	685	1201	337	182	74	1865	236	804	1189	327	113	36	1933	148	413	827
	48%	52%	49%	50%	38%	53%defghj	41%	31%def	45%	40%def	40%def	41%	50%klmnopq	44%	43%	36%	50%klmnop	41%	50%	47%
Very satisfied (5)	1657	446	49	244	896	516	141	69	27	1412	95	965	526	99	39	18	1491	57	264	611
	32%	25%	20%	28%	51%deghj	26%deh	17%	19%	16%	37%defgh	18%	49%klmnopq	26%klmp	13%	15%	16%	37%klmnop	16%	32%	35%
Don't know	19	4	3	-	1	1	7	-	1	2	1	2	1	6	-	3	-	1	1	3
	0%	0%	1%abc	-	0%	0%	1%defe	-	0%	0%	0%	0%	0%	1%klp	-	0%	0%	0%	0%	0%
NET Very/fairly satisfied	4151	1381	164	682	1580	1717	478	250	101	3298	351	1770	1715	420	152	53	3484	205	676	1438
	80%	77%	69%	78%bc	80%deghj	85%deh	59%	71%ef	61%	87%defgh	85%ef	50%klmnopq	85%klmnop	57%	58%	54%	87%klmnop	57%	81%	82%
NET Very/fairly dissatisfied	308	153	32	74	69	89	63	51	34	158	85	81	104	51	44	24	185	68	60	108
	6%	8%	13%	8%	4%	4%	8%defe	14%defe	21%defe	4%	16%de	4%	5%	7%kl	17%klmp	24%klmp	5%	19%klmp	7%	6%
Mean	4.05	3.91	3.74	3.95b	4.38efghj	4.05deh	3.67h	3.71	3.46	4.28efgh	3.63	4.35klmnopq	4.04klmnop	3.63o	3.52	3.35	4.18klmnop	3.47	4.04	4.10
Std Dev	0.88	0.91	1.00	0.92	0.80	0.76	0.89	1.04	1.20	0.79	1.10	0.80	0.80	0.83	1.02	1.27	0.82	1.09	0.91	0.88
Std Error	0.01	0.02	0.07	0.03	0.02	0.02	0.03	0.06	0.09	0.01	0.05	0.02	0.02	0.03	0.07	0.12	0.01	0.06	0.03	0.02

Proportions/Mean: Columns Tested (5% risk level) - abc - d/ef/ghj - klmnop/qpq - rs  
 \* small base

QD2. How would you rate your overall satisfaction with Royal Mail?

Base : All participants

	Housebound			Disability			Internet access					Don't know (l)	
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)		
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Very dissatisfied (1)	83	7	76	1	34	47	3	83	-	-	-	83	-
	2%	2%	2%	1%	2%	1%	1%	2%	-	-	-	2%	-
Fairly dissatisfied (2)	224	10	213	2	70	143	12	216	3	5	-	224	-
	4%	3%	4%	2%	5%	4%	4%	4%	3%	10%	-	4%	-
Neither satisfied or dissatisfied (3)	683	39	628	15	182	437	63	620	29	16	3	665	14
	13%	12%	13%	19%	12%	13%	19%	12%	25% <sup>gh</sup>	34%	34%	13%	55%
Fairly satisfied (4)	2494	145	2318	31	665	1648	152	2397	71	18	2	2486	6
	48%	43%	49%	39%	47%	46%	47%	46%	61%	38%	33%	46%	24%
Very satisfied (5)	1657	131	1496	30	504	1064	89	1632	13	7	4	1652	1
	32%	39% <sup>ab</sup>	32%	37%	34%	32%	27%	33% <sup>h</sup>	11%	15%	43%	32% <sup>gh</sup>	5%
Don't know	19	3	15	1	4	10	6	14	-	1	-	15	4
	*	1%	*	1%	*	*	2% <sup>de</sup>	*	-	3%	-	3%	16%
NET Very/fairly satisfied	4151	275	3815	61	1199	2711	240	4030	84	25	5	4138	7
	80%	82%	80%	77%	80%	81% <sup>f</sup>	74%	81%	72%	53%	66%	81%	29%
NET Very/fairly dissatisfied	308	17	289	2	104	189	14	300	3	5	-	308	-
	6%	5%	6%	3%	7%	6%	4%	6%	3%	10%	-	6%	-
Mean	4.05	4.16	4.05	4.11	4.05	4.06	3.98	4.07 <sup>h</sup>	3.80	3.60	4.09	4.06 <sup>h</sup>	3.40
Std Dev.	0.88	0.89	0.88	0.85	0.93	0.86	0.84	0.88	0.66	0.88	0.93	0.88	0.61
Std Error	0.01	0.05	0.01	0.10	0.02	0.02	0.05	0.01	0.07	0.14	0.42	0.01	0.14

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e) - gh(i)j(k)  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QD2. How would you rate your overall satisfaction with Royal Mail?

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Very dissatisfied (1)	83	16	22	8	37	3	7	6	12	7	3	-	7	-	4	10	24
	2%	1%	2%	1%	3%	1%	2%	1%	3%	2%	1%	-	1%	-	1%	2%	5%
Fairly dissatisfied (2)	224	50	50	37	87	16	26	9	18	18	15	-	21	16	18	24	45
	4%	4%	4%	3%	7%	4%	6%	2%	4%	4%	4%	-	3%	3%	4%	6%	10%
Neither satisfied or dissatisfied (3)	683	179	211	146	147	60	59	60	71	69	71	-	102	43	49	44	54
	13%	14%	16%	11%	11%	14%	14%	14%	16%	16%	16%	-	12%	9%	11%	11%	12%
Fairly satisfied (4)	2494	642	613	621	619	200	209	233	207	186	220	-	372	249	211	198	210
	48%	50%	47%	48%	48%	46%	48%	55%	45%	45%	53%	-	46%	53%	48%	48%	48%
Very satisfied (5)	1667	399	382	477	398	151	131	117	150	130	102	-	315	162	154	140	104
	32%	31%	30%	37%	31%	35%	30%	27%	34%	30%	25%	-	38%	37%	35%	34%	24%
Don't know	19	4	12	2	2	2	-	2	0	2	4	-	-	2	1	-	1
	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	-	0%	0%	0%	0%	0%
NET Very/fairly satisfied	4151	1041	995	1098	1017	352	340	349	316	322	-	-	687	411	365	338	314
	80%	81%	77%	85%	79%	81%	79%	82%	77%	77%	-	-	84%	87%	84%	84%	81%
NET Very/fairly dissatisfied	308	66	73	45	124	19	32	15	30	24	18	-	29	16	22	34	69
	6%	5%	6%	3%	10%	4%	7%	4%	7%	6%	4%	-	3%	3%	5%	8%	16%
Mean	4.05	4.06	4.00	4.16	3.97	4.13	4.09	4.05	4.04	4.02	3.99	-	4.10	4.09	4.13	4.04	3.75
Std Dev	0.88	0.85	0.88	0.79	0.98	0.83	0.91	0.80	0.94	0.90	0.80	-	0.81	0.74	0.83	0.94	1.10
Std Error	0.01	0.02	0.02	0.02	0.03	0.04	0.04	0.04	0.05	0.04	0.04	-	0.03	0.04	0.04	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QD3\_1. How satisfied are you with the following aspects of Royal Mail's service?

Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2481	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Very dissatisfied (1)	88	-	88	17	49	81	27	13	10	16	21	11	8	9	24	37	28	16	68	20	92
	2%	-	2%	2%	2%	2%	1%	2%	2%	2%	3%	1%	2%	1%	2%	2%	1%	1%	1%	4%	2%
Fairly dissatisfied (2)	203	-	203	24	122	134	69	39	30	42	14	46	21	11	68	57	78	32	181	21	190
	4%	-	4%	3%	4%	5%	3%	4%	3%	4%	2%	5%	2%	2%	3%	3%	4%	3%	4%	4%	4%
Neither satisfied or dissatisfied (3)	770	-	770	99	390	388	378	141	105	172	106	126	78	42	247	278	246	120	886	74	695
	15%	-	15%	14%	14%	15%	14%	20% <i>klm</i>	16% <i>lm</i>	17% <i>lm</i>	15% <i>lm</i>	14% <i>lm</i>	8%	8%	15% <i>op</i>	16% <i>op</i>	12%	10%	15%	14%	13%
Fairly satisfied (4)	2285	-	2285	310	1277	1070	1204	311	318	475	339	418	248	177	629	813	843	425	2005	260	2220
	44%	-	44%	44%	45%	43%	46%	45% <i>lm</i>	49% <i>lm</i>	47% <i>lm</i>	47% <i>lm</i>	45% <i>lm</i>	39%	34%	47% <i>op</i>	47% <i>op</i>	40%	37%	44%	49%	43%
Very satisfied (5)	1763	-	1763	244	970	838	923	175	175	293	234	323	279	285	349	527	886	584	1613	142	1919
	34%	-	34%	35%	34%	33%	35%	29%	27%	29%	33% <i>op</i>	33% <i>op</i>	44% <i>qhrjk</i>	41% <i>qhrjk</i>	26%	31% <i>n</i>	42% <i>no</i>	43% <i>no</i>	35% <i>s</i>	27%	37%
Don't know	52	-	52	6	23	23	27	10	14	19	2	3	1	2	25	21	6	3	36	15	45
	1%	-	1%	1%	1%	1%	1%	2%	2% <i>kl</i>	2% <i>kl</i>	-	-	-	-	2% <i>op</i>	1% <i>op</i>	-	-	1%	3%	1%
NET Very/fairly satisfied	4047	-	4047	553	2247	1907	2127	486	492	767	573	740	526	463	978	1340	1729	989	3618	402	4139
	78%	-	78%	79%	79%	76%	81% <i>r</i>	76%	76%	75%	80% <i>op</i>	80% <i>op</i>	83% <i>ghl</i>	80% <i>ghl</i>	73%	77% <i>n</i>	83% <i>no</i>	85% <i>no</i>	79%	75%	80%
NET Very/fairly dissatisfied	291	-	291	41	170	195	96	52	40	58	35	57	29	19	92	93	106	49	248	41	282
	6%	-	6%	6%	6%	6%	4%	8% <i>kl</i>	6%	6%	5%	6%	5%	4%	7% <i>op</i>	5%	5%	4%	5%	8%	5%
Mean	4.06	-	4.06	4.06	4.07	4.00	4.13 <sup>a</sup>	3.88	3.97	3.99	4.05 <sup>a</sup>	4.08 <sup>a</sup>	4.21 <sup>ghjk</sup>	4.37 <sup>ghkl</sup>	3.92	4.01 <sup>n</sup>	4.19 <sup>no</sup>	4.29 <sup>noo</sup>	4.08 <sup>s</sup>	3.94	4.11
Std Dev.	0.90	-	0.90	0.92	0.90	0.96	0.83	0.93	0.88	0.88	0.91	0.89	0.87	0.85	0.90	0.89	0.88	0.86	0.89	0.96	0.90
Std Error	0.01	-	0.01	0.04	0.02	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.01	0.05	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QD3\_1. How satisfied are you with the following aspects of Royal Mail's service?

Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Very dissatisfied (1)	88	20	30	22	16	50	38	57	31	12	16	21	20	14	57	12	70	5	30	2
Fairly dissatisfied (2)	203	39	57	54	53	96	107	141	59	31	22	57	46	33	125	31	162	24	73	4
Neither satisfied or dissatisfied (3)	770	137	231	172	230	368	402	476	267	123	91	221	177	98	489	125	595	71	256	22
Fairly satisfied (4)	2285	360	736	524	665	1096	1189	1451	815	253	304	602	622	352	1527	258	1917	222	868	67
Very satisfied (5)	1763	378	529	395	461	439	455	476	409	405	463	459	459	439	1921	409	455	429	459	51%
Don't know	52	11	11	11	20	21	31	31	18	8	6	13	9	7	28	8	35	6	16	-
NET Very/fairly satisfied	4047	738	1265	919	1126	2003	2045	2370	1638	465	524	1027	1120	663	2671	472	3388	424	1543	104
NET Very/fairly dissatisfied	291	60	87	76	69	148	145	198	90	43	38	78	68	47	182	43	232	29	104	6
Mean	4.06	4.11	4.06	4.04	4.05	4.08	4.05	4.00	4.17g	3.99	4.06	4.02	4.12k	4.13m	4.07	3.99	4.08	4.13	4.10	4.01
Std Dev.	0.90	0.95	0.89	0.92	0.86	0.91	0.88	0.90	0.88	0.95	0.91	0.90	0.86	0.90	0.89	0.94	0.89	0.88	0.88	0.84
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.02	0.02	0.03	0.02	0.04	0.01	0.04	0.02	0.08

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base



QD3\_1. How satisfied are you with the following aspects of Royal Mail's service?

Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Very dissatisfied (1)	88	75	13	3	77	5	5	2	2	12	7	9	6	7	12	18	5	-	4
	2%	2%	2%	1%	2%	1%	2%	1%	1%	2%	2%	2%	1%	2%	2%	3%	1%	1%	1%
Fairly dissatisfied (2)	203	188	15	5	174	17	9	3	7	23	13	7	22	20	32	37	13	2	15
	4%	4%ab	2%	2%	4%bc	4%	3%	2%	3%	4%	3%	2%	5%ak	4%	5%	5%ak	3%	4%	4%
Neither satisfied or dissatisfied (3)	770	673	97	23	673	49	30	19	30	90	65	74	92	70	70	103	78	5	44
	15%	15%	13%	12%	16%a	11%	12%	13%	14%	16%	15%	16%ac	20%ac	15%	10%	15%	16%ac	9%	12%
Fairly satisfied (4)	2285	1982	302	65	1929	193	104	59	99	267	184	160	197	213	308	315	186	23	171
	44%	44%bc	42%	34%	44%	45%	42%	41%	47%	47%	43%	43%	43%	44%	45%	45%	42%	43%	45%
Very satisfied (5)	1763	1475	287	88	1439	167	88	59	72	172	151	118	130	166	245	228	157	22	145
	34%	33%	40%a	46%a	33%	38%cd	49%cd	41%cd	34%	30%	35%	31%	29%	35%	36%	32%	35%	43%cd	38%cd
Don't know	52	45	7	7	47	3	1	2	1	2	6	8	7	4	11	5	3	-	2
	1%	1%	1%	1%	1%	1%	-	1%	-	-	1%	2%	2%	1%	2%	1%	1%	-	1%
NET Very/fairly satisfied	4047	3458	590	153	3368	360	202	116	171	439	335	278	328	379	563	543	344	45	315
	78%	78%	82%	80%	78%	83%cd	82%	83%cd	83%cd	78%	79%	74%	72%	79%	83%cd	77%	78%	85%cd	83%cd
NET Very/fairly dissatisfied	291	263	28	7	251	22	14	4	9	34	20	15	28	27	44	55	19	2	20
	6%	6%	4%	4%	6%g	5%	6%	3%	4%	6%	5%	4%	6%	6%	6%	8%	4%	4%	5%
Mean	4.06	4.05	4.17a	4.26a	4.04	4.16d	4.14d	4.21d	4.11i	4.00	4.09	4.01	3.95	4.07	4.11i	4.00	4.08	4.24i	4.158i
Std Dev.	0.90	0.90	0.87	0.88	0.90	0.86	0.91	0.83	0.83	0.90	0.88	0.90	0.90	0.89	0.90	0.96	0.87	0.83	0.86
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.05	0.06	0.03

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QD3\_1. How satisfied are you with the following aspects of Royal Mail's service?

Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Very dissatisfied (1)	88	34	5	7	12	33	15	11	18	45	29	16	33	11	13	15	49	28	17	20
	2%	2%	2%	1%	1%	2% <b>cd</b>	2%	2%	3% <b>cd</b>	1%	3% <b>cd</b>	1%	2%	1%	3% <b>kmp</b>	1% <b>klmnpq</b>	1%	3% <b>kmp</b>	2%	1%
Fairly dissatisfied (2)	203	76	17	25	40	83	34	34	11	123	45	52	65	44	31	7	117	38	52	49
	4%	4%	7% <b>c</b>	3%	2%	4% <b>d</b>	4% <b>d</b>	10% <b>def</b>	7% <b>d</b>	3%	9% <b>d</b>	3%	3%	6% <b>kmp</b>	12% <b>kmp</b>	7% <b>kp</b>	3%	10% <b>kmp</b>	6% <b>s</b>	3%
Neither satisfied or dissatisfied (3)	770	272	39	119	92	270	309	58	31	362	89	124	282	289	47	19	406	66	124	226
	15%	15%	16%	14%	5%	13% <b>d</b>	38% <b>deghj</b>	16% <b>d</b>	19% <b>d</b>	10% <b>d</b>	17% <b>d</b>	6%	14% <b>kp</b>	39% <b>klmnpq</b>	18% <b>kp</b>	19% <b>kp</b>	10% <b>k</b>	18% <b>kp</b>	15%	13%
Fairly satisfied (4)	2285	778	94	370	594	1109	316	179	68	1703	248	728	1119	278	101	36	1847	137	387	770
	44%	43%	40%	42%	34%	33% <b>d</b>	38%	43% <b>d</b>	42%	43% <b>d</b>	40% <b>d</b>	37%	37%	38%	36%	40% <b>kmp</b>	38%	46%	44%	44%
Very satisfied (5)	1763	631	81	354	1013	513	131	69	33	1526	101	1038	523	107	67	19	1550	86	249	665
	34%	35%	34%	40% <b>ka</b>	38% <b>ke</b>	25% <b>f</b>	16%	19%	20%	40% <b>ke</b>	20%	53% <b>klmnpq</b>	26% <b>lm</b>	14%	25% <b>lm</b>	19%	39% <b>klmnoq</b>	24% <b>lm</b>	30%	38% <b>r</b>
Don't know	52	13	1	5	3	13	13	2	4	16	6	4	5	16	4	4	9	7	5	17
	1%	1%	1%	1%	*	1%	2% <b>d</b>	1%	2% <b>d</b>	1%	1% <b>d</b>	*	*	2% <b>kmp</b>	1% <b>kp</b>	4% <b>kp</b>	*	2% <b>kmp</b>	1%	1%
NET Very/fairly satisfied	4647	1409	176	724	1607	1622	448	248	101	3229	349	1768	1641	388	188	55	3407	223	636	1434
	78%	78%	74%	83% <b>kb</b>	82% <b>ke</b>	80% <b>ke</b>	55%	70% <b>f</b>	61%	86% <b>ke</b>	67% <b>f</b>	39% <b>klmnoq</b>	81% <b>klmnoq</b>	52%	64% <b>lm</b>	56%	85% <b>klmnoq</b>	62% <b>lm</b>	76%	82% <b>r</b>
NET Very/fairly dissatisfied	291	110	22	33	51	116	49	45	28	167	74	68	99	55	44	22	166	66	69	70
	6%	6% <b>c</b>	9% <b>c</b>	4%	3%	6% <b>d</b>	6% <b>d</b>	13% <b>def</b>	17% <b>def</b>	4%	14% <b>d</b>	3%	5%	7% <b>kmp</b>	17% <b>kmp</b>	22% <b>kmp</b>	4%	18% <b>kmp</b>	9% <b>s</b>	4%
Mean	4.06	4.06	3.97	4.18 <b>ab</b>	4.46 <b>efghj</b>	3.99 <b>ghj</b>	3.64	3.74	3.55	4.21 <b>efghj</b>	3.68	4.39 <b>klmnoq</b>	4.00 <b>noq</b>	3.59	3.68	3.40	4.19 <b>klmnoq</b>	3.61	3.96	4.16 <b>r</b>
Std Dev.	0.90	0.92	0.99	0.83	0.76	0.84	0.87	0.98	1.21	0.83	1.06	0.79	0.82	0.86	1.13	1.32	0.83	1.19	0.94	0.84
Std Error	0.01	0.02	0.07	0.03	0.02	0.02	0.03	0.05	0.09	0.01	0.05	0.02	0.02	0.03	0.08	0.13	0.01	0.07	0.03	0.02

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
\* small base

QD3\_1. How satisfied are you with the following aspects of Royal Mail's service?

Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Very dissatisfied (1)	88	5	83	*	41	45	2	78	6	4	-	88	-
	2%	1%	2%	-	3%	1%	1%	2%	5%	9%	-	2%	-
Fairly dissatisfied (2)	203	14	188	3	66	128	9	186	11	6	-	203	*
	4%	4%	4%	4%	4%	4%	3%	4%	9%	13%	-	4%	*
Neither satisfied or dissatisfied (3)	770	55	699	17	208	481	81	703	37	15	3	755	13
	7%	7%	7%	21%	14%	14%	25%	14%	32%	32%	34%	75%	48%
Fairly satisfied (4)	2288	129	2127	29	658	1471	157	2210	47	14	4	2270	11
	44%	38%	45%	38%	44%	44%	49%	46%	40%	29%	45%	44%	42%
Very satisfied (5)	1763	126	1608	29	506	1187	70	1736	16	6	2	1758	2
	34%	38%	34%	37%	34%	35%	22%	35%	14%	14%	21%	34%	10%
Don't know	52	6	45	2	13	35	4	51	-	1	-	52	-
	1%	2%	1%	2%	1%	1%	1%	1%	-	3%	-	1%	-
NET Very/fairly satisfied	4047	255	3735	58	1162	2650	227	3940	63	20	5	4020	13
	78%	76%	79%	73%	78%	79%	70%	79%	54%	43%	66%	79%	51%
NET Very/fairly dissatisfied	291	19	269	4	107	173	11	264	17	10	-	291	*
	6%	6%	6%	5%	7%	5%	3%	5%	14%	22%	-	6%	*
Mean	4.06	4.09	4.06	4.07	4.03	4.10*	3.89	4.09h	3.49	3.26	3.86	4.07h	3.61
Std Dev.	0.90	0.92	0.90	0.89	0.96	0.88	0.79	0.89	1.01	1.15	0.78	0.90	0.67
Std Error	0.01	0.05	0.01	0.10	0.02	0.02	0.04	0.01	0.11	0.18	0.35	0.01	0.14

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QD3\_1. How satisfied are you with the following aspects of Royal Mail's service?

Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Very dissatisfied (1)	88	34	17	10	28	15	9	10	4	4	8	-	7	3	3	8	17
	2%	3%	1%	1%	2%	4%	2%	2%	1%	1%	2%	-	1%	1%	2%	2%	4%
Fairly dissatisfied (2)	203	41	61	48	53	13	14	14	25	21	14	-	36	12	14	22	18
	4%	3%	5%	4%	4%	3%	3%	3%	5%	5%	3%	-	4%	2%	3%	5%	4%
Neither satisfied or dissatisfied (3)	770	200	213	154	195	64	68	77	95	87	70	-	93	61	68	52	75
	15%	16%	16%	12%	15%	15%	16%	18%	22%	21%	17%	-	11%	13%	16%	13%	17%
Fairly satisfied (4)	2285	576	551	598	559	186	200	190	205	166	181	-	375	222	174	183	202
	44%	45%	43%	46%	43%	43%	46%	45%	44%	40%	43%	-	46%	47%	40%	44%	46%
Very satisfied (5)	1763	417	432	465	448	153	134	130	166	128	138	-	299	166	178	149	121
	34%	32%	33%	36%	35%	35%	31%	30%	38%	31%	33%	-	37%	35%	41%	33%	28%
Don't know	52	13	17	16	6	2	5	6	7	5	5	-	6	3	-	2	4
	1%	1%	1%	1%	0%	0%	1%	1%	2%	1%	1%	-	1%	1%	-	0%	1%
NET Very/fairly satisfied	4047	993	984	1063	1008	339	335	320	371	294	319	-	674	389	352	333	323
	78%	77%	76%	82%	78%	78%	78%	75%	80%	71%	77%	-	82%	82%	81%	80%	74%
NET Very/fairly dissatisfied	291	75	77	57	81	28	23	24	30	25	23	-	43	15	16	30	35
	6%	6%	6%	4%	6%	6%	5%	6%	7%	6%	5%	-	5%	3%	4%	7%	8%
Mean	4.06	4.02	4.04	4.15	4.05	4.04	4.03	3.99	4.10	3.96	4.04	-	4.14	4.16	4.11	4.07	3.91
Std Dev	0.90	0.93	0.90	0.83	0.93	0.97	0.89	0.92	0.88	0.91	0.91	-	0.85	0.79	0.85	0.93	0.98
Std Error	0.01	0.03	0.03	0.02	0.03	0.05	0.04	0.04	0.04	0.04	0.04	-	0.03	0.04	0.04	0.04	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QD3\_2. How satisfied are you with the following aspects of Royal Mail's service?  
Items you send reaching their destination

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2481	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Very dissatisfied (1)	77	-	77	13	45	42	35	11	11	16	19	3	9	7	22	35	19	16	63	13	79
Fairly dissatisfied (2)	182	-	182	31	90	84	96	32	24	30	27	27	24	17	56	58	69	41	160	19	176
Neither satisfied or dissatisfied (3)	747	-	747	90	378	374	369	127	104	174	89	126	79	48	231	263	253	127	644	94	672
Fairly satisfied (4)	2295	-	2295	323	1262	1086	1204	300	303	477	343	416	257	199	604	819	872	456	2052	223	2314
Very satisfied (5)	1782	-	1782	242	1014	888	888	196	200	315	232	339	255	245	396	546	630	500	1603	172	1844
Don't know	35	-	35	3	36	35	34	28	31	31	32	33	31	31	30	32	31	30	38	32	36
NET Very/fairly satisfied	4077	-	4077	565	2276	1974	2092	497	504	792	574	755	512	444	1000	1366	1711	956	3655	394	4158
NET Very/fairly dissatisfied	259	-	259	44	135	126	131	43	35	46	47	31	34	23	78	93	88	57	223	32	255
Mean	4.09	-	4.09	4.08	4.12	4.09	4.09	3.96	4.03	4.03	4.04	4.16	4.16	4.28	3.99	4.04	4.19	4.21	4.10	4.00	4.11
Std Dev.	0.88	-	0.88	0.90	0.87	0.89	0.86	0.91	0.88	0.86	0.92	0.80	0.90	0.86	0.90	0.89	0.85	0.88	0.87	0.94	0.87
Std Error	0.01	-	0.01	0.04	0.02	0.02	0.02	0.04	0.03	0.03	0.04	0.03	0.03	0.04	0.02	0.02	0.02	0.03	0.01	0.05	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - n/op/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QD3\_2. How satisfied are you with the following aspects of Royal Mail's service?  
Items you send reaching their destination

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Very dissatisfied (1)	77	15	33	21	8	48	29	53	23	5	10	25	19	12	53	6	65	7	29	-
	1%	2%	2% <b>d</b>	2% <b>d</b>	1%	2%	1%	2%	1%	1%	1%	2%	1%	1%	2%	1%	2%	1%	2%	-
Fairly dissatisfied (2)	182	42	45	52	43	87	95	113	64	24	35	53	37	26	125	24	153	12	74	7
	4%	4%	3%	4%	3%	3%	4%	4%	3%	4%	3% <b>d</b>	4%	3%	3%	4%	4%	4%	2%	4%	6%
Neither satisfied or dissatisfied (3)	747	129	211	186	221	339	408	462	255	120	79	216	157	104	452	121	571	68	244	22
	14%	14%	13%	16%	15%	13%	16%	15%	13%	19% <b>lm</b>	12%	16% <b>l</b>	11%	13%	13%	19% <b>lm</b>	13%	13%	13%	17%
Fairly satisfied (4)	2295	386	740	508	650	1126	1169	1419	851	265	285	609	645	352	1539	265	1924	229	881	53
	44%	41%	41% <b>lm</b>	43%	46%	44%	45%	45% <b>lm</b>	42%	41%	43%	46%	47%	43%	45%	41%	45%	43%	46%	41%
Very satisfied (5)	1782	358	537	400	485	894	888	1001	770	206	241	428	484	313	1162	212	1492	203	666	45
	35%	38%	34%	34%	34%	35%	34%	33%	33% <b>lm</b>	32%	37%	32%	36%	33% <b>lm</b>	34%	33%	35%	38%	35%	34%
Don't know	79	16	28	10	25	44	35	26	50	19	9	8	20	8	37	19	46	11	23	4
	2%	2%	2%	1%	2%	2%	1%	1%	2% <b>g</b>	3% <b>km</b>	1%	1%	1%	1%	1%	3% <b>g</b>	1%	2%	1%	3%
NET Very/fairly satisfied	4077	744	1277	908	1148	2020	2056	2420	1621	470	525	1037	1139	665	2702	477	3415	432	1547	99
	79%	79%	80%	77%	79%	80%	79%	79%	81%	74%	80%	77%	77%	73% <b>lm</b>	74% <b>lm</b>	74%	79% <b>lm</b>	82%	81%	75%
NET Very/fairly dissatisfied	259	57	78	73	51	135	124	167	87	29	45	78	56	38	178	30	218	19	103	7
	5%	6% <b>d</b>	5%	6% <b>d</b>	4%	5%	5%	5%	4%	5%	7% <b>l</b>	6%	4%	5%	5%	5%	5%	4%	5%	6%
Mean	4.09	4.11	4.09	4.04	4.11	4.09	4.08	4.05	4.16% <b>d</b>	4.04	4.10	4.02	4.18% <b>k</b>	4.15% <b>d</b>	4.09	4.04	4.10	4.17	4.10	4.07
Std Dev.	0.88	0.91	0.88	0.92	0.81	0.89	0.86	0.89	0.85	0.87	0.91	0.90	0.83	0.87	0.88	0.88	0.87	0.84	0.87	0.87
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.02	0.03	0.02	0.04	0.01	0.04	0.02	0.09

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

**QD3\_2. How satisfied are you with the following aspects of Royal Mail's service?**  
**Items you send reaching their destination**

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Very dissatisfied (1)	77 1%	64 1%	13 2%	2 1%	66 2%	4 1%	4 2%	3 3%	3 1%	10 2%	9 2%	7 2%	6 1%	9 2%	8 1%	9 1%	4 1%	-	4 1%
Fairly dissatisfied (2)	182 4%	157 4%	25 3%	8 4%	155 4%	14 3%	9 4%	3 2%	6 3%	31 5%	12 3%	15 3%	14 3%	15 3%	18 3%	22 3%	22 3%	1 3%	13 3%
Neither satisfied or dissatisfied (3)	747 14%	654 15%	92 13%	21 11%	656 15%	45 10%	31 13%	15 10%	32 15%	91 16%	65 15%	51 14%	51 16%	74 15%	102 15%	102 14%	65 15%	5 9%	40 11%
Fairly satisfied (4)	2295 44%	1966 44%	329 46%	77 40%	1893 44%	226 51%	108 44%	68 47%	91 43%	250 44%	175 41%	169 45%	213 47%	206 43%	268 40%	331 47%	189 43%	26 50%	200 51%
Very satisfied (5)	1782 35%	1532 35%	249 35%	75 39%	1499 35%	140 32%	91 37%	52 37%	77 37%	176 31%	155 36%	129 34%	140 31%	165 34%	274 40%	228 32%	154 35%	20 38%	120 32%
Don't know	79 2%	65 1%	14 2%	7 4%	69 2%	4 1%	3 1%	3 2%	1 1%	8 1%	10 2%	4 1%	7 2%	11 2%	8 1%	13 2%	8 2%	-	4 1%
NET Very/fairly satisfied	4077 79%	3499 79%	578 80%	152 80%	3392 78%	366 81%	199 81%	119 83%	168 80%	426 75%	330 78%	297 78%	353 78%	372 77%	542 80%	560 79%	344 78%	46 83%	321 83%
NET Very/fairly dissatisfied	259 5%	220 5%	38 5%	11 6%	220 5%	18 4%	14 6%	6 4%	8 4%	41 7%	21 5%	23 6%	20 4%	24 5%	26 4%	31 4%	26 6%	2 3%	17 4%
Mean	4.09	4.09	4.10	4.17	4.08	4.13	4.11	4.16	4.12	3.99	4.10	4.07	4.04	4.07	4.171	4.08	4.07	4.22	4.11
Std Dev.	0.88	0.88	0.88	0.89	0.88	0.80	0.90	0.85	0.86	0.93	0.91	0.91	0.86	0.90	0.86	0.85	0.89	0.76	0.80
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.03	0.03	0.05	0.06	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.03

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QD3\_2. How satisfied are you with the following aspects of Royal Mail's service?  
Items you send reaching their destination

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Very dissatisfied (1)	77	39	6	16	18	27	4	17	10	45	27	12	34	7	6	14	46	20	21	15
	1%	2%	3%	2%	1%	1%	1%	8%defl	6%defl	1%	8%defl	1%	3%kl	1%	2%	14%klmnpq	1%	9%klmp	3%kl	1%
Fairly dissatisfied (2)	182	61	10	27	35	43	59	38	6	78	44	37	50	59	30	4	87	34	39	54
	4%	3%	4%	3%	2%	2%	7%defl	11%defh	4%	2%	9%defl	2%	2%	6%klp	11%klp	4%	2%	10%klp	5%	3%
Neither satisfied or dissatisfied (3)	747	252	38	109	98	256	273	64	46	354	110	119	264	276	52	26	383	78	134	200
	14%	14%	16%	12%	6%	13%defl	33%deghj	18%defl	22%defl	9%defl	21%defl	6%	13%klp	37%klmpq	20%klp	27%klp	10%kl	22%klp	16%kl	11%
Fairly satisfied (4)	2295	806	101	372	574	1167	322	162	50	1741	212	710	1131	285	118	28	1841	146	378	785
	44%	45%	43%	42%	33%	53%defghj	63%def	40%defl	31%	45%defh	41%defl	36%	52%klmnopq	38%	45%kl	29%	40%klmno	46%	46%	46%
Very satisfied (5)	1782	624	76	341	1022	502	142	68	43	1524	111	1070	526	106	50	19	1596	69	251	663
	35%	33%	32%	39%	58%klpghj	25%kl	17%	19%	20%kl	40%klpghj	22%	59%klmnopq	26%klmno	14%	19%	20%	40%klmnop	19%	30%	38%kl
Don't know	79	23	6	15	8	26	16	3	9	34	13	14	22	12	7	6	36	14	9	29
	2%	1%	3%	2%	1%	1%defl	2%defl	1%	1%	4%defghj	2%defl	1%	1%	2%	3%klp	6%klmp	1%	4%klp	1%	2%
NET Very/fairly satisfied	4077	1430	176	713	1595	1609	464	230	94	3264	324	1780	1657	391	168	48	3437	216	629	1440
	79%	79%	79%	81%	81%klpghj	83%klpghj	57%	65%kl	57%	86%klpghj	62%	91%klmnopq	82%klmnop	52%	64%klmno	48%	85%klmnop	60%	76%	83%kl
NET Very/fairly dissatisfied	289	100	16	43	53	70	83	55	16	123	72	49	84	66	36	18	133	54	61	69
	5%	6%	7%	5%	3%	3%	8%defl	16%defl	10%defl	3%	14%defl	2%	4%kl	9%klp	14%klp	19%klmp	3%	15%klmp	7%kl	4%
Mean	4.09	4.07	4.00	4.15	4.46klpghj	4.04klpghj	3.67	3.64	3.71	4.2klpghj	3.66	4.43klmnopq	4.03klmnop	3.58	3.69	3.37	4.23klmnop	3.61	3.97	4.1kl
Std Dev.	0.88	0.91	0.95	0.89	0.78	0.77	0.87	1.07	1.11	0.80	1.08	0.75	0.80	0.87	0.99	1.30	0.80	1.09	0.94	0.82
Std Error	0.01	0.02	0.07	0.03	0.02	0.02	0.03	0.06	0.09	0.01	0.05	0.02	0.02	0.03	0.07	0.13	0.01	0.06	0.03	0.02

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
\* small base



QD3\_2. How satisfied are you with the following aspects of Royal Mail's service?  
Items you send reaching their destination

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Very dissatisfied (1)	77	7	69	1	20	54	4	71	6	-	-	77	-
	1%	2%	1%	1%	1%	2%	1%	1%	3%	-	-	1%	-
Fairly dissatisfied (2)	182	11	167	4	69	107	6	159	15	3	-	178	4
	4%	3%	4%	5%	5%	3%	2%	3%	13%	7%	-	3%	17%
Neither satisfied or dissatisfied (3)	747	36	696	15	209	441	98	684	29	19	1	733	13
	14%	11%	15%	19%	14%	13%	30%	14%	25%	41%	11%	14%	51%
Fairly satisfied (4)	2295	170	2091	34	652	1516	127	2213	52	19	4	2284	7
	44%	51%	44%	43%	44%	45%	39%	46%	45%	40%	46%	46%	27%
Very satisfied (5)	1782	107	1649	25	513	1185	84	1760	12	5	4	1777	1
	35%	32%	35%	32%	34%	35%	26%	35%	11%	10%	43%	35%	5%
Don't know	79	4	75	-	28	46	5	76	1	1	-	79	*
	2%	1%	2%	-	2%	1%	1%	2%	1%	2%	-	2%	1%
NET Very/fairly satisfied	4077	277	3740	60	1165	2701	211	3973	64	23	7	4061	8
	79%	83%	79%	75%	73%	81%	65%	80%	55%	50%	89%	79%	32%
NET Very/fairly dissatisfied	259	18	236	5	88	161	10	230	21	3	-	254	4
	5%	5%	5%	6%	6%	5%	3%	5%	18%	7%	-	5%	17%
Mean	4.09	4.09	4.09	3.99	4.07†	4.11†	3.88	4.11h	3.43	3.54	4.33	4.09h	3.20
Std Dev.	0.88	0.87	0.88	0.90	0.89	0.87	0.86	0.87	1.02	0.77	0.71	0.88	0.78
Std Error	0.01	0.05	0.01	0.10	0.02	0.02	0.05	0.01	0.11	0.12	0.32	0.01	0.16

Proportions/Mean: Columns Test (5% risk level) - a/b/c - d/e/f - g/h/i/j/k†  
\* small base, \*\* very small base (under 30) ineligible for sig testing

**QD3\_2. How satisfied are you with the following aspects of Royal Mail's service?  
Items you send reaching their destination**

Base : All participants

	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	261	240	242	-	475	253	249	248	259
Very dissatisfied (1)	77	24	17	20	16	11	5	7	9	2	6	-	13	7	3	3	10
	1%	2%	1%	2%	1%	3%	1%	2%	2%	1%	1%	-	2%	2%	1%	1%	2%
Fairly dissatisfied (2)	182	41	47	53	41	26	9	6	15	19	13	-	36	17	9	18	14
	4%	3%	4%	4%	3%	6% <sup>ab</sup>	2%	1%	3%	5%	3%	-	8%	4%	2%	4%	3%
Neither satisfied or dissatisfied (3)	747	215	198	155	179	57	75	81	52	54	61	-	95	60	56	45	78
	14%	17%	15%	12%	14%	13%	16% <sup>bc</sup>	19% <sup>cd</sup>	11%	12% <sup>deh</sup>	15%	-	12%	13%	13%	11%	18% <sup>hio</sup>
Fairly satisfied (4)	2295	565	566	580	584	178	187	200	209	165	191	-	362	217	203	187	194
	44%	44%	44%	45%	45%	41%	43%	47%	45%	40%	46%	-	44%	46%	47%	45%	44%
Very satisfied (5)	1782	431	436	465	450	152	148	130	170	130	137	-	298	167	162	158	130
	35%	33%	34%	36%	35%	35%	34%	31%	37%	31%	33%	-	36%	35%	37%	36%	30%
Don't know	79	14	27	18	20	6	3	3	8	12	7	-	15	4	4	5	11
	2%	1%	2%	1%	2%	2%	1%	1%	2%	3%	2%	-	2%	1%	1%	1%	2%
NET Very/fairly satisfied	4077	896	1003	1044	1034	331	335	330	379	295	329	-	660	384	365	344	324
	79%	77%	78%	81%	80%	77%	78%	77%	82% <sup>ab</sup>	72%	79%	-	81% <sup>cd</sup>	81% <sup>cd</sup>	84% <sup>de</sup>	83% <sup>de</sup>	74%
NET Very/fairly dissatisfied	259	65	64	73	57	37	15	13	24	21	19	-	49	24	11	22	24
	5%	5%	5%	6%	4%	8% <sup>ab</sup>	3%	3%	5%	5%	4%	-	6% <sup>cd</sup>	5%	3%	5%	6%
Mean	4.09	4.05	4.07	4.11	4.11	4.03	4.08	4.04	4.13	4.00	4.08	-	4.12	4.11	4.13% <sup>ab</sup>	4.16% <sup>bc</sup>	3.98
Std Dev.	0.88	0.89	0.88	0.88	0.85	0.99	0.85	0.84	0.88	0.88	0.86	-	0.89	0.87	0.78	0.85	0.92
Std Error	0.01	0.03	0.02	0.02	0.02	0.05	0.04	0.04	0.04	0.04	0.04	-	0.03	0.04	0.04	0.04	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QD3\_3. How satisfied are you with the following aspects of Royal Mail's service?  
Items being delivered intact/undamaged

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4761	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Very dissatisfied (1)	61	-	61	9	30	34	26	11	6	10	17	7	7	3	18	27	16	9	50	10	69
Fairly dissatisfied (2)	182	-	182	29	100	104	78	35	36	37	17	28	18	11	71	54	57	29	165	14	183
Neither satisfied or dissatisfied (3)	802	-	802	110	387	395	403	131	93	207	121	126	78	47	223	328	251	125	708	86	760
Fairly satisfied (4)	2405	-	2405	317	1359	1156	1241	322	338	465	353	426	279	221	660	818	927	500	2130	258	2360
Very satisfied (5)	1669	-	1669	234	937	802	862	178	172	286	209	335	245	244	351	495	824	489	1503	156	1744
Don't know	42	-	42	*	18	23	16	12	6	10	*	5	7	1	18	11	13	8	34	7	45
NET Very/fairly satisfied	4074	-	4074	551	2296	1958	2103	500	511	751	562	761	525	464	1011	1313	1750	989	3633	414	4104
NET Very/fairly dissatisfied	242	-	242	39	130	138	104	46	43	47	34	34	24	14	89	81	73	38	215	24	252
Mean	4.06	-	4.06	4.05	4.09	4.04	4.09	3.92	3.98	3.98	4.00	4.14	4.18	4.32	3.95	3.99	4.20	4.24	4.07	4.02	4.08
Std Dev.	0.85	-	0.85	0.88	0.84	0.88	0.83	0.90	0.85	0.85	0.88	0.82	0.83	0.77	0.88	0.86	0.81	0.80	0.85	0.86	0.86
Std Error	0.01	-	0.01	0.04	0.02	0.02	0.02	0.04	0.03	0.03	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.02	0.01	0.05	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QD3\_3. How satisfied are you with the following aspects of Royal Mail's service?  
Items being delivered intact/undamaged

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Very dissatisfied (1)	61	11	14	23	13	25	36	39	17	7	7	21	9	9	38	7	47	5	14	3
Fairly dissatisfied (2)	182	34	52	54	42	86	96	124	49	24	23	52	42	29	116	24	145	12	71	4
Neither satisfied or dissatisfied (3)	802	129	257	157	259	386	417	489	288	128	118	217	170	95	505	129	614	72	252	26
Fairly satisfied (4)	2405	408	796	560	641	1204	1201	1493	896	262	288	639	693	379	1620	267	2036	244	929	61
Very satisfied (5)	1669	351	468	375	476	818	851	906	747	206	221	399	455	297	1075	209	1387	191	642	37
Don't know	42	12	8	8	13	20	22	23	16	11	1	11	4	6	15	11	21	5	10	-
NET Very/fairly satisfied	4074	759	1263	934	1116	2022	2052	2399	1643	468	509	1038	1145	676	2695	475	3423	435	1671	98
NET Very/fairly dissatisfied	242	45	66	77	55	110	132	163	66	32	30	73	51	38	154	32	192	17	85	8
Mean	4.06	4.13	4.04	4.03	4.07	4.07	4.05	4.02	4.16a	4.01	4.05	4.01	4.13k	4.15k	4.07	4.01	4.08	4.15	4.11	3.94
Std Dev.	0.85	0.87	0.81	0.90	0.84	0.84	0.87	0.86	0.82	0.89	0.87	0.87	0.79	0.84	0.84	0.89	0.84	0.81	0.82	0.92
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.03	0.02	0.02	0.03	0.01	0.04	0.01	0.04	0.02	0.09

Proportions: Means: Columns T tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QD3\_3. How satisfied are you with the following aspects of Royal Mail's service?  
Items being delivered intact/undamaged

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	280	257	261	262	273	261	260	61	388
Very dissatisfied (1)	61 1%	50 1%	11 1%	5 3%	52 1%	2 1%	4 2%	2 2%	3 1%	5 2%	2 1%	9 2%	3 1%	8 2%	8 1%	8 1%	6 1%	- 0%	2 1%
Fairly dissatisfied (2)	182 4%	152 3%	30 4%	5 3%	148 3%	19 4%	10 4%	4 3%	4 2%	22 4%	19 5%	10 3%	16 4%	17 4%	31 5%	9 1%	20 4%	2 4%	17 5%
Neither satisfied or dissatisfied (3)	802 16%	706 16%	97 13%	23 12%	699 16%	50 11%	33 14%	21 14%	33 16%	81 14%	61 14%	75 19%	84 19%	67 14%	94 14%	132 19%	72 16%	6 11%	44 11%
Fairly satisfied (4)	2405 47%	2072 47%	333 46%	81 42%	1992 46%	234 53%	117 47%	62 44%	93 45%	285 50%	186 44%	171 45%	227 50%	223 46%	301 44%	315 45%	191 43%	24 46%	210 53%
Very satisfied (5)	1669 32%	1422 32%	248 34%	73 38%	1412 33%	125 29%	80 32%	52 37%	75 36%	150 35%	108 29%	120 26%	163 34%	163 34%	241 36%	239 34%	147 33%	20 38%	105 28%
Don't know	42 1%	37 1%	4 1%	4 2%	35 1%	3 1%	2 1%	1 1%	1 1%	4 1%	7 2%	3 1%	5 1%	2 -	3 -	4 1%	6 1%	- -	3 1%
NET Very/fairly satisfied	4074 79%	3493 79%	581 80%	154 81%	3403 78%	360 83%	197 80%	116 80%	168 80%	453 80%	337 79%	279 74%	346 78%	386 80%	542 80%	554 78%	338 78%	44 84%	315 83%
NET Very/fairly dissatisfied	242 5%	202 5%	40 6%	10 5%	201 5%	21 5%	14 6%	6 4%	7 3%	28 5%	21 5%	18 4%	19 4%	26 5%	40 6%	17 6%	26 6%	2 4%	19 5%
Mean	4.06	4.06	4.08	4.13	4.06	4.07	4.06	4.12	4.06	4.05	4.11	3.97	3.99	4.08	4.09	4.09	4.04	4.18	4.05
Std Dev.	0.85	0.85	0.88	0.93	0.86	0.79	0.88	0.87	0.84	0.83	0.85	0.90	0.81	0.88	0.89	0.82	0.90	0.82	0.79
Std Error	0.01	0.01	0.02	0.03	0.02	0.02	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.05	0.06	0.03

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q  
\* small base

QD3\_3. How satisfied are you with the following aspects of Royal Mail's service?  
Items being delivered intact/undamaged

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Very dissatisfied (1)	61	21	5	7	12	13	16	10	11	24	21	14	21	6	10	34	20	15	12	10
	1%	1%	2%	1%	1%	1%	6%del	4%del	7%del	1%	4%del	1%	1%	4%kmp	10%kmp	1%	9%kmp	1%	1%	1%
Fairly dissatisfied (2)	182	71	7	27	33	65	46	26	9	98	35	46	53	46	30	3	99	33	45	43
	4%	4%	3%	3%	2%	3%	6%del	7%del	6%del	7%del	2%	2%	3%	6%kmp	11%kmp	3%	2%	9%kmp	5%k	2%
Neither satisfied or dissatisfied (3)	802	267	44	118	114	262	300	63	49	377	112	106	294	312	55	29	400	84	130	221
	16%	15%	18%	13%	7%	13%del	37%del	18%del	30%del	10%del	22%del	5%	14%kmp	42%kmp	21%kmp	29%kmp	10%k	23%kmp	16%	13%
Fairly satisfied (4)	2405	851	111	393	650	1180	318	189	53	1830	242	772	1183	279	114	26	1955	140	393	841
	47%	47%	47%	45%	37%	53%del	38%	53%del	32%	45%del	41%del	33%	53%kmp	37%	53%	27%	40%kmp	38%	47%	46%
Very satisfied (5)	1669	581	70	329	937	493	132	65	37	1429	102	1018	473	93	49	27	1491	76	247	623
	32%	32%	30%	37%k	33%del	24%del	16%	18%	23%	38%del	20%	52%kmp	23%kmp	13%	19%	27%kmp	37%kmp	21%kmp	30%	36%k
Don't know	42	13	1	6	8	9	5	1	5	18	6	5	4	9	5	4	9	9	6	9
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Very/fairly satisfied	4074	1432	181	723	1587	1872	450	253	90	3259	344	1790	1656	373	164	53	3446	217	640	1465
	79%	79%	76%	82%	80%del	83%del	55%	72%del	55%	86%del	65%del	81%kmp	82%kmp	50%	62%kmp	54%	85%kmp	89%kmp	77%	84%k
NET Very/fairly dissatisfied	242	92	11	34	44	78	81	36	20	122	56	60	74	52	40	13	133	53	57	53
	5%	5%	5%	4%	3%	4%	7%del	10%del	12%del	11%del	3%	3%	4%	7%kmp	15%kmp	13%kmp	3%	15%kmp	7%k	3%
Mean	4.06	4.06	4.00	4.18a	4.41del	4.03del	3.62	3.77	3.61	4.21del	3.72	4.40kmp	4.01kmp	3.55	3.63	3.61	4.20kmp	3.62	3.99	4.17r
Std Dev.	0.85	0.86	0.88	0.83	0.75	0.75	0.89	0.93	1.11	0.77	0.99	0.76	0.76	0.82	1.04	1.23	0.78	1.09	0.90	0.78
Std Error	0.01	0.02	0.06	0.03	0.02	0.02	0.03	0.05	0.09	0.01	0.04	0.02	0.02	0.03	0.07	0.12	0.01	0.06	0.03	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
\* small base

QD3\_3. How satisfied are you with the following aspects of Royal Mail's service?  
Items being delivered intact/undamaged

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Very dissatisfied (1)	61	6	53	2	29	30	2	56	2	3	-	61	-
	1%	2%	1%	3%	2%	1%	1%	1%	1%	6%	-	1%	-
Fairly dissatisfied (2)	182	14	164	3	63	102	17	163	12	2	-	176	5
	4%	4%	3%	4%	4%	3%	5%	3%	10%h	4%	-	3%	21%
Neither satisfied or dissatisfied (3)	802	55	727	20	214	497	91	730	43	13	3	785	14
	76%	17%	15%	25%	14%	15%	28%de	15%	37%gh	27%	34%	15%	56%
Fairly satisfied (4)	2405	140	2230	35	693	1585	127	2340	42	17	2	2400	3
	47%	42%	47%	44%	47%	47%ef	39%	47%	36%	37%	63%	47%	13%
Very satisfied (5)	1669	112	1538	19	476	1112	81	1637	14	12	4	1663	3
	32%	34%	32%	24%	32%	33%ef	25%	33%h	12%	26%	43%	32%h	10%
Don't know	42	7	35	*	14	22	5	38	4	-	-	42	-
	1%	2%a	1%	1%	1%	1%	2%	1%	3%gh	-	-	1%	-
NET Very/fairly satisfied	4074	252	3769	54	1169	2607	208	3977	56	29	5	4063	6
	79%	75%	79%	68%	73%f	81%f	64%	80%h	48%	63%	66%	79%h	23%
NET Very/fairly dissatisfied	242	20	217	6	92	132	18	219	13	5	-	237	5
	5%	6%	5%	7%	6%	4%	6%	4%	11%gh	10%	-	5%	21%
Mean	4.06	4.03	4.07c	3.81	4.03f	4.10f	3.85	4.08h	3.49	3.73	4.09	4.07h	3.12
Std Dev.	0.85	0.92	0.85	0.94	0.90	0.82	0.88	0.84	0.89	1.08	0.93	0.85	0.87
Std Error	0.01	0.05	0.01	0.11	0.02	0.01	0.05	0.01	0.10	0.16	0.42	0.01	0.18

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QD3\_3. How satisfied are you with the following aspects of Royal Mail's service?  
Items being delivered intact/undamaged

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Very dissatisfied (1)	61	31	8	8	14	11	7	13	-	3	4	-	5	3	3	2	9
	1%	2% <b>bc</b>	1%	1%	1%	3% <b>h</b>	2%	3% <b>h</b>	-	1%	1%	-	1%	1%	1%	1%	2% <b>h</b>
Fairly dissatisfied (2)	182	51	43	49	39	23	16	12	18	14	12	-	33	16	18	8	13
	4%	4%	3%	4%	3%	5%	4%	3%	4%	3%	3%	-	4%	3%	4%	2%	3%
Neither satisfied or dissatisfied (3)	802	225	227	161	189	62	60	83	75	67	64	-	101	60	52	67	71
	16%	17% <b>c</b>	18% <b>c</b>	12%	15%	14%	13% <b>lm</b>	19% <b>lmn</b>	16%	15% <b>imn</b>	15%	-	12%	13%	12%	16%	16%
Fairly satisfied (4)	2405	588	583	621	614	189	197	202	204	178	202	-	385	236	200	200	213
	47%	46%	45%	48%	48%	44%	46%	47%	44%	43%	49%	-	47%	50%	46%	46%	49%
Very satisfied (5)	1669	382	417	442	428	142	127	113	164	122	131	-	289	153	161	137	129
	32%	30%	32%	34%	33%	33%	30%	27%	35% <b>h</b>	30%	31%	-	34% <b>h</b>	33%	37% <b>h</b>	33%	30%
Don't know	42	13	13	10	6	5	4	4	3	7	3	-	6	4	3	2	1
	1%	1%	1%	1%	-	1%	1%	1%	1%	2%	1%	-	1%	1%	1%	-	-
NET Very/fairly satisfied	4074	970	1000	1063	1041	331	324	315	367	300	332	-	673	390	362	337	343
	79%	75% <b>a</b>	77%	82% <b>ab</b>	81% <b>a</b>	77%	75%	74%	79%	73%	80%	-	82% <b>lm</b>	83% <b>lm</b>	83% <b>lm</b>	81% <b>l</b>	78%
NET Very/fairly dissatisfied	242	82	51	56	54	34	23	25	18	17	16	-	38	19	21	11	22
	5%	6% <b>bc</b>	4%	4%	4%	8% <b>cd</b>	5%	6%	4%	4%	4%	-	5%	4%	5%	3%	5%
Mean	4.06	3.97	4.06	4.13 <b>e</b>	4.09 <b>e</b>	4.00	3.99	3.92	4.11 <b>e</b>	4.00	4.07	-	4.13 <b>de</b>	4.11 <b>e</b>	4.15 <b>de</b>	4.11 <b>e</b>	4.01
Std Dev	0.85	0.92	0.83	0.81	0.83	0.96	0.88	0.92	0.82	0.85	0.82	-	0.82	0.80	0.83	0.78	0.88
Std Error	0.01	0.03	0.02	0.02	0.02	0.05	0.04	0.04	0.04	0.04	0.04	-	0.03	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
\*\* very small base (under 30) ineligible for sig testing



QD3\_4. How satisfied are you with the following aspects of Royal Mail's service?  
Speed of delivery

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4761	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Very dissatisfied (1)	160	-	160	15	105	97	59	32	11	28	31	25	27	7	42	58	59	34	134	23	152
	3%	-	3%	2%	4%	4%	2%	5%hm	2%	3%	4%hm	3%	4%hm	1%	3%	3%	3%	3%	3%	3%	4%
Fairly dissatisfied (2)	344	-	344	37	196	174	169	53	41	61	30	66	50	44	94	91	159	93	305	37	356
	7%	-	7%	5%	7%	7%	6%	3%	6%	6%	4%	7%	8%hm	4%hm	7%	5%	8%hm	3%hm	7%	7%	7%
Neither satisfied or dissatisfied (3)	835	-	835	123	403	408	422	124	102	175	107	161	89	76	227	282	327	165	728	96	794
	16%	-	16%	18%	14%	16%	16%	18%	16%	17%	15%	17%	14%	15%	17%	16%	16%	14%	16%	16%	15%
Fairly satisfied (4)	2567	-	2567	315	1449	1225	1335	338	331	492	389	443	322	252	668	881	1017	574	2300	249	2571
	50%	-	50%	45%	51%hm	49%	51%	49%	51%	48%	54%	48%	51%	48%	50%	51%	49%	49%	50%	47%	50%
Very satisfied (5)	1216	-	1216	208	661	587	629	136	163	252	155	221	141	147	300	408	509	288	1092	120	1254
	24%	-	24%	18%hm	23%	23%	24%	20%	25%	22%	24%	22%	23%	23%hm	22%	24%	24%	25%	24%	23%	24%
Don't know	38	-	38	2	17	22	13	6	4	8	5	10	5	1	10	13	15	5	32	6	34
	1%	-	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	-	1%	1%	1%
NET Very/fairly satisfied	3783	-	3783	523	2109	1812	1964	474	494	745	545	664	464	398	988	1289	1526	862	3392	369	3825
	73%	-	73%	75%	75%	72%	75%	69%	73%hm	73%	73%hm	72%	73%	76%	72%	74%	73%	74%	74%	69%	74%
NET Very/fairly dissatisfied	504	-	504	52	301	271	228	85	52	89	60	91	77	51	137	149	218	127	439	59	508
	10%	-	10%	7%	11%	11%	9%	12%hm	8%	9%	8%	10%	12%	10%	10%	9%	10%	11%	10%	11%	10%
Mean	3.85	-	3.85	3.95	3.84	3.82	3.88	3.72	3.92a	3.87a	3.86	3.84	3.80	3.93a	3.82	3.87	3.85	3.86	3.86	3.77	3.86
Std Dev.	0.96	-	0.96	0.94	0.98	1.00	0.92	1.02	0.90	0.95	0.95	0.96	1.01	0.94	0.97	0.95	0.97	0.98	0.95	1.02	0.96
Std Error	0.01	-	0.01	0.04	0.02	0.02	0.02	0.04	0.03	0.03	0.04	0.03	0.04	0.04	0.03	0.02	0.02	0.03	0.01	0.05	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QD3\_4. How satisfied are you with the following aspects of Royal Mail's service?  
Speed of delivery

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Very dissatisfied (1)	160	31	57	41	30	89	71	104	53	27	14	44	32	29	91	27	124	22	64	2
	3%	3%	4%	3%	2%	3%	3%	3%	3%	4%	2%	3%	2%	4%	3%	4%	3%	4%	3%	1%
Fairly dissatisfied (2)	344	71	100	92	82	171	174	181	101	49	44	97	84	53	225	49	279	41	144	8
	7%	7%	6%	8%	6%	7%	7%	6%	8%	8%	7%	7%	6%	7%	7%	7%	7%	8%	7%	6%
	8%	12%	10%	10%	10%	13%	10%	12%	10%	12%	11%	10%	10%	10%	10%	12%	14%	14%	14%	10%
Neither satisfied or dissatisfied (3)	835	121	222	217	276	342	493	484	319	124	114	241	196	81	551	125	642	76	267	32
	16%	13%	14%	14%	13%	13%	16%	16%	16%	19%	17%	16%	14%	10%	16%	15%	14%	14%	14%	24%
Fairly satisfied (4)	2667	476	850	539	702	1326	1241	1566	980	289	314	673	732	401	1719	294	2161	239	991	66
	50%	50%	53%	46%	49%	47%	51%	49%	45%	45%	46%	50%	49%	49%	45%	51%	45%	45%	44%	50%
Very satisfied (5)	1216	240	357	281	337	599	619	721	485	143	167	277	321	245	765	146	1024	150	441	24
	24%	25%	22%	24%	23%	24%	24%	23%	24%	22%	25%	21%	23%	30%	23%	24%	23%	28%	23%	18%
Don't know	38	6	7	7	18	14	25	18	15	7	5	6	8	4	18	7	22	2	12	-
	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
NET Very/fairly satisfied	3783	716	1207	820	1040	1923	1860	2287	1465	433	481	951	1053	647	2485	440	3185	389	1432	90
	73%	71%	72%	70%	72%	71%	74%	74%	72%	68%	73%	71%	71%	71%	68%	73%	68%	73%	72%	69%
NET Very/fairly dissatisfied	604	102	157	133	112	260	245	285	213	75	58	141	116	82	316	75	402	62	208	10
	10%	11%	10%	11%	10%	10%	9%	9%	11%	12%	9%	11%	8%	10%	9%	12%	9%	12%	11%	8%
Mean	3.85	3.88	3.85	3.79	3.87	3.86	3.83	3.86	3.84	3.75	3.88	3.78	3.90k	3.97k	3.85	3.76	3.87	3.86	3.84	3.77
Std Dev.	0.96	0.99	0.96	1.01	0.91	0.97	0.96	0.96	0.97	1.03	0.94	0.97	0.91	0.99	0.94	1.02	0.95	1.04	0.97	0.87
Std Error	0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.02	0.03	0.02	0.04	0.01	0.04	0.02	0.08

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

**QD3\_4. How satisfied are you with the following aspects of Royal Mail's service?**  
**Speed of delivery**

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Very dissatisfied (1)	160 3%	140 3%	20 3%	7 3%	141 3%	9 2%	6 2%	4 3%	5 3%	27 5%	12 3%	22 5%	12 3%	11 2%	19 3%	23 3%	9 2%	1 2%	8 2%
Fairly dissatisfied (2)	344 7%	292 7%	52 7%	13 7%	296 7%	23 5%	17 7%	9 6%	11 5%	39 7%	32 8%	19 5%	38 8%	22 5%	43 6%	44 6%	45 11%	2 4%	21 5%
Neither satisfied or dissatisfied (3)	835 16%	716 16%	119 16%	28 14%	713 16%	63 15%	35 14%	23 16%	37 18%	99 17%	52 12%	65 17%	79 17%	86 18%	93 14%	126 18%	77 17%	6 11%	58 15%
Fairly satisfied (4)	2667 50%	2193 49%	374 52%	91 46%	2144 49%	237 53%	113 46%	73 51%	105 50%	263 47%	200 47%	181 48%	237 52%	246 51%	345 51%	363 51%	204 46%	26 49%	212 54%
Very satisfied (5)	1216 24%	1067 24%	149 21%	49 26%	1010 23%	98 23%	75 31%	33 23%	49 24%	132 23%	125 29%	86 23%	86 19%	110 23%	173 26%	144 24%	105 24%	19 34%	60 21%
Don't know	38 1%	30 1%	8 1%	3 2%	34 1%	3 1%	1 *	1 1%	1 1%	5 1%	4 1%	3 1%	4 1%	5 1%	4 1%	7 1%	-	-	3 1%
NET Very/fairly satisfied	3783 73%	3260 73%	523 72%	140 73%	3154 73%	335 75%	186 76%	106 74%	155 74%	395 70%	325 76%	267 71%	323 71%	356 74%	518 73%	506 73%	309 70%	41 83%	292 76%
NET Very/fairly dissatisfied	504 10%	432 10%	72 10%	20 10%	437 10%	32 7%	23 9%	13 9%	17 8%	66 12%	45 11%	41 11%	50 11%	33 7%	62 9%	67 13%	57 13%	3 6%	29 8%
Mean	3.85	3.85	3.81	3.87	3.83	3.91	3.95	3.87	3.87	3.77	3.93	3.78	3.77	3.89	3.91	3.80	3.79	4.00	3.88
Std Dev.	0.96	0.97	0.94	1.00	0.97	0.88	0.97	0.94	0.92	1.04	1.00	1.05	0.94	0.89	0.94	0.94	0.99	0.90	0.88
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.03	0.04	0.06	0.06	0.06	0.06	0.06	0.05	0.06	0.06	0.06	0.07	0.03

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QD3\_4. How satisfied are you with the following aspects of Royal Mail's service?  
Speed of delivery

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Very dissatisfied (1)	160	60	10	21	35	37	27	31	30	72	61	44	52	18	21	25	96	46	44	44
	3%	3%	4%	2%	2%	2%	3%	8% <i>de</i>	10% <i>de</i>	2%	11% <i>de</i>	2%	3%	2%	8% <i>kmp</i>	10% <i>kmp</i>	2%	13% <i>kmp</i>	5%	3%
Fairly dissatisfied (2)	344	143	26	84	74	143	80	35	9	216	45	93	105	90	49	4	198	53	69	123
	7%	8%	11%	9%	4%	7% <i>d</i>	10% <i>d</i>	10% <i>d</i>	14% <i>d</i>	5%	6% <i>d</i>	5%	5%	12% <i>mp</i>	19% <i>mp</i>	4%	5%	15% <i>mp</i>	8%	7%
Neither satisfied or dissatisfied (3)	835	310	40	142	126	288	322	65	23	414	88	145	320	290	43	20	466	63	139	236
	16%	17%	17%	16%	7%	14% <i>d</i>	39% <i>de</i>	18% <i>d</i>	14% <i>d</i>	11% <i>d</i>	17% <i>d</i>	7%	16% <i>mp</i>	39% <i>mp</i>	16% <i>mp</i>	21% <i>mp</i>	12% <i>mp</i>	18% <i>mp</i>	17%	14%
Fairly satisfied (4)	2867	907	117	440	787	1213	310	169	72	2000	240	919	1206	270	122	27	2125	149	370	926
	50%	50%	49%	50%	43% <i>f</i>	60% <i>f</i>	38%	43% <i>f</i>	44%	33% <i>f</i>	40% <i>f</i>	41% <i>mp</i>	52% <i>mp</i>	36%	40% <i>mp</i>	38%	43% <i>mp</i>	41% <i>mp</i>	44%	43% <i>f</i>
Very satisfied (5)	1216	368	43	188	724	333	77	51	27	1057	78	756	336	71	27	21	1092	48	209	405
	24%	20%	18%	21%	41% <i>se</i>	16% <i>f</i>	9%	14%	16% <i>f</i>	28% <i>se</i>	15% <i>f</i>	39% <i>mp</i>	17% <i>mp</i>	10%	10%	21% <i>mp</i>	27% <i>mp</i>	13%	25%	23%
Don't know	38	17	1	5	8	8	*	2	5	16	7	4	8	6	1	2	13	2	13	13
	1%	1%	1%	1%	*	*	*	1%	1%	1%	1%	*	*	1%	*	2% <i>mp</i>	*	1%	*	1%
NET Very/fairly satisfied	3783	1275	160	628	1511	1546	388	219	99	3057	318	1675	1542	341	149	48	3217	197	579	1331
	73%	71%	67%	71%	86% <i>se</i>	76% <i>f</i>	47%	62% <i>f</i>	69% <i>f</i>	81% <i>se</i>	81% <i>f</i>	89% <i>mp</i>	76% <i>mp</i>	46%	67% <i>mp</i>	48%	81% <i>mp</i>	84% <i>mp</i>	70%	76% <i>f</i>
NET Very/fairly dissatisfied	504	203	36	105	108	180	107	67	39	288	105	136	158	108	70	29	294	99	113	167
	10%	11%	15%	12%	6%	9% <i>d</i>	13% <i>d</i>	19% <i>d</i>	23% <i>d</i>	8%	20% <i>d</i>	7%	8%	14% <i>mp</i>	27% <i>mp</i>	29% <i>mp</i>	7%	27% <i>mp</i>	14% <i>se</i>	10%
Mean	3.85	3.77	3.66	3.79	4.20 <i>se</i>	3.83 <i>se</i>	3.41	3.49	3.36	4.08 <i>se</i>	3.45	4.15 <i>mp</i>	3.53 <i>mp</i>	3.39	3.33	3.15	3.99 <i>mp</i>	3.28	3.76	3.88
Std Dev.	0.96	0.97	1.03	0.97	0.89	0.85	0.91	1.13	1.34	0.89	1.20	0.91	0.86	0.91	1.13	1.48	0.90	1.24	1.08	0.93
Std Error	0.01	0.02	0.07	0.03	0.02	0.02	0.03	0.06	0.10	0.01	0.05	0.02	0.02	0.04	0.08	0.14	0.01	0.07	0.04	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - j/k/l/m/n/o/p/q - r/s  
\* small base

QD3\_4. How satisfied are you with the following aspects of Royal Mail's service?

Speed of delivery

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Very dissatisfied	(1) 160	10	150	1	58	92	10	147	9	4	-	160	-
	3%	3%	3%	1%	4%	3%	3%	3%	3%	8%	-	3%	-
Fairly dissatisfied	(2) 344	22	321	1	117	213	14	337	5	3	-	344	-
	7%	7%	7%	2%	8%	6%	4%	7%	4%	6%	-	7%	-
Neither satisfied or dissatisfied	(3) 835	48	769	18	253	499	83	753	42	22	3	817	16
	76%	74%	76%	23%	17%	15%	26% <i>sd</i>	75%	36% <i>gh</i>	46%	34%	76%	60%
Fairly satisfied	(4) 2567	164	2365	39	739	1678	150	2498	49	12	-	2559	8
	50%	49%	50%	49%	50%	50%	46%	50%	42%	23%	-	50%	31%
Very satisfied	(5) 1216	87	1109	21	311	841	64	1191	12	6	5	1209	2
	24%	26%	23%	26%	21%	25% <i>sd</i>	20%	24% <i>h</i>	11%	12%	66%	24% <i>h</i>	9%
Don't know	38	5	34	-	11	24	2	37	-	1	-	38	-
	7%	1%	1%	-	1%	1%	1%	1%	-	2%	-	1%	-
NET Very/fairly satisfied	3783	250	3473	60	1050	2520	214	3689	61	18	5	3768	10
	73%	75%	73%	75%	70%	75% <i>sd</i>	66%	74% <i>h</i>	52%	38%	66%	73% <i>h</i>	40%
NET Very/fairly dissatisfied	504	31	471	2	175	305	24	484	14	7	-	504	-
	10%	9%	10%	2%	12% <i>sd</i>	9%	7%	10%	12%	14%	-	10%	-
Mean	3.85	3.90	3.84	3.98	3.76	3.89 <i>sd</i>	3.76	3.56 <i>h</i>	3.44	3.28	4.31	3.85 <i>h</i>	3.49
Std Dev.	0.96	0.96	0.97	0.79	1.00	0.95	0.92	0.96	1.00	1.05	1.01	0.96	0.67
Std Error	0.01	0.05	0.01	0.05	0.03	0.02	0.05	0.01	0.11	0.16	0.45	0.01	0.14

Proportions/Mean: Column Test (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QD3\_4. How satisfied are you with the following aspects of Royal Mail's service?

Speed of delivery

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Very dissatisfied (1)	160	43	29	25	62	12	17	14	10	14	5	-	22	4	10	17	35
	3%	3%	2%	2%	5% <b>abc</b>	3%	4% <b>um</b>	3% <b>um</b>	2%	4% <b>um</b>	1%	-	3%	1%	2%	4% <b>um</b>	8% <b>opqijlmn</b>
Fairly dissatisfied (2)	344	66	85	65	127	15	31	20	29	33	24	-	38	27	40	43	45
	7%	5%	7%	5%	10% <b>abcde</b>	3%	7%	5%	6%	8%	6%	-	5%	6%	9% <b>def</b>	10% <b>defg</b>	10% <b>defg</b>
Neither satisfied or dissatisfied (3)	835	232	229	190	189	83	61	83	74	79	75	-	117	72	58	53	74
	16%	18%	18%	15%	14%	19%	14%	21% <b>lmno</b>	16%	18%	18%	-	14%	15%	13%	13%	17%
Fairly satisfied (4)	2567	649	621	689	607	225	215	210	217	193	211	-	425	264	204	189	214
	50%	50%	48%	53% <b>lmno</b>	47%	52%	50%	49%	47%	47%	51%	-	52%	56% <b>lmnop</b>	47%	45%	49%
Very satisfied (5)	1216	291	312	314	300	96	102	93	126	89	97	-	213	101	122	110	69
	24%	23%	24%	24%	23%	22%	24% <b>op</b>	22%	29% <b>op</b>	22%	23% <b>op</b>	-	26% <b>op</b>	21%	23% <b>op</b>	23% <b>op</b>	16%
Don't know	38	9	15	6	9	2	5	1	8	3	4	-	2	4	3	5	1
	1%	1%	1%	1%	1%	1%	1%	1%	2% <b>o</b>	1%	1%	-	1%	1%	1%	1%	1%
NET Very/fairly satisfied	3783	940	933	1003	907	321	317	303	342	283	308	-	639	365	326	299	283
	73%	73%	72%	76% <b>abcde</b>	70%	74% <b>op</b>	74% <b>op</b>	71%	74% <b>op</b>	69%	74% <b>op</b>	-	76% <b>opq</b>	77% <b>op</b>	75% <b>op</b>	72%	65%
NET Very/fairly dissatisfied	504	109	115	91	189	27	48	35	39	47	29	-	60	31	50	59	80
	10%	8%	9%	7%	11% <b>abcde</b>	6%	11%	8%	9%	11%	7%	-	7%	7%	11% <b>op</b>	13% <b>opq</b>	13% <b>opq</b>
Mean	3.85	3.84	3.84	3.84	3.75	3.80	3.83	3.81	3.82	3.76	3.80	-	3.84	3.82	3.82	3.81	3.54
Std Dev.	0.96	0.95	0.94	0.88	1.07	0.89	1.00	0.94	0.94	1.00	0.87	-	0.91	0.82	0.99	1.07	1.12
Std Error	0.01	0.03	0.03	0.02	0.03	0.04	0.05	0.05	0.05	0.05	0.04	-	0.03	0.04	0.05	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QD3\_5. How satisfied are you with the following aspects of Royal Mail's service?  
Availability of post boxes

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4761	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Very dissatisfied (1)	108	-	108	20	52	50	57	15	16	16	26	16	12	7	31	42	35	19	95	12	125
2%	-	-	2%	3%	2%	2%	2%	2%	2%	4%	2%	2%	1%	1%	2%	2%	2%	2%	2%	2%	2%
Fairly dissatisfied (2)	270	-	270	38	132	109	157	35	35	61	36	48	31	25	69	97	104	56	234	33	306
5%	-	-	5%	5%	5%	4%	5%	5%	5%	6%	5%	5%	5%	5%	5%	6%	5%	5%	5%	5%	6%
Neither satisfied or dissatisfied (3)	809	-	809	112	433	446	358	142	136	171	100	134	78	47	278	271	259	125	690	106	764
16%	-	-	16%	15%	15%	18%	14%	21% <sup>klm</sup>	21% <sup>klm</sup>	17% <sup>lm</sup>	14% <sup>lm</sup>	15% <sup>lm</sup>	12%	9%	21% <sup>opq</sup>	16% <sup>op</sup>	12%	11%	15%	20% <sup>rs</sup>	15%
Fairly satisfied (4)	2290	-	2290	290	1284	1085	1199	311	279	471	324	406	275	223	590	795	905	499	2037	239	2334
44%	-	-	44%	47%	45%	43%	46%	45%	43%	46%	45%	44%	43%	42%	44%	46%	43%	43%	44%	44%	45%
Very satisfied (5)	1623	-	1623	235	902	800	819	173	180	287	220	312	229	221	353	507	762	450	1486	127	1575
31%	-	-	31%	34%	32%	32%	31%	25%	28%	28%	31%	34% <sup>ghl</sup>	33% <sup>ghl</sup>	42% <sup>ghl</sup>	26%	29%	31% <sup>no</sup>	31% <sup>no</sup>	30% <sup>rs</sup>	24%	31%
Don't know	62	-	62	4	27	23	37	13	7	10	9	10	3	20	20	23	13	45	14	57	
1%	-	-	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%
NET Very/fairly satisfied	3912	-	3912	525	2186	1885	2018	484	459	758	545	718	504	444	943	1303	1667	948	3523	366	3909
76%	-	-	76%	75%	77%	75%	77%	70%	70%	75%	76%	76% <sup>ghl</sup>	73% <sup>ghl</sup>	83% <sup>ghl</sup>	70%	73% <sup>no</sup>	80% <sup>no</sup>	82% <sup>no</sup>	77% <sup>rs</sup>	69%	76%
NET Very/fairly dissatisfied	378	-	378	59	184	159	214	50	51	77	62	63	43	32	101	139	138	75	329	45	431
7%	-	-	7%	8%	7%	6%	8%	7%	8%	8%	9%	7%	6%	8%	8%	8%	7%	6%	7%	9%	8%
Mean	3.99	-	3.99	3.98	4.02	3.99	3.99	3.87	3.89	3.95	3.96	4.04 <sup>gh</sup>	4.05 <sup>ghl</sup>	4.20 <sup>ghl</sup>	3.88	3.95	4.09 <sup>no</sup>	4.14 <sup>no</sup>	4.01 <sup>rs</sup>	3.84	3.97
Std Dev.	0.94	-	0.94	0.99	0.91	0.93	0.95	0.93	0.96	0.92	1.00	0.92	0.92	0.89	0.94	0.95	0.92	0.91	0.93	0.95	0.96
Std Error	0.01	-	0.01	0.04	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.03	0.04	0.03	0.02	0.02	0.03	0.01	0.05	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/p/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QD3\_5. How satisfied are you with the following aspects of Royal Mail's service?  
Availability of post boxes

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Very dissatisfied (1)	108	23	39	32	15	62	47	75	33	8	9	41	24	18	73	8	91	7	43	1
	2%	2% <b>d</b>	2% <b>d</b>	3% <b>d</b>	1%	2%	2%	2%	2%	1%	1%	3%	2%	2%	2%	1%	2%	1%	2%	-
Fairly dissatisfied (2)	276	69	69	69	63	138	132	168	98	55	45	58	60	34	163	56	199	27	83	6
	5%	7% <b>abc</b>	4%	6%	4%	5%	5%	5%	5%	3% <b>klmno</b>	7%	4%	4%	4%	5%	3% <b>p</b>	5%	5%	4%	5%
Neither satisfied or dissatisfied (3)	809	152	221	178	258	372	436	489	292	122	110	208	203	104	522	123	637	81	276	26
	16%	16%	14%	15%	18% <b>klm</b>	15%	17%	16%	15%	15% <b>klm</b>	17%	16%	15%	13%	15%	19% <b>pqr</b>	15%	15%	14%	20%
Fairly satisfied (4)	2290	372	773	510	634	1145	1145	1403	857	237	286	625	648	341	1559	240	1937	223	882	64
	44%	39%	43% <b>abcde</b>	43%	44%	45%	44%	46%	43%	37%	43%	43%	42%	42%	43% <b>klm</b>	37%	43% <b>pqr</b>	42%	46%	46%
Very satisfied (5)	1623	317	477	374	455	794	829	911	701	204	202	382	427	308	1022	206	1347	156	622	30
	31%	34%	30%	32%	31%	31%	32%	30%	35% <b>klm</b>	32%	31%	29%	31%	30%	33% <b>klmno</b>	32%	32%	35%	32%	23%
Don't know	62	12	15	14	20	28	34	28	31	13	6	14	10	9	31	13	40	5	14	5
	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	2%	2%	1%	1%	1%	4% <b>kl</b>
NET Very/fairly satisfied	3912	689	1250	884	1089	1939	1973	2314	1558	440	488	1018	1075	650	2580	447	3284	409	1503	94
	76%	73%	73% <b>abcde</b>	75%	75%	76%	75%	75%	77%	69%	74%	71% <b>klm</b>	71% <b>klm</b>	70% <b>klm</b>	71% <b>klm</b>	69%	73% <b>pqr</b>	77%	78%	71%
NET Very/fairly dissatisfied	378	92	107	101	78	199	179	243	131	63	54	98	84	52	236	64	290	34	126	7
	7%	10% <b>abc</b>	7%	9% <b>d</b>	5%	8%	7%	8%	6%	10% <b>kl</b>	8%	7%	6%	6%	7%	10% <b>pqr</b>	7%	6%	7%	5%
Mean	3.99	3.96	4.00	3.97	4.02	3.98	4.00	3.95	4.06% <b>klm</b>	3.91	3.96	3.96	4.02	4.10% <b>klmno</b>	3.99	3.91	4.01	4.06	4.03	3.92
Std Dev.	0.94	1.01	0.91	0.98	0.88	0.95	0.92	0.95	0.92	0.99	0.94	0.95	0.89	0.93	0.92	0.99	0.92	0.91	0.92	0.83
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.02	0.03	0.02	0.04	0.01	0.04	0.02	0.08

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base



QD3\_5. How satisfied are you with the following aspects of Royal Mail's service?  
Availability of post boxes

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Very dissatisfied (1)	108 2%	85 2%	23 3%	7 4%	87 2%	7 2%	11 4%	3 3%	7 3%	6 1%	8 2%	12 3%	11 3%	11 2%	6 1%	13 2%	12 3%	-	7 2%
Fairly dissatisfied (2)	276 5%	240 5%	30 4%	8 4%	221 5%	27 6%	14 6%	8 5%	12 6%	21 4%	20 5%	15 4%	23 5%	27 6%	39 6%	34 5%	30 7%	3 5%	24 6%
Neither satisfied or dissatisfied (3)	809 16%	700 16%	108 15%	22 12%	689 16%	67 16%	32 13%	20 14%	27 13%	79 14%	63 15%	56 15%	89 19%	76 16%	108 16%	117 17%	75 17%	5 10%	62 16%
Fairly satisfied (4)	2290 44%	1961 44%	329 46%	82 43%	1906 44%	215 53% <sup>d</sup>	101 41%	68 45% <sup>f</sup>	98 47%	278 53% <sup>i</sup>	194 46%	174 45%	202 44%	212 44%	289 43%	288 41%	170 38%	25 47%	190 50% <sup>r</sup>
Very satisfied (5)	1623 31%	1401 32%	222 31%	64 34%	1382 32% <sup>d</sup>	112 26%	87 35% <sup>f</sup>	41 29%	64 30%	176 31%	126 32% <sup>j</sup>	111 29%	119 26%	147 31%	230 34% <sup>n</sup>	252 35% <sup>o</sup>	148 33% <sup>p</sup>	19 36% <sup>r</sup>	93 24%
Don't know	62 1%	52 1%	10 1%	7 4% <sup>c</sup>	52 1%	5 1%	3 1%	2 1%	1 1%	6 1%	4 1%	7 2%	11 2% <sup>l</sup>	7 1%	5 1%	2 1%	8 2%	-	5 1%
NET Very/fairly satisfied	3912 76%	3361 76%	551 76%	148 77%	3288 76%	327 75%	188 76%	109 77%	162 77%	454 80% <sup>i</sup>	331 78%	285 76%	321 71%	359 75%	519 77%	540 76%	318 72%	44 84% <sup>r</sup>	283 74%
NET Very/fairly dissatisfied	378 7%	325 7%	53 7%	15 8%	308 7%	34 8%	24 10% <sup>d</sup>	12 8%	19 9% <sup>h</sup>	27 5%	28 7%	27 7%	34 8%	38 8%	45 7%	47 7%	42 9% <sup>p</sup>	3 6%	31 8%
Mean	3.99	3.99	3.98	4.03	4.00	3.93	3.98	3.95	3.96	4.07 <sup>h</sup>	4.02	3.97	3.89	3.97	4.04	4.04	3.95	4.14	3.90
Std Dev.	0.94	0.93	0.96	0.99	0.93	0.90	1.05	0.95	0.99	0.84	0.91	0.96	0.95	0.96	0.90	0.94	1.02	0.86	0.91
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.04	0.04	0.06	0.05	0.05	0.06	0.06	0.06	0.05	0.06	0.06	0.06	0.03

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QD3\_5. How satisfied are you with the following aspects of Royal Mail's service?  
Availability of post boxes

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Very dissatisfied (1)	108	40	2	12	27	35	19	13	14	62	27	36	33	19	9	11	69	20	25	25
	23%	2%	1%	1%	2%	2%	2%	2%	8% <i>del</i>	8% <i>del</i>	4% <i>del</i>	2%	2%	3%	3%	11% <i>kimp</i>	2%	5% <i>kmp</i>	8% <i>sa</i>	1%
Fairly dissatisfied (2)	270	100	21	35	76	94	59	32	7	170	39	92	92	46	33	4	184	38	48	69
	5%	6%	9% <i>cd</i>	4%	4%	7% <i>del</i>	9% <i>del</i>	4%	3%	8% <i>del</i>	5%	5%	5%	6%	13% <i>kimp</i>	5%	5%	10% <i>kmp</i>	6%	4%
Neither satisfied or dissatisfied (3)	809	237	39	106	113	272	310	66	34	386	100	145	285	290	56	25	430	81	152	231
	16%	13%	16%	12%	6%	13% <i>del</i>	38% <i>del</i>	19% <i>del</i>	21% <i>del</i>	10% <i>del</i>	19% <i>del</i>	7%	14% <i>kmp</i>	39% <i>kimp</i>	21% <i>kmp</i>	25% <i>kmp</i>	11% <i>ka</i>	22% <i>kap</i>	18% <i>sa</i>	13%
Fairly satisfied (4)	2290	853	100	417	635	1124	295	169	55	1759	224	745	1113	282	95	28	1858	123	376	793
	44%	47%	42%	47%	36%	52% <i>del</i>	36%	41% <i>del</i>	33%	41% <i>del</i>	41% <i>del</i>	38%	53% <i>kimp</i>	38%	36%	38%	41% <i>kimp</i>	34%	46%	46%
Very satisfied (5)	1623	558	74	302	888	485	127	70	47	1373	116	924	493	105	65	28	1417	93	228	610
	31%	31%	31%	34%	51% <i>del</i>	24% <i>del</i>	15%	20%	22% <i>del</i>	36% <i>del</i>	22% <i>del</i>	47% <i>kimp</i>	24% <i>km</i>	14%	25% <i>km</i>	26% <i>km</i>	36% <i>kmp</i>	26% <i>km</i>	27%	35% <i>ur</i>
Don't know	62	17	1	7	14	11	7	4	8	26	12	19	12	5	3	32	7	5	19	19
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2% <i>del</i>	1%	1%	1%	1%	2%	1%	2% <i>del</i>	1%	1%	1%
NET Very/fairly satisfied	3912	1410	174	720	1523	1809	422	239	102	3132	340	1670	1605	386	160	56	3275	216	603	1403
	76%	78%	73%	82% <i>cd</i>	67% <i>del</i>	80% <i>del</i>	52%	63% <i>del</i>	62%	83% <i>del</i>	65% <i>del</i>	80% <i>kimp</i>	79% <i>kimp</i>	52%	61%	67%	82% <i>kimp</i>	60%	72%	80% <i>ur</i>
NET Very/fairly dissatisfied	378	140	23	47	103	129	78	45	21	232	66	127	125	65	42	15	253	57	73	94
	7%	8%	70%	5%	6%	10% <i>del</i>	13% <i>del</i>	13% <i>del</i>	6%	13% <i>del</i>	6%	6%	6%	9%	16% <i>kimp</i>	15% <i>kmp</i>	6%	16% <i>kimp</i>	9% <i>sa</i>	5%
Mean	3.99	4.00	3.94	4.10a	4.31e <del>ghj</del>	3.98e <del>ghj</del>	3.56	3.72f	3.73	4.12e <del>ghj</del>	3.72f	4.25mnoq	3.96mnoq	3.55	3.68	3.60	4.10mnoq	3.66	3.88	4.10r
Std Dev.	0.94	0.93	0.96	0.86	0.89	0.85	0.92	1.01	1.19	0.89	1.07	0.92	0.85	0.90	1.09	1.27	0.89	1.14	0.98	0.88
Std Error	0.01	0.02	0.07	0.03	0.02	0.02	0.03	0.06	0.09	0.01	0.05	0.02	0.02	0.03	0.07	0.12	0.01	0.06	0.04	0.02

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
\* small base

QD3\_5. How satisfied are you with the following aspects of Royal Mail's service?  
Availability of post boxes

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Very dissatisfied (1)	108	5	103	1	39	63	6	100	4	5	-	108	-
	2%	2%	2%	1%	3%	2%	2%	2%	4%	10%	-	2%	-
Fairly dissatisfied (2)	270	20	245	5	99	154	17	254	14	2	-	270	*
	5%	6%	5%	7%	5%	5%	5%	5%	12% <sup>h</sup>	5%	-	5%	*
Neither satisfied or dissatisfied (3)	809	57	734	18	227	490	91	735	45	14	3	793	13
	76%	17%	15%	23%	15%	15%	28% <sup>de</sup>	15%	38% <sup>gh</sup>	29%	34%	15%	48%
Fairly satisfied (4)	2290	139	2120	31	634	1535	121	2232	32	14	2	2277	11
	44%	42%	45%	39%	43%	46% <sup>ef</sup>	37%	43% <sup>h</sup>	27%	30%	63%	43% <sup>h</sup>	42%
Very satisfied (5)	1623	105	1493	25	470	1072	81	1583	22	12	4	1617	2
	31%	31%	31%	32%	32%	25%	25%	32% <sup>h</sup>	19%	25%	43%	32% <sup>h</sup>	10%
Don't know	62	9	53	-	21	35	6	61	-	1	-	62	-
	1%	3%	1%	-	1%	1%	2%	1%	-	2%	-	1%	-
NET Very/fairly satisfied	3912	244	3612	56	1104	2606	202	3814	54	26	5	3804	13
	76%	73%	76%	70%	74% <sup>W</sup>	78% <sup>df</sup>	63%	77% <sup>h</sup>	46%	55%	66%	76% <sup>h</sup>	51%
NET Very/fairly dissatisfied	378	25	347	6	138	217	23	354	18	7	-	378	*
	7%	7%	7%	9%	6%	7%	7%	7%	15% <sup>gh</sup>	14%	-	7%	*
Mean	3.99	3.98	3.99	3.93	3.95	4.03 <sup>f</sup>	3.80	4.01 <sup>h</sup>	3.47	3.57	4.09	3.99 <sup>h</sup>	3.61
Std Dev.	0.94	0.94	0.94	0.93	0.99	0.91	0.95	0.93	1.04	1.21	0.93	0.94	0.67
Std Error	0.01	0.05	0.01	0.11	0.03	0.02	0.05	0.01	0.11	0.19	0.42	0.01	0.14

Proportions/Mean: Column Test (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
\* small base, \*\* very small base (under 30) ineligible for sig testing

**QD3\_5. How satisfied are you with the following aspects of Royal Mail's service?**  
**Availability of post boxes**

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Very dissatisfied (1)	108	35	23	28	23	14	8	13	8	11	4	-	20	7	4	7	11
	2%	3%	2%	2%	2%	3%	2%	3%	2%	3%	1%	-	2%	2%	1%	2%	3%
Fairly dissatisfied (2)	270	75	78	58	59	28	20	27	18	27	33	-	41	17	23	22	13
	5%	6%	6%	4%	5%	6%	5%	6%	4%	7%	8%	-	5%	3%	5%	5%	3%
Neither satisfied or dissatisfied (3)	809	206	219	182	201	66	72	69	65	61	73	-	110	72	81	44	76
	16%	16%	17%	14%	16%	15%	17%	16%	14%	14%	17%	-	13%	15%	13%	11%	17%
Fairly satisfied (4)	2290	550	571	589	580	176	177	196	185	187	199	-	359	230	178	196	206
	44%	43%	44%	46%	45%	41%	41%	46%	40%	45%	48%	-	44%	49%	41%	47%	47%
Very satisfied (5)	1623	407	378	420	417	141	147	120	177	101	99	-	278	142	148	139	131
	31%	32%	29%	33%	32%	32%	34%	28%	40%	24%	24%	-	34%	30%	34%	33%	30%
Don't know	62	16	22	14	10	7	7	2	10	5	8	-	10	4	2	7	1
	1%	1%	2%	1%	1%	2%	2%	1%	2%	1%	2%	-	1%	1%	1%	2%	-
NET Very/fairly satisfied	3912	958	949	1009	998	317	324	316	362	288	298	-	637	372	326	335	337
	76%	74%	73%	78%	77%	73%	75%	74%	78%	70%	72%	-	76%	78%	75%	78%	77%
NET Very/fairly dissatisfied	378	110	101	85	82	41	28	40	28	38	37	-	61	24	27	30	24
	7%	9%	8%	7%	6%	10%	7%	9%	6%	9%	9%	-	7%	5%	6%	7%	6%
Mean	3.99	3.96	3.95	4.03	4.02	3.95	4.03	3.90	4.12	3.84	3.87	-	4.03	4.03	4.02	4.02	3.99
Std Dev	0.94	0.98	0.94	0.92	0.91	1.02	0.94	0.98	0.92	0.96	0.90	-	0.95	0.86	0.91	0.91	0.91
Std Error	0.01	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.04	0.05	0.04	-	0.03	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QD3\_6. How satisfied are you with the following aspects of Royal Mail's service?  
Availability of Post Office branches

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4761	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Very dissatisfied (1)	239	-	239	21	131	118	117	16	16	34	53	51	40	29	32	87	120	69	220	16	279
	5%	-	5%	3%	5%	5%	4%	2%	3%	3%	7% <sup>gh</sup>	6% <sup>gh</sup>	6% <sup>gh</sup>	6% <sup>gh</sup>	2%	5% <sup>un</sup>	6% <sup>un</sup>	6% <sup>un</sup>	5%	3%	5%
Fairly dissatisfied (2)	468	-	468	49	250	230	235	44	54	78	70	103	70	48	98	148	221	118	433	32	519
	9%	-	9%	7%	9%	9%	9%	6%	8%	8%	11% <sup>gh</sup>	11% <sup>gh</sup>	9%	7%	7%	9%	10%	9%	5%	6%	10%
Neither satisfied or dissatisfied (3)	876	-	876	113	442	453	418	159	117	176	94	146	101	83	276	270	330	184	770	91	825
	17%	-	17%	16%	16%	18%	16%	23% <sup>ijklm</sup>	18%	17%	13%	16%	16%	16%	27%	21% <sup>opq</sup>	16%	16%	17%	17%	16%
Fairly satisfied (4)	2229	-	2229	283	1267	1069	1154	276	311	444	324	389	280	205	587	768	874	485	1961	253	2230
	43%	-	43%	40%	45%	43%	44%	40%	48% <sup>gh</sup>	44%	45%	42%	44%	39%	44%	44%	42%	42%	43%	48%	43%
Very satisfied (5)	1300	-	1300	227	721	624	676	182	145	272	169	229	142	161	327	440	532	303	1173	124	1264
	25%	-	25%	23% <sup>cd</sup>	25%	26%	26%	26%	22%	24%	24%	25%	22%	31% <sup>gh</sup>	24%	25%	26%	26%	26%	23%	24%
Don't know	49	-	49	7	19	19	27	13	9	12	7	7	1	-	21	19	8	1	33	15	44
	1%	-	1%	1%	1%	1%	1%	2% <sup>un</sup>	1%	1%	1%	1%	-	-	2% <sup>opq</sup>	1% <sup>un</sup>	-	-	1%	3% <sup>un</sup>	1%
NET Very/fairly satisfied	3529	-	3529	510	1988	1693	1830	458	456	716	492	619	422	366	914	1209	1407	788	3133	377	3494
	68%	-	68%	73%	70%	67%	70%	66%	70%	70%	69%	67%	70%	65%	68%	70%	67%	68%	68%	71%	68%
NET Very/fairly dissatisfied	707	-	707	70	380	348	351	60	71	112	123	154	110	78	130	235	341	187	654	48	706
	14%	-	14%	10%	13%	14%	13%	9%	11%	11%	17% <sup>gh</sup>	17% <sup>gh</sup>	17% <sup>gh</sup>	15% <sup>op</sup>	10%	14% <sup>un</sup>	16% <sup>un</sup>	16% <sup>un</sup>	14% <sup>rs</sup>	9%	15%
Mean	3.76	-	3.76	3.93 <sup>d</sup>	3.78	3.74	3.78	3.83 <sup>i</sup>	3.80	3.84 <sup>kl</sup>	3.68	3.70	3.66	3.80	3.82 <sup>p</sup>	3.77	3.71	3.72	3.75	3.85	3.72
Std Dev.	1.07	-	1.07	1.02	1.07	1.08	1.07	0.97	0.97	1.02	1.16	1.13	1.13	1.14	0.97	1.08	1.13	1.13	1.09	0.96	1.11
Std Error	0.02	-	0.02	0.04	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.04	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.05	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QD3\_6. How satisfied are you with the following aspects of Royal Mail's service?  
Availability of Post Office branches

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Very dissatisfied (1)	239	30	81	71	58	110	129	130	106	31	35	55	64	34	154	32	190	27	89	-
	5%	3%	5%	3% <b>abc</b>	4%	4%	5%	4%	5%	5%	5%	4%	5%	4%	5%	3%	4%	5%	5%	10
Fairly dissatisfied (2)	486	85	151	111	120	237	231	262	202	73	84	116	119	62	299	76	365	47	174	10
	9%	8%	9%	9%	8%	9%	9%	9%	10%	12% <b>mn</b>	10%	9%	9%	8%	9%	12%	9%	9%	9%	7%
Neither satisfied or dissatisfied (3)	876	157	238	182	299	395	481	527	323	132	105	217	220	118	542	137	673	71	307	23
	17%	17%	15%	15%	21% <b>abc</b>	16%	18% <b>abc</b>	17%	16%	16%	16%	16%	16%	14%	16%	16%	16%	13%	16%	17%
Fairly satisfied (4)	2229	380	739	498	611	1120	1109	1360	845	228	277	630	613	352	1520	228	1906	213	879	70
	43%	40%	45% <b>abc</b>	42%	42%	44%	42%	44%	42%	36%	42%	42%	42%	43% <b>abc</b>	42% <b>abc</b>	35%	45% <b>abc</b>	40%	46%	45% <b>abc</b>
Very satisfied (5)	1300	270	360	310	343	648	652	767	520	161	173	311	352	233	830	163	1088	166	456	27
	25%	23% <b>abc</b>	23%	26%	24%	26%	25%	25%	26%	25%	26%	23%	26%	23% <b>abc</b>	25%	25%	26%	24%	21%	21%
Don't know	49	13	15	6	14	29	20	29	16	12	4	9	5	9	18	12	28	6	13	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2% <b>in</b>	1%	1%	*	1%	1%	2% <b>in</b>	1%	1%	1%	
NET Very/fairly satisfied	3529	660	1108	808	954	1768	1762	2127	1366	389	450	941	965	591	2356	392	2995	379	1336	98
	68%	70%	70%	69%	66%	70%	67%	69%	68%	61%	65% <b>abc</b>	67% <b>abc</b>	67% <b>abc</b>	67% <b>abc</b>	67% <b>abc</b>	60%	69% <b>abc</b>	72%	70%	74%
NET Very/fairly dissatisfied	707	115	232	181	178	347	360	392	308	106	99	171	183	96	453	108	555	74	263	10
	14%	12%	15%	15%	12%	14%	14%	13%	15% <b>abc</b>	17%	15%	13%	13%	12%	13%	17%	13%	14%	14%	8%
Mean	3.76	3.85	3.74	3.74	3.74	3.78	3.74	3.78	3.74	3.66	3.75	3.77	3.78	3.87	3.77	3.65	3.78 <b>bc</b>	3.85	3.76	3.88
Std Dev.	1.07	1.05	1.08	1.13	1.04	1.07	1.08	1.05	1.11	1.13	1.11	1.03	1.07	1.06	1.06	1.13	1.06	1.12	1.06	0.84
Std Error	0.02	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02	0.05	0.02	0.08

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QD3\_6. How satisfied are you with the following aspects of Royal Mail's service?  
Availability of Post Office branches

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b) (c)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Very dissatisfied (1)	239	189	50	11	194	26	14	4	13	25	14	20	18	33	21	21	29	3	24
	5%	4%	7%	6%	4%	3%	6%	3%	6%	4%	3%	5%	4%	7%	3%	3%	7%	5%	6%
Fairly dissatisfied (2)	486	386	82	21	379	59	23	6	18	53	47	22	30	60	47	62	43	9	53
	9%	8%	11%	11%	9%	14%	5%	4%	8%	9%	11%	6%	7%	12%	7%	9%	10%	12%	14%
Neither satisfied or dissatisfied (3)	876	747	129	36	742	74	38	21	37	100	57	58	75	111	139	76	8	66	
	17%	17%	18%	19%	17%	17%	15%	15%	18%	18%	13%	16%	17%	18%	16%	17%	16%	16%	17%
Fairly satisfied (4)	2229	1911	318	77	1879	182	101	67	97	230	187	171	215	187	304	311	176	22	159
	43%	43%	44%	40%	43%	42%	41%	47%	46%	41%	44%	45%	47%	39%	45%	44%	40%	43%	42%
Very satisfied (5)	1200	1162	138	42	1100	90	65	42	46	153	117	98	107	108	156	169	115	13	77
	25%	26%	19%	22%	25%	21%	29%	30%	22%	27%	27%	26%	24%	22%	27%	24%	24%	24%	20%
Don't know	49	44	5	4	43	3	2	2	-	4	4	6	10	3	8	4	3	-	3
	1%	1%	1%	2%	1%	1%	1%	1%	-	1%	1%	2%	2%	1%	1%	1%	1%	-	1%
NET Very/fairly satisfied	3529	3073	457	119	2979	271	170	110	143	383	304	269	322	295	401	480	291	35	236
	68%	68%	63%	62%	68%	63%	69%	75%	69%	69%	61%	62%	64%	62%	68%	66%	66%	67%	62%
NET Very/fairly dissatisfied	707	574	132	32	574	85	38	10	29	78	61	42	47	94	68	83	72	9	76
	14%	13%	18%	17%	13%	20%	15%	7%	14%	14%	14%	11%	10%	19%	10%	12%	16%	17%	20%
Mean	3.76	3.78	3.57	3.64	3.77	3.58	3.76	3.98	3.71	3.77	3.82	3.83	3.82	3.58	3.68	3.77	3.69	3.69	3.56
Std Dev.	1.07	1.06	1.13	1.12	1.07	1.14	1.13	0.94	1.09	1.09	1.06	1.06	1.00	1.17	1.00	1.01	1.15	1.12	1.14
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.04	0.07	0.06	0.06	0.06	0.06	0.07	0.06	0.06	0.07	0.08	0.04

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QD3\_6. How satisfied are you with the following aspects of Royal Mail's service?  
Availability of Post Office branches

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges					
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)		
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836	
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747	
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025	
Very dissatisfied (1)	239	113	22	53	78	87	24	21	26	165	47	72	91	37	13	22	164	35	45	71	
	5%	6%	9%	6%	4%	4%	3%	6%	10% <i>defghj</i>	4%	3% <i>defghj</i>	4%	5%	5%	22% <i>klmnopq</i>	4%	19% <i>klmnopq</i>	5%	4%	4%	
Fairly dissatisfied (2)	468	185	27	97	144	177	77	55	13	322	68	158	187	65	41	13	345	53	67	164	
	8%	10%	12%	11%	8%	9%	9%	15% <i>defghj</i>	8%	13% <i>defghj</i>	10%	8%	9%	15% <i>klmnopq</i>	13%	9%	15% <i>klmnopq</i>	8%	8%	9%	
Neither satisfied or dissatisfied (3)	876	281	43	142	161	280	309	80	35	441	115	169	310	289	70	26	479	97	142	258	
	17%	16%	18%	16%	9%	14% <i>d</i>	38% <i>deghij</i>	23% <i>defghj</i>	21% <i>defghj</i>	12% <i>d</i>	22% <i>defghj</i>	9%	15% <i>klmnopq</i>	39% <i>klmnopq</i>	27% <i>klmnopq</i>	27% <i>klmnopq</i>	12% <i>d</i>	27% <i>klmnopq</i>	17%	17%	15%
Fairly satisfied (4)	2229	801	89	378	636	1088	290	153	49	1724	201	753	1076	271	80	19	1829	109	353	810	
	43%	44%	37%	43%	36%	41% <i>defghj</i>	36%	43% <i>hij</i>	29%	45% <i>defghj</i>	39%	33% <i>opq</i>	33% <i>klmnopq</i>	31% <i>opq</i>	34% <i>opq</i>	16%	40% <i>klmnopq</i>	30%	42%	46%	
Very satisfied (5)	1300	413	53	207	728	379	112	40	37	1107	76	799	356	77	48	17	1154	65	222	427	
	25%	23%	22%	24%	42% <i>defghj</i>	19% <i>defghj</i>	14%	17%	22% <i>fghj</i>	29% <i>klmnopq</i>	15%	41% <i>klmnopq</i>	18% <i>klmnopq</i>	10%	18% <i>klmnopq</i>	17%	29% <i>klmnopq</i>	18% <i>klmnopq</i>	27%	24%	
Don't know	49	2	2	2	6	11	4	5	6	17	11	10	8	7	1	2	18	3	4	16	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	
NET Very/fairly satisfied	3529	1214	142	586	1364	1407	402	193	85	2831	278	1552	1431	348	138	36	2983	174	575	1238	
	68%	67%	60%	67%	78% <i>defghj</i>	73% <i>defghj</i>	49%	54%	52%	75% <i>defghj</i>	54%	79% <i>klmnopq</i>	71% <i>klmnopq</i>	47%	63% <i>opq</i>	36%	75% <i>klmnopq</i>	48%	69%	71%	
NET Very/fairly dissatisfied	707	298	50	150	222	264	101	76	39	486	115	230	279	102	54	34	509	88	112	235	
	14%	16%	21%	17%	13%	13%	12%	21% <i>defghj</i>	24% <i>defghj</i>	13%	22% <i>defghj</i>	12%	14%	21% <i>klmnopq</i>	35% <i>klmnopq</i>	13%	24% <i>klmnopq</i>	13%	13%	13%	
Mean	3.76	3.68	3.53	3.67	4.03 <i>defghj</i>	3.74 <i>defghj</i>	3.48	3.39	3.36	3.87 <i>defghj</i>	3.38	4.05 <i>klmnopq</i>	3.70 <i>klmnopq</i>	3.39 <i>opq</i>	3.45 <i>opq</i>	2.96	3.87 <i>klmnopq</i>	3.32 <i>opq</i>	3.77	3.79	
Std Dev.	1.07	1.12	1.23	1.13	1.11	1.00	0.95	1.07	1.36	1.06	1.17	1.07	1.01	0.96	1.11	1.39	1.06	1.21	1.10	1.05	
Std Error	0.02	0.03	0.08	0.04	0.03	0.02	0.03	0.06	0.11	0.02	0.05	0.02	0.02	0.04	0.07	0.13	0.02	0.07	0.04	0.02	

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
\* small base



**QD3\_6. How satisfied are you with the following aspects of Royal Mail's service?  
Availability of Post Office branches**

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Very dissatisfied (1)	239	20	214	5	85	144	10	234	3	2	-	239	-
	5%	6%	5%	6%	5%	4%	3%	5%	3%	3%	-	5%	-
Fairly dissatisfied (2)	468	26	439	3	139	303	25	445	12	9	-	466	2
	9%	8%	9%	3%	9%	9%	8%	9%	10%	19%	-	9%	7%
Neither satisfied or dissatisfied (3)	876	40	814	23	237	526	113	801	47	12	3	860	14
	17%	17%	17%	23% <sup>ab</sup>	16%	16%	35% <sup>de</sup>	16%	40% <sup>gh</sup>	26%	34%	17%	52%
Fairly satisfied (4)	2229	146	2055	28	635	1481	113	2157	43	18	2	2218	9
	43%	44%	43%	35%	43%	44% <sup>ef</sup>	35%	43%	37%	38%	22%	43%	35%
Very satisfied (5)	1300	98	1182	21	379	864	57	1280	10	6	4	1296	1
	25%	29%	20%	27%	25% <sup>gh</sup>	26% <sup>hi</sup>	18%	26% <sup>ih</sup>	8%	13%	43%	25% <sup>kl</sup>	5%
Don't know	49	6	43	*	14	30	5	47	2	-	-	49	*
	1%	2%	1%	*	1%	1%	2%	1%	2%	-	-	1%	1%
NET Very/fairly satisfied	3529	243	3237	49	1014	2345	170	3437	53	23	5	3514	10
	68%	73%	68%	62%	63% <sup>ij</sup>	70% <sup>kl</sup>	53%	69% <sup>lm</sup>	45%	50%	66%	69% <sup>no</sup>	40%
NET Very/fairly dissatisfied	707	46	653	7	225	447	36	679	15	11	-	705	2
	14%	14%	14%	9%	15%	13%	11%	14%	13%	24%	-	14%	7%
Mean	3.76	3.84	3.75	3.73	3.73	3.79 <sup>mn</sup>	3.57	3.77 <sup>op</sup>	3.39	3.34	4.09	3.76 <sup>qr</sup>	3.38
Std Dev.	1.07	1.12	1.07	1.08	1.12	1.06	0.98	1.08	0.89	1.08	0.94	1.08	0.70
Std Error	0.02	0.06	0.02	0.12	0.03	0.02	0.05	0.02	0.10	0.16	0.42	0.02	0.15

Proportions/Mean: Column Test (5% risk level) - abc - def - ghijkl  
\* small base, \*\* very small base (under 30) ineligible for sig testing

**QD3\_6. How satisfied are you with the following aspects of Royal Mail's service?  
Availability of Post Office branches**

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Very dissatisfied	(1) 239	64	59	58	58	23	19	22	20	21	17	-	31	27	18	20	21
	5%	5%	5%	5%	5%	5%	4%	5%	4%	5%	4%	-	4%	6%	4%	5%	5%
Fairly dissatisfied	(2) 468	131	106	105	125	57	40	34	32	33	41	-	66	39	41	40	44
	9%	10%	8%	8%	10%	13%ab	9%	8%	7%	8%	10%	-	8%	9%	9%	10%	10%
Neither satisfied or dissatisfied	876	229	249	181	219	70	77	81	81	92	75	-	116	65	67	75	78
	(3) 17%	18%	19%ab	14%	17%	16%	18%	19%	17%	22%abcd	18%	-	14%	14%	15%	18%	18%
Fairly satisfied	(4) 2229	525	541	613	550	161	185	179	183	168	189	-	403	210	190	165	195
	43%	41%	42%	49%ab	43%	37%	43%	42%	40%	41%	45%	-	40%efhio	44%	44%	40%	45%
Very satisfied	(5) 1300	328	323	318	331	118	107	104	141	94	88	-	195	123	121	111	99
	25%	25%	25%	25%	26%	27%	25%	24%	32%gh	23%	21%	-	24%	26%	28%	27%	23%
Don't know	49	14	16	13	6	3	4	6	6	4	6	-	6	7	-	5	1
	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	-	1%	2%	-	1%	-
NET Very/fairly satisfied	3529	853	863	932	881	278	292	283	324	263	277	-	598	333	311	276	294
	68%	66%	67%	72%ab	68%	64%	68%	66%	70%	64%	67%	-	72%ef	71%	71%	66%	67%
NET Very/fairly dissatisfied	707	195	164	164	183	80	59	56	52	54	58	-	98	66	58	60	65
	14%	15%	13%	13%	14%	19%ab	14%	13%	11%	13%	14%	-	12%	14%	13%	14%	15%
Mean	3.76	3.72	3.76	3.81	3.76	3.68	3.75	3.74	3.86	3.69	3.71	-	3.82	3.78	3.82	3.75	3.70
Std Dev	1.07	1.11	1.06	1.05	1.08	1.17	1.07	1.08	1.07	1.07	1.04	-	1.01	1.10	1.07	1.11	1.07
Std Error	0.02	0.03	0.03	0.03	0.03	0.06	0.05	0.05	0.05	0.05	0.05	-	0.03	0.05	0.05	0.05	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

QD3\_7. How satisfied are you with the following aspects of Royal Mail's service?  
Cost of postage

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	680	668	963	696	983	731	470	1318	1659	2184	1201	4761	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Very dissatisfied (1)	821	-	521	36	326	274	241	28	25	73	94	141	84	76	53	167	301	160	487	31	526
	10%	-	10%	5%	12%	11%	9%	4%	4%	7%	13%	15%	13%	14%	4%	10%	14%	14%	11%	6%	10%
Fairly dissatisfied (2)	976	-	976	94	609	438	538	95	82	144	117	218	172	148	176	262	538	319	885	83	1003
	19%	-	19%	15%	21%	17%	19%	14%	13%	14%	16%	21%	21%	21%	13%	15%	21%	21%	19%	16%	19%
Neither satisfied or dissatisfied (3)	1260	-	1260	145	671	628	627	174	156	232	168	219	174	136	331	400	529	311	1130	118	1260
	24%	-	24%	21%	24%	25%	24%	25%	24%	23%	23%	24%	27%	26%	25%	23%	24%	27%	25%	22%	24%
Fairly satisfied (4)	1715	-	1715	264	871	818	893	266	276	371	242	265	166	130	541	612	561	296	1506	203	1717
	33%	-	33%	38%	31%	35%	34%	39%	42%	36%	34%	29%	26%	25%	40%	35%	27%	26%	33%	38%	33%
Very satisfied (5)	644	-	644	159	331	334	307	113	104	186	89	77	38	37	217	275	152	75	547	80	609
	12%	-	12%	12%	12%	13%	12%	13%	13%	13%	8%	6%	7%	7%	13%	11%	7%	6%	12%	13%	12%
Don't know	45	-	45	3	22	21	21	14	9	10	6	6	-	-	23	16	6	-	35	7	46
	1%	-	1%	-	1%	1%	1%	2%	1%	1%	1%	-	-	-	2%	1%	-	-	1%	1%	1%
NET Very/fairly satisfied	2359	-	2359	422	1202	1153	1200	378	380	557	331	342	204	166	758	887	713	371	2053	292	2326
	46%	-	46%	50%	42%	46%	46%	53%	53%	43%	43%	37%	32%	32%	57%	51%	34%	32%	45%	53%	45%
NET Very/fairly dissatisfied	1497	-	1497	130	935	712	779	123	107	218	211	359	255	224	230	429	838	479	1373	114	1529
	29%	-	29%	19%	33%	28%	30%	18%	16%	21%	28%	39%	40%	43%	17%	23%	40%	41%	30%	21%	30%
Mean	3.19	-	3.19	3.59d	3.10	3.20	3.19	3.50kjm	3.55kjm	3.45kjm	3.16kjm	2.91	2.85	2.82	3.53ooo	3.33pq	2.87	2.83	3.16	3.45r	3.17
Std Dev.	1.18	-	1.18	1.13	1.21	1.20	1.16	1.06	1.03	1.16	1.23	1.21	1.13	1.16	1.04	1.20	1.18	1.15	1.19	1.12	1.18
Std Error	0.02	-	0.02	0.05	0.02	0.02	0.02	0.04	0.04	0.04	0.05	0.04	0.04	0.05	0.03	0.03	0.03	0.03	0.02	0.06	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QD3\_7. How satisfied are you with the following aspects of Royal Mail's service?

Cost of postage

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Very dissatisfied (1)	521	71	177	125	148	248	273	272	238	90	69	130	121	67	320	91	395	48	251	13
	10%	8%	11% <b>abc</b>	11%	10%	10%	10%	9%	12% <b>gh</b>	14% <b>klmn</b>	11%	10%	9%	8%	3%	14% <b>op</b>	9%	4%	8%	13%
Fairly dissatisfied (2)	976	144	342	210	279	487	489	507	463	94	128	289	257	132	671	94	816	100	407	36
	19%	15%	21% <b>abc</b>	18%	19%	19%	19%	16%	23% <b>gh</b>	15%	20%	22% <b>klmn</b>	19%	16%	20% <b>op</b>	15%	19% <b>q</b>	19%	24% <b>rs</b>	27%
Neither satisfied or dissatisfied (3)	1260	218	377	286	380	594	666	698	530	206	165	313	310	165	788	211	788	137	438	34
	24%	23%	24%	24%	26%	23%	25%	23%	26% <b>gh</b>	13% <b>klmn</b>	12%	13%	13%	12%	23%	33% <b>op</b>	23%	23%	26%	23%
Fairly satisfied (4)	1715	334	532	399	450	866	849	1133	567	158	202	452	527	295	1182	158	1500	158	584	31
	33%	35%	33%	34%	31%	34%	32%	32% <b>gh</b>	28%	25%	31%	24%	23% <b>klmn</b>	23% <b>op</b>	35% <b>q</b>	24%	35% <b>rs</b>	30%	30%	23%
Very satisfied (5)	644	171	155	150	165	326	318	445	194	79	90	147	150	152	387	80	542	81	162	16
	12%	18% <b>abc</b>	10%	13%	12%	13%	12%	14% <b>gh</b>	10%	12%	14%	11%	11%	19% <b>klmn</b>	11%	12%	13%	13%	15% <b>rs</b>	12%
Don't know	45	7	11	8	19	18	27	20	20	13	3	8	7	2	18	13	21	6	16	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2% <b>klmn</b>	-	1%	1%	-	1%	2% <b>op</b>	-	1%	1%	1%
NET Very/fairly satisfied	2389	505	687	549	618	1192	1167	1578	761	236	292	600	677	447	1569	239	2043	239	746	47
	46%	53% <b>abc</b>	43%	47%	43%	47%	45%	51% <b>gh</b>	38%	37%	44% <b>klmn</b>	45% <b>op</b>	43% <b>q</b>	43% <b>rs</b>	46% <b>t</b>	37%	49% <b>uv</b>	43% <b>w</b>	45% <b>x</b>	39%
NET Very/fairly dissatisfied	1497	216	519	335	422	735	762	778	702	184	197	418	378	200	993	185	1211	148	718	49
	29%	23%	33% <b>abc</b>	23% <b>cd</b>	30% <b>de</b>	29%	29%	25%	35% <b>gh</b>	29%	30%	31% <b>klmn</b>	28%	25%	29% <b>op</b>	29%	28%	28%	37% <b>rs</b>	37%
Mean	3.19	3.41 <b>abc</b>	3.09	3.20	3.15	3.21	3.17	3.33 <b>h</b>	3.01	3.07	3.18	3.15	3.24 <b>i</b>	3.41 <b>klm</b>	3.19	3.07	3.23 <b>o</b>	3.24 <b>r</b>	2.97	3.01
Std Dev.	1.18	1.17	1.18	1.19	1.17	1.18	1.18	1.17	1.18	1.21	1.20	1.17	1.15	1.20	1.17	1.22	1.17	1.19	1.19	1.20
Std Error	0.02	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02	0.05	0.03	0.12

Proportions: Means: Columns T tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QD3\_7. How satisfied are you with the following aspects of Royal Mail's service?

Cost of postage

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	280	257	261	262	273	261	260	61	388
Very dissatisfied (1)	521 10%	425 10%	96 5.5%	22 2.8%	439 10%	40 9%	28 11%	14 2%	22 10%	66 12%	49 12%	47 13%	53 12%	44 9%	57 8%	52 7%	48 11%	3 6%	37 10%
Fairly dissatisfied (2)	976 19%	818 18%	158 22%	33 3.7%	824 19%	88 20%	41 17%	23 16%	39 17%	95 17%	97 21%	68 13%	71 16%	117 24%	71 10%	174 25%	105 24%	7 14%	61 16%
Neither satisfied or dissatisfied (3)	1260 24%	1076 24%	184 25%	51 2.7%	1064 25%	100 23%	66 27%	31 2%	55 21%	120 21%	107 25%	104 28%	111 24%	118 25%	168 24%	156 22%	125 28%	11 20%	89 23%
Fairly satisfied (4)	1715 33%	1503 34%	213 29%	56 2.9%	1419 33%	155 36%	85 34%	56 3%	74 33%	202 33%	129 30%	102 27%	168 37%	136 28%	253 34%	237 34%	118 27%	25 49%	130 34%
Very satisfied (5)	644 12%	577 13%	67 9%	24 1.3%	554 13%	47 11%	26 10%	17 1%	23 11%	75 13%	75 11%	49 13%	49 11%	59 12%	124 16%	81 11%	45 10%	6 17%	41 11%
Don't know	45 1%	40 1%	5 1%	4 2%	38 1%	3 1%	2 1%	2 1%	- -	8 1%	4 1%	4 1%	4 1%	5 1%	5 1%	6 1%	2 1%	- -	3 1%
NET Very/fairly satisfied	2359 46%	2080 47%	279 39%	80 4.2%	1972 45%	203 47%	111 45%	73 49%	97 43%	277 49%	178 42%	151 40%	217 49%	195 41%	377 49%	318 45%	162 37%	31 61%	171 45%
NET Very/fairly dissatisfied	1497 29%	1242 28%	254 35%	55 2.9%	1263 29%	128 30%	69 28%	37 2%	58 28%	160 28%	137 32%	116 31%	124 27%	161 34%	128 19%	226 32%	153 35%	10 20%	118 31%
Mean	3.19	3.23b	2.99	3.15	3.19	3.19	3.16	3.28	3.19	3.23p	3.10	3.10	3.20	3.18	3.47hjkimopr	3.17	3.01	3.44kmm	3.15
Std Dev.	1.18	1.18	1.19	1.20	1.19	1.16	1.17	1.18	1.16	1.22	1.20	1.22	1.18	1.18	1.16	1.15	1.16	1.07	1.17
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.05	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.08	0.04

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QD3\_7. How satisfied are you with the following aspects of Royal Mail's service?

Cost of postage

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (g)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Very dissatisfied (1)	521	290	55	140	167	171	92	49	38	338	86	183	174	74	50	34	357	84	122	190
	10%	16%	25%	16%	10%	8%	11%	14% <sup>del</sup>	23% <sup>del</sup>	9%	14% <sup>del</sup>	9%	9%	10%	19% <sup>kimp</sup>	33% <sup>kimp</sup>	9%	23% <sup>kimp</sup>	13% <sup>del</sup>	11%
Fairly dissatisfied (2)	976	456	41	271	319	407	139	81	27	726	108	359	382	159	57	10	740	67	151	452
	19%	25%	17%	31% <sup>ab</sup>	18%	20%	17%	23%	16%	19%	21%	18%	19%	21% <sup>cd</sup>	22%	11%	19%	19%	18%	26% <sup>vr</sup>
Neither satisfied or dissatisfied (3)	1260	434	75	232	330	453	339	84	39	783	123	342	473	329	67	26	816	94	168	442
	24%	24%	32%	26%	19%	22% <sup>cd</sup>	42% <sup>deghj</sup>	24%	24%	21%	24%	17%	23% <sup>kl</sup>	44% <sup>klnopq</sup>	26% <sup>kl</sup>	27%	20% <sup>kl</sup>	26% <sup>kl</sup>	20%	25% <sup>vr</sup>
Fairly satisfied (4)	1715	485	49	187	555	796	193	116	45	1351	159	649	818	141	75	21	1467	96	261	511
	33%	27% <sup>bc</sup>	21%	21%	32% <sup>ef</sup>	31% <sup>dehij</sup>	24%	32% <sup>ef</sup>	27%	33% <sup>def</sup>	31% <sup>ef</sup>	33% <sup>lmno</sup>	40% <sup>klnopq</sup>	19%	33% <sup>lm</sup>	22%	27% <sup>klnmno</sup>	42% <sup>lm</sup>	31%	29%
Very satisfied (5)	644	127	15	49	377	189	49	20	7	565	28	415	179	33	10	5	594	14	131	129
	12%	7%	6%	6%	21% <sup>klm</sup>	9% <sup>gh</sup>	6%	6%	5%	19% <sup>klm</sup>	5%	21% <sup>klnopq</sup>	9% <sup>lmno</sup>	4%	4%	5%	15% <sup>klnmno</sup>	4%	16% <sup>rs</sup>	7%
Don't know	45	12	1	6	6	6	5	5	9	12	14	13	3	9	5	2	15	6	*	23
	1%	1%	*	*	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	*	1%
NET Veryfairly satisfied	2359	613	64	237	932	984	242	135	52	1916	187	1005	996	175	85	26	2061	110	392	640
	46%	34% <sup>cd</sup>	27%	27%	53% <sup>klm</sup>	49% <sup>klm</sup>	30%	39% <sup>ef</sup>	32%	51% <sup>klm</sup>	36%	54% <sup>klnmno</sup>	49% <sup>klnmno</sup>	23%	32% <sup>lm</sup>	26%	63% <sup>klnmno</sup>	31%	47% <sup>kl</sup>	37%
NET Veryfairly dissatisfied	1497	746	97	411	486	578	231	130	64	1064	195	541	556	233	107	45	1097	151	273	642
	29%	41%	41%	47% <sup>bc</sup>	28%	29%	28%	37% <sup>def</sup>	39% <sup>def</sup>	28%	38% <sup>def</sup>	28%	27%	31%	40% <sup>kimp</sup>	45% <sup>kimp</sup>	27%	42% <sup>kimp</sup>	33%	37%
Mean	3.19	2.83 <sup>c</sup>	2.69	2.70	3.38 <sup>efghj</sup>	3.21 <sup>ghj</sup>	2.96	2.93	2.73	3.29 <sup>ghj</sup>	2.87	3.39 <sup>klnopq</sup>	3.22 <sup>klnopq</sup>	2.87 <sup>o</sup>	2.76	2.50	3.30 <sup>klnopq</sup>	2.69	3.15 <sup>rs</sup>	2.96
Std Dev.	1.18	1.20	1.22	1.14	1.27	1.13	1.05	1.16	1.24	1.20	1.19	1.26	1.11	0.99	1.17	1.30	1.19	1.21	1.30	1.14
Std Error	0.02	0.03	0.08	0.04	0.03	0.02	0.04	0.06	0.10	0.02	0.05	0.03	0.02	0.04	0.08	0.12	0.02	0.07	0.05	0.03

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/fg/h/j - k/l/m/n/op/q - r/s  
 \* small base

QD3\_7. How satisfied are you with the following aspects of Royal Mail's service?

Cost of postage

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2888	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Very dissatisfied (1)	521	31	486	4	173	325	23	505	7	6	2	519	*
	10%	9%	10%	5%	12%	10%	7%	10%	6%	13%	23%	10%	1%
Fairly dissatisfied (2)	976	33	934	9	276	655	45	950	3	10	-	973	3
	19%	10%	19%	12%	19%	20%	14%	19%	2%	22%	-	19%	13%
Neither satisfied or dissatisfied (3)	1260	55	1175	31	333	824	104	1180	44	14	3	1238	19
	24%	7%	25%	39%	22%	25%	32%	24%	37%	31%	34%	24%	75%
Fairly satisfied (4)	1715	126	1567	22	469	1138	108	1660	43	10	-	1713	2
	33%	38%	33%	29%	31%	34%	33%	33%	37%	22%	-	33%	6%
Very satisfied (5)	644	85	547	12	222	383	38	618	18	4	4	639	1
	12%	24%	12%	14%	15%	11%	12%	12%	15%	8%	43%	12%	4%
Don't know	45	6	38	1	17	22	6	41	2	2	-	45	-
	1%	2%	1%	1%	1%	1%	2%	1%	1%	4%	-	1%	-
NET Very/fairly satisfied	2359	211	2114	34	692	1521	146	2277	61	14	4	2352	3
	46%	63%	45%	43%	46%	45%	45%	46%	52%	30%	43%	46%	12%
NET Very/fairly dissatisfied	1497	63	1420	14	449	981	68	1465	10	16	2	1492	4
	29%	19%	30%	17%	30%	29%	21%	30%	9%	33%	23%	29%	14%
Mean	3.19	3.62b	3.16	3.35	3.20	3.18	3.29	3.19	3.54d	2.89	3.41	3.19	3.01
Std Dev.	1.18	1.23	1.18	1.05	1.24	1.17	1.08	1.19	1.00	1.16	1.67	1.18	0.64
Std Error	0.02	0.07	0.02	0.12	0.03	0.02	0.06	0.02	0.11	0.18	0.75	0.02	0.13

Proportions/Mean: Column Test (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QD3\_7. How satisfied are you with the following aspects of Royal Mail's service?

Cost of postage

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Very dissatisfied	(1) 821	87	122	169	143	25	36	25	42	44	36	-	111	59	49	46	48
	10%	7%	9%	13%ab	11%a	6%	8%	6%	9%	11%	9%	-	14%ag	12%ag	11%ag	11%ag	11%ag
Fairly dissatisfied	(2) 976	167	206	279	323	57	51	59	93	60	53	-	178	101	117	86	119
	19%	13%	16%	22%ab	25%ab	13%	12%	14%	20%h	14%	12%	-	22%etgj	21%etgj	27%etgj	21%etgj	27%etgj
Neither satisfied or dissatisfied	(3) 1260	313	337	303	306	105	92	116	105	108	125	-	210	94	93	97	116
	24%	24%	26%	24%	24%	24%	21%	27%	23%	25%	28%	-	26%	20%	21%	23%	26%
Fairly satisfied	(4) 1715	523	420	392	381	164	178	181	143	131	146	-	237	155	134	135	112
	33%	41%bcd	33%	30%	30%	38%ip	41%hlop	42%hlmnop	31%	32%	35%ip	-	29%	33%	31%	33%	25%
Very satisfied	(5) 644	186	198	136	124	76	67	43	77	67	54	-	78	59	36	48	39
	12%	14%bcd	15%bcd	11%	10%	17%gmp	16%gmp	10%	17%gmp	16%gmp	13%	-	9%	12%	8%	11%	9%
Don't know	45	14	8	10	13	5	6	3	5	1	2	-	5	5	7	3	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	2%	1%	1%
NET Very/fairly satisfied	2359	709	618	528	504	240	245	224	219	198	200	-	315	213	170	183	151
	46%	55%bcd	48%cd	41%	39%	55%lmnop	57%hlmnop	52%hlop	47%ip	48%hlop	48%hlop	-	38%	45%ip	39%	44%ip	35%
NET Very/fairly dissatisfied	1497	254	328	449	466	82	87	85	134	105	89	-	289	160	167	132	167
	29%	20%	25%ab	35%ab	36%ab	19%	20%	20%	33%ghj	25%	21%	-	35%etgj	31%etgj	33%etfghj	33%etfghj	33%etfghj
Mean	3.19	3.43bcd	3.28cd	3.04	3.01	3.48hlmnop	3.45hlmnop	3.37hlmnop	3.26lop	3.28lop	3.11lop	-	2.99	3.11	2.98	3.13	2.94
Std Dev.	1.18	1.10	1.19	1.22	1.18	1.11	1.15	1.04	1.22	1.22	1.12	-	1.20	1.24	1.18	1.20	1.16
Std Error	0.02	0.03	0.03	0.03	0.03	0.05	0.06	0.05	0.06	0.06	0.05	-	0.04	0.06	0.06	0.06	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing



QD3\_8. How satisfied are you with the following aspects of Royal Mail's service?  
Accessibility of services

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4761	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Very dissatisfied (1)	82	-	82	13	42	47	33	14	7	15	19	8	12	8	21	33	27	19	68	13	98
	2%	-	2%	2%	1%	2%	1%	2%	1%	1%	3%	1%	2%	1%	2%	2%	1%	2%	1%	2%	2%
Fairly dissatisfied (2)	229	-	229	32	116	108	121	35	39	33	23	39	26	33	75	57	98	59	202	26	253
	4%	-	4%	5%	4%	4%	5%	5%	6%	3%	3%	4%	4%	8%	3%	5%	5%	4%	5%	5%	5%
Neither satisfied or dissatisfied (3)	1106	-	1106	134	586	581	520	163	120	239	128	225	129	93	292	367	448	222	978	116	1087
	21%	-	21%	19%	21%	23%	20%	24%	20%	23%	18%	24%	20%	18%	22%	21%	21%	19%	21%	21%	21%
Fairly satisfied (4)	2382	-	2382	306	1347	1120	1252	320	297	455	339	427	295	248	617	794	971	544	2141	223	2364
	46%	-	46%	44%	48%	45%	48%	46%	45%	45%	47%	46%	47%	47%	46%	46%	47%	47%	47%	47%	46%
Very satisfied (5)	1230	-	1230	211	674	593	637	143	155	261	188	206	149	126	298	449	484	277	1092	134	1223
	24%	-	24%	20%	24%	24%	24%	21%	24%	26%	22%	24%	24%	24%	22%	26%	23%	24%	24%	22%	24%
Don't know	131	-	131	4	65	64	65	13	26	13	20	20	23	16	39	33	59	39	109	18	136
	3%	-	3%	1%	2%	3%	2%	2%	4%	1%	3%	2%	4%	3%	3%	2%	3%	3%	2%	3%	3%
NET Very/fairly satisfied	3612	-	3612	517	2021	1713	1889	463	452	716	527	633	445	376	915	1243	1454	821	3233	357	3587
	70%	-	70%	74%	71%	68%	72%	67%	69%	70%	73%	68%	70%	72%	68%	72%	70%	71%	70%	67%	70%
NET Very/fairly dissatisfied	311	-	311	45	158	155	153	49	46	48	42	47	37	41	96	90	125	78	270	39	351
	6%	-	6%	6%	6%	6%	6%	7%	7%	5%	6%	5%	6%	6%	7%	5%	6%	7%	6%	7%	7%
Mean	3.88	-	3.88	3.96	3.90	3.86	3.91	3.80	3.88	3.91	3.84	3.87	3.89	3.89	3.84	3.92	3.88	3.89	3.89	3.86	3.87
Std Dev.	0.88	-	0.88	0.92	0.87	0.90	0.86	0.90	0.89	0.87	0.91	0.84	0.89	0.91	0.90	0.89	0.87	0.89	0.88	0.95	0.91
Std Error	0.01	-	0.01	0.04	0.02	0.02	0.02	0.04	0.03	0.03	0.04	0.03	0.03	0.04	0.02	0.02	0.02	0.03	0.01	0.05	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QD3\_8. How satisfied are you with the following aspects of Royal Mail's service?  
Accessibility of services

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Very dissatisfied (1)	82	20	21	22	19	41	41	44	34	20	7	21	11	14	39	20	52	10	20	-
	2%	2%	1%	2%	1%	2%	2%	1%	2%	3% <b>ab</b>	1%	2%	1%	2%	1%	3% <b>ab</b>	1%	2%	1%	-
Fairly dissatisfied (2)	229	41	69	65	54	110	119	127	98	39	44	72	43	22	159	41	162	21	82	7
	4%	4%	4%	5%	4%	4%	5%	4%	5%	6% <b>ab</b>	7% <b>ab</b>	7% <b>ab</b>	3%	3%	5%	6%	4%	4%	4%	5%
Neither satisfied or dissatisfied (3)	1106	159	360	263	325	518	588	637	439	151	144	283	277	146	704	152	867	103	390	31
	21%	17%	23% <b>ab</b>	22% <b>ab</b>	23% <b>ab</b>	20%	22%	21%	22%	24%	22%	21%	20%	18%	21%	23%	20%	19%	20%	23%
Fairly satisfied (4)	2382	426	766	509	681	1192	1190	1455	908	268	296	635	660	390	1591	271	2020	254	924	57
	46%	45%	49%	43%	47%	47%	45%	47%	45%	42%	45%	47%	49%	46%	47%	42%	49%	46%	46%	43%
Very satisfied (5)	1230	264	343	301	323	606	624	747	473	141	160	300	346	219	807	144	1036	136	456	31
	24%	23% <b>ab</b>	22%	26%	22%	24%	24%	24%	23%	22%	24%	22%	25%	27%	24%	22%	24%	26%	24%	24%
Don't know	131	36	35	18	42	71	61	67	61	20	7	27	36	23	70	20	94	7	48	6
	3%	4% <b>c</b>	2%	2%	3%	3%	2%	2%	3%	3%	1%	2%	3%	3%	2%	3%	2%	1%	2%	4%
NET Very/fairly satisfied	3612	690	1109	809	1005	1798	1814	2201	1381	409	456	935	1005	610	2397	415	3056	389	1380	88
	70%	73%	70%	69%	70%	71%	69%	72%	69%	64%	69%	70%	70%	67% <b>ab</b>	71% <b>ab</b>	64%	72% <b>ab</b>	73%	72%	67%
NET Very/fairly dissatisfied	311	61	90	87	73	151	160	171	132	59	51	93	53	36	198	60	234	31	101	7
	6%	6%	6%	7%	6%	6%	6%	6%	7%	6% <b>ab</b>	6% <b>ab</b>	7% <b>ab</b>	4%	4%	6% <b>ab</b>	6% <b>ab</b>	6%	6%	5%	5%
Mean	3.88	3.96 <b>bc</b>	3.86	3.86	3.88	3.90	3.87	3.91	3.86	3.76	3.86	3.86	3.96 <b>bc</b>	3.89 <b>bc</b>	3.90	3.76	3.92 <b>ab</b>	3.92	3.92	3.89
Std Dev.	0.88	0.92	0.85	0.93	0.85	0.88	0.89	0.87	0.90	0.98	0.90	0.89	0.82	0.85	0.86	0.98	0.86	0.89	0.85	0.85
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.02	0.02	0.03	0.02	0.04	0.01	0.04	0.02	0.08

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

**QD3\_8. How satisfied are you with the following aspects of Royal Mail's service?  
Accessibility of services**

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Very dissatisfied (1)	82	66	16	2	68	6	6	2	4	10	7	9	6	10	4	13	4	1	5
	2%	1%	2%	1%	2%	1%	2%	1%	2%	2%	2%	3%	1%	2%	1%	2%	1%	2%	1%
Fairly dissatisfied (2)	229	192	37	10	184	28	14	4	9	23	16	20	15	21	28	25	27	4	24
	4%	4%	5%	5%	4%	3% <b>d</b>	6%	3%	4%	4%	5%	5%	3%	4%	4%	4%	6%	7%	6%
Neither satisfied or dissatisfied (3)	1106	929	178	50	942	92	47	25	44	129	78	74	93	114	147	148	115	14	78
	21%	21%	25%	26%	22% <b>d</b>	21%	19%	17%	21%	23%	18%	20%	21%	24%	22%	21%	26% <b>d</b>	26%	21%
Fairly satisfied (4)	2382	2052	329	79	2007	196	111	67	103	251	202	185	225	212	300	336	193	23	174
	46%	46%	46%	41%	46%	45%	45%	47%	49%	44%	48%	49%	49%	44%	44%	48%	43%	44%	45%
Very satisfied (5)	1230	1086	144	43	1036	92	62	40	48	137	109	75	104	113	158	167	95	10	81
	24%	24% <b>d</b>	20%	22%	24%	21%	25%	25% <b>d</b>	23%	24%	26%	20%	23%	23%	28% <b>d</b>	24%	21%	20%	21%
Don't know	131	114	17	6	101	20	6	5	2	15	13	12	11	11	10	17	10	1	20
	3%	3%	2%	3%	2%	3% <b>d</b>	2%	3%	1%	3%	3%	3%	2%	2%	1%	2%	2%	1%	3% <b>wo</b>
NET Very/fairly satisfied	3612	3138	474	122	3043	288	174	106	151	389	311	260	329	324	488	504	287	33	255
	70%	71% <b>d</b>	68%	64%	70%	66%	70%	75% <b>d</b>	72%	69%	73% <b>d</b>	69%	72%	68%	72%	71%	65%	64%	67%
NET Very/fairly dissatisfied	311	257	54	12	252	33	20	6	13	33	23	29	21	31	33	38	31	5	28
	6%	6%	7%	7%	6%	8% <b>d</b>	8% <b>d</b>	4%	6%	6%	5%	8%	5%	6%	5%	5%	7%	9%	7%
Mean	3.88	3.90 <b>d</b>	3.78	3.81	3.89	3.83	3.87	4.02 <b>d</b>	3.88	3.88	3.95	3.81	3.91	3.84	3.96 <b>d</b>	3.90	3.80	3.73	3.84
Std Dev.	0.88	0.88	0.91	0.90	0.88	0.90	0.95	0.83	0.89	0.89	0.87	0.91	0.84	0.91	0.85	0.87	0.88	0.94	0.89
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.05	0.05	0.06	0.05	0.05	0.05	0.05	0.05	0.07	0.03

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QD3\_8. How satisfied are you with the following aspects of Royal Mail's service?  
Accessibility of services

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges					
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)		
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836	
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747	
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025	
Very dissatisfied (1)	82	30	8	14	26	22	8	12	14	48	25	17	24	9	11	14	41	25	16	14	
	2%	2%	3%	2%	2%	1%	1%	3% <i>ad</i>	3% <i>adef</i>	1%	3% <i>de</i>	1%	1%	1%	4% <i>kmp</i>	4% <i>kmp</i>	1%	3%	2%	1%	
Fairly dissatisfied (2)	229	71	15	39	61	73	60	30	134	34	62	78	55	31	5	138	36	47	63	4%	
	4%	4%	6%	4%	4%	4%	7% <i>deh</i>	9% <i>deh</i>	2%	7% <i>de</i>	3%	4%	7% <i>kmp</i>	12% <i>kmp</i>	5%	3%	10% <i>kmp</i>	6%	4%	6%	
Neither satisfied or dissatisfied (3)	1106	394	49	194	202	384	344	102	62	586	164	242	401	350	75	28	642	103	186	337	
	21%	22%	20%	22%	72%	19% <i>de</i>	42% <i>de</i>	29% <i>de</i>	35% <i>de</i>	16% <i>de</i>	32% <i>de</i>	12%	20% <i>kmp</i>	47% <i>kmp</i>	29% <i>kmp</i>	28% <i>kmp</i>	16% <i>k</i>	28% <i>kmp</i>	22%	19%	19%
Fairly satisfied (4)	2382	868	114	423	702	1151	297	166	50	1853	216	840	1137	248	111	25	1577	136	373	860	
	46%	48%	48%	48%	46%	47% <i>de</i>	47% <i>de</i>	36%	41% <i>de</i>	30%	43% <i>de</i>	43% <i>de</i>	43% <i>kmp</i>	33%	43% <i>kmp</i>	26%	42% <i>kmp</i>	38%	46%	46%	
Very satisfied (5)	1230	387	46	181	729	344	90	39	24	1073	62	779	347	58	24	17	1126	41	200	423	
	24%	21%	19%	21%	42% <i>de</i>	17% <i>de</i>	11%	11%	14%	28% <i>de</i>	12%	40% <i>kmp</i>	17% <i>kmp</i>	8%	9%	17% <i>kmp</i>	25% <i>kmp</i>	11%	24%	24%	
Don't know	131	55	6	29	33	47	17	5	12	80	17	21	44	25	11	10	65	21	10	50	
	3%	3%	2%	3%	2%	2%	2%	1%	1%	2% <i>de</i>	2%	1%	2% <i>kmp</i>	3% <i>kmp</i>	2%	1% <i>kmp</i>	2%	3%	1%	3%	
NET Very/fairly satisfied	3612	1255	160	604	1431	1495	387	205	74	2926	278	1619	1484	306	135	42	3103	177	574	1283	
	70%	70%	67%	69%	82% <i>de</i>	74% <i>de</i>	47%	53% <i>de</i>	45%	78% <i>de</i>	54%	83% <i>kmp</i>	73% <i>kmp</i>	47%	51% <i>kmp</i>	43%	75% <i>kmp</i>	49%	69%	73%	
NET Very/fairly dissatisfied	311	101	23	53	88	95	68	42	17	183	59	79	100	64	42	19	179	61	63	77	
	6%	6%	70%	6%	5%	5%	8% <i>de</i>	12% <i>de</i>	10% <i>de</i>	3%	11% <i>de</i>	4%	5%	9% <i>kmp</i>	16% <i>kmp</i>	19% <i>kmp</i>	4%	17% <i>kmp</i>	9% <i>k</i>	4%	
Mean	3.88	3.86	3.75	3.84	4.18 <i>de</i>	3.87 <i>de</i>	3.50	3.54	3.44	4.02 <i>de</i>	3.51	4.18 <i>kmp</i>	3.56 <i>kmp</i>	3.40	3.42	3.30	4.02 <i>kmp</i>	3.39	3.85	3.99	
Std Dev.	0.88	0.86	0.96	0.86	0.89	0.77	0.83	0.92	1.07	0.84	0.97	0.84	0.79	0.80	0.97	1.28	0.83	1.06	0.92	0.82	
Std Error	0.01	0.02	0.07	0.03	0.02	0.02	0.03	0.05	0.09	0.01	0.04	0.02	0.02	0.03	0.07	0.13	0.01	0.06	0.03	0.02	

Proportions: Means: Columns T tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
\* small base

QD3\_8. How satisfied are you with the following aspects of Royal Mail's service?  
Accessibility of services

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Very dissatisfied (1)	82	12	70	-	36	40	6	73	7	2	-	82	-
	2%	4%h	1%	-	2%	1%	2%	1%	3%h	4%	-	2%	-
Fairly dissatisfied (2)	229	17	211	1	78	145	6	206	12	4	-	223	6
	4%	5%	4%	2%	5%	4%	2%	4%	11%h	9%	-	4%	24%
Neither satisfied or dissatisfied (3)	1106	60	1025	21	312	689	106	1021	48	19	5	1088	14
	21%	78%	22%	26%	21%	21%	33%de	21%	42%gh	40%	57%	21%	53%
Fairly satisfied (4)	2382	149	2194	39	688	1553	141	2328	35	14	-	2377	5
	46%	44%	46%	49%	46%	46%	44%	83%h	30%	30%	-	83%h	18%
Very satisfied (5)	1230	93	1119	18	344	832	55	1206	13	7	4	1226	1
	24%	28%	24%	22%	23%	25%f	17%	24%h	11%	14%	43%	24%h	5%
Don't know	131	4	127	*	33	90	9	130	-	1	-	131	-
	3%	1%	3%	1%	2%	3%	3%	3%	-	2%	-	3%	-
NET Very/fairly satisfied	3612	242	3314	57	1031	2385	196	3533	49	21	4	3603	6
	70%	72%	70%	71%	69%h	71%f	61%	71%h	42%	45%	43%	70%h	23%
NET Very/fairly dissatisfied	311	29	281	1	114	184	13	279	20	6	-	305	6
	6%	9%	6%	2%	8%	6%	4%	6%	17%gh	13%	-	6%	24%
Mean	3.88	3.89	3.88	3.92	3.84	3.92df	3.74	3.91h	3.30	3.43	3.86	3.89h	3.04
Std Dev.	0.88	0.99	0.88	0.75	0.93	0.86	0.84	0.87	1.01	1.00	1.06	0.88	0.79
Std Error	0.01	0.06	0.01	0.09	0.02	0.02	0.05	0.01	0.11	0.16	0.47	0.01	0.16

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/gf - gh/ij/kl  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QD3\_8. How satisfied are you with the following aspects of Royal Mail's service?  
Accessibility of services

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Very dissatisfied (1)	82	29	22	16	14	13	6	11	7	7	9	-	15	1	3	2	10
	2%	2%	2%	1%	1%	3% <sup>ab</sup>	1%	3% <sup>ab</sup>	1%	2%	2%	-	2%	-	1%	-	2%
Fairly dissatisfied (2)	229	55	65	51	58	26	13	16	19	20	26	-	40	12	15	17	26
	4%	4%	5%	4%	5%	6%	3%	4%	4%	5%	6% <sup>ab</sup>	-	5%	2%	3%	4%	6%
Neither satisfied or dissatisfied (3)	1106	296	287	253	271	90	109	96	93	96	97	-	163	89	88	82	91
	21%	23%	22%	20%	21%	21%	23%	23%	20%	24%	23%	-	20%	19%	22%	20%	21%
Fairly satisfied (4)	2382	575	573	621	613	174	201	200	219	173	181	-	367	254	194	209	210
	46%	45%	44%	48%	47%	40%	47%	47%	47%	42%	44%	-	45%	54% <sup>ab</sup>	44%	50% <sup>ab</sup>	48%
Very satisfied (5)	1230	297	310	323	300	116	93	88	115	100	96	-	213	110	116	95	89
	24%	23%	24%	25%	23%	27%	22%	21%	25%	24%	23%	-	26%	23%	27%	23%	20%
Don't know	131	38	33	26	34	15	10	14	12	14	7	-	20	6	11	11	12
	3%	3%	3%	2%	3%	3%	2%	3%	3%	3%	2%	-	2%	1%	3%	3%	3%
NET Very/fairly satisfied	3612	872	883	944	913	290	295	288	334	272	277	-	580	364	310	304	299
	70%	68%	68%	73% <sup>ab</sup>	71%	67%	68%	67%	72%	66%	67%	-	71%	77% <sup>ab</sup>	71%	73%	68%
NET Very/fairly dissatisfied	311	84	87	67	72	38	18	28	25	27	35	-	54	13	18	19	35
	6%	7%	7%	5%	6%	3% <sup>ab</sup>	4%	6%	5%	6% <sup>ab</sup>	6% <sup>ab</sup>	-	7% <sup>ab</sup>	3%	4%	5%	6% <sup>ab</sup>
Mean	3.88	3.84	3.86	3.94	3.90	3.85	3.86	3.82	3.92	3.85	3.81	-	3.91	3.83 <sup>ab</sup>	3.95	3.94	3.81
Std Dev	0.88	0.91	0.91	0.85	0.86	0.99	0.84	0.91	0.87	0.91	0.94	-	0.91	0.75	0.84	0.80	0.91
Std Error	0.01	0.03	0.03	0.02	0.02	0.05	0.04	0.04	0.04	0.04	0.05	-	0.03	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
\*\* very small base (under 30) ineligible for sig testing

QD3\_9. How satisfied are you with the following aspects of Royal Mail's service?  
Easy to access information, e.g. about complaints procedures

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161	
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161	
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161	
Very dissatisfied (1)	137	-	137	12	82	85	50	3%	6%	29%	36%	26%	10%	13%	24%	65%	4%	2%	2%	118%	16%	156%
Fairly dissatisfied (2)	324	-	324	72	171	175	148	8%	4%	69%	33%	42%	33%	15%	132%	102%	90%	47%	264%	56%	343%	
Neither satisfied or dissatisfied (3)	1536	-	1536	140	852	751	780	160%	153%	266%	221%	326%	233%	178%	313%	487%	736%	411%	1423%	104%	1518%	
Fairly satisfied (4)	1711	-	1711	258	954	808	894	267%	273%	387%	221%	255%	165%	143%	539%	608%	564%	309%	1487%	210%	1671%	
Very satisfied (5)	848	-	848	187	465	427	421	131%	132%	198%	130%	122%	79%	96%	283%	328%	257%	135%	739%	105%	799%	
Don't know (6)	605	-	605	30	307	268	334	31%	40%	67%	75%	156%	114%	122%	70%	142%	392%	236%	558%	41%	674%	
NET Very/fairly satisfied (7)	2559	-	2559	445	1419	1235	1315	398%	405%	585%	352%	377%	245%	199%	803%	936%	820%	443%	2226%	315%	2470%	
NET Very/fairly dissatisfied (8)	461	-	461	84	252	260	198	101%	55%	98%	69%	68%	42%	28%	156%	167%	138%	70%	383%	71%	496%	
Mean	3.62	-	3.62	3.80d	3.61	3.59	3.65	3.62	3.78d/klm	3.69klm	3.59	3.53	3.52	3.53	3.70pq	3.65pq	3.53	3.53	3.61	3.68	3.58	
Std Dev	0.97	-	0.97	1.02	0.97	1.00	0.92	1.02	0.91	0.98	1.04	0.94	0.89	0.89	0.97	1.01	0.91	0.89	0.95	1.03	0.98	
Std Error	0.01	-	0.01	0.04	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.01	0.06	0.01	

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

**QD3\_9. How satisfied are you with the following aspects of Royal Mail's service?  
Easy to access information, e.g. about complaints procedures**

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Very dissatisfied (1)	137	19	37	49	33	55	82	90	47	24	7	38	37	18	83	24	103	9	60	2
	3%	2%	2%	4% <b>ab</b>	2%	2%	3%	3%	2%	4%	1%	3%	2%	2%	4%	2%	2%	2%	3%	2%
Fairly dissatisfied (2)	324	73	107	63	81	180	144	217	105	55	72	70	75	37	218	55	261	38	127	6
	6%	8%	7%	5%	6%	7%	5%	7% <b>h</b>	5%	8% <b>klmn</b>	11% <b>klm</b>	5%	6%	5%	6%	8%	6%	7%	7%	4%
Neither satisfied or dissatisfied (3)	1536	246	493	364	433	739	797	841	577	180	196	442	389	207	1028	184	1255	132	566	47
	30%	26%	31%	31%	30%	29%	30%	27%	28%	28%	30%	33% <b>lm</b>	28%	25%	31% <b>lm</b>	28%	30%	25%	30%	36%
Fairly satisfied (4)	1711	300	519	392	500	819	892	1109	577	210	205	455	481	275	1140	211	1432	197	634	41
	33%	32%	33%	33%	35%	32%	34%	35% <b>lm</b>	29%	33%	31%	34%	35%	34%	33%	34%	34%	37%	33%	31%
Very satisfied (5)	848	196	226	202	225	421	427	555	284	91	112	165	236	181	533	93	724	111	295	20
	16%	11% <b>bc</b>	14%	17%	16%	17%	16%	18% <b>h</b>	14%	14%	17%	14%	17%	22% <b>klmn</b>	16%	14%	17%	21% <b>h</b>	15%	15%
Don't know	605	112	212	107	174	324	281	263	334	79	65	148	153	96	367	82	476	43	236	15
	12%	12%	13% <b>c</b>	9%	12%	13%	11%	9%	17% <b>g</b>	12%	10%	11%	11%	12%	11%	13%	11%	8%	12% <b>cd</b>	11%
NET Very/fairly satisfied	2559	496	745	594	725	1241	1319	1654	861	301	317	640	717	455	1673	303	2156	308	929	62
	50%	41% <b>bc</b>	47%	50%	50%	49%	50%	54% <b>h</b>	43%	47%	46%	48%	52%	41% <b>klmn</b>	50%	47%	51%	48% <b>cd</b>	48%	47%
NET Very/fairly dissatisfied	461	91	144	112	114	235	228	307	152	79	79	108	113	55	301	79	365	47	187	8
	9%	10%	9%	10%	8%	9%	9%	10% <b>h</b>	8%	12% <b>klmn</b>	12% <b>klm</b>	8%	8%	7%	9%	12% <b>cd</b>	9%	9%	10%	6%
Mean	3.62	3.70 <b>bc</b>	3.57	3.59	3.63	3.62	3.61	3.65 <b>h</b>	3.56	3.52	3.58	3.57	3.60	3.73 <b>klmn</b>	3.61	3.52	3.64 <b>o</b>	3.75 <b>r</b>	3.58	3.61
Std Dev.	0.97	0.99	0.94	1.01	0.93	0.96	0.97	0.98	0.94	1.01	0.97	0.93	0.96	0.96	0.95	1.01	0.96	0.96	0.98	0.90
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.02	0.04	0.02	0.04	0.02	0.09

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base



**QD3\_9. How satisfied are you with the following aspects of Royal Mail's service?  
Easy to access information, e.g. about complaints procedures**

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	280	257	261	262	273	261	260	61	388
Very dissatisfied (1)	137	122	15	4	108	11	11	6	5	12	13	17	10	13	17	9	12	1	10
	3%	3%	2%	2%	2%	3%	3%	4%	3%	2%	3%	3%	2%	3%	3%	1%	3%	3%	3%
Fairly dissatisfied (2)	324	282	42	11	261	33	20	10	9	34	25	28	29	25	40	54	15	1	32
	6%	6%	6%	6%	6%	8%	8%	7%	4%	6%	6%	6%	6%	5%	6%	6%	3%	2%	6%
Neither satisfied or dissatisfied (3)	1636	1303	233	53	1308	132	60	36	62	165	129	116	129	145	182	230	150	14	119
	30%	29%	32%	28%	30% <sup>ab</sup>	31% <sup>cd</sup>	24%	25%	30%	29%	30%	31%	28%	30%	27%	33%	34%	26%	31%
Fairly satisfied (4)	1711	1462	250	65	1447	137	80	47	80	184	150	100	175	158	233	233	135	22	114
	33%	33%	35%	34%	33%	32%	32%	33%	33%	33%	33%	27%	33%	33%	34%	33%	31%	4%	30%
Very satisfied (5)	848	782	66	28	720	60	40	27	30	102	56	67	85	77	159	106	58	9	52
	16%	18% <sup>de</sup>	9%	15%	17%	14%	16%	19% <sup>ce</sup>	14%	16%	13%	18%	14%	16%	23% <sup>hlmopqr</sup>	15%	13%	16%	14%
Don't know	605	488	117	30	493	59	35	17	23	69	53	47	47	62	46	75	73	5	54
	12%	11%	16% <sup>ga</sup>	16%	11%	14%	14%	12%	11%	12% <sup>un</sup>	12% <sup>un</sup>	13% <sup>un</sup>	10%	13% <sup>un</sup>	7%	11%	16% <sup>dmn</sup>	10%	14% <sup>un</sup>
NET Very/fairly satisfied	2559	2243	316	93	2188	197	120	74	110	296	206	167	240	235	302	338	193	31	166
	50%	51% <sup>bc</sup>	44%	49%	50%	46%	49%	53% <sup>cd</sup>	53% <sup>cd</sup>	51%	48%	44%	53% <sup>opqr</sup>	49%	53% <sup>klmnopqr</sup>	46%	44%	53% <sup>opqr</sup>	44%
NET Very/fairly dissatisfied	461	404	57	15	369	45	31	16	14	46	38	46	39	38	57	63	27	3	42
	9%	9%	8%	8%	9%	10%	13% <sup>cd</sup>	11%	7%	8%	9%	12% <sup>hg</sup>	9%	8%	8%	9%	6%	5%	11% <sup>de</sup>
Mean	3.62	3.63 <sup>bc</sup>	3.51	3.63	3.63	3.54	3.56	3.64	3.65	3.67	3.57	3.52	3.63	3.63	3.75% <sup>opqr</sup>	3.59	3.57	3.74	3.51
Std Dev.	0.97	0.98	0.87	0.93	0.96	0.97	1.07	1.05	0.91	0.96	0.94	1.07	0.92	0.95	0.99	0.91	0.91	0.89	0.98
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.04	0.04	0.06	0.06	0.06	0.07	0.06	0.06	0.06	0.06	0.06	0.07	0.04

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QD3\_9. How satisfied are you with the following aspects of Royal Mail's service?  
Easy to access information, e.g. about complaints procedures

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Very dissatisfied (1)	137	72	12	28	39	47	18	16	17	86	33	61	37	17	8	13	98	22	25	46
	3%	4%	5%	3%	2%	2%	2%	4% <i>def</i>	4% <i>def</i>	2%	4% <i>def</i>	3%	2%	2%	3%	14% <i>kimp</i>	2%	9% <i>kimp</i>	3%	3%
Fairly dissatisfied (2)	324	114	25	40	64	134	55	45	23	198	68	84	114	59	14	197	64	79	91	
	6%	6%	11% <i>cd</i>	5%	4%	7% <i>d</i>	7% <i>d</i>	13% <i>def</i>	14% <i>def</i>	5%	13% <i>def</i>	4%	6%	6% <i>ap</i>	19% <i>kimp</i>	15% <i>kjp</i>	5%	18% <i>kimp</i>	10% <i>sa</i>	5%
Neither satisfied or dissatisfied (3)	1536	559	56	312	399	575	405	105	41	973	146	442	587	383	90	22	1029	111	199	546
	30%	31%	23%	39% <i>cd</i>	23%	28% <i>d</i>	50% <i>defghj</i>	30% <i>d</i>	25%	26%	28%	23%	29% <i>k</i>	51% <i>kimpopq</i>	34% <i>kp</i>	22%	26% <i>k</i>	31% <i>kr</i>	24%	31% <i>kr</i>
Fairly satisfied (4)	1711	561	80	232	502	627	213	121	33	1329	154	599	853	165	65	16	1453	82	319	554
	33%	31% <i>cd</i>	34%	26%	28%	41% <i>defh</i>	26%	21% <i>fh</i>	20%	33% <i>d</i>	30%	31% <i>mnop</i>	52% <i>kimpopq</i>	22%	24%	17%	33% <i>mnop</i>	23%	33% <i>sa</i>	32%
Very satisfied (5)	848	200	27	91	495	224	70	36	20	719	56	541	240	40	10	13	780	23	162	284
	16%	11%	11%	10%	28% <i>defgh</i>	11%	9%	10%	12%	19% <i>defh</i>	11%	28% <i>kimpopq</i>	12% <i>mnop</i>	5%	4%	14% <i>mnop</i>	20% <i>kmpno</i>	6%	19% <i>sa</i>	15%
Don't know	605	297	37	177	255	213	56	31	30	469	61	234	198	81	40	19	432	60	49	245
	12%	16%	20%	12%	15% <i>defg</i>	11% <i>d</i>	7%	9%	12% <i>defg</i>	12% <i>d</i>	12%	12%	10%	11%	15% <i>d</i>	23% <i>kimp</i>	11%	16% <i>kp</i>	6%	14% <i>kr</i>
NET Very/fairly satisfied	2559	763	108	323	907	1051	283	157	53	2049	210	1140	1093	205	75	30	2233	105	481	818
	50%	42% <i>cd</i>	49%	37%	37% <i>defgh</i>	33% <i>defh</i>	35%	44% <i>fh</i>	32%	54% <i>fh</i>	41%	39% <i>mnop</i>	54% <i>mnop</i>	28%	29%	30%	55% <i>mnop</i>	29%	53% <i>sa</i>	47%
NET Very/fairly dissatisfied	461	186	37	68	102	182	73	61	40	284	101	145	150	76	58	28	295	86	105	138
	9%	10%	16% <i>cd</i>	8%	6%	9% <i>d</i>	9% <i>d</i>	17% <i>def</i>	24% <i>def</i>	8%	20% <i>def</i>	7%	7%	10%	22% <i>kimp</i>	28% <i>kimp</i>	7%	24% <i>kimp</i>	13% <i>sa</i>	8%
Mean	3.62	3.47	3.42	3.45	3.90 <i>defghj</i>	3.88 <i>defghj</i>	3.34 <i>h</i>	3.36	3.12	3.72 <i>defgh</i>	3.29	3.65 <i>mnopq</i>	3.63 <i>mnopq</i>	3.23 <i>q</i>	3.08	3.02	3.74 <i>mnop</i>	3.07	3.65	3.60
Std Dev.	0.97	0.98	1.07	0.93	1.00	0.89	0.83	1.02	1.23	0.95	1.09	1.03	0.86	0.79	0.92	1.33	0.95	1.04	1.02	0.95
Std Error	0.01	0.02	0.08	0.03	0.03	0.02	0.03	0.06	0.10	0.02	0.05	0.02	0.02	0.03	0.07	0.14	0.02	0.06	0.04	0.02

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
\* small base

**QD3\_9. How satisfied are you with the following aspects of Royal Mail's service?  
Easy to access information, e.g. about complaints procedures**

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Very dissatisfied (1)	137	13	124	-	43	86	8	130	2	5	-	137	-
	3%	4%	3%	-	3%	3%	2%	3%	1%	11%	-	3%	-
Fairly dissatisfied (2)	324	20	296	8	98	193	33	297	22	4	-	323	1
	6%	6%	6%	10%	7%	6%	10%	6%	19%	8%	-	6%	5%
Neither satisfied or dissatisfied (3)	1536	75	1439	22	450	987	100	1458	40	22	3	1520	13
	30%	23%	30%	28%	30%	29%	31%	29%	34%	48%	34%	30%	51%
Fairly satisfied (4)	1711	119	1563	30	487	1102	113	1652	39	9	2	1700	9
	33%	36%	33%	37%	33%	33%	35%	33%	34%	19%	63%	33%	35%
Very satisfied (5)	848	85	750	13	245	555	48	825	13	4	4	842	2
	16%	25%	16%	16%	16%	17%	15%	17%	12%	8%	43%	16%	10%
Don't know	605	22	575	7	157	426	22	601	-	3	-	605	-
	12%	7%	12%	9%	11%	13%	7%	12%	-	7%	-	12%	-
NET Very/fairly satisfied	2559	204	2313	42	741	1657	161	2478	53	12	5	2542	11
	50%	51%	49%	53%	50%	49%	50%	50%	45%	26%	66%	50%	44%
NET Very/fairly dissatisfied	461	33	420	8	141	279	41	427	24	9	-	460	1
	9%	10%	9%	10%	9%	8%	13%	9%	20%	19%	-	9%	5%
Mean	3.62	3.78b	3.60	3.65	3.60	3.63	3.53	3.63h	3.35	3.05	4.09	3.62h	3.49
Std Dev.	0.97	1.05	0.96	0.90	0.97	0.96	0.97	0.96	0.96	1.05	0.93	0.97	0.74
Std Error	0.01	0.06	0.01	0.11	0.03	0.02	0.06	0.01	0.10	0.17	0.42	0.01	0.15

Proportions/Mean: Columns Test(s) (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
\* small base, \*\* very small base (under 30) ineligible for sig testing

**QD3\_9. How satisfied are you with the following aspects of Royal Mail's service?  
Easy to access information, e.g. about complaints procedures**

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Very dissatisfied (1)	137	42	23	37	35	11	12	18	3	7	13	-	31	6	7	14	13
	3%	3%	2%	3%	3%	3%	3%	4% <sup>h</sup>	1%	2%	3% <sup>h</sup>	-	4% <sup>h</sup>	1%	2%	3% <sup>h</sup>	3% <sup>h</sup>
Fairly dissatisfied (2)	324	74	79	80	91	25	23	26	32	20	28	-	53	27	34	31	26
	6%	6%	6%	6%	7%	6%	5%	6%	7%	5%	7%	-	6%	6%	8%	7%	6%
Neither satisfied or dissatisfied (3)	1536	404	387	354	392	120	133	151	135	130	123	-	230	124	131	114	146
	30%	31%	30%	27%	30%	28%	31%	35% <sup>h</sup>	29%	31%	30%	-	26%	26%	30%	28%	33%
Fairly satisfied (4)	1711	403	435	454	419	137	130	137	145	133	157	-	277	177	140	140	139
	33%	31%	34%	35%	32%	32%	30%	32%	31%	32%	36%	-	34%	37%	32%	34%	32%
Very satisfied (5)	848	214	208	214	212	83	79	52	85	66	57	-	140	74	80	80	52
	16%	17%	16%	17%	16%	19% <sup>h</sup>	18%	12%	19% <sup>h</sup>	16%	14%	-	17%	16%	19% <sup>h</sup>	19% <sup>h</sup>	12%
Don't know	605	153	158	152	142	55	54	43	65	56	36	-	88	64	44	37	61
	12%	12%	12%	12%	11%	13%	13%	10%	14%	14%	9%	-	11%	14%	10%	9%	14%
NET Very/fairly satisfied	2559	617	643	668	631	220	209	189	230	199	215	-	416	251	220	220	191
	50%	48%	50%	52%	49%	51%	48%	44%	50%	46%	52%	-	51%	53% <sup>h</sup>	50%	53% <sup>h</sup>	44%
NET Very/fairly dissatisfied	461	116	103	117	125	37	35	44	34	27	42	-	84	33	42	45	39
	9%	9%	8%	9%	10%	8%	8%	10%	7%	6%	10%	-	10%	7%	10%	11%	9%
Mean	3.62	3.59	3.64	3.64	3.59	3.63 <sup>h</sup>	3.64	3.46	3.55 <sup>h</sup>	3.55 <sup>h</sup>	3.57	-	3.60	3.70 <sup>h</sup>	3.64	3.64	3.51
Std Dev	0.97	0.99	0.93	0.97	0.98	0.99	0.98	0.97	0.92	0.91	0.95	-	1.01	0.89	0.96	1.02	0.94
Std Error	0.01	0.03	0.03	0.03	0.03	0.05	0.05	0.05	0.05	0.05	0.05	-	0.04	0.05	0.05	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QD3\_10. How satisfied are you with the following aspects of Royal Mail's service?  
Product and service innovation

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2481	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	-**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Very dissatisfied (1)	87	-	87	20	43	63	24	20	10	17	21	10	7	1	31	38	18	8	71	14	84
	2%	-	2%	3%	2%	3%	1%	3%	2%	3%	3%	1%	2%	1%	2%	2%	1%	1%	2%	3%	2%
Fairly dissatisfied (2)	226	-	226	26	136	141	83	27	41	55	24	46	20	12	68	79	79	32	195	30	240
	4%	-	4%	4%	5%	5%	3%	4%	6%	8%	3%	5%	3%	2%	5%	5%	4%	3%	4%	6%	5%
Neither satisfied or dissatisfied (3)	1647	-	1647	183	885	821	817	190	190	275	208	366	226	184	389	483	776	410	1493	137	1716
	32%	-	32%	26%	31%	33%	31%	29%	29%	27%	29%	40%	35%	35%	29%	28%	37%	35%	33%	26%	33%
Fairly satisfied (4)	1964	-	1964	286	1088	920	1040	285	270	444	283	311	222	149	555	727	683	372	1722	230	1904
	38%	-	38%	47%	38%	37%	40%	41%	41%	44%	39%	34%	35%	28%	41%	42%	33%	32%	38%	43%	37%
Very satisfied (5)	872	-	872	175	472	414	458	129	121	189	132	123	86	90	250	321	300	177	775	94	826
	17%	-	17%	23%	17%	16%	17%	18%	16%	16%	13%	14%	17%	17%	18%	18%	14%	15%	17%	16%	16%
Don't know	365	-	365	8	207	155	205	29	20	37	49	69	73	89	49	85	231	162	335	25	391
	7%	-	7%	1%	7%	6%	8%	4%	3%	4%	7%	7%	11%	17%	4%	5%	11%	14%	7%	5%	8%
NET Very/fairly satisfied	2836	-	2836	462	1560	1333	1498	414	392	633	415	435	309	239	805	1048	983	548	2496	324	2730
	55%	-	55%	69%	55%	53%	57%	60%	60%	62%	58%	47%	49%	45%	60%	60%	47%	47%	54%	51%	53%
NET Very/fairly dissatisfied	312	-	312	46	179	204	106	47	51	72	45	56	27	13	99	117	97	40	266	45	324
	6%	-	6%	7%	6%	8%	4%	7%	8%	7%	6%	4%	3%	3%	7%	7%	5%	3%	6%	8%	6%
Mean	3.69	-	3.69	3.80d	3.69	3.63	3.75e	3.72e	3.71e	3.76e	3.72e	3.57	3.64	3.72k	3.72e	3.74e	3.63	3.68	3.69	3.71	3.66
Std Dev.	0.88	-	0.88	0.95	0.88	0.93	0.83	0.93	0.90	0.89	0.93	0.84	0.83	0.83	0.92	0.90	0.84	0.83	0.88	0.93	0.88
Std Error	0.01	-	0.01	0.04	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.03	0.04	0.03	0.02	0.02	0.03	0.01	0.05	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QD3\_10. How satisfied are you with the following aspects of Royal Mail's service?  
Product and service innovation

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Very dissatisfied (1)	87	18	28	28	13	46	41	66	19	8	5	22	26	20	53	8	72	6	24	3
	2%	2%	2%	2% <sup>d</sup>	1%	2%	2%	2% <sup>d</sup>	1%	1%	1%	2%	2%	2%	2%	1%	2%	1%	1%	1%
Fairly dissatisfied (2)	226	48	56	69	53	104	122	146	78	32	28	69	49	40	146	33	187	22	87	3
	4%	5%	3%	6% <sup>ab</sup>	4%	4%	5%	5%	4%	5%	4%	5%	4%	5%	4%	3%	4%	4%	5%	2%
Neither satisfied or dissatisfied (3)	1647	274	536	374	463	810	837	911	711	206	202	450	412	223	1064	209	1310	161	620	50
	32%	29%	34%	32%	32%	32%	32%	30%	35% <sup>d</sup>	32%	31%	34% <sup>um</sup>	30%	27%	32%	32%	31%	30%	30%	32%
Fairly satisfied (4)	1984	329	643	443	549	972	993	1276	662	227	251	519	569	302	1339	231	1672	201	750	43
	38%	35%	40% <sup>ab</sup>	38%	39%	38%	39%	42% <sup>ab</sup>	33%	36%	39%	39%	41%	37%	40%	36%	39%	38%	39%	32%
Very satisfied (5)	872	203	212	216	241	415	457	551	309	106	123	179	240	181	542	108	727	104	288	25
	17%	22% <sup>bc</sup>	13%	18% <sup>b</sup>	17% <sup>b</sup>	16%	17%	18%	15%	17%	17%	15% <sup>b</sup>	13%	22% <sup>lmn</sup>	16%	17%	17%	17%	20%	15%
Don't know	365	74	119	48	126	192	173	125	233	59	48	100	77	49	224	59	283	36	150	8
	7%	8% <sup>c</sup>	7% <sup>c</sup>	4%	9% <sup>c</sup>	8%	7%	4%	12% <sup>d</sup>	9% <sup>d</sup>	7%	7%	6%	6%	7%	9%	7%	7%	8%	6%
NET Very/fairly satisfied	2836	532	855	659	790	1387	1449	1827	971	333	374	698	805	483	1882	338	2399	304	1038	67
	55%	56%	54%	56%	55%	55%	55%	57% <sup>ab</sup>	48%	52%	57%	52%	53% <sup>bc</sup>	51% <sup>bc</sup>	56%	52%	56%	57%	54%	51%
NET Very/fairly dissatisfied	312	65	84	97	66	149	163	212	97	41	33	91	74	60	198	42	259	29	111	6
	6%	7%	5%	8% <sup>bc</sup>	5%	6%	6%	7% <sup>cd</sup>	5%	6%	5%	7%	5%	7%	6%	6%	6%	5%	6%	5%
Mean	3.69	3.75 <sup>b</sup>	3.65	3.66	3.72	3.68	3.69	3.71	3.65	3.67	3.75 <sup>b</sup>	3.62	3.73 <sup>b</sup>	3.78 <sup>b</sup>	3.69	3.67	3.70	3.75	3.67	3.66
Std Dev.	0.88	0.94	0.84	0.94	0.84	0.88	0.89	0.90	0.85	0.89	0.86	0.86	0.87	0.95	0.87	0.89	0.88	0.88	0.85	0.92
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.02	0.02	0.03	0.02	0.04	0.01	0.04	0.02	0.09

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QD3\_10. How satisfied are you with the following aspects of Royal Mail's service?  
Product and service innovation

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Very dissatisfied (1)	87 2%	80 2%	7 1%	1 1%	78 2%	4 1%	3 1%	2 1%	4 2%	16 3%	3 1%	13 5%	13 3%	7 2%	7 1%	11 2%	4 1%	-	4 1%
Fairly dissatisfied (2)	226 4%	201 5%	25 3%	8 4%	186 4%	22 5%	11 5%	6 4%	6 3%	20 3%	18 4%	20 5%	22 5%	15 3%	30 4%	32 4%	24 5%	3 6%	19 5%
Neither satisfied or dissatisfied (3)	1647 32%	1394 31%	253 35%	64 34%	1387 32%	139 32%	75 31%	46 32%	74 35%	155 27%	135 32%	114 30%	143 31%	163 34%	195 29%	251 35%	158 34%	18 34%	121 32%
Fairly satisfied (4)	1984 38%	1683 38%	281 39%	65 34%	1643 38%	167 39%	98 40%	56 39%	80 38%	228 40%	170 40%	131 35%	176 39%	182 38%	263 39%	261 37%	153 35%	21 40%	147 38%
Very satisfied (5)	872 17%	772 17%	99 14%	37 20%	752 17%	60 14%	35 14%	25 17%	37 18%	109 19%	67 16%	69 18%	70 15%	75 16%	156 23%	100 14%	68 15%	9 15%	52 14%
Don't know	365 7%	308 7%	57 8%	15 8%	291 7%	41 10%	25 10%	9 6%	9 4%	38 7%	32 8%	29 8%	30 7%	38 8%	28 4%	52 7%	34 8%	2 4%	39 10%
NET Very/fairly satisfied	2836 55%	2456 55%	380 53%	102 54%	2395 55%	227 52%	133 54%	80 50%	117 50%	337 50%	237 50%	200 53%	246 54%	257 53%	419 53%	361 51%	222 50%	29 50%	198 52%
NET Very/fairly dissatisfied	312 6%	280 6%	32 4%	9 5%	265 6%	26 6%	14 6%	7 5%	10 5%	36 6%	21 5%	33 9%	35 8%	22 5%	37 5%	43 6%	28 6%	4 7%	23 6%
Mean	3.69	3.69	3.66	3.74	3.69	3.65	3.68	3.72	3.70	3.75	3.71	3.64	3.63	3.68	3.62	3.62	3.63	3.63	3.65
Std Dev.	0.88	0.89	0.82	0.86	0.89	0.84	0.84	0.86	0.87	0.93	0.82	0.99	0.92	0.85	0.89	0.86	0.87	0.86	0.84
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.03	0.05	0.06	0.05	0.06	0.06	0.05	0.05	0.05	0.05	0.07	0.03

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QD3\_10. How satisfied are you with the following aspects of Royal Mail's service?  
Product and service innovation

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Very dissatisfied (1)	87	38	4	8	14	23	17	17	16	37	33	20	35	9	10	13	55	24	16	18
	2%	2%	2%	1%	1%	1%	5% <i>del</i>	5% <i>del</i>	9% <i>del</i>	1%	8% <i>del</i>	1%	2%	1%	4% <i>kmp</i>	13% <i>kmp</i>	1%	7% <i>kmp</i>	2%	1%
Fairly dissatisfied (2)	226	73	12	36	41	77	55	35	15	118	51	48	83	56	27	9	131	37	61	51
	4%	4%	5%	4%	2%	4% <i>d</i>	7% <i>d</i>	10% <i>d</i>	15% <i>d</i>	3%	10% <i>d</i>	2%	4% <i>k</i>	7% <i>kmp</i>	10% <i>kmp</i>	9% <i>kmp</i>	3%	10% <i>kmp</i>	7% <i>s</i>	3%
Neither satisfied or dissatisfied (3)	1647	674	83	337	415	634	394	129	57	1049	186	479	613	406	105	27	1092	132	223	608
	32%	37%	39%	38%	24%	31% <i>d</i>	48% <i>d</i>	36% <i>d</i>	34% <i>d</i>	28% <i>d</i>	36% <i>d</i>	24%	30% <i>k</i>	59% <i>kmp</i>	40% <i>kmp</i>	27%	27%	38% <i>kmp</i>	27%	35% <i>r</i>
Fairly satisfied (4)	1964	621	77	271	600	921	254	133	42	1521	175	710	947	194	72	25	1657	96	345	648
	38%	34%	32%	31%	34%	41% <i>d</i>	41% <i>d</i>	31%	33% <i>h</i>	26%	40% <i>d</i>	33% <i>mno</i>	42% <i>kmp</i>	26%	27%	24%	42% <i>kmp</i>	27%	41%	37%
Very satisfied (5)	872	228	31	110	532	242	60	16	20	774	36	558	246	38	19	6	804	25	162	254
	17%	13%	13%	13%	30% <i>ke</i>	12% <i>h</i>	7%	5%	12% <i>g</i>	21% <i>ke</i>	7%	28% <i>kmno</i>	12% <i>mno</i>	5%	7%	6%	20% <i>kmno</i>	7%	19% <i>s</i>	15%
Don't know	365	170	29	118	152	123	38	22	16	276	38	147	104	43	30	18	251	48	26	187
	7%	9%	12%	13%	9% <i>d</i>	6% <i>d</i>	4%	6%	10% <i>d</i>	7% <i>d</i>	7%	8% <i>k</i>	5%	6%	11% <i>kmp</i>	15% <i>kmp</i>	6%	13% <i>kmp</i>	3%	10% <i>r</i>
NET Very/fairly satisfied	2836	849	108	381	1132	1163	315	149	62	2205	211	1203	1193	232	91	31	2451	122	507	902
	55%	47%	46%	43%	35% <i>ke</i>	35% <i>h</i>	39%	42%	38%	51% <i>h</i>	41%	39% <i>kmno</i>	39% <i>kmno</i>	31%	34%	31%	43% <i>kmno</i>	34%	51% <i>s</i>	32%
NET Very/fairly dissatisfied	312	111	17	44	55	100	72	53	30	155	83	68	118	64	38	23	186	60	76	70
	6%	6%	7%	5%	3% <i>d</i>	9% <i>d</i>	15% <i>d</i>	16% <i>d</i>	4%	16% <i>d</i>	4%	3%	6% <i>k</i>	9% <i>kmp</i>	14% <i>kmp</i>	23% <i>kmp</i>	5%	17% <i>kmp</i>	9% <i>s</i>	4%
Mean	3.69	3.57	3.57	3.58	3.00 <i>ke</i>	3.68% <i>h</i>	3.37	3.29	3.24	3.82% <i>h</i>	3.27	3.96% <i>kmno</i>	3.67% <i>mno</i>	3.28 <i>o</i>	3.26	3.02	3.81% <i>kmno</i>	3.20	3.71	3.68
Std Dev.	0.88	0.87	0.89	0.83	0.88	0.79	0.81	0.91	1.13	0.85	0.98	0.88	0.82	0.74	0.93	1.18	0.86	1.00	0.93	0.82
Std Error	0.01	0.02	0.06	0.03	0.02	0.02	0.03	0.05	0.09	0.01	0.05	0.02	0.02	0.03	0.07	0.12	0.01	0.06	0.03	0.02

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
\* small base



QD3\_10. How satisfied are you with the following aspects of Royal Mail's service?  
Product and service innovation

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Very dissatisfied (1)	87	6	77	4	30	50	7	83	3	*	-	87	-
	2%	2%	2%	5%	2%	1%	2%	2%	3%	1%	-	2%	-
Fairly dissatisfied (2)	226	14	210	2	71	143	11	202	12	8	2	222	1
	4%	4%	4%	3%	5%	4%	3%	4%	19% <b>ab</b>	17%	23%	4%	5%
Neither satisfied or dissatisfied (3)	1647	84	1532	31	490	1023	135	1563	44	22	3	1629	16
	32%	25%	32% <b>ab</b>	39%	33%	31%	42% <b>abc</b>	31%	37%	48%	34%	32%	61%
Fairly satisfied (4)	1964	126	1809	29	527	1329	108	1907	37	11	2	1955	8
	38%	38%	38%	36%	35%	41% <b>cd</b>	34%	38%	32%	24%	22%	38%	30%
Very satisfied (5)	872	82	777	13	269	555	48	846	19	3	2	869	1
	17%	24% <b>ab</b>	16%	18%	17%	15%	17%	17%	16%	7%	21%	17%	5%
Don't know	365	23	342	1	104	249	13	362	2	2	-	365	-
	7%	7%	7%	1%	7%	7%	4%	7%	2%	3%	-	7%	-
NET Very/fairly satisfied	2836	209	2586	42	795	1884	157	2753	56	14	4	2823	9
	55%	52% <b>ab</b>	54%	52%	53%	56% <b>cd</b>	49%	50%	48%	30%	43%	55%	35%
NET Very/fairly dissatisfied	312	20	287	6	102	193	18	285	15	9	2	309	1
	6%	6%	6%	7%	7%	6%	6%	6%	13% <b>ab</b>	18%	23%	6%	5%
Mean	3.69	3.85 <b>ab</b>	3.68	3.57	3.67	3.71	3.58	3.70	3.49	3.19	3.41	3.69	3.35
Std Dev.	0.88	0.93	0.88	0.95	0.92	0.87	0.88	0.88	0.98	0.85	1.13	0.88	0.65
Std Error	0.01	0.05	0.01	0.11	0.02	0.02	0.05	0.01	0.11	0.13	0.50	0.01	0.13

Proportions/Mean: Columns Tested (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QD3\_10. How satisfied are you with the following aspects of Royal Mail's service?

Product and service innovation

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Very dissatisfied (1)	87	36	18	9	24	13	9	15	3	4	10	-	9	-	2	11	11
	2%	3%	1%	1%	2%	3%	2%	3%	1%	1%	2%	-	1%	-	1%	3%	2%
Fairly dissatisfied (2)	226	50	64	42	70	21	18	11	25	27	12	-	25	17	27	17	26
	4%	4%	5%	3%	5%	5%	4%	3%	5%	6%	3%	-	3%	1%	6%	4%	6%
Neither satisfied or dissatisfied (3)	1647	413	403	398	433	131	148	133	140	117	146	-	250	148	150	131	152
	32%	32%	31%	31%	34%	30%	34%	31%	30%	28%	35%	-	31%	31%	34%	31%	35%
Fairly satisfied (4)	1964	476	496	522	471	146	152	178	178	154	164	-	326	196	145	168	158
	38%	37%	38%	40%	36%	34%	35%	42%	38%	37%	39%	-	40%	41%	33%	40%	36%
Very satisfied (5)	872	238	217	223	193	87	78	72	77	75	65	-	144	79	82	62	49
	17%	18%	17%	17%	15%	20%	18%	17%	17%	16%	16%	-	16%	17%	18%	15%	11%
Don't know	365	78	94	96	98	34	26	17	40	35	18	-	64	32	30	26	42
	7%	6%	7%	7%	8%	8%	6%	4%	9%	8%	4%	-	8%	7%	7%	6%	10%
NET Very/fairly satisfied	2836	714	713	745	664	233	230	250	255	229	229	-	470	275	227	230	207
	55%	55%	55%	56%	51%	54%	53%	59%	55%	56%	55%	-	57%	56%	52%	55%	47%
NET Very/fairly dissatisfied	312	85	81	51	95	33	26	26	28	32	22	-	34	18	29	29	37
	6%	6%	6%	4%	6%	8%	6%	6%	6%	7%	5%	-	4%	4%	7%	7%	8%
Mean	3.69	3.69	3.69	3.76	3.62	3.69	3.68	3.69	3.74	3.71	3.66	-	3.70	3.76	3.68	3.65	3.53
Std Dev	0.88	0.93	0.88	0.82	0.90	0.98	0.91	0.91	0.85	0.91	0.88	-	0.84	0.79	0.89	0.90	0.89
Std Error	0.01	0.03	0.03	0.02	0.03	0.05	0.05	0.05	0.04	0.05	0.04	-	0.03	0.04	0.04	0.04	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QD3\_NET\_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2883	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	2868
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	4047	-	4047	553	2247	1907	2127	486	492	767	573	740	526	463	978	1340	1729	989	3618	402	4139
78%	78%	-	78%	79%	79%	76%	81%	70%	75%	76%	80%	80%	83%	85%	73%	77%	83%	85%	79%	76%	80%
Items you send reaching their destination	4077	-	4077	565	2276	1974	2092	497	504	792	574	755	512	444	1000	1366	1711	956	3655	394	4158
79%	79%	-	79%	81%	80%	79%	80%	72%	77%	78%	81%	81%	84%	75%	79%	82%	82%	80%	74%	81%	
Items being delivered intact/undamaged	4074	-	4074	551	2296	1958	2103	500	511	751	562	761	525	464	1011	1313	1750	989	3633	414	4104
79%	79%	-	79%	81%	80%	78%	80%	73%	78%	74%	78%	80%	83%	75%	76%	84%	85%	79%	78%	80%	
Speed of delivery	3783	-	3783	523	2109	1812	1964	474	494	745	545	654	464	398	968	1289	1526	862	3392	369	3825
73%	73%	-	73%	75%	75%	72%	75%	69%	76%	73%	76%	72%	73%	72%	74%	73%	74%	74%	69%	74%	
Availability of post boxes	3912	-	3912	525	2186	1885	2018	484	459	758	545	718	504	444	943	1303	1667	948	3523	366	3909
76%	76%	-	75%	77%	75%	75%	77%	70%	70%	75%	76%	73%	76%	70%	73%	80%	82%	77%	69%	76%	
Availability of Post Office branches	3529	-	3529	510	1988	1693	1830	458	456	716	492	619	422	360	914	1209	1407	788	3138	377	3404
68%	68%	-	68%	70%	70%	66%	70%	66%	70%	70%	69%	67%	67%	70%	68%	70%	67%	68%	68%	71%	
Cost of postage	2359	-	2359	422	1202	1153	1200	378	380	557	331	342	204	166	758	887	713	371	2053	292	2326
46%	46%	-	46%	42%	42%	46%	46%	65%	65%	55%	46%	37%	32%	32%	67%	60%	61%	34%	45%	55%	
Accessibility of services	3612	-	3612	517	2021	1713	1889	463	452	716	527	633	445	376	915	1243	1454	821	3233	357	3587
70%	70%	-	70%	71%	71%	68%	72%	67%	69%	70%	73%	70%	72%	68%	72%	70%	71%	71%	70%	67%	
Easy to access information, e.g. about complaints procedures	2559	-	2559	445	1419	1235	1315	398	405	505	352	377	245	199	603	936	820	443	2226	315	2470
50%	50%	-	50%	50%	49%	49%	50%	65%	62%	55%	49%	41%	39%	38%	60%	64%	39%	38%	48%	53%	
Product and service innovation	2836	-	2836	462	1560	1333	1498	414	392	633	415	435	309	239	805	1048	983	548	2496	324	2730
55%	55%	-	55%	55%	53%	53%	57%	60%	60%	62%	55%	47%	49%	45%	60%	60%	47%	47%	54%	61%	

Proportions/Mean: Columns Test(s) (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QD3\_NET\_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1426	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Quality of postal delivery to your home (referring to the final stage of the postal delivery service, from delivery van to your letterbox)	4047	738	1265	919	1126	2003	2045	2370	1638	465	524	1027	1120	663	2671	472	3388	424	1543	104
	78%	78%	79%	78%	78%	79%	78%	77%	81%	73%	80%	77%	82%	81%	79%	73%	80%	80%	80%	79%
Items you send reaching their destination	4077	744	1277	908	1148	2020	2058	2420	1621	470	525	1037	1139	665	2702	477	3415	432	1547	99
	79%	79%	80%	77%	79%	80%	78%	79%	81%	74%	80%	77%	83%	82%	80%	74%	80%	82%	81%	75%
Items being delivered intact/undamaged	4074	759	1263	934	1118	2022	2052	2399	1643	468	509	1038	1140	670	2695	475	3423	435	1571	98
	79%	80%	79%	79%	77%	80%	78%	78%	80%	73%	77%	78%	84%	83%	80%	73%	81%	82%	82%	74%
Speed of delivery	3783	716	1207	820	1040	1923	1860	2287	1465	433	481	951	1053	647	2485	440	3185	389	1432	90
	73%	76%	76%	70%	72%	76%	71%	74%	73%	68%	73%	71%	77%	78%	74%	68%	76%	73%	75%	68%
Availability of post boxes	3912	689	1250	884	1089	1939	1973	2314	1558	440	488	1018	1075	650	2580	447	3284	499	1503	94
	76%	73%	78%	75%	75%	76%	75%	75%	77%	69%	74%	74%	81%	81%	78%	69%	80%	77%	78%	71%
Availability of Post Office branches	3529	660	1108	808	954	1768	1762	2127	1368	389	450	941	965	591	2356	392	2995	379	1338	98
	68%	70%	70%	69%	66%	70%	67%	69%	68%	61%	68%	70%	70%	73%	70%	60%	70%	72%	70%	74%
Cost of postage	2369	505	687	549	618	1192	1167	1578	761	236	292	600	677	447	1569	239	2043	239	746	47
	46%	53%	43%	47%	43%	47%	45%	51%	38%	37%	44%	45%	49%	55%	47%	37%	48%	45%	39%	36%
Accessibility of services	3612	690	1109	809	1005	1798	1814	2201	1381	409	456	935	1006	610	2397	415	3056	389	1380	88
	70%	73%	70%	69%	70%	71%	69%	72%	69%	64%	69%	70%	82%	83%	79%	64%	80%	73%	72%	67%
Easy to access information, e.g. about complaints procedures	2559	496	745	594	725	1241	1319	1664	861	301	317	640	717	455	1673	303	2156	308	929	62
	50%	52%	47%	50%	50%	49%	50%	54%	43%	47%	48%	48%	52%	65%	50%	47%	51%	55%	48%	47%
Product and service innovation	2836	532	865	659	790	1367	1449	1827	971	333	374	698	809	483	1862	338	2399	304	1038	67
	55%	56%	54%	56%	55%	55%	55%	59%	48%	52%	57%	52%	59%	57%	56%	52%	56%	57%	54%	51%

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QD3\_NET\_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Quality of postal delivery to your home (referring to the final stage of the postal delivery service, from delivery van to your letterbox)	4047	3458	590	153	3368	360	202	118	171	439	335	278	328	379	553	543	344	45	315
	78%	78%	82%	80%	78%	83% <sup>sd</sup>	82%	83% <sup>sd</sup>	81% <sup>sd</sup>	78%	79%	74%	72%	79%	82% <sup>sd</sup>	77%	78%	86% <sup>sd</sup>	82% <sup>sd</sup>
Items you send reaching their destination	4077	3499	578	152	3392	366	199	119	188	426	330	297	353	372	542	560	344	46	321
	79%	79%	80%	80%	78%	83% <sup>sd</sup>	81%	83% <sup>sd</sup>	80%	75%	79%	79%	78%	77%	80%	79%	78%	80% <sup>sd</sup>	82% <sup>sd</sup>
Items being delivered intact/undamaged	4074	3493	581	154	3403	359	197	115	168	453	337	278	346	385	542	554	338	44	315
	79%	79%	80%	81%	78%	83% <sup>sd</sup>	80%	80%	80%	80%	79%	74%	76%	80%	80%	78%	76%	84%	83% <sup>sd</sup>
Speed of delivery	3783	3260	523	140	3154	335	188	106	155	395	325	267	323	356	518	506	309	44	292
	73%	73%	72%	73%	73%	77% <sup>sd</sup>	76%	74%	74%	70%	76%	71%	71%	74%	76%	72%	70%	83% <sup>sd</sup>	76%
Availability of post boxes	3912	3361	551	146	3288	327	188	109	162	454	331	285	321	359	519	540	318	44	283
	76%	76%	75%	77%	76%	75%	75%	77%	77%	83% <sup>sd</sup>	78%	76%	71%	75%	77%	76%	72%	84% <sup>sd</sup>	74%
Availability of Post Office branches	3529	3073	457	119	2979	271	170	110	143	383	304	269	322	295	491	480	291	35	236
	68%	69% <sup>sd</sup>	63%	62%	69% <sup>sd</sup>	63%	69%	67% <sup>sd</sup>	68%	68%	71% <sup>sd</sup>	72% <sup>sd</sup>	71% <sup>sd</sup>	62%	72% <sup>sd</sup>	68%	66%	67%	62%
Cost of postage	2359	2080	279	80	1972	203	111	73	97	277	178	151	217	195	377	318	162	31	171
	46%	47% <sup>sd</sup>	39%	42%	45%	47%	45%	51% <sup>sd</sup>	48% <sup>sd</sup>	49% <sup>sd</sup>	42%	40%	48% <sup>sd</sup>	41%	56% <sup>sd</sup>	45%	37%	60% <sup>sd</sup>	45% <sup>sd</sup>
Accessibility of services	3612	3136	474	122	3043	288	174	108	151	389	311	260	329	324	488	504	287	33	255
	70%	71% <sup>sd</sup>	66%	64%	70%	66%	70%	63% <sup>sd</sup>	72%	69%	63% <sup>sd</sup>	69%	72%	68%	72%	71%	65%	64%	67%
Easy to access information, e.g. about complaints procedures	2559	2243	316	93	2168	197	120	74	110	286	206	167	240	235	392	338	193	31	166
	50%	51% <sup>sd</sup>	44%	49%	50%	46%	49%	52% <sup>sd</sup>	53% <sup>sd</sup>	51%	48%	44%	53% <sup>sd</sup>	49%	58% <sup>sd</sup>	48%	44%	59% <sup>sd</sup>	44%
Product and service innovation	2836	2456	380	102	2385	227	133	80	117	337	237	200	246	257	419	361	222	28	198
	55%	55%	53%	54%	55%	52%	54%	56%	56%	57% <sup>sd</sup>	56%	53%	54%	53%	57% <sup>sd</sup>	51%	50%	55%	52%

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QD3\_NET\_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Quality of postal delivery to your home (referring to the final stage of the postal delivery service, from delivery van to your letterbox)	4047	1409	176	724	1607	1622	446	248	101	3229	340	1766	1641	386	168	55	3407	223	636	1434
	78%	76%	74%	75%ab	82%efghij	83%efghj	55%	73%cd	61%	85%efghij	83%cd	85%klmnopq	81%lmnoq	52%	64%mn	56%	83%lmnoq	82%lm	76%	82%klr
Items you send reaching their destination	4077	1430	178	713	1555	1669	464	230	94	3264	324	1780	1657	391	168	48	3437	216	629	1448
	79%	79%	75%	81%	81%efghij	83%efghj	57%	65%cd	57%	88%efghij	82%cd	91%klmnopq	85%lmnoq	52%	64%mn	48%	83%lmnoq	60%	76%	83%klr
Items being delivered intact/undamaged	4074	1432	181	723	1587	1672	450	253	90	3259	344	1790	1656	373	164	53	3446	217	640	1465
	79%	79%	76%	82%	80%efghij	83%efghj	55%	72%cd	55%	86%efghij	86%kl	91%klmnopq	82%lmnoq	50%	62%mn	54%	85%lmnoq	60%lm	77%	84%klr
Speed of delivery	3783	1275	160	628	1511	1546	388	219	99	3057	318	1675	1542	341	149	48	3217	197	579	1331
	73%	71%	67%	71%	85%efghij	76%efghj	47%	62%cd	60%cd	81%efghij	87%kl	85%klmnopq	75%lmnoq	46%	67%mn	49%	81%lmnoq	64%lm	70%	75%klr
Availability of post boxes	3912	1410	174	720	1523	1609	422	239	102	3132	340	1670	1605	386	190	56	3276	216	603	1403
	76%	78%	73%	82%ab	87%efghij	89%efghj	52%	69%cd	62%	83%efghij	89%cd	85%klmnopq	79%lmnoq	52%	61%	57%	82%lmnoq	60%	72%	80%klr
Availability of Post Office branches	3529	1214	142	586	1364	1467	402	193	85	2831	278	1552	1431	348	138	36	2983	174	575	1238
	68%	67%	60%	67%	78%efghij	73%efghj	49%	54%	52%	76%efghj	84%cd	79%klmnopq	71%lmnoq	47%	63%no	36%	76%lmnoq	48%	69%	71%klr
Cost of postage	2359	613	84	237	932	984	242	135	52	1916	187	1065	996	175	85	26	2061	110	392	640
	46%	42%cd	27%	27%	62%efghij	63%efghj	30%	39%cd	32%	61%efghij	63%cd	64%klmnopq	63%lmnoq	23%	32%mn	26%	63%lmnoq	31%	47%cd	37%
Accessibility of services	3612	1255	160	604	1431	1405	387	205	74	2926	278	1519	1484	306	135	42	3103	177	574	1283
	70%	70%	67%	69%	82%efghij	74%efghj	47%	58%efghj	45%	78%efghij	84%cd	83%klmnopq	73%lmnoq	41%	61%mn	43%	78%lmnoq	49%	69%	73%klr
Easy to access information, e.g. about complaints procedures	2559	763	108	323	997	1051	283	157	53	2048	210	1140	1093	205	75	30	2233	105	481	818
	50%	42%cd	45%	37%	87%efghij	82%efghj	35%	44%efghj	32%	64%efghij	41%	68%klmnopq	64%lmnoq	28%	29%	30%	66%lmnoq	29%	58%ab	47%
Product and service innovation	2836	849	108	381	1132	1163	315	149	62	2295	211	1268	1193	232	91	31	2461	122	507	902
	55%	47%	46%	43%	65%efghij	58%efghj	39%	42%	38%	61%efghj	41%	65%klmnopq	59%lmnoq	31%	34%	31%	62%lmnoq	34%	61%ab	52%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
 \* small base

QD3\_NET\_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Quality of postal delivery to your home (referring to the final stage of the postal delivery service, from delivery van to your letterbox)	4047	255	3735	58	1162	2659	227	3946	63	20	5	4029	13
	78%	76%	79%	73%	71% <b>d</b>	75% <b>e</b>	70%	73% <b>h</b>	54%	43%	66%	73% <b>h</b>	51%
Items you send reaching their destination	4077	277	3740	60	1165	2701	211	3873	64	23	7	4061	8
	79%	83%	79%	75%	73% <b>d</b>	81% <b>e</b>	65%	80% <b>h</b>	55%	50%	89%	75% <b>h</b>	32%
Items being delivered intact/undamaged	4074	252	3769	54	1169	2697	208	3977	56	29	5	4063	6
	79%	75%	79%	68%	78% <b>d</b>	81% <b>e</b>	64%	80% <b>h</b>	48%	63%	66%	79% <b>h</b>	23%
Speed of delivery	3783	250	3473	60	1050	2520	214	3689	61	18	5	3768	10
	73%	75%	73%	75%	70%	73% <b>d</b>	66%	73% <b>h</b>	52%	38%	66%	73% <b>h</b>	40%
Availability of post boxes	3912	244	3612	56	1104	2606	202	3814	54	26	5	3894	13
	76%	73%	75%	70%	74% <b>d</b>	78% <b>e</b>	63%	77% <b>h</b>	46%	55%	66%	73% <b>h</b>	51%
Availability of Post Office branches	3529	243	3237	49	1014	2345	170	3437	53	23	5	3514	10
	68%	73%	68%	62%	65% <b>d</b>	70% <b>e</b>	53%	69% <b>h</b>	45%	50%	66%	69% <b>h</b>	40%
Cost of postage	2359	211	2114	34	892	1521	146	2277	61	14	4	2352	3
	46%	53% <b>d</b>	45%	43%	45%	45%	45%	46%	52%	30%	43%	46%	12%
Accessibility of services	3612	242	3314	57	1031	2385	196	3533	49	21	4	3603	6
	70%	72%	70%	71%	69% <b>d</b>	71% <b>e</b>	61%	71% <b>h</b>	42%	45%	43%	70% <b>h</b>	23%
Easy to access information, e.g. about complaints procedures	2559	204	2313	42	741	1657	161	2478	53	12	5	2542	11
	50%	61% <b>d</b>	49%	53%	50%	49%	50%	50%	45%	26%	66%	50%	44%
Product and service innovation	2836	208	2586	42	795	1884	157	2753	56	14	4	2823	9
	55%	62% <b>d</b>	54%	52%	53%	56% <b>e</b>	49%	55%	48%	30%	43%	55%	35%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QD3\_NET\_SATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly satisfied Summary

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	890	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	4047	993	984	1063	1008	339	335	320	371	294	319	-	674	389	352	333	323
	78%	77%	76%	82% <sup>abcd</sup>	78%	78%	78%	80%	71%	77%	-	-	82% <sup>lmp</sup>	82% <sup>lmp</sup>	81%	80%	74%
Items you send reaching their destination	4077	996	1003	1044	1034	331	335	330	379	295	329	-	660	384	365	344	324
	79%	77%	78%	81%	80%	77%	78%	77%	82% <sup>lmp</sup>	72%	79%	-	81% <sup>lmp</sup>	81% <sup>lmp</sup>	84% <sup>lmp</sup>	83% <sup>lmp</sup>	74%
Items being delivered intact/undamaged	4074	970	1000	1063	1041	331	324	315	367	300	332	-	673	390	362	337	343
	79%	75%	77%	82% <sup>abcd</sup>	81% <sup>abcd</sup>	77%	75%	74%	79%	73%	80%	-	82% <sup>lmp</sup>	82% <sup>lmp</sup>	83% <sup>lmp</sup>	81% <sup>lmp</sup>	78%
Speed of delivery	3763	940	933	1003	901	321	317	303	342	283	309	-	639	365	320	299	283
	73%	73%	72%	78% <sup>abcd</sup>	70%	74% <sup>lmp</sup>	74% <sup>lmp</sup>	71%	74% <sup>lmp</sup>	69%	74% <sup>lmp</sup>	-	78% <sup>lmp</sup>	77% <sup>lmp</sup>	75% <sup>lmp</sup>	72%	65%
Availability of post boxes	3912	958	949	1009	998	317	324	316	362	288	298	-	637	372	326	335	337
	76%	74%	73%	78% <sup>lmp</sup>	77%	73%	75%	74%	78% <sup>lmp</sup>	70%	72%	-	78% <sup>lmp</sup>	79% <sup>lmp</sup>	75%	81% <sup>lmp</sup>	77%
Availability of Post Office branches	3529	853	863	932	881	278	292	283	324	263	277	-	598	333	311	276	294
	68%	66%	67%	72% <sup>lmp</sup>	68%	64%	68%	66%	70%	64%	67%	-	71% <sup>lmp</sup>	71%	71%	66%	67%
Cost of postage	2369	709	616	528	504	240	245	224	219	198	200	-	315	213	170	183	151
	46%	55% <sup>abcd</sup>	48% <sup>abcd</sup>	41%	39%	55% <sup>lmnop</sup>	57% <sup>lmnop</sup>	52% <sup>lmp</sup>	47% <sup>lmp</sup>	48% <sup>lmp</sup>	48% <sup>lmp</sup>	-	38%	45% <sup>lmp</sup>	39%	44% <sup>lmp</sup>	35%
Accessibility of services	3612	872	883	944	913	290	295	288	334	272	277	-	580	364	310	304	299
	70%	68%	68%	72% <sup>lmp</sup>	71%	67%	68%	67%	72%	66%	67%	-	71%	77% <sup>lmp</sup>	71%	73%	68%
Easy to access information, e.g. about complaints procedures	2569	617	643	666	631	220	209	189	230	199	215	-	416	251	220	220	191
	59%	48%	50%	52%	49%	51%	48%	44%	50%	48%	52%	-	51%	63% <sup>lmp</sup>	50%	53% <sup>lmp</sup>	44%
Product and service innovation	2836	714	713	745	664	233	230	250	255	229	229	-	470	275	227	230	207
	55%	55%	55%	59% <sup>lmp</sup>	51%	54%	53%	59% <sup>lmp</sup>	55%	56%	55%	-	57% <sup>lmp</sup>	58% <sup>lmp</sup>	52%	55%	47%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QD3\_NET\_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2883	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	291	-	291	41	170	195	96	52	40	58	35	57	29	19	92	93	106	49	248	41	282
6%	-	-	6%	6%	6%	8%	4%	8%	6%	6%	5%	6%	5%	4%	7%	5%	5%	4%	5%	8%	5%
Items you send reaching their destination	259	-	259	44	135	126	131	43	35	46	47	31	34	23	78	93	88	57	223	32	255
5%	-	-	5%	6%	5%	5%	5%	6%	5%	5%	7%	3%	5%	4%	6%	5%	4%	5%	5%	6%	5%
Items being delivered intact/undamaged	242	-	242	39	130	138	104	46	43	47	34	34	24	14	89	81	73	38	215	24	252
5%	-	-	5%	6%	5%	5%	4%	6%	5%	5%	4%	4%	3%	3%	6%	5%	3%	3%	5%	4%	5%
Speed of delivery	504	-	504	52	301	271	228	85	52	89	60	91	77	51	137	149	218	127	439	59	508
10%	-	-	10%	7%	11%	11%	9%	12%	8%	9%	8%	10%	12%	10%	10%	9%	10%	11%	10%	10%	10%
Availability of post boxes	378	-	378	58	184	169	214	50	51	77	62	63	43	32	101	139	138	75	329	45	431
7%	-	-	7%	8%	7%	6%	8%	7%	8%	8%	9%	7%	8%	6%	8%	8%	7%	6%	7%	7%	8%
Availability of Post Office branches	707	-	707	70	380	348	351	60	71	112	123	154	110	79	130	235	341	167	654	48	798
14%	-	-	14%	10%	13%	14%	13%	8%	11%	11%	11%	15%	15%	10%	10%	14%	16%	16%	14%	14%	9%
Cost of postage	1497	-	1497	130	935	712	779	123	107	218	211	359	255	224	230	429	838	479	1373	114	1529
29%	-	-	29%	19%	33%	28%	30%	18%	16%	21%	20%	39%	40%	42%	17%	25%	40%	41%	30%	21%	30%
Accessibility of services	311	-	311	45	158	155	153	49	46	48	42	47	37	41	96	90	125	78	270	39	351
8%	-	-	8%	6%	6%	6%	6%	7%	7%	5%	6%	5%	6%	8%	7%	5%	6%	7%	6%	7%	7%
Easy to access information, e.g. about complaints procedures	461	-	461	84	252	260	198	101	55	98	69	68	42	29	155	167	138	70	383	71	499
9%	-	-	9%	12%	9%	10%	8%	15%	10%	10%	10%	7%	7%	5%	12%	10%	7%	6%	8%	8%	10%
Product and service innovation	312	-	312	46	179	204	106	47	51	72	45	56	27	13	99	117	97	40	266	45	324
6%	-	-	6%	7%	6%	9%	4%	7%	6%	7%	6%	6%	4%	3%	7%	7%	5%	3%	6%	6%	6%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/p/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QD3\_NET\_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Quality of postal delivery to your home (referring to the final stage of the postal delivery service, from delivery van to your letterbox)	291	60	87	76	69	146	145	198	90	43	38	78	66	47	182	43	232	29	104	6
	8%	6%	5%	6%	5%	6%	6%	7%	4%	7%	6%	6%	5%	6%	5%	7%	5%	5%	5%	4%
Items you send reaching their destination	259	57	78	73	51	135	124	167	87	29	45	78	56	38	178	30	218	19	103	7
	5%	4%	5%	3%	4%	5%	5%	5%	4%	5%	3%	6%	4%	5%	5%	5%	5%	4%	5%	6%
Items being delivered intact/undamaged	242	45	66	77	55	110	132	163	66	32	30	73	51	38	154	32	192	17	85	8
	5%	5%	4%	7%	4%	4%	5%	5%	3%	5%	5%	5%	4%	5%	5%	5%	5%	3%	4%	6%
Speed of delivery	504	102	157	133	112	260	245	285	213	75	58	141	116	82	316	75	402	62	208	10
	10%	11%	10%	11%	10%	10%	9%	11%	11%	12%	9%	12%	8%	10%	9%	12%	9%	12%	11%	8%
Availability of post boxes	378	92	107	101	78	199	179	243	131	63	54	98	84	52	236	64	290	34	126	7
	7%	10%	7%	6%	5%	8%	7%	8%	6%	10%	8%	7%	6%	6%	7%	10%	7%	6%	7%	5%
Availability of Post Office branches	707	115	232	181	178	347	360	392	308	106	99	171	183	96	453	108	555	74	263	10
	14%	12%	15%	15%	12%	14%	14%	13%	10%	13%	15%	13%	13%	12%	13%	17%	13%	14%	14%	8%
Cost of postage	1497	216	519	335	427	735	762	778	702	184	197	418	378	200	993	185	1211	148	718	49
	29%	23%	33%	28%	30%	29%	29%	25%	39%	29%	30%	31%	28%	25%	29%	29%	28%	28%	37%	37%
Accessibility of services	311	61	90	87	73	151	160	171	132	59	51	93	53	36	198	60	234	31	101	7
	6%	6%	6%	7%	5%	6%	6%	6%	7%	9%	8%	10%	7%	4%	6%	6%	6%	6%	5%	5%
Easy to access information, e.g. about complaints procedures	461	91	144	112	114	235	226	307	152	79	79	108	113	55	301	79	365	47	187	8
	9%	10%	9%	10%	8%	9%	9%	10%	8%	12%	12%	12%	8%	7%	9%	9%	9%	9%	10%	6%
Product and service innovation	312	65	84	97	66	149	163	212	97	41	33	91	74	60	188	42	259	29	111	6
	6%	7%	5%	4%	6%	6%	6%	7%	5%	6%	5%	7%	5%	7%	6%	6%	6%	5%	6%	5%

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QD3\_NET\_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Quality of postal delivery to your home (referring to the final stage of the postal delivery service, from delivery van to your letterbox)	291	263	28	7	251	22	14	4	9	34	20	15	28	27	44	55	19	2	20
	8%	6%	4%	4%	6%	5%	6%	3%	4%	6%	5%	4%	6%	6%	8%	4%	4%	4%	5%
Items you send reaching their destination	259	220	38	11	220	18	14	6	8	41	21	23	20	24	26	31	26	2	17
	5%	5%	5%	6%	5%	4%	6%	4%	4%	7%	5%	6%	4%	5%	4%	4%	5%	3%	4%
Items being delivered intact/undamaged	242	202	40	10	201	21	14	6	7	28	21	18	19	25	40	17	25	2	19
	5%	5%	6%	5%	5%	5%	6%	4%	3%	5%	5%	5%	4%	5%	9%	2%	6%	4%	5%
Speed of delivery	504	432	72	20	437	32	23	13	17	66	45	41	50	33	62	67	57	3	29
	10%	10%	10%	10%	10%	7%	9%	9%	8%	12%	11%	11%	11%	7%	9%	9%	13%	6%	8%
Availability of post boxes	378	325	53	15	308	34	24	12	19	27	28	27	34	38	45	47	42	3	31
	7%	7%	7%	8%	7%	8%	15%	8%	13%	5%	7%	7%	8%	8%	7%	7%	10%	6%	8%
Availability of Post Office branches	707	574	132	32	574	85	38	10	29	78	61	42	47	94	68	83	72	9	76
	14%	13%	18%	17%	13%	20%	15%	7%	14%	14%	14%	11%	10%	19%	10%	12%	16%	17%	20%
Cost of postage	1497	1242	254	55	1263	128	69	37	58	160	137	116	124	161	128	226	153	10	118
	29%	28%	35%	29%	29%	30%	28%	26%	28%	28%	32%	31%	27%	34%	19%	32%	35%	20%	31%
Accessibility of services	311	257	54	12	252	33	20	6	13	33	23	29	21	31	33	38	31	5	28
	6%	6%	7%	7%	6%	13%	13%	4%	6%	6%	5%	8%	5%	6%	5%	5%	7%	9%	7%
Easy to access information, e.g. about complaints procedures	461	404	57	15	369	45	31	16	14	46	38	46	39	38	57	63	27	3	42
	9%	9%	8%	8%	9%	10%	13%	11%	7%	8%	9%	12%	9%	8%	8%	9%	6%	5%	11%
Product and service innovation	312	280	32	9	265	26	14	7	10	36	21	33	35	22	37	43	28	4	23
	6%	6%	4%	5%	6%	6%	6%	5%	5%	6%	5%	9%	8%	5%	6%	6%	7%	7%	6%

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QD3\_NET\_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Quality of postal delivery to your home (referring to the final stage of the postal delivery service, from delivery van to your letterbox)	291	110	22	33	51	116	49	45	28	167	74	68	99	55	44	22	166	66	69	70
	6%	6% <i>c</i>	7% <i>c</i>	4%	3%	7% <i>d</i>	6% <i>d</i>	13% <i>de</i> f	11% <i>de</i> f	4%	16% <i>de</i> f	3%	5%	7% <i>kl</i> p	11% <i>kl</i> mp	22% <i>kl</i> mp	4%	15% <i>kl</i> mp	6% <i>s</i>	4%
Items you send reaching their destination	259	100	16	43	53	70	63	55	16	123	72	49	84	66	36	18	133	54	61	69
	5%	6%	7%	5%	3%	3%	9% <i>de</i> f	15% <i>de</i> f	10% <i>de</i> f	3%	14% <i>de</i> f	2%	4% <i>k</i>	6% <i>kl</i> p	14% <i>kl</i> p	18% <i>kl</i> mp	3%	15% <i>kl</i> mp	7% <i>s</i>	4%
Items being delivered intact/undamaged	242	92	11	34	44	78	61	36	20	122	56	60	74	52	40	13	133	53	57	53
	5%	5%	5%	4%	3%	4%	7% <i>de</i> f	10% <i>de</i> f	12% <i>de</i> f	3%	11% <i>de</i> f	3%	4%	7% <i>kl</i> p	15% <i>kl</i> mp	15% <i>kl</i> p	3%	15% <i>kl</i> mp	7% <i>s</i>	3%
Speed of delivery	504	203	36	105	108	180	107	67	39	288	105	136	158	108	70	29	294	99	113	167
	10%	11%	15%	12%	6%	9% <i>d</i>	15% <i>d</i> e	19% <i>d</i> e	22% <i>d</i> e	8%	20% <i>d</i> e	7%	8%	14% <i>kl</i> p	27% <i>kl</i> mp	29% <i>kl</i> mp	7%	27% <i>kl</i> mp	14% <i>s</i>	10%
Availability of post boxes	378	140	23	47	103	129	78	43	21	232	66	127	125	65	42	15	253	57	73	94
	7%	8%	10%	5%	6%	6%	10% <i>d</i> e	13% <i>d</i> e	13% <i>d</i> e	6%	13% <i>d</i> e	6%	6%	9% <i>kl</i> mp	19% <i>kl</i> p	19% <i>kl</i> p	6%	16% <i>kl</i> mp	8% <i>s</i>	5%
Availability of Post Office branches	707	298	50	150	222	264	101	76	39	496	115	230	279	102	54	34	509	88	112	235
	14%	16%	21%	17%	13%	13%	12%	21% <i>d</i> e	24% <i>d</i> e	13%	22% <i>d</i> e	12%	14%	21% <i>kl</i> p	35% <i>kl</i> mp	13%	24% <i>kl</i> mp	13% <i>s</i>	13%	
Cost of postage	1497	746	97	411	486	578	231	130	64	1064	195	541	556	233	107	45	1097	151	273	642
	29%	41%	41%	17% <i>c</i>	28%	29%	28%	37% <i>d</i> e	25% <i>d</i> e	28%	25% <i>d</i> e	28%	27%	31%	40% <i>kl</i> mp	45% <i>kl</i> mp	27%	42% <i>kl</i> mp	33% <i>s</i>	37%
Accessibility of services	311	101	23	53	88	95	65	42	17	183	59	79	100	64	42	10	179	61	63	77
	6%	6%	10%	6%	5%	5%	9% <i>d</i> e	12% <i>d</i> e	10% <i>d</i> e	5%	11% <i>d</i> e	4%	5%	9% <i>kl</i> p	16% <i>kl</i> mp	19% <i>kl</i> mp	4%	17% <i>kl</i> mp	8% <i>s</i>	4%
Easy to access information, e.g. about complaints procedures	461	186	37	68	102	182	73	61	40	284	101	145	150	76	58	28	295	86	105	138
	9%	10%	16% <i>c</i>	8%	6%	9% <i>d</i>	9% <i>d</i>	17% <i>d</i> e	24% <i>d</i> e	8%	20% <i>d</i> e	7%	7%	10%	22% <i>kl</i> mp	28% <i>kl</i> mp	7%	24% <i>kl</i> mp	13% <i>s</i>	8%
Product and service innovation	312	111	17	44	55	100	72	53	30	155	83	68	118	64	38	23	186	60	76	70
	6%	6%	7%	5%	3%	6% <i>d</i>	9% <i>d</i> e	15% <i>d</i> e	15% <i>d</i> e	4%	16% <i>d</i> e	3%	6% <i>k</i>	9% <i>kl</i> p	14% <i>kl</i> p	23% <i>kl</i> mp	5%	17% <i>kl</i> mp	9% <i>s</i>	4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - kl/m/n/op/q - rs  
 \* small base

QD3\_NET\_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

	Housebound			Disability			Internet access					Don't know (l)	
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)		
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Quality of postal delivery to your home (referring to the final stage of the postal delivery service, from delivery van to your letterbox)	291	19	269	4	107	173	11	264	17	10	-	291	*
	6%	6%	6%	5%	7%	5%	3%	5%	13%	22%	-	6%	*
Items you send reaching their destination	259	18	236	5	88	161	10	230	21	3	-	254	4
	5%	5%	5%	6%	6%	5%	3%	5%	18%	7%	-	5%	17%
Items being delivered intact/undamaged	242	20	217	6	92	132	18	219	13	5	-	237	5
	5%	6%	5%	7%	6%	4%	6%	4%	11%	10%	-	5%	21%
Speed of delivery	504	31	471	2	175	305	24	484	14	7	-	504	-
	10%	9%	10%	2%	12%	9%	7%	10%	12%	14%	-	10%	-
Availability of post boxes	378	25	347	6	136	217	23	354	18	7	-	378	*
	7%	7%	7%	7%	9%	6%	7%	7%	19%	14%	-	7%	*
Availability of Post Office branches	707	46	653	7	225	447	36	679	15	11	-	705	2
	14%	14%	14%	9%	15%	13%	11%	14%	13%	24%	-	14%	7%
Cost of postage	1497	63	1420	14	449	981	88	1465	10	16	2	1492	4
	29%	19%	30%	17%	30%	29%	21%	30%	9%	35%	23%	30%	14%
Accessibility of services	311	29	281	1	114	184	13	279	20	6	-	305	6
	6%	9%	6%	2%	5%	6%	4%	6%	17%	13%	-	6%	24%
Easy to access information, e.g. about complaints procedures	461	33	420	8	141	279	41	427	24	9	-	460	1
	9%	10%	9%	10%	9%	8%	13%	9%	20%	19%	-	9%	5%
Product and service innovation	312	20	287	6	102	193	18	285	15	9	2	309	1
	6%	6%	6%	7%	7%	6%	6%	6%	13%	18%	23%	6%	5%

Proportions/Mean: Columns Yes/No (5% risk level) - ab/c/d - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QD3\_NET\_DISSATISFIED. How satisfied are you with the following aspects of Royal Mail's service? - Net Very/fairly dissatisfied Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	890	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	291	75	77	57	81	28	23	24	30	25	23	-	43	15	16	30	35
	6%	6%	6%	4%	6%	6%	5%	6%	6%	6%	5%	-	5%	3%	4%	7%	8%
Items you send reaching their destination	259	65	64	73	57	37	15	13	24	21	19	-	49	24	11	22	24
	5%	5%	5%	6%	4%	9%	3%	3%	5%	5%	4%	-	6%	5%	3%	5%	6%
Items being delivered intact/undamaged	242	82	51	56	54	34	23	25	18	17	16	-	38	19	21	11	22
	5%	6%	4%	4%	4%	5%	6%	4%	4%	4%	4%	-	5%	4%	5%	3%	5%
Speed of delivery	504	109	115	81	103	27	40	35	39	47	29	-	60	31	50	59	80
	16%	8%	9%	7%	15%	6%	11%	8%	8%	11%	7%	-	7%	7%	11%	14%	15%
Availability of post boxes	378	110	101	85	82	41	28	40	26	38	37	-	61	24	27	30	24
	7%	9%	8%	7%	6%	10%	7%	9%	6%	9%	9%	-	7%	5%	6%	7%	6%
Availability of Post Office branches	707	195	164	164	183	80	59	56	52	54	58	-	98	66	58	60	65
	14%	15%	13%	13%	14%	11%	14%	13%	11%	13%	14%	-	12%	14%	13%	14%	15%
Cost of postage	1487	254	328	440	465	82	87	85	134	105	89	-	289	160	167	132	167
	29%	20%	25%	35%	36%	19%	20%	20%	29%	25%	21%	-	35%	34%	38%	32%	38%
Accessibility of services	311	84	87	67	72	38	18	28	25	27	35	-	54	13	18	19	35
	6%	7%	7%	5%	6%	9%	4%	6%	5%	7%	8%	-	7%	3%	4%	5%	8%
Easy to access information, e.g. about complaints procedures	461	116	103	117	125	37	35	44	34	27	42	-	84	33	42	45	39
	9%	9%	8%	9%	10%	8%	8%	10%	7%	6%	10%	-	10%	7%	10%	11%	9%
Product and service innovation	312	85	81	51	95	33	26	26	28	32	22	-	34	18	29	29	37
	6%	7%	6%	4%	7%	8%	6%	6%	6%	8%	5%	-	4%	4%	7%	7%	8%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QD3\_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2883	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	4.06	-	4.06	4.06	4.07	4.00	4.13a	3.88	3.97g	3.99g	4.05gh	4.03gh	4.21ghjk	4.37ghlm	3.92	4.01n	4.19no	4.29nop	4.08a	3.94	4.11
Items you send reaching their destination	4.09	-	4.09	4.08	4.12	4.09	4.09	3.96	4.03	4.03g	4.04g	4.16ghj	4.16ghj	4.28ghilm	3.99	4.04	4.18no	4.21no	4.10a	4.00	4.11
Items being delivered intact/undamaged	4.06	-	4.06	4.05	4.09	4.04	4.09	3.92	3.98	3.98	4.00	4.14ghj	4.15ghj	4.32ghilm	3.95	3.99	4.20no	4.24no	4.07	4.02	4.08
Speed of delivery	3.85	-	3.85	3.95	3.84	3.82	3.88	3.72	3.82g	3.87g	3.86	3.84	3.80	3.53g	3.82	3.87	3.85	3.86	3.86	3.77	3.86
Availability of post boxes	3.99	-	3.99	3.98	4.02	3.99	3.99	3.87	3.89	3.95	3.96	4.04gh	4.03gh	4.20ghilm	3.88	3.95	4.09no	4.14no	4.01a	3.84	3.97
Availability of Post Office branches	3.76	-	3.76	3.93d	3.78	3.74	3.78	3.83l	3.80	3.84kl	3.68	3.70	3.66	3.80	3.62p	3.77	3.71	3.72	3.75	3.85	3.72
Cost of postage	3.19	-	3.19	3.58d	3.10	3.20	3.19	3.60klm	3.55klm	3.45klm	3.16klm	2.91	2.85	2.82	3.53opq	3.53pq	2.87	2.83	3.16	3.45	3.17
Accessibility of services	3.88	-	3.88	3.96	3.90	3.86	3.91	3.80	3.88	3.91	3.94g	3.87	3.89	3.89	3.84	3.92	3.88	3.89	3.89	3.86	3.87
Easy to access information, e.g. about complaints procedures	3.62	-	3.62	3.89d	3.61	3.59	3.65	3.62	3.78ghklm	3.69klm	3.59	3.53	3.52	3.53	3.78op	3.65op	3.53	3.53	3.61	3.68	3.58
Product and service innovation	3.69	-	3.69	3.82d	3.69	3.63	3.76e	3.72k	3.71k	3.75k	3.72k	3.57	3.64	3.72k	3.72p	3.74p	3.63	3.68	3.69	3.71	3.66

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QD3\_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Quality of postal delivery to your home (referring to the final stage of the postal delivery service, from delivery van to your letterbox)	4.06	4.11c	4.06	4.04	4.05	4.08	4.05	4.00	4.17g	3.99	4.06	4.02	4.12kn	4.13kn	4.07ll	3.99	4.08o	4.13	4.10	4.01
Items you send reaching their destination	4.09	4.11c	4.09	4.04	4.11c	4.09	4.08	4.05	4.18g	4.04	4.10k	4.02	4.16kn	4.16kn	4.09k	4.04	4.10o	4.17r	4.10	4.07
Items being delivered intact/undamaged	4.06	4.13	4.04	4.03	4.07	4.07	4.05	4.02	4.16g	4.01	4.05	4.01	4.13k	4.15k	4.07	4.01	4.08	4.15	4.11	3.94
Speed of delivery	3.85	3.88	3.85	3.79	3.87	3.86	3.83	3.86	3.84	3.75	3.88	3.78	3.90k	3.97m	3.85	3.76	3.87o	3.86	3.84	3.77
Availability of post boxes	3.99	3.96	4.00	3.97	4.02	3.98	4.00	3.95	4.06g	3.91	3.96	3.96	4.02	4.10kn	3.99	3.91	4.01	4.06	4.03	3.92
Availability of Post Office branches	3.76	3.85	3.74	3.74	3.74	3.78	3.74	3.78	3.74	3.66	3.75	3.77	3.78	3.97l	3.77	3.65	3.78o	3.85	3.76	3.88
Cost of postage	3.19	3.41bcd	3.09	3.20	3.15	3.21	3.17	3.32b	3.01	3.07	3.18	3.15	3.24l	3.41lmn	3.19	3.07	3.23o	3.24r	2.97	3.01
Accessibility of services	3.88	3.98b	3.86	3.86	3.88	3.90	3.87	3.91	3.86	3.76	3.86	3.86	3.98k	3.99j	3.90	3.76	3.92o	3.92	3.92	3.89
Easy to access information, e.g. about complaints procedures	3.62	3.70b	3.57	3.59	3.63	3.62	3.61	3.68b	3.56	3.52	3.58	3.57	3.66l	3.78lmn	3.61	3.52	3.64o	3.75r	3.58	3.61
Product and service innovation	3.69	3.75b	3.65	3.66	3.72	3.68	3.69	3.71	3.65	3.67	3.75k	3.62	3.73k	3.76k	3.69	3.67	3.70	3.75	3.67	3.66

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base



QD3\_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Quality of postal delivery to your home (referring to the final stage of the postal delivery service, from delivery van to your letterbox)	4.06	4.05	4.17a	4.23a	4.04	4.16d	4.14	4.21	4.11i	4.00	4.08ho	4.01	3.95	4.07ho	4.11ho	4.00	4.08ho	4.24i	4.15ho
Items you send reaching their destination	4.09	4.09	4.10	4.17	4.08	4.13	4.11	4.16	4.12	3.99	4.10i	4.07	4.04	4.07i	4.17kimop	4.08i	4.07i	4.22	4.11i
Items being delivered intact/undamaged	4.06	4.06	4.08	4.13	4.06	4.07	4.06	4.12	4.13i	4.05	4.11	3.97	3.99	4.08	4.09	4.09	4.04	4.18	4.05
Speed of delivery	3.85	3.85	3.81	3.87	3.83	3.91	3.96d	3.87	3.87	3.77	3.93	3.78	3.77	3.89	3.91	3.80	3.79	4.09ho	3.88
Availability of post boxes	3.99	3.99	3.98	4.03	4.00	3.93	3.98	3.95	3.96	4.07ir	4.02	3.97	3.89	3.97	4.04	4.04	3.95	4.14	3.90
Availability of Post Office branches	3.76	3.78b	3.57	3.64	3.77e	3.58	3.76e	3.98duf	3.71	3.77r	3.82nr	3.83nr	3.82nr	3.58	3.86mpr	3.77mr	3.69	3.69	3.56
Cost of postage	3.19	3.23b	2.99	3.15	3.19	3.19	3.16	3.28	3.19	3.23p	3.10	3.10	3.20	3.10	3.47jklmnop	3.17	3.01	3.44kmr	3.15
Accessibility of services	3.88	3.93b	3.78	3.81	3.89	3.83	3.87	4.02duf	3.88	3.88	3.95	3.81	3.91	3.84	3.98p	3.90	3.80	3.73	3.84
Easy to access information, e.g. about complaints procedures	3.62	3.63b	3.51	3.63	3.63	3.54	3.56	3.64	3.65	3.67	3.57	3.52	3.63	3.63	3.75kpr	3.59	3.57	3.74	3.51
Product and service innovation	3.69	3.69	3.66	3.74	3.69	3.65	3.68	3.72	3.70	3.75	3.71	3.64	3.63	3.68	3.82klou	3.62	3.63	3.65	3.65

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/kl/mn/op/qr  
 \* small base

QD3\_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Quality of postal delivery to your home (referring to the final stage of the postal delivery service, from delivery van to your letterbox)	4.06	4.06	3.97	4.19ab	4.46a(fgh)	3.99(fgh)	3.64	3.74fh	3.55	4.21efghj	3.68	4.39mnoq	4.00mnoq	3.59e	3.68e	3.40	4.18mnoq	3.61	3.96	4.16r
Items you send reaching their destination	4.09	4.07	4.00	4.15ab	4.46a(fgh)	4.04(fgh)	3.67	3.64	3.71	4.24efghj	3.66	4.43mnoq	4.03mnoq	3.56e	3.69me	3.37	4.23mnoq	3.61e	3.97	4.16r
Items being delivered intact/undamaged	4.06	4.06	4.00	4.16a	4.41e(fgh)	4.03(fgh)	3.62	3.77f	3.61	4.21efghj	3.72	4.40mnoq	4.01mnoq	3.55	3.63	3.61	4.20mnoq	3.62	3.99	4.17r
Speed of delivery	3.85	3.77	3.66	3.79	4.20e(fgh)	3.83(fgh)	3.41	3.49	3.36	4.00efghj	3.45	4.15mnoq	3.83mnoq	3.39	3.33	3.15	3.99mnoq	3.28	3.76	3.88r
Availability of post boxes	3.99	4.00	3.94	4.10a	4.31e(fgh)	3.98(fgh)	3.56	3.72f	3.73	4.12efghj	3.72f	4.25mnoq	3.96mnoq	3.55	3.68	3.60	4.10mnoq	3.66	3.88	4.10r
Availability of Post Office branches	3.76	3.68	3.53	3.67	4.02e(fgh)	3.74(fgh)	3.48	3.39	3.36	3.97efghj	3.38	4.05mnoq	3.70mnoq	3.39e	3.45e	2.96	3.67mnoq	3.22e	3.77	3.79
Cost of postage	3.19	2.83e	2.69	2.70	3.39e(fgh)	3.21(fgh)	2.96	2.93	2.73	3.28(fgh)	2.87	3.38mnoq	3.22mnoq	2.67e	2.76	2.50	3.30mnoq	2.69	3.15a	2.96
Accessibility of services	3.88	3.86	3.75	3.84	4.19e(fgh)	3.87(fgh)	3.50	3.54	3.44	4.02efghj	3.51	4.19mnoq	3.86mnoq	3.40	3.42	3.30	4.02mnoq	3.39	3.85	3.95r
Easy to access information, e.g. about complaints procedures	3.62	3.47	3.42	3.45	3.90e(fgh)	3.68(fgh)	3.34h	3.36	3.12	3.72efghj	3.29	3.85mnoq	3.63mnoq	3.23e	3.08	3.02	3.74mnoq	3.07	3.65	3.60
Product and service innovation	3.69	3.57	3.57	3.58	4.00e(fgh)	3.68(fgh)	3.37	3.29	3.24	3.82efghj	3.27	3.96mnoq	3.67mnoq	3.28e	3.26	3.02	3.81mnoq	3.20	3.71	3.68

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e(fgh/hj) - k/l/m/n/o/p/q - r/s  
 \* small base

QD3\_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Quality of postal delivery to your home (referring to the final stage of the postal delivery service, from delivery van to your letterbox)	4.06	4.09	4.06	4.07	4.03f	4.10g	3.89	4.09hl	3.49	3.26	3.86	4.07hl	3.61
Items you send reaching their destination	4.09	4.09	4.09	3.99	4.07f	4.11f	3.88	4.11hl	3.43	3.54i	4.33	4.09hl	3.20
Items being delivered intact/undamaged	4.06	4.03	4.07c	3.81	4.03f	4.10f	3.85	4.08h	3.49	3.73	4.09	4.07h	3.12
Speed of delivery	3.85	3.90	3.84	3.98	3.76	3.88d	3.76	3.86h	3.44	3.28	4.31	3.85h	3.49
Availability of post boxes	3.99	3.98	3.99	3.93	3.95	4.03f	3.80	4.01h	3.47	3.57	4.09	3.99h	3.61
Availability of Post Office branches	3.76	3.84	3.75	3.73	3.73	3.79f	3.57	3.77h	3.39	3.34	4.09	3.76h	3.38
Cost of postage	3.19	3.62b	3.16	3.35	3.20	3.18	3.29	3.19	3.54gk	2.89	3.41	3.19	3.01
Accessibility of services	3.88	3.89	3.88	3.92	3.84	3.92g	3.74	3.91h	3.30	3.43	3.86	3.89h	3.04
Easy to access information, e.g. about complaints procedures	3.62	3.78b	3.60	3.65	3.60	3.63	3.53	3.63h	3.35	3.05	4.09	3.62h	3.49
Product and service innovation	3.69	3.85b	3.68	3.57	3.67	3.71	3.58	3.70	3.49	3.19	3.41	3.69	3.35

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QD3\_MEAN. How satisfied are you with the following aspects of Royal Mail's service? Mean Summary

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Quality of postal delivery to your home (referring to the final stage of the postal delivery service; from delivery van to your letterbox)	4.06	4.02	4.04	4.16bcd	4.05	4.04p	4.03p	3.99	4.10pp	3.96	4.04p	-	4.14efgpp	4.16efgpp	4.17efgpp	4.07p	3.91
Items you send reaching their destination	4.09	4.05	4.07	4.11a	4.11a	4.03	4.08p	4.04	4.13egpp	4.00	4.08p	-	4.12egpp	4.11p	4.18efgpp	4.16egpp	3.98
Items being delivered intact/undamaged	4.06	3.97	4.06	4.13a	4.09a	4.00	3.99	3.92	4.11g	4.00	4.07	-	4.13gp	4.11g	4.15gp	4.11g	4.01
Speed of delivery	3.85	3.84	3.86d	3.84d	3.75	3.86p	3.83p	3.81p	3.92p	3.76p	3.80p	-	3.84p	3.82p	3.89p	3.81p	3.54
Availability of post boxes	3.99	3.96	3.95	4.03	4.02	3.95	4.02f	3.90	4.12gpp	3.84	3.87	-	4.03j	4.03j	4.02j	4.07j	3.99
Availability of Post Office branches	3.76	3.72	3.76	3.81	3.76	3.68	3.75	3.74	3.86	3.69	3.71	-	3.82	3.78	3.82	3.75	3.70
Cost of postage	3.19	3.43bcd	3.29cd	3.04	3.01	3.49hlmnop	3.48mnop	3.37mnop	3.26ng	3.28ng	3.31ng	-	2.99	3.11	2.98	3.13	2.94
Accessibility of services	3.88	3.84	3.86	3.94	3.90	3.85	3.86	3.82	3.92	3.85	3.81	-	3.91	3.99gpp	3.95	3.94	3.81
Easy to access information, e.g. about complaints procedures	3.62	3.59	3.64	3.64	3.59	3.68p	3.64	3.46	3.78pp	3.65p	3.57	-	3.60	3.70pp	3.64	3.64	3.51
Product and service innovation	3.69	3.69	3.69	3.76d	3.62	3.69	3.68	3.69	3.71p	3.71p	3.66	-	3.76p	3.76p	3.68	3.65	3.53

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QD5. Royal Mail have a smartphone app that you can use to buy postage stamps, track items, book collections, find drop off locations and measure the size of parcels. Which of the following statements best describes your awareness or use of this app before today?

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	2580	-	2580	378	2202	1219	1364	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	499	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
I was not aware of the Royal Mail app	999	-	999	91	908	474	524	137	128	153	105	212	139	125	265	258	476	265	873	114	1072
I was aware of the Royal Mail app but I haven't installed it	1103	-	1103	189	915	526	574	130	109	226	153	223	142	119	239	379	485	261	967	132	1049
I have installed the Royal Mail app but I haven't used it	140	-	140	34	106	71	68	20	44	26	17	15	8	8	65	43	32	17	122	16	122
I have installed the Royal Mail app and I have used it	305	-	305	73	233	172	129	53	60	77	51	34	23	8	113	128	65	31	267	39	305
Don't know	33	-	33	2	31	13	20	2	6	7	6	4	5	3	8	13	12	8	29	4	32
NET Aware	1548	-	1548	295	1253	770	772	203	214	329	221	272	174	135	417	550	581	309	1356	186	1476
NET Installed	445	-	445	106	339	244	198	73	104	103	68	49	31	16	177	171	96	47	389	54	427
	177%	-	177%	27%	75%	19%	75%	21%	26%	21%	21%	10%	10%	6%	26%	21%	9%	8%	17%	18%	17%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QD5. Royal Mail have a smartphone app that you can use to buy postage stamps, track items, book collections, find drop off locations and measure the size of parcels.  
Which of the following statements best describes your awareness or use of this app before today?

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
I was not aware of the Royal Mail app	999	200	325	182	292	525	474	533	450	125	107	233	290	163	630	126	814	208	732	59
	39%	43% <sup>ab</sup>	38%	33%	41% <sup>bc</sup>	40%	38%	34%	43% <sup>gh</sup>	43% <sup>ij</sup>	33%	34%	40%	40%	36%	45%	37%	39%	38%	45%
I was aware of the Royal Mail app but I haven't installed it	1103	176	383	259	284	560	543	614	424	113	156	325	307	149	787	115	943	204	844	55
	42%	38%	43% <sup>ba</sup>	47% <sup>ca</sup>	40%	42%	43%	44%	42%	41%	43% <sup>km</sup>	47% <sup>lm</sup>	42%	37%	49% <sup>kn</sup>	47%	43%	39%	44%	41%
I have installed the Royal Mail app but I haven't used it	140	30	40	36	33	70	69	106	34	16	15	45	34	22	95	16	117	33	97	9
	5%	6%	5%	7%	5%	5%	5%	7% <sup>nl</sup>	3%	6%	5%	7%	5%	5%	5%	6%	5%	6%	5%	7%
I have installed the Royal Mail app and I have used it	305	61	95	70	79	156	149	214	89	23	43	74	88	65	205	24	270	77	223	6
	12%	13%	11%	13%	11%	12%	12%	14% <sup>nh</sup>	9%	8%	13%	11%	12%	16% <sup>lo</sup>	12%	8%	12%	15% <sup>or</sup>	12%	5%
Don't know	33	2	5	5	21	7	26	18	15	*	4	13	4	4	22	*	26	7	22	3
	1%	1%	1%	1%	3% <sup>ad</sup>	1%	2% <sup>bd</sup>	1%	1%	*	1%	2%	1%	1%	1%	1%	1%	1%	1%	3%
NET Aware	1548	268	518	366	397	786	762	994	547	152	214	444	429	236	1087	155	1330	315	1164	70
	60%	57%	61%	66% <sup>ac</sup>	56%	60%	60%	64% <sup>hi</sup>	54%	55%	66% <sup>kl</sup>	64% <sup>li</sup>	59%	59%	62%	55%	61%	59%	61%	53%
NET Installed	445	91	135	106	112	226	219	320	123	40	58	119	122	87	300	40	387	110	320	15
	17%	19%	16%	19%	16%	17%	17%	21% <sup>hn</sup>	12%	14%	16%	17%	17%	22%	17%	14%	18%	21%	17%	11%

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QD5. Royal Mail have a smartphone app that you can use to buy postage stamps, track items, book collections, find drop off locations and measure the size of parcels.  
Which of the following statements best describes your awareness or use of this app before today?

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
I was not aware of the Royal Mail app	999	840	159	35	818	92	56	32	35	122	70	72	79	94	133	133	80	9	83
	39%	38%	44%	48%	38%	43%	40%	45%	34%	43%	33%	38%	35%	39%	38%	38%	36%	38%	43%
I was aware of the Royal Mail app but I haven't installed it	1103	966	137	29	942	86	51	25	48	107	94	91	92	104	140	106	13	73	38%
	42%	44%	38%	38%	43%	40%	41%	35%	46%	38%	44%	49%	46%	43%	41%	46%	48%	54%	38%
I have installed the Royal Mail app but I haven't used it	140	123	17	1	115	17	5	2	5	15	19	7	13	12	18	19	7	*	17
	5%	6%	5%	1%	5%	8%	4%	3%	5%	5%	9%	3%	6%	5%	5%	5%	3%	2%	9%
I have installed the Royal Mail app and I have used it	305	258	47	11	264	21	8	12	14	36	29	16	39	26	37	39	28	1	20
	12%	12%	13%	15%	12%	10%	6%	17%	14%	13%	13%	9%	17%	11%	11%	11%	13%	6%	10%
Don't know	33	32	1	*	29	*	3	*	2	3	2	1	4	4	11	2	1	*	*
	1%	1%	*	*	1%	*	3%	*	2%	1%	1%	1%	2%	3%	2%	1%	1%	*	*
NET Aware	1548	1347	201	41	1321	124	64	39	68	158	141	114	144	143	195	218	141	14	110
	60%	61%	56%	54%	61%	57%	52%	55%	65%	56%	66%	61%	63%	59%	58%	62%	63%	67%	57%
NET Installed	445	381	64	12	379	38	13	14	20	51	47	23	52	39	55	57	35	2	37
	17%	17%	18%	16%	17%	18%	11%	13%	19%	18%	22%	12%	23%	16%	16%	16%	16%	8%	19%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\*\* very small base (under 30) ineligible for sig testing

QD5. Royal Mail have a smartphone app that you can use to buy postage stamps, track items, book collections, find drop off locations and measure the size of parcels.  
Which of the following statements best describes your awareness or use of this app before today?

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
I was not aware of the Royal Mail app	999	381	35	194	365	404	134	54	31	765	86	423	393	116	44	13	817	57	257	742
I was aware of the Royal Mail app but I haven't installed it	1103	405	53	194	358	438	199	78	25	706	104	455	447	132	49	16	902	65	361	743
I have installed the Royal Mail app but I haven't used it	140	40	1	13	25	70	27	13	5	95	18	40	65	17	13	3	105	16	81	58
I have installed the Royal Mail app and I have used it	305	89	7	29	118	116	38	17	13	234	30	158	114	20	6	7	271	14	129	176
Don't know	33	8	*	5	8	12	8	4	-	20	4	4	14	10	6	-	17	6	4	28
NET Aware	1548	535	61	236	501	624	264	108	43	1125	152	652	628	169	68	26	1279	94	571	977
NET Installed	445	129	8	43	143	186	65	30	18	329	48	198	179	37	19	10	376	30	211	234
	17%	14%	8%	10%	16%	18%	16%	18%	24%	17%	20%	78%	17%	13%	16%	26%	18%	19%	15%	13%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
\* small base, \*\* very small base (under 30) ineligible for sig testing



QD5. Royal Mail have a smartphone app that you can use to buy postage stamps, track items, book collections, find drop off locations and measure the size of parcels. Which of the following statements best describes your awareness or use of this app before today?

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
I was not aware of the Royal Mail app	999	52	939	7	254	689	56	979	5	4	4	987	8
I was aware of the Royal Mail app but I haven't installed it	1103	67	1015	21	301	746	56	1038	40	22	-	1099	4
I have installed the Royal Mail app but I haven't used it	140	11	122	6	58	73	9	118	16	3	2	138	-
I have installed the Royal Mail app and I have used it	305	22	281	2	89	207	10	298	4	2	-	303	2
Don't know	33	3	27	3	6	18	9	33	-	-	-	33	-
NET Aware	1548	100	1419	30	448	1025	75	1453	60	27	2	1540	6
NET Installed	445	33	404	8	147	279	18	416	20	5	2	441	2
	17%	21%	77%	21%	21%	16%	13%	17%	31% <sup>0M</sup>	16%	34%	17%	17%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QD5. Royal Mail have a smartphone app that you can use to buy postage stamps, track items, book collections, find drop off locations and measure the size of parcels. Which of the following statements best describes your awareness or use of this app before today?

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
I was not aware of the Royal Mail app	999	-	-	498	501	-	-	-	-	-	-	-	314	184	191	153	157
39%	-	-	-	39%	39%	-	-	-	-	-	-	-	38%	39%	44%	37%	36%
I was aware of the Royal Mail app but I haven't installed it	1103	-	-	577	527	-	-	-	-	-	-	-	360	216	163	157	207
43%	-	-	-	45%	41%	-	-	-	-	-	-	-	44%	46%	37%	38%	47%
I have installed the Royal Mail app but I haven't used it	140	-	-	63	77	-	-	-	-	-	-	-	48	15	23	39	15
5%	-	-	-	5%	6%	-	-	-	-	-	-	-	6%	3%	5%	9%	3%
I have installed the Royal Mail app and I have used it	305	-	-	136	170	-	-	-	-	-	-	-	84	52	56	62	52
12%	-	-	-	11%	13%	-	-	-	-	-	-	-	10%	11%	13%	15%	12%
Don't know	33	-	-	17	16	-	-	-	-	-	-	-	12	5	5	5	6
1%	-	-	-	1%	1%	-	-	-	-	-	-	-	1%	1%	1%	1%	1%
NET Aware	1548	-	-	775	773	-	-	-	-	-	-	-	492	283	242	258	274
60%	-	-	-	60%	60%	-	-	-	-	-	-	-	60%	60%	55%	62%	63%
NET Installed	445	-	-	198	247	-	-	-	-	-	-	-	132	67	79	101	67
17%	-	-	-	15%	19%	-	-	-	-	-	-	-	16%	14%	18%	24%	15%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QD6. What features of the Royal Mail smartphone app have you used?

Base : All who use the app

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	305	-	305	76	229	154	149	56	55	65	53	37	31	8	111	118	76	39	275	29	305
Weighted Base	305	-**	305	73*	233	172*	129*	53*	60*	77*	51*	34**	23**	8**	113*	128*	65*	31**	267	39**	305
Effective Base	182	-	182	43	139	97	83	35	34	42	30	22	15	4	69	72	41	19	160	22	305
Bought postage stamps	54	-	54	14	40	31	23	11	10	15	4	12	3	*	21	18	15	4	49	5	54
18%	-	18%	-	20%	17%	18%	17%	21%	16%	19%	7%	34%	15%	1%	18%	14%	23%	12%	18%	14%	18%
Tracked items	247	-	247	43	204	139	105	47	46	51	44	33	19	8	93	94	60	27	213	34	257
81%	-	81%	-	60%	81%	81%	81%	81%	77%	66%	85%	97%	85%	100%	83%	74%	89%	89%	80%	89%	84%
Booked collections	69	-	69	24	45	39	29	9	21	16	14	9	*	*	30	30	10	*	60	9	74
23%	-	23%	-	33%	19%	23%	23%	17%	34%	21%	27%	28%	*	*	26%	23%	15%	*	22%	22%	24%
Found services or drop off locations	70	-	70	18	52	35	36	18	18	16	10	4	4	*	36	27	8	4	62	8	80
23%	-	23%	-	25%	22%	20%	28%	34%	30%	21%	20%	11%	15%	5%	32%	21%	12%	13%	23%	22%	26%
Measured the size of my parcels	49	-	49	21	28	25	24	7	11	18	7	1	5	*	18	25	6	5	43	6	51
16%	-	16%	-	12%	14%	14%	19%	13%	18%	24%	14%	3%	2%	*	16%	20%	9%	16%	16%	16%	17%
Changed where my parcels are delivered	54	-	54	11	43	28	28	16	13	9	9	2	5	*	30	18	7	5	46	8	55
18%	-	18%	-	15%	19%	16%	20%	31%	22%	12%	17%	5%	21%	*	26%	14%	10%	16%	17%	20%	18%
Booked a redelivery	112	-	112	28	84	60	52	25	24	37	9	8	9	*	49	46	17	9	95	17	109
37%	-	37%	-	39%	36%	35%	40%	43%	40%	43%	18%	24%	37%	*	44%	36%	26%	28%	36%	44%	36%
Received notifications for my deliveries	150	-	150	44	105	86	59	10	33	39	27	17	14	1	52	65	33	16	129	21	154
49%	-	49%	-	61%	45%	51%	46%	36%	54%	49%	53%	51%	63%	15%	46%	51%	51%	51%	48%	54%	50%
I don't know	2	-	2	-	2	2	-	-	-	2	-	-	-	-	2	-	-	-	2	-	1
1%	-	1%	-	1%	1%	-	-	-	-	3%	-	-	-	-	2%	-	-	-	1%	-	*
None of the above	6	-	6	-	3	3	3	1	1	3	-	-	-	-	1	5	-	-	6	-	4
2%	-	2%	-	3%	2%	2%	2%	-	2%	2%	7%	-	-	-	1%	4%	-	-	2%	-	7%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QD6. What features of the Royal Mail smartphone app have you used?

Base : All who use the app

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	305	83	89	63	70	172	133	200	102	26	35	68	95	70	198	27	269	74	226	5
Weighted Base	305	61*	95*	70*	79*	156*	149*	214	89*	23**	43**	74*	88*	65*	205	24**	270	77*	223	6**
Effective Base	182	35	56	41	50	91	91	124	57	15	26	45	55	36	125	16	161	44	134	3
Bought postage stamps	54	12	15	8	19	26	28	41	13	3	8	12	22	8	41	4	50	17	34	3
Tracked items	247	44	77	58	69	121	126	170	75	19	38	58	79	46	175	19	221	53	100	4
Booked collections	69	14	12	24	19	26	43	55	14	5	7	12	25	19	45	5	64	18	46	4
Found services or drop off locations	70	14	20	15	21	35	36	53	17	7	5	17	28	10	50	8	60	16	52	2
Measured the size of my parcels	49	15	9	14	7	27	22	35	12	1	3	8	22	14	33	2	47	15	33	1
Changed where my parcels are delivered	54	14	11	15	15	25	30	38	15	8	8	14	13	7	35	8	42	20	34	-
Booked a redelivery	112	24	33	24	31	57	55	87	24	7	19	29	34	20	83	7	103	34	75	3
Received notifications for my deliveries	150	40	38	28	43	78	71	101	47	16	23	33	40	32	96	16	129	52	95	3
I don't know	2	-	-	-	2	-	2	-	2	-	-	-	-	-	-	-	-	-	-	2
None of the above	6	2	1	-	2	4	2	5	1	-	2	1	-	-	-	-	4	1	5	-
	2%	4%	1%	-	3%	2%	2%	2%	1%	-	5%	2%	-	-	2%	-	1%	2%	2%	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QD6. What features of the Royal Mail smartphone app have you used?

Base : All who use the app

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	305	200	105	43	161	55	36	53	19	18	20	13	25	16	16	18	16	8	47
Weighted Base	305	258	47**	11**	264	21**	8**	12*	14**	36**	29**	16**	39**	26**	37**	39**	28**	1**	20**
Effective Base	182	153	29	9	144	24	19	35	17	17	19	13	24	15	16	18	15	4	21
Bought postage stamps	54	48	6	2	49	2	1	2	2	4	6	6	5	5	8	11	2	*	2
	16%	18%	13%	23%	18%	9%	14%	16%	13%	12%	22%	35%	14%	20%	21%	28%	5%	16%	9%
Tracked items	247	208	38	10	215	17	7	11	12	24	24	13	37	25	25	25	25	1	16
	81%	81%	83%	81%	80%	81%	84%	91%	81%	68%	85%	79%	95%	100%	66%	67%	90%	84%	81%
Booked collections	69	59	10	4	61	4	1	3	2	2	9	2	15	8	5	9	8	*	3
	23%	23%	20%	35%	23%	17%	12%	29%	14%	5%	30%	15%	39%	32%	15%	24%	27%	21%	16%
Found services or drop off locations	70	60	10	2	58	5	2	6	3	9	6	3	5	9	5	12	6	*	5
	23%	23%	21%	14%	22%	23%	30%	47%	19%	26%	22%	16%	13%	33%	13%	31%	21%	19%	23%
Measured the size of my parcels	49	43	6	1	42	4	1	1	1	8	4	1	7	6	3	11	1	*	4
	16%	17%	12%	11%	16%	20%	8%	12%	9%	23%	14%	9%	18%	22%	7%	28%	4%	16%	21%
Changed where my parcels are delivered	54	45	9	3	50	2	1	2	1	3	8	-	9	10	2	14	3	*	2
	18%	17%	20%	28%	19%	8%	7%	17%	5%	10%	27%	-	24%	36%	6%	35%	12%	5%	8%
Booked a redelivery	112	100	12	1	99	6	2	5	2	12	14	4	19	11	19	7	7	-	6
	37%	39%	25%	12%	37%	28%	28%	42%	15%	34%	48%	23%	49%	40%	33%	48%	23%	7%	29%
Received notifications for my deliveries	150	127	23	6	132	7	4	6	4	16	17	6	18	17	15	24	14	*	7
	49%	49%	48%	57%	50%	35%	46%	52%	27%	45%	61%	37%	47%	65%	40%	62%	51%	16%	36%
I don't know	2	2	-	-	2	-	-	-	-	-	-	-	-	-	2	-	-	-	-
	1%	1%	-	-	1%	-	-	-	-	-	-	-	-	8%	-	-	-	-	-
None of the above	6	5	1	-	5	1	-	-	1	-	-	1	-	-	2	-	-	-	1
	2%	2%	2%	-	2%	6%	-	-	8%	-	-	9%	-	-	6%	-	-	-	6%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QD6. What features of the Royal Mail smartphone app have you used?

Base : All who use the app

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	305	86	6	32	121	118	35	15	14	239	29	166	112	14	7	6	278	13	114	191
Weighted Base	305	89*	7**	29**	118*	116*	38**	17**	13**	234	30**	158*	114*	20**	6**	7**	271	14**	129*	176
Effective Base	182	53	5	19	68	71	23	11	9	139	20	97	66	12	4	4	162	8	75	107
Bought postage stamps	54	13	1	4	24	25	-	-	3	50	3	27	24	-	2	1	51	3	32	22
	15%	15%	19%	12%	21%	22%	1%	-	20%	21%	11%	17%	21%	-	24%	15%	19%	19%	32%	13%
Tracked items	247	72	6	21	97	90	28	13	9	196	23	133	94	9	6	6	226	12	95	153
	81%	80%	80%	72%	82%	86%	69%	79%	71%	84%	76%	84%	82%	45%	96%	86%	83%	91%	73%	87%
Booked collections	69	17	1	5	30	24	11	2	1	54	3	37	27	4	*	1	64	1	36	33
	23%	19%	19%	17%	25%	21%	29%	13%	9%	23%	11%	24%	23%	18%	4%	14%	23%	9%	28%	19%
Found services or drop off locations	70	15	5	3	32	29	3	2	4	61	6	38	30	-	-	2	68	2	31	39
	23%	17%	70%	12%	27%	26%	7%	12%	32%	36%	30%	24%	27%	-	-	33%	23%	17%	24%	22%
Measured the size of my parcels	49	18	1	7	25	19	3	2	-	44	2	31	18	-	-	-	49	-	27	21
	16%	21%	9%	25%	21%	17%	7%	11%	-	19%	6%	20%	16%	-	-	-	18%	-	21%	12%
Changed where my parcels are delivered	54	13	3	2	22	18	8	2	5	40	6	20	28	2	1	3	48	4	26	29
	18%	15%	43%	7%	18%	16%	21%	9%	35%	17%	20%	13%	25%	9%	23%	36%	18%	30%	20%	16%
Booked a redelivery	112	25	-	7	45	40	20	1	2	85	4	54	46	11	*	1	100	1	54	58
	37%	28%	-	24%	38%	35%	52%	8%	19%	37%	13%	34%	41%	55%	1%	11%	37%	6%	42%	33%
Received notifications for my deliveries	150	41	4	8	65	57	21	3	3	122	6	80	58	5	2	5	138	6	68	81
	49%	46%	60%	28%	55%	50%	54%	20%	23%	52%	21%	51%	51%	26%	24%	65%	51%	45%	53%	46%
I don't know	2	2	-	2	-	2	-	-	-	2	-	-	2	-	-	-	2	-	-	2
	1%	2%	-	7%	-	2%	-	-	-	1%	-	-	2%	-	-	-	1%	-	-	1%
None of the above	6	5	-	1	-	1	-	3	1	1	5	-	4	2	-	4	-	2	4	4
	2%	5%	-	4%	-	1%	-	20%	11%	16%	-	-	3%	11%	-	-	1%	-	2%	2%

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)fg(h) - kl(mn)op(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QD6. What features of the Royal Mail smartphone app have you used?

Base : All who use the app

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	305	24	279	2	82	205	18	299	2	2	-	303	2
Weighted Base	305	22**	281	2**	89*	207	10**	298	4**	2**	-**	303	2**
Effective Base	182	14	168	1	52	122	9	178	2	1	-	180	2
Bought postage stamps	54	3	51	-	16	34	4	52	-	2	-	54	-
16%	16%	14%	16%	-	16%	17%	40%	16%	-	98%	-	16%	-
Tracked items	247	18	228	2	72	168	7	245	-	2	-	246	1
81%	80%	81%	100%	81%	82%	75%	82%	-	98%	-	-	81%	52%
Booked collections	69	5	63	-	23	41	4	66	-	2	-	67	1
23%	25%	23%	-	26%	20%	40%	22%	-	98%	-	-	22%	52%
Found services or drop off locations	70	10	60	-	27	41	2	69	-	2	-	70	-
23%	46%	21%	-	31%	20%	21%	23%	-	100%	-	-	23%	-
Measured the size of my parcels	49	3	44	2	15	30	3	48	-	-	-	48	1
16%	13%	16%	99%	17%	15%	33%	16%	-	-	-	-	16%	52%
Changed where my parcels are delivered	54	7	48	-	25	26	3	54	-	-	-	54	-
18%	30%	17%	-	23**	13%	35%	15%	-	-	-	-	18%	-
Booked a redelivery	112	7	105	-	39	67	6	107	4	-	-	111	1
37%	31%	37%	-	43%	33%	61%	36%	100%	-	-	-	37%	52%
Received notifications for my deliveries	150	15	132	2	60	86	3	147	-	2	-	148	1
49%	70%	47%	99%	68**	42%	31%	49%	-	98%	-	-	49%	52%
I don't know	2	-	2	-	-	-	-	2	-	-	-	2	-
1%	-	1%	-	-	1%	-	-	1%	-	-	-	1%	-
None of the above	6	2	4	-	-	5	1	5	-	-	-	5	1
2%	10%	1%	-	-	2%	12%	2%	-	-	-	-	2%	48%

Proportions/Mears: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QD6. What features of the Royal Mail smartphone app have you used?

Base : All who use the app

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	305	-	-	143	162	-	-	-	-	-	-	-	93	50	52	59	51
Weighted Base	305	**	**	136*	170	**	**	**	**	**	**	**	84*	52**	56*	62*	52*
Effective Base	182	-	-	80	102	-	-	-	-	-	-	-	52	29	33	37	32
Bought postage stamps	54	-	-	17	37	-	-	-	-	-	-	-	13	4	18	9	9
	18%	-	-	13%	21%	-	-	-	-	-	-	-	16%	8%	33%	15%	16%
Tracked items	247	-	-	115	133	-	-	-	-	-	-	-	71	44	43	47	44
	81%	-	-	85%	78%	-	-	-	-	-	-	-	85%	84%	77%	75%	83%
Booked collections	69	-	-	32	37	-	-	-	-	-	-	-	25	8	12	11	14
	23%	-	-	24%	22%	-	-	-	-	-	-	-	29%	15%	22%	17%	26%
Found services or drop off locations	70	-	-	31	40	-	-	-	-	-	-	-	19	11	12	17	11
	23%	-	-	23%	23%	-	-	-	-	-	-	-	23%	22%	21%	27%	22%
Measured the size of my parcels	49	-	-	23	26	-	-	-	-	-	-	-	12	11	7	12	7
	16%	-	-	17%	15%	-	-	-	-	-	-	-	15%	20%	13%	19%	13%
Changed where my parcels are delivered	54	-	-	23	31	-	-	-	-	-	-	-	11	12	8	12	11
	18%	-	-	17%	18%	-	-	-	-	-	-	-	13%	23%	14%	19%	22%
Booked a redelivery	112	-	-	44	67	-	-	-	-	-	-	-	28	17	17	25	25
	37%	-	-	33%	40%	-	-	-	-	-	-	-	33%	33%	31%	41%	48%
Received notifications for my deliveries	150	-	-	60	90	-	-	-	-	-	-	-	37	23	32	33	25
	49%	-	-	44%	53%	-	-	-	-	-	-	-	44%	48%	58%	54%	47%
I don't know	2	-	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-
	1%	-	-	1%	-	-	-	-	-	-	-	-	2%	-	-	-	-
None of the above	6	-	-	3	3	-	-	-	-	-	-	-	3	-	1	-	2
	2%	-	-	2%	2%	-	-	-	-	-	-	-	3%	-	2%	-	4%

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QE1\_1. Approximately how many of the following have you personally received in the last week through the post?

Invitations, greetings cards and postcards

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5160	-	5160	619	2817	2460	2683	650	667	963	696	983	731	470	1317	1659	2184	1201	4780	346	5160
Weighted Base	5160	**	5160	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5160
Effective Base	2868	-	2868	357	1606	1396	1460	375	379	549	403	553	349	266	753	952	1163	614	2590	262	5160
None	3784	-	3784	373	2092	1826	1940	489	440	733	545	712	493	372	930	1278	1577	865	3364	385	3840
	73%	-	73%	53%	74%	73%	74%	71%	68%	72%	76%	77%	76%	71%	69%	74%	76%	75%	73%	73%	74%
1-2	955	-	955	222	516	483	469	156	154	198	132	143	77	96	310	329	316	173	860	91	943
	19%	-	19%	42%	18%	19%	18%	23%	24%	19%	19%	15%	12%	13%	19%	23%	15%	15%	19%	17%	18%
3-4	195	-	195	42	105	89	106	22	38	38	22	27	29	18	60	60	74	47	164	30	171
	4%	-	4%	6%	4%	4%	4%	3%	6%	4%	3%	3%	5%	3%	5%	3%	4%	4%	4%	6%	3%
5-10	172	-	172	55	86	91	82	20	15	40	15	35	28	19	36	54	82	47	152	21	161
	3%	-	3%	8%	3%	4%	3%	3%	2%	4%	2%	4%	4%	4%	3%	3%	4%	4%	3%	4%	3%
11-20	36	-	36	6	23	19	18	1	-	6	-	8	7	15	1	6	30	22	34	2	33
	1%	-	1%	1%	1%	1%	1%	-	-	1%	-	1%	1%	3%	-	1%	8%	4%	1%	1%	1%
21+	18	-	18	2	8	6	12	-	4	2	4	2	1	6	4	6	8	7	16	2	12
	-	-	-	-	-	-	-	-	1%	-	1%	-	-	1%	-	-	-	1%	-	-	-
Any Received (non-zero entry)	1376	-	1376	326	738	686	687	200	211	283	172	214	142	154	411	455	510	296	1226	146	1320
	27%	-	27%	47%	26%	27%	26%	29%	32%	28%	24%	23%	22%	29%	31%	26%	24%	25%	27%	27%	26%
<b>Total Mean (including those not Receiving any)</b>	0.83	-	0.83	1.32d	0.82	0.78	0.88	0.61	0.89	0.77	0.75	0.72	0.82	1.49gkl	0.75	0.76	0.94	1.12n	0.83	0.83	0.74
Mean	3.12	-	3.12	2.61	3.39	2.48	3.64	1.45	3.27	2.13	4.47	2.29	2.70	5.01	2.51	3.31	3.31	3.93	3.21	2.32	2.58
Std Dev.	0.04	-	0.04	0.11	0.06	0.05	0.07	0.06	0.13	0.07	0.17	0.07	0.10	0.23	0.07	0.08	0.07	0.11	0.05	0.12	0.04
Std Error																					
<b>Receiving Mean (excluding those not Receiving any)</b>	3.11	-	3.11	2.83	3.13	2.85	3.38	2.09	2.75	2.76	3.13	3.09g	3.67g	5.05ghkl	2.43	2.90	3.84n	4.39no	3.13	3.02	2.88
Mean	5.43	-	5.43	3.22	6.06	4.07	6.51	2.03	5.29	3.29	8.74	3.91	4.71	8.25	4.06	5.96	5.80	6.81	5.61	3.61	4.46
Std Dev.	0.15	-	0.15	0.20	0.22	0.16	0.25	0.15	0.37	0.21	0.70	0.26	0.36	0.70	0.21	0.30	0.25	0.39	0.16	0.38	0.12
Std Error																					

Proportions/Mean: Column Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_1. Approximately how many of the following have you personally received in the last week through the post?

Invitations, greetings cards and postcards

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5160	1262	1542	1047	1309	2804	2356	2833	2252	599	627	1307	1401	885	3335	607	4287	541	1930	108
Weighted Base	5160	945	1593	1177	1445	2538	2622	3074	2012	639	658	1339	1372	814	3368	647	4250	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1902	350	2367	317	1097	69
None	3784	615	1174	861	1135	1789	1995	2183	1547	519	482	971	1010	527	2463	525	3046	378	1469	91
	73%	65%	74%	73%	79%	70%	73%	77%	77%	31%	31%	31%	31%	65%	73%	61%	72%	71%	77%	69%
1-2	955	224	302	213	215	526	428	636	309	95	114	263	252	192	629	97	829	117	318	26
	19%	24%	19%	18%	15%	21%	16%	21%	15%	15%	17%	20%	18%	24%	18%	15%	23%	22%	17%	20%
3-4	195	52	56	40	48	107	87	135	53	6	35	50	53	45	137	7	184	14	59	5
	4%	5%	4%	3%	4%	4%	3%	4%	3%	1%	5%	4%	4%	8%	1%	1%	3%	3%	3%	4%
5-10	172	42	40	53	37	82	90	103	67	16	23	35	48	40	106	16	147	17	54	8
	3%	5%	3%	5%	3%	3%	3%	3%	3%	2%	3%	3%	3%	3%	2%	2%	3%	3%	3%	6%
11-20	36	10	16	6	4	26	10	8	27	2	4	12	6	7	22	2	28	4	16	3
	1%	1%	1%	1%	-	1%	-	-	1%	-	1%	1%	-	1%	1%	-	1%	1%	1%	2%
21+	18	2	5	4	6	7	11	10	8	-	-	8	4	3	12	-	15	-	3	-
	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	1376	330	410	317	310	750	627	891	465	120	175	368	362	287	905	122	1204	152	449	41
	27%	33%	33%	27%	21%	30%	24%	32%	23%	19%	21%	23%	23%	35%	27%	19%	30%	29%	23%	31%
<b>Total Mean (including those not Receiving any)</b>	<b>0.83</b>	<b>1.02</b>	<b>0.82</b>	<b>0.86</b>	<b>0.69</b>	<b>0.90</b>	<b>0.76</b>	<b>0.80</b>	<b>0.87</b>	<b>0.47</b>	<b>0.68</b>	<b>0.90</b>	<b>0.85</b>	<b>1.02</b>	<b>0.84</b>	<b>0.47</b>	<b>0.87</b>	<b>0.70</b>	<b>0.69</b>	<b>0.99</b>
Mean	3.12	2.66	3.16	2.94	3.48	2.99	3.25	3.04	3.27	1.77	1.65	3.52	3.65	2.57	3.30	1.76	3.15	1.83	2.71	2.69
Std Dev	0.84	0.07	0.08	0.09	0.10	0.06	0.07	0.06	0.07	0.07	0.07	0.10	0.10	0.09	0.06	0.07	0.05	0.08	0.06	0.26
Std Error	<b>Receiving Mean (excluding those not Receiving any)</b>	<b>3.11</b>	<b>2.92</b>	<b>3.13</b>	<b>3.20</b>	<b>3.04</b>	<b>3.20</b>	<b>2.76</b>	<b>3.76</b>	<b>2.52</b>	<b>2.56</b>	<b>3.27</b>	<b>3.23</b>	<b>2.92</b>	<b>3.12</b>	<b>2.50</b>	<b>3.06</b>	<b>2.44</b>	<b>2.96</b>	<b>3.17</b>
Mean	5.43	3.83	5.56	4.96	6.96	4.87	6.03	5.14	5.96	3.40	2.33	6.11	6.55	3.63	5.78	3.37	5.32	2.73	4.97	4.06
Std Dev	0.15	0.19	0.28	0.31	0.43	0.17	0.27	0.19	0.26	0.31	0.19	0.33	0.35	0.22	0.20	0.31	0.16	0.23	0.23	0.78
Std Error																				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QE1\_1. Approximately how many of the following have you personally received in the last week through the post?

Invitations, greetings cards and postcards

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5160	3414	1746	783	2573	1048	850	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5160	4438	722	191	4338	433	246	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2431	440	154	2169	448	409	477	253	259	260	257	261	262	273	261	260	61	388
None	3784	3246	538	148	3177	313	188	105	159	414	308	270	348	364	450	528	336	38	275
	73%	73%	75%	78%	73%	72%	78%	74%	73%	73%	72%	72%	77%	76%	86%	78%	76%	72%	72%
1-2	955	819	136	30	796	92	38	50	36	117	74	69	65	84	152	120	79	11	81
	19%	19%	19%	16%	18%	21%	15%	21%	17%	21%	17%	18%	14%	18%	22%	17%	18%	20%	21%
3-4	195	174	20	5	170	10	13	2	6	6	19	16	23	17	40	32	12	1	9
	4%	4%	3%	3%	4%	2%	9%	2%	3%	6%	4%	6%	8%	4%	6%	4%	3%	2%	2%
5-10	172	153	19	2	152	12	4	4	9	17	23	18	9	15	33	15	14	1	11
	3%	3%	3%	1%	4%	3%	2%	3%	4%	3%	2%	5%	2%	3%	5%	2%	3%	2%	3%
11-20	36	34	2	1	26	6	2	2	-	4	2	3	5	-	4	6	3	2	5
	1%	1%	-	-	1%	1%	1%	1%	-	1%	1%	1%	1%	-	1%	1%	1%	1%	1%
21+	18	12	6	4	17	-	1	-	-	8	-	-	5	-	-	4	-	-	-
	-	-	7%	2%	-	-	-	-	-	1%	-	-	1%	-	-	7%	-	-	-
Any Received (non-zero entry)	1378	1192	184	43	1160	121	58	37	51	152	118	105	107	116	228	178	107	15	106
	27%	27%	26%	22%	27%	28%	24%	26%	24%	27%	28%	28%	23%	24%	34%	26%	24%	28%	28%
<b>Total Mean (including those not Receiving any)</b>																			
Mean	0.53	0.51	0.95	1.57	0.84	0.82	0.79	0.69	0.55	1.11	0.93	0.89	0.95	0.51	0.88	0.98	0.63	1.09	0.78
Std Dev	3.12	2.76	4.79	8.54	3.20	2.62	3.06	2.25	1.32	4.98	2.04	2.18	3.51	1.20	1.88	4.79	1.78	3.66	2.44
Std Error	0.04	0.05	0.11	0.31	0.06	0.08	0.11	0.09	0.08	0.30	0.12	0.13	0.21	0.07	0.11	0.28	0.11	0.28	0.08
<b>Receiving Mean (excluding those not Receiving any)</b>																			
Mean	3.11	3.01	3.75	4.52	3.13	2.93	3.36	2.65	2.28	4.13	2.90	2.96	4.06	2.12	2.62	3.90	2.60	3.89	2.80
Std Dev	5.43	4.66	8.93	16.99	5.57	4.30	5.62	3.80	1.79	8.97	3.00	3.33	6.34	1.61	2.45	8.94	2.63	6.24	3.99
Std Error	0.15	0.16	0.43	1.19	0.22	0.26	0.40	0.28	0.22	1.04	0.34	0.38	0.79	0.19	0.25	1.05	0.34	0.89	0.26

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QE1\_1. Approximately how many of the following have you personally received in the last week through the post?

Invitations, greetings cards and postcards

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5160	1853	217	967	1790	2062	746	334	173	3852	507	2068	2019	669	230	112	4087	342	744	1835
Weighted Base	5160	1805	237	880	1754	2021	816	354	165	3775	518	1961	2027	746	263	99*	3988	362	833	1746
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1107	402	144	68	2219	210	458	1024
None	3784	1366	198	663	1206	1457	654	270	149	2663	410	1419	1432	505	199	83	2850	282	555	1382
		73%	76%	83%	75%	69%	72%	83% <sup>(d)</sup>	79% <sup>(e)</sup>	83% <sup>(f)</sup>	71%	72%	71%	80% <sup>(m)</sup>	76%	84% <sup>(n)</sup>	71%	83% <sup>(p)</sup>	67%	82% <sup>(r)</sup>
1-2	955	282	28	125	368	395	109	70	11	763	81	358	435	106	38	11	763	49	214	247
	19%	16%	12%	14%	21% <sup>(h)</sup>	20% <sup>(i)</sup>	13%	20% <sup>(j)</sup>	7%	20% <sup>(k)</sup>	16% <sup>(l)</sup>	18%	21% <sup>(m)</sup>	14%	11%	22% <sup>(n)</sup>	13%	26% <sup>(r)</sup>	14%	
3-4	195	66	4	28	76	86	23	7	3	162	10	83	67	29	11	4	150	15	32	45
	4%	4%	2%	3%	4% <sup>(h)</sup>	4%	3%	2%	2%	4% <sup>(k)</sup>	2%	4%	3%	4%	4%	4%	4%	4%	4%	3%
5-10	172	57	7	37	73	63	28	6	2	136	9	75	71	12	13	1	146	14	28	50
	3%	3%	3%	4%	4% <sup>(h)</sup>	3%	3%	2%	1%	4%	2%	4% <sup>(k)</sup>	3%	2%	1%	1%	4% <sup>(p)</sup>	4%	3%	3%
11-20	36	22	-	20	14	19	2	-	-	34	-	20	15	-	1	-	35	1	4	19
	1%	1%	-	2%	1%	1%	-	-	-	1%	-	1%	1%	-	-	-	1%	-	-	1%
21+	18	11	-	7	16	2	-	-	-	18	-	7	7	3	1	-	14	1	-	3
	*	1%	-	1%	1% <sup>(h)</sup>	*	-	-	-	*	-	*	*	*	*	*	*	*	*	*
Any Received (non-zero entry)	1376	439	39	216	540	555	162	84	16	1113	100	543	595	150	64	16	1138	80	278	364
	27%	24%	17%	25%	31% <sup>(h)</sup>	28% <sup>(i)</sup>	20% <sup>(j)</sup>	24% <sup>(k)</sup>	10%	23% <sup>(l)</sup>	19% <sup>(m)</sup>	23% <sup>(n)</sup>	29% <sup>(o)</sup>	20%	24%	16%	29% <sup>(p)</sup>	22%	33% <sup>(r)</sup>	21%
<b>Total Mean (including those not Receiving any)</b>																				
Mean	0.83	0.99	0.44	1.22	1.22 <sup>(d)</sup>	0.76 <sup>(e)</sup>	0.49	0.44	0.28	0.97 <sup>(f)</sup>	0.39	1.00 <sup>(k)</sup>	0.83 <sup>(l)</sup>	0.50	0.81	0.36	0.91 <sup>(p)</sup>	0.69	0.74	0.69
Std Dev	3.12	4.24	1.73	4.38	4.63	2.22	1.33	1.10	1.42	3.56	1.21	3.93	2.76	1.62	2.90	1.54	3.39	2.61	1.62	2.89
Std Error	0.04	0.10	0.12	0.14	0.11	0.05	0.05	0.06	0.11	0.06	0.05	0.09	0.06	0.06	0.19	0.15	0.05	0.14	0.06	0.07
<b>Receiving Mean (excluding those not Receiving any)</b>																				
Mean	3.11	4.06	2.65	4.97	3.91 <sup>(d)</sup>	2.72	2.45	1.87	2.85	3.31	2.03	3.62	2.82	2.46	3.35	2.25	3.20	3.13	2.23	3.33 <sup>(r)</sup>
Std Dev	5.43	7.84	3.52	7.73	7.63	3.51	2.03	1.58	3.75	5.94	2.09	6.81	4.50	2.96	5.16	3.31	5.73	4.85	2.14	5.61
Std Error	0.15	0.37	0.52	0.49	0.33	0.15	0.16	0.19	0.82	0.18	0.22	0.29	0.19	0.24	0.68	0.85	0.17	0.57	0.14	0.28

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
\* small base

QE1\_1. Approximately how many of the following have you personally received in the last week through the post?

Invitations, greetings cards and postcards

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5160	321	4763	76	1528	3305	327	5000	87	44	5	5131	24
Weighted Base	5160	335	4746	80*	1490	3347	323	4963	117*	47**	8**	5126	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2850	13
None	3784	192	3532	60	1045	2525	214	3660	61	37	6	3788	19
72%		57%	82% <sup>abc</sup>	83% <sup>abc</sup>	70%	85% <sup>def</sup>	66%	84% <sup>gh</sup>	52%	60%	79%	82% <sup>gh</sup>	74%
1-2	955	107	835	14	320	564	71	897	44	6	2	947	7
19%		32% <sup>ab</sup>	18%	17%	21% <sup>a</sup>	17%	22%	18%	38% <sup>gh</sup>	13%	21%	18%	26%
3-4	195	16	178	1	37	134	23	188	5	1	-	195	-
4%		5%	4%	1%	3%	4%	7% <sup>de</sup>	4%	5%	2%	-	4%	-
5-10	172	15	151	6	64	97	11	165	5	2	-	172	-
3%		5%	3%	7%	4%	3%	3%	3%	4%	5%	-	3%	-
11-20	36	2	34	-	17	18	1	36	-	-	-	36	-
1%		1%	1%	-	1%	1%	-	1%	-	-	-	1%	-
21+	18	2	16	-	7	9	2	18	2	-	-	18	-
*		1%	-	-	1	1	1	1	1%	-	-	1	-
Any Received (non-zero entry)	1376	142	1214	20	445	822	109	1303	56	10	2	1368	7
27%		43% <sup>abc</sup>	26%	25%	30% <sup>a</sup>	25%	34% <sup>de</sup>	26%	48% <sup>gh</sup>	20%	21%	27%	26%
<b>Total Mean (including those not Receiving any)</b>													
Mean	0.83	1.11	0.81	0.72	1.00 <sup>e</sup>	0.73	1.10	0.82	1.32	0.55	0.42	0.83	0.35
Std Dev.	3.12	2.79	3.16	1.80	3.48	2.83	4.03	3.13	3.68	1.43	0.87	3.13	0.64
Std Error	0.04	0.16	0.05	0.21	0.09	0.05	0.22	0.04	0.39	0.22	0.39	0.04	0.13
<b>Receiving Mean (excluding those not Receiving any)</b>													
Mean	3.11	2.62	3.17	2.86	3.35	2.96	3.27	3.14	2.75	2.70	2.00	3.12	1.33
Std Dev.	5.43	3.79	5.62	2.63	5.72	5.11	6.43	5.48	4.95	2.13	-	5.44	0.51
Std Error	0.15	0.34	0.16	0.66	0.28	0.18	0.63	0.15	0.75	0.64	-	0.15	0.19

Proportions/Mean: Columns Tested (5% risk level) - abc/c - d/ef - ghi/jkl  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_1. Approximately how many of the following have you personally received in the last week through the post?

Invitations, greetings cards and postcards

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5160	1290	1291	1290	1289	430	430	430	430	430	431	-	890	430	430	430	429
Weighted Base	5160	1290	1291	1290	1289	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	755	215	220	226	251	240	242	-	475	253	249	248	258
None	3784	907	940	1046	891	288	314	325	331	311	298	-	664	382	352	333	206
	73%	70%	73%	81%abc	69%	82%up	73%sep	76%sep	71%sep	75%sep	72%sep	-	81%sefhp	81%sefhp	81%sefhp	80%sefhp	47%
1-2	955	243	251	211	251	97	68	77	86	86	79	-	136	74	72	69	110
	19%	19%	19%	16%	19%	22%	16%	18%	18%	21%	19%	-	17%	16%	16%	17%	25%klmno
3-4	195	67	51	20	57	33	29	5	17	10	24	-	11	9	7	4	46
	4%	5%bc	4%bc	2%	4%bc	8%ijlmno	7%ijlmno	1%	4%klo	2%	3%klmno	-	1%	2%	2%	1%	10%klmno
5-10	172	61	33	12	67	28	14	18	22	5	7	-	6	5	4	9	53
	3%	5%abc	3%bc	1%	5%bc	6%ijlmno	3%kl	4%klmn	5%klmno	1%	2%	-	1%	1%	1%	2%	12%efghijlmno
11-20	36	8	6	2	20	6	2	-	2	1	3	-	1	1	1	-	19
	1%	1%	*	*	2%abc	1%kl	*	-	1%	*	1%	-	*	*	*	-	4%efghijlmno
21+	18	5	10	-	3	-	4	1	5	-	5	-	-	-	-	-	3
	*	1%	3%bc	-	1%kl	-	1%kl	1	5	-	1%kl	-	-	-	-	-	1%
Any Received (non-zero entry)	1376	383	351	244	398	164	117	102	132	101	117	-	154	90	85	83	231
	27%	30%bc	27%bc	19%	31%bc	38%efghijlmno	27%klmn	24%	29%klmno	25%	28%klmno	-	19%	19%	19%	20%	53%efghijlmno
<b>Total Mean (including those not receiving any)</b>																	
Mean	0.83	1.05c	0.85c	0.33	1.09c	1.25gilmno	1.26ilmno	0.63l	1.11ilmno	0.45	0.96ilmno	-	0.31	0.38	0.37	0.35	2.51efghijlmno
Std Dev.	3.12	4.02	3.12	1.03	3.42	2.82	5.89	2.35	4.02	1.21	3.24	-	0.86	1.26	1.08	0.95	5.43
Std Error	0.04	0.11	0.09	0.03	0.10	0.14	0.28	0.11	0.19	0.06	0.16	-	0.03	0.06	0.05	0.05	0.26
<b>Receiving Mean (excluding those not receiving any)</b>																	
Mean	3.11	3.53c	3.13c	1.76	3.52c	3.28ilmno	4.64l	2.64	3.89ilo	1.83	3.38ilo	-	1.64	1.97	1.89	1.77	4.74gilmno
Std Dev.	5.43	6.77	5.36	1.75	5.42	3.77	10.63	4.24	6.79	1.85	5.39	-	1.34	2.29	1.76	1.42	6.73
Std Error	0.15	0.36	0.29	0.11	0.27	0.31	1.02	0.44	0.63	0.19	0.51	-	0.11	0.25	0.20	0.15	0.44

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE1\_2. Approximately how many of the following have you personally received in the last week through the post?

Personal letters (e.g. from a friend or relative)

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5160	-	5160	619	2817	2460	2683	650	667	963	696	983	731	470	1317	1659	2184	1201	4780	346	5160
Weighted Base	5160	**	5160	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5160
Effective Base	2868	-	2868	357	1606	1396	1460	375	379	549	403	553	349	266	753	952	1163	614	2590	262	5160
None	4034	-	4034	391	2233	1849	2172	471	496	758	577	777	531	423	968	1335	1731	954	3842	358	4147
	78%	-	78%	56%	79%	74%	81%	68%	76%	75%	80%	84%	84%	80%	72%	77%	83%	82%	79%	67%	80%
1-2	905	-	905	206	500	523	377	148	125	205	119	122	95	91	273	323	308	166	786	115	823
	18%	-	18%	23%	18%	21%	14%	22%	18%	23%	17%	13%	15%	17%	20%	19%	15%	16%	17%	22%	16%
3-4	131	-	131	54	59	83	45	49	18	18	14	18	7	6	68	32	32	14	92	39	115
	3%	-	3%	9%	2%	3%	2%	7%	3%	2%	2%	2%	1%	1%	5%	2%	2%	1%	2%	7%	2%
5-10	74	-	74	41	30	43	31	16	10	28	6	9	1	6	26	34	15	6	58	15	69
	1%	-	1%	6%	1%	2%	1%	2%	2%	3%	1%	1%	*	1%	2%	2%	1%	1%	1%	3%	1%
11-20	10	-	10	5	2	8	1	-	2	5	2	-	-	-	2	7	-	-	10	-	4
	*	-	*	1%	*	*	*	-	*	1%	*	-	-	-	*	p	-	-	*	-	*
21+	6	-	6	2	5	6	2	5	2	2	-	-	-	-	5	2	-	-	2	5	2
	*	-	*	*	*	*	*	1%	*	*	-	-	-	-	p	*	-	-	*	1%	*
Any Received (non-zero entry)	1128	-	1128	308	596	664	455	218	155	258	140	149	103	103	373	398	355	206	947	174	1013
	22%	-	22%	44%	21%	26%	17%	32%	24%	25%	20%	16%	16%	20%	28%	23%	17%	18%	21%	33%	20%
<b>Total Mean (including those not Receiving any)</b>																					
Mean	0.45	-	0.45	1.17d	0.40	0.59f	0.31	0.79hjm	0.47h	0.61kln	0.36l	0.30	0.22	0.32	0.64pq	0.51pq	0.28	0.26	0.40	0.87r	0.38
Std Dev.	1.39	-	1.39	2.34	1.28	1.71	0.97	2.10	1.20	1.85	1.13	0.92	0.57	0.88	1.73	1.60	0.82	0.73	1.24	0.28	1.15
Std Error	0.02	-	0.02	0.09	0.02	0.03	0.02	0.08	0.05	0.06	0.04	0.03	0.02	0.04	0.05	0.04	0.02	0.02	0.02	0.12	0.02
<b>Receiving Mean (excluding those not Receiving any)</b>																					
Mean	2.06	-	2.06	2.66d	1.91	2.23f	1.81	2.50im	1.98i	2.41l	1.86l	1.89l	1.33	1.63	2.28pq	2.22pq	1.64	1.48	1.95	2.66r	1.93
Std Dev.	2.35	-	2.35	2.91	2.21	2.73	1.64	3.11	1.74	3.04	1.93	1.53	0.70	1.34	2.64	2.71	1.30	1.08	2.10	3.35	1.93
Std Error	0.07	-	0.07	0.19	0.10	0.11	0.08	0.23	0.15	0.22	0.17	0.12	0.06	0.13	0.15	0.15	0.07	0.07	0.07	0.33	0.06

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_2. Approximately how many of the following have you personally received in the last week through the post?

Personal letters (e.g. from a friend or relative)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5160	1262	1542	1047	1309	2804	2356	2833	2252	599	627	1307	1401	885	3335	607	4287	541	1930	108
Weighted Base	5160	945	1593	1177	1445	2538	2622	3074	2012	639	658	1339	1372	814	3368	647	4250	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1902	350	2367	317	1097	69
None	4034	638	1290	897	1209	1928	2106	2313	1664	521	502	1070	1087	572	2659	530	3288	404	1554	107
	78%	67%	83% <sup>abcde</sup>	78% <sup>bcde</sup>	84% <sup>bcde</sup>	76%	80% <sup>bcde</sup>	75%	83% <sup>bcde</sup>	82% <sup>bcde</sup>	76%	80% <sup>bcde</sup>	79% <sup>bcde</sup>	70%	82% <sup>bcde</sup>	62%	77%	76%	81%	81%
1-2	905	236	246	210	203	464	421	594	300	92	126	229	224	180	588	92	778	101	311	15
	18%	20% <sup>abcd</sup>	16%	19% <sup>cd</sup>	14%	16%	16%	19%	15%	14%	19%	17%	17%	22% <sup>klmn</sup>	17%	14%	18%	19%	16%	12%
3-4	131	35	44	31	21	80	52	89	37	16	21	27	26	33	73	16	109	15	32	5
	3%	4% <sup>cd</sup>	3%	3%	1%	3%	2%	3%	2%	3%	3%	2%	2%	4% <sup>klmn</sup>	2%	2%	3%	3%	2%	4%
5-10	74	32	10	21	11	43	32	65	9	9	9	13	24	19	46	9	65	10	19	3
	1%	3% <sup>bcde</sup>	7%	2% <sup>cd</sup>	1%	2%	1%	2%	1%	1%	1%	1%	2%	2%	1%	1%	2%	2%	1%	3%
11-20	10	4	-	4	1	4	6	8	1	-	-	-	2	4	2	-	6	-	2	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	1%
21+	6	-	-	6	-	-	6	6	-	-	-	-	-	6	-	-	6	-	-	-
	-	-	-	1% <sup>bcde</sup>	-	-	-	-	-	-	-	-	-	1% <sup>klmn</sup>	-	-	-	-	-	-
Any Received (non-zero entry)	1128	307	303	281	236	610	516	762	348	117	155	269	285	242	709	117	964	126	364	25
	22%	33% <sup>abcd</sup>	19%	33% <sup>abcd</sup>	16%	24% <sup>cd</sup>	20%	33% <sup>bcde</sup>	17%	18%	24%	20%	21%	29% <sup>klmn</sup>	21%	18%	23%	24%	19%	19%
<b>Total Mean (including those not receiving any)</b>																				
Mean	0.45	0.30 <sup>bcde</sup>	0.33	0.33 <sup>bcde</sup>	0.28	0.46	0.43	0.50 <sup>bcde</sup>	0.28	0.37	0.43	0.34	0.42	0.32 <sup>bcde</sup>	0.39	0.36	0.46	0.40 <sup>bcde</sup>	0.33	0.30 <sup>bcde</sup>
Std Dev	1.39	1.60	0.85	2.03	0.96	1.20	1.55	1.64	0.86	1.11	1.07	0.92	1.15	2.36	1.05	1.11	1.41	1.25	0.93	1.98
Std Error	0.02	0.05	0.02	0.06	0.03	0.02	0.03	0.03	0.02	0.05	0.04	0.03	0.03	0.08	0.02	0.04	0.02	0.05	0.02	0.19
<b>Receiving Mean (excluding those not receiving any)</b>																				
Mean	2.06	2.10 <sup>bcde</sup>	1.71	2.06 <sup>bcde</sup>	1.74	1.93	2.21	2.20 <sup>bcde</sup>	1.61	2.01	1.84	1.71	2.00	2.51 <sup>bcde</sup>	1.86	2.01	2.04	2.02	1.73	3.13
Std Dev	2.35	2.16	1.20	3.50	1.77	1.78	2.67	2.65	1.45	1.86	1.50	1.38	1.80	3.74	1.59	1.86	2.34	1.86	1.46	3.62
Std Error	0.07	0.13	0.07	0.23	0.12	0.07	0.14	0.11	0.07	0.18	0.13	0.09	0.11	0.27	0.06	0.18	0.08	0.18	0.08	0.85

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base



QE1\_2. Approximately how many of the following have you personally received in the last week through the post?

Personal letters (e.g. from a friend or relative)

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5160	3414	1746	783	2573	1048	850	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5160	4438	722	191	4338	433	246	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2431	440	154	2169	448	409	477	253	259	260	257	261	262	273	261	260	61	388
None	4034	3459	575	163	3375	349	199	111	167	462	351	304	381	461	547	352	36	313	
	78%	78%	80%	83% <sup>a</sup>	78%	81%	81%	78%	80% <sup>a</sup>	82% <sup>a</sup>	82% <sup>a</sup>	81% <sup>a</sup>	77% <sup>a</sup>	79% <sup>a</sup>	88%	78% <sup>a</sup>	79% <sup>a</sup>	69%	82% <sup>a</sup>
1-2	905	785	117	22	771	69	39	26	41	88	53	96	84	87	154	133	75	13	57
	18%	18% <sup>c</sup>	16%	11%	18%	16%	16%	18%	18% <sup>c</sup>	16%	12%	15%	18%	18%	23% <sup>h</sup>	19%	17%	24%	15%
3-4	131	112	19	5	113	9	6	3	1	8	12	10	10	8	33	17	13	1	8
	3%	3%	3%	3%	3%	2%	2%	2%	1%	1%	3%	3%	2%	2%	6% <sup>h</sup>	2%	3%	3%	2%
5-10	74	64	10	1	63	6	3	3	1	2	10	5	7	4	26	5	3	2	4
	1%	1%	1%	1%	1%	1%	1%	2%	+	+	2% <sup>c</sup>	1%	2%	1%	6% <sup>h</sup>	1%	1%	4% <sup>h</sup>	1%
11-20	10	8	1	-	10	-	-	-	-	4	-	-	1	-	4	-	-	-	-
	+	+	-	-	+	-	-	-	-	1%	-	-	+	-	1%	-	-	-	-
21+	6	6	-	-	6	-	-	-	-	-	-	-	2	-	-	5	-	-	-
	+	+	-	-	+	-	-	-	-	-	-	-	+	-	7%	-	-	-	-
Any Received (non-zero entry)	1128	970	147	28	963	84	47	31	43	104	75	71	105	99	217	159	91	16	68
	22%	28% <sup>c</sup>	20%	15%	22%	19%	19%	22%	20%	18%	18%	19%	23%	21%	32% <sup>h</sup>	22%	21%	11% <sup>h</sup>	18%
<b>Total Mean (including those not Receiving any)</b>																			
Mean	0.45	0.45	0.42	0.26	0.46	0.37	0.32	0.46 <sup>f</sup>	0.28	0.39	0.42	0.36	0.54	0.30	0.72 <sup>h</sup>	0.51	0.36	0.72 <sup>h</sup>	0.32
Std Dev	1.39	1.40	1.28	0.82	1.44	1.07	0.87	1.35	0.64	1.32	1.25	1.03	1.87	0.73	1.72	1.89	0.95	1.90	0.89
Std Error	0.02	0.02	0.03	0.03	0.03	0.03	0.03	0.05	0.04	0.08	0.07	0.06	0.11	0.04	0.10	0.11	0.06	0.14	0.03
<b>Receiving Mean (excluding those not Receiving any)</b>																			
Mean	2.06	2.05	2.07	1.76	2.09	1.59	1.67	2.11	1.38	2.11	2.30 <sup>h</sup>	1.89	2.34	1.45	2.35 <sup>h</sup>	2.28	1.75	2.38	1.77
Std Dev	2.35	2.36	2.15	1.40	2.44	1.74	1.30	2.22	0.72	2.42	2.04	1.65	3.31	0.94	2.96	3.45	1.39	2.84	1.37
Std Error	0.07	0.09	0.12	0.12	0.11	0.13	0.10	0.19	0.10	0.34	0.30	0.23	0.42	0.12	0.25	0.43	0.18	0.42	0.12

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 + small base

QE1\_2. Approximately how many of the following have you personally received in the last week through the post?

Personal letters (e.g. from a friend or relative)

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
		Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5160	1853	217	967	1790	2062	746	334	173	3852	507	2068	2019	669	230	112	4087	342	744	1835	
Weighted Base	5160	1805	237	880	1754	2021	816	354	165	3775	518	1961	2027	746	263	99*	3988	362	833	1746	
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1107	402	144	68	2219	210	458	1024	
None	4034	1484	206	742	1310	1559	671	302	147	2868	446	1521	1556	597	220	85	3077	304	582	1482	
		79%	92%	87%	84%	75%	77%	82% <sup>(d)</sup>	83% <sup>(e)</sup>	83% <sup>(f)</sup>	76%	79%	77%	80%	83%	86%	77%	84% <sup>(k)</sup>	70%	83% <sup>(r)</sup>	
1-2	905	269	28	122	358	385	113	37	8	743	45	360	370	129	29	9	729	38	190	238	
	18%	15%	12%	14%	20% <sup>(g)</sup>	19% <sup>(h)</sup>	14% <sup>(i)</sup>	11%	5%	20% <sup>(j)</sup>	9%	19% <sup>(k)</sup>	19% <sup>(l)</sup>	17% <sup>(m)</sup>	11%	9%	18% <sup>(n)</sup>	11%	23% <sup>(o)</sup>	14%	
3-4	131	40	4	13	48	46	22	9	6	94	15	47	56	12	12	3	103	14	34	17	
	3%	2%	2%	1%	3%	2%	3%	2%	4%	2%	3%	2%	3%	2%	4%	3%	3%	4%	4%	4%	1%
5-10	74	11	-	1	30	24	11	6	4	54	10	28	37	5	3	2	65	5	24	9	
	1%	1%	-	1%	2%	1%	1%	2%	2%	1%	2%	1%	2%	1%	2%	2%	2%	1%	2%	1%	
11-20	10	1	-	1	6	3	-	-	-	10	-	5	2	2	-	-	8	-	3	-	
	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
21+	6	-	-	-	2	5	-	-	-	6	-	-	6	-	-	-	6	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Any Received (non-zero entry)	1128	321	32	138	444	463	145	52	18	907	70	440	471	148	44	14	911	58	251	264	
	22%	18%	13%	16%	25% <sup>(g)</sup>	23% <sup>(h)</sup>	18%	15%	11%	24% <sup>(j)</sup>	13%	22% <sup>(k)</sup>	23% <sup>(l)</sup>	20%	17%	14%	23% <sup>(n)</sup>	16%	30% <sup>(o)</sup>	15%	
<b>Total Mean (including those not receiving any)</b>																					
Mean	0.45	0.30	0.18	0.24	0.53 <sup>(d)</sup>	0.46	0.33	0.34	0.36	0.49 <sup>(f)</sup>	0.35	0.46	0.51 <sup>(k)</sup>	0.33	0.34	0.30	0.48 <sup>(n)</sup>	0.33	0.68 <sup>(r)</sup>	0.23	
Std Dev	1.39	0.91	0.57	0.86	1.50	1.49	0.92	1.19	1.34	1.49	1.24	1.32	1.64	0.97	0.93	0.97	1.49	0.94	1.58	0.69	
Std Error	0.02	0.02	0.04	0.03	0.04	0.03	0.03	0.06	0.10	0.02	0.05	0.03	0.04	0.04	0.06	0.09	0.02	0.05	0.06	0.02	
<b>Receiving Mean (excluding those not receiving any)</b>																					
Mean	2.06	1.69	1.37	1.54	2.09	2.01	1.87	2.34	3.22	2.05	2.57 <sup>(f)</sup>	2.03	2.21	1.65	2.06	2.15	2.12	2.08	2.75 <sup>(r)</sup>	1.51	
Std Dev	2.35	1.53	0.92	1.65	2.37	2.56	1.37	2.23	2.71	2.47	2.38	2.13	2.81	1.58	1.28	1.67	2.50	1.37	2.19	1.10	
Std Error	0.07	0.08	0.16	0.13	0.12	0.13	0.12	0.34	0.64	0.09	0.31	0.10	0.14	0.14	0.22	0.43	0.09	0.20	0.15	0.07	

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
\* small base

QE1\_2. Approximately how many of the following have you personally received in the last week through the post?

Personal letters (e.g. from a friend or relative)

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5160	321	4763	76	1528	3305	327	5000	87	44	5	5131	24
Weighted Base	5160	335	4746	80*	1490	3347	323	4963	117*	47**	8**	5126	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2850	13
None	4034	211	3764	59	1113	2691	230	3915	53	38	8	4004	22
	79%	63%	79%	74%	75%	80% <sup>ab</sup>	71%	83% <sup>ab</sup>	45%	76%	100%	81% <sup>ab</sup>	85%
1-2	90%	90	795	20	302	527	76	848	45	8	-	901	4
	18%	27% <sup>b</sup>	17%	25%	20% <sup>a</sup>	16%	23% <sup>a</sup>	17%	39% <sup>gh</sup>	17%	-	18%	15%
3-4	131	14	115	1	39	86	6	116	15	-	-	131	-
	3%	4%	2%	2%	3%	3%	2%	2%	13% <sup>gh</sup>	-	-	3%	-
5-10	74	17	56	-	31	34	9	67	4	3	-	74	-
	7%	5% <sup>b</sup>	1%	-	2% <sup>a</sup>	1%	3% <sup>a</sup>	1%	4%	8%	-	1%	-
11-20	10	-	10	-	4	3	2	10	-	-	-	10	-
	*	-	*	-	*	1%	1%	*	-	-	-	*	-
21+	6	2	5	-	2	5	-	6	-	-	-	6	-
	*	1%	*	-	*	*	-	*	-	-	-	*	-
Any Received (non-zero entry)	1128	123	982	21	372	656	93	1048	64	11	-	1122	4
	22%	37% <sup>b</sup>	21%	26%	25% <sup>a</sup>	20%	29% <sup>a</sup>	21%	65% <sup>ab</sup>	24%	-	22%	15%
<b>Total Mean (including those not Receiving any)</b>													
Mean	0.45	0.53 <sup>b</sup>	0.42	0.38	0.53 <sup>a</sup>	0.39	0.65 <sup>a</sup>	0.43	1.14 <sup>gh</sup>	0.65	0.00	0.45	0.18
Std Dev	1.39	2.17	1.32	0.71	1.53	1.29	1.67	1.38	1.54	1.85	0.00	1.39	0.47
Std Error	0.02	0.12	0.02	0.08	0.04	0.02	0.09	0.02	0.16	0.28	0.00	0.02	0.10
<b>Receiving Mean (excluding those not Receiving any)</b>													
Mean	2.06	2.54	2.01	1.43	2.11	1.99	2.27	2.05	2.08	2.76	-	2.06	1.22
Std Dev	2.35	2.95	2.28	0.64	2.42	2.29	2.45	2.38	1.53	3.04	-	2.35	0.48
Std Error	0.07	0.29	0.08	0.16	0.13	0.09	0.28	0.08	0.23	1.01	-	0.07	0.24

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_2. Approximately how many of the following have you personally received in the last week through the post?

Personal letters (e.g. from a friend or relative)

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5160	1290	1291	1290	1289	430	430	430	430	430	431	-	860	430	430	430	429
Weighted Base	5160	1290	1291	1290	1289	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	755	215	220	226	251	240	242	-	475	253	249	248	258
None	4034	974	996	1047	1017	297	350	327	338	335	323	-	664	383	342	338	337
	78%	76%	77%	81% <b>a</b>	79%	69%	81% <b>a,b</b>	77%	73%	81% <b>a,b</b>	78% <b>a</b>	-	81% <b>a,b</b>	81% <b>a,b</b>	78% <b>a</b>	81% <b>a,b</b>	77% <b>a</b>
1-2	905	265	212	209	219	110	72	83	85	66	61	-	138	71	75	62	82
	18%	21% <b>b,c</b>	16%	16%	17%	25% <b>d,f</b>	17%	19%	18%	16%	15%	-	17%	15%	17%	15%	19%
3-4	131	28	52	18	34	13	5	10	22	7	23	-	7	11	12	8	14
	3%	2%	4% <b>a,c</b>	1%	3%	3% <b>d</b>	1%	2%	5% <b>d</b>	2%	5% <b>d</b>	-	1%	2%	3% <b>d</b>	2%	3% <b>d</b>
5-10	74	15	27	14	18	9	4	3	17	4	7	-	9	5	8	7	4
	1%	1%	2%	1%	1%	2%	1%	1%	4% <b>d</b>	1%	2%	-	1%	1%	2%	2%	1%
11-20	10	4	2	2	1	4	-	-	2	-	-	-	-	2	-	1	-
	**	**	**	**	**	4% <b>d</b>	-	-	**	-	-	-	-	**	-	**	-
21+	6	5	2	-	-	-	-	5	-	-	2	-	-	-	-	-	-
	**	**	**	-	-	-	-	1% <b>d</b>	-	-	**	-	-	-	-	-	-
Any Received (non-zero entry)	1126	316	295	243	272	135	81	100	126	77	93	-	154	89	95	78	100
	22%	24% <b>a,c</b>	23%	19%	21%	31% <b>d,f</b>	19%	23%	27% <b>d</b>	19%	22%	-	19%	19%	22%	19%	23%
<b>Total Mean (including those not Receiving any)</b>	<b>0.45</b>	<b>0.53<sup>c</sup></b>	<b>0.52<sup>c</sup></b>	0.34	0.41	<b>0.68<sup>f</sup></b>	0.33	<b>0.58<sup>d</sup></b>	<b>0.67<sup>f</sup></b>	0.31	<b>0.58<sup>d</sup></b>	-	0.32	0.36	0.42	0.42	0.39
Mean	0.45	0.53 <sup>c</sup>	0.52 <sup>c</sup>	0.34	0.41	0.68 <sup>f</sup>	0.33	0.58 <sup>d</sup>	0.67 <sup>f</sup>	0.31	0.58 <sup>d</sup>	-	0.32	0.36	0.42	0.42	0.39
Std Dev.	1.39	1.76	1.50	1.02	1.14	1.74	1.03	2.27	1.59	0.95	1.79	-	0.97	1.10	1.14	1.36	0.91
Std Error	0.02	0.05	0.04	0.03	0.03	0.08	0.05	0.11	0.08	0.05	0.09	-	0.03	0.05	0.05	0.07	0.04
<b>Receiving Mean (excluding those not Receiving any)</b>	<b>2.06</b>	<b>2.18</b>	<b>2.26</b>	1.80	1.93	<b>2.18</b>	1.78	2.49	<b>2.47<sup>p</sup></b>	1.69	2.45	-	1.72	1.94	1.94	2.24	1.69
Mean	2.06	2.18	2.26	1.80	1.93	2.18	1.78	2.49	2.47 <sup>p</sup>	1.69	2.45	-	1.72	1.94	1.94	2.24	1.69
Std Dev.	2.35	3.01	2.43	1.70	1.81	2.53	1.76	4.16	2.22	1.59	3.13	-	1.61	1.84	1.74	2.41	1.20
Std Error	0.07	0.18	0.15	0.12	0.11	0.25	0.19	0.44	0.22	0.19	0.34	-	0.14	0.21	0.19	0.28	0.12

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QE1\_3. Approximately how many of the following have you personally received in the last week through the post?

Letters from organisations that you have a relationship with

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
None	2527	-	2527	248	1402	1136	1376	409	349	524	369	380	274	222	757	894	876	496	2271	233	2425
49%	-	-	49%	35%	50%	45%	52%	59%	51%	53%	52%	41%	43%	42%	56%	52%	42%	43%	49%	44%	47%
1-2	1790	-	1790	294	992	922	866	214	233	330	247	354	221	190	447	578	765	411	1965	216	1828
35%	-	-	35%	47%	35%	37%	33%	31%	36%	33%	34%	25%	35%	33%	33%	33%	37%	35%	34%	34%	35%
3-4	514	-	514	81	270	265	247	43	48	76	60	121	87	79	91	136	287	166	467	46	576
10%	-	-	10%	12%	10%	11%	9%	6%	7%	8%	8%	13%	14%	15%	7%	8%	14%	14%	10%	9%	11%
5-10	302	-	302	69	150	167	133	15	20	74	40	71	49	34	35	114	154	83	271	25	310
6%	-	-	6%	10%	5%	7%	5%	2%	3%	7%	6%	6%	6%	6%	3%	7%	7%	7%	6%	5%	6%
11-20	26	-	26	7	16	21	5	9	2	10	*	*	3	1	11	10	5	5	15	11	19
*	-	-	*	1%	1%	1%	*	1%	1%	1%	*	*	1%	*	1%	1%	*	*	2%	2%	*
21+	2	-	2	2	*	2	*	*	*	*	*	*	*	*	*	2	*	*	2	*	3
*	-	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Any Received (non-zero entry)	2634	-	2634	452	1428	1377	1251	281	303	492	348	546	360	304	584	839	1210	665	2320	298	2736
51%	-	-	51%	65%	50%	65%	48%	41%	47%	48%	48%	59%	57%	58%	44%	48%	58%	57%	51%	56%	53%
<b>Total Mean (including those not Receiving any)</b>																					
Mean	1.27	-	1.27	1.76d	1.24	1.43f	1.12	0.95	0.96	1.35gh	1.13	1.46gh	1.52gh	1.49gh	0.95	1.26n	1.48no	1.50no	1.24	1.47	1.33
Std Dev.	2.02	-	2.02	2.69	1.98	2.23	1.79	2.10	1.55	2.50	1.78	1.77	2.08	1.96	1.85	2.23	1.92	2.03	1.91	2.70	2.07
Std Error	0.03	-	0.03	0.11	0.04	0.05	0.03	0.08	0.06	0.08	0.07	0.06	0.08	0.09	0.05	0.05	0.04	0.06	0.03	0.15	0.03
<b>Receiving Mean (excluding those not Receiving any)</b>																					
Mean	2.49	-	2.49	2.75	2.46	2.61f	2.36	2.32	2.06	2.79h	2.34	2.47h	2.67h	2.56h	2.19	2.60n	2.55no	2.62n	2.46	2.62	2.50
Std Dev.	2.23	-	2.23	2.91	2.18	2.46	1.96	2.77	1.70	2.99	1.92	1.68	2.13	1.97	2.28	2.61	1.89	2.06	2.06	3.16	2.27
Std Error	0.04	-	0.04	0.15	0.06	0.07	0.05	0.18	0.10	0.14	0.10	0.07	0.10	0.12	0.10	0.09	0.05	0.08	0.04	0.23	0.04

Proportions/Mean: Column Test (5% risk level) - ab - cd - ef - gh/ij/kl/m - n/op/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_3. Approximately how many of the following have you personally received in the last week through the post?

Letters from organisations that you have a relationship with

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
None	2527	376	764	591	795	1140	1387	1536	946	371	341	629	647	367	1617	374	2020	257	918	66
49%	40%	40% <sup>ab</sup>	49% <sup>ab</sup>	39% <sup>ab</sup>	45% <sup>ab</sup>	45%	32% <sup>ab</sup>	50%	47%	38% <sup>ab</sup>	32%	47%	47%	45%	48%	38% <sup>ab</sup>	48%	48%	48%	50%
1-2	1790	344	612	396	438	956	834	1069	701	182	196	454	516	298	1210	187	1511	191	722	49
	35%	36% <sup>ab</sup>	45% <sup>ab</sup>	34%	30%	33% <sup>ab</sup>	32%	35%	35%	29%	30%	37% <sup>ab</sup>	38% <sup>ab</sup>	35%	36% <sup>ab</sup>	29%	38% <sup>ab</sup>	35%	38%	37%
3-4	514	131	135	104	145	265	249	266	240	53	78	140	130	83	348	54	441	56	187	8
	10%	14% <sup>ab</sup>	8%	9%	10%	10%	9%	9%	12%	8%	12%	10%	9%	10%	10%	8%	10%	11%	10%	6%
5-10	302	85	82	71	64	167	135	180	120	32	34	71	77	65	182	32	253	26	86	8
	6%	9% <sup>ab</sup>	3%	6%	4%	7%	5%	6%	6%	5%	5%	4%	6%	6%	5%	5%	6%	5%	4%	6%
11-20	26	9	1	12	3	10	15	21	4	-	4	3	11	12	-	-	23	-	6	-
	*	1% <sup>ab</sup>	*	1% <sup>ab</sup>	*	1%	1%	1%	*	*	1%	*	1% <sup>ab</sup>	*	*	*	1%	*	*	*
21+	2	-	-	2	*	-	2	2	*	*	*	*	*	2	*	*	2	*	*	*
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Any Received (non-zero entry)	2634	569	830	586	650	1398	1236	1539	1066	268	317	709	726	447	1752	273	2230	273	1001	65
51%	41% <sup>ab</sup>	43% <sup>ab</sup>	50%	46%	45% <sup>ab</sup>	47%	47%	50%	53%	42%	48%	53% <sup>ab</sup>	53% <sup>ab</sup>	55% <sup>ab</sup>	55% <sup>ab</sup>	42%	52% <sup>ab</sup>	52%	52%	50%
Total Mean (including those not receiving any)	1.27	1.26	1.15	1.35	1.05	1.30	1.19	1.26	1.31	0.97	1.33	1.22	1.20	1.56	1.20	0.97	1.32	1.18	1.17	1.10
Mean	1.27	1.26	1.15	1.35	1.05	1.30	1.19	1.26	1.31	0.97	1.33	1.22	1.20	1.56	1.20	0.97	1.32	1.18	1.17	1.10
Std Dev	2.62	2.42	1.60	2.46	1.69	1.96	2.08	2.14	1.86	1.63	2.36	1.74	1.90	2.53	1.94	1.62	2.07	1.60	1.60	1.82
Std Dev	2.62	2.42	1.60	2.46	1.69	1.96	2.08	2.14	1.86	1.63	2.36	1.74	1.90	2.53	1.94	1.62	2.07	1.60	1.60	1.82
Std Error	0.03	0.07	0.04	0.08	0.05	0.04	0.04	0.04	0.04	0.07	0.09	0.05	0.05	0.08	0.03	0.07	0.03	0.07	0.04	0.17
Std Error	0.03	0.07	0.04	0.08	0.05	0.04	0.04	0.04	0.04	0.07	0.09	0.05	0.05	0.08	0.03	0.07	0.03	0.07	0.04	0.17
Receiving Mean (excluding those not receiving any)	2.49	2.50	2.21	2.72	2.34	2.46	2.52	2.51	2.47	2.31	2.72	2.30	2.36	2.65	2.41	2.29	2.51	2.28	2.25	2.23
Mean	2.49	2.50	2.21	2.72	2.34	2.46	2.52	2.51	2.47	2.31	2.72	2.30	2.36	2.65	2.41	2.29	2.51	2.28	2.25	2.23
Std Dev	2.23	2.56	1.60	2.91	1.84	2.07	2.41	2.45	1.91	1.80	2.77	1.79	2.05	2.83	2.11	1.79	2.28	1.56	1.75	2.04
Std Dev	2.23	2.56	1.60	2.91	1.84	2.07	2.41	2.45	1.91	1.80	2.77	1.79	2.05	2.83	2.11	1.79	2.28	1.56	1.75	2.04
Std Error	0.04	0.09	0.06	0.13	0.07	0.05	0.07	0.06	0.05	0.11	0.15	0.07	0.07	0.13	0.05	0.11	0.05	0.09	0.05	0.30
Std Error	0.04	0.09	0.06	0.13	0.07	0.05	0.07	0.06	0.05	0.11	0.15	0.07	0.07	0.13	0.05	0.11	0.05	0.09	0.05	0.30

Proportions: Means: Columns Tested (5% risk level) - ab/c/d - ef - gh - i/jk/l/m/n - op - q/r/s  
\* small base

QE1\_3. Approximately how many of the following have you personally received in the last week through the post?

Letters from organisations that you have a relationship with

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
None	2527	2212	315	81	2147	206	110	64	112	292	194	190	238	242	316	333	230	28	178
	49%	50%	44%	43%	49%	48%	45%	45%	53%	52%	45%	50%	52%	50%	47%	47%	52%	54%	47%
1-2	1790	1516	272	96	1505	149	82	55	75	188	151	130	154	177	234	250	142	12	137
	35%	34%	39%	33%	35%	34%	33%	38%	35%	33%	35%	35%	34%	34%	34%	35%	32%	22%	30%
3-4	514	430	85	27	406	54	38	16	17	51	49	33	34	36	60	81	44	7	46
	10%	10%	12%	14%	9%	12%	16%	11%	8%	9%	12%	9%	7%	8%	9%	12%	10%	14%	12%
5-10	302	255	47	16	256	24	15	7	5	32	28	21	24	25	64	29	27	5	19
	6%	6%	7%	9%	6%	6%	6%	5%	3%	6%	7%	6%	5%	5%	4%	4%	6%	9%	5%
11-20	26	23	3	*	23	1	2	1	-	2	-	1	3	-	4	12	-	-	1
	*	1%	*	*	1%	*	1%	1%	-	*	-	*	1%	-	1%	2%	-	-	*
21+	2	2	*	*	2	-	*	*	-	-	-	-	2	-	-	-	-	-	-
	*	*	*	*	*	-	*	*	-	-	-	-	*	-	-	-	-	-	-
Any Received (non-zero entry)	2654	2227	407	109	2191	227	137	79	97	274	232	186	217	238	362	373	213	24	204
	51%	50%	53%	57%	51%	52%	55%	55%	47%	49%	55%	50%	48%	50%	53%	53%	48%	46%	53%
<b>Total Mean (including those not Receiving any)</b>	1.27	1.25	1.39	1.56	1.25	1.29	1.45	1.38	0.93	1.19	1.30	1.19	1.26	1.07	1.45	1.34	1.16	1.50	1.20
Mean	2.62	2.03	1.98	2.44	2.02	1.79	2.13	2.53	1.39	1.73	1.95	1.88	2.61	1.55	2.24	2.27	1.73	2.23	1.73
Std Dev	0.93	0.03	0.05	0.09	0.04	0.06	0.07	0.10	0.08	0.10	0.12	0.11	0.15	0.09	0.13	0.13	0.10	0.17	0.06
Std Error	<b>Receiving Mean (excluding those not Receiving any)</b>	2.49	2.49	2.47	2.71	2.48	2.46	2.62	2.50	2.00	2.48	2.50	2.49	2.65	2.16	2.55	2.41	2.20	2.36
Mean	2.23	2.26	2.08	2.69	2.24	1.80	2.26	2.96	1.42	1.74	2.01	2.06	3.27	1.57	2.45	2.59	1.79	2.24	1.73
Std Dev	0.04	0.05	0.07	0.12	0.06	0.08	0.10	0.15	0.12	0.15	0.16	0.17	0.28	0.13	0.20	0.21	0.15	0.22	0.08
Std Error	<small>Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r * small base</small>																		

QE1\_3. Approximately how many of the following have you personally received in the last week through the post?  
Letters from organisations that you have a relationship with

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836	
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747	
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025	
None	2527	854	129	390	730	971	477	193	119	1702	313	864	978	438	138	68	1842	206	451	789	
	49%	47%	54% <sup>ab</sup>	44%	42%	48% <sup>cd</sup>	53% <sup>def</sup>	43% <sup>gh</sup>	23% <sup>dehij</sup>	45%	39% <sup>cd</sup>	44%	44% <sup>kl</sup>	43% <sup>lmn</sup>	53%	46% <sup>opklmn</sup>	46%	52% <sup>klmn</sup>	54% <sup>rs</sup>	45%	
1-2	1790	627	77	304	642	732	253	116	35	1375	151	701	736	236	81	21	1437	102	274	689	
	35%	35%	33%	35%	37% <sup>fh</sup>	36% <sup>gh</sup>	31%	33% <sup>ia</sup>	21%	36% <sup>fh</sup>	29%	36% <sup>loq</sup>	36% <sup>ooc</sup>	32%	31%	22%	38% <sup>oo</sup>	28%	33%	39% <sup>ur</sup>	
3-4	514	221	20	133	234	187	55	32	5	421	38	238	200	41	33	2	438	35	61	189	
	10%	72%	8%	75%	13% <sup>efgh</sup>	9% <sup>gh</sup>	7%	9%	3%	11% <sup>gh</sup>	7%	12% <sup>lmno</sup>	10% <sup>lmno</sup>	5%	13% <sup>lmno</sup>	2%	11% <sup>lmno</sup>	10% <sup>op</sup>	7%	11% <sup>ur</sup>	
5-10	362	102	11	52	135	123	28	7	5	258	12	150	95	30	11	8	246	18	42	78	
	6%	6%	6%	6%	8% <sup>gh</sup>	5% <sup>gh</sup>	3%	2%	3%	7% <sup>gh</sup>	2%	13% <sup>lmn</sup>	9%	4%	4%	6%	6%	6%	5%	4%	
11-20	26	1	-	1	10	7	3	5	-	17	5	7	17	2	-	-	24	-	4	1	
	0%	0%	0%	0%	1%	0%	0%	1%	0%	1%	0%	0%	1%	0%	0%	0%	1%	0%	1%	0%	
21+	2	-	-	-	2	-	-	-	-	2	-	-	2	-	-	-	2	-	-	-	
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Any Received (non-zero entry)	2634	951	108	490	1024	1050	340	160	45	2074	206	1097	1050	308	125	31	2147	166	382	968	
	51%	53%	46%	56% <sup>ab</sup>	59% <sup>efgh</sup>	52% <sup>gh</sup>	42% <sup>gh</sup>	49% <sup>gh</sup>	28%	45% <sup>gh</sup>	49% <sup>gh</sup>	58% <sup>lmnoq</sup>	52% <sup>lmno</sup>	41%	47% <sup>oo</sup>	31%	54% <sup>lmno</sup>	43%	46%	55% <sup>ur</sup>	
<b>Total Mean (including those not receiving any)</b>																					
Mean	1.27	1.26	0.97	1.39 <sup>b</sup>	1.58 <sup>efgh</sup>	1.25 <sup>fh</sup>	0.98 <sup>h</sup>	1.03 <sup>h</sup>	0.53	1.40 <sup>gh</sup>	0.87	1.45 <sup>lmnoq</sup>	1.29 <sup>m</sup>	0.89	1.08	0.79	1.37 <sup>lmno</sup>	1.00	1.04	1.23 <sup>r</sup>	
Std Dev	2.02	1.73	1.44	1.86	2.29	1.87	1.92	1.82	1.11	2.08	1.65	2.07	2.14	1.68	1.56	1.58	2.11	1.57	1.69	1.67	
Std Error	0.03	0.04	0.10	0.06	0.05	0.04	0.07	0.10	0.08	0.03	0.07	0.05	0.05	0.07	0.10	0.15	0.03	0.08	0.06	0.04	
<b>Receiving Mean (excluding those not Receiving any)</b>																					
Mean	2.48	2.39	2.12	2.50	2.83 <sup>ef</sup>	2.42	2.30	2.28	1.94	2.55	2.20	2.60 <sup>m</sup>	2.48	2.15	2.28	2.54	2.54 <sup>m</sup>	2.33	2.28	2.25	
Std Dev	2.23	1.73	1.46	1.86	2.45	1.98	2.41	2.12	1.32	2.23	1.98	2.16	2.43	2.03	1.55	1.90	2.29	1.62	1.85	1.68	
Std Error	0.04	0.05	0.14	0.08	0.07	0.06	0.14	0.18	0.17	0.05	0.14	0.06	0.07	0.12	0.14	0.32	0.05	0.13	0.10	0.05	

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
\* small base



QE1\_3. Approximately how many of the following have you personally received in the last week through the post?

Letters from organisations that you have a relationship with

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
None	2527	148	2333	47	695	1638	174	2411	62	28	6	2499	21
	49%	44%	49%	59%	47%	50%	54%	49%	53%	55%	73%	49%	81%
1-2	1790	129	1645	16	513	1180	97	1738	35	11	2	1783	5
	35%	39%	35%	20%	34%	35%	30%	35%	30%	23%	21%	35%	19%
3-4	514	38	474	2	156	341	17	498	10	6	-	514	-
	10%	11%	10%	3%	10%	10%	5%	10%	9%	12%	-	10%	-
5-10	362	18	270	15	117	156	29	289	9	4	-	302	-
	6%	6%	6%	11%	6%	6%	6%	6%	8%	8%	-	6%	-
11-20	26	-	26	-	7	13	6	26	-	-	-	26	-
	*	1%	-	-	7	13	6	1%	-	-	-	*	-
21+	2	2	-	-	2	-	-	2	-	-	-	2	-
	*	1%	-	-	*	-	-	*	-	-	-	*	-
Any Received (non-zero entry)	2634	187	2414	33	795	1690	149	2552	54	21	2	2627	5
	51%	56%	51%	41%	53%	50%	46%	51%	47%	44%	21%	51%	19%
<b>Total Mean (including those not Receiving any)</b>													
Mean	1.27	1.41	1.25	1.70	1.42	1.19	1.41	1.28	1.09	1.33	0.42	1.28	0.19
Std Dev	2.02	2.41	1.98	2.80	2.23	1.87	2.45	2.04	1.60	2.25	0.87	2.03	0.41
Std Error	0.03	0.13	0.03	0.32	0.06	0.03	0.14	0.03	0.17	0.34	0.39	0.03	0.08
<b>Receiving Mean (excluding those not Receiving any)</b>													
Mean	2.49	2.52	2.46	4.12	2.66	2.36	3.07	2.49	2.33	3.00	2.00	2.49	1.02
Std Dev	2.23	2.76	2.17	3.02	2.45	2.05	2.83	2.25	1.61	2.54	-	2.24	0.17
Std Error	0.04	0.21	0.04	0.58	0.08	0.05	0.23	0.04	0.25	0.56	-	0.04	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_3. Approximately how many of the following have you personally received in the last week through the post?

Letters from organisations that you have a relationship with

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
None	2527	677	609	606	635	234	230	204	203	199	207	-	385	221	210	192	233
	49%	53% <sup>bcd</sup>	47%	47%	49%	54% <sup>h</sup>	55% <sup>hio</sup>	48%	44%	48%	50%	-	47%	47%	48%	46%	53% <sup>h</sup>
1-2	1790	398	429	491	472	131	129	137	160	148	123	-	314	177	162	163	147
	35%	31%	33%	38%	37%	30%	30%	32%	34%	35%	30%	-	36% <sup>hklm</sup>	37%	37%	36% <sup>h</sup>	34%
3-4	514	106	156	131	120	33	35	38	62	40	56	-	82	49	42	32	45
	10%	8%	12% <sup>abc</sup>	10%	9%	8%	8%	9%	15% <sup>cd</sup>	10%	13% <sup>cd</sup>	-	10%	10%	10%	8%	10%
5-10	302	95	86	60	60	26	28	43	32	26	27	-	36	24	20	28	12
	6%	7% <sup>abcd</sup>	7%	5%	5%	6%	6%	10% <sup>klmnop</sup>	7% <sup>op</sup>	6%	7% <sup>op</sup>	-	4%	5%	5%	7% <sup>op</sup>	3%
11-20	26	12	8	3	3	7	*	5	7	*	1	-	1	1	3	-	-
	**	1%	1%	*	*	2% <sup>op</sup>	*	1%	7% <sup>op</sup>	*	*	-	*	*	1%	-	-
21+	2	-	2	-	-	-	-	-	*	-	2	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	2634	613	682	684	655	198	192	222	260	213	209	-	433	251	227	224	205
	51%	47%	53% <sup>abc</sup>	53% <sup>abc</sup>	51%	46%	45%	52%	56% <sup>klmnp</sup>	52%	50%	-	53% <sup>kl</sup>	53%	52%	54% <sup>kl</sup>	47%
<b>Total Mean (including those not receiving any)</b>	<b>1.27</b>	<b>1.31</b>	<b>1.43<sup>cd</sup></b>	<b>1.20</b>	<b>1.14</b>	<b>1.38</b>	<b>1.10</b>	<b>1.44<sup>p</sup></b>	<b>1.58<sup>lp</sup></b>	<b>1.31<sup>p</sup></b>	<b>1.40<sup>p</sup></b>	-	<b>1.19</b>	<b>1.23</b>	<b>1.19</b>	<b>1.23</b>	<b>1.00</b>
Mean	1.27	1.31	1.43 <sup>cd</sup>	1.20	1.14	1.38	1.10	1.44 <sup>p</sup>	1.58 <sup>lp</sup>	1.31 <sup>p</sup>	1.40 <sup>p</sup>	-	1.19	1.23	1.19	1.23	1.00
Std Dev.	2.02	2.27	2.35	1.75	1.60	2.85	1.78	2.04	2.61	1.96	2.40	-	1.69	1.85	1.76	1.62	1.41
Std Error	0.03	0.06	0.07	0.05	0.04	0.14	0.09	0.10	0.13	0.09	0.12	-	0.06	0.09	0.08	0.08	0.07
<b>Receiving Mean (excluding those not receiving any)</b>	<b>2.49</b>	<b>2.73<sup>cd</sup></b>	<b>2.71<sup>cd</sup></b>	<b>2.27</b>	<b>2.24</b>	<b>3.00<sup>op</sup></b>	<b>2.47</b>	<b>2.78<sup>lop</sup></b>	<b>2.91<sup>p</sup></b>	<b>2.54</b>	<b>2.78<sup>lp</sup></b>	-	<b>2.24</b>	<b>2.31</b>	<b>2.28</b>	<b>2.29</b>	<b>2.14</b>
Mean	2.49	2.73 <sup>cd</sup>	2.71 <sup>cd</sup>	2.27	2.24	3.00 <sup>op</sup>	2.47	2.78 <sup>lop</sup>	2.91 <sup>p</sup>	2.54	2.78 <sup>lp</sup>	-	2.24	2.31	2.28	2.29	2.14
Std Dev.	2.23	2.63	2.65	1.84	1.61	3.58	1.93	2.07	2.95	2.08	2.76	-	1.75	1.99	1.86	1.56	1.34
Std Error	0.04	0.10	0.10	0.07	0.06	0.24	0.13	0.14	0.20	0.14	0.18	-	0.08	0.13	0.12	0.10	0.09

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE1\_4. Approximately how many of the following have you personally received in the last week through the post?

Bills/ invoices/ statements

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
None	2362	-	2362	200	1341	1122	1225	330	279	406	305	444	312	287	608	711	1043	599	2122	212	2254
46%	-	-	46%	29%	47%	45%	47%	48%	43%	40%	43%	48%	49%	55%	45%	41%	50%	52%	46%	40%	44%
1-2	2172	-	2172	354	1176	1063	1105	263	262	456	333	403	263	192	525	789	857	454	1947	220	2271
42%	-	-	42%	53%	42%	42%	42%	38%	40%	43%	43%	43%	41%	36%	39%	45%	41%	39%	42%	41%	44%
3-4	443	-	443	85	207	242	200	69	76	95	62	60	46	35	145	156	142	81	365	71	437
9%	-	-	9%	14%	7%	10%	8%	10%	12%	9%	9%	7%	7%	7%	11%	9%	7%	7%	8%	13%	8%
5-10	171	-	171	42	100	77	92	28	29	54	17	19	12	12	57	70	43	24	146	25	186
3%	-	-	3%	6%	4%	3%	3%	4%	5%	5%	2%	2%	2%	2%	4%	4%	2%	2%	3%	5%	4%
11-20	12	-	12	6	6	9	3	-	4	6	-	-	1	-	4	6	2	2	10	2	12
*	-	-	*	8%	*	*	*	-	1%	1%	-	-	*	-	*	*	*	*	*	*	*
21+	2	-	2	-	-	-	2	-	2	-	-	-	-	-	2	-	-	-	-	2	1
*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	*
Any Received (non-zero entry)	2799	-	2799	499	1489	1391	1402	360	373	610	412	482	322	239	733	1022	1044	561	2468	319	2907
54%	-	-	54%	71%	53%	55%	53%	52%	51%	50%	57%	50%	51%	45%	50%	50%	50%	48%	54%	60%	56%
<b>Total Mean (including those not Receiving any)</b>	1.13	-	1.13	1.69	1.07	1.17	1.09	1.10	1.44	1.34	1.06	0.96	0.98	0.92	1.27	1.22	0.96	0.95	1.08	1.51	1.16
Mean	1.77	-	1.77	2.24	1.60	1.71	1.83	1.59	2.88	1.95	1.28	1.32	1.40	1.37	2.32	1.71	1.36	1.38	1.60	2.86	1.72
Std Dev.	0.62	-	0.62	0.09	0.03	0.03	0.04	0.06	0.11	0.06	0.05	0.04	0.05	0.06	0.06	0.04	0.03	0.04	0.02	0.15	0.02
Std Error	2.08	-	2.08	2.36	2.04	2.11	2.04	2.11	2.52	2.23	1.85	1.85	1.92	2.02	2.32	2.07	1.91	1.96	2.02	2.91	2.06
Receiving Mean (excluding those not Receiving any)	1.95	-	1.95	2.33	1.70	1.81	2.08	1.64	3.44	2.08	1.19	1.31	1.43	1.37	2.72	1.78	1.36	1.40	1.69	3.33	1.84
Mean	0.04	-	0.04	0.11	0.04	0.05	0.05	0.09	0.17	0.08	0.06	0.06	0.07	0.09	0.10	0.06	0.04	0.06	0.03	0.23	0.03
Std Dev.																					
Std Error																					

Proportions/Mean: Column Test (5% risk level) - ab - cd - ef - gh/ij/kl/m - n/op/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_4. Approximately how many of the following have you personally received in the last week through the post?

Bills/ invoices/ statements

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108	
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*	
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69	
None	2362	407	734	531	691	1141	1221	1296	1025	321	312	579	620	351	1511	330	1907	228	924	59	
	46%	43%	46%	42%	48%	45%	47%	42%	37%	50%	47%	43%	45%	43%	45%	33%	45%	43%	48%	45%	
1-2	2172	393	686	485	598	1079	1093	1354	797	264	251	590	576	362	1418	264	1798	254	822	57	
	42%	42%	43%	42%	41%	42%	42%	44%	40%	41%	38%	44%	42%	44%	42%	41%	42%	48%	43%	42%	
3-4	443	103	130	99	111	233	210	295	138	46	56	124	128	69	308	46	380	33	127	15	
	9%	11%	8%	8%	8%	9%	8%	10%	7%	7%	8%	9%	9%	8%	9%	7%	9%	6%	7%	11%	
5-10	171	37	41	51	43	77	94	119	49	7	36	43	45	27	124	7	153	16	42	1	
	3%	4%	3%	4%	3%	3%	4%	4%	2%	1%	3%	3%	3%	3%	4%	1%	3%	3%	2%	1%	
11-20	12	5	1	2	3	7	4	9	3	1	2	1	3	6	5	1	11	1	4	1	
	*	1%	*	*	*	*	*	*	*	*	*	*	*	1%	*	*	*	*	*	*	
21+	2	-	2	-	-	2	-	2	-	-	-	2	-	-	2	-	2	-	-	-	
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	
Any Received (non-zero entry)	2799	536	860	647	754	1398	1401	1778	987	316	345	760	752	463	1857	318	2344	302	995	73	
	54%	57%	54%	55%	52%	55%	53%	63%	49%	50%	53%	55%	55%	53%	55%	49%	53%	57%	52%	55%	
Total Mean (including those not Receiving any)	1.13	1.20	1.07	1.18	1.03	1.15	1.10	1.23	0.96	0.92	1.10	1.18	1.10	1.18	1.17	0.90	1.16	1.05	0.99	1.04	
Mean	1.77	2.11	1.86	1.67	1.48	1.96	1.57	1.96	1.44	1.33	1.81	1.99	1.63	1.95	1.82	1.32	1.84	1.39	1.51	1.21	
Std Dev	0.92	0.06	0.05	0.05	0.04	0.04	0.03	0.04	0.03	0.05	0.07	0.06	0.04	0.07	0.03	0.05	0.03	0.06	0.03	0.12	
Std Error	Receiving Mean (excluding those not Receiving any)	2.08	2.26	1.99	2.15	1.98	2.09	2.06	2.13	1.96	1.84	2.27	2.08	2.10	2.08	2.12	1.84	2.11	1.84	1.91	1.88
	1.95	2.36	2.15	1.72	1.52	2.24	1.62	2.17	1.51	1.36	1.95	2.27	1.69	2.20	1.99	1.36	2.03	1.39	1.62	1.03	
Std Dev	0.84	0.09	0.07	0.07	0.06	0.06	0.04	0.05	0.04	0.08	0.11	0.08	0.06	0.10	0.05	0.08	0.04	0.08	0.05	0.13	
Std Error																					

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QE1\_4. Approximately how many of the following have you personally received in the last week through the post?

Bills/ invoices/ statements

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
None	2362	2037	325	98	1992	205	108	57	97	272	188	174	211	238	298	320	195	25	179
	46%	46%	45%	51%	43%	47%	44%	40%	46%	48%	44%	46%	46%	50%	44%	45%	44%	48%	47%
1-2	2172	1850	322	67	1821	177	107	67	93	226	180	167	185	190	268	306	196	16	160
	42%	42%	42%	35%	42%	41%	43%	47%	44%	40%	45%	45%	41%	40%	43%	43%	44%	32%	42%
3-4	443	381	62	18	372	36	21	14	15	54	34	21	32	42	74	61	38	6	30
	9%	9%	9%	9%	9%	8%	9%	10%	7%	10%	8%	7%	6%	9%	11%	9%	9%	11%	8%
5-10	171	158	13	7	139	16	11	5	4	14	14	13	23	9	32	19	13	5	11
	3%	4%	2%	4%	3%	4%	4%	3%	2%	2%	3%	3%	3%	2%	5%	3%	3%	5%	3%
11-20	12	11	1	-	11	-	-	-	1	-	-	1	2	1	6	-	-	-	-
	*	*	*	*	*	*	*	*	1%	*	*	*	*	*	1%	*	*	*	*
21+	2	2	-	-	2	-	-	-	-	-	-	-	2	-	-	-	-	-	-
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Any Received (non-zero entry)	2789	2401	388	93	2346	229	139	85	112	293	238	202	244	242	380	387	248	27	202
	54%	54%	58%	49%	54%	53%	56%	53%	54%	52%	56%	54%	54%	50%	56%	55%	56%	52%	53%
<b>Total Mean (including those not Receiving any)</b>	1.13	1.14	1.03	1.08	1.13	1.09	1.14	1.18	1.07	1.00	1.07	1.03	1.30	1.04	1.35*	1.07	1.10	1.50**	1.03
Mean	1.77	1.82	1.41	1.70	1.81	1.55	1.56	1.54	1.88	1.33	1.39	1.46	2.94	2.27	1.45	1.37	2.15	1.44	1.44
Std Dev	0.62	0.63	0.63	0.66	0.64	0.65	0.65	0.66	0.11	0.08	0.08	0.09	0.17	0.09	0.13	0.08	0.08	0.16	0.05
Std Error	<b>Receiving Mean (excluding those not Receiving any)</b>	2.08	2.11	1.87	2.08	2.06	2.04	1.97	2.00	1.93	1.91	1.92	2.43	2.06	2.41*	1.96	1.97	2.81**	1.95
Mean	1.95	2.02	1.44	1.84	2.02	1.80	1.59	1.55	2.18	1.28	1.36	1.50	3.66	1.52	2.58	1.44	1.29	2.21	1.47
Std Dev	0.84	0.85	0.84	0.89	0.85	0.87	0.87	0.87	0.18	0.11	0.11	0.12	0.30	0.13	0.20	0.11	0.10	0.23	0.07
Std Error																			

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QE1\_4. Approximately how many of the following have you personally received in the last week through the post?

Bills/ invoices/ statements

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
None	2362	878	126	453	718	899	425	174	109	1617	282	862	878	308	132	54	1740	186	345	885
	46%	49%	53%	51%	41%	44%	43% <sup>h</sup>	43% <sup>h</sup>	43% <sup>h</sup>	43%	43% <sup>h</sup>	44%	43%	50%	56%	44%	51% <sup>h</sup>	41%	45%	50%
1-2	2172	769	92	361	802	887	283	139	49	1699	188	848	899	269	95	40	1747	134	364	789
	42%	43%	39%	41%	46% <sup>h</sup>	44% <sup>h</sup>	35%	39%	29%	45% <sup>h</sup>	36%	43% <sup>h</sup>	44% <sup>h</sup>	36%	40%	44% <sup>h</sup>	37%	44%	44%	44%
3-4	443	122	19	48	159	171	73	32	7	330	39	176	182	57	22	5	358	27	81	93
	9%	7%	8%	5%	9%	8%	9%	9%	4%	9%	8%	9%	9%	8%	8%	5%	9%	7%	10% <sup>h</sup>	5%
5-10	171	36	1	18	67	63	32	8	1	130	9	69	64	20	15	-	133	15	38	20
	3%	2%	0%	2%	4%	3%	4%	2%	1%	3%	2%	4%	3%	6%	3%	4%	3%	4%	5% <sup>h</sup>	1%
11-20	12	-	-	-	7	-	4	-	-	8	-	6	3	2	-	-	9	-	4	-
	-	-	-	-	7%	-	4%	-	-	8%	-	6%	3%	2%	-	-	9%	-	4%	-
21+	2	-	-	-	-	2	-	-	-	2	-	-	2	-	-	-	2	-	-	-
	-	-	-	-	-	2%	-	-	-	2%	-	-	2%	-	-	-	2%	-	-	-
Any Received (non-zero entry)	2799	927	112	427	1036	1123	391	180	56	2158	236	1099	1140	348	131	45	2249	176	489	882
	54%	51%	47%	49%	59% <sup>h</sup>	59% <sup>h</sup>	49% <sup>h</sup>	51% <sup>h</sup>	34%	67% <sup>h</sup>	46% <sup>h</sup>	58% <sup>h</sup>	57% <sup>h</sup>	47%	50%	59% <sup>h</sup>	49%	59% <sup>h</sup>	50%	50%
<b>Total Mean (including those not Receiving any)</b>	<b>1.13</b>	<b>0.92</b>	<b>0.83</b>	<b>0.85</b>	<b>1.25%<sup>h</sup></b>	<b>1.12%<sup>h</sup></b>	<b>1.10%<sup>h</sup></b>	<b>0.95%<sup>h</sup></b>	<b>0.59</b>	<b>1.18%<sup>h</sup></b>	<b>0.84</b>	<b>1.18%<sup>h</sup></b>	<b>1.15</b>	<b>0.97</b>	<b>1.10</b>	<b>0.76</b>	<b>1.17%<sup>h</sup></b>	<b>1.00</b>	<b>1.38%<sup>h</sup></b>	<b>0.84</b>
Mean	1.13	0.92	0.83	0.85	1.25% <sup>h</sup>	1.12% <sup>h</sup>	1.10% <sup>h</sup>	0.95% <sup>h</sup>	0.59	1.18% <sup>h</sup>	0.84	1.18% <sup>h</sup>	1.15	0.97	1.10	0.76	1.17% <sup>h</sup>	1.00	1.38% <sup>h</sup>	0.84
Std Dev	1.77	1.19	1.12	1.17	1.81	1.81	1.87	1.32	1.10	1.81	1.26	1.78	1.86	1.66	1.54	1.16	1.82	1.45	2.03	1.07
Std Error	0.02	0.03	0.08	0.04	0.04	0.04	0.07	0.07	0.08	0.03	0.06	0.04	0.04	0.06	0.10	0.11	0.03	0.08	0.07	0.03
<b>Receiving Mean (excluding those not Receiving any)</b>	<b>2.08</b>	<b>1.80</b>	<b>1.76</b>	<b>1.76</b>	<b>2.12</b>	<b>2.01</b>	<b>2.30</b>	<b>1.87</b>	<b>1.73</b>	<b>2.06</b>	<b>1.84</b>	<b>2.13</b>	<b>2.03</b>	<b>2.08</b>	<b>2.20</b>	<b>1.66</b>	<b>2.08</b>	<b>2.06</b>	<b>2.32%<sup>h</sup></b>	<b>1.66</b>
Mean	2.08	1.80	1.76	1.76	2.12	2.01	2.30	1.87	1.73	2.06	1.84	2.13	2.03	2.08	2.20	1.66	2.08	2.06	2.32% <sup>h</sup>	1.66
Std Dev	1.95	1.10	1.02	1.11	1.93	2.02	2.13	1.30	1.25	1.98	1.29	1.91	2.09	1.90	1.53	1.21	2.00	1.47	2.19	0.95
Std Error	0.04	0.03	0.10	0.05	0.06	0.06	0.11	0.10	0.15	0.04	0.08	0.06	0.06	0.10	0.14	0.17	0.04	0.12	0.10	0.03

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base

QE1\_4. Approximately how many of the following have you personally received in the last week through the post?

Bills/ invoices/ statements

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
None	2362	150	2179	34	647	1533	163	2271	42	28	3	2339	21
	46%	45%	46%	43%	43%	46%	50%	46%	36%	55%	34%	46%	79%
1-2	2172	130	2007	34	632	1432	108	2098	51	14	4	2183	5
	42%	39%	42%	43%	42%	43%	33%	42%	44%	31%	43%	42%	20%
3-4	443	37	401	5	144	264	35	429	7	4	2	441	1
	9%	11%	8%	7%	10%	8%	11%	9%	6%	9%	22%	9%	1%
5-10	171	10	149	6	58	95	18	154	14	2	-	171	-
	3%	6%	3%	7%	4%	3%	5%	3%	12%	3%	-	3%	-
11-20	12	2	10	-	7	5	-	11	1	-	-	12	-
	-	1%	-	-	-	-	-	-	1%	-	-	-	-
21+	2	-	2	-	2	-	-	-	2	-	-	2	-
	*	-	-	-	-	-	-	-	1%	-	-	-	-
Any Received (non-zero entry)	2789	185	2568	46	843	1786	160	2692	75	21	5	2788	5
	54%	50%	54%	57%	57%	54%	50%	54%	64%	45%	66%	54%	21%
<b>Total Mean (including those not Receiving any)</b>													
Mean	1.13	1.28	1.11	1.17	1.28e	1.06	1.10	1.10	2.25e	1.07	1.32	1.13	0.23
Std Dev.	1.77	1.96	1.76	1.55	2.27	1.51	1.62	1.61	5.05	1.78	1.59	1.77	0.51
Std Error	0.02	0.11	0.03	0.18	0.06	0.03	0.09	0.02	0.54	0.27	0.71	0.02	0.11
<b>Receiving Mean (excluding those not Receiving any)</b>													
Mean	2.08	2.32	2.06	2.04	2.26e	1.97	2.22	2.04	3.51e	2.37	2.01	2.08	1.10
Std Dev.	1.95	2.13	1.94	1.55	2.52	1.56	1.68	1.70	5.95	2.01	1.57	1.95	0.59
Std Error	0.04	0.16	0.04	0.23	0.09	0.04	0.13	0.03	0.82	0.40	0.91	0.04	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_4. Approximately how many of the following have you personally received in the last week through the post?

Bills/ invoices/ statements

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
None	2362	583	569	597	613	210	203	169	212	187	170	-	376	221	187	190	236
	46%	45%	44%	46%	48%	49%	47%	40%	46%	45%	41%	-	46%	47%	43%	46%	54% <sup>min</sup>
1-2	2172	495	544	571	562	155	163	178	180	172	191	-	369	202	206	185	171
	42%	39%	42%	44%	44%	36%	38%	42%	39%	42%	46%	-	43%	43%	47%	44%	39%
3-4	443	151	116	98	77	38	53	65	42	33	43	-	59	39	35	22	21
	9%	12%	8%	8%	6%	9%	12%	14%	9%	8%	10%	-	7%	8%	8%	5%	5%
5-10	171	57	55	23	36	25	12	19	29	19	7	-	13	10	9	17	10
	3%	4%	4%	2%	3%	6%	3%	5%	7%	4%	2%	-	2%	2%	2%	4%	2%
11-20	12	5	3	2	2	4	*	*	*	*	3	-	1	1	-	2	-
	*	*	*	*	*	1%	*	*	*	1%	*	-	*	*	*	*	*
21+	2	-	2	-	-	-	-	-	-	-	2	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-
Any Received (non-zero entry)	2799	707	722	693	677	222	228	258	251	225	246	-	442	251	250	225	202
	54%	55%	56%	54%	52%	51%	53%	60%	54%	55%	59%	-	54%	53%	57%	54%	46%
<b>Total Mean (including those not receiving any)</b>	1.13	1.25 <sup>cd</sup>	1.24 <sup>cd</sup>	1.01	1.00	1.38 <sup>lm</sup>	1.16 <sup>p</sup>	1.27 <sup>p</sup>	1.16 <sup>p</sup>	1.21 <sup>p</sup>	1.34 <sup>p</sup>	-	0.99	1.06	1.03 <sup>p</sup>	1.16 <sup>p</sup>	0.82
Mean	1.13	1.25 <sup>cd</sup>	1.24 <sup>cd</sup>	1.01	1.00	1.38 <sup>lm</sup>	1.16 <sup>p</sup>	1.27 <sup>p</sup>	1.16 <sup>p</sup>	1.21 <sup>p</sup>	1.34 <sup>p</sup>	-	0.99	1.06	1.03 <sup>p</sup>	1.16 <sup>p</sup>	0.82
Std Dev.	1.77	1.88	2.15	1.43	1.51	2.45	1.54	1.47	1.60	1.69	2.96	-	1.37	1.54	1.19	2.02	1.16
Std Error	0.02	0.05	0.06	0.04	0.04	0.12	0.07	0.07	0.08	0.08	0.14	-	0.05	0.07	0.06	0.10	0.06
<b>Receiving Mean (excluding those not receiving any)</b>	2.08	2.27 <sup>cd</sup>	2.22 <sup>cd</sup>	1.88	1.91	2.68 <sup>glmnp</sup>	2.07	2.16 <sup>p</sup>	2.20 <sup>np</sup>	2.21 <sup>np</sup>	2.26	-	1.83	1.98	1.80	2.13	1.79
Mean	2.08	2.27 <sup>cd</sup>	2.22 <sup>cd</sup>	1.88	1.91	2.68 <sup>glmnp</sup>	2.07	2.16 <sup>p</sup>	2.20 <sup>np</sup>	2.21 <sup>np</sup>	2.26	-	1.83	1.98	1.80	2.13	1.79
Std Dev.	1.95	2.02	2.47	1.48	1.61	2.86	1.58	1.35	1.58	1.73	3.57	-	1.39	1.62	1.05	2.33	1.10
Std Error	0.04	0.07	0.09	0.06	0.06	0.19	0.10	0.08	0.10	0.11	0.22	-	0.06	0.10	0.07	0.15	0.08

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



QE1\_5. Approximately how many of the following have you personally received in the last week through the post?

Smaller parcels - that fit through a letterbox

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
None	2546	-	2546	237	1368	1275	1264	310	311	485	340	486	321	294	620	825	1101	615	2277	246	2461
49%	-	-	49%	34%	48%	51%	48%	45%	48%	48%	47%	53%	51%	56%	46%	48%	53%	53%	50%	46%	48%
1-2	2083	-	2083	328	1191	983	1093	288	267	416	287	359	258	208	555	702	826	467	1854	222	2114
40%	-	-	40%	47%	42%	39%	42%	42%	41%	41%	40%	39%	41%	40%	41%	41%	40%	40%	40%	42%	41%
3-4	386	-	386	85	201	170	214	64	54	71	77	62	39	19	118	148	120	58	341	40	413
7%	-	-	7%	12%	7%	7%	8%	9%	9%	7%	11%	7%	6%	4%	9%	9%	6%	5%	7%	8%	8%
5-10	132	-	132	43	65	77	51	27	18	39	12	18	13	5	45	50	36	18	106	23	157
3%	-	-	3%	6%	2%	3%	2%	4%	3%	4%	2%	2%	2%	1%	3%	3%	2%	2%	2%	4%	3%
11-20	7	-	7	2	4	3	4	-	2	-	-	-	-	-	2	2	2	2	6	-	12
*	-	-	*	*	*	*	*	-	*	*	*	*	*	*	*	*	*	*	*	*	*
21+	6	-	6	4	-	5	1	-	-	4	1	-	1	-	-	5	1	1	6	-	4
*	-	-	*	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	2615	-	2615	463	1462	1239	1363	380	341	531	377	440	313	232	721	908	985	545	2313	286	2700
51%	-	-	51%	66%	52%	49%	52%	55%	52%	52%	52%	47%	49%	44%	54%	52%	47%	47%	50%	54%	52%
<b>Total Mean (including those not Receiving any)</b>																					
Mean	0.99	-	0.99	1.61d	0.95	0.99	0.97	1.08km	1.02m	1.16km	1.03m	0.88m	0.91m	0.68	1.05pq	1.11pq	0.84	0.81	0.97	1.09	1.05
Std Dev.	1.66	-	1.66	2.74	1.44	1.86	1.43	1.49	1.55	2.36	1.46	1.32	1.64	0.96	1.52	2.03	1.35	1.38	1.66	1.63	1.68
Std Error	0.02	-	0.02	0.11	0.03	0.04	0.03	0.06	0.06	0.08	0.06	0.04	0.06	0.04	0.04	0.05	0.03	0.04	0.02	0.09	0.02
<b>Receiving Mean (excluding those not Receiving any)</b>																					
Mean	1.94	-	1.94	2.44d	1.84	2.01	1.88	1.96m	1.95m	2.22m	1.96m	1.86m	1.84	1.55	1.96q	2.11pq	1.78	1.72	1.93	2.03	2.02
Std Dev.	1.88	-	1.88	3.05	1.54	2.23	1.50	1.52	1.67	2.88	1.49	1.37	1.92	0.87	1.59	2.40	1.48	1.57	1.90	1.74	1.86
Std Error	0.04	-	0.04	0.15	0.04	0.06	0.04	0.08	0.09	0.13	0.08	0.06	0.10	0.06	0.06	0.08	0.05	0.06	0.04	0.13	0.04

Proportions/Mean: Column Test (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_5. Approximately how many of the following have you personally received in the last week through the post?

Smaller parcels - that fit through a letterbox

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
None	2546	415	780	561	790	1195	1351	1495	1010	338	297	720	662	345	1679	343	2050	252	979	53
49%	44%	49%	48%	45% <sup>ab</sup>	47%	52% <sup>bc</sup>	49%	50%	43% <sup>cd</sup>	45%	44% <sup>de</sup>	48%	42%	40% <sup>ef</sup>	53%	48%	48%	48%	51%	40%
1-2	2083	393	676	496	519	1068	1015	1232	828	250	282	506	571	342	1359	254	1736	217	784	72
40%	42% <sup>ab</sup>	43% <sup>bc</sup>	43% <sup>cd</sup>	43% <sup>de</sup>	42%	39%	40%	41%	38%	38%	43%	38%	42%	40%	39%	39%	41%	41%	41%	55% <sup>ef</sup>
3-4	386	83	111	87	106	194	193	251	130	45	51	87	104	81	242	45	330	42	116	6
7%	9%	7%	7%	7%	8%	7%	7%	8%	6%	7%	8%	7%	8%	10% <sup>ab</sup>	7%	7%	8%	8%	6%	5%
5-10	132	46	27	30	29	73	59	88	41	5	26	23	33	39	83	5	122	18	27	-
3%	5% <sup>ab</sup>	3% <sup>bc</sup>	2%	3%	2%	3%	2%	3%	2%	1%	4% <sup>cd</sup>	2%	2%	3% <sup>de</sup>	2%	1%	3% <sup>ef</sup>	3% <sup>fg</sup>	7%	-
11-20	7	3	1	3	1	4	3	5	2	-	-	1	3	2	4	-	6	-	2	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
21+	6	4	1	1	-	5	1	4	2	-	1	-	-	4	2	-	6	-	1	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	n	-	-	-	-	-	-
Any Received (non-zero entry)	2615	530	814	616	655	1343	1271	1580	1002	301	361	619	711	469	1690	304	2200	278	940	79
51%	45% <sup>ab</sup>	43% <sup>bc</sup>	43% <sup>cd</sup>	43% <sup>de</sup>	46%	43% <sup>ef</sup>	48%	51%	50%	47%	53% <sup>gh</sup>	46%	46% <sup>ij</sup>	45% <sup>kl</sup>	50%	47%	52%	52%	49%	60%
<b>Total Mean (including those not Receiving any)</b>																				
Mean	0.99	1.23 <sup>ab</sup>	0.91	0.99	0.87	1.05 <sup>bc</sup>	0.92	1.03	0.92	0.84	1.10 <sup>cd</sup>	0.84	0.98	1.03 <sup>de</sup>	0.95	0.84	1.02	1.02 <sup>ef</sup>	0.84	0.90
Std Dev	1.66	2.48	1.36	1.50	1.35	1.87	1.42	1.77	1.48	1.31	1.76	1.33	1.45	2.52	1.47	1.30	1.73	1.38	1.34	0.94
Std Error	0.02	0.07	0.03	0.05	0.04	0.04	0.03	0.03	0.03	0.05	0.07	0.04	0.04	0.08	0.03	0.05	0.03	0.06	0.03	0.09
<b>Receiving Mean (excluding those not Receiving any)</b>																				
Mean	1.34	2.00 <sup>ab</sup>	1.76	1.89	1.92	1.99	1.90	2.01	1.84	1.79	2.00	1.82	1.89	2.01 <sup>de</sup>	1.89	1.78	1.97	1.96 <sup>ef</sup>	1.71	1.50
Std Dev	1.88	2.95	1.44	1.61	1.42	2.16	1.51	2.03	1.65	1.39	1.96	1.44	1.52	2.96	1.60	1.38	1.97	1.34	1.47	0.76
Std Error	0.04	0.11	0.05	0.07	0.06	0.06	0.04	0.05	0.05	0.08	0.11	0.06	0.05	0.13	0.04	0.08	0.04	0.08	0.05	0.09

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QE1\_5. Approximately how many of the following have you personally received in the last week through the post?

Smaller parcels - that fit through a letterbox

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
None	2546	2207	340	80	2175	185	122	64	113	303	218	172	223	257	334	341	214	18	167
49%	50%	47%	42%	50% <sup>ab</sup>	43%	49%	45%	54% <sup>cd</sup>	34% <sup>ef</sup>	33% <sup>gh</sup>	33% <sup>hi</sup>	46%	40% <sup>ij</sup>	34% <sup>kl</sup>	40% <sup>lm</sup>	48%	48%	35%	44%
1-2	2083	1776	305	96	1734	191	95	63	81	213	161	172	187	181	248	313	178	26	166
40%	40%	42%	45%	40%	44%	38%	44%	39%	38%	38%	38%	40% <sup>ab</sup>	41%	38%	39%	44%	40%	46%	43%
3-4	386	331	56	19	318	37	23	9	12	45	37	19	31	38	60	37	40	4	33
7%	7%	8%	10%	7%	9%	9%	6%	6%	6%	8%	9%	5%	7%	8%	9%	5%	9%	8%	9%
5-10	132	111	22	6	101	18	7	6	4	5	8	12	12	4	32	15	11	4	14
3%	2%	3%	3%	2%	3% <sup>ab</sup>	3%	3%	1%	2%	1%	2%	3% <sup>cd</sup>	3%	1%	3% <sup>ef</sup>	2%	3%	3% <sup>gh</sup>	4% <sup>ij</sup>
11-20	7	6	1	-	4	-	1	1	-	-	-	-	2	-	2	-	-	-	-
1%	-	-	-	-	-	-	1%	1%	-	-	-	-	-	-	-	-	-	-	-
21+	6	6	-	-	5	1	-	-	-	-	1	-	-	-	4	-	-	-	1
1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-
Any Received (non-zero entry)	2615	2232	383	111	2163	248	125	79	97	263	207	204	232	223	344	365	229	34	214
51%	50%	53%	58%	50%	53% <sup>ab</sup>	51%	53% <sup>cd</sup>	46%	46%	49%	54%	57%	46%	51%	51%	52%	52%	53% <sup>ef</sup>	53% <sup>gh</sup>
<b>Total Mean (including those not receiving any)</b>	<b>0.99</b>	<b>0.98</b>	<b>1.01</b>	<b>1.17</b>	<b>0.96</b>	<b>1.05</b>	<b>1.07</b>	<b>1.14</b>	<b>0.83</b>	<b>0.82</b>	<b>0.98</b>	<b>0.93</b>	<b>1.00</b>	<b>0.78</b>	<b>1.25</b>	<b>0.90</b>	<b>0.99</b>	<b>1.47</b>	<b>1.72</b>
Mean	1.66	1.69	1.43	1.52	1.63	1.77	1.76	1.98	1.41	1.15	1.74	1.29	1.43	1.09	2.68	1.24	1.43	1.93	1.75
Std Dev	0.02	0.03	0.03	0.05	0.03	0.05	0.06	0.07	0.08	0.07	0.10	0.08	0.08	0.06	0.16	0.07	0.08	0.15	0.06
Std Error	<b>1.94</b>	<b>1.95</b>	<b>1.91</b>	<b>2.01</b>	<b>1.92</b>	<b>2.03</b>	<b>2.10</b>	<b>2.07</b>	<b>1.80</b>	<b>1.77</b>	<b>2.02</b>	<b>1.71</b>	<b>1.96</b>	<b>1.68</b>	<b>2.48</b>	<b>1.75</b>	<b>1.90</b>	<b>2.25</b>	<b>2.00</b>
Mean	1.88	1.95	1.46	1.50	1.87	1.93	1.98	2.09	1.61	1.09	2.04	1.32	1.47	1.01	3.35	1.23	1.48	1.98	1.93
Std Dev	0.04	0.05	0.05	0.07	0.05	0.08	0.09	0.11	0.14	0.09	0.17	0.11	0.12	0.09	0.28	0.10	0.12	0.19	0.09
Std Error																			

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QE1\_5. Approximately how many of the following have you personally received in the last week through the post?

Smaller parcels - that fit through a letterbox

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
None	2546	948	132	457	803	976	459	188	88	1780	276	842	893	457	144	67	1835	212	374	910
	49%	53%	49%	55%	46%	48%	43% <i>del</i>	53%	53%	47%	43% <i>del</i>	43%	49%	51% <i>del</i>	55% <i>del</i>	46%	52% <i>del</i>	45%	45%	43% <i>del</i>
1-2	2083	740	99	374	747	873	275	114	59	1620	173	896	821	252	86	23	1707	108	368	716
	40%	41%	42%	42%	43% <i>del</i>	43% <i>del</i>	34%	32%	36%	43% <i>del</i>	33%	45% <i>del</i>	40% <i>del</i>	34%	33%	23%	43% <i>del</i>	30%	44%	41%
3-4	386	86	6	32	138	124	61	43	16	263	59	161	161	30	21	7	323	28	66	98
	7%	5%	2%	4%	8%	6%	7%	7%	10%	7%	11% <i>del</i>	8% <i>del</i>	8% <i>del</i>	4%	8%	7%	8% <i>del</i>	8% <i>del</i>	8%	6%
5-10	132	29	1	15	56	45	19	7	3	102	10	65	50	5	11	2	114	13	23	22
	3%	2%	1%	2%	3%	2%	2%	2%	2%	3%	2%	3% <i>del</i>	2% <i>del</i>	1%	4% <i>del</i>	2%	3% <i>del</i>	4% <i>del</i>	1%	1%
11-20	7	2	-	2	4	1	2	-	4	-	-	2	2	2	1	-	4	1	2	-
	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
21+	6	-	-	-	5	1	-	-	6	-	-	6	-	-	6	-	-	-	-	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	2615	857	106	422	950	1045	358	165	77	1995	243	1120	1034	289	119	31	2154	150	459	837
	51%	47%	45%	48%	54% <i>del</i>	52% <i>del</i>	44%	47%	47%	53% <i>del</i>	47%	57% <i>del</i>	51% <i>del</i>	39%	45%	32%	54% <i>del</i>	41%	55% <i>del</i>	46%
<b>Total Mean (including those not receiving any)</b>	<b>0.99</b>	<b>0.79</b>	<b>0.64</b>	<b>0.79</b>	<b>1.13%<i>del</i></b>	<b>0.93</b>	<b>0.85</b>	<b>0.97</b>	<b>0.91</b>	<b>1.02</b>	<b>0.95</b>	<b>1.17%<i>del</i></b>	<b>0.97%<i>del</i></b>	<b>0.64</b>	<b>0.92%<i>del</i></b>	<b>0.75</b>	<b>1.07%<i>del</i></b>	<b>0.97%<i>del</i></b>	<b>1.04%<i>del</i></b>	<b>0.81</b>
Mean	1.66	1.19	0.97	1.22	2.04	1.41	1.41	1.40	1.43	1.74	1.41	2.04	1.37	1.22	1.54	1.62	1.73	1.56	1.47	1.25
Std Dev	0.02	0.03	0.07	0.04	0.05	0.03	0.05	0.08	0.11	0.03	0.06	0.04	0.03	0.05	0.10	0.15	0.03	0.08	0.05	0.03
Std Error	<b>Receiving Mean (excluding those not Receiving any)</b>																			
Mean	1.94	1.67	1.45	1.65	2.08% <i>del</i>	1.81	1.94	2.07	1.95	1.93	2.03	2.05% <i>del</i>	1.90% <i>del</i>	1.65	2.03	2.36	1.98% <i>del</i>	2.10% <i>del</i>	1.88	1.68
Mean	1.88	1.23	0.98	1.29	2.40	1.52	1.55	1.38	1.54	1.99	1.43	2.34	1.38	1.48	1.72	2.12	1.94	1.81	1.52	1.35
Std Dev	0.04	0.04	0.10	0.06	0.08	0.05	0.08	0.11	0.17	0.04	0.09	0.07	0.04	0.09	0.18	0.34	0.04	0.16	0.07	0.04
Std Error																				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base

QE1\_5. Approximately how many of the following have you personally received in the last week through the post?

Smaller parcels - that fit through a letterbox

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
None	2546	139	2363	45	657	1717	172	2437	52	31	6	2521	19
	49%	42%	50%	56%	44%	51%	53%	49%	44%	67%	78%	49%	74%
1-2	2083	153	1903	27	653	1328	102	2027	40	10	2	2077	5
	40%	46%	40%	34%	44%	40%	32%	41%	34%	22%	22%	41%	18%
3-4	386	31	351	5	118	229	40	359	20	5	-	385	2
	7%	9%	7%	6%	8%	7%	12%	7%	18%	11%	-	8%	7%
5-10	152	9	120	3	55	69	8	127	5	-	-	132	-
	3%	3%	3%	4%	3%	2%	3%	3%	4%	-	-	3%	-
11-20	7	2	5	-	3	4	-	7	-	-	-	7	-
	-	1%	-	-	-	-	-	-	-	-	-	-	-
21+	6	1	5	-	5	1	-	6	-	-	-	6	-
	-	-	-	-	8%	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	2615	196	2384	35	833	1631	151	2526	65	15	2	2606	7
	51%	55%	50%	44%	56%	49%	47%	51%	56%	33%	22%	51%	26%
<b>Total Mean (including those not Receiving any)</b>													
Mean	0.99	1.23b	0.96	0.92	1.20e	0.89	1.00	0.98	1.33	0.60	0.22	0.99	0.42
Std Dev	1.66	2.02	1.63	1.36	2.18	1.38	1.36	1.66	1.70	1.07	0.44	1.66	0.86
Std Error	0.02	0.11	0.02	0.16	0.06	0.02	0.08	0.02	0.18	0.16	0.20	0.02	0.18
<b>Receiving Mean (excluding those not Receiving any)</b>													
Mean	1.94	2.20	1.92	2.10	2.15e	1.82	2.15e	1.93	2.40	1.85	1.00	1.95	1.63
Std Dev	1.88	2.23	1.86	1.32	2.54	1.49	1.23	1.90	1.62	1.11	-	1.89	0.98
Std Error	0.04	0.16	0.04	0.21	0.09	0.04	0.10	0.04	0.23	0.28	-	0.04	0.30

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_5. Approximately how many of the following have you personally received in the last week through the post?

Smaller parcels - that fit through a letterbox

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	5161	5161	5161	5161	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	5161	5161	5161	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	2868	2868	2868	215	220	226	251	240	242	-	475	253	249	248	259
None	2546	2546	2546	2546	200	219	221	211	204	208	-	410	258	219	197	200
1-2	49%	50%	48%	52%	46%	51%	52%	45%	50%	50%	-	50%	55% <sup>h</sup>	50%	47%	46%
3-4	2083	484	515	534	550	174	148	162	193	171	151	-	350	184	179	178
5-10	40%	39%	40%	47%	43%	40%	34%	38%	42%	42%	36%	-	43%	39%	41%	43%
11-20	386	124	96	65	89	39	43	38	32	25	42	-	43	21	33	28
21+	7%	10% <sup>h</sup>	8% <sup>h</sup>	5% <sup>h</sup>	8% <sup>h</sup>	9%	9%	7%	6%	10% <sup>h</sup>	-	-	5%	5%	8%	7%
Any Received (non-zero entry)	132	36	52	22	23	15	16	5	27	11	14	-	14	8	6	11
7	3%	3%	4% <sup>h</sup>	2%	2%	3%	4%	7%	6% <sup>h</sup>	3%	3%	-	2%	2%	1%	3%
11-20	7	2	2	-	2	*	1	1	1	2	-	-	-	-	2	-
21+	6	*	*	1	-	4	1	-	-	-	-	-	1	-	-	-
Total Mean (including those not receiving any)	2615	650	668	622	674	232	212	206	253	207	208	-	408	214	218	219
Mean	0.99	1.11 <sup>c</sup>	1.07 <sup>c</sup>	0.83	0.93	1.33 <sup>mm</sup>	1.16 <sup>m</sup>	0.89	1.20 <sup>mm</sup>	0.93	1.07 <sup>m</sup>	-	0.86	0.78	0.86	0.97
Std Dev.	1.66	2.20	1.60	1.37	1.29	3.09	1.79	1.31	1.71	1.41	1.63	-	1.42	1.28	1.18	1.49
Std Error	0.02	0.06	0.04	0.04	0.04	0.15	0.09	0.06	0.08	0.07	0.08	-	0.05	0.06	0.06	0.07
Receiving Mean (excluding those not receiving any)	1.94	2.20 <sup>cd</sup>	2.07 <sup>cd</sup>	1.73	1.78	2.48 <sup>mp</sup>	2.23 <sup>mp</sup>	1.85	2.20 <sup>mp</sup>	1.85	2.14 <sup>mp</sup>	-	1.73	1.72	1.72	1.84
Mean	1.88	2.69	1.69	1.53	1.30	3.87	1.99	1.33	1.78	1.51	1.74	-	1.59	1.41	1.13	1.61
Std Dev.	0.04	0.10	0.06	0.06	0.05	0.26	0.14	0.09	0.12	0.10	0.12	-	0.07	0.10	0.08	0.10
Std Error																

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE1\_6. Approximately how many of the following have you personally received in the last week through the post?

Larger parcels - that do not fit through a letterbox

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
None	2872	-	2872	269	1587	1477	1384	346	355	566	360	530	399	317	701	926	1245	715	2579	270	2773
56%	-	-	56%	38%	56%	69%	53%	50%	54%	56%	50%	57%	63%	60%	52%	53%	60%	62%	56%	51%	54%
1-2	1768	-	1768	295	985	792	988	259	228	317	271	316	191	186	487	588	693	377	1574	187	1805
34%	-	-	34%	47%	35%	32%	37%	43%	35%	31%	33%	34%	30%	35%	36%	34%	33%	32%	34%	35%	35%
3-4	344	-	344	74	177	157	187	56	52	85	50	56	28	17	108	135	101	45	288	51	377
7%	-	-	7%	11%	6%	6%	7%	9%	9%	8%	7%	6%	4%	3%	8%	9%	5%	4%	6%	10%	7%
5-10	164	-	164	54	76	82	83	26	16	42	34	23	17	6	43	76	45	23	138	23	192
3%	-	-	3%	8%	3%	3%	3%	4%	3%	4%	5%	2%	3%	1%	3%	4%	2%	2%	3%	4%	4%
11-20	6	-	6	2	4	1	3	2	-	1	2	2	-	-	2	2	2	-	6	-	10
*	-	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
21+	6	-	6	6	-	4	2	-	-	6	*	-	-	-	-	6	-	-	6	-	4
*	-	-	*	1%	*	-	-	-	-	1%	*	-	-	-	-	-	-	-	*	-	*
Any Received (non-zero entry)	2289	-	2289	430	1243	1036	1243	343	297	450	357	396	236	210	640	807	841	445	2011	261	2388
44%	-	-	44%	62%	44%	41%	47%	50%	46%	44%	50%	43%	37%	40%	40%	47%	40%	38%	44%	49%	46%
Total Mean (including those not Receiving any)	0.91	-	0.91	1.66d	0.84	0.88	0.94	1.07kim	0.90im	1.10kim	1.07kim	0.78	0.69	0.65	0.99pq	1.09pq	0.72	0.67	0.89	1.14r	0.99
Mean	1.75	-	1.75	3.11	1.45	1.87	1.60	1.68	1.37	2.59	1.79	1.37	1.25	1.06	1.54	2.30	1.26	1.17	1.74	1.82	1.80
Std Dev.	0.02	-	0.02	0.12	0.03	0.04	0.03	0.07	0.05	0.08	0.07	0.04	0.05	0.05	0.04	0.06	0.03	0.03	0.03	0.10	0.03
Std Error	2.06	-	2.06	2.69d	1.92	2.14	1.99	2.16m	1.98m	2.46kim	2.16m	1.83	1.86	1.63	2.05pq	2.34pq	1.79	1.75	2.02	2.32	2.13
Mean	2.13	-	2.13	3.59	1.66	2.41	1.83	1.83	1.41	3.43	2.03	1.58	1.43	1.12	1.65	2.90	1.44	1.30	2.15	2.00	2.13
Std Dev.	0.04	-	0.04	0.18	0.05	0.07	0.05	0.10	0.08	0.16	0.11	0.07	0.08	0.08	0.07	0.10	0.05	0.06	0.05	0.15	0.04
Std Error	Proportions/Mean: Columns Testad (5% risk level) - ab - cd - ef - ghij/klm - nop/q - rs																				
* small base, ** very small base (under 30) ineligible for sig testing																					

QE1\_6. Approximately how many of the following have you personally received in the last week through the post?

Larger parcels - that do not fit through a letterbox

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
None	2872	454	920	651	847	1374	1498	1661	1173	372	388	746	768	380	1901	380	2326	284	1096	70
56%	48%	59%	53%	59%	54%	57%	54%	59%	59%	59%	59%	59%	59%	47%	59%	59%	55%	54%	57%	53%
1-2	1768	342	540	415	465	888	890	1060	885	224	198	473	463	314	1135	224	1465	162	661	48
34%	35%	34%	35%	32%	35%	34%	34%	34%	34%	35%	30%	35%	34%	34%	35%	35%	34%	34%	34%	37%
3-4	344	87	94	69	94	181	163	223	115	29	51	85	95	64	232	29	300	43	118	11
7%	9%	6%	6%	6%	7%	6%	7%	6%	6%	5%	8%	6%	7%	8%	7%	5%	7%	8%	6%	8%
5-10	164	59	31	38	37	90	75	124	36	13	17	35	42	51	93	13	148	20	41	2
3%	3%	2%	3%	3%	4%	3%	2%	2%	2%	2%	3%	3%	3%	3%	3%	2%	3%	4%	2%	2%
11-20	6	-	-	4	2	-	6	2	4	-	4	-	2	-	6	-	6	2	2	-
21+	6	4	2	-	-	6	-	6	-	-	-	-	2	4	2	-	6	-	-	-
Any Received (non-zero entry)	2289	491	673	526	598	1165	1124	1415	840	267	270	593	605	434	1468	267	1925	246	822	62
44%	53%	42%	45%	41%	46%	43%	45%	42%	42%	41%	44%	44%	44%	53%	44%	41%	48%	46%	43%	47%
<b>Total Mean (including those not Receiving any)</b>																				
Mean	0.91	1.00	0.78	0.92	0.79	0.90	0.85	1.00	0.78	0.74	0.90	0.82	0.92	1.01	0.88	0.73	0.96	0.99	0.79	0.84
Std Dev	1.75	2.50	1.44	1.66	1.37	1.96	1.51	1.96	1.35	1.33	1.65	1.31	1.78	2.61	1.58	1.32	1.83	1.51	1.33	1.18
Std Error	0.02	0.07	0.04	0.05	0.04	0.04	0.03	0.04	0.03	0.05	0.07	0.04	0.05	0.09	0.03	0.05	0.03	0.06	0.03	0.11
<b>Receiving Mean (excluding those not Receiving any)</b>																				
Mean	2.06	2.00	1.94	2.06	1.91	2.14	1.98	2.17	1.86	1.78	2.10	1.85	2.09	2.46	2.01	1.78	2.11	2.14	1.84	1.80
Std Dev	2.13	3.11	1.72	1.95	1.56	2.43	1.76	2.42	1.54	1.54	1.96	1.41	2.17	3.15	1.86	1.54	2.22	1.56	1.48	1.11
Std Error	0.04	0.12	0.07	0.09	0.07	0.07	0.05	0.07	0.05	0.10	0.12	0.06	0.08	0.14	0.05	0.10	0.05	0.10	0.05	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base



QE1\_6. Approximately how many of the following have you personally received in the last week through the post?

Larger parcels - that do not fit through a letterbox

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
None	2872	2507	365	92	2449	220	124	80	128	340	238	205	263	273	363	387	251	18	202
56%		56%	51%	48%	56%	51%	50%	56%	61%	60%	59%	58%	59%	57%	64%	59%	57%	15	53%
1-2	1768	1486	282	73	1470	161	92	46	62	197	149	134	145	170	221	247	152	27	133
34%		33%	37%	38%	34%	37%	37%	32%	30%	33%	35%	36%	33%	35%	35%	34%	34%	33%	35%
3-4	344	295	49	10	279	39	15	11	13	29	32	21	29	25	51	51	26	3	36
7%		7%	7%	5%	6%	6%	6%	8%	6%	5%	8%	6%	6%	5%	8%	7%	6%	6%	6%
5-10	164	139	25	15	130	13	15	6	5	8	7	14	12	10	39	21	14	3	10
3%		3%	3%	2%	3%	3%	3%	4%	2%	1%	2%	4%	3%	2%	3%	3%	3%	3%	3%
11-20	6	6	*	*	5	*	*	*	1	*	*	2	2	1	*	*	*	*	*
21+	6	5	*	*	5	*	*	*	*	2	*	*	*	*	4	*	*	*	*
Any Received (non-zero entry)	2289	1931	357	99	1889	213	123	63	81	225	188	170	192	207	315	319	192	34	179
44%		44%	49%	52%	44%	49%	49%	44%	39%	40%	44%	45%	42%	43%	46%	45%	43%	45%	47%
<b>Total Mean (including those not receiving any)</b>																			
Mean	0.91	0.90	0.99	1.22	0.89	1.00	1.14	1.04	0.81	0.76	0.77	0.91	0.85	0.79	1.10	0.90	0.88	1.30	0.95
Std Dev	1.75	1.76	1.68	2.15	1.75	1.63	1.72	2.15	1.64	1.69	1.13	1.66	1.52	1.39	2.71	1.44	1.51	1.81	1.60
Std Error	0.02	0.03	0.04	0.08	0.03	0.05	0.06	0.08	0.10	0.10	0.07	0.10	0.09	0.08	0.16	0.08	0.09	0.14	0.05
<b>Receiving Mean (excluding those not receiving any)</b>																			
Mean	2.06	2.07	2.01	2.37	2.05	2.02	2.23	2.35	2.09	1.90	1.75	2.00	2.02	1.83	2.57	1.99	2.02	2.07	2.01
Std Dev	2.13	2.17	1.91	2.51	2.16	1.83	1.85	2.72	2.07	2.24	1.09	1.97	1.77	1.61	3.50	1.54	1.72	1.88	1.82
Std Error	0.04	0.06	0.06	0.12	0.07	0.08	0.09	0.15	0.20	0.21	0.10	0.18	0.16	0.15	0.30	0.13	0.15	0.17	0.09

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QE1\_6. Approximately how many of the following have you personally received in the last week through the post?

Larger parcels - that do not fit through a letterbox

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
None	2872	1064	145	529	873	1162	524	175	97	2035	272	909	1162	516	165	68	2071	233	449	1002
	56%	59%	61%	50%	50%	53% <sup>ab</sup>	54% <sup>cd</sup>	50%	59%	54%	52%	46%	52% <sup>klp</sup>	52% <sup>klp</sup>	43% <sup>klp</sup>	53% <sup>klp</sup>	53% <sup>klp</sup>	54%	54%	57%
1-2	1768	622	82	308	685	652	224	143	49	1347	192	793	678	191	87	23	1461	110	293	590
	34%	34%	35%	35%	39% <sup>ef</sup>	33% <sup>ef</sup>	27%	41% <sup>ef</sup>	30%	36% <sup>ij</sup>	37% <sup>ij</sup>	49% <sup>lmnoq</sup>	33% <sup>lm</sup>	26%	33%	24%	37% <sup>lmn</sup>	31%	35%	34%
3-4	344	88	8	35	119	137	51	26	12	255	37	167	135	29	5	6	302	11	66	106
	7%	5%	4%	4%	7%	7%	6%	7%	7%	7%	7%	9% <sup>mnoq</sup>	7% <sup>mno</sup>	4%	2%	6%	8% <sup>mnoq</sup>	3%	8%	6%
5-10	164	31	2	8	69	59	16	8	7	128	16	61	53	10	6	2	144	8	22	41
	3%	2%	1%	1%	4%	3%	2%	2%	4%	3%	3%	4% <sup>mno</sup>	3%	1%	2%	2%	4% <sup>mno</sup>	2%	3%	2%
11-20	6	-	-	-	2	2	1	1	-	4	1	5	1	-	-	-	6	-	3	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
21+	6	-	-	-	6	-	-	-	-	6	-	6	-	-	-	-	6	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	2289	741	92	351	881	859	293	178	68	1740	245	1052	866	230	98	31	1918	129	384	745
	44%	41%	39%	40%	50% <sup>ef</sup>	43% <sup>ef</sup>	36%	50% <sup>ef</sup>	41%	45% <sup>ij</sup>	48% <sup>ij</sup>	54% <sup>lmnoop</sup>	43% <sup>lm</sup>	31%	37%	31%	49% <sup>lmnoo</sup>	36%	46%	43%
<b>Total Mean (including those not receiving any)</b>																				
Mean	0.91	0.71	0.59	0.66	1.07 <sup>ef</sup>	0.98 <sup>ef</sup>	0.70	0.97 <sup>ef</sup>	0.89	0.98 <sup>ij</sup>	0.94 <sup>ij</sup>	1.22 <sup>lmnoopq</sup>	0.82 <sup>lmn</sup>	0.53	0.61	0.65	1.02 <sup>lmno</sup>	0.82	0.93	0.79
Std Dev	1.75	1.21	0.91	1.10	2.20	1.45	1.38	1.51	1.63	1.84	1.55	2.29	1.35	1.04	1.07	1.51	1.89	1.20	1.52	1.28
Std Error	0.02	0.03	0.06	0.04	0.05	0.03	0.05	0.08	0.12	0.03	0.07	0.05	0.03	0.04	0.07	0.14	0.03	0.06	0.06	0.03
<b>Receiving Mean (excluding those not Receiving any)</b>																				
Mean	2.06	1.74	1.52	1.65	2.13	2.03	1.96	1.91	2.15	2.08	1.98	2.28 <sup>lm</sup>	1.92	1.73	1.64	2.06	2.12	1.74	2.01	1.85
Std Dev	2.13	1.35	0.85	1.19	2.72	1.62	1.67	1.65	1.94	2.24	1.73	2.72	1.47	1.19	1.16	2.09	2.25	1.44	1.68	1.38
Std Error	0.04	0.05	0.09	0.06	0.09	0.05	0.10	0.13	0.22	0.05	0.11	0.08	0.05	0.08	0.13	0.35	0.05	0.13	0.09	0.05

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base

QE1\_6. Approximately how many of the following have you personally received in the last week through the post?

Larger parcels - that do not fit through a letterbox

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
None	2872	166	2667	39	734	1933	174	2749	62	36	8	2848	16
		56%	50%	56%	50%	49%	53% <sup>a</sup>	55%	54%	77%	100%	56%	63%
1-2	1768	126	1605	37	580	1092	96	1714	41	5	-	1760	9
	34%	38%	34%	47%	33% <sup>a</sup>	33%	30%	35%	35%	11%	-	34%	34%
3-4	344	32	312	*	116	196	32	331	8	6	-	344	-
	7%	9% <sup>a</sup>	7%	*	8%	6%	10% <sup>a</sup>	7%	7%	12%	-	7%	-
5-10	164	11	152	2	51	95	18	158	6	-	-	164	1
	3%	3%	3%	2%	3%	3%	3%	3%	6%	-	-	3%	3%
11-20	6	-	5	1	4	2	-	6	-	-	-	6	-
	*	-	2% <sup>b</sup>	*	*	*	*	*	-	-	-	*	-
21+	6	-	6	-	4	*	2	6	-	-	-	6	-
	*	-	*	-	1%	*	1%	*	-	-	-	*	-
Any Received (non-zero entry)	2289	169	2080	40	755	1385	149	2214	54	11	-	2279	10
	44%	50%	44%	50%	51% <sup>a</sup>	47%	46%	45%	46%	23%	-	44%	37%
<b>Total Mean (including those not Receiving any)</b>													
Mean	0.91	1.03	0.91	0.91	1.10 <sup>a</sup>	0.81	1.17 <sup>a</sup>	0.92	0.93	0.57	0.00	0.92	0.65
Std Dev	1.75	1.51	1.76	2.08	2.18	1.44	2.30	1.76	1.41	1.19	0.00	1.75	1.08
Std Error	0.02	0.08	0.03	0.24	0.06	0.03	0.13	0.02	0.15	0.18	0.00	0.02	0.22
<b>Receiving Mean (excluding those not Receiving any)</b>													
Mean	2.06	2.04	2.07	1.81	2.17	1.95	2.54 <sup>a</sup>	2.06	2.01	2.45	-	2.06	1.77
Std Dev	2.13	1.56	2.16	2.65	2.65	1.66	2.83	2.15	1.45	1.24	-	2.13	1.09
Std Error	0.04	0.12	0.05	0.44	0.10	0.04	0.24	0.04	0.23	0.34	-	0.04	0.38

Proportions/Means: Columns Tested (5% risk level) - a,b,c - d,g,f - g,h,i,j,k,l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_6. Approximately how many of the following have you personally received in the last week through the post?

Larger parcels - that do not fit through a letterbox

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
None	2872	712	710	762	689	220	255	236	274	232	204	-	483	278	254	225	211
	56%	55%	55%	59% <sup>d</sup>	53%	51%	59% <sup>ijp</sup>	55%	59% <sup>ijp</sup>	56%	49%	-	59% <sup>ajp</sup>	59% <sup>ijp</sup>	58% <sup>ijp</sup>	54%	48%
1-2	1768	437	440	428	463	167	133	138	131	152	158	-	282	147	147	147	169
	34%	34%	34%	33%	36%	39% <sup>ah</sup>	31%	32%	28%	37% <sup>ah</sup>	36% <sup>ah</sup>	-	34%	31%	34%	35%	35% <sup>ah</sup>
3-4	344	84	88	88	104	27	24	32	29	21	33	-	37	32	30	32	41
	7%	6%	7%	6%	8% <sup>c</sup>	6%	6%	6%	6%	5%	8% <sup>i</sup>	-	4%	7%	7%	6%	8% <sup>i</sup>
5-10	164	51	51	28	35	14	18	19	28	7	16	-	13	15	6	13	16
	3%	4%	4%	2%	3%	3%	4% <sup>kl</sup>	4% <sup>kl</sup>	6% <sup>klm</sup>	2%	4%	-	2%	3%	1%	3%	4%
11-20	6	1	2	3	*	1	*	*	1	-	-	-	3	-	-	-	-
	*	*	*	*	*	*	*	*	*	-	-	-	*	-	-	-	-
21+	6	5	*	-	-	4	-	2	*	-	-	-	-	-	-	-	-
	*	*	*	*	*	1% <sup>l</sup>	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	2289	578	581	528	601	212	176	191	189	180	212	-	335	194	183	191	227
	44%	45%	45%	41%	47% <sup>sc</sup>	49% <sup>kl</sup>	41%	45%	41%	44%	51% <sup>hlmno</sup>	-	41%	41%	42%	46%	52% <sup>hlmno</sup>
<b>Total Mean (including those not receiving any)</b>																	
Mean	0.91	1.03 <sup>c</sup>	0.97 <sup>c</sup>	0.77	0.89	1.18 <sup>in</sup>	0.89	1.01	1.07 <sup>in</sup>	0.74	1.08 <sup>in</sup>	-	0.75	0.82	0.74	0.91	1.02 <sup>in</sup>
Std Dev.	1.75	2.35	1.73	1.42	1.30	3.10	1.60	2.07	2.15	1.13	1.68	-	1.38	1.50	1.13	1.38	1.36
Std Error	0.02	0.07	0.05	0.04	0.04	0.15	0.08	0.10	0.10	0.05	0.08	-	0.05	0.07	0.05	0.07	0.07
<b>Receiving Mean (excluding those not receiving any)</b>																	
Mean	2.06	2.23 <sup>g</sup>	2.15	1.89	1.91	2.40	2.18 <sup>l</sup>	2.26	2.61 <sup>lmnop</sup>	1.70	2.11	-	1.83	2.00	1.76	1.98	1.97
Std Dev.	2.13	3.07	2.03	1.69	1.29	4.09	1.87	2.61	2.69	1.14	1.83	-	1.64	1.76	1.11	1.43	1.30
Std Error	0.04	0.13	0.08	0.07	0.05	0.28	0.14	0.19	0.19	0.08	0.13	-	0.08	0.13	0.08	0.10	0.09

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE1\_7. Approximately how many of the following have you personally received in the last week through the post?  
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	2579	-	2579	378	2201	1218	1354	341	348	471	327	502	354	236	689	798	1092	590	2369	197	2579
Weighted Base	2579	**	2579	388	2192	1256	1315	342	346	489	333	488	318	264	688	821	1070	581	2257	305	2579
Effective Base	1481	-	1481	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1322	154	2579
None	1590	-	1590	232	1359	792	795	231	221	326	208	288	183	133	452	534	604	316	1385	195	1533
62%	-	-	62%	60%	62%	63%	60%	68% <i>lim</i>	64% <i>lim</i>	67% <i>lim</i>	63% <i>lim</i>	59%	58%	50%	66% <i>cap</i>	65% <i>cap</i>	56%	54%	61%	64%	59%
1-2	628	-	628	104	524	311	316	74	82	101	84	119	81	86	156	186	286	168	557	89	659
24%	-	-	24%	27%	24%	25%	24%	22%	24%	21%	25%	24%	26%	33% <i>cap</i>	23%	23%	27%	23% <i>cap</i>	25%	23%	26%
3-4	224	-	224	26	198	100	122	21	28	44	19	44	34	35	48	63	113	69	200	21	230
9%	-	-	9%	7%	9%	8%	9%	6%	8%	9%	6%	9%	11%	13% <i>cap</i>	7%	8%	11%	12% <i>lim</i>	9%	7%	9%
5-10	132	-	132	26	106	50	81	16	13	18	21	38	17	9	29	39	64	26	110	18	151
5%	-	-	5%	7%	5%	4%	6%	5%	4%	4%	6%	8% <i>cap</i>	5%	3%	4%	5%	6%	4%	5%	6%	6%
11-20	3	-	3	-	3	3	-	1	-	-	-	-	2	-	1	-	2	2	2	1	4
*	-	-	*	-	*	*	-	*	-	-	-	*	-	-	*	-	*	*	*	*	*
21+	2	-	2	-	2	-	2	-	2	-	-	-	-	-	2	-	-	-	2	-	2
*	-	-	*	-	*	-	1%	-	1%	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	989	-	989	156	833	464	521	111	125	163	124	201	134	131	236	287	466	265	872	110	1046
38%	-	-	38%	40%	38%	37%	40%	32%	36%	33%	37%	41%	42% <i>cap</i>	50% <i>cap</i>	34%	35%	44% <i>lim</i>	46% <i>lim</i>	39%	36%	47%
<b>Total Mean (including those not Receiving any)</b>																					
Mean	0.88	-	0.98	1.04	0.97	0.89	1.07	0.77	0.93	0.82	0.97	1.16% <i>cap</i>	1.10	1.17% <i>cap</i>	0.85	0.88	1.14% <i>cap</i>	1.13% <i>cap</i>	0.99	0.92	1.06
Std Dev.	1.82	-	1.82	1.77	1.83	1.66	1.95	1.57	2.18	1.51	1.91	1.88	1.91	1.70	1.91	1.69	1.85	1.82	1.83	1.72	1.86
Std Error	0.04	-	0.04	0.09	0.04	0.05	0.05	0.09	0.12	0.07	0.11	0.08	0.10	0.11	0.07	0.06	0.06	0.07	0.04	0.12	0.04
<b>Receiving Mean (excluding those not Receiving any)</b>																					
Mean	2.56	-	2.56	2.59	2.56	2.41	2.70	2.37	2.59	2.46	2.61	2.83	2.59	2.36	2.49	2.52	2.63	2.47	2.56	2.54	2.60
Std Dev.	2.14	-	2.14	1.93	2.17	1.94	2.29	1.96	2.99	1.68	2.35	1.98	2.18	1.74	2.56	2.00	1.98	1.98	2.16	2.02	2.13
Std Error	0.07	-	0.07	0.15	0.07	0.09	0.10	0.18	0.27	0.13	0.21	0.14	0.17	0.15	0.17	0.11	0.09	0.12	0.07	0.24	0.07

Proportions/Means: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - n/op/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_7. Approximately how many of the following have you personally received in the last week through the post?  
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2579	627	782	503	667	1409	1170	1477	1074	272	304	649	738	460	1691	276	2178	541	1930	108
Weighted Base	2579	470	847	553	710	1317	1262	1544	1012	278	326	690	723	402	1739	282	2169	530	1918	132*
Effective Base	1481	279	467	321	414	746	736	849	623	165	187	402	412	226	1001	168	1243	317	1097	69
None	1590	275	543	321	451	818	773	995	580	193	188	452	428	247	1068	197	1332	316	1186	89
62%	59%	64%	58%	64%	62%	61%	64%	57%	57%	70%	58%	65%	59%	61%	61%	70%	61%	60%	62%	68%
1-2	628	135	204	142	147	339	289	349	276	48	70	163	106	105	429	48	537	128	473	27
24%	24%	24%	26%	21%	26%	23%	23%	23%	27%	17%	22%	24%	22%	23%	23%	17%	25%	24%	25%	20%
3-4	224	31	58	60	76	88	135	115	105	25	35	51	57	33	143	25	179	53	160	11
9%	7%	7%	11%	11%	7%	11%	7%	10%	10%	9%	11%	7%	8%	8%	8%	9%	8%	10%	8%	8%
5-10	132	27	42	29	34	69	63	83	48	11	29	24	40	18	93	11	115	32	94	5
5%	6%	5%	5%	5%	5%	5%	5%	5%	5%	4%	5%	4%	6%	4%	5%	4%	5%	6%	5%	4%
11-20	3	-	1	1	1	1	2	-	3	-	2	-	1	-	3	-	3	-	3	-
-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
21+	2	2	-	-	-	2	-	2	-	-	-	-	2	-	2	-	-	-	2	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	989	194	305	231	258	499	490	549	432	84	138	238	295	156	671	84	837	214	732	43
38%	41%	36%	42%	36%	38%	39%	36%	36%	43%	30%	43%	35%	44%	39%	35%	30%	39%	40%	38%	32%
<b>Total Mean (including those not Receiving any)</b>	<b>0.98</b>	<b>1.07</b>	<b>0.89</b>	<b>1.05</b>	<b>0.98</b>	<b>0.96</b>	<b>1.01</b>	<b>0.94</b>	<b>1.05</b>	<b>0.77</b>	<b>1.33</b>	<b>0.80</b>	<b>1.07</b>	<b>0.94</b>	<b>1.04</b>	<b>0.76</b>	<b>1.00</b>	<b>1.10</b>	<b>0.97</b>	<b>0.72</b>
Mean	1.82	2.12	1.69	1.80	1.77	1.85	1.78	1.86	1.70	1.50	2.30	1.37	2.10	1.65	1.91	1.49	1.87	1.86	1.83	1.31
Std Dev	0.04	0.08	0.06	0.08	0.07	0.05	0.05	0.05	0.05	0.09	0.14	0.05	0.08	0.08	0.05	0.09	0.04	0.08	0.04	0.13
Std Error	<b>Receiving Mean (excluding those not Receiving any)</b>	<b>2.56</b>	<b>2.57</b>	<b>2.49</b>	<b>2.51</b>	<b>2.52</b>	<b>2.61</b>	<b>2.63</b>	<b>2.45</b>	<b>2.54</b>	<b>3.10</b>	<b>2.30</b>	<b>2.62</b>	<b>2.42</b>	<b>2.62</b>	<b>2.54</b>	<b>2.59</b>	<b>2.73</b>	<b>2.53</b>	<b>2.24</b>
Mean	2.14	2.64	1.98	2.01	2.01	2.26	2.01	2.29	1.83	1.71	2.73	1.40	2.60	1.86	2.30	1.71	2.22	2.03	2.20	1.38
Std Dev	0.07	0.16	0.11	0.13	0.13	0.09	0.09	0.10	0.08	0.18	0.24	0.09	0.15	0.13	0.09	0.18	0.07	0.13	0.08	0.23
Std Error																				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QE1\_7. Approximately how many of the following have you personally received in the last week through the post?  
Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants

	Rurality				Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	2579	1630	949	451	1292	525	410	352	139	142	143	143	143	145	150	147	140	92	433	
Weighted Base	2579	2219	361	76	2169	217	123	71	105	283	213	188	228	240	339	352	222	23**	193	
Effective Base	1481	1266	215	103	1137	189	172	238	130	134	135	135	135	136	144	140	133	24	166	
None	1590	1390	200	45	1366	121	64	40	69	204	120	112	150	146	229	204	132	10	110	
	62%	85%	56%	60%	83%	56%	52%	56%	66%	72%	56%	60%	66%	61%	67%	58%	59%	44%	57%	
1-2	629	533	96	19	510	61	38	19	26	48	53	48	49	58	85	91	53	9	52	
	24%	24%	26%	25%	24%	28%	31%	27%	25%	17%	25%	25%	21%	24%	25%	26%	24%	41%	27%	
3-4	224	181	43	6	178	25	13	8	8	17	24	17	18	26	12	28	27	3	22	
	9%	8%	12%	8%	8%	12%	10%	11%	7%	6%	11%	9%	8%	11%	4%	8%	12%	14%	11%	
5-10	132	109	22	6	111	10	7	5	2	13	14	11	11	9	11	29	10	+	9	
	5%	3%	6%	7%	5%	4%	6%	7%	2%	5%	7%	6%	5%	4%	3%	6%	4%	1%	5%	
11-20	3	3	+	-	2	1	+	-	-	-	1	-	-	1	-	-	-	-	1	
	+	+	-	-	+	+	-	-	-	-	1%	-	-	1%	-	-	-	-	+	
21+	2	2	-	-	2	-	+	-	-	-	-	-	-	-	2	-	-	-	-	
	+	+	-	-	+	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	
Any Received (non-zero entry)	989	829	160	30	803	96	58	32	36	78	93	76	77	94	110	148	90	13	83	
	38%	37%	41%	40%	37%	44%	43%	44%	34%	28%	41%	40%	34%	35%	33%	41%	41%	56%	43%	
<b>Total Mean (including those not Receiving any)</b>	<b>0.98</b>	<b>0.95</b>	<b>1.15</b>	<b>1.11</b>	<b>0.95</b>	<b>1.13</b>	<b>1.23</b>	<b>1.17</b>	<b>0.72</b>	<b>0.74</b>	<b>1.23%</b>	<b>0.98</b>	<b>0.82</b>	<b>0.95</b>	<b>0.85</b>	<b>1.13</b>	<b>1.02</b>	<b>1.12</b>	<b>1.13</b>	
Mean	1.82	1.83	1.72	1.86	1.79	1.82	2.14	1.90	1.39	1.64	2.03	1.60	1.46	1.71	2.20	1.86	1.60	1.23	1.88	
Std Dev	0.04	0.05	0.06	0.09	0.05	0.08	0.11	0.10	0.12	0.14	0.17	0.13	0.12	0.14	0.18	0.15	0.14	0.13	0.09	
Std Error	<b>Receiving Mean (excluding those not Receiving any)</b>	<b>2.56</b>	<b>2.56</b>	<b>2.90</b>	<b>2.77</b>	<b>2.56</b>	<b>2.55</b>	<b>2.59</b>	<b>2.62</b>	<b>2.11</b>	<b>2.66</b>	<b>2.82</b>	<b>2.43</b>	<b>2.40</b>	<b>2.43</b>	<b>2.61</b>	<b>2.67</b>	<b>2.53</b>	<b>2.00</b>	<b>2.63</b>
Mean	2.14	2.21	1.70	2.00	2.14	1.97	2.46	2.07	1.65	2.13	2.24	1.69	1.63	1.96	3.22	2.01	1.60	0.95	2.08	
Std Dev	0.07	0.09	0.08	0.14	0.10	0.13	0.18	0.17	0.24	0.33	0.28	0.22	0.23	0.26	0.46	0.22	0.22	0.16	0.15	
Std Error																				

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\*\* very small base (under 30) ineligible for sig testing

QE1\_7. Approximately how many of the following have you personally received in the last week through the post?

Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2579	945	99	472	933	1041	355	162	71	1974	233	1160	1007	256	104	38	2167	142	744	1835
Weighted Base	2579	923	96*	435	875	1039	405	167*	74*	1914	241	1079	1032	295	117**	39**	2112	157*	833	1746
Effective Base	1481	532	60	269	502	601	230	95	44	1102	139	645	577	162	65	24	1221	89	458	1024
None	1590	550	68	242	487	660	278	98	57	1146	154	606	643	205	95	34	1249	129	527	1064
62%	62%	60%	14% <b>c</b>	56%	56%	63% <b>d</b>	63% <b>d</b>	58%	73% <b>d</b>	60%	64%	56%	62% <b>k</b>	62% <b>k</b>	61% <b>k</b>	65%	59%	65% <b>k</b>	63%	61%
1-2	628	237	23	123	240	240	88	41	15	480	56	294	244	61	17	6	538	23	173	455
24%	24%	26%	24%	28%	27%	23%	22%	24%	21%	25%	23%	27% <b>l</b>	24%	21%	15%	14%	23% <b>l</b>	15%	21%	26% <b>r</b>
3-4	224	94	4	55	85	93	30	15	*	178	16	108	95	16	4	-	204	4	70	154
9%	9%	70%	4%	13% <b>d</b>	10% <b>h</b>	9%	7%	9%	7%	9% <b>h</b>	7%	10% <b>q</b>	9% <b>q</b>	5%	3%	-	10% <b>q</b>	3%	8%	9%
5-10	132	42	1	15	62	44	9	13	2	106	15	68	49	11	1	-	118	1	60	71
5%	5%	8%	2%	4%	7% <b>e</b>	4%	2%	3%	3%	5% <b>i</b>	3%	6% <b>l</b>	4%	4%	1%	-	6%	1%	7% <b>s</b>	4%
11-20	3	-	-	-	1	2	-	-	-	3	-	2	1	-	-	-	3	-	1	2
21+	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	989	374	28	193	386	380	128	69	18	768	87	473	389	90	22	6	862	28	396	682
38%	38%	40%	29%	44% <b>b</b>	44% <b>e</b>	37%	32%	42% <b>h</b>	24%	40% <b>h</b>	36%	44% <b>m</b>	38% <b>l</b>	31% <b>g</b>	19%	15%	41% <b>m</b>	18%	37%	39%
<b>Total Mean (including those not Receiving any)</b>	<b>0.98</b>	<b>0.93</b>	<b>0.59</b>	<b>1.01<b>b</b></b>	<b>1.17%<b>h</b></b>	<b>0.92</b>	<b>0.79</b>	<b>1.10%<b>h</b></b>	<b>0.41</b>	<b>1.04%<b>h</b></b>	<b>0.89</b>	<b>1.16%<b>m</b></b>	<b>0.93%<b>g</b></b>	<b>0.79</b>	<b>0.38</b>	<b>0.19</b>	<b>1.08%<b>g</b></b>	<b>0.33</b>	<b>1.09</b>	<b>0.93</b>
Mean	1.82	1.50	1.29	1.48	1.86	1.76	1.95	1.83	0.96	1.81	1.64	1.88	1.68	2.29	0.93	0.52	1.79	0.85	2.20	1.60
Std Dev	0.04	0.05	0.13	0.07	0.06	0.05	0.10	0.14	0.11	0.04	0.11	0.06	0.05	0.14	0.09	0.09	0.04	0.07	0.08	0.04
Std Error	<b>Receiving Mean (excluding those not Receiving any)</b>																			
Mean	2.56	2.31	2.03	2.28	2.65	2.52	2.52	2.65	1.71	2.59	2.46	2.64	2.52	2.60	1.98	1.34	2.59	1.85	2.96% <b>s</b>	2.39
Std Dev	2.14	1.54	1.67	1.43	1.98	2.10	2.79	1.98	1.31	2.04	1.90	2.04	1.87	3.53	1.15	0.62	1.97	1.09	2.76	1.76
Std Error	0.07	0.08	0.29	0.10	0.09	0.10	0.26	0.25	0.35	0.07	0.22	0.09	0.09	0.37	0.22	0.25	0.06	0.19	0.16	0.06

Proportions/Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QE1\_7. Approximately how many of the following have you personally received in the last week through the post?  
 Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2579	146	2400	33	716	1706	157	2488	49	25	3	2562	14
Weighted Base	2579	155*	2385	39**	708	1732	140*	2465	64*	31**	5**	2559	15**
Effective Base	1481	88	1371	23	417	983	82	1421	33	16	3	1470	8
None	1590	98	1460	32	416	1083	93	1515	42	21	-	1579	12
	62%	63%	61%	82%	59%	63%	66%	61%	65%	69%	-	62%	62%
1-2	628	36	587	5	171	422	35	608	9	6	2	624	3
	24%	24%	25%	12%	24%	24%	25%	25%	15%	19%	32%	24%	18%
3-4	224	10	211	2	73	143	8	213	8	1	2	222	-
	9%	7%	9%	6%	10%	8%	6%	9%	12%	5%	35%	9%	-
5-10	132	10	121	-	49	79	4	123	5	2	2	130	+
	5%	7%	5%	-	7%	5%	3%	8%	7%	8%	34%	6%	+
11-20	3	-	3	-	*	3	-	3	-	-	-	3	-
	-	-	-	-	*	-	-	-	-	-	-	-	-
21+	2	-	2	-	*	2	-	2	-	-	-	2	-
	+	-	-	-	+	-	-	+	-	-	-	+	-
Any Received (non-zero entry)	989	57	925	7	293	649	47	949	22	10	5	981	3
	38%	37%	39%	18%	41%	37%	34%	39%	35%	31%	100%	38%	18%
<b>Total Mean (including those not Receiving any)</b>													
Mean	0.98	0.99	0.99	0.41	1.10†	0.96	0.68	0.98	0.99	0.93	3.04	0.98	0.22
Std Dev.	1.82	1.79	1.83	1.04	1.80	1.86	1.33	1.82	1.71	1.97	1.79	1.82	0.71
Std Error	0.04	0.15	0.04	0.18	0.07	0.04	0.11	0.04	0.24	0.39	1.04	0.04	0.19
<b>Receiving Mean (excluding those not Receiving any)</b>													
Mean	2.56	2.70	2.56	2.24	2.66	2.56	2.03	2.55	2.88	2.97	3.04	2.56	1.18
Std Dev.	2.14	2.04	2.15	1.41	1.93	2.26	1.60	2.15	1.74	2.59	1.79	2.14	1.49
Std Error	0.07	0.25	0.07	0.50	0.11	0.09	0.21	0.07	0.41	0.86	1.04	0.07	0.61

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_7. Approximately how many of the following have you personally received in the last week through the post?  
 Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2579	-	-	1290	1289	-	-	-	-	-	-	-	850	430	430	430	429
Weighted Base	2579	**	**	1290	1289	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1481	-	-	726	755	-	-	-	-	-	-	-	475	253	249	248	258
None	1590	-	-	814	776	-	-	-	-	-	-	-	521	293	269	241	266
	62%	-	-	63%	60%	-	-	-	-	-	-	-	64%	62%	62%	58%	61%
1-2	628	-	-	291	337	-	-	-	-	-	-	-	186	105	118	107	112
	24%	-	-	23%	26%	-	-	-	-	-	-	-	23%	22%	27%	26%	26%
3-4	224	-	-	100	124	-	-	-	-	-	-	-	63	37	34	47	43
	8%	-	-	8%	10%	-	-	-	-	-	-	-	8%	8%	8%	11%	10%
5-10	132	-	-	82	50	-	-	-	-	-	-	-	46	36	16	20	14
	5%	-	-	6% <sup>up</sup>	4%	-	-	-	-	-	-	-	6%	4% <sup>up</sup>	4%	5%	3%
11-20	3	-	-	2	1	-	-	-	-	-	-	-	1	1	-	-	1
	**	-	-	**	**	-	-	-	-	-	-	-	**	**	-	-	**
21+	2	-	-	*	2	-	-	-	-	-	-	-	-	-	-	2	-
	7	-	-	*	*	-	-	-	-	-	-	-	-	-	-	*	-
Any Received (non-zero entry)	989	-	-	476	513	-	-	-	-	-	-	-	297	179	167	175	170
	38%	-	-	37%	40%	-	-	-	-	-	-	-	36%	38%	38%	42%	39%
<b>Total Mean (including those not Receiving any)</b>																	
Mean	0.98	-	-	1.02	0.94	-	-	-	-	-	-	-	0.96	1.13	0.87	1.09	0.88
Std Dev.	1.82	-	-	1.93	1.70	-	-	-	-	-	-	-	1.79	2.15	1.56	2.06	1.42
Std Error	0.04	-	-	0.05	0.05	-	-	-	-	-	-	-	0.06	0.10	0.08	0.10	0.07
<b>Receiving Mean (excluding those not Receiving any)</b>																	
Mean	2.56	-	-	2.77 <sup>d</sup>	2.37	-	-	-	-	-	-	-	2.64	2.38 <sup>up</sup>	2.26	2.59	2.26
Std Dev.	2.14	-	-	2.29	1.97	-	-	-	-	-	-	-	2.09	2.59	1.80	2.49	1.43
Std Error	0.07	-	-	0.10	0.08	-	-	-	-	-	-	-	0.11	0.20	0.14	0.18	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QE1\_8. Approximately how many of the following have you personally received in the last week through the post?  
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	2579	-	2579	378	2201	1218	1354	341	348	471	327	502	354	236	689	798	1092	590	2369	197	2579
Weighted Base	2579	**	2579	388	2192	1256	1315	342	346	489	333	488	318	264	688	821	1070	581	2257	305	2579
Effective Base	1481	-	1481	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1322	154	2579
None	1738	-	1738	249	1489	837	896	254	273	380	232	295	163	140	527	613	599	304	1489	238	1704
	67%	-	67%	64%	68%	67%	68%	74% <i>klm</i>	79% <i>klm</i>	78% <i>klm</i>	70% <i>klm</i>	60%	51%	53%	77% <i>opq</i>	78% <i>opq</i>	56%	52%	66%	78% <i>rst</i>	66%
1-2	529	-	529	84	444	262	265	55	60	73	59	114	87	79	115	133	281	167	481	45	543
	20%	-	20%	22%	20%	21%	20%	16%	17%	15%	18%	23% <i>gh</i>	23% <i>ghij</i>	33% <i>ghij</i>	17%	16%	35% <i>no</i>	22% <i>no</i>	21%	15%	21%
3-4	179	-	179	38	141	94	85	16	8	24	25	40	40	25	25	49	105	65	166	11	192
	7%	-	7%	10%	6%	7%	6%	5%	2%	5%	7% <i>h</i>	9% <i>h</i>	13% <i>gh</i>	9% <i>h</i>	4%	6%	10% <i>no</i>	11% <i>no</i>	7%	4%	7%
5-10	126	-	126	16	110	59	66	15	6	11	15	37	22	19	21	26	78	41	114	10	132
	5%	-	5%	4%	5%	5%	5%	5%	2%	2%	5%	8% <i>h</i>	7% <i>h</i>	7% <i>h</i>	3%	3%	7% <i>no</i>	7% <i>no</i>	5%	3%	5%
11-20	5	-	5	-	5	1	3	1	-	-	1	-	3	-	1	1	3	3	4	1	6
	*	-	*	-	*	*	*	*	-	-	*	-	3%	-	*	*	*	1%	*	*	*
21+	3	-	3	-	3	3	-	-	-	-	-	1	2	-	-	-	3	2	3	-	2
	*	-	*	-	*	*	-	-	-	-	-	-	1%	-	-	-	*	*	*	-	*
Any Received (non-zero entry)	841	-	841	138	703	420	419	88	74	108	100	193	154	123	162	209	471	277	768	66	875
	33%	-	33%	36%	32%	33%	32%	26%	21%	22%	30% <i>h</i>	40% <i>ghij</i>	49% <i>ghij</i>	47% <i>ghij</i>	23%	25%	44% <i>no</i>	45% <i>no</i>	34% <i>rst</i>	22%	34%
<b>Total Mean (including those not Receiving any)</b>																					
Mean	0.93	-	0.93	0.87	0.94	1.01	0.86	0.68	0.43	0.55	0.78 <i>h</i>	1.44 <i>h</i>	1.55 <i>ghj</i>	1.15 <i>ghj</i>	0.55	0.64	1.40 <i>no</i>	1.37 <i>no</i>	0.99	0.54	0.97
Std Dev.	2.96	-	2.96	1.47	3.15	3.81	1.82	1.70	0.98	1.42	1.68	5.56	3.13	1.69	1.39	1.53	4.21	2.59	3.11	1.46	2.75
Std Error	0.06	-	0.06	0.08	0.07	0.11	0.05	0.09	0.05	0.07	0.09	0.25	0.17	0.11	0.05	0.05	0.13	0.11	0.06	0.10	0.05
<b>Receiving Mean (excluding those not Receiving any)</b>																					
Mean	2.86	-	2.86	2.45	2.94	3.02	2.70	2.65	2.00	2.48	2.57	3.64	3.18	2.47	2.35	2.53	3.18	2.86	2.90	2.46	2.86
Std Dev.	4.63	-	4.63	1.48	5.01	6.12	2.33	2.45	1.15	2.07	2.17	8.39	3.88	1.69	1.99	2.11	5.89	3.12	4.79	2.25	4.12
Std Error	0.16	-	0.16	0.13	0.18	0.29	0.11	0.27	0.14	0.19	0.21	0.58	0.30	0.15	0.16	0.14	0.26	0.18	0.17	0.34	0.14

Proportions/Means: Columns Tested (5% risk level) - ab - cd - ef - ghij/klm - no/p/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_8. Approximately how many of the following have you personally received in the last week through the post?

Addressed direct mail from organisations that you don't have a relationship with

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2579	627	782	503	667	1409	1170	1477	1074	272	304	649	738	460	1691	276	2178	541	1930	108
Weighted Base	2579	470	847	553	710	1317	1262	1544	1012	278	326	690	723	402	1739	282	2169	530	1918	132*
Effective Base	1481	279	467	321	414	746	736	849	623	165	187	402	412	226	1001	168	1243	317	1097	69
None	1738	300	579	355	505	878	860	1097	628	210	213	456	467	280	1136	213	1437	366	1274	99
	67%	64%	68%	64%	74%	67%	68%	74%	62%	77%	69%	65%	65%	69%	65%	73%	66%	69%	66%	75%
1-2	529	96	173	121	138	289	290	289	233	36	65	143	178	75	386	39	463	98	416	14
	20%	20%	20%	22%	19%	20%	21%	19%	23%	14%	20%	21%	23%	19%	22%	14%	21%	19%	22%	11%
3-4	179	41	63	40	35	104	75	92	85	18	27	49	49	23	125	18	150	41	128	9
	7%	9%	7%	5%	8%	6%	6%	6%	8%	7%	8%	7%	7%	6%	7%	6%	7%	8%	7%	7%
5-10	126	31	30	35	29	61	64	61	64	11	19	40	27	24	87	11	112	22	94	9
	5%	7%	4%	6%	4%	5%	5%	4%	6%	4%	6%	6%	4%	6%	5%	4%	5%	4%	5%	7%
11-20	5	-	1	1	3	1	4	1	4	1	2	2	1	-	4	1	4	2	3	-
	-	-	-	-	-	-	-	-	-	-	7%	-	-	-	-	-	-	-	-	-
21+	3	2	1	-	-	3	-	3	-	-	-	-	2	1	2	-	3	-	3	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	841	170	269	188	205	439	402	447	385	68	113	234	257	123	603	68	732	164	644	33
	33%	35%	32%	35%	29%	33%	32%	29%	35%	24%	35%	34%	33%	31%	35%	24%	33%	31%	34%	26%
<b>Total Mean (including those not Receiving any)</b>																				
Mean	0.53	1.06	0.95	0.96	0.80	1.00	0.87	0.85	1.07	0.73	1.04	0.92	0.92	1.13	0.94	0.73	0.97	0.92	0.95	0.73
Std Dev	2.96	2.48	4.25	1.83	1.91	3.72	1.87	3.46	2.02	2.00	1.97	1.88	2.14	5.93	2.01	1.98	3.13	2.12	3.22	1.56
Std Error	0.06	0.10	0.15	0.08	0.07	0.10	0.05	0.09	0.06	0.12	0.11	0.07	0.08	0.28	0.05	0.12	0.07	0.09	0.07	0.15
<b>Receiving Mean (excluding those not Receiving any)</b>																				
Mean	2.86	2.99	2.99	2.68	2.76	2.99	2.72	2.93	2.80	3.02	2.99	2.71	2.60	3.69	2.71	2.99	2.88	2.98	2.83	2.92
Std Dev	4.63	3.36	7.14	2.17	2.68	5.96	2.44	5.93	2.42	3.09	2.33	2.37	2.92	10.31	2.61	3.08	4.85	2.89	5.07	1.78
Std Error	0.16	0.22	0.44	0.16	0.19	0.27	0.13	0.29	0.12	0.36	0.23	0.16	0.18	0.83	0.11	0.36	0.18	0.22	0.20	0.33

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QE1\_8. Approximately how many of the following have you personally received in the last week through the post?  
Addressed direct mail from organisations that you don't have a relationship with

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2579	1630	949	451	1292	525	410	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2579	2219	361	76	2169	217	123	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1481	1266	215	103	1137	189	172	238	130	134	135	135	135	136	144	140	133	24	166
None	1738	1522	216	55	1478	139	72	49	77	213	135	120	172	149	250	227	135	16	123
67%		67% <b>ab</b>	60%	12% <b>cd</b>	69% <b>d</b>	64%	59%	69% <b>d</b>	73% <b>ep</b>	73% <b>qkmpj</b>	63%	64%	70% <b>klmnp</b>	62%	74% <b>mn</b>	65%	61%	69%	64%
1-2	529	446	81	14	429	52	33	19	17	49	39	45	30	53	60	78	59	4	45
20%		20%	23%	16%	20%	24%	37% <b>cd</b>	21%	17%	17%	18%	24% <b>ij</b>	13%	22%	19%	22%	35% <b>o</b>	17%	23% <b>ij</b>
3-4	179	155	23	4	148	13	12	5	6	12	26	10	9	21	20	25	19	2	12
7%		7%	6%	6%	7%	6%	10%	7%	6%	4%	12% <b>kl</b>	5%	4%	9%	6%	7%	9%	7%	6%
5-10	126	86	39	2	109	10	4	2	5	9	14	13	14	16	8	22	8	2	9
5%		4%	11% <b>ac</b>	3%	5%	5%	3%	3%	4%	3%	6%	7%	6%	7%	2%	6%	4%	7%	4%
11-20	5	4	-	-	3	1	1	-	-	-	-	-	-	1	-	-	1	-	1
-		-	-	-	-	-	1% <b>d</b>	-	-	-	-	-	-	1%	-	-	1%	-	1
21+	3	3	-	-	2	1	-	-	-	-	-	-	2	-	-	-	-	-	1
-		-	-	-	-	1%	-	-	-	-	-	-	1%	-	-	-	-	-	1%
Any Received (non-zero entry)	841	697	144	20	691	77	51	22	28	70	78	68	56	91	88	125	87	7	70
33%		31%	40% <b>ac</b>	27%	32%	36%	41% <b>cd</b>	31%	27%	26%	33% <b>kl</b>	35% <b>kl</b>	29%	35% <b>lm</b>	26%	35%	39% <b>hilm</b>	31%	35% <b>kl</b>
<b>Total Mean (including those not Receiving any)</b>			<b>2.15</b>	0.66	0.88	<b>1.45</b>	1.13	0.76	0.68	0.64	<b>1.07</b> <b>in</b>	<b>0.95</b>	0.91	<b>1.11</b> <b>in</b>	0.59	<b>0.96</b> <b>in</b>	<b>1.03</b> <b>n</b>	0.84	1.53
Mean	0.53	0.86	<b>2.15</b>	0.66	0.88	<b>1.45</b>	1.13	0.76	0.68	0.64	<b>1.07</b> <b>in</b>	<b>0.95</b>	0.91	<b>1.11</b> <b>in</b>	0.59	<b>0.96</b> <b>in</b>	<b>1.03</b> <b>n</b>	0.84	1.53
Std Dev	2.96	3.07	2.17	1.47	1.91	7.99	2.33	1.79	1.45	1.55	1.84	1.61	3.05	2.04	1.30	1.71	2.13	1.70	8.44
Std Error	0.06	0.08	0.07	0.07	0.05	0.35	0.11	0.10	0.12	0.13	0.15	0.13	0.25	0.17	0.11	0.14	0.18	0.18	0.41
<b>Receiving Mean (excluding those not Receiving any)</b>				2.45	2.75	<b>4.65</b>	2.76	2.47	2.53	2.57	2.93	2.64	3.70	2.92	2.26	2.72	2.62	2.68	4.21
Mean	2.86	4.96	2.44	1.93	2.50	13.02	2.96	2.52	1.78	2.19	1.95	1.64	5.28	2.38	1.64	1.96	2.73	2.12	13.66
Std Dev	4.63	4.96	2.44	1.93	2.50	13.02	2.96	2.52	1.78	2.19	1.95	1.64	5.28	2.38	1.64	1.96	2.73	2.12	13.66
Std Error	0.16	0.22	0.13	0.15	0.12	0.93	0.23	0.25	0.29	0.36	0.27	0.23	0.88	0.32	0.26	0.28	0.37	0.39	1.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\*\* very small base (under 30) ineligible for sig testing

QE1\_8. Approximately how many of the following have you personally received in the last week through the post?

Addressed direct mail from organisations that you don't have a relationship with

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2579	945	99	472	933	1041	355	162	71	1974	233	1160	1007	256	104	38	2167	142	744	1835
Weighted Base	2579	923	96*	435	875	1039	405	167*	74*	1914	241	1079	1032	295	117**	39**	2112	157*	833	1746
Effective Base	1481	532	60	269	502	601	230	95	44	1102	139	645	577	162	65	24	1221	89	458	1024
None	1738	569	70	238	535	703	311	114	60	1237	174	678	692	231	91	32	1370	123	589	1150
	67%	62%	13% <sup>abc</sup>	55%	61%	63% <sup>cd</sup>	71% <sup>def</sup>	68%	61% <sup>gh</sup>	65%	72% <sup>hij</sup>	63%	67%	23% <sup>klp</sup>	12% <sup>lmn</sup>	81%	65%	39% <sup>opq</sup>	71%	66%
1-2	529	211	17	107	224	197	61	37	7	421	44	254	212	39	16	7	465	24	156	373
	20%	23%	18%	25%	26% <sup>efh</sup>	19%	15%	22%	9%	22% <sup>gh</sup>	18%	24% <sup>lmn</sup>	21% <sup>lmn</sup>	13%	14%	19%	22% <sup>lmn</sup>	15%	19%	21%
3-4	179	79	5	53	65	80	17	10	7	145	17	78	80	13	6	-	158	6	44	135
	7%	9%	6%	12%	7%	8%	4%	6%	9%	8%	7%	7%	8%	5%	5%	-	7%	4%	5%	8%
5-10	126	59	3	34	48	54	16	5	1	103	6	69	43	11	3	-	112	3	41	85
	5%	6%	3%	8%	6%	5%	4%	3%	1%	5%	3%	6%	4%	4%	2%	-	5%	2%	6%	6%
11-20	5	3	1	3	2	2	-	-	-	5	-	2	1	-	-	-	3	1	2	2
	-	-	1%	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-
21+	3	2	-	-	-	3	-	-	-	3	-	-	3	-	-	-	3	-	2	1
	*	-	-	-	-	*	-	-	-	*	-	-	*	-	-	-	*	-	*	*
Any Received (non-zero entry)	841	355	26	190	340	336	94	53	14	677	67	401	340	64	26	7	742	34	244	597
	33%	38%	27%	45% <sup>ab</sup>	39% <sup>efh</sup>	32% <sup>cd</sup>	23%	32%	19%	43% <sup>gh</sup>	28%	37% <sup>lmnq</sup>	33% <sup>lmnq</sup>	22%	22%	19%	35% <sup>mnopq</sup>	21%	29%	34%
<b>Total Mean (including those not Receiving any)</b>	<b>0.93</b>	1.11	0.80	1.32	1.02 <sup>h</sup>	1.06	0.60	0.74	0.52	1.04 <sup>f</sup>	0.67	1.00 <sup>m</sup>	1.02	0.59	0.77	0.24	1.01	0.64	0.90	0.95
Mean	2.96	2.34	2.32	2.21	1.91	4.16	1.48	1.50	1.19	3.32	1.41	1.82	4.12	1.57	2.44	0.54	3.16	2.14	2.38	3.20
Std Dev	0.06	0.08	0.23	0.10	0.06	0.13	0.08	0.12	0.14	0.07	0.09	0.05	0.13	0.10	0.02	0.09	0.07	0.18	0.09	0.07
Std Error	<b>Receiving Mean (excluding those not Receiving any)</b>																			
Mean	2.86	2.88	2.98	2.93	2.63	3.27	2.59	2.32	2.72	2.95	2.41	2.68	3.09	2.71	3.45	1.27	2.87	2.97	3.07	2.77
Std Dev	4.63	3.02	3.73	2.47	2.27	6.80	2.08	1.85	1.16	5.07	1.72	2.11	6.72	2.40	4.22	0.48	4.81	3.83	3.57	5.00
Std Error	0.16	0.16	0.71	0.17	0.12	0.37	0.22	0.27	0.30	0.19	0.22	0.10	0.36	0.30	0.81	0.19	0.17	0.67	0.24	0.19

Proportions/Means: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_8. Approximately how many of the following have you personally received in the last week through the post?

Addressed direct mail from organisations that you don't have a relationship with

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2579	146	2400	33	716	1706	157	2488	49	25	3	2562	14
Weighted Base	2579	155*	2385	39**	708	1732	140*	2465	64*	31**	5**	2559	15**
Effective Base	1481	88	1371	23	417	983	82	1421	33	16	3	1470	8
None	1738	100	1607	32	452	1184	102	1652	47	20	5	1719	15
	67%	64%	67%	80%	64%	68%	73%	67%	73%	65%	100%	67%	100%
1-2	529	25	499	5	149	354	26	508	14	7	-	529	-
	20%	16%	21%	12%	21%	20%	18%	21%	22%	21%	-	21%	-
3-4	179	12	164	3	60	108	10	173	2	4	-	179	-
	7%	7%	7%	8%	9%	6%	7%	7%	3%	13%	-	7%	-
5-10	126	17	109	-	44	80	2	124	1	-	-	126	+
	5%	11%	5%	-	6%	5%	2%	5%	2%	-	-	5%	+
11-20	5	2	3	-	2	3	-	5	-	-	-	5	-
	-	1%	-	-	-	-	-	-	-	-	-	-	-
21+	3	-	3	-	-	3	-	3	-	-	-	3	-
	+	-	-	-	-	-	-	+	-	-	-	+	-
Any Received (non-zero entry)	841	55	778	8	255	548	38	813	17	11	-	841	+
	33%	36%	33%	20%	36%	32%	27%	33%	27%	35%	-	33%	+
<b>Total Mean (including those not Receiving any)</b>													
Mean	0.93	1.31	0.92	0.41	1.05	0.91	0.60	0.95	0.55	0.70	0.00	0.94	0.02
Std Dev.	2.96	2.68	3.00	0.98	2.11	3.33	1.25	3.02	1.30	1.19	0.00	2.97	0.33
Std Error	0.06	0.22	0.06	0.17	0.08	0.08	0.10	0.06	0.19	0.24	0.00	0.06	0.09
<b>Receiving Mean (excluding those not Receiving any)</b>													
Mean	2.86	3.67	2.81	2.07	2.90	2.89	2.23	2.89	2.04	2.01	-	2.86	5.00
Std Dev.	4.63	3.41	4.72	1.18	2.65	5.43	1.47	4.69	1.82	1.21	-	4.63	-
Std Error	0.16	0.45	0.17	0.42	0.16	0.23	0.22	0.16	0.49	0.40	-	0.16	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_8. Approximately how many of the following have you personally received in the last week through the post?  
 Addressed direct mail from organisations that you don't have a relationship with

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2579	-	-	1290	1289	-	-	-	-	-	-	-	860	430	430	430	429
Weighted Base	2579	**	**	1290	1289	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1481	-	-	726	755	-	-	-	-	-	-	-	475	253	249	248	258
None	1738	-	-	886	852	-	-	-	-	-	-	-	562	324	287	260	305
	67%	-	-	69%	66%	-	-	-	-	-	-	-	69%	69%	66%	63%	70%
1-2	529	-	-	253	275	-	-	-	-	-	-	-	166	87	103	94	78
	20%	-	-	20%	21%	-	-	-	-	-	-	-	20%	18%	24%	23%	18%
3-4	179	-	-	82	97	-	-	-	-	-	-	-	50	32	36	37	24
	7%	-	-	6%	8%	-	-	-	-	-	-	-	6%	7%	8%	9%	6%
5-10	126	-	-	67	58	-	-	-	-	-	-	-	38	29	11	19	28
	5%	-	-	5%	5%	-	-	-	-	-	-	-	5%	4%	3%	4%	7%
11-20	5	-	-	1	4	-	-	-	-	-	-	-	1	-	-	3	1
	**	-	-	**	**	-	-	-	-	-	-	-	**	-	-	1%	**
21+	3	-	-	-	3	-	-	-	-	-	-	-	-	-	-	3	-
	**	-	-	**	**	-	-	-	-	-	-	-	-	-	-	1%	-
Any Received (non-zero entry)	841	-	-	404	437	-	-	-	-	-	-	-	256	148	150	156	132
	33%	-	-	31%	34%	-	-	-	-	-	-	-	31%	31%	34%	37%	30%
<b>Total Mean (including those not Receiving any)</b>																	
Mean	0.93	-	-	0.86	1.01	-	-	-	-	-	-	-	0.83	0.90	0.75	1.46i	0.83
Std Dev.	2.96	-	-	1.78	3.79	-	-	-	-	-	-	-	1.78	1.79	1.30	6.27	1.74
Std Error	0.06	-	-	0.05	0.11	-	-	-	-	-	-	-	0.06	0.09	0.06	0.30	0.08
<b>Receiving Mean (excluding those not Receiving any)</b>																	
Mean	2.86	-	-	2.73	2.98	-	-	-	-	-	-	-	2.66	2.86n	2.20	3.91	2.76n
Std Dev.	4.63	-	-	2.24	6.05	-	-	-	-	-	-	-	2.29	2.14	1.33	9.79	2.18
Std Error	0.16	-	-	0.11	0.28	-	-	-	-	-	-	-	0.14	0.18	0.11	0.76	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



QE1\_9. Approximately how many of the following have you personally received in the last week through the post?

Catalogues and brochures

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total	
Unweighted Base	2579	-	2579	378	2201	1218	1354	341	348	471	327	502	354	236	689	798	1092	590	2369	197	2579	
Weighted Base	2579	**	2579	388	2192	1256	1315	342	346	489	333	488	318	264	688	821	1070	581	2257	305	2579	
Effective Base	1481	-	1481	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1322	154	2579	
None	1673	-	1673	257	1416	844	825	230	251	371	219	325	160	116	481	590	602	277	1444	217	1602	
	65%	-	65%	66%	69%	67%	63%	67% <sup>um</sup>	72% <sup>um</sup>	76% <sup>gklm</sup>	65% <sup>um</sup>	67% <sup>um</sup>	50%	44%	70% <sup>opq</sup>	72% <sup>opq</sup>	56% <sup>qs</sup>	48%	64%	71%	62%	
1-2	718	-	718	97	621	331	384	85	83	99	83	124	129	115	168	182	367	244	648	67	765	
	28%	-	28%	25%	28%	26%	29%	25%	24%	20%	25%	25%	31% <sup>ghijkl</sup>	33% <sup>ghijkl</sup>	24%	22%	34% <sup>no</sup>	42% <sup>opq</sup>	29%	22%	30%	
3-4	113	-	113	12	101	56	57	14	7	7	15	31	14	24	22	23	69	38	99	15	136	
	4%	-	4%	3%	5%	4%	4%	4%	2%	1%	5% <sup>ij</sup>	6% <sup>ij</sup>	6% <sup>ij</sup>	6% <sup>ij</sup>	3%	3%	6% <sup>no</sup>	7% <sup>no</sup>	4%	5%	5%	
5-10	65	-	65	14	51	17	48	7	5	10	13	8	13	9	12	23	30	21	58	5	69	
	3%	-	3%	4%	2%	1%	4% <sup>oa</sup>	2%	2%	2%	4%	2%	4%	3%	2%	3%	3%	4%	3%	5%	2%	3%
11-20	6	-	6	4	2	5	1	1	-	1	2	-	1	-	1	4	1	1	5	1	6	
	*	-	*	1% <sup>d</sup>	*	*	*	*	*	*	1%	-	*	-	*	*	*	*	*	*	*	
21+	4	-	4	4	-	4	-	4	-	-	-	-	-	-	4	-	-	-	4	-	1	
	*	-	*	1% <sup>d</sup>	-	-	-	1%	-	-	-	-	-	-	1%	-	-	-	*	-	*	
Any Received (non-zero entry)	906	-	906	131	776	412	490	112	96	118	113	163	157	147	207	231	468	304	813	87	977	
	35%	-	35%	34%	35%	33%	37%	23% <sup>ij</sup>	28%	24%	34% <sup>ij</sup>	32% <sup>ij</sup>	50% <sup>ghijkl</sup>	50% <sup>ghijkl</sup>	30%	28%	44% <sup>no</sup>	52% <sup>no</sup>	36%	29%	38%	
<b>Total Mean (including those not Receiving any)</b>																						
Mean	0.78	-	0.78	1.26 <sup>d</sup>	0.70	0.77	0.79	1.13 <sup>i</sup>	0.49	0.46	0.91 <sup>hi</sup>	0.69 <sup>i</sup>	0.99 <sup>hih</sup>	1.06 <sup>hih</sup>	0.81	0.64	0.97 <sup>o</sup>	1.02 <sup>o</sup>	0.80	0.59	0.79	
Std Dev.	2.21	-	2.21	4.68	1.35	2.78	1.48	4.68	1.01	1.26	2.26	1.27	1.64	1.33	3.39	1.75	1.41	1.51	2.29	1.41	1.72	
Std Error	0.04	-	0.04	0.24	0.03	0.08	0.04	0.25	0.05	0.06	0.13	0.06	0.09	0.09	0.13	0.06	0.04	0.06	0.05	0.10	0.03	
<b>Receiving Mean (excluding those not Receiving any)</b>																						
Mean	2.22	-	2.22	3.73 <sup>d</sup>	1.96	2.35	2.11	3.46	1.77	1.92	2.66	2.04	1.99	1.90	2.68	2.28	1.98	1.95	2.22	2.07	2.09	
Std Dev.	3.27	-	3.27	7.49	1.63	4.45	1.75	7.70	1.19	1.94	3.22	1.44	1.86	1.25	5.76	2.67	1.54	1.59	3.39	1.96	2.26	
Std Error	0.10	-	0.10	0.63	0.06	0.21	0.08	0.73	0.11	0.17	0.30	0.10	0.14	0.11	0.39	0.17	0.07	0.09	0.11	0.25	0.07	

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_9. Approximately how many of the following have you personally received in the last week through the post?

Catalogues and brochures

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2579	627	782	503	667	1409	1170	1477	1074	272	304	649	738	460	1691	276	2178	541	1930	108
Weighted Base	2579	470	847	553	710	1317	1262	1544	1012	278	326	690	723	402	1739	282	2169	530	1918	132*
Effective Base	1481	279	467	321	414	746	736	849	623	165	187	402	412	226	1001	168	1243	317	1097	69
None	1673	300	548	351	474	848	825	1080	583	195	204	437	457	276	1098	199	1394	354	1243	77
65%	64%	64%	63%	67%	64%	65%	65%	65%	58%	70%	63%	63%	63%	68%	63%	71%	64%	67%	65%	58%
1-2	718	131	236	165	185	368	350	365	330	65	85	203	223	99	512	65	616	136	541	41
28%	28%	28%	30%	28%	28%	28%	28%	24%	24%	23%	26%	29%	31%	25%	29%	23%	29%	26%	28%	31%
3-4	113	23	39	19	33	62	51	55	58	13	22	31	24	18	78	13	96	26	81	6
4%	5%	5%	3%	5%	5%	4%	4%	4%	6%	5%	7%	5%	3%	4%	4%	5%	4%	5%	4%	4%
5-10	65	11	21	17	17	32	34	36	29	3	14	14	17	9	45	3	56	14	43	8
3%	2%	2%	3%	2%	2%	3%	3%	2%	3%	1%	4%	2%	2%	2%	3%	1%	3%	3%	2%	3%
11-20	6	-	3	1	1	3	2	4	2	2	1	-	2	1	3	2	4	-	6	-
1%	-	-	-	-	-	1%	-	-	-	1%	-	-	-	-	-	1%	-	-	-	-
21+	4	4	-	-	-	4	-	4	-	-	-	4	-	-	4	-	4	-	4	-
1%	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	906	169	299	202	236	469	438	464	420	83	122	253	267	127	641	83	776	176	675	55
35%	36%	36%	37%	33%	36%	35%	30%	30%	42%	30%	37%	37%	37%	32%	37%	29%	36%	33%	35%	42%
<b>Total Mean (including those not Receiving any)</b>	<b>0.78</b>	<b>1.05</b>	<b>0.73</b>	<b>0.74</b>	<b>0.70</b>	<b>0.84</b>	<b>0.72</b>	<b>0.74</b>	<b>0.84</b>	<b>0.76</b>	<b>0.88</b>	<b>0.90</b>	<b>0.69</b>	<b>0.67</b>	<b>0.81</b>	<b>0.74</b>	<b>0.78</b>	<b>0.70</b>	<b>0.79</b>	<b>0.93</b>
Mean	2.21	3.99	1.63	1.54	1.45	2.72	1.49	2.59	1.48	2.22	1.65	3.35	1.40	1.44	2.41	2.20	2.25	1.41	2.42	1.54
Std Dev	0.04	0.16	0.06	0.07	0.06	0.07	0.04	0.07	0.05	0.13	0.09	0.13	0.05	0.07	0.06	0.13	0.05	0.06	0.05	0.15
Std Error	<b>Receiving Mean (excluding those not Receiving any)</b>	<b>2.22</b>	<b>2.90</b>	<b>2.02</b>	<b>2.09</b>	<b>2.36</b>	<b>2.06</b>	<b>2.46</b>	<b>1.98</b>	<b>2.53</b>	<b>2.35</b>	<b>2.46</b>	<b>1.88</b>	<b>2.14</b>	<b>2.20</b>	<b>2.53</b>	<b>2.20</b>	<b>2.11</b>	<b>2.24</b>	<b>2.24</b>
Mean	3.27	6.24	2.19	1.98	1.85	4.15	1.91	4.25	1.70	3.48	1.95	5.18	1.76	1.88	3.56	3.48	3.33	1.74	3.65	1.68
Std Dev	0.10	0.39	0.13	0.14	0.12	0.18	0.09	0.20	0.08	0.37	0.19	0.32	0.10	0.15	0.14	0.37	0.11	0.12	0.13	0.27
Std Error																				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QE1\_9. Approximately how many of the following have you personally received in the last week through the post?

Catalogues and brochures

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2579	1630	949	451	1292	525	410	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2579	2219	361	76	2169	217	123	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1481	1266	215	103	1137	189	172	238	130	134	135	135	135	136	144	140	133	24	166
None	1673	1468	205	47	1431	122	78	42	73	185	135	118	155	150	241	233	142	12	110
	65%	60% <sup>ab</sup>	57%	61%	63% <sup>abcd</sup>	57%	63%	58%	60% <sup>h</sup>	66%	63%	63%	68%	62%	71% <sup>lm</sup>	66%	64%	52%	57%
1-2	718	599	119	26	580	79	38	23	25	86	61	56	51	73	71	100	57	9	70
	28%	27%	33%	35%	27%	35% <sup>ab</sup>	29%	32%	24%	30%	29%	30%	22%	30%	21%	28%	26%	39%	30% <sup>hlm</sup>
3-4	113	93	21	2	93	10	7	3	7	7	10	9	14	8	15	11	13	2	8
	4%	4%	6%	2%	4%	5%	5%	5%	6%	3%	5%	5%	6%	3%	4%	3%	6%	8%	4%
5-10	65	52	13	1	56	4	2	3	1	2	5	4	9	3	9	8	10	-	4
	3%	2%	4%	2%	3%	2%	2%	3%	1%	1%	2%	2%	4%	4%	3%	2%	5%	1%	2%
11-20	6	4	2	-	5	1	1	-	-	2	2	-	-	-	-	-	-	-	1
	-	-	1%	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
21+	4	4	-	-	4	-	-	-	-	-	-	-	-	-	4	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-
Any Received (non-zero entry)	906	751	155	29	738	94	45	30	32	97	78	70	75	90	98	119	80	11	83
	35%	34%	43% <sup>ab</sup>	39%	34%	43% <sup>ab</sup>	37%	41% <sup>ab</sup>	31%	34%	37%	37%	32%	38%	29%	34%	36%	46%	43% <sup>hlm</sup>
<b>Total Mean (including those not receiving any)</b>																			
Mean	0.78	0.74	1.01	0.62	0.77	0.82	0.74	0.90	0.56	0.71	0.83	0.73	0.73	0.72	1.12	0.59	0.81	0.83	0.82
Std Dev.	2.21	2.20	2.21	1.16	2.31	1.58	1.49	1.58	1.06	2.00	1.93	1.28	1.42	1.28	4.71	1.08	1.42	1.26	1.62
Std Error	0.04	0.05	0.07	0.05	0.06	0.07	0.07	0.08	0.09	0.17	0.16	0.11	0.12	0.11	0.38	0.09	0.12	0.13	0.08
<b>Receiving Mean (excluding those not receiving any)</b>																			
Mean	2.22	2.19	2.36	1.60	2.27	1.58	2.03	2.16	1.81	2.05	2.27	1.97	2.27	1.90	3.87	1.76	2.25	1.71	1.91
Std Dev.	3.27	3.35	2.87	1.39	3.51	1.94	1.87	1.83	1.17	2.98	2.63	1.42	1.66	1.45	8.14	1.18	1.55	1.33	2.02
Std Error	0.10	0.14	0.14	0.10	0.17	0.13	0.14	0.15	0.18	0.44	0.37	0.19	0.24	0.20	1.24	0.17	0.22	0.21	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QE1\_9. Approximately how many of the following have you personally received in the last week through the post?

Catalogues and brochures

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2579	945	99	472	933	1041	355	162	71	1974	233	1160	1007	256	104	38	2167	142	744	1835
Weighted Base	2579	923	96*	435	875	1039	405	167*	74*	1914	241	1079	1032	295	117**	39**	2112	157*	833	1746
Effective Base	1481	532	60	269	502	601	230	95	44	1102	139	645	577	206	65	24	1221	89	458	1024
None	1673	559	64	221	532	679	280	107	60	1211	166	681	665	208	85	25	1346	110	551	1123
	65%	54% <sup>abc</sup>	52% <sup>abc</sup>	51%	61%	65%	63% <sup>def</sup>	64%	63% <sup>def</sup>	63%	69%	63%	64%	70%	73%	63%	64%	70%	66%	64%
1-2	718	283	25	166	264	294	101	50	7	558	57	303	295	81	25	11	598	36	212	505
	28%	31%	26%	38% <sup>ab</sup>	30% <sup>h</sup>	28% <sup>h</sup>	25% <sup>h</sup>	30% <sup>h</sup>	10%	29% <sup>h</sup>	24% <sup>h</sup>	28%	29%	28%	21%	28%	28%	23%	26%	29%
3-4	113	51	5	32	49	37	17	6	4	85	10	55	49	5	3	1	104	5	43	71
	4%	6%	5%	7%	6%	4%	4%	4%	6%	4%	4%	5%	5%	2%	3%	3%	5%	3%	5%	4%
5-10	65	28	-	15	25	27	8	5	1	52	5	34	22	3	4	-	57	4	23	42
	3%	3%	-	3%	3%	3%	2%	3%	1%	3%	2%	3%	2%	1%	3%	-	3%	2%	3%	2%
11-20	6	2	2	-	2	2	-	-	4	2	2	2	1	-	-	2	4	2	1	5
	-	2% <sup>ac</sup>	-	-	-	-	-	-	3% <sup>def</sup>	-	1%	-	-	-	-	6%	-	2% <sup>ip</sup>	-	-
21+	4	-	-	-	4	-	-	-	4	-	-	4	-	-	-	4	-	4	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	966	365	32	213	343	360	126	60	15	703	75	399	387	89	32	14	766	47	282	684
	35%	39%	33%	49% <sup>ab</sup>	39% <sup>h</sup>	35% <sup>h</sup>	31%	36%	20%	37% <sup>h</sup>	31%	37%	36%	30%	27%	37%	36%	30%	34%	36%
<b>Total Mean (including those not Receiving any)</b>																				
Mean	0.78	0.81	1.00	0.93	1.00 <sup>ef</sup>	0.67	0.57	0.69	1.06	0.82	0.80	0.96 <sup>lm</sup>	0.97 <sup>n</sup>	0.46	0.54	1.67	0.82	0.82	0.92	0.71
Std Dev	2.21	1.62	3.17	1.32	3.17	1.38	1.11	1.20	3.64	2.38	2.25	2.96	1.28	0.87	1.11	4.76	2.30	2.60	3.19	1.53
Std Error	0.04	0.05	0.32	0.06	0.10	0.04	0.06	0.09	0.43	0.05	0.15	0.09	0.04	0.05	0.11	0.77	0.05	0.22	0.12	0.04
<b>Receiving Mean (excluding those not Receiving any)</b>																				
Mean	2.22	2.05	3.00	1.89	2.56	1.95	1.84	1.92	5.38	2.24	2.60	2.69	1.89	1.53	1.97	4.58	2.26	2.78	2.73 <sup>bc</sup>	1.99
Std Dev	3.27	2.03	4.96	1.31	4.66	1.75	1.27	1.28	6.81	3.50	3.43	4.42	1.52	0.92	1.29	7.12	3.38	4.19	5.02	2.00
Std Error	0.10	0.10	0.86	0.09	0.23	0.09	0.12	0.17	1.82	0.12	0.42	0.20	0.08	0.10	0.23	2.25	0.12	0.65	0.31	0.07

Proportions/Means: Columns Tested (5% risk level) - abc/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_9. Approximately how many of the following have you personally received in the last week through the post?

Catalogues and brochures

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2579	146	2400	33	716	1706	157	2488	49	25	3	2562	14
Weighted Base	2579	155*	2385	39**	708	1732	140*	2465	64*	31**	5**	2559	15**
Effective Base	1481	88	1371	23	417	983	82	1421	33	16	3	1470	8
None	1673	99	1545	28	440	1129	103	1598	39	21	4	1659	11
	65%	64%	65%	72%	62%	65%	32% <sup>ns</sup>	65%	61%	69%	65%	65%	75%
1-2	718	41	667	9	204	486	28	686	19	7	2	712	4
	28%	27%	28%	24%	29%	28%	20%	28%	30%	23%	35%	28%	25%
3-4	113	9	103	2	44	67	3	108	3	2	-	113	-
	4%	6%	4%	4%	6%	4%	2%	4%	4%	8%	-	4%	-
5-10	65	5	60	-	17	46	2	62	3	-	-	65	-
	3%	3%	3%	-	2%	3%	1%	3%	5%	-	-	3%	-
11-20	6	-	6	-	2	4	-	6	-	-	-	6	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
21+	4	-	4	-	-	-	4	4	-	-	-	4	-
	*	-	*	-	-	-	*	*	-	-	-	*	-
Any Received (non-zero entry)	966	55	840	11	265	602	37	866	25	9	2	901	4
	35%	36%	35%	28%	38% <sup>ns</sup>	35%	26%	35%	39%	31%	35%	35%	25%
<b>Total Mean (including those not Receiving any)</b>													
Mean	0.78	0.81	0.78	0.40	0.81	0.70	1.63% <sup>ns</sup>	0.78	0.92	0.56	0.69	0.78	0.48
Std Dev	2.21	1.61	2.26	0.76	1.73	1.42	7.01	2.24	1.55	0.97	1.05	2.21	0.87
Std Error	0.04	0.13	0.05	0.13	0.06	0.03	0.56	0.04	0.22	0.19	0.61	0.04	0.23
<b>Receiving Mean (excluding those not Receiving any)</b>													
Mean	2.22	2.28	2.22	1.42	2.15	2.00	6.25	2.22	2.35	1.81	2.00	2.22	1.91
Std Dev	3.27	1.98	3.36	0.78	2.25	1.79	12.75	3.33	1.67	0.89	-	3.28	0.33
Std Error	0.10	0.26	0.11	0.23	0.13	0.07	1.82	0.11	0.38	0.32	-	0.11	0.19

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_9. Approximately how many of the following have you personally received in the last week through the post?

Catalogues and brochures

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2579	-	-	1290	1289	-	-	-	-	-	-	-	860	430	430	430	429
Weighted Base	2579	**	**	1290	1289	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1481	-	-	726	755	-	-	-	-	-	-	-	475	253	249	248	258
None	1673	-	-	826	847	-	-	-	-	-	-	-	542	284	285	255	307
	65%	-	-	64%	66%	-	-	-	-	-	-	-	66%	60%	65%	61%	70% <sup>ns</sup>
1-2	718	-	-	372	346	-	-	-	-	-	-	-	225	146	130	114	103
	28%	-	-	29%	27%	-	-	-	-	-	-	-	28%	31%	30%	27%	24%
3-4	113	-	-	60	54	-	-	-	-	-	-	-	32	28	11	29	14
	4%	-	-	5%	4%	-	-	-	-	-	-	-	4%	6%	3%	27% <sup>ns</sup>	3%
5-10	65	-	-	28	37	-	-	-	-	-	-	-	18	10	10	16	12
	3%	-	-	2%	3%	-	-	-	-	-	-	-	2%	2%	2%	4%	3%
11-20	6	-	-	1	5	-	-	-	-	-	-	-	1	-	1	4	1
	**	-	-	**	**	-	-	-	-	-	-	-	**	-	**	1%	**
21+	4	-	-	4	-	-	-	-	-	-	-	-	-	4	-	-	-
	**	-	-	**	-	-	-	-	-	-	-	-	-	1%	-	-	-
Any Received (non-zero entry)	906	-	-	464	442	-	-	-	-	-	-	-	276	188	152	161	129
	35%	-	-	36%	34%	-	-	-	-	-	-	-	34%	40% <sup>up</sup>	35%	39% <sup>up</sup>	30%
<b>Total Mean (including those not Receiving any)</b>																	
Mean	0.78	-	-	0.82	0.74	-	-	-	-	-	-	-	0.64	1.13 <sup>l</sup>	0.62	0.96 <sup>ns</sup>	0.65
Std Dev.	2.21	-	-	2.65	1.66	-	-	-	-	-	-	-	1.30	4.01	1.17	2.12	1.55
Std Error	0.04	-	-	0.07	0.05	-	-	-	-	-	-	-	0.04	0.19	0.06	0.10	0.07
<b>Receiving Mean (excluding those not Receiving any)</b>																	
Mean	2.22	-	-	2.27	2.16	-	-	-	-	-	-	-	1.89	2.83	1.78	2.48 <sup>ns</sup>	2.21
Std Dev.	3.27	-	-	4.02	2.22	-	-	-	-	-	-	-	1.63	5.97	1.38	2.80	2.16
Std Error	0.10	-	-	0.18	0.10	-	-	-	-	-	-	-	0.09	0.44	0.11	0.21	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QE1\_10. Approximately how many of the following have you personally received in the last week through the post?

Magazines you subscribe to

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	2579	-	2579	378	2201	1218	1354	341	348	471	327	502	354	236	689	798	1092	590	2369	197	2579
Weighted Base	2579	**	2579	388	2192	1256	1315	342	346	489	333	488	318	264	688	821	1070	581	2257	305	2579
Effective Base	1481	-	1481	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1322	154	2579
None	2239	-	2239	307	1932	1067	1165	305	300	447	299	424	270	195	604	746	889	465	1962	264	2214
	87%	-	87%	79%	85%	85%	89%	89%	86%	92%	90%	87%	85%	74%	88%	91%	83%	80%	87%	87%	86%
1-2	305	-	305	62	243	164	141	28	41	37	30	60	44	65	68	67	170	110	269	34	334
	12%	-	12%	16%	11%	13%	11%	8%	12%	8%	9%	12%	14%	25%	10%	8%	15%	12%	12%	11%	13%
3-4	19	-	19	9	10	11	8	4	3	2	2	5	2	3	6	3	10	5	13	4	19
	1%	-	1%	2%	*	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
5-10	15	-	15	9	5	13	1	6	3	3	2	-	-	-	10	5	*	*	13	2	11
	1%	-	1%	2%	*	1%	*	2%	1%	1%	*	-	-	-	1%	1%	*	*	1%	1%	1%
11-20	1	-	1	-	1	1	-	-	-	-	-	-	1	-	-	-	1	1	1	-	1
	*	-	*	-	*	*	-	-	-	-	-	-	*	-	-	-	*	*	*	-	*
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	340	-	340	80	260	190	150	37	47	41	34	65	48	69	84	75	181	116	295	41	365
	13%	-	13%	21%	12%	15%	11%	11%	14%	8%	10%	13%	15%	26%	12%	9%	17%	20%	13%	13%	14%
<b>Total Mean (including those not Receiving any)</b>																					
Mean	0.21	-	0.21	0.45d	0.17	0.27f	0.16	0.25	0.27	0.13	0.15	0.18	0.23	0.35jk	0.26o	0.14	0.24o	0.29o	0.21	0.25	0.21
Std Dev.	0.74	-	0.74	1.15	0.63	0.89	0.54	0.93	0.88	0.65	0.58	0.52	0.91	0.66	0.91	0.62	0.69	0.81	0.74	0.72	0.68
Std Error	0.01	-	0.01	0.06	0.01	0.03	0.01	0.05	0.05	0.03	0.03	0.02	0.05	0.04	0.03	0.02	0.02	0.03	0.02	0.05	0.01
<b>Receiving Mean (excluding those not Receiving any)</b>																					
Mean	1.62	-	1.62	2.17d	1.44	1.80f	1.39	2.33	1.99	1.58	1.53	1.34	1.55	1.34	2.14pd	1.56	1.39	1.43	1.58	1.84	1.49
Std Dev.	1.36	-	1.36	1.63	1.22	1.60	0.94	1.78	1.53	1.64	1.14	0.69	1.88	0.57	1.65	1.43	1.11	1.28	1.41	0.97	1.18
Std Error	0.07	-	0.07	0.21	0.07	0.11	0.07	0.32	0.28	0.26	0.18	0.08	0.22	0.07	0.21	0.16	0.07	0.11	0.08	0.18	0.06

Proportions/Mean: Column Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - n/op/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_10. Approximately how many of the following have you personally received in the last week through the post?  
Magazines you subscribe to

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2579	627	782	503	667	1409	1170	1477	1074	272	304	649	738	460	1691	276	2178	541	1930	108
Weighted Base	2579	470	847	553	710	1317	1262	1544	1012	278	326	690	723	402	1739	282	2169	530	1918	132*
Effective Base	1481	279	467	321	414	746	736	849	623	165	187	402	412	226	1001	168	1243	317	1097	69
None	2239	380	734	501	625	1114	1126	1369	852	243	278	591	635	346	1503	247	1874	453	1670	116
	87%	81%	77%	71%	83%	85%	83%	89%	84%	87%	85%	86%	88%	86%	86%	88%	86%	85%	87%	88%
1-2	305	75	100	48	76	101	124	153	147	29	43	88	92	51	214	29	266	63	228	14
	12%	12%	13%	9%	11%	14%	10%	10%	14%	10%	13%	13%	11%	13%	10%	10%	12%	12%	12%	10%
3-4	19	4	6	3	6	10	9	8	12	6	1	6	3	2	10	6	14	9	9	2
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%
5-10	15	11	-	-	3	11	4	14	*	-	3	5	3	3	11	-	14	5	9	-
	1%	2%	-	-	1%	1%	-	1%	-	-	1%	1%	-	1%	1%	-	1%	1%	-	-
11-20	1	-	1	-	-	1	-	-	-	-	1	-	-	-	1	-	1	-	1	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	340	90	114	52	85	203	137	176	160	35	48	99	89	56	236	35	295	77	247	16
	13%	15%	13%	9%	12%	15%	11%	11%	15%	13%	16%	14%	12%	14%	14%	12%	14%	15%	13%	12%
<b>Total Mean (including those not Receiving any)</b>																				
Mean	0.21	0.20	0.20	0.13	0.18	0.21	0.16	0.20	0.23	0.20	0.28	0.23	0.19	0.23	0.22	0.19	0.22	0.28	0.20	0.16
Std Dev	0.74	1.12	0.89	0.47	0.61	0.88	0.55	0.76	0.71	0.58	1.06	0.78	0.60	0.76	0.77	0.58	0.77	0.88	0.71	0.51
Std Error	0.01	0.04	0.02	0.02	0.02	0.02	0.02	0.02	0.02	0.04	0.06	0.03	0.02	0.04	0.02	0.03	0.02	0.04	0.02	0.05
<b>Receiving Mean (excluding those not Receiving any)</b>																				
Mean	1.62	2.03	1.46	1.38	1.51	1.72	1.46	1.76	1.47	1.56	1.90	1.60	1.52	1.64	1.63	1.56	1.64	1.95	1.53	1.38
Std Dev	1.36	1.82	1.30	0.79	1.04	1.57	0.95	1.51	1.16	0.77	2.14	1.42	0.95	1.37	1.45	0.77	1.43	1.45	1.35	0.72
Std Error	0.07	0.15	0.12	0.12	0.12	0.10	0.09	0.12	0.09	0.15	0.34	0.15	0.09	0.16	0.09	0.15	0.08	0.17	0.08	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base



QE1\_10. Approximately how many of the following have you personally received in the last week through the post?

Magazines you subscribe to

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2579	1630	949	451	1292	949	410	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2579	2219	361	76	2169	217	123	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1481	1266	215	103	1137	189	172	238	130	134	135	135	135	136	144	140	133	24	166
None	2239	1943	296	63	1887	181	108	63	93	255	184	166	198	198	295	304	193	17	164
	87%	82%	83%	87%	84%	88%	88%	89%	90%	86%	88%	87%	83%	87%	86%	87%	74%	85%	85%
1-2	305	243	62	11	252	32	14	7	11	26	25	22	24	39	35	46	25	6	26
	12%	11%	17%	14%	12%	15%	11%	10%	10%	9%	12%	12%	10%	16%	13%	11%	11%	26%	13%
3-4	19	17	2	2	16	2	1	1	1	2	2	-	6	2	2	-	1	-	2
	1%	1%	1%	3%	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	-	1%	-	-	1%
5-10	15	14	*	*	12	2	*	1	-	-	-	-	-	1	7	2	2	-	2
	1%	1%	-	-	1%	1%	-	1%	-	-	-	-	-	1%	2%	1%	1%	-	1%
11-20	1	1	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	1	1	-	-	1	-	-	-	-	-	1%	-	-	-	-	-	-	-	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	340	275	65	13	281	35	14	9	12	28	29	22	30	42	43	48	29	6	29
	13%	12%	17%	17%	13%	16%	12%	12%	11%	10%	14%	12%	13%	17%	13%	14%	13%	26%	15%
<b>Total Mean (including those not receiving any)</b>	<b>0.21</b>	<b>0.21</b>	<b>0.25</b>	<b>0.28</b>	<b>0.21</b>	<b>0.24</b>	<b>0.15</b>	<b>0.22</b>	<b>0.13</b>	<b>0.14</b>	<b>0.27</b>	<b>0.12</b>	<b>0.19</b>	<b>0.30%</b>	<b>0.29</b>	<b>0.19</b>	<b>0.21</b>	<b>0.31</b>	<b>0.23</b>
Mean	0.21	0.21	0.25	0.28	0.21	0.24	0.15	0.22	0.13	0.14	0.27	0.12	0.19	0.30%	0.29	0.19	0.21	0.31	0.23
Std Dev	0.74	0.76	0.60	0.76	0.75	0.70	0.46	0.80	0.42	0.46	1.10	0.35	0.58	0.91	1.01	0.63	0.67	0.56	0.72
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.02	0.04	0.04	0.04	0.09	0.03	0.05	0.08	0.08	0.05	0.06	0.06	0.03
<b>Receiving Mean (excluding those not receiving any)</b>	<b>1.52</b>	<b>1.67</b>	<b>1.38</b>	<b>1.62</b>	<b>1.65</b>	<b>1.47</b>	<b>1.29</b>	<b>1.80</b>	<b>1.23</b>	<b>1.41</b>	<b>2.01</b>	<b>1.06</b>	<b>1.47</b>	<b>1.75</b>	<b>2.23</b>	<b>1.43</b>	<b>1.62</b>	<b>1.16</b>	<b>1.54</b>
Mean	1.52	1.67	1.38	1.62	1.65	1.47	1.29	1.80	1.23	1.41	2.01	1.06	1.47	1.75	2.23	1.43	1.62	1.16	1.54
Std Dev	1.36	1.47	0.68	1.11	1.41	1.11	0.60	1.63	0.55	0.61	2.34	0.25	0.84	1.52	1.91	1.10	1.09	0.40	1.20
Std Error	0.07	0.10	0.05	0.12	0.11	0.11	0.08	0.25	0.14	0.17	0.57	0.06	0.20	0.30	0.44	0.24	0.25	0.08	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QE1\_10. Approximately how many of the following have you personally received in the last week through the post?

Magazines you subscribe to

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2579	945	99	472	933	1041	355	162	71	1974	233	1160	1007	256	104	38	2167	142	744	1835
Weighted Base	2579	923	96*	435	875	1039	405	167*	74*	1914	241	1079	1032	295	117**	39**	2112	157*	833	1746
Effective Base	1481	532	60	269	502	601	230	95	44	1102	139	645	577	162	65	24	1221	89	458	1024
None	2239	800	84	363	716	826	368	140	70	1642	210	927	895	262	109	33	1823	142	705	1535
	87%	87%	88%	83%	82%	83%	81%	84%	83%	83%	87%	86%	87%	89%	93%	84%	86%	91%	85%	88%
1-2	305	116	11	70	142	101	34	23	4	243	28	131	127	29	8	6	258	15	107	198
	12%	13%	12%	16%	16%	10%	8%	14%	6%	13%	11%	12%	12%	10%	7%	16%	12%	9%	13%	11%
3-4	19	2	-	2	8	9	2	-	-	17	-	12	6	1	-	-	18	-	8	11
	1%	-	-	-	1%	1%	1%	-	-	1%	-	1%	1%	-	-	-	1%	-	1%	1%
5-10	15	8	-	-	8	2	1	3	-	11	3	8	4	3	-	-	12	-	13	1
	1%	1%	-	-	1%	-	-	3%	-	1%	1%	1%	-	1%	-	-	1%	-	1%	1%
11-20	1	-	-	-	-	1	-	-	-	1	-	1	-	-	-	-	1	-	-	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	340	124	11	72	159	113	38	26	4	272	31	152	137	33	8	6	289	15	128	212
	13%	13%	12%	17%	19%	11%	9%	16%	6%	14%	13%	14%	13%	11%	7%	16%	14%	9%	15%	12%
<b>Total Mean (including those not Receiving any)</b>																				
Mean	0.21	0.21	0.17	0.22	0.23ef	0.18	0.14	0.30	0.06	0.23	0.23	0.24	0.21	0.18	0.09	0.25	0.22	0.13	0.31s	0.17
Std Dev	0.74	0.69	0.48	0.53	0.80	0.72	0.52	1.05	0.24	0.76	0.89	0.82	0.69	0.70	0.35	0.61	0.76	0.43	0.97	0.59
Std Error	0.01	0.02	0.05	0.02	0.03	0.02	0.03	0.08	0.03	0.02	0.06	0.02	0.02	0.04	0.03	0.10	0.02	0.04	0.04	0.01
<b>Receiving Mean (excluding those not Receiving any)</b>																				
Mean	1.62	1.55	1.38	1.31	1.55	1.70	1.51	1.91	1.00	1.61	1.78	1.72	1.54	1.61	1.25	1.56	1.64	1.39	2.00s	1.38
Std Dev	1.36	1.23	0.51	0.52	1.25	1.48	0.92	1.99	0.00	1.35	1.86	1.52	1.23	1.46	0.46	0.54	1.39	0.50	1.64	1.10
Std Error	0.07	0.10	0.17	0.05	0.09	0.13	0.16	0.40	0.00	0.08	0.35	0.11	0.11	0.24	0.15	0.24	0.08	0.13	0.16	0.07

Proportions/Means: Columns Tested (5% risk level) - abc - d/e/f/g/h/i - kl/m/n/o/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_10. Approximately how many of the following have you personally received in the last week through the post?  
Magazines you subscribe to

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2579	146	2400	33	716	1706	157	2488	49	25	3	2562	14
Weighted Base	2579	155*	2385	39**	708	1732	140*	2465	64*	31**	5**	2559	15**
Effective Base	1481	88	1371	23	417	983	82	1421	33	16	3	1470	8
None	2239	133	2067	39	592	1526	122	2142	51	28	4	2221	14
	87%	26%	87%	100%	84%	88%	87%	87%	80%	90%	66%	87%	99%
1-2	305	19	286	*	100	191	13	291	11	1	2	303	*
	12%	12%	12%	*	14%	11%	10%	12%	18%	2%	34%	12%	1%
3-4	19	2	18	-	12	6	1	17	-	2	-	19	-
	1%	1%	1%	-	2%	1%	1%	1%	-	8%	-	1%	-
5-10	15	1	13	-	4	7	4	13	1	-	-	15	-
	1%	1%	1%	-	1%	*	3%	1%	2%	-	-	1%	-
11-20	1	-	*	-	-	1	-	1	-	-	-	1	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	340	22	318	*	116	206	18	322	13	3	2	338	*
	13%	14%	13%	*	16%	12%	13%	13%	20%	10%	34%	13%	1%
<b>Total Mean (including those not Receiving any)</b>													
Mean	0.21	0.25	0.21	*	0.28*	0.18	0.30	0.21	0.45	0.25	0.34	0.21	0.01
Std Dev.	0.74	0.96	0.73	0.06	0.80	0.67	1.07	0.71	1.40	0.83	0.52	0.74	0.10
Std Error	0.01	0.08	0.01	0.01	0.03	0.02	0.09	0.01	0.20	0.17	0.30	0.01	0.03
<b>Receiving Mean (excluding those not Receiving any)</b>													
Mean	1.62	1.80	1.60	1.00	1.69	1.51	2.27	1.58	2.27	2.63	1.00	1.62	1.00
Std Dev.	1.36	2.00	1.31	-	1.24	1.33	2.12	1.30	2.46	0.96	-	1.37	-
Std Error	0.07	0.47	0.07	-	0.12	0.09	0.47	0.07	0.87	0.68	-	0.07	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_10. Approximately how many of the following have you personally received in the last week through the post?  
Magazines you subscribe to

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2579	-	-	1290	1289	-	-	-	-	-	-	-	860	430	430	430	429
Weighted Base	2579	**	**	1290	1289	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1481	-	-	726	755	-	-	-	-	-	-	-	475	253	249	248	258
None	2239	-	-	1129	1111	-	-	-	-	-	-	-	731	397	379	361	371
	87%	-	-	87%	86%	-	-	-	-	-	-	-	83%	84%	87%	87%	85%
1-2	305	-	-	144	161	-	-	-	-	-	-	-	79	65	49	50	62
	12%	-	-	11%	12%	-	-	-	-	-	-	-	10%	14%	11%	12%	14%
3-4	19	-	-	10	9	-	-	-	-	-	-	-	4	5	3	3	4
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	1%	1%	1%	1%
5-10	15	-	-	7	8	-	-	-	-	-	-	-	2	4	5	3	*
	1%	-	-	1%	1%	-	-	-	-	-	-	-	*	1%	1%	1%	*
11-20	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	*	-	-	-	-	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	340	-	-	161	179	-	-	-	-	-	-	-	87	75	57	55	66
	13%	-	-	13%	14%	-	-	-	-	-	-	-	11%	16%	13%	13%	15%
<b>Total Mean (including those not Receiving any)</b>																	
Mean	0.21	-	-	0.20	0.23	-	-	-	-	-	-	-	0.17	0.25	0.25	0.22	0.21
Std Dev.	0.74	-	-	0.73	0.75	-	-	-	-	-	-	-	0.70	0.76	0.87	0.78	0.56
Std Error	0.01	-	-	0.02	0.02	-	-	-	-	-	-	-	0.02	0.04	0.04	0.04	0.03
<b>Receiving Mean (excluding those not Receiving any)</b>																	
Mean	1.62	-	-	1.59	1.64	-	-	-	-	-	-	-	1.58	1.60	1.92	1.67	1.38
Std Dev.	1.36	-	-	1.42	1.31	-	-	-	-	-	-	-	1.58	1.23	1.61	1.49	0.67
Std Error	0.07	-	-	0.11	0.10	-	-	-	-	-	-	-	0.15	0.15	0.21	0.19	0.08

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
\*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE1\_11. Approximately how many of the following have you personally received in the last week through the post?

Items requiring a signature

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	5160	-	5160	619	2817	2460	2683	650	667	963	696	983	731	470	1317	1659	2184	1201	4780	346	5160	
Weighted Base	5160	**	5160	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5160	
Effective Base	2868	-	2868	357	1606	1396	1460	375	379	549	403	533	349	266	753	952	1163	614	2590	262	5160	
None	4274	-	4274	433	2376	2011	2247	516	508	800	586	801	568	495	1024	1386	1864	1063	3855	393	4354	
83%	-	-	83%	62%	84%	80%	86%	75%	78%	79%	82%	87%	90%	84%	76%	80%	89%	92%	84%	74%	84%	
1-2	731	-	731	196	388	390	336	136	124	162	116	103	59	30	260	279	192	89	617	100	668	
14%	-	-	14%	31%	14%	16%	13%	20%	18%	18%	16%	14%	9%	6%	19%	16%	9%	8%	13%	15%	13%	
3-4	85	-	85	35	39	61	23	22	14	24	8	17	1	-	35	32	17	1	59	25	75	
2%	-	-	2%	9%	1%	2%	1%	3%	1%	2%	1%	2%	-	-	3%	2%	1%	-	1%	5%	1%	
5-10	63	-	63	30	25	44	19	16	5	23	6	5	6	1	21	29	13	8	52	11	58	
1%	-	-	1%	4%	1%	2%	1%	2%	1%	2%	1%	1%	1%	-	2%	2%	1%	1%	1%	2%	1%	
11-20	2	-	2	-	2	2	-	-	-	2	-	-	-	-	-	2	-	-	-	2	-	2
*	-	-	*	-	*	*	-	-	-	*	-	-	-	-	-	*	-	-	*	*	-	*
21+	6	-	6	5	-	4	2	-	-	6	-	-	-	-	-	6	-	-	6	-	3	
*	-	-	*	1%	-	*	-	-	-	1%	-	-	-	-	-	*	-	-	*	-	*	
Any Received (non-zero entry)	887	-	887	267	454	501	380	174	144	216	131	125	66	32	317	347	223	98	735	138	806	
17%	-	-	17%	36%	16%	20%	14%	25%	22%	21%	16%	12%	10%	6%	24%	20%	11%	8%	16%	26%	16%	
<b>Total Mean (including those not Receiving any)</b>																						
Mean	0.35	-	0.35	1.05d	0.28	0.44f	0.26	0.49%km	0.37%km	0.62%km	0.29m	0.23m	0.18	0.09	0.43pq	0.49pq	0.18	0.14	0.32	0.56r	0.31	
Std Dev.	1.36	-	1.36	2.89	0.95	1.63	1.05	1.17	1.01	2.46	0.91	0.81	0.73	0.53	1.10	1.98	0.72	0.64	1.37	1.34	1.19	
Std Error	0.62	-	0.62	0.12	0.02	0.03	0.02	0.05	0.04	0.08	0.03	0.03	0.03	0.02	0.03	0.05	0.02	0.02	0.02	0.07	0.02	
<b>Receiving Mean (excluding those not Receiving any)</b>																						
Mean	2.62	-	2.62	2.76d	1.76	2.23	1.76	1.94	1.69	2.92%k	1.61	1.71	1.70	1.57	1.82	2.42p	1.69	1.66	2.02	2.15	1.98	
Std Dev.	2.72	-	2.72	4.14	1.75	3.05	2.22	1.62	1.55	4.67	1.56	1.53	1.59	1.53	1.59	3.86	1.54	1.56	2.88	1.87	2.39	
Std Error	0.10	-	0.10	0.29	0.09	0.15	0.11	0.14	0.14	0.34	0.15	0.13	0.18	0.26	0.10	0.22	0.10	0.15	0.11	0.19	0.08	

Proportions/Mean: Column Tested (5% risk level) - ab - cd - ef - ghij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_11. Approximately how many of the following have you personally received in the last week through the post?

Items requiring a signature

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5160	1262	1542	1047	1309	2804	2356	2833	2252	599	627	1307	1401	885	3335	607	4287	541	1930	108
Weighted Base	5160	945	1593	1177	1445	2538	2622	3074	2012	639	658	1339	1372	814	3368	647	4250	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1902	350	2367	317	1097	69
None	4274	689	1366	946	1272	2056	2218	2414	1799	553	540	1132	1134	614	2805	562	3481	440	1657	118
	83%	73%	80% <sup>abc</sup>	79% <sup>abc</sup>	83% <sup>abc</sup>	81%	83% <sup>abc</sup>	79%	83% <sup>abc</sup>	87% <sup>abc</sup>	82% <sup>abc</sup>	83% <sup>abc</sup>	83% <sup>abc</sup>	75%	83% <sup>abc</sup>	87% <sup>abc</sup>	82%	83%	86%	89%
1-2	731	103	191	200	149	383	349	542	181	77	94	183	194	150	471	77	625	81	227	13
	14%	20% <sup>abc</sup>	12%	17% <sup>abc</sup>	10%	15%	15%	19% <sup>abc</sup>	8%	12%	14%	14%	14%	15% <sup>abc</sup>	14%	12%	15%	15%	12%	10%
3-4	85	33	17	22	12	51	34	63	18	6	13	15	24	25	52	6	78	8	19	1
	2%	4% <sup>abc</sup>	1%	2%	1%	2%	1%	3% <sup>abc</sup>	1%	1%	2%	1%	2%	3% <sup>abc</sup>	2%	1%	2%	1%	1%	1%
5-10	63	25	17	9	12	42	21	49	14	2	10	10	18	20	38	2	58	1	14	*
	1%	3% <sup>abc</sup>	7%	1%	1%	2%	1%	3% <sup>abc</sup>	1%	*	2%	1%	1%	3% <sup>abc</sup>	1%	*	1%	*	1%	*
11-20	2	2	-	-	*	2	*	2	*	-	-	-	-	2	-	-	2	-	-	-
	*	*	-	-	*	*	*	*	*	-	-	-	-	*	-	-	*	-	-	-
21+	6	4	2	-	*	5	*	6	-	-	-	-	2	4	2	-	6	-	-	-
	*	*	*	-	*	*	*	*	-	-	-	-	*	*	*	-	*	-	-	-
Any Received (non-zero entry)	887	256	227	231	173	482	404	661	213	86	118	207	238	201	563	86	769	90	261	14
	17%	28% <sup>abc</sup>	14%	23% <sup>abc</sup>	12%	19% <sup>abc</sup>	15%	23% <sup>abc</sup>	11%	13%	18%	15%	17%	25% <sup>abc</sup>	17%	13%	18% <sup>abc</sup>	17%	14%	11%
<b>Total Mean (including those not receiving any)</b>																				
Mean	0.35	0.30 <sup>abc</sup>	0.28	0.33 <sup>abc</sup>	0.22	0.43 <sup>abc</sup>	0.27	0.40 <sup>abc</sup>	0.19	0.22	0.35	0.25	0.36	0.25 <sup>abc</sup>	0.31	0.21	0.33 <sup>abc</sup>	0.27	0.23	0.13
Std Dev	1.36	2.29	1.17	0.93	0.94	1.69	0.94	1.63	0.80	0.84	1.04	0.80	1.25	2.42	1.10	0.83	1.45	0.67	0.79	0.43
Std Error	0.02	0.06	0.03	0.03	0.03	0.03	0.02	0.03	0.02	0.03	0.04	0.02	0.04	0.08	0.02	0.03	0.02	0.03	0.02	0.04
<b>Receiving Mean (excluding those not receiving any)</b>																				
Mean	2.02	2.54 <sup>abc</sup>	1.94	1.65	1.67	2.26 <sup>abc</sup>	1.74	2.09	1.81	1.62	1.93	1.62	2.08	2.65 <sup>abc</sup>	1.88	1.62	2.08	1.56	1.67	1.21
Std Dev	2.72	3.84	2.54	1.48	2.09	3.30	1.77	2.99	1.75	1.72	1.73	1.40	2.63	4.30	2.07	1.72	2.84	0.80	1.49	0.68
Std Error	0.10	0.25	0.17	0.11	0.16	0.09	0.09	0.13	0.11	0.19	0.17	0.10	0.18	0.33	0.09	0.19	0.11	0.09	0.09	0.17

Proportions/Mean: Columns Tested (5% risk level) - abc|cd - ef - gh - ij|klm - np - qrs  
\* small base

QE1\_11. Approximately how many of the following have you personally received in the last week through the post?

Items requiring a signature

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5160	3414	1746	783	2573	1048	850	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5160	4438	722	191	4338	433	246	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2431	440	154	2169	448	409	477	253	259	260	257	261	262	273	261	260	61	388
None	4274	3679	594	152	3575	373	204	121	182	476	356	311	356	403	509	609	373	43	330
	83%	83%	82%	80%	82%	86%	83%	85%	67% <sup>hlm</sup>	84% <sup>in</sup>	84% <sup>in</sup>	83% <sup>in</sup>	78%	84% <sup>in</sup>	75%	88% <sup>in</sup>	84% <sup>in</sup>	82%	87% <sup>in</sup>
1-2	731	625	106	29	631	49	34	16	24	90	58	50	65	67	121	80	54	8	41
	14%	14%	15%	15%	15%	11%	14%	13%	12%	14%	14%	13%	21% <sup>hijklmnop</sup>	14%	13%	11%	12%	14%	11%
3-4	85	77	8	2	71	6	5	2	2	7	10	5	-	5	26	11	6	*	6
	2%	2%	1%	1%	2%	1%	2%	1%	1%	7%	1%	1%	-	1%	4% <sup>lm</sup>	1%	1%	*	1% <sup>l</sup>
5-10	63	49	14	8	53	6	3	1	1	2	1	10	3	5	18	6	8	2	4
	1%	1%	2%	4% <sup>bc</sup>	1%	1%	1%	1%	*	*	*	3% <sup>lm</sup>	1%	1%	3% <sup>lm</sup>	1%	2%	4% <sup>bcde</sup>	1%
11-20	2	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-
21+	6	6	-	-	5	-	-	-	-	2	-	-	-	-	4	-	-	-	-
	*	*	-	-	*	-	-	-	-	*	-	-	-	-	1%	-	-	-	-
Any Received (non-zero entry)	887	759	128	39	763	60	42	22	27	90	70	64	90	77	169	97	70	9	51
	17%	17%	18%	20%	18%	14%	17%	15%	13%	16%	16%	17%	22% <sup>hlm</sup>	16%	23% <sup>hijklmnop</sup>	14%	16%	18%	13%
<b>Total Mean (including those not receiving any)</b>																			
Mean	0.35	0.34	0.37	0.54	0.36	0.29	0.33	0.30	0.22	0.30	0.25	0.39	0.32	0.27	0.57% <sup>hijklmnop</sup>	0.26	0.36	0.52%	0.25
Std Dev	1.36	1.38	1.27	1.64	1.41	1.07	1.01	1.23	1.03	1.44	0.70	1.39	0.86	0.89	2.50	0.91	1.23	1.84	0.91
Std Error	0.02	0.02	0.03	0.06	0.03	0.03	0.03	0.05	0.06	0.09	0.04	0.08	0.05	0.05	0.15	0.05	0.07	0.14	0.03
<b>Receiving Mean (excluding those not receiving any)</b>																			
Mean	2.02	2.01	2.11	2.65	2.03	2.05	1.96	1.96	1.73	1.86	1.56	2.31%	1.47	1.69	2.71	1.88	2.31%	2.87	1.90
Std Dev	2.72	2.76	2.35	2.78	2.82	2.16	1.68	2.63	2.41	3.20	0.99	2.64	1.35	1.61	4.43	1.73	2.27	3.61	1.79
Std Error	0.10	0.12	0.15	0.27	0.14	0.17	0.15	0.26	0.41	0.49	0.15	0.39	0.17	0.24	0.55	0.27	0.34	0.67	0.16

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QE1\_11. Approximately how many of the following have you personally received in the last week through the post?

Items requiring a signature

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5160	1853	217	967	1790	2062	746	334	173	3852	507	2068	2019	669	230	112	4087	342	744	1835
Weighted Base	5160	1805	237	880	1754	2021	816	354	165	3775	518	1961	2027	746	263	99*	3988	362	833	1746
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1107	402	144	68	2219	210	458	1024
None	4274	1601	210	809	1407	1880	698	296	143	3087	439	1557	1689	646	232	89	3246	321	664	1551
		83%	69%	69%	80%	83%	83% <sup>ab</sup>	84%	87%	82%	85%	79%	83%	83%	83%	81%	81%	89%	80%	80%
1-2	751	188	27	69	275	286	104	47	18	561	65	325	280	91	28	5	604	34	142	170
	74%	10%		8%	16%	14%	13%	13%	11%	15%	13%	17% <sup>mod</sup>	14%	12%	11%	5%	15% <sup>mod</sup>	9%	17%	10%
3-4	85	10	-	1	24	42	9	8	2	66	10	39	34	7	1	3	73	4	19	10
	2%	1%	-	*	1%	2%	1%	2%	1%	2%	2%	2%	2%	1%	1%	3%	2%	1%	2%	1%
5-10	63	6	-	1	43	11	5	3	2	54	4	34	24	2	2	2	58	3	9	7
	1%	*	-	*	2% <sup>med</sup>	1%	1%	1%	1%	1%	1%	20% <sup>mod</sup>	1%	*	1%	2%	1%	1%	1%	1%
11-20	2	-	-	-	*	2	-	-	-	2	-	2	-	-	-	-	2	-	-	-
	*	-	-	-	*	*	-	-	-	2	-	2	-	-	-	-	*	-	-	-
21+	6	-	-	-	5	*	-	-	-	6	-	6	-	-	-	-	6	-	-	-
	*	-	-	-	*	*	-	-	-	*	-	*	-	-	-	-	*	-	-	-
Any Received (non-zero entry)	887	204	27	71	347	341	118	57	22	688	79	405	338	100	31	10	742	41	169	196
	17%	11% <sup>mod</sup>	11%	8%	20% <sup>mod</sup>	17%	14%	16%	13%	18%	15%	21% <sup>mod</sup>	17%	13%	12%	10%	19% <sup>mod</sup>	11%	20%	11%
<b>Total Mean (including those not Receiving any)</b>																				
Mean	0.35	0.17 <sup>c</sup>	0.13	0.10	0.48 <sup>ef</sup>	0.30	0.24	0.30	0.27	0.30 <sup>f</sup>	0.29	0.49 <sup>lm</sup>	0.29	0.20	0.19	0.31	0.33 <sup>lm</sup>	0.22	0.37 <sup>s</sup>	0.16
Std Dev	1.36	0.65	0.41	0.38	1.96	0.93	0.79	0.97	1.10	1.50	1.01	1.93	0.87	0.68	0.63	1.40	1.49	0.91	0.96	0.62
Std Error	0.02	0.02	0.03	0.01	0.05	0.02	0.03	0.05	0.08	0.02	0.04	0.04	0.02	0.03	0.04	0.13	0.02	0.05	0.04	0.01
<b>Receiving Mean (excluding those not Receiving any)</b>																				
Mean	2.02	1.50	1.14	1.25	2.44 <sup>a</sup>	1.76	1.64	1.86	2.02	2.10	1.90	2.37 <sup>i</sup>	1.76	1.52	1.58	3.20	2.09	1.96	1.82	1.46
Std Dev	2.72	1.30	0.58	0.59	3.83	1.60	1.42	1.71	2.41	2.96	1.91	3.70	1.40	1.19	1.07	3.47	2.90	1.98	1.39	1.26
Std Error	0.10	0.09	0.12	0.06	0.22	0.09	0.14	0.24	0.51	0.12	0.22	0.19	0.08	0.13	0.21	0.96	0.11	0.32	0.12	0.09

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - kl/mn/op/q - rs  
\* small base



QE1\_11. Approximately how many of the following have you personally received in the last week through the post?

Items requiring a signature

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5160	321	4763	76	1528	3305	327	5000	87	44	5	5131	24
Weighted Base	5160	335	4746	80*	1490	3347	323	4963	117**	47**	8**	5126	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2850	13
None	4274	245	3963	65	1169	2857	247	4127	79	38	8	4243	22
	83%	73%	83%	82%	78%	85%	76%	83%	67%	81%	100%	86%	86%
1-2	751	71	647	13	257	417	57	698	24	6	-	728	4
	14%	21%	14%	16%	17%	12%	18%	14%	20%	14%	-	14%	14%
3-4	85	12	73	-	30	43	12	71	11	2	-	85	-
	2%	3%	2%	-	2%	1%	4%	1%	9%	5%	-	2%	-
5-10	63	6	55	1	30	28	5	59	4	-	-	63	*
	1%	2%	1%	2%	3%	1%	1%	1%	3%	-	-	1%	*
11-20	2	-	2	-	-	2	-	2	-	-	-	2	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
21+	6	-	6	-	4	-	2	6	-	-	-	6	-
	*	-	*	-	1%	-	1%	*	-	-	-	*	-
Any Received (non-zero entry)	887	89	783	14	321	490	76	836	38	9	-	883	4
	17%	21%	17%	18%	22%	15%	24%	17%	33%	19%	-	17%	14%
<b>Total Mean (including those not Receiving any)</b>													
Mean	0.35	0.52	0.34	0.31	0.50%	0.26	0.55%	0.34	0.51%	0.30	0.00	0.35	0.17
Std Dev	1.36	1.21	1.38	0.88	1.89	0.93	2.01	1.36	1.65	0.75	0.00	1.37	0.49
Std Error	0.02	0.07	0.02	0.10	0.05	0.02	0.11	0.02	0.18	0.11	0.00	0.02	0.10
<b>Receiving Mean (excluding those not Receiving any)</b>													
Mean	2.02	1.96	2.04	1.72	2.34%	1.76	2.37	2.01	2.49	1.61	-	2.03	1.23
Std Dev	2.72	1.65	2.84	1.39	3.51	1.80	3.61	2.77	2.05	0.94	-	2.73	0.71
Std Error	0.10	0.19	0.11	0.33	0.21	0.09	0.43	0.10	0.39	0.33	-	0.10	0.32

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_11. Approximately how many of the following have you personally received in the last week through the post?

Items requiring a signature

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5160	1290	1291	1290	1289	430	430	430	430	430	431	-	860	430	430	430	429
Weighted Base	5160	1290	1291	1290	1289	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	755	215	220	226	251	240	242	-	475	253	249	248	258
None	4274	1043	1016	1122	1092	320	363	352	353	339	323	-	714	409	385	336	372
	83%	81%	79%	87%ab	85%b	76%	84%ab	82%	76%	82%	78%	-	87%abjo	87%ahj	88%abjjo	81%	85%ahj
1-2	731	201	210	144	177	83	57	61	78	60	71	-	93	51	48	73	56
	14%	16%bc	16%bc	11%	14%	19%klmn	13%	14%	17%kl	15%	17%klmn	-	11%	11%	11%	13%klmn	13%
3-4	85	22	35	11	17	9	3	10	14	5	15	-	6	5	4	4	9
	2%	2%	3%cd	1%	1%	2%	1%	2%	3%kl	1%	3%klm	-	1%	1%	1%	1%	2%
5-10	63	19	29	12	3	7	8	3	17	7	6	-	5	7	-	3	*
	1%	1%kl	2%kl	1%	*	2%	2%lmn	1%	4%klmnop	2%lm	1%	-	1%	2%	-	1%	*
11-20	2	*	2	-	-	-	*	-	2	-	-	-	-	-	-	-	-
	*	**	*	-	-	-	*	-	*	-	-	-	-	-	-	-	-
21+	6	6	-	-	-	4	*	2	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	1%kl	*	2	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	887	247	275	168	197	103	69	75	110	73	92	-	104	63	52	80	65
	17%	19%cd	21%cd	13%	15%	24%klmnop	16%	18%	24%klmnop	18%	22%klmnop	-	13%	13%	12%	19%klm	15%
<b>Total Mean (including those not receiving any)</b>																	
Mean	0.35	0.49cd	0.44cd	0.22	0.24	0.69mnop	0.36	0.41in	0.56lmnop	0.31n	0.46mnop	-	0.20	0.26	0.17	0.31n	0.24
Std Dev.	1.36	2.17	1.23	0.80	0.71	2.97	1.46	1.78	1.43	0.88	1.27	-	0.73	0.92	0.55	0.87	0.67
Std Error	0.02	0.06	0.03	0.02	0.02	0.14	0.07	0.09	0.07	0.04	0.06	-	0.02	0.04	0.03	0.04	0.03
<b>Receiving Mean (excluding those not receiving any)</b>																	
Mean	2.02	2.54d	2.09d	1.68	1.59	2.88	2.27	2.34	2.32i	1.74	2.07	-	1.54	1.90	1.47	1.62	1.64
Std Dev.	2.72	4.42	1.91	1.59	1.06	5.56	3.03	3.69	2.13	1.37	1.98	-	1.44	1.79	0.79	1.34	0.85
Std Error	0.10	0.30	0.12	0.13	0.08	0.65	0.35	0.44	0.23	0.16	0.21	-	0.14	0.24	0.11	0.16	0.10

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

QE1\_12. Approximately how many of the following have you personally received in the last week through the post?

Other important items which involve postal or delivery services

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	2579	-	2579	378	2201	1218	1354	341	348	471	327	502	354	236	689	798	1092	590	2369	197	2579
Weighted Base	2579	**	2579	388	2192	1256	1315	342	346	489	333	488	318	264	688	821	1070	581	2257	305	2579
Effective Base	1481	-	1481	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1322	154	2579
None	2350	-	2350	338	2012	1133	1211	303	308	456	303	439	295	245	611	759	980	541	2070	283	2373
91%	-	-	91%	87%	92%	90%	92%	89%	89%	93%	91%	90%	93%	89%	89%	92%	92%	93%	93%	86%	92%
1-2	194	-	194	36	158	100	93	33	28	29	29	38	19	17	62	59	73	36	165	28	167
8%	-	-	8%	9%	7%	8%	7%	10%	8%	6%	9%	8%	6%	5%	9%	7%	7%	6%	7%	9%	6%
3-4	21	-	21	7	14	14	6	6	3	3	-	5	3	2	9	3	10	4	18	4	22
1%	-	-	1%	2%	1%	1%	*	2%	1%	1%	-	1%	1%	1%	1%	*	1%	1%	1%	1%	1%
5-10	15	-	15	7	8	9	6	-	7	1	-	7	-	-	7	1	7	-	4	10	15
1%	-	-	1%	2%	*	1%	*	-	*	-	-	1%	-	-	1%	-	1%	-	*	3%	1%
11-20	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	230	-	230	49	180	123	105	39	39	33	29	49	22	18	78	62	90	40	187	41	206
9%	-	-	9%	15%	8%	10%	8%	11%	11%	7%	9%	10%	7%	7%	11%	8%	8%	7%	8%	14%	8%
<b>Total Mean (including those not Receiving any)</b>	<b>0.17</b>	-	<b>0.17</b>	<b>0.31d</b>	0.14	0.20	0.14	0.19	<b>0.28i</b>	0.11	0.13	0.23	0.12	0.10	<b>0.23oo</b>	0.12	0.17	0.11	0.14	<b>0.37r</b>	0.16
Mean	0.17	-	0.17	0.31d	0.14	0.20	0.14	0.19	0.28i	0.11	0.13	0.23	0.12	0.10	0.23oo	0.12	0.17	0.11	0.14	0.37r	0.16
Std Dev.	0.71	-	0.71	1.09	0.61	0.81	0.58	0.62	1.01	0.47	0.46	0.99	0.52	0.43	0.84	0.46	0.76	0.48	0.62	1.17	0.73
Std Error	0.01	-	0.01	0.06	0.01	0.02	0.02	0.03	0.05	0.02	0.03	0.04	0.03	0.03	0.03	0.02	0.02	0.02	0.01	0.08	0.01
<b>Receiving Mean (excluding those not Receiving any)</b>	<b>1.89</b>	-	<b>1.89</b>	2.43	1.74	2.02	1.73	1.68	2.48	1.59	1.52	2.28	1.70	1.43	2.07	1.56	1.96	1.58	1.72	2.70	2.00
Mean	1.89	-	1.89	2.43	1.74	2.02	1.73	1.68	2.48	1.59	1.52	2.28	1.70	1.43	2.07	1.56	1.96	1.58	1.72	2.70	2.00
Std Dev.	1.53	-	1.53	2.05	1.32	1.75	1.21	0.94	1.96	0.97	0.51	2.25	1.13	0.91	1.58	0.78	1.83	1.03	1.37	1.94	1.75
Std Error	0.11	-	0.11	0.31	0.10	0.17	0.12	0.16	0.34	0.16	0.11	0.34	0.23	0.23	0.19	0.11	0.20	0.16	0.10	0.40	0.12

Proportions/Means: Columns Yes/No (5% risk level) - ab - cd - ef - gh/ij/kl/m - n/op/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_12. Approximately how many of the following have you personally received in the last week through the post?

Other important items which involve postal or delivery services

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2579	627	782	503	667	1409	1170	1477	1074	272	304	649	738	460	1691	276	2178	541	1930	108
Weighted Base	2579	470	847	553	710	1317	1262	1544	1012	278	326	690	723	402	1739	282	2169	530	1918	132*
Effective Base	1481	279	467	321	414	746	736	849	623	165	187	402	412	226	1001	168	1243	317	1097	69
None	2350	427	776	506	641	1203	1146	1411	918	243	294	631	669	369	1595	247	1989	467	1768	115
	91%	91%	92%	91%	90%	91%	91%	91%	91%	88%	90%	91%	93%	92%	92%	88%	92%	88%	88%	87%
1-2	194	34	60	40	59	94	96	111	80	31	24	48	48	29	120	31	150	55	122	17
	8%	7%	7%	7%	8%	7%	8%	7%	8%	11%	7%	11%	7%	7%	7%	11%	7%	10%	6%	13%
3-4	21	6	7	4	5	12	9	11	10	3	4	3	6	5	13	3	18	8	13	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	-
5-10	15	3	4	3	5	7	8	11	4	*	3	8	*	*	12	*	12	*	14	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
11-20	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	230	43	71	47	69	113	116	133	94	34	31	59	54	34	144	34	180	63	150	17
	9%	9%	8%	9%	10%	9%	9%	9%	9%	12%	10%	9%	7%	8%	8%	12%	8%	13%	8%	13%
<b>Total Mean (including those not Receiving any)</b>	<b>0.17</b>	<b>0.17</b>	<b>0.16</b>	<b>0.16</b>	<b>0.18</b>	<b>0.16</b>	<b>0.17</b>	<b>0.17</b>	<b>0.17</b>	<b>0.20</b>	<b>0.24</b>	<b>0.18</b>	<b>0.12</b>	<b>0.14</b>	<b>0.17</b>	<b>0.19</b>	<b>0.16</b>	<b>0.20</b>	<b>0.16</b>	<b>0.20</b>
Mean	0.17	0.17	0.16	0.16	0.18	0.16	0.17	0.17	0.17	0.20	0.24	0.18	0.12	0.14	0.17	0.19	0.16	0.20	0.16	0.20
Std Dev	0.71	0.64	0.69	0.73	0.74	0.67	0.74	0.72	0.68	0.61	1.01	0.82	0.49	0.65	0.74	0.61	0.71	0.62	0.74	0.54
Std Error	0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.06	0.03	0.02	0.03	0.02	0.04	0.02	0.03	0.02	0.05
<b>Receiving Mean (excluding those not Receiving any)</b>	<b>1.59</b>	<b>1.85</b>	<b>1.94</b>	<b>1.92</b>	<b>1.85</b>	<b>1.90</b>	<b>1.88</b>	<b>1.95</b>	<b>1.83</b>	<b>1.59</b>	<b>2.53</b>	<b>2.09</b>	<b>1.57</b>	<b>1.68</b>	<b>1.99</b>	<b>1.59</b>	<b>1.93</b>	<b>1.66</b>	<b>2.03</b>	<b>1.53</b>
Mean	1.59	1.85	1.94	1.92	1.85	1.90	1.88	1.95	1.83	1.59	2.53	2.09	1.57	1.68	1.99	1.59	1.93	1.66	2.03	1.53
Std Dev	1.53	1.20	1.52	1.73	1.61	1.40	1.65	1.62	1.40	0.93	2.21	1.95	0.95	1.02	1.75	0.93	1.63	0.92	1.78	0.51
Std Error	0.11	0.18	0.19	0.25	0.22	0.14	0.17	0.15	0.15	0.17	0.40	0.28	0.13	0.20	0.15	0.17	0.13	0.12	0.15	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QE1\_12. Approximately how many of the following have you personally received in the last week through the post?

Other important items which involve postal or delivery services

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2579	1630	949	451	1292	525	410	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2579	2219	361	76	2169	217	123	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1481	1266	215	103	1137	189	172	238	130	134	135	135	135	136	144	140	133	24	166
None	2350	2021	329	70	1972	198	111	68	96	269	195	177	200	206	296	330	203	20	177
	91%	91%	91%	92%	91%	91%	91%	91%	92%	93%	91%	91%	88%	88%	87%	94%	91%	88%	92%
1-2	194	169	25	5	165	19	8	3	6	12	16	10	25	30	36	18	14	3	15
	8%	8%	7%	7%	8%	8%	6%	4%	6%	4%	7%	5%	11%	12%	11%	5%	6%	1%	8%
3-4	21	16	5	*	17	1	3	*	1	2	2	-	3	3	3	4	-	-	1
	1%	1%	1%	*	1%	*	3%	*	1%	1%	1%	-	1%	1%	1%	2%	-	-	*
5-10	15	13	1	1	14	-	1	-	1	-	-	1	-	2	7	2	1	-	*
	1%	1%	*	1%	1%	*	-	-	1%	-	-	-	-	1%	2%	1%	1%	-	*
11-20	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	230	196	32	6	197	19	11	3	8	14	18	11	27	34	43	22	19	3	16
	9%	9%	9%	8%	9%	9%	9%	4%	8%	5%	9%	6%	12%	14%	13%	6%	9%	12%	8%
<b>Total Mean (including those not Receiving any)</b>																			
Mean	0.17	0.17	0.15	0.13	0.16	0.13	0.17	0.07	0.16	0.08	0.16	0.10	0.19	0.21	0.20	0.14	0.20	0.20	0.12
Std Dev	0.71	0.72	0.62	0.61	0.73	0.51	0.64	0.55	0.64	0.42	0.60	0.49	0.56	0.67	0.91	0.76	0.95	0.61	0.49
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.03	0.03	0.05	0.03	0.05	0.04	0.05	0.07	0.07	0.06	0.08	0.06	0.02
<b>Receiving Mean (excluding those not Receiving any)</b>																			
Mean	1.59	1.91	1.76	1.70	1.94	1.46	1.83	1.75	1.99	1.59	1.88	1.81	1.59	1.91	2.06	2.14	2.37	1.67	1.43
Std Dev	1.53	1.57	1.26	1.53	1.57	1.02	1.22	2.57	1.30	1.08	0.98	1.13	0.66	1.51	1.70	2.23	2.42	0.95	1.06
Std Error	0.11	0.13	0.15	0.25	0.15	0.16	0.22	0.64	0.37	0.41	0.29	0.38	0.15	0.35	0.40	0.71	0.70	0.32	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QE1\_12. Approximately how many of the following have you personally received in the last week through the post?

Other important items which involve postal or delivery services

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2579	945	99	472	933	1041	355	162	71	1974	233	1160	1007	256	104	38	2167	142	744	1835
Weighted Base	2579	923	96*	435	875	1039	405	167*	74*	1914	241	1079	1032	295	117*	39**	2112	157*	833	1746
Effective Base	1481	532	60	269	502	601	230	95	44	1102	139	645	577	162	65	24	1221	89	458	1024
None	2360	863	84	404	792	953	376	143	70	1745	213	974	949	267	113	34	1923	147	726	1623
	91%	93%	88%	93%	91%	92%	83% <sup>ab</sup>	85%	95%	91%	88%	90%	92%	90%	96%	87%	91%	94%	87%	83% <sup>ab</sup>
1-2	194	52	12	28	73	71	27	18	3	143	21	93	63	26	3	5	156	8	92	102
	8%	6%	12% <sup>ab</sup>	6%	8%	7%	7%	11%	5%	7%	9%	9%	6%	9%	2%	13%	7%	5%	11% <sup>ab</sup>	6%
3-4	21	6	-	-	7	10	2	2	-	16	2	9	12	1	-	-	21	-	10	11
	1%	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	-	-	1%	1%
5-10	16	3	-	3	3	6	-	5	-	8	5	4	8	1	2	-	11	2	5	10
	1%	-	-	1%	-	1%	-	3% <sup>ab</sup>	-	-	3% <sup>ab</sup>	-	1%	-	2%	-	1%	1%	1%	1%
11-20	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	230	61	12	31	83	86	29	24	4	169	28	105	83	28	5	5	189	10	107	123
	9%	7%	12%	7%	9%	8%	7%	19% <sup>ab</sup>	5%	9%	12%	10%	8%	10%	4%	13%	9%	6%	13% <sup>ab</sup>	7%
<b>Total Mean (including those not Receiving any)</b>																				
Mean	0.17	0.11	0.12	0.13	0.16	0.16	0.11	0.37% <sup>ab</sup>	0.09	0.16	0.28 <sup>ab</sup>	0.17	0.17	0.16	0.18	0.18	0.17	0.18	0.23 <sup>ab</sup>	0.14
Std Dev	0.71	0.58	0.33	0.71	0.62	0.65	0.48	1.26	0.40	0.63	1.07	0.59	0.74	0.79	1.15	0.50	0.67	1.02	0.77	0.67
Std Error	0.01	0.02	0.03	0.03	0.02	0.02	0.03	0.10	0.05	0.01	0.07	0.02	0.02	0.05	0.11	0.08	0.01	0.09	0.03	0.02
<b>Receiving Mean (excluding those not Receiving any)</b>																				
Mean	1.88	1.72	1.00	1.86	1.70	1.88	1.57	2.52	1.62	1.79	2.39	1.70	2.12	1.69	4.56	1.38	1.89	2.90	1.80	1.97
Std Dev	1.53	1.53	0.00	2.00	1.19	1.36	0.93	2.37	0.79	1.28	2.23	0.96	1.63	2.01	4.20	0.54	1.32	3.21	1.35	1.67
Std Error	0.11	0.20	0.00	0.35	0.14	0.15	0.19	0.56	0.35	0.10	0.46	0.09	0.19	0.42	2.43	0.27	0.10	1.21	0.14	0.15

Proportions/Means: Columns Tested (5% risk level) - abc - d(e)(f)(g)(h) - kl(m)(n)(o)(p) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_12. Approximately how many of the following have you personally received in the last week through the post?

Other important items which involve postal or delivery services

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2579	146	2400	33	716	1706	157	2488	49	25	3	2562	14
Weighted Base	2579	155*	2385	39**	708	1732	140*	2465	64*	31**	5**	2559	15**
Effective Base	1481	88	1371	23	417	983	82	1421	33	16	3	1470	8
None	2360	142	2172	35	626	1604	119	2251	55	29	5	2332	12
		91%	92%	91%	89%	88%	85% <sup>off</sup>	91%	86%	84%	100%	91%	84%
1-2	194	13	178	3	70	106	18	181	9	1	-	191	2
	8%	8%	7%	7%	10% <sup>use</sup>	6%	13% <sup>use</sup>	7%	14%	3%	-	7%	16%
3-4	21	-	21	-	6	15	-	19	-	2	-	21	-
	1%	-	1%	-	1%	1%	-	1%	-	8%	-	1%	-
5-10	15	-	13	1	6	6	3	13	-	1	-	15	-
	1%	-	1%	4%	1%	-	2%	1%	-	5%	-	1%	-
11-20	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	230	13	213	4	82	127	21	214	9	5	-	227	2
	9%	8%	9%	11%	12% <sup>use</sup>	7%	15% <sup>use</sup>	9%	14%	16%	-	9%	16%
<b>Total Mean (including those not Receiving any)</b>													
Mean	0.17	0.11	0.17	0.51	0.22	0.14	0.28	0.16	0.17	0.82	0.00	0.17	0.16
Std Dev.	0.71	0.39	0.68	1.93	0.85	0.62	0.83	0.67	0.46	2.32	0.00	0.71	0.38
Std Error	0.01	0.03	0.01	0.34	0.03	0.02	0.07	0.01	0.07	0.46	0.00	0.01	0.10
<b>Receiving Mean (excluding those not Receiving any)</b>													
Mean	1.88	1.33	1.87	4.59	1.88	1.90	1.88	1.85	1.22	5.21	-	1.90	1.00
Std Dev.	1.53	0.50	1.44	4.19	1.79	1.39	1.30	1.41	0.47	3.60	-	1.54	0.00
Std Error	0.11	0.14	0.10	1.88	0.21	0.13	0.34	0.10	0.18	1.80	-	0.11	0.00

Proportions/Means: Columns Tested (5% risk level) - a-b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_12. Approximately how many of the following have you personally received in the last week through the post?

Other important items which involve postal or delivery services

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2579	-	-	1290	1289	-	-	-	-	-	-	-	860	430	430	430	429
Weighted Base	2579	**	**	1290	1289	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1481	-	-	726	755	-	-	-	-	-	-	-	475	253	249	248	258
None	2350	-	-	1173	1177	-	-	-	-	-	-	-	745	427	404	378	394
	91%	-	-	91%	91%	-	-	-	-	-	-	-	91%	91%	93%	91%	90%
1-2	194	-	-	100	94	-	-	-	-	-	-	-	60	40	30	27	37
	8%	-	-	8%	7%	-	-	-	-	-	-	-	7%	8%	7%	6%	8%
3-4	21	-	-	11	10	-	-	-	-	-	-	-	10	1	2	4	3
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	-	1%	1%	1%
5-10	15	-	-	6	8	-	-	-	-	-	-	-	3	4	-	6	2
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	-	2%	-	-
11-20	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	230	-	-	117	112	-	-	-	-	-	-	-	73	45	32	38	42
	9%	-	-	9%	9%	-	-	-	-	-	-	-	9%	9%	7%	9%	10%
<b>Total Mean (including those not Receiving any)</b>																	
Mean	0.17	-	-	0.16	0.18	-	-	-	-	-	-	-	0.15	0.17	0.11	0.26n	0.18
Std Dev.	0.71	-	-	0.61	0.79	-	-	-	-	-	-	-	0.59	0.64	0.42	1.11	0.70
Std Error	0.01	-	-	0.02	0.02	-	-	-	-	-	-	-	0.02	0.03	0.02	0.05	0.03
<b>Receiving Mean (excluding those not Receiving any)</b>																	
Mean	1.89	-	-	1.74	2.05	-	-	-	-	-	-	-	1.70	1.82	1.45	2.81	1.83
Std Dev.	1.53	-	-	1.15	1.84	-	-	-	-	-	-	-	1.16	1.15	0.63	2.57	1.45
Std Error	0.11	-	-	0.11	0.18	-	-	-	-	-	-	-	0.14	0.19	0.12	0.42	0.23

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE1\_Post. Approximately how many of the following have you personally received in the last week through the post?

All Post

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
None	441	-	441	29	184	208	230	66	58	92	66	72	61	26	124	157	159	86	385	46	406
9%	-	-	9%	4%	6%	8%	9%	10% <sup>nm</sup>	9%	9%	9%	8%	10% <sup>nm</sup>	5%	9%	9%	8%	7%	8%	9%	8%
1-2	1017	-	1017	82	495	507	504	150	131	208	146	186	92	104	281	354	382	196	911	98	924
20%	-	-	20%	12%	17% <sup>lc</sup>	20%	19%	22% <sup>l</sup>	20% <sup>l</sup>	21% <sup>l</sup>	20% <sup>l</sup>	20% <sup>l</sup>	15%	20%	21%	20%	18%	17%	20%	18%	18%
3-4	934	-	934	87	490	444	487	125	109	195	116	160	122	107	234	311	389	229	846	87	946
18%	-	-	18%	12%	17% <sup>lc</sup>	18%	19%	18%	17%	19%	16%	19%	19%	20%	17%	18%	19%	20%	18%	16%	16%
5-10	1694	-	1694	239	986	803	889	203	233	306	244	312	229	167	436	550	708	396	1522	162	1754
33%	-	-	33%	34%	35%	32%	34%	29%	36%	30%	34%	34%	36%	32%	33%	32%	34%	34%	33%	30%	34%
11-20	742	-	742	147	490	375	362	95	81	145	103	138	88	91	176	248	318	179	652	81	807
14%	-	-	14%	21%	17%	15%	14%	14%	12%	14%	14%	14%	14%	17%	13%	14%	15%	15%	14%	15%	16%
21+	333	-	333	116	185	176	155	50	39	71	43	57	41	32	89	114	131	73	274	57	324
6%	-	-	6%	17% <sup>ld</sup>	7%	7%	6%	7%	6%	7%	6%	6%	7%	6%	7%	7%	6%	6%	6%	11% <sup>lr</sup>	6%
Any Received (non-zero entry)	4720	-	4720	670	2846	2305	2397	623	594	924	651	854	574	500	1217	1576	1928	1074	4205	485	4755
91%	-	-	91%	96%	94%	92%	91%	90%	91%	91%	91%	92%	90%	93% <sup>nm</sup>	91%	91%	92%	93%	92%	91%	92%
<b>Total Mean (including those not Receiving any)</b>																					
Mean	7.46	-	7.46	12.46 <sup>d</sup>	7.87	7.55 <sup>f</sup>	7.09	7.59	7.33	7.95	7.07	7.28	7.30	7.54	7.46	7.59	7.35	7.41	7.28	6.99 <sup>r</sup>	7.55
Std Dev.	9.76	-	9.76	16.66	8.62	11.11	8.24	9.80	9.43	13.45	8.40	8.15	7.94	7.71	9.62	11.64	7.97	7.83	9.61	10.82	8.81
Std Error	0.14	-	0.14	0.67	0.16	0.22	0.16	0.38	0.36	0.43	0.32	0.26	0.29	0.36	0.26	0.29	0.17	0.23	0.14	0.58	0.12
<b>Receiving Mean (excluding those not Receiving any)</b>																					
Mean	8.15	-	8.15	13.00 <sup>d</sup>	8.42	8.56 <sup>f</sup>	7.76	8.39	8.05	8.74	7.78	7.89	8.07	7.93	8.23	8.34	7.95	8.00	7.95	6.85 <sup>r</sup>	8.19
Std Dev.	9.92	-	9.92	16.81	8.65	11.34	8.31	9.97	9.58	13.85	8.50	8.20	7.97	7.71	9.78	11.94	8.00	7.85	9.77	10.95	8.88
Std Error	0.14	-	0.14	0.69	0.17	0.24	0.17	0.41	0.38	0.47	0.34	0.27	0.31	0.37	0.28	0.31	0.18	0.23	0.15	0.62	0.13

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - n/op/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE1\_Post. Approximately how many of the following have you personally received in the last week through the post?

All Post

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
None	441	57	143	92	148	200	240	269	159	94	53	102	115	33	271	94	311	38	115	7
1-2	1017	160	312	230	315	472	545	605	392	153	120	258	222	165	609	160	792	69	340	21
3-4	834	141	322	197	275	463	472	544	385	114	137	246	261	128	644	116	783	74	335	24
5-10	1694	307	526	405	456	833	861	998	679	188	192	490	469	268	1151	188	1443	193	655	40
11-20	742	127	202	170	183	389	353	435	292	62	90	178	204	151	472	62	626	100	337	31
21+	333	93	89	85	67	182	151	225	105	28	65	66	91	70	222	28	295	56	136	8
Any Received (non-zero entry)	4720	886	1451	1085	1297	2338	2382	2806	1853	545	604	1237	1257	781	3098	553	3930	492	1803	125
Total Mean (including those not receiving any)	7.46	7.23bcd	6.89	7.05de	6.32	6.60f	6.93	7.20gh	6.99	5.68	7.44	7.11i	7.51j	6.28klm	7.41l	5.63	7.27o	8.91	8.10	8.34
Mean	8.76	14.11	8.38	9.35	7.45	10.97	8.39	10.95	7.57	7.03	8.96	8.36	8.71	14.74	8.62	7.00	10.11	8.39	8.84	7.75
Std Dev	0.14	0.40	0.21	0.29	0.21	0.21	0.17	0.21	0.16	0.29	0.36	0.23	0.23	0.50	0.15	0.28	0.15	0.36	0.20	0.75
Std Error	0.14	0.40	0.21	0.29	0.21	0.21	0.17	0.21	0.16	0.29	0.36	0.23	0.23	0.50	0.15	0.28	0.15	0.36	0.20	0.75
Receiving Mean (excluding those not receiving any)	8.15	12.51bcd	7.57	8.33de	7.05	8.68f	7.63	8.50gh	7.59	6.66	8.53	7.69	8.18	6.78klm	8.60l	6.59	8.35o	9.59	8.62	8.79
Mean	8.92	14.33	8.49	9.47	7.54	11.16	8.49	11.22	7.60	7.16	9.02	8.43	8.78	14.92	8.70	7.15	10.25	8.32	8.67	7.70
Std Dev	0.14	0.42	0.23	0.30	0.22	0.22	0.18	0.22	0.17	0.31	0.38	0.24	0.24	0.51	0.16	0.31	0.16	0.37	0.21	0.78

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QE1\_Post. Approximately how many of the following have you personally received in the last week through the post?

All Post

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
None	441	389	51	19	384	29	15	12	18	58	35	34	43	41	55	58	41	3	26
	9%	9%	7%	10%	9%	7%	8%	8%	8%	10%	8%	9%	9%	9%	8%	8%	9%	6%	7%
1-2	1017	900	117	29	885	70	39	23	49	132	63	60	85	122	143	132	91	7	63
	20%	20%	16%	15%	20%	16%	16%	16%	23%	23%	15%	16%	21%	23%	21%	19%	21%	13%	17%
3-4	934	811	123	33	777	85	44	28	37	88	84	73	84	81	125	135	69	8	77
	18%	18%	17%	17%	18%	20%	18%	20%	18%	16%	20%	19%	18%	17%	18%	19%	16%	16%	20%
5-10	1694	1448	246	67	1402	151	90	51	78	193	148	131	152	144	175	245	137	19	132
	32%	33%	34%	35%	32%	35%	36%	36%	32%	34%	33%	33%	33%	30%	26%	33%	31%	36%	32%
11-20	742	608	134	29	609	71	43	18	25	61	71	55	46	71	118	82	79	11	60
	14%	14%	19%	15%	14%	16%	17%	12%	12%	11%	17%	15%	10%	15%	17%	12%	18%	22%	16%
21+	333	282	52	13	280	26	16	11	3	34	24	21	35	22	62	54	26	4	22
	6%	6%	7%	7%	6%	6%	6%	8%	1%	6%	6%	6%	6%	5%	9%	6%	6%	7%	6%
Any Received (non-zero entry)	4720	4049	671	172	3954	404	232	131	192	508	390	341	412	439	622	648	402	49	355
	91%	91%	93%	90%	91%	93%	94%	92%	92%	90%	92%	91%	91%	91%	92%	92%	91%	94%	93%
<b>Total Mean (including those not receiving any)</b>	<b>7.46</b>	<b>7.36</b>	<b>8.09</b>	<b>8.61</b>	<b>7.38</b>	<b>7.89</b>	<b>7.92</b>	<b>7.75</b>	<b>5.82</b>	<b>6.71</b>	<b>7.47%</b>	<b>7.56%</b>	<b>7.64%</b>	<b>6.44</b>	<b>8.10%</b>	<b>7.48%</b>	<b>7.12%</b>	<b>8.62%</b>	<b>7.45%</b>
Mean	7.46	7.36	8.09	8.61	7.38	7.89	7.92	7.75	5.82	6.71	7.47%	7.56%	7.64%	6.44	8.10%	7.48%	7.12%	8.62%	7.45%
Std Dev	9.76	9.87	9.02	12.68	9.83	9.88	8.26	9.48	6.46	8.67	8.59	6.69	11.42	6.46	14.99	9.32	7.41	12.91	9.39
Std Error	0.14	0.17	0.22	0.45	0.19	0.31	0.28	0.36	0.39	0.52	0.51	0.40	0.67	0.38	0.87	0.55	0.44	0.97	0.32
<b>Receiving Mean (excluding those not receiving any)</b>	<b>8.15</b>	<b>8.06</b>	<b>8.71</b>	<b>9.54</b>	<b>8.10</b>	<b>8.46</b>	<b>8.44</b>	<b>8.46</b>	<b>6.36</b>	<b>7.47</b>	<b>8.15%</b>	<b>7.77%</b>	<b>8.44%</b>	<b>7.05</b>	<b>8.91%</b>	<b>8.15%</b>	<b>7.65%</b>	<b>10.27%</b>	<b>8.21%</b>
Mean	8.15	8.06	8.71	9.54	8.10	8.46	8.44	8.46	6.36	7.47	8.15%	7.77%	8.44%	7.05	8.91%	8.15%	7.65%	10.27%	8.21%
Std Dev	9.92	10.05	9.07	13.01	10.01	10.00	8.27	9.60	6.49	8.84	8.65	6.61	11.72	6.43	15.38	9.44	7.40	13.09	9.49
Std Error	0.14	0.18	0.22	0.48	0.21	0.32	0.29	0.38	0.41	0.55	0.53	0.41	0.73	0.40	0.83	0.58	0.46	1.02	0.33

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QE1\_Post. Approximately how many of the following have you personally received in the last week through the post?

All Post

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	1025	1025
None	441	145	29	60	98	136	123	35	32	235	67	108	134	120	37	20	242	57	44	115
	9%	8%	12%ac	7%	6%	7%	13%del	4%del	13%del	6%	13%del	5%	7%	13%del	14%del	20%del	6%	14%del	5%	7%
1-2	1017	392	73	171	281	409	195	74	47	690	121	309	418	194	52	25	727	77	145	285
	20%	22%	31%ac	19%	16%	29%cd	24%cd	21%	29%de	18%	23%de	16%	21%k	26%klp	20%	26%ka	18%	21%k	17%	16%
3-4	934	330	43	175	315	383	137	61	29	698	90	335	358	151	59	26	693	85	124	310
	18%	18%	17%	20%	18%	19%	17%	17%	18%	18%	17%	17%	18%	20%	22%	27%klp	17%	23%klp	15%	18%
5-10	1684	610	69	297	605	691	229	117	36	1296	153	705	706	187	67	17	1410	84	268	620
	33%	34%	28%	34%	33%fh	33%fh	28%	33%fh	22%	33%fh	30%	33%mmnq	33%mmnq	25%	29%	17%	33%mmnq	23%	32%	36%
11-20	742	241	17	122	293	289	101	42	16	582	58	331	289	75	41	3	620	44	137	331
	14%	13%	7%	14%cb	17%cd	14%	12%	12%	10%	15%	11%	17%mo	14%mo	10%	16%no	3%	16%mo	12%o	16%	19%
21+	333	87	6	54	161	113	29	24	5	275	29	174	123	18	8	7	297	15	115	86
	6%	5%	3%	6%	5%efgh	6%	4%	7%	3%	6%	8%	3%mmq	5%mm	2%	3%	7%mm	6%mm	4%	14%oa	5%
Any Received (non-zero entry)	4720	1660	208	819	1855	1885	694	319	133	3540	452	1833	1804	626	226	79	3747	305	799	1632
	91%	92%	88%	93%b	94%efgh	93%fh	85%	90%ch	81%	94%efgh	87%	93%mmnq	93%mmnq	84%	86%	80%	94%mmnq	84%	95%	93%
<b>Total Mean (including those not Receiving any)</b>	<b>7.46</b>	<b>6.77bc</b>	<b>4.86</b>	<b>7.04b</b>	<b>9.08efghj</b>	<b>7.23fh</b>	<b>5.78</b>	<b>6.52h</b>	<b>4.79</b>	<b>8.08efghj</b>	<b>5.97</b>	<b>8.92mmnq</b>	<b>7.40mo</b>	<b>4.93</b>	<b>5.92</b>	<b>4.94</b>	<b>8.15mmnq</b>	<b>5.65</b>	<b>3.60a</b>	<b>7.65</b>
Mean	7.46	6.77bc	4.86	7.04b	9.08efghj	7.23fh	5.78	6.52h	4.79	8.08efghj	5.97	8.92mmnq	7.40mo	4.93	5.92	4.94	8.15mmnq	5.65	3.60a	7.65
Std Dev	9.76	7.66	5.59	7.37	12.62	8.24	7.18	6.85	6.08	10.54	6.66	11.60	9.14	6.08	6.64	7.44	10.45	6.87	10.12	7.85
Std Error	0.14	0.18	0.38	0.24	0.30	0.18	0.26	0.37	0.46	0.17	0.30	0.26	0.20	0.23	0.44	0.70	0.16	0.37	0.37	0.18
<b>Receiving Mean (excluding those not Receiving any)</b>	<b>8.15</b>	<b>7.38b</b>	<b>5.55</b>	<b>7.58b</b>	<b>9.80efghj</b>	<b>7.25bh</b>	<b>6.80</b>	<b>7.23</b>	<b>5.94</b>	<b>8.61efgh</b>	<b>6.85</b>	<b>9.40mmnq</b>	<b>7.92m</b>	<b>5.87</b>	<b>6.90</b>	<b>6.19</b>	<b>8.67mq</b>	<b>6.72</b>	<b>10.14a</b>	<b>8.18</b>
Mean	8.15	7.38b	5.55	7.58b	9.80efghj	7.25bh	6.80	7.23	5.94	8.61efgh	6.85	9.40mmnq	7.92m	5.87	6.90	6.19	8.67mq	6.72	10.14a	8.18
Std Dev	9.92	7.71	5.64	7.38	12.79	8.29	7.33	6.85	6.25	10.67	6.70	11.72	9.24	6.20	6.67	7.86	10.57	6.99	10.13	7.85
Std Error	0.14	0.19	0.40	0.24	0.31	0.19	0.29	0.40	0.52	0.18	0.32	0.27	0.21	0.26	0.47	0.85	0.17	0.41	0.38	0.19

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
 \* small base

QE1\_Post. Approximately how many of the following have you personally received in the last week through the post?

All Post

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
None	441	25	409	7	113	290	37	402	17	14	3	432	6
	9%	8%	9%	8%	8%	9%	11%	8%	14%	29%	34%	8%	21%
1-2	1017	54	941	22	274	683	60	989	12	5	-	1006	11
	20%	16%	20%	28%	18%	20%	19%	20%	10%	11%	-	20%	41%
3-4	934	52	871	11	248	641	45	901	20	10	-	931	4
	18%	16%	18%	14%	17%	19%	14%	18%	17%	21%	-	18%	14%
5-10	1684	92	1580	22	474	1116	104	1650	27	8	4	1685	6
	33%	27%	33%	28%	32%	33%	32%	33%	23%	17%	43%	33%	24%
11-20	742	83	644	15	248	441	53	712	20	8	2	740	-
	14%	28% <b>b</b>	14%	18%	17% <b>a</b>	13%	16%	14%	17%	16%	22%	14%	-
21+	333	29	302	2	133	177	23	309	22	3	-	333	*
	6%	9%	6%	3%	2% <b>c</b>	5%	7%	6%	12% <b>a</b>	6%	-	7%	*
Any Received (non-zero entry)	4720	309	4336	73	1377	3058	286	4562	100	33	5	4695	20
	91%	92%	91%	92%	92%	91%	89%	92%	86%	71%	66%	92%	79%
<b>Total Mean (including those not receiving any)</b>	<b>7.46</b>	<b>9.18<b>b</b></b>	7.34	6.98	<b>8.69<b>a</b></b>	6.81	<b>8.52<b>a</b></b>	7.42	<b>10.58<b>a</b></b>	7.20	5.04	7.49	2.68
Mean	7.46	9.18 <b>b</b>	7.34	6.98	8.69 <b>a</b>	6.81	8.52 <b>a</b>	7.42	10.58 <b>a</b>	7.20	5.04	7.49	2.68
Std Dev.	9.76	11.42	9.66	6.95	12.26	8.10	11.68	9.68	12.25	12.09	4.40	9.78	2.72
Std Error	0.14	0.64	0.14	0.80	0.31	0.14	0.65	0.14	1.31	1.82	1.97	0.14	0.55
<b>Receiving Mean (excluding those not receiving any)</b>	<b>8.15</b>	<b>9.53<b>b</b></b>	8.04	7.62	<b>9.39<b>a</b></b>	7.46	<b>9.62<b>a</b></b>	8.07	<b>12.33<b>a</b></b>	10.16	7.69	8.18	3.40
Mean	8.15	9.53 <b>b</b>	8.04	7.62	9.39 <b>a</b>	7.46	9.62 <b>a</b>	8.07	12.33 <b>a</b>	10.16	7.69	8.18	3.40
Std Dev.	9.92	11.56	9.82	6.92	12.49	8.18	11.98	9.83	12.39	13.31	2.62	9.94	2.63
Std Error	0.14	0.67	0.15	0.82	0.33	0.15	0.70	0.14	1.41	2.19	1.51	0.14	0.59

Proportions/Mean: Columns Tested (5% risk level) - a,b,c - d,g,f - g,h,i,j,k,l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_Post. Approximately how many of the following have you personally received in the last week through the post?

All Post

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
None	441	154	127	92	68	42	62	50	41	42	44	-	51	41	20	18	30
	9%	12%cd	10%cd	7%	5%	10%no	14%lmnop	12%lno	9%o	10%no	11%lno	-	6%	9%o	5%	4%	7%
1-2	1017	290	296	252	178	108	85	97	115	94	87	-	159	93	67	59	52
	20%	23%cd	23%cd	20%cd	14%	25%lmop	20%lp	23%lmop	23%lmop	23%lmop	21%lp	-	19%lp	20%lp	15%	14%	12%
3-4	934	241	260	213	221	71	100	69	96	89	75	-	151	62	69	72	59
	18%	19%	20%	17%	17%	16%	23%lmop	16%	23%lmop	23%lmop	18%	-	16%	13%	20%lmop	17%	14%
5-10	1684	395	412	423	465	128	124	143	121	145	146	-	273	150	171	148	146
	33%	31%	32%	33%	36%a	30%	29%	33%	26%	35%lm	35%lm	-	33%lm	32%	38%lmh	36%lm	33%
11-20	742	148	125	219	249	52	45	52	54	28	43	-	136	83	69	80	100
	14%	11%	10%	17%ab	12%ab	12%	10%	12%	12%	7%	10%	-	17%lmj	13%lmj	13%lm	13%lmghj	23%lmghj
21+	333	62	71	91	109	31	15	16	37	13	21	-	47	44	20	39	50
	6%	5%	5%	7%	9%ab	7%l	4%	4%	9%lmj	3%	5%	-	6%	6%lmjlm	5%	9%lmjlm	11%lmjlm
Any Received (non-zero entry)	4720	1136	1164	1198	1222	390	369	377	422	370	372	-	767	431	416	398	407
	91%	88%	90%	93%a	95%ab	90%	86%	88%	88%	91%	90%	-	94%lmj	91%l	95%lmjg	96%lmjghjm	93%l
<b>Total Mean (including those not Receiving any)</b>	<b>7.46</b>	<b>6.75</b>	<b>6.53</b>	<b>7.77b</b>	<b>6.79abc</b>	<b>7.68l</b>	6.13	6.23	<b>7.37l</b>	5.26	<b>6.94l</b>	-	<b>7.36l</b>	<b>6.47lgj</b>	<b>7.37l</b>	<b>6.34ghjlm</b>	<b>6.68ghjlm</b>
Mean	7.46	6.75	6.53	7.77b	6.79abc	7.68l	6.13	6.23	7.37l	5.26	6.94l	-	7.36l	6.47lgj	7.37l	6.34ghjlm	6.68ghjlm
Std Dev.	9.76	11.76	9.41	8.50	8.86	16.12	9.95	7.31	10.71	5.56	10.70	-	7.64	9.78	6.70	10.17	9.26
Std Error	0.14	0.33	0.26	0.24	0.25	0.78	0.48	0.35	0.52	0.27	0.52	-	0.26	0.47	0.32	0.49	0.45
<b>Receiving Mean (excluding those not Receiving any)</b>	<b>8.15</b>	<b>7.66</b>	<b>7.24</b>	<b>8.38b</b>	<b>8.23abc</b>	<b>8.72l</b>	7.17	7.06	<b>8.09l</b>	5.86	<b>7.65l</b>	-	<b>7.85l</b>	<b>6.28lgj</b>	<b>7.73l</b>	<b>6.76ghjlm</b>	<b>10.40ghjlm</b>
Mean	8.15	7.66	7.24	8.38b	8.23abc	8.72l	7.17	7.06	8.09l	5.86	7.65l	-	7.85l	6.28lgj	7.73l	6.76ghjlm	10.40ghjlm
Std Dev.	9.92	12.25	9.65	8.53	8.85	16.75	10.41	7.40	10.96	5.56	11.04	-	7.65	9.86	6.65	10.19	9.20
Std Error	0.14	0.36	0.28	0.25	0.25	0.84	0.53	0.38	0.56	0.28	0.56	-	0.27	0.49	0.33	0.50	0.46

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE1 Letters. Approximately how many of the following have you personally received in the last week through the post?

All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
None	986	-	986	74	519	447	532	176	125	190	148	150	112	86	301	338	347	198	860	107	942
1-2	1891	-	1891	173	1025	849	947	220	230	363	256	352	213	168	450	618	733	380	1632	166	1764
3-4	1051	-	1051	157	590	523	522	135	129	188	158	185	144	113	264	346	442	257	949	96	1103
5-10	1026	-	1026	206	537	528	498	119	137	201	122	190	134	125	256	322	448	258	911	105	1074
11-20	227	-	227	68	124	129	97	24	25	59	30	40	28	21	49	89	89	49	187	39	225
21+	69	-	69	22	35	38	32	15	7	16	4	9	4	14	22	20	28	18	52	18	53
Any Received (non-zero entry)	4175	-	4175	626	2311	2066	2095	513	528	826	569	777	522	440	1040	1395	1739	963	3731	424	4219
Total Mean (including those not Receiving any)	3.67	-	3.67	5.96d	3.53	3.96f	3.41	3.44	3.76	4.07	3.31	3.43	3.53	4.20k	3.60	3.75	3.65	3.83	3.56	4.68r	3.60
Mean	5.62	-	5.62	8.46	4.96	6.02	5.22	5.11	6.59	7.14	5.49	4.03	3.99	5.84	5.88	6.52	4.55	4.93	5.40	7.32	4.92
Std Dev.	0.08	-	0.08	0.34	0.09	0.12	0.10	0.20	0.26	0.23	0.21	0.13	0.15	0.27	0.16	0.16	0.10	0.14	0.08	0.39	0.07
Std Error	4.54	-	4.54	6.66d	4.32	4.52f	4.27	4.62	4.65	5.91k	4.17	4.09	4.29	5.01k	4.64	4.66	4.38	4.62	4.38	5.86r	4.41
Receiving Mean (excluding those not Receiving any)	5.93	-	5.93	8.68	5.17	6.32	5.52	5.44	7.04	7.62	5.86	4.09	4.02	6.05	6.30	6.97	4.66	5.06	5.68	7.75	5.10
Mean	0.09	-	0.09	0.37	0.11	0.14	0.12	0.25	0.30	0.27	0.25	0.14	0.16	0.30	0.20	0.19	0.11	0.16	0.09	0.47	0.08
Std Dev.																					
Std Error																					

Proportions/Means: Columns Testsd (5% risk level) - ab - cd - ef - gh/ij/kl/m - n/op/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE1 Letters. Approximately how many of the following have you personally received in the last week through the post?  
 All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
None	988	155	310	204	318	464	522	574	388	169	132	214	266	121	611	170	756	87	352	21
	19%	16%	19%	17%	22% <sup>abc</sup>	18%	20%	19%	19%	27% <sup>ghlmjn</sup>	20%	16%	19%	15%	18%	26% <sup>op</sup>	18%	16%	16%	16%
1-2	1801	272	565	412	549	841	960	1044	741	239	221	488	442	288	1151	248	1455	194	720	59
	35%	25%	35% <sup>abc</sup>	35% <sup>abc</sup>	39% <sup>abc</sup>	33%	37% <sup>abc</sup>	34%	37%	37%	34%	36%	32%	35%	34%	38%	34%	37%	38%	44%
3-4	1051	195	341	246	269	536	516	641	396	113	123	298	320	159	741	114	908	117	423	14
	20%	21%	21%	21%	19%	21%	20%	21%	20%	18%	19%	22%	22%	20%	22%	18%	21%	22% <sup>abc</sup>	22% <sup>abc</sup>	14
5-10	1026	243	300	231	253	542	484	625	387	94	138	272	268	180	678	94	873	103	342	32
	20%	20% <sup>abc</sup>	19%	20%	18%	21%	19%	20%	19%	15%	21% <sup>abc</sup>	20% <sup>abc</sup>	20%	22% <sup>abc</sup>	23% <sup>abc</sup>	15%	21% <sup>abc</sup>	19%	18%	24%
11-20	227	63	60	60	44	123	104	150	74	17	36	51	60	51	146	17	201	22	70	4
	4%	7% <sup>abc</sup>	4%	5% <sup>abc</sup>	3%	5%	4%	5%	4%	3%	5%	4%	4%	6% <sup>abc</sup>	4%	3%	5%	4%	4%	3%
21+	69	19	14	25	12	33	37	42	27	5	8	16	17	17	41	5	59	5	12	3
	1%	2%	1%	2% <sup>abc</sup>	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%
Any Received (non-zero entry)	4175	791	1284	974	1127	2074	2101	2502	1624	469	526	1125	1107	693	2758	477	3495	442	1566	111
	81%	81% <sup>abc</sup>	81%	83% <sup>abc</sup>	78%	82%	80%	81%	81%	73%	83% <sup>abc</sup>	84% <sup>abc</sup>	81% <sup>abc</sup>	85% <sup>abc</sup>	85% <sup>abc</sup>	74%	82% <sup>abc</sup>	84%	82%	84%
<b>Total Mean (including those not Receiving any)</b>	3.67	3.65 <sup>abc</sup>	3.37	4.02 <sup>abc</sup>	3.05	3.87	3.48	3.85 <sup>gh</sup>	3.42	2.72	3.53	3.54 <sup>abc</sup>	3.57 <sup>abc</sup>	4.55 <sup>ghlm</sup>	3.55 <sup>abc</sup>	2.71	3.51 <sup>op</sup>	3.41	3.19	3.73
Std Dev	5.62	6.83	4.79	6.53	4.61	5.67	5.57	6.24	4.55	3.78	4.46	5.24	5.34	7.66	5.14	3.76	5.70	3.83	3.99	4.43
Std Error	0.08	0.19	0.12	0.20	0.13	0.11	0.11	0.12	0.10	0.15	0.18	0.14	0.14	0.26	0.09	0.15	0.09	0.16	0.09	0.43
<b>Receiving Mean (excluding those not Receiving any)</b>	4.54	3.52 <sup>abc</sup>	4.19	4.95 <sup>abc</sup>	3.91	4.73	4.35	4.74 <sup>gh</sup>	4.23	3.71	4.54	4.33	4.55 <sup>ghlm</sup>	4.46 <sup>abc</sup>	3.67	4.53 <sup>op</sup>	4.08	3.90	4.44	
Mean	5.93	7.11	5.01	6.89	4.89	5.94	5.92	6.61	4.71	3.98	4.56	5.45	5.60	8.04	5.35	3.96	5.98	3.84	4.09	4.49
Std Dev	0.09	0.22	0.14	0.23	0.15	0.12	0.14	0.14	0.11	0.19	0.20	0.17	0.16	0.29	0.10	0.19	0.10	0.18	0.10	0.49

Proportions/Mean: Columns Tested (5% risk level) - abc|cd - ef - gh - ij|klm|n - op - q|rs  
 \* small base



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE1 Letters. Approximately how many of the following have you personally received in the last week through the post?

All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
None	986	850	136	40	839	73	47	27	42	126	69	81	103	100	121	110	86	11	62
	19%	19%	19%	21%	19%	17%	19%	19%	20%	22%	16%	22%	23% <b>nl</b>	21%	18%	16%	19%	21%	16%
1-2	1801	1583	217	59	1524	154	76	47	78	198	136	112	164	179	219	260	154	14	140
	35%	35% <b>nl</b>	30%	31%	35%	36%	31%	33%	37%	35%	32%	30%	36%	37%	32%	40% <b>nl</b>	35%	27%	37%
3-4	1051	883	169	37	868	95	58	30	52	103	103	92	77	92	119	143	86	11	84
	20%	20%	23%	19%	20%	22%	23%	21%	25% <b>nl</b>	18%	24% <b>nl</b>	24% <b>nl</b>	17%	19%	18%	20%	19%	21%	22%
5-10	1026	859	167	45	856	88	52	31	33	102	94	69	82	92	158	125	100	11	77
	20%	19%	23%	24%	20%	20%	21%	22%	16%	16%	22%	16%	16%	19%	23% <b>nl</b>	16%	23%	21%	20%
11-20	227	205	22	4	191	18	12	6	3	30	16	15	15	17	51	27	14	3	15
	4%	5%	3%	2%	4%	4%	5%	4%	1%	5% <b>nl</b>	4%	5% <b>nl</b>	3%	4%	7% <b>nl</b>	4%	3%	5% <b>nl</b>	4%
21+	69	59	11	6	61	4	3	1	1	8	7	3	14	-	10	15	3	2	3
	1%	1%	1%	3%	1%	1%	1%	1%	1%	1%	2% <b>nl</b>	1%	2% <b>nl</b>	-	1%	2% <b>nl</b>	1%	3% <b>nl</b>	1%
Any Received (non-zero entry)	4175	3586	587	151	3499	360	200	116	167	440	356	294	352	380	557	506	357	41	310
	81%	81%	81%	79%	81%	83%	81%	81%	80%	78%	84%	78%	77%	79%	82%	83% <b>nl</b>	81%	79%	84% <b>nl</b>
<b>Total Mean (including those not Receiving any)</b>																			
Mean	3.67	3.65	3.80	4.56	3.68	3.56	3.70	3.71	2.84	3.69	3.59 <b>nl</b>	3.38	4.05 <b>nl</b>	2.92	4.43 <b>nl</b> <b>mp</b>	3.91 <b>nl</b>	3.25	4.52 <b>nl</b> <b>mp</b>	3.39
Std Dev	5.62	5.58	5.89	9.32	5.76	4.76	4.71	5.23	3.49	6.64	4.17	3.93	8.26	3.16	6.61	6.60	3.80	8.63	3.94
Std Error	0.08	0.10	0.14	0.33	0.11	0.15	0.16	0.20	0.21	0.39	0.25	0.23	0.49	0.19	0.39	0.39	0.23	0.65	0.13
<b>Receiving Mean (excluding those not Receiving any)</b>																			
Mean	4.54	4.52	4.68	5.77 <b>nl</b>	4.56	4.29	4.58	4.56	3.55	4.74	4.39 <b>nl</b>	4.52 <b>nl</b>	5.24 <b>nl</b>	3.69	5.48 <b>nl</b> <b>mp</b>	4.64	4.04	5.43 <b>nl</b> <b>mp</b>	4.05
Std Dev	5.93	5.86	6.22	10.15	6.10	4.92	4.84	5.45	3.96	7.20	4.20	3.96	9.06	3.12	6.93	6.95	3.84	9.32	3.99
Std Error	0.09	0.11	0.16	0.39	0.13	0.17	0.18	0.23	0.24	0.49	0.27	0.26	0.61	0.21	0.45	0.44	0.26	0.78	0.15

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

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QE1 Letters. Approximately how many of the following have you personally received in the last week through the post?  
 All Letter Post (invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
None	986	319	62	145	235	334	212	96	84	569	180	323	341	200	62	35	664	97	123	336
	19%	18%	28%	16%	13%	17%	27%	13%	15%	27%	15%	16%	17%	29%	17%	17%	17%	15%	15%	31%
1-2	1801	675	95	338	572	727	305	136	43	1299	178	645	725	276	97	35	1370	132	294	678
	35%	37%	40%	38%	33%	36%	37%	38%	34%	34%	34%	33%	36%	37%	36%	34%	37%	35%	35%	39%
3-4	1051	382	41	176	398	434	142	59	15	832	73	421	443	128	44	11	864	55	175	380
	20%	21%	17%	20%	22%	21%	17%	9%	1%	22%	14%	21%	22%	17%	17%	11%	22%	17%	21%	22%
5-10	1028	343	33	168	414	420	125	45	18	834	63	441	399	120	44	14	840	59	179	297
	20%	18%	14%	18%	22%	21%	15%	13%	11%	23%	12%	22%	20%	16%	17%	14%	21%	16%	21%	17%
11-20	227	64	6	35	99	79	26	18	5	179	23	96	90	18	16	3	185	19	58	38
	4%	4%	3%	4%	6%	4%	3%	2%	3%	5%	4%	5%	4%	2%	3%	3%	5%	5%	7%	2%
21+	69	23	*	18	36	27	7	*	*	63	*	34	30	4	1	*	64	1	4	16
	7%	7%	*	2%	2%	1%	1%	*	*	2%	*	2%	1%	1%	*	*	2%	*	*	1%
Any Received (non-zero entry)	4175	1486	175	735	1510	1687	605	257	80	3200	335	1638	1687	548	202	63	3325	265	710	1409
	81%	82%	74%	84%	87%	83%	74%	73%	49%	85%	65%	84%	83%	73%	77%	64%	83%	73%	85%	81%
<b>Total Mean (including those not Receiving any)</b>	<b>3.67</b>	<b>3.47b</b>	<b>2.42</b>	<b>3.71b</b>	<b>4.57e(g)h</b>	<b>3.53(g)j</b>	<b>3.88h</b>	<b>2.77h</b>	<b>1.76</b>	<b>4.05e(f)h</b>	<b>2.45</b>	<b>4.18moo</b>	<b>3.78mo</b>	<b>2.69</b>	<b>3.33</b>	<b>2.22</b>	<b>3.94moo</b>	<b>3.03</b>	<b>3.82a</b>	<b>2.99</b>
Std Dev	5.62	5.11	3.04	5.24	7.39	4.75	3.93	3.59	3.01	6.14	3.45	6.15	5.97	3.36	4.39	3.41	6.05	4.17	4.12	3.89
Std Error	0.08	0.12	0.21	0.17	0.17	0.10	0.14	0.20	0.23	0.10	0.15	0.14	0.13	0.13	0.29	0.32	0.09	0.23	0.15	0.09
<b>Receiving Mean (excluding those not Receiving any)</b>	<b>4.54</b>	<b>4.21</b>	<b>3.28</b>	<b>4.44b</b>	<b>5.27e(g)</b>	<b>4.31</b>	<b>3.89</b>	<b>3.80</b>	<b>3.60</b>	<b>4.76f</b>	<b>3.76</b>	<b>4.91m</b>	<b>4.54m</b>	<b>3.67</b>	<b>4.35</b>	<b>3.45</b>	<b>4.72m</b>	<b>4.13</b>	<b>4.48c</b>	<b>3.71</b>
Std Dev	5.93	5.35	3.12	5.45	7.71	4.89	4.12	3.71	3.45	6.40	3.65	6.42	6.28	3.44	4.55	3.72	6.35	4.38	4.12	4.01
Std Error	0.09	0.14	0.24	0.19	0.20	0.12	0.18	0.24	0.34	0.11	0.20	0.15	0.15	0.15	0.34	0.44	0.11	0.28	0.16	0.10

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
 \* small base

QE1 Letters. Approximately how many of the following have you personally received in the last week through the post?  
 All Letter Post (invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
None	986	52	914	20	276	648	61	931	20	15	3	967	16
	19%	16%	19%	25%	19%	19%	19%	19%	17%	33%	34%	19%	61%
1-2	1801	93	1683	25	493	1206	102	1753	27	14	2	1794	5
	35%	28%	35%	32%	33%	36%	31%	35%	23%	30%	23%	35%	21%
3-4	1051	79	964	9	292	702	58	1014	26	5	2	1045	5
	20%	24%	20%	11%	20%	21%	18%	20%	23%	10%	22%	20%	18%
5-10	1025	89	922	16	321	627	78	964	31	10	2	1025	**
	20%	23%	19%	23%	22%	19%	24%	20%	26%	21%	21%	20%	1%
11-20	227	20	200	7	81	125	21	219	7	*	-	227	-
	4%	6%	4%	9%	6%	4%	7%	4%	6%	1%	-	4%	-
21+	69	5	65	-	27	40	2	62	5	2	-	69	-
	7%	7%	1%	-	2%	1%	1%	7%	3%	5%	-	7%	-
Any Received (non-zero entry)	4175	283	3833	60	1214	2700	262	4032	98	31	5	4160	10
	81%	84%	81%	75%	81%	81%	81%	81%	83%	67%	66%	81%	39%
<b>Total Mean (including those not receiving any)</b>													
Mean	3.67	4.74b	3.59	3.97	4.24e	3.37	4.27a	3.64	5.80%	3.59	2.15	3.69	0.94
Std Dev	5.62	7.51	5.48	4.45	6.97	4.71	7.00	5.51	9.49	5.70	2.22	5.64	1.41
Std Error	0.08	0.42	0.08	0.51	0.18	0.08	0.39	0.08	1.02	0.86	0.99	0.08	0.29
<b>Receiving Mean (excluding those not receiving any)</b>													
Mean	4.54	5.61h	4.45	5.28	5.20e	4.17	5.28a	4.48	7.02%	5.37	3.28	4.55	2.40
Std Dev	5.93	7.86	5.78	4.41	7.39	4.91	7.44	5.79	10.03	6.27	1.89	5.94	1.24
Std Error	0.09	0.48	0.09	0.59	0.21	0.09	0.46	0.09	1.17	1.07	1.09	0.09	0.36

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1 Letters. Approximately how many of the following have you personally received in the last week through the post?  
 All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
None	996	275	250	250	211	91	101	84	81	79	90	-	147	103	76	62	73
	19%	21% <sup>d</sup>	19%	19%	16%	21%	23% <sup>a</sup>	20%	17%	19%	22%	-	18%	22% <sup>c</sup>	17%	15%	17%
1-2	1801	397	431	477	496	147	133	117	148	153	132	-	320	157	168	190	138
	35%	31%	33%	37% <sup>a</sup>	35% <sup>a</sup>	34%	31%	27%	32%	37% <sup>a</sup>	32%	-	37% <sup>a</sup>	33%	33% <sup>a</sup>	42% <sup>a</sup>	31%
3-4	1081	225	272	304	251	53	87	84	105	85	79	-	163	115	102	77	72
	20%	17%	21%	24% <sup>a</sup>	19%	12%	20% <sup>a</sup>	20% <sup>a</sup>	23% <sup>a</sup>	23% <sup>a</sup>	19%	-	23% <sup>a</sup>	24% <sup>a</sup>	23% <sup>a</sup>	18%	17%
5-10	1026	303	247	225	251	97	86	119	92	72	83	-	150	75	76	73	103
	20%	23% <sup>a</sup>	19%	17%	19%	23%	20%	22% <sup>a</sup>	20%	18%	20%	-	18%	16%	17%	18%	24% <sup>a</sup>
11-20	227	65	67	31	65	29	18	18	25	18	24	-	10	21	14	13	39
	4%	5% <sup>a</sup>	5% <sup>a</sup>	2%	5% <sup>a</sup>	12% <sup>a</sup>	4% <sup>a</sup>	4% <sup>a</sup>	5% <sup>a</sup>	4% <sup>a</sup>	5% <sup>a</sup>	-	1%	4% <sup>a</sup>	3%	3%	13% <sup>a</sup>
21+	69	26	23	5	15	14	7	5	13	3	8	-	3	1	1	1	13
	1%	2% <sup>a</sup>	2% <sup>a</sup>	1%	1%	3% <sup>a</sup>	1% <sup>a</sup>	1%	3% <sup>a</sup>	1% <sup>a</sup>	2%	-	1%	1%	1%	1%	3% <sup>a</sup>
Any Received (non-zero entry)	4175	1015	1041	1040	1079	341	330	343	383	333	325	-	671	369	361	354	364
	81%	79%	81%	81%	84% <sup>a</sup>	79%	77%	80%	83%	81%	78%	-	82%	78%	83%	85% <sup>a</sup>	83%
<b>Total Mean (including those not Receiving any)</b>	3.67	4.13 <sup>c</sup>	4.04 <sup>c</sup>	2.89	3.63 <sup>c</sup>	4.68 <sup>immo</sup>	3.78 <sup>i</sup>	3.92 <sup>immo</sup>	4.55 <sup>immo</sup>	3.28	4.23 <sup>immo</sup>	-	2.81	3.03	3.00	3.16	4.71 <sup>immo</sup>
Mean	5.62	6.85	6.87	3.20	4.61	8.10	7.06	4.97	7.53	4.00	8.19	-	3.03	3.49	3.10	3.52	6.29
Std Dev.	0.08	0.19	0.19	0.09	0.13	0.39	0.34	0.24	0.36	0.19	0.39	-	0.10	0.17	0.15	0.17	0.30
Std Error	4.54	5.23 <sup>cd</sup>	5.02 <sup>c</sup>	3.58	4.34 <sup>c</sup>	5.92 <sup>immo</sup>	4.95 <sup>immo</sup>	4.57 <sup>immo</sup>	5.51 <sup>immo</sup>	4.07 <sup>i</sup>	5.41 <sup>immo</sup>	-	3.42	3.87	3.64	3.71	6.65 <sup>immo</sup>
Mean	5.93	7.33	7.33	3.20	4.72	8.70	7.70	5.10	7.96	4.08	8.90	-	3.01	3.51	3.05	3.54	6.49
Std Dev.	0.09	0.23	0.23	0.10	0.14	0.47	0.42	0.27	0.43	0.22	0.48	-	0.11	0.19	0.16	0.19	0.34
Std Error																	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

QE1 Parcels. Approximately how many of the following have you personally received in the last week through the post?

Small and Large Parcels Combined

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
None	1844	-	1844	155	971	976	860	215	217	369	237	348	246	212	432	605	806	458	1658	171	1734
36%	-	-	36%	22%	34% <i>uc</i>	39% <i>f</i>	33%	31%	33%	36%	33%	35% <i>up</i>	39% <i>un</i>	40% <i>un</i>	32%	35%	39% <i>un</i>	39% <i>un</i>	36%	32%	34%
1-2	1951	-	1951	261	1132	908	1038	260	249	361	256	356	253	216	508	617	825	469	1752	188	1954
38%	-	-	38%	37%	40%	36%	40%	38%	38%	36%	36%	38%	40%	41%	38%	36%	40%	40%	36%	35%	38%
3-4	799	-	799	138	428	360	437	124	113	148	115	134	84	80	238	263	298	164	698	93	830
15%	-	-	15%	20% <i>ud</i>	15%	14%	17%	18%	17%	15%	16%	14%	13%	15%	18% <i>up</i>	15%	14%	14%	15%	18%	16%
5-10	509	-	509	123	271	237	268	78	69	119	101	79	45	18	146	220	142	63	431	70	566
10%	-	-	10%	16% <i>ud</i>	10%	9%	10%	11% <i>un</i>	11% <i>un</i>	12% <i>un</i>	14% <i>un</i>	9% <i>un</i>	7% <i>un</i>	3%	11% <i>un</i>	13% <i>un</i>	7%	5%	9%	13% <i>ur</i>	17%
11-20	49	-	49	15	25	26	21	12	4	11	8	8	4	1	16	19	14	6	40	8	66
9%	-	-	9%	8% <i>ud</i>	3%	1%	1%	2%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	2%	1%
21+	10	-	10	7	2	7	3	*	*	8	1	*	1	*	1	9	1	1	10	1	11
*	-	-	*	1% <i>ud</i>	*	*	*	*	*	1%	*	*	*	*	*	*	*	*	*	*	*
Any Received (non-zero entry)	3317	-	3317	544	1859	1537	1767	474	435	647	480	578	388	315	909	1128	1280	703	2932	360	3427
64%	-	-	64%	76% <i>ud</i>	66%	61%	67% <i>ur</i>	69% <i>un</i>	67%	64%	67%	62%	61%	60%	68% <i>un</i>	65%	61%	61%	64%	68%	66%
<b>Total Mean (including those not Receiving any)</b>	1.90	-	1.90	3.27 <i>ud</i>	1.80	1.87	1.91	2.16 <i>un</i>	1.92 <i>un</i>	2.26 <i>un</i>	2.10 <i>un</i>	1.66 <i>un</i>	1.60	1.33	2.04 <i>un</i>	2.20 <i>un</i>	1.56	1.48	1.86	2.23	2.04
Mean	3.02	-	3.02	5.48	2.43	3.45	2.51	2.76	2.45	4.67	2.65	2.36	2.42	1.58	2.61	3.96	2.21	2.09	3.01	3.03	3.01
Std Dev.	0.04	-	0.04	0.22	0.05	0.07	0.05	0.11	0.09	0.15	0.10	0.08	0.09	0.07	0.07	0.10	0.05	0.06	0.04	0.16	0.04
Std Error	<b>Receiving Mean (excluding those not Receiving any)</b>	2.96	-	2.96	4.20 <i>ud</i>	2.73	3.06	2.85	3.14 <i>un</i>	2.89 <i>un</i>	3.55 <i>un</i>	3.13 <i>un</i>	2.67 <i>un</i>	2.61	3.02 <i>un</i>	3.37 <i>un</i>	2.54	2.44	2.91	3.29	3.07
Mean	3.32	-	3.32	5.89	2.53	3.98	2.59	2.83	2.49	5.44	2.69	2.50	2.64	1.48	2.67	4.48	2.34	2.20	3.34	3.17	3.23
Std Dev.	0.06	-	0.06	0.27	0.06	0.10	0.06	0.13	0.12	0.21	0.12	0.10	0.12	0.09	0.09	0.13	0.06	0.08	0.06	0.20	0.06
Std Error	Proportions/Mean: Columns Testad (5% risk level) - ab - cd - ef - gh/ij/klm - no/p/q - rs																				
* small base, ** very small base (under 30) ineligible for sig testing																					

QE1\_Parcel. Approximately how many of the following have you personally received in the last week through the post?

Small and Large Parcels Combined

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
None	1844	267	574	414	589	841	1003	1064	751	262	228	510	471	228	1208	268	1454	191	683	37
36%			30%ab	33%ac	41%abcd	33%	33%ac	35%	37%	41%im	35%im	39%im	24%im	28%	33%im	41%op	34%	36%	36%	28%
1-2	1951	362	630	446	512	992	958	1154	773	230	262	507	522	303	1290	234	1626	179	804	58
	38%	38%	40%	38%	35%	39%	37%	38%	38%	36%	40%	38%	38%	37%	38%	36%	38%	34%	43%ac	44%
3-4	799	161	252	193	193	412	386	484	311	94	90	199	236	140	525	94	677	76	254	25
	15%	17%	16%	16%	13%	16%	15%	16%	15%	15%	14%	15%	17%	17%	16%	15%	16%	14%	14%	19%
5-10	509	128	131	109	141	259	250	332	162	47	67	114	129	125	311	47	441	80	154	11
	10%	14%abcd	8%	9%	10%	10%	10%	11%im	8%	7%	10%	9%	9%	13%ijlm	9%	7%	10%	15%op	8%	9%
11-20	49	24	4	12	9	27	22	35	14	4	10	9	12	12	31	4	43	4	13	-
	1%	2%abc	-	1%cd	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	-
21+	10	4	3	3	1	7	4	8	3	1	1	1	2	6	4	1	10	-	1	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	1%kl	-	-	-	-	-	-
Any Received (non-zero entry)	3317	678	1010	763	856	1697	1620	2012	1262	377	430	829	902	586	2161	380	2796	339	1235	94
	64%	67%abcd	65%cd	63%cd	59%	67%ef	62%	68%	63%	59%	65%	62%	60%kl	72%ijklm	64%	59%	65%op	64%	64%	72%
<b>Total Mean (including those not Receiving any)</b>																				
Mean	1.90	2.00abc	1.69	1.91	1.66	2.00f	1.77	2.00gh	1.70	1.59	1.59%	1.66	1.90	2.04ijklm	1.82	1.57	1.58%	2.00p	1.63	1.74
Std Dev	3.02	4.77	2.29	2.71	2.32	3.48	2.51	3.37	2.40	2.30	2.95	2.18	2.65	4.92	2.54	2.29	3.15	2.40	2.17	1.78
Std Error	0.04	0.13	0.06	0.08	0.06	0.07	0.05	0.06	0.05	0.09	0.12	0.06	0.07	0.17	0.04	0.09	0.05	0.10	0.05	0.17
<b>Receiving Mean (excluding those not Receiving any)</b>																				
Mean	2.96	3.00abc	2.64	2.94	2.60	3.04	2.87	3.10gh	2.70	2.69	3.05	2.68	2.89	3.07ijklm	2.84	2.68	3.01	3.10p	2.52	2.42
Std Dev	3.32	5.29	2.39	2.88	2.43	3.85	2.65	3.74	2.53	2.45	3.18	2.22	2.79	5.46	2.68	2.44	3.46	2.32	2.25	1.66
Std Error	0.06	0.17	0.07	0.11	0.09	0.09	0.07	0.09	0.07	0.13	0.16	0.08	0.09	0.21	0.06	0.13	0.06	0.12	0.06	0.19

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QE1\_Parcel. Approximately how many of the following have you personally received in the last week through the post?

Small and Large Parcels Combined

Base : All participants

	Rurality				Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872	
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381	
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388	
None	1844	1624	220	55	1589	128	79	48	87	218	157	123	171	181	253	246	153	10	119	
36%		47% <sup>abc</sup>	30%	29%	71% <sup>abc</sup>	30%	32%	33%	41% <sup>h</sup>	39% <sup>ij</sup>	37% <sup>kl</sup>	33% <sup>lm</sup>	38% <sup>no</sup>	37% <sup>op</sup>	39% <sup>qr</sup>	38% <sup>st</sup>	30% <sup>uv</sup>	19%	31%	
1-2	1951	1655	295	65	1625	179	94	52	74	226	157	162	170	189	204	267	176	23	157	
38%		37%	41%	34%	37%	41%	38%	37%	35%	40% <sup>lm</sup>	37%	40% <sup>lm</sup>	37%	33% <sup>lm</sup>	30%	38%	40% <sup>lm</sup>	43% <sup>lm</sup>	41% <sup>lm</sup>	
3-4	799	674	125	41	669	66	39	25	34	85	61	47	59	72	125	121	65	11	54	
15%		15%	17%	11%	15%	15%	16%	18%	16%	15%	14%	13%	13%	15%	18%	17%	15%	22%	14%	
5-10	509	436	73	25	412	51	30	15	13	31	49	39	51	36	85	68	41	6	45	
10%		10%	10%	13%	10%	12%	12%	10%	6%	5%	10% <sup>lm</sup>	10% <sup>lm</sup>	11% <sup>lm</sup>	7%	13% <sup>lm</sup>	10%	9%	11%	12% <sup>lm</sup>	
11-20	49	40	9	4	33	8	5	3	1	4	1	4	2	1	7	5	8	3	5	
1%		1%	1%	2%	1%	2% <sup>cd</sup>	2% <sup>cd</sup>	2% <sup>cd</sup>	1%	1%	1%	1%	1%	1%	1%	1%	2%	5% <sup>hijklmnop</sup>	1%	
21+	10	10	*	*	9	1	*	1	*	2	1	*	2	*	4	*	*	*	1	
Any Received (non-zero entry)	3317	2815	502	136	2749	305	168	95	123	348	269	252	285	299	425	461	290	42	263	
64%		63%	73% <sup>abc</sup>	71%	63%	70% <sup>cd</sup>	68%	67%	59%	61%	63%	61% <sup>lm</sup>	62%	62%	63%	66%	65%	61% <sup>hijklmnop</sup>	63% <sup>cd</sup>	
Total Mean (including those not receiving any)	1.90	1.86	2.01	2.33 <sup>abc</sup>	1.85	2.16 <sup>cd</sup>	2.16 <sup>cd</sup>	2.16 <sup>cd</sup>	1.64	1.58	1.75	1.84	1.85	1.57	2.44 <sup>lm</sup>	1.80	1.87	2.82 <sup>hijklmnop</sup>	2.07 <sup>lm</sup>	
Mean	3.02	3.07	2.63	3.10	3.01	2.87	2.92	3.54	2.73	2.27	2.41	2.52	2.62	2.08	5.14	2.30	2.61	3.35	2.79	
Std Dev	0.04	0.05	0.06	0.11	0.06	0.09	0.10	0.13	0.16	0.13	0.14	0.15	0.15	0.12	0.30	0.13	0.15	0.25	0.09	
Std Error	Receiving Mean (excluding those not receiving any)	2.96	2.97	2.99	3.37	2.92	3.07	3.21	3.27	2.79	2.57	2.79	2.73	2.96	2.52	3.20 <sup>lm</sup>	2.77	2.85	3.48 <sup>lm</sup>	3.00
Mean	3.32	3.42	2.73	3.21	3.35	2.99	3.05	3.90	3.08	2.42	2.51	2.64	2.76	2.14	6.04	2.33	2.76	3.40	2.92	
Std Dev	0.06	0.07	0.08	0.13	0.08	0.11	0.13	0.18	0.24	0.18	0.19	0.19	0.21	0.16	0.45	0.17	0.20	0.28	0.12	
Std Error	Proportions: Means: Columns Tested (5% risk level) - abc - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r * small base																			

QE1 Parcels. Approximately how many of the following have you personally received in the last week through the post?

Small and Large Parcels Combined

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Total	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
None	1844	342	99	342	557	711	372	112	64	1268	176	528	714	364	122	57	1242	179	255	656
	30%	39%	42%	39%	32%	35%	44% <sup>hide</sup>	32%	39%	34%	34%	27%	45% <sup>klp</sup>	51% <sup>klp</sup>	44% <sup>klp</sup>	33% <sup>klp</sup>	51% <sup>klp</sup>	49% <sup>klp</sup>	31%	31%
1-2	1951	713	102	355	659	801	280	136	63	1459	199	793	794	254	80	26	1578	106	349	691
	38%	39%	43%	40%	38%	40% <sup>klf</sup>	34%	38%	38%	39%	38%	40% <sup>mmq</sup>	39% <sup>lnoq</sup>	34%	30%	26%	40% <sup>mmq</sup>	29%	42%	40%
3-4	799	257	25	130	319	307	83	67	19	625	86	363	320	66	37	8	683	45	121	244
	15%	14%	10%	15%	16% <sup>klf</sup>	15% <sup>klf</sup>	10%	11% <sup>klf</sup>	17% <sup>klf</sup>	17% <sup>klf</sup>	18% <sup>mmq</sup>	16% <sup>mm</sup>	19%	14%	8%	8%	17% <sup>mmq</sup>	45	121	244
5-10	509	127	11	47	200	178	75	33	17	378	51	250	183	39	23	6	434	30	98	147
	10%	7%	8%	8%	11%	9%	9%	10%	10%	10%	10%	13% <sup>mm</sup>	8% <sup>mm</sup>	5%	9%	6%	11% <sup>mm</sup>	8%	17% <sup>ks</sup>	8%
11-20	49	6	1	4	11	23	7	5	2	34	7	28	15	4	1	2	42	3	9	8
	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	2%	1%	1%	1%	-
21+	10	-	-	-	9	2	-	-	-	10	-	8	2	-	-	-	10	-	-	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	3317	1104	138	538	1107	1310	445	242	101	2507	343	1433	1314	362	141	42	2747	183	570	1091
	64%	61%	58%	61%	65% <sup>klf</sup>	65% <sup>klf</sup>	54%	68% <sup>klf</sup>	61%	68% <sup>klf</sup>	68% <sup>klf</sup>	73% <sup>mmq</sup>	65% <sup>mmq</sup>	49%	54%	42%	69% <sup>mmq</sup>	51%	69% <sup>ks</sup>	62%
<b>Total Mean (including those not Receiving any)</b>	<b>1.90</b>	<b>1.51</b>	<b>1.24</b>	<b>1.45</b>	<b>2.20<sup>klf</sup></b>	<b>1.80</b>	<b>1.56</b>	<b>1.94</b>	<b>1.80</b>	<b>1.98<sup>klf</sup></b>	<b>1.89</b>	<b>2.39<sup>mmq</sup></b>	<b>1.78<sup>mm</sup></b>	<b>1.17</b>	<b>1.53</b>	<b>1.40</b>	<b>2.09<sup>mmq</sup></b>	<b>1.49</b>	<b>1.95<sup>ks</sup></b>	<b>1.59</b>
Mean	1.90	1.51	1.24	1.45	2.20 <sup>klf</sup>	1.80	1.56	1.94	1.80	1.98 <sup>klf</sup>	1.89	2.39 <sup>mmq</sup>	1.78 <sup>mm</sup>	1.17	1.53	1.40	2.09 <sup>mmq</sup>	1.49	1.95 <sup>ks</sup>	1.59
Std Dev	3.02	2.00	1.61	1.93	3.87	2.44	2.33	2.52	2.72	3.20	2.59	3.87	2.39	1.87	2.22	2.99	3.22	2.45	2.44	2.08
Std Error	0.04	0.05	0.11	0.06	0.09	0.05	0.09	0.14	0.21	0.05	0.11	0.09	0.05	0.07	0.15	0.28	0.05	0.13	0.09	0.05
<b>Receiving Mean (excluding those not Receiving any)</b>	<b>2.96</b>	<b>2.46</b>	<b>2.12</b>	<b>2.37</b>	<b>3.22<sup>ks</sup></b>	<b>2.77</b>	<b>2.86</b>	<b>2.83</b>	<b>2.94</b>	<b>2.98</b>	<b>2.86</b>	<b>3.27<sup>mm</sup></b>	<b>2.76</b>	<b>2.41</b>	<b>2.85</b>	<b>3.31</b>	<b>3.03<sup>mm</sup></b>	<b>2.95</b>	<b>2.83</b>	<b>2.55</b>
Mean	2.96	2.46	2.12	2.37	3.22 <sup>ks</sup>	2.77	2.86	2.83	2.94	2.98	2.86	3.27 <sup>mm</sup>	2.76	2.41	2.85	3.31	3.03 <sup>mm</sup>	2.95	2.83	2.55
Std Dev	3.32	2.05	1.60	1.98	4.33	2.55	2.50	2.60	2.96	3.52	2.71	4.19	2.48	2.06	2.32	3.86	3.49	2.75	2.47	2.12
Std Error	0.06	0.06	0.14	0.08	0.12	0.07	0.12	0.17	0.28	0.07	0.15	0.11	0.07	0.11	0.21	0.55	0.07	0.21	0.11	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base



QE1 Parcels. Approximately how many of the following have you personally received in the last week through the post?  
Small and Large Parcels Combined

Base : All participants

	Total	Housebound			Disability			Internet access						
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24	
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**	
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13	
None	1844	109	1702	33	472	1242	130	1753	41	30	6	1823	15	
	39%	32%	36%	42%	32%	37% <sup>df</sup>	40% <sup>df</sup>	35%	35%	35%	63%	78%	36%	58%
1-2	1951	113	1815	22	549	1314	88	1894	38	8	2	1940	9	
	38%	34%	38%	28%	37% <sup>df</sup>	39% <sup>df</sup>	27%	38%	32%	18%	22%	38%	34%	
3-4	799	60	721	18	270	475	54	774	20	4	-	797	2	
	15%	18%	15%	23%	18% <sup>df</sup>	14%	17%	16%	17%	8%	-	16%	6%	
5-10	509	48	456	5	178	284	49	486	17	5	-	508	1	
	10%	13% <sup>df</sup>	10%	6%	15% <sup>df</sup>	8%	13% <sup>df</sup>	10%	14%	1%	-	10%	3%	
11-20	49	2	45	1	16	32	1	47	2	-	-	49	-	
	1%	1%	1%	2%	1%	1%	-	1%	2%	-	-	1%	-	
21+	10	3	8	-	7	2	2	10	-	-	-	10	-	
	*	3% <sup>df</sup>	*	-	7%	*	*	*	-	-	-	*	-	
Any Received (non-zero entry)	3317	220	3044	47	1015	2106	193	3211	76	17	2	3304	11	
	64%	68%	64%	58%	69% <sup>df</sup>	63%	60%	65%	65%	37%	22%	64%	42%	
<b>Total Mean (including those not Receiving any)</b>														
Mean	1.90	2.32	1.87	1.84	2.30 <sup>df</sup>	1.69	2.17 <sup>df</sup>	1.90	2.27	1.17	0.22	1.91	1.07	
Std Dev	3.02	3.16	3.00	3.09	4.07	2.38	2.95	3.03	2.80	2.02	0.44	3.02	1.67	
Std Error	0.04	0.18	0.04	0.35	0.10	0.04	0.16	0.04	0.30	0.30	0.20	0.04	0.34	
<b>Receiving Mean (excluding those not Receiving any)</b>														
Mean	2.96	3.43	2.92	3.15	3.37 <sup>df</sup>	2.69	3.64 <sup>df</sup>	2.94	3.48	3.18	1.00	2.96	2.52	
Std Dev	3.32	3.31	3.32	3.51	4.55	2.52	3.05	3.34	2.80	2.16	-	3.33	1.71	
Std Error	0.06	0.22	0.06	0.51	0.14	0.05	0.22	0.06	0.37	0.47	-	0.06	0.49	

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QE1 Parcels. Approximately how many of the following have you personally received in the last week through the post?  
Small and Large Parcels Combined

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
None	1844	476	457	492	419	135	176	164	169	144	144	-	307	184	158	134	128
	36%	37%	35%	38% <b>d</b>	33%	31%	41% <b>ep</b>	38% <b>q</b>	37%	35%	35%	-	38% <b>l</b>	39% <b>p</b>	36%	32%	29%
1-2	1951	452	458	515	525	178	129	145	152	163	143	-	324	191	173	167	185
	38%	35%	35%	40%	41% <b>an</b>	41% <b>d</b>	30%	34%	33%	40% <b>h</b>	34%	-	40% <b>l</b>	40% <b>m</b>	40% <b>n</b>	40% <b>o</b>	42% <b>p</b>
3-4	799	204	226	171	184	66	66	71	81	73	68	-	119	52	60	68	67
	15%	16%	18% <b>c</b>	13%	15%	15%	15%	17%	19% <b>um</b>	15% <b>u</b>	16%	-	15%	11%	14%	16%	15%
5-10	509	143	121	98	148	45	55	43	48	22	50	-	61	36	46	44	58
	10%	11% <b>c</b>	9%	8%	11% <b>c</b>	10% <b>d</b>	12% <b>u</b>	10%	10% <b>d</b>	5%	12% <b>u</b>	-	7%	8%	10% <b>u</b>	11% <b>u</b>	13% <b>uu</b>
11-20	49	9	24	13	4	4	3	2	12	3	8	-	5	8	-	3	1
	1%	1%	2% <b>d</b>	1%	*	1%	1%	*	3% <b>mp</b>	1%	2% <b>mp</b>	-	1%	2%	*	1%	*
21+	10	7	2	1	-	4	1	2	*	*	2	-	1	-	-	-	-
	0%	1%	*	*	-	1%	*	*	-	-	-	-	-	-	-	-	-
Any Received (non-zero entry)	3317	814	834	798	871	297	255	263	294	268	272	-	511	288	279	282	310
	64%	63%	65%	62%	67% <b>cd</b>	69% <b>d</b>	59%	62%	63%	65%	65%	-	62%	61%	64%	68%	71% <b>qpm</b>
<b>Total Mean (including those not receiving any)</b>	1.90	2.13 <b>c</b>	2.04 <b>c</b>	1.61	1.82	2.51 <b>mm</b>	1.98	1.90	2.27 <b>lmm</b>	1.67	2.16 <b>lmm</b>	-	1.61	1.60	1.60	1.88	1.98 <b>m</b>
Mean	3.02	4.19	2.99	2.30	2.11	6.04	2.87	2.79	3.54	2.13	3.02	-	2.29	2.30	1.92	2.24	2.16
Std Dev.	0.04	0.12	0.08	0.06	0.06	0.29	0.14	0.13	0.17	0.10	0.15	-	0.08	0.11	0.09	0.11	0.10
Std Error	2.96	3.33 <b>cd</b>	3.16 <b>cd</b>	2.60	2.69	3.65 <b>m</b>	3.38 <b>lmm</b>	3.09 <b>n</b>	3.57 <b>lmmop</b>	2.57	3.29 <b>lmm</b>	-	2.58	2.63	2.50	2.78	2.79
Mean	3.32	4.86	3.21	2.44	2.06	6.99	3.05	2.99	3.89	2.16	3.19	-	2.43	2.45	1.87	2.22	2.08
Std Dev.	0.06	0.17	0.11	0.08	0.07	0.40	0.19	0.18	0.23	0.13	0.19	-	0.10	0.15	0.11	0.13	0.12
Std Error	Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/j/k/l/m/n/op																
** very small base (under 30) ineligible for sig testing																	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/j/k/l/m/n/op  
\*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE1\_DoorDrop. Approximately how many of the following have you personally received in the last week through the post?  
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	2580	-	2580	378	2202	1219	1364	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
None	951	-	951	150	801	495	454	160	163	234	116	166	74	39	323	350	279	113	807	139	882
37%	-	-	37%	39%	37%	39%	35%	47% <i>klm</i>	47% <i>klm</i>	48% <i>klm</i>	35% <i>lm</i>	34% <i>lm</i>	23%	15%	47% <i>opq</i>	43% <i>opq</i>	26% <i>q</i>	19%	36%	46% <i>r</i>	34%
1-2	641	-	641	74	567	287	351	72	83	114	91	122	82	78	155	205	281	159	565	72	652
25%	-	-	25%	19%	21% <i>ca</i>	23%	27%	21%	24%	23%	27%	25%	26%	29%	23%	25%	26%	27%	25%	24%	25%
3-4	423	-	423	63	360	207	214	50	55	71	53	69	68	57	105	125	194	125	378	40	439
16%	-	-	16%	16%	16%	16%	16%	15%	16%	15%	16%	14%	21% <i>ca</i>	22%	15%	15%	18%	21% <i>no</i>	17%	17%	17%
5-10	432	-	432	67	364	208	224	43	36	59	52	93	70	79	79	112	241	148	389	41	473
17%	-	-	17%	17%	17%	17%	17%	13%	10%	12%	16%	19% <i>hi</i>	22% <i>ghj</i>	30% <i>ghjkl</i>	11%	14%	23% <i>no</i>	26% <i>no</i>	17%	13%	18%
11-20	116	-	116	26	89	47	68	13	8	10	17	35	21	11	21	27	67	32	102	12	115
4%	-	-	4%	7%	4%	4%	5%	4%	2%	2%	5%	7% <i>hi</i>	3% <i>hi</i>	4%	3%	3%	6% <i>no</i>	5%	4%	4%	
21+	18	-	18	6	11	13	5	5	2	*	3	4	3	1	7	3	7	4	17	1	19
1%	-	-	1%	2%	1%	1%	*	1%	1%	1%	*	1%	1%	*	1%	*	1%	1%	1%	*	1%
Any Received (non-zero entry)	1629	-	1629	237	1392	762	862	182	184	255	217	323	243	225	367	472	791	468	1451	165	1698
63%	-	-	63%	61%	63%	61%	65%	53%	53%	52%	65% <i>ghj</i>	60% <i>ghj</i>	77% <i>ghijkl</i>	80% <i>ghijkl</i>	53%	57%	74% <i>no</i>	61% <i>no</i>	64% <i>ca</i>	54%	66%
<b>Total Mean (including those not Receiving any)</b>																					
Mean	2.91	-	2.91	3.62 <i>d</i>	2.78	2.94	2.87	2.84	2.12	1.97	2.81 <i>i</i>	3.46 <i>hi</i>	3.86 <i>hij</i>	3.73 <i>hij</i>	2.47	2.31	3.65 <i>no</i>	3.80 <i>no</i>	2.98	2.29	3.03
Std Dev.	4.96	-	4.96	6.50	4.62	5.91	3.84	6.59	3.50	3.07	3.93	6.69	5.24	3.31	5.27	3.47	5.59	4.47	5.08	3.86	4.65
Std Error	0.10	-	0.10	0.33	0.10	0.17	0.10	0.36	0.19	0.14	0.22	0.30	0.28	0.22	0.20	0.12	0.17	0.18	0.10	0.28	0.09
<b>Receiving Mean (excluding those not Receiving any)</b>																					
Mean	4.60	-	4.60	5.92 <i>d</i>	4.38	4.85	4.39	5.32 <i>i</i>	3.99	3.77	4.31	5.24 <i>i</i>	5.03 <i>i</i>	4.38	4.65	4.02	4.93 <i>o</i>	4.72	4.64	4.23	4.60
Std Dev.	5.58	-	5.58	7.44	5.17	6.96	3.98	8.26	3.96	3.36	4.15	7.64	5.47	3.17	6.50	3.75	6.00	4.52	5.70	4.40	5.06
Std Error	0.14	-	0.14	0.47	0.14	0.25	0.13	0.61	0.28	0.20	0.28	0.41	0.32	0.22	0.33	0.17	0.21	0.20	0.14	0.42	0.12

Proportions/Means: Columns Testad (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_DoorDrop. Approximately how many of the following have you personally received in the last week through the post?

All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
None	951	166	324	206	256	489	462	649	295	125	109	257	247	156	613	128	784	189	712	50
	37%	35%	38%	37%	36%	37%	37%	42% <sup>gh</sup>	29%	42% <sup>gh</sup>	33%	37%	34%	39%	35%	43% <sup>op</sup>	36%	36%	37%	38%
1-2	641	106	223	123	189	329	312	382	251	59	74	178	196	102	449	60	553	133	478	36
	25%	23%	26%	22%	27%	26%	25%	25%	23%	21%	23%	26%	27%	25%	26%	21%	23%	25%	25%	23%
3-4	423	65	138	103	117	203	220	222	199	41	59	100	125	60	284	41	348	87	310	27
	16%	14%	16%	19%	17%	15%	17%	14%	17%	15%	18%	14%	17%	15%	16%	14%	16%	16%	16%	20%
5-10	432	103	120	95	115	222	209	207	219	44	51	123	122	63	296	44	365	89	324	19
	17%	22% <sup>gh</sup>	14%	17%	16%	17%	17%	13%	17%	16%	16%	18%	17%	16%	17%	16%	17%	17%	17%	14%
11-20	116	22	39	25	30	60	55	72	43	6	20	28	28	20	85	6	107	30	60	6
	4%	5%	4%	5%	4%	5%	4%	5%	4%	2%	4%	4%	4%	5%	5%	2%	5%	6%	4%	5%
21+	18	8	6	2	2	14	4	13	5	3	4	4	5	1	13	3	14	3	15	-
	1%	2%	1%	-	-	1%	-	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
Any Received (non-zero entry)	1629	304	524	347	454	828	801	896	717	153	217	433	476	246	1126	154	1386	341	1207	82
	63%	63%	62%	63%	64%	63%	63%	58%	71% <sup>gh</sup>	59%	67% <sup>gh</sup>	63%	65% <sup>gh</sup>	61%	65% <sup>gh</sup>	55%	67% <sup>op</sup>	64%	63%	62%
<b>Total Mean (including those not Receiving any)</b>	<b>2.91</b>	<b>2.52<sup>gh</sup></b>	<b>2.77</b>	<b>2.88</b>	<b>2.65</b>	<b>3.06</b>	<b>2.75</b>	<b>2.72</b>	<b>3.18</b>	<b>2.45</b>	<b>3.52<sup>gh</sup></b>	<b>2.84</b>	<b>2.87</b>	<b>2.97</b>	<b>2.98</b>	<b>2.42</b>	<b>2.98</b>	<b>3.01</b>	<b>2.90</b>	<b>2.55</b>
Mean	4.96	6.25	5.59	4.13	3.66	5.84	3.82	5.50	4.01	3.80	5.04	5.02	4.18	6.88	4.70	3.78	5.18	4.09	5.25	3.54
Std Dev	0.10	0.25	0.20	0.18	0.14	0.16	0.11	0.14	0.12	0.23	0.29	0.20	0.15	0.32	0.11	0.23	0.11	0.18	0.12	0.34
Std Error	<b>4.60</b>	<b>5.54<sup>gh</sup></b>	<b>4.47</b>	<b>4.59</b>	<b>4.14</b>	<b>4.86</b>	<b>4.34</b>	<b>4.70</b>	<b>4.49</b>	<b>4.46</b>	<b>5.30</b>	<b>4.53</b>	<b>4.36</b>	<b>4.84</b>	<b>4.61</b>	<b>4.44</b>	<b>4.66</b>	<b>4.68</b>	<b>4.62</b>	<b>4.11</b>
Receiving Mean (excluding those not Receiving any)	5.58	7.04	6.55	4.39	3.69	6.75	4.01	6.54	4.10	4.16	5.36	5.71	4.48	8.27	5.16	4.15	5.84	4.26	6.00	3.71
Mean	0.14	0.34	0.29	0.24	0.18	0.22	0.15	0.22	0.15	0.33	0.38	0.28	0.20	0.47	0.15	0.33	0.15	0.23	0.17	0.46
Std Dev																				
Std Error																				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QE1\_Door-Drop. Approximately how many of the following have you personally received in the last week through the post?  
 All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
None	951	856	95	28	823	67	38	23	42	126	68	63	100	79	151	121	74	4	63
	37%	51%	26%	37%	38%	31%	31%	32%	40%	44%	32%	33%	44%	33%	43%	34%	34%	18%	33%
1-2	641	546	95	17	537	55	29	20	23	75	51	46	56	54	93	83	53	6	46
	25%	25%	26%	22%	25%	25%	23%	28%	23%	27%	24%	25%	26%	22%	27%	24%	24%	25%	25%
3-4	423	371	52	13	342	43	26	12	24	36	36	33	31	45	44	59	33	9	34
	16%	17%	14%	18%	16%	20%	21%	16%	23%	13%	17%	18%	14%	19%	13%	17%	15%	38%	18%
5-10	432	337	94	16	352	42	26	12	15	33	45	36	23	53	32	67	49	4	38
	17%	15%	23%	21%	16%	19%	21%	17%	14%	12%	16%	14%	10%	23%	9%	19%	23%	17%	13%
11-20	116	94	21	2	101	7	3	4	2	10	12	9	13	9	12	22	11	+	7
	4%	4%	6%	2%	5%	3%	3%	5%	2%	4%	6%	5%	6%	4%	3%	6%	5%	1%	4%
21+	18	15	3	*	13	2	2	*	-	2	1	-	2	-	8	-	-	-	2
	1%	1%	1%	*	1%	1%	1%	1%	-	1%	1%	-	1%	-	2%	-	-	-	1%
Any Received (non-zero entry)	1629	1364	265	48	1345	150	85	49	63	157	145	125	127	161	188	232	147	19	131
	63%	61%	71%	63%	62%	69%	69%	68%	60%	66%	63%	67%	56%	67%	55%	66%	66%	92%	61%
<b>Total Mean (including those not receiving any)</b>																			
Mean	2.91	2.78	3.64%	2.67	2.81	3.64%	3.24	3.04	2.09	2.22	3.41%	2.79	2.64	3.08%	2.84	3.18%	3.07%	3.10	3.71
Std Dev	4.96	5.05	4.25	3.32	4.40	9.08	4.46	3.99	2.47	3.49	4.89	3.35	4.80	3.58	6.64	3.49	3.67	2.62	9.57
Std Error	0.10	0.13	0.14	0.16	0.12	0.40	0.22	0.21	0.21	0.29	0.41	0.28	0.40	0.30	0.54	0.29	0.31	0.27	0.46
<b>Receiving Mean (excluding those not receiving any)</b>																			
Mean	4.60	4.53	4.98	4.22	4.53	5.28	4.69	4.45	3.47	3.99	5.69%	4.19	4.72	4.69%	5.13	4.38	4.62%	3.79	5.49
Std Dev	5.58	5.80	4.25	3.29	4.94	10.53	4.69	4.13	2.31	3.85	5.21	3.32	5.60	3.40	8.24	3.46	3.62	2.39	11.23
Std Error	0.14	0.18	0.16	0.19	0.17	0.55	0.27	0.27	0.25	0.43	0.53	0.34	0.63	0.35	0.80	0.35	0.38	0.29	0.65

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QE1\_DoorDrop. Approximately how many of the following have you personally received in the last week through the post?  
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
None	951	292	39	109	258	393	188	57	37	651	94	338	337	142	57	20	725	77	354	597
	37%	32%	44%	25%	29%	31%	41%	34%	34%	39%	34%	31%	33%	31%	43%	51%	34%	49%	41%	34%
1-2	641	237	26	105	232	262	87	35	17	493	52	272	250	72	34	8	522	42	177	484
	25%	26%	28%	24%	26%	25%	21%	21%	23%	26%	22%	25%	24%	25%	29%	21%	25%	27%	21%	27%
3-4	423	174	18	89	158	161	57	34	13	319	47	195	167	41	10	7	363	17	100	323
	16%	19%	19%	20%	18%	16%	14%	21%	17%	17%	20%	18%	16%	14%	9%	18%	17%	17%	12%	15%
5-10	432	171	8	109	162	175	51	34	4	340	38	200	183	31	15	2	384	17	135	296
	17%	19%	8%	22%	17%	18%	13%	23%	6%	13%	16%	13%	12%	10%	19%	4%	11%	16%	16%	17%
11-20	116	44	2	24	59	38	11	6	1	97	7	66	40	6	1	-	105	1	55	61
	4%	5%	2%	5%	7%	4%	3%	4%	1%	5%	3%	6%	4%	2%	1%	-	5%	1%	7%	3%
21+	18	5	3	-	7	6	2	-	2	13	2	8	5	3	-	2	13	2	11	6
	7%	1%	3%	-	1%	1%	1%	-	3%	1%	1%	1%	-	1%	-	6%	1%	2%	1%	-
Any Received (non-zero entry)	1629	631	57	320	617	645	208	110	37	1263	147	742	646	153	61	19	1387	80	479	1150
	63%	68%	60%	73%	61%	62%	51%	40%	50%	65%	61%	63%	62%	52%	49%	66%	60%	57%	65%	66%
<b>Total Mean (including those not Receiving any)</b>	<b>2.91</b>	<b>3.06</b>	<b>2.55</b>	<b>3.48</b>	<b>3.48ef</b>	<b>2.84</b>	<b>2.10</b>	<b>2.84</b>	<b>2.05</b>	<b>3.13f</b>	<b>2.59</b>	<b>3.35mm</b>	<b>2.85</b>	<b>2.02</b>	<b>1.78</b>	<b>2.35</b>	<b>3.10mm</b>	<b>1.92</b>	<b>3.22</b>	<b>2.76</b>
Mean	4.96	3.90	4.55	3.56	5.22	5.49	3.40	3.26	3.96	5.38	3.50	5.06	5.33	3.51	2.90	4.98	5.20	3.53	5.68	4.57
Std Dev	0.10	0.13	0.46	0.16	0.17	0.17	0.18	0.26	0.47	0.12	0.23	0.15	0.17	0.22	0.28	0.81	0.11	0.30	0.21	0.11
Std Error	<b>Receiving Mean (excluding those not Receiving any)</b>																			
Mean	4.60	4.47	4.28	4.64	4.94	4.57	4.11	4.30	4.10	4.75	4.25	4.88	4.56	3.90	3.45	4.82	4.73	3.78	5.60	4.19
Std Dev	5.58	3.99	5.24	3.40	5.61	6.37	3.79	3.14	4.82	6.01	3.62	5.46	6.13	4.06	3.26	6.31	5.78	4.20	6.54	5.07
Std Error	0.14	0.15	0.68	0.18	0.22	0.24	0.27	0.30	0.84	0.16	0.31	0.19	0.24	0.34	0.43	1.53	0.15	0.49	0.31	0.14

Proportions/Means: Columns Tested (5% risk level) - abc - d/ef/ghij - klmnopq - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_DoorDrop. Approximately how many of the following have you personally received in the last week through the post?

All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
None	951	61	870	20	245	645	61	891	33	18	-	942	9
	37%	39%	36%	51%	35%	37%	43%	36%	52%	57%	-	37%	59%
1-2	641	31	598	12	155	448	39	621	8	4	2	634	6
	25%	20%	25%	31%	22%	26%	28%	25%	13%	13%	32%	25%	40%
3-4	423	21	397	5	116	287	21	412	7	4	-	423	1*
	16%	14%	17%	13%	16%	17%	15%	17%	10%	13%	-	17%	1%
5-10	432	29	401	2	145	270	13	415	10	3	4	428	-
	17%	18%	17%	5%	21% <sup>insig</sup>	16%	9%	17%	16%	9%	68%	17%	-
11-20	116	11	105	*	37	75	3	107	6	2	-	115	*
	4%	7%	4%	*	5%	4%	2%	4%	9%	8%	-	5%	*
21+	18	2	15	-	6	8	4	18	-	-	-	18	-
	7%	1%	1%	-	1%	*	3% <sup>insig</sup>	1%	-	-	-	1%	-
Any Received (non-zero entry)	1629	94	1516	19	462	1087	79	1574	31	13	5	1618	6
	63%	61%	64%	49%	65%	63%	57%	64%	48%	43%	100%	63%	41%
<b>Total Mean (including those not Receiving any)</b>													
Mean	2.91	3.36	2.91	1.22	3.24	2.75	3.22	2.92	2.91	2.43	4.07	2.92	0.72
Std Dev.	4.96	4.80	5.00	1.68	4.20	4.81	8.79	4.99	4.42	4.51	2.36	4.97	1.26
Std Error	0.10	0.40	0.10	0.29	0.16	0.12	0.70	0.10	0.63	0.90	1.36	0.10	0.34
<b>Receiving Mean (excluding those not Receiving any)</b>													
Mean	4.60	5.54	4.57	2.51	4.95	4.38	5.68	4.58	6.09	5.69	4.07	4.62	1.76
Std Dev.	5.58	5.10	5.63	1.60	4.30	5.45	11.09	5.61	4.65	5.45	2.36	5.59	1.46
Std Error	0.14	0.50	0.14	0.37	0.19	0.16	1.15	0.14	0.93	1.46	1.36	0.14	0.55

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_Doordrop. Approximately how many of the following have you personally received in the last week through the post?

All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)

Base : All participants

	Total	Quarter				Month												
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2580	-	-	1200	1200	-	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1200	1200	**	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	-	475	253	249	248	259
None	951	-	-	491	460	-	-	-	-	-	-	-	-	321	170	148	138	174
	37%	-	-	38%	36%	-	-	-	-	-	-	-	-	39%	36%	34%	33%	40%
1-2	641	-	-	323	318	-	-	-	-	-	-	-	-	215	107	126	95	97
	25%	-	-	25%	25%	-	-	-	-	-	-	-	-	26%	23%	29%	23%	22%
3-4	423	-	-	198	225	-	-	-	-	-	-	-	-	114	83	79	71	70
	16%	-	-	15%	17%	-	-	-	-	-	-	-	-	14%	18%	18%	17%	17%
5-10	432	-	-	203	229	-	-	-	-	-	-	-	-	128	74	70	82	78
	17%	-	-	16%	18%	-	-	-	-	-	-	-	-	16%	16%	16%	20%	18%
11-20	116	-	-	67	48	-	-	-	-	-	-	-	-	36	31	14	22	12
	4%	-	-	5%	4%	-	-	-	-	-	-	-	-	4%	7%	3%	5%	3%
21+	18	-	-	9	9	-	-	-	-	-	-	-	-	2	6	-	8	1
	1%	-	-	1%	1%	-	-	-	-	-	-	-	-	1%	-	-	2%	-
Any Received (non-zero entry)	1629	-	-	799	830	-	-	-	-	-	-	-	-	497	302	289	278	263
	63%	-	-	62%	64%	-	-	-	-	-	-	-	-	61%	64%	66%	67%	60%
<b>Total Mean (including those not Receiving any)</b>																		
Mean	2.91	-	-	2.89	2.92	-	-	-	-	-	-	-	-	2.59	3.41in	2.49	3.74in	2.57
Std Dev.	4.96	-	-	4.81	5.10	-	-	-	-	-	-	-	-	3.89	6.05	3.15	7.46	3.64
Std Error	0.10	-	-	0.13	0.14	-	-	-	-	-	-	-	-	0.13	0.29	0.15	0.36	0.18
<b>Receiving Mean (excluding those not Receiving any)</b>																		
Mean	4.60	-	-	4.67	4.54	-	-	-	-	-	-	-	-	4.27	6.33in	3.77	6.69in	4.27
Std Dev.	5.58	-	-	5.39	5.76	-	-	-	-	-	-	-	-	4.22	6.85	3.19	8.54	3.84
Std Error	0.14	-	-	0.19	0.20	-	-	-	-	-	-	-	-	0.18	0.41	0.19	0.49	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Table 102

QE1\_Any. Approximately how many of the following have you personally received in the last week through the post? - Any Receiving Summary

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	2868
Invitations, greetings cards and postcards	1376	-	1376	326	738	686	687	200	211	283	172	214	142	154	411	455	510	296	1226	146	1320
	27%	-	27%	47% <b></b>	26%	27%	26%	29% <b>klm</b>	32% <b>klm</b>	28%	24%	23%	22%	29%	31% <b>opq</b>	26%	24%	25%	27%	27%	26%
Personal letters (e.g. from a friend or relative)	1126	-	1126	308	596	664	455	216	155	258	140	149	103	103	373	398	355	206	947	174	1013
	22%	-	22%	44% <b></b>	21%	28% <b>d</b>	17%	32% <b>ghijklm</b>	24% <b>d</b>	23% <b>klm</b>	20%	18%	16%	20%	28% <b>opq</b>	23% <b>d</b>	17%	16%	21%	33% <b>r</b>	20%
Letters from organisations that you have a relationship with	2634	-	2634	452	1428	1377	1251	281	303	492	348	546	360	304	584	839	1210	665	2320	298	2736
	51%	-	51%	65% <b>d</b>	50%	55% <b>d</b>	48%	41%	47%	48% <b>d</b>	48% <b>d</b>	59% <b>ghijkl</b>	67% <b>ghijkl</b>	68% <b>ghijkl</b>	44%	48% <b>d</b>	58% <b>no</b>	57% <b>no</b>	51%	51%	56%
Bills/ invoices/ statements	2799	-	2799	499	1489	1391	1402	360	373	610	412	482	322	239	733	1022	1044	561	2468	319	2907
	54%	-	54%	71% <b>d</b>	53%	55%	53%	52%	57% <b>klm</b>	60% <b>ghklm</b>	57% <b>klm</b>	52%	51%	45%	55% <b>opq</b>	59% <b>opq</b>	50%	48%	54%	60%	56%
Smaller parcels - that fit through a letterbox	2615	-	2615	463	1462	1239	1363	380	341	531	377	440	313	232	721	908	985	545	2313	286	2700
	57%	-	57%	66% <b>d</b>	52%	49%	52%	59% <b>klm</b>	52% <b>klm</b>	52% <b>klm</b>	53% <b>klm</b>	47%	49%	44%	54% <b>opq</b>	52% <b>opq</b>	47%	47%	50%	54%	52%
Larger parcels - that do not fit through a letterbox	2289	-	2289	430	1243	1036	1243	343	297	450	357	396	236	210	640	807	841	445	2011	261	2388
	44%	-	44%	52% <b>d</b>	44%	41%	47% <b>d</b>	59% <b>klm</b>	43% <b>d</b>	43% <b>d</b>	53% <b>klm</b>	43%	37%	46%	43% <b>opq</b>	47% <b>opq</b>	40%	38%	44%	49%	46%
Newsletters, leaflets and promotions from organisations that you have a relationship with	989	-	989	156	833	464	521	111	125	163	124	201	134	131	236	287	466	265	872	110	1046
	19%	-	19%	22%	29% <b>d</b>	18%	20%	16%	19%	16%	17%	22% <b>d</b>	21% <b>d</b>	25% <b>d</b>	18%	17%	22% <b>no</b>	23% <b>no</b>	19%	21%	20%
Addressed direct mail from organisations that you don't have a relationship with	841	-	841	138	703	420	419	88	74	108	100	193	154	123	162	209	471	277	788	66	875
	16%	-	16%	20%	25% <b>d</b>	17%	16%	13%	11%	11%	14%	21% <b>d</b>	24% <b>ghijkl</b>	23% <b>ghijkl</b>	12%	12%	23% <b>no</b>	24% <b>no</b>	17%	12%	17%
Catalogues and brochures	906	-	906	131	776	412	490	112	96	118	113	163	157	147	207	231	468	304	813	87	977
	18%	-	18%	15%	27% <b>d</b>	16%	19%	15% <b>d</b>	15%	12%	16%	13% <b>d</b>	23% <b>ghijkl</b>	20% <b>ghijkl</b>	15%	13%	22% <b>no</b>	24% <b>no</b>	18%	16%	19%
Magazines you subscribe to	340	-	340	80	260	150	150	37	47	41	34	65	48	69	84	75	181	116	295	41	365
	7%	-	7%	11%	9%	8%	6%	5%	7% <b>d</b>	4%	5%	7% <b>d</b>	8% <b>d</b>	13% <b>ghijkl</b>	6%	4%	9% <b>d</b>	10% <b>d</b>	6%	8%	7%
Items requiring a signature	887	-	887	267	454	501	380	174	144	216	131	125	66	32	317	347	223	98	735	138	806
	17%	-	17%	38% <b>d</b>	16%	20% <b>d</b>	14%	25% <b>klm</b>	22% <b>klm</b>	21% <b>klm</b>	18% <b>klm</b>	13% <b>klm</b>	10% <b>klm</b>	6%	24% <b>opq</b>	20% <b>opq</b>	11%	8%	16%	26% <b>r</b>	16%
Other important items which involve postal or delivery services	230	-	230	49	180	123	105	39	39	33	29	49	22	18	78	62	90	40	187	41	206
	4%	-	4%	7%	6%	5%	4%	6%	6% <b>d</b>	3%	4%	5%	4%	3%	6% <b>d</b>	4%	4%	3%	4%	6% <b>d</b>	4%
All Post	4720	-	4720	670	2646	2305	2397	623	594	924	651	854	574	500	1217	1576	1928	1074	4205	485	4755
	91%	-	91%	96%	94%	92%	91%	90%	91%	91%	92%	92%	90%	93% <b>d</b>	91%	91%	92%	93%	92%	91%	92%
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	4175	-	4175	626	2311	2066	2095	513	526	826	569	777	522	440	1040	1395	1739	963	3731	424	4219
	87%	-	87%	63% <b>d</b>	82%	82%	80%	74%	81% <b>d</b>	83% <b>d</b>	79%	84% <b>d</b>	83% <b>d</b>	84% <b>d</b>	78%	81%	84% <b>klm</b>	83% <b>klm</b>	81%	80%	82%
Small and Large Parcels Combined	3317	-	3317	544	1859	1537	1767	474	435	647	480	578	388	315	909	1128	1280	703	2932	380	3427
	64%	-	64%	53% <b>d</b>	66%	61%	67% <b>d</b>	49% <b>klm</b>	67%	64%	67%	62%	61%	60%	63% <b>d</b>	65%	61%	61%	64%	66%	66%
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	1629	-	1629	237	1392	762	622	182	184	255	217	323	243	225	367	472	791	468	1451	165	1698
	32%	-	32%	34%	49% <b>d</b>	30%	33%	26%	28%	25%	30%	35% <b>ghl</b>	38% <b>ghl</b>	43% <b>ghl</b>	27%	27%	38% <b>no</b>	40% <b>no</b>	32%	31%	33%

Proportions/Mean: Column Totals (5% risk level) - ab - cd - ef - ghijklm - nlo/pq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QE1\_Any.** Approximately how many of the following have you personally received in the last week through the post? - Any Receiving Summary

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined			State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Invitations, greetings cards and postcards	1376	330	419	317	310	750	627	891	465	120	175	368	362	287	905	122	1204	152	449	41
27%		33% <b>abcd</b>	23% <b>cd</b>	27% <b>cd</b>	21%	30% <b>cd</b>	24%	29% <b>gh</b>	23%	19%	27% <b>cd</b>	27% <b>cd</b>	26% <b>cd</b>	33% <b>ijklm</b>	27% <b>cd</b>	19%	28% <b>cd</b>	29%	23%	31%
Personal letters (e.g. from a friend or relative)	1126	307	303	281	236	610	516	782	348	117	155	269	285	242	709	117	964	126	364	25
22%		31% <b>abcd</b>	19%	24% <b>abcd</b>	16%	29% <b>cd</b>	20%	25% <b>gh</b>	17%	18%	24%	20%	21%	30% <b>ijklm</b>	21%	18%	23%	24%	19%	
Letters from organisations that you have a relationship with	2634	569	830	586	650	1398	1236	1539	1066	268	317	709	726	447	1752	273	2230	273	1001	65
51%		60% <b>abcd</b>	52% <b>cd</b>	50%	45%	50% <b>cd</b>	47%	50%	53%	42%	48%	53% <b>cd</b>	52% <b>cd</b>	55% <b>cd</b>	52% <b>cd</b>	42%	52% <b>cd</b>	52%	52%	
Bills/ invoices/ statements	2799	538	860	647	754	1398	1401	1779	987	318	345	760	752	463	1857	318	2344	302	995	73
54%		57%	54%	55%	52%	55%	53%	58% <b>gh</b>	49%	50%	53%	57% <b>cd</b>	55%	57% <b>cd</b>	55%	49%	55% <b>cd</b>	57%	52%	
Smaller parcels - that fit through a letterbox	2615	530	814	616	655	1343	1271	1580	1002	301	361	619	711	489	1690	304	2200	278	940	79
51%		50% <b>cd</b>	51% <b>cd</b>	52% <b>cd</b>	45%	48% <b>cd</b>	46%	47%	50%	47%	47%	52% <b>cd</b>	46%	50% <b>cd</b>	50%	47%	52%	52%	49%	
Large parcels - that do not fit through a letterbox	2289	491	673	526	598	1165	1124	1415	840	267	270	593	605	434	1468	267	1925	246	822	62
44%		52% <b>abcd</b>	42%	45%	41%	46%	43%	46% <b>gh</b>	42%	42%	41%	44%	44%	53% <b>ijklm</b>	44%	41%	45%	46%	43%	
Newsletters, leaflets and promotions from organisations that you have a relationship with	989	194	305	231	258	490	490	549	432	84	138	238	295	156	671	84	837	214	732	43
19%		21%	19%	20%	18%	20%	19%	18%	21% <b>cd</b>	13%	13% <b>cd</b>	16%	13% <b>cd</b>	16% <b>cd</b>	13%	13%	23% <b>cd</b>	40%	38%	
Addressed direct mail from organisations that you don't have a relationship with	841	170	269	198	205	439	402	447	385	68	113	234	257	123	603	68	732	164	644	33
16%		18%	17%	17%	14%	17%	15%	15%	14% <b>cd</b>	11%	11% <b>cd</b>	11% <b>cd</b>	11% <b>cd</b>	15%	10% <b>cd</b>	11%	17% <b>cd</b>	31%	34%	
Catalogues and brochures	906	169	299	202	236	469	438	464	429	83	122	253	267	127	841	83	775	176	675	55
18%		18%	19%	17%	16%	18%	17%	15%	21% <b>cd</b>	13%	13% <b>cd</b>	13% <b>cd</b>	11% <b>cd</b>	16%	19% <b>cd</b>	13%	19% <b>cd</b>	33%	35%	
Magazines you subscribe to	340	90	114	52	85	203	137	176	160	35	48	99	89	56	236	35	295	77	247	16
7%		9% <b>cd</b>	7% <b>cd</b>	4%	6%	6% <b>cd</b>	5%	6%	8% <b>cd</b>	5%	7%	7%	6%	7%	7%	5%	7%	15%	13%	
Items requiring a signature	887	256	227	231	173	482	404	661	213	86	118	207	238	201	563	86	769	90	261	14
17%		27% <b>abcd</b>	14%	20% <b>abcd</b>	12%	19% <b>cd</b>	15%	21% <b>cd</b>	11%	13%	18%	15%	17%	23% <b>ijklm</b>	17%	13%	13% <b>cd</b>	17%	14%	
Other important items which involve postal or delivery services	236	43	71	47	69	113	116	133	94	34	31	59	54	34	144	34	180	63	150	17
4%		4%	4%	4%	5%	4%	4%	4%	5%	5%	5%	4%	4%	4%	5%	5%	4%	12% <b>cd</b>	8%	
All Post	4720	888	1451	1085	1297	2338	2382	2806	1853	545	604	1237	1257	781	3098	553	3939	492	1803	125
91%		92% <b>cd</b>	91%	92%	90%	92%	91%	91%	92%	85%	92% <b>cd</b>	91% <b>cd</b>	92% <b>cd</b>	91% <b>cd</b>	92% <b>cd</b>	85%	92% <b>cd</b>	93%	94%	
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	4175	791	1284	974	1127	2074	2101	2502	1624	469	526	1125	1107	693	2755	477	3405	442	1568	111
81%		84% <b>cd</b>	81%	83% <b>cd</b>	78%	82%	80%	81%	81%	73%	80% <b>cd</b>	84% <b>cd</b>	81% <b>cd</b>	85% <b>cd</b>	82% <b>cd</b>	74%	82% <b>cd</b>	84%	82%	
Small and Large Parcels Combined	3317	678	1019	763	866	1697	1620	2012	1262	377	490	829	902	586	2161	380	2786	339	1235	94
54%		52% <b>abcd</b>	54% <b>cd</b>	53% <b>cd</b>	59%	57% <b>cd</b>	62%	65%	63%	59%	60%	62%	65% <b>cd</b>	62% <b>cd</b>	64%	59%	65% <b>cd</b>	64%	64%	
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	1629	304	524	347	454	828	801	896	717	153	217	433	476	246	1126	154	1386	341	1207	82
32%		32%	33%	29%	31%	33%	31%	29%	36% <b>cd</b>	24%	33% <b>cd</b>	32% <b>cd</b>	35% <b>cd</b>	30%	33% <b>cd</b>	24%	33% <b>cd</b>	64%	63%	

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QE1\_Any.** Approximately how many of the following have you personally received in the last week through the post? - Any Receiving Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Invitations, greetings cards and postcards	1376	1192	184	43	1160	121	58	37	51	152	118	107	116	116	228	25%	107	15	106
Personal letters (e.g. from a friend or relative)	1126	979	147	28	963	84	47	31	43	104	75	71	105	99	217	159	91	10	68
Letters from organisations that you have a relationship with	2634	2227	407	109	2191	227	137	79	97	274	232	186	217	238	362	373	213	24	204
Bills/ invoices/ statements	2799	2401	398	93	2346	229	139	85	112	293	238	202	244	242	380	387	248	27	202
Smaller parcels - that fit through a letterbox	2615	2232	383	111	2163	248	125	79	97	263	207	204	232	223	344	365	229	34	214
Larger parcels - that do not fit through a letterbox	2289	1931	357	99	1889	213	123	63	81	225	188	170	192	207	315	319	192	34	179
Newsletters, leaflets and promotions from organisations that you have a relationship with	989	829	160	30	803	96	58	32	36	78	83	76	77	94	110	148	90	13	83
Addressed direct mail from organisations that you don't have a relationship with	841	697	144	20	691	77	51	22	28	70	78	68	56	88	125	168	87	7	70
Catalogues and brochures	906	751	155	29	738	84	45	30	32	97	78	70	73	93	119	80	11	83	
Magazines you subscribe to	340	275	65	13	281	35	14	9	12	28	29	22	30	42	43	48	29	6	29
Items requiring a signature	887	759	128	39	783	60	42	22	27	90	70	64	99	77	189	97	70	9	51
Other important items which involve postal or delivery services	230	198	32	6	197	19	11	3	8	14	18	11	27	34	43	22	19	3	16
All Post	4720	4049	671	172	3954	404	232	131	192	508	390	341	412	439	622	648	402	49	355
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	4175	3588	587	151	3489	360	200	116	167	440	356	294	352	380	557	596	357	41	319
Small and Large Parcels Combined	3317	2815	502	136	2749	305	168	95	123	348	269	252	283	299	425	461	290	42	263
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	1629	1364	265	48	1345	150	85	49	63	157	145	125	127	161	188	232	147	19	131

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QE\_1\_Any.** Approximately how many of the following have you personally received in the last week through the post? - Any Receiving Summary

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
		Use 2nd class all/most of the time and Not Working (c)																		
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2088	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Invitations, greetings cards and postcards	1376	439	39	216	548	565	162	84	16	1113	100	543	595	150	64	16	1138	80	276	364
	27%	24%	17%	23%	31% <sup>gh</sup>	33% <sup>gh</sup>	23% <sup>h</sup>	24% <sup>h</sup>	10%	33% <sup>gh</sup>	19% <sup>h</sup>	33% <sup>gh</sup>	33% <sup>gh</sup>	20%	24%	16%	33% <sup>gh</sup>	22%	33% <sup>gh</sup>	21%
Personal letters (e.g. from a friend or relative)	1126	321	32	138	444	463	145	52	18	907	70	440	471	148	44	14	911	58	251	264
	22%	18%	13%	16%	25% <sup>gh</sup>	23% <sup>gh</sup>	18%	15%	11%	24% <sup>gh</sup>	13%	22% <sup>gh</sup>	23% <sup>gh</sup>	20%	17%	14%	23% <sup>gh</sup>	16%	30% <sup>gh</sup>	15%
Letters from organisations that you have a relationship with	2634	951	108	490	1024	1050	340	160	45	2074	206	1097	1050	308	125	31	2147	156	382	958
	51%	53%	46%	53% <sup>h</sup>	53% <sup>gh</sup>	53% <sup>gh</sup>	42% <sup>h</sup>	45% <sup>h</sup>	26%	53% <sup>gh</sup>	40% <sup>h</sup>	49% <sup>gh</sup>	49% <sup>gh</sup>	41%	43% <sup>h</sup>	31%	54% <sup>gh</sup>	43%	46%	53% <sup>gh</sup>
Bills/ invoices/ statements	2799	927	112	427	1036	1123	391	180	56	2158	236	1099	1149	348	131	45	2249	176	488	882
	54%	51%	47%	49%	59% <sup>gh</sup>	63% <sup>gh</sup>	49% <sup>h</sup>	51% <sup>h</sup>	34%	67% <sup>gh</sup>	49% <sup>h</sup>	66% <sup>gh</sup>	67% <sup>gh</sup>	47%	50%	45%	66% <sup>gh</sup>	49%	59% <sup>gh</sup>	50%
Smaller parcels - that fit through a letterbox	2615	857	106	422	950	1045	358	165	77	1995	243	1120	1034	289	119	31	2154	150	455	837
	51%	47%	40%	48%	34% <sup>h</sup>	32% <sup>h</sup>	44%	47%	47%	32% <sup>h</sup>	17%	32% <sup>h</sup>	31% <sup>h</sup>	39%	45%	32%	34% <sup>h</sup>	41%	35% <sup>h</sup>	48%
Larger parcels - that do not fit through a letterbox	2289	741	92	351	881	859	293	178	68	1740	246	1052	866	230	98	31	1918	129	384	745
	44%	41%	39%	40%	50% <sup>gh</sup>	43% <sup>h</sup>	36%	50% <sup>gh</sup>	41%	46% <sup>gh</sup>	48% <sup>gh</sup>	54% <sup>gh</sup>	43% <sup>h</sup>	31%	37%	31%	48% <sup>gh</sup>	36%	46%	43%
Newsletters, leaflets and promotions from organisations that you have a relationship with	909	374	28	103	388	390	128	69	18	768	87	473	389	90	22	6	852	28	306	682
	19%	21% <sup>h</sup>	12%	12% <sup>h</sup>	22% <sup>h</sup>	22% <sup>h</sup>	19% <sup>h</sup>	16%	12%	20% <sup>h</sup>	11%	24% <sup>gh</sup>	19% <sup>gh</sup>	12%	9%	6%	22% <sup>gh</sup>	8%	37%	39%
Addressed direct mail from organisations that you don't have a relationship with	841	355	26	106	340	336	94	53	14	677	67	401	340	64	26	7	742	34	244	597
	16%	20% <sup>h</sup>	11%	11% <sup>h</sup>	19% <sup>h</sup>	17% <sup>h</sup>	12%	15%	9%	18% <sup>h</sup>	13%	20% <sup>gh</sup>	17% <sup>gh</sup>	9%	10%	8%	19% <sup>gh</sup>	9%	29%	34%
Catalogues and brochures	906	365	32	213	343	360	126	60	15	703	75	399	367	89	32	14	756	47	282	624
	18%	20%	13%	14% <sup>h</sup>	24% <sup>h</sup>	20% <sup>h</sup>	18% <sup>h</sup>	15%	17%	9%	14%	20% <sup>gh</sup>	18% <sup>h</sup>	12%	12%	15%	19% <sup>gh</sup>	13%	34%	36%
Magazines you subscribe to	340	124	11	72	159	113	38	26	4	272	31	152	137	33	8	6	289	15	128	212
	7%	7%	5%	8%	9% <sup>gh</sup>	6%	5%	7%	3%	7% <sup>h</sup>	6%	8% <sup>gh</sup>	7%	4%	3%	6%	7% <sup>h</sup>	4%	15%	12%
Items requiring a signature	887	204	27	71	347	341	118	57	22	688	79	405	338	100	31	10	742	41	165	196
	17%	13% <sup>h</sup>	11%	8%	23% <sup>h</sup>	17%	14%	16%	13%	18% <sup>h</sup>	15%	21% <sup>gh</sup>	17%	13%	12%	10%	13% <sup>gh</sup>	11%	20% <sup>h</sup>	11%
Other important items which involve postal or delivery services	230	61	12	31	83	86	29	24	4	169	28	105	83	28	5	5	189	10	107	123
	4%	3%	5%	3%	5%	4%	4%	7%	2%	4%	5%	5%	4%	4%	2%	5%	5%	3%	13% <sup>h</sup>	7%
All Post	4720	1660	208	819	1655	1885	694	319	133	3540	452	1853	1864	628	228	79	3747	305	789	1632
	91%	92%	88%	93% <sup>h</sup>	94% <sup>gh</sup>	93% <sup>gh</sup>	85%	90% <sup>h</sup>	81%	94% <sup>gh</sup>	87%	92% <sup>gh</sup>	93% <sup>gh</sup>	84%	86%	80%	94% <sup>gh</sup>	84%	95%	93%
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	4175	1486	175	735	1519	1687	605	257	80	3206	338	1638	1687	546	202	63	3325	265	710	1409
	81%	82% <sup>h</sup>	74%	74% <sup>h</sup>	87% <sup>gh</sup>	83% <sup>gh</sup>	74% <sup>h</sup>	73% <sup>h</sup>	49%	85% <sup>gh</sup>	85% <sup>h</sup>	84% <sup>gh</sup>	83% <sup>gh</sup>	73%	77%	64%	83% <sup>gh</sup>	73%	85% <sup>gh</sup>	81%
Small and Large Parcels Combined	3317	1104	138	538	1197	1310	445	242	101	2507	343	1433	1314	362	141	42	2747	183	578	1091
	64%	61%	58%	61%	68% <sup>h</sup>	65% <sup>h</sup>	54%	68% <sup>h</sup>	61%	66% <sup>h</sup>	66% <sup>h</sup>	73% <sup>gh</sup>	65% <sup>gh</sup>	49%	54%	42%	69% <sup>gh</sup>	51%	69% <sup>h</sup>	62%
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	1629	631	57	326	617	646	208	110	37	1263	147	742	648	153	61	19	1387	80	479	1150
	32%	35% <sup>h</sup>	24%	24% <sup>h</sup>	35% <sup>h</sup>	32% <sup>h</sup>	25%	31%	23%	33% <sup>h</sup>	28%	38% <sup>gh</sup>	32% <sup>gh</sup>	20%	23%	20%	35% <sup>gh</sup>	22%	57%	66% <sup>h</sup>

Proportions: Means: Columns Tested (5% risk level) - a-b/c - d/e/gh/hj - k/l/m/n/op/q - rs  
 \* small base

QE1\_Any. Approximately how many of the following have you personally received in the last week through the post? - Any Receiving Summary

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Invitations, greetings cards and postcards	1376	142	1214	20	445	822	109	1303	56	10	2	1368	7
27%	43% <b>ab</b>	26%	23%	33% <b>d</b>	25%	33% <b>e</b>	33% <b>f</b>	26%	43% <b>gh</b>	20%	21%	27%	26%
Personal letters (e.g. from a friend or relative)	1126	123	982	21	377	656	93	1048	64	11	-	1122	4
22%	37% <b>ab</b>	21%	26%	25% <b>d</b>	20%	29% <b>e</b>	29% <b>f</b>	21%	53% <b>gh</b>	24%	-	22%	15%
Letters from organisations that you have a relationship with	2634	187	2414	33	795	1690	149	2552	54	21	2	2627	5
51%	56%	51%	41%	53%	50%	46%	46%	51%	47%	44%	21%	51%	19%
Bills/ invoices/ statements	2799	185	2568	46	843	1796	160	2692	75	21	5	2788	5
54%	55%	54%	57%	57%	54%	50%	50%	54%	64%	45%	66%	54%	21%
Smaller parcels - that fit through a letterbox	2615	195	2364	35	833	1631	151	2526	65	15	2	2606	7
51%	59% <b>ab</b>	50%	44%	59% <b>d</b>	49%	47%	47%	51%	56%	33%	22%	51%	26%
Larger parcels - that do not fit through a letterbox	2289	169	2080	40	755	1385	149	2214	54	11	-	2279	10
44%	50%	44%	50%	61% <b>d</b>	41%	46%	46%	45%	46%	23%	-	44%	37%
Newsletters, leaflets and promotions from organisations that you have a relationship with	909	57	925	7	293	649	47	949	22	10	5	981	3
19%	17%	19%	9%	20%	19%	15%	15%	19%	19%	20%	66%	19%	10%
Addressed direct mail from organisations that you don't have a relationship with	841	55	778	8	255	548	38	813	17	11	-	841	-
16%	16%	16%	10%	17%	16%	12%	12%	16%	15%	23%	-	16%	-
Catalogues and brochures	906	55	840	11	288	602	37	866	25	9	2	901	4
18%	17%	18%	14%	18% <b>d</b>	15% <b>d</b>	11%	11%	17%	22%	20%	23%	18%	14%
Magazines you subscribe to	340	22	318	-	116	206	18	322	13	3	2	338	7
7%	6%	7%	-	8%	6%	6%	6%	6%	17%	6%	22%	7%	1%
Items requiring a signature	887	80	783	14	321	490	76	836	38	9	-	883	4
17%	21% <b>ab</b>	17%	18%	22% <b>d</b>	15%	23% <b>e</b>	23% <b>f</b>	17%	33% <b>gh</b>	19%	-	17%	14%
Other important items which involve postal or delivery services	230	13	213	4	82	127	21	214	9	5	-	227	2
4%	4%	4%	6%	9% <b>d</b>	4%	6%	6%	4%	8%	10%	-	4%	9%
All Post	4720	309	4338	73	1377	3058	286	4562	100	33	5	4605	20
81%	92%	91%	92%	92%	91%	89%	89%	92%	86%	71%	66%	92%	79%
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	4175	283	3833	60	1214	2700	262	4032	96	31	5	4160	10
81%	84%	81%	75%	81%	81%	81%	81%	81%	83%	83%	66%	81%	39%
Small and Large Parcels Combined	3317	226	3044	47	1018	2106	193	3211	76	17	2	3304	11
64%	68%	64%	58%	68% <b>d</b>	63%	60%	60%	65%	65%	37%	22%	64%	42%
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	1629	94	1516	19	462	1087	79	1574	31	13	5	1618	6
32%	28%	32%	24%	31%	32% <b>d</b>	25%	25%	32%	26%	28%	66%	32%	23%

Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - d/e/f - gh/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_Any. Approximately how many of the following have you personally received in the last week through the post? - Any Receiving Summary

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248
Invitations, greetings cards and postcards	1376	383	351	244	398	164	117	102	132	101	117	-	154	90	85	83
27%	30% <sup>c</sup>	27% <sup>c</sup>	19%	31% <sup>c</sup>	38% <sup>ghjklmno</sup>	27% <sup>klmno</sup>	24%	29% <sup>klmno</sup>	25%	26% <sup>klmno</sup>	-	19%	19%	19%	20%	53% <sup>efghijklmno</sup>
Personal letters (e.g. from a friend or relative)	1126	316	295	243	272	135	81	100	126	77	93	-	154	89	95	78
22%	24% <sup>c</sup>	23%	19%	21%	31% <sup>ghjklmno</sup>	19%	23%	27% <sup>klmno</sup>	19%	22%	-	19%	19%	22%	19%	23%
Letters from organisations that you have a relationship with	2634	613	682	684	655	198	192	222	280	213	209	-	433	251	227	224
51%	47%	63% <sup>a</sup>	63% <sup>a</sup>	51%	46%	45%	52%	56% <sup>efgh</sup>	52%	50%	-	53% <sup>f</sup>	53%	52%	54% <sup>f</sup>	47%
Bills/ invoices/ statements	2798	707	722	693	677	222	228	258	248	248	-	442	251	250	225	202
54%	55%	56%	54%	52%	51%	53%	60% <sup>ab</sup>	54%	55%	59% <sup>ab</sup>	-	54% <sup>ab</sup>	53%	57% <sup>ab</sup>	54%	46%
Smaller parcels - that fit through a letterbox	2615	650	668	622	674	232	212	206	253	207	208	-	408	214	218	219
51%	50%	52%	48%	52%	54%	49%	48%	65% <sup>lm</sup>	50%	50%	-	50%	45%	50%	53%	54% <sup>lm</sup>
Larger parcels - that do not fit through a letterbox	2289	578	581	528	601	212	176	191	189	180	212	-	335	194	183	191
44%	45%	45%	41%	47% <sup>bc</sup>	49% <sup>c</sup>	41%	45%	41%	44%	51% <sup>efghlmno</sup>	-	41%	41%	42%	46%	52% <sup>efghlmno</sup>
Newsletters, leaflets and promotions from organisations that you have a relationship with	889	-	-	476	513	-	-	-	-	-	-	-	297	179	167	175
19%	-	-	37% <sup>ab</sup>	49% <sup>ab</sup>	-	-	-	-	-	-	-	-	36% <sup>efghj</sup>	36% <sup>efghj</sup>	36% <sup>efghj</sup>	42% <sup>efghj</sup>
Addressed direct mail from organisations that you don't have a relationship with	841	-	-	404	437	-	-	-	-	-	-	-	256	148	150	156
16%	-	-	31% <sup>ab</sup>	34% <sup>ab</sup>	-	-	-	-	-	-	-	-	31% <sup>efghj</sup>	31% <sup>efghj</sup>	34% <sup>efghj</sup>	37% <sup>efghj</sup>
Catalogues and brochures	906	-	-	464	442	-	-	-	-	-	-	-	276	188	152	161
18%	-	-	36% <sup>ab</sup>	34% <sup>ab</sup>	-	-	-	-	-	-	-	-	34% <sup>efghj</sup>	40% <sup>efghj</sup>	35% <sup>efghj</sup>	39% <sup>efghj</sup>
Magazines you subscribe to	340	-	-	161	179	-	-	-	-	-	-	-	87	75	57	66
7%	-	-	33% <sup>ab</sup>	34% <sup>ab</sup>	-	-	-	-	-	-	-	-	11% <sup>efghj</sup>	10% <sup>efghj</sup>	11% <sup>efghj</sup>	13% <sup>efghj</sup>
Items requiring a signature	887	247	275	168	197	103	69	75	110	73	92	-	104	63	52	80
17%	19% <sup>c</sup>	21% <sup>cd</sup>	13%	15%	24% <sup>efghlmno</sup>	16%	18%	24% <sup>efghlmno</sup>	18%	22% <sup>efghlmno</sup>	-	13%	13%	12%	19% <sup>lm</sup>	15%
Other important items which involve postal or delivery services	230	-	-	117	112	-	-	-	-	-	-	-	73	45	32	38
4%	-	-	9% <sup>ab</sup>	9% <sup>ab</sup>	-	-	-	-	-	-	-	-	9% <sup>efghj</sup>	9% <sup>efghj</sup>	7% <sup>efghj</sup>	9% <sup>efghj</sup>
All Post	4720	1136	1164	1198	1222	390	369	377	422	370	372	-	767	431	416	398
91%	88%	90%	93% <sup>a</sup>	95% <sup>ab</sup>	90%	86%	88%	91%	90%	89%	-	84% <sup>efg</sup>	91% <sup>f</sup>	95% <sup>efghj</sup>	96% <sup>efghjlm</sup>	93% <sup>f</sup>
All Letter Post (invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	4175	1015	1041	1040	1079	341	330	343	383	333	325	-	671	369	361	354
81%	79%	81%	81%	84% <sup>bc</sup>	79%	77%	80%	83%	83%	81%	78%	-	82%	78%	83%	85% <sup>lm</sup>
Small and Large Parcels Combined	3317	814	834	798	871	297	255	263	294	268	272	-	511	288	279	282
64%	63%	65%	62%	67% <sup>bc</sup>	69% <sup>f</sup>	59%	62%	63%	65%	65%	65%	-	62%	61%	64%	68%
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	1629	-	-	799	830	-	-	-	-	-	-	-	497	302	289	276
32%	-	-	32% <sup>ab</sup>	34% <sup>ab</sup>	-	-	-	-	-	-	-	-	61% <sup>efghj</sup>	61% <sup>efghj</sup>	63% <sup>efghj</sup>	63% <sup>efghj</sup>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QE1\_Mean\_Total. Approximately how many of the following have you personally received in the last week through the post? - Total Mean (including those not Receiving any) Summary

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	5161	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Invitations, greetings cards and postcards	0.83	0.83	1.32d	0.82	0.78	0.88	0.61	0.59g	0.77g	0.75	0.72	0.82g	1.48hjk	0.75	0.76	0.94no	1.12no	0.83	0.83	0.74
Personal letters (e.g. from a friend or relative)	0.45	0.45	1.17d	0.40	0.99	0.31	0.78hijk	0.47kjm	0.61hijk	0.36i	0.30i	0.22	0.32i	0.64opq	0.51pq	0.28	0.26	0.40	0.97	0.38
Letters from organisations that you have a relationship with	1.27	1.27	1.78d	1.24	1.43j	1.12	0.95	0.96	1.35gh	1.13	1.46ghj	1.52ghj	1.48ghj	0.95	1.26n	1.46no	1.50no	1.24	1.47	1.33
Bills/ invoices/ statements	1.13	1.13	1.69d	1.07	1.17	1.09	1.10	1.44ghijk	1.34hijk	1.06	0.96	0.98	0.92	1.77pq	1.22pq	0.96	0.95	1.08	1.51r	1.16
Smaller parcels - that fit through a letterbox	0.99	0.99	1.61d	0.95	0.99	0.97	1.09kjm	1.02nm	1.18km	1.03m	0.89m	0.91m	0.68	1.05pq	1.11pq	0.84	0.81	0.97	1.09	1.05
Larger parcels - that do not fit through a letterbox	0.91	0.91	1.65d	0.84	0.88	0.94	1.07kjm	0.90im	1.10kjm	1.07kjm	0.78	0.69	0.65	0.99pq	1.09pq	0.72	0.67	0.89	1.14r	0.99
Newsletters, leaflets and promotions from organisations that you have a relationship with	0.98	0.98	1.04	0.97	0.89	1.07	0.77	0.93	0.82	0.97	1.18pq	1.10	1.17pq	0.85	0.88	1.14no	1.13no	0.99	0.92	1.06
Addressed direct mail from organisations that you don't have a relationship with	0.93	0.93	0.87	0.94	1.01	0.86	0.68	0.43	0.55	0.78h	1.44h	1.55ghj	1.15ghj	0.55	0.64	1.40no	1.37no	0.99	0.54	0.97
Catalogues and brochures	0.78	0.78	1.26d	0.70	0.77	0.79	1.13i	0.49	0.46	0.91ni	0.65i	0.99hkl	1.06hkl	0.81	0.64	0.97g	1.02g	0.80	0.59	0.79
Magazines you subscribe to	0.21	0.21	0.45d	0.17	0.27	0.16	0.25	0.27	0.13	0.15	0.18	0.23	0.35kl	0.26o	0.14	0.24g	0.29g	0.21	0.25	0.21
Items requiring a signature	0.35	0.35	1.05d	0.28	0.44f	0.26	0.49hijk	0.37kjm	0.63hijk	0.29m	0.23m	0.18	0.09	0.43pq	0.49pq	0.18	0.14	0.32	0.58r	0.31
Other important items which involve postal or delivery services	0.17	0.17	0.31d	0.14	0.20	0.14	0.19	0.28i	0.11	0.13	0.23	0.12	0.10	0.23oq	0.12	0.17	0.11	0.14	0.37r	0.16
All Post	7.46	7.46	12.46d	7.87	7.85j	7.09	7.50	7.33	7.95	7.07	7.28	7.30	7.54	7.46	7.59	7.35	7.41	7.28	8.99r	7.55
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	3.67	3.67	5.95d	3.53	3.98j	3.41	3.44	3.76	4.07	3.31	3.43	3.53	4.09h	3.60	3.75	3.65	3.83	3.56	4.89r	3.60
Small and Large Parcels Combined	1.90	1.90	3.27d	1.80	1.87	1.91	2.16kjm	1.92m	2.26kjm	2.10kjm	1.66m	1.60	1.33	2.04pq	2.20pq	1.56	1.48	1.86	2.23	2.04
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	2.91	2.91	3.62d	2.78	2.94	2.87	2.84	2.12	1.97	2.91i	3.46h	3.88h	3.73h	2.47	2.31	3.65no	3.80no	2.98	2.29	3.03

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijk|lm - nop|q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QE1\_Mean\_Total. Approximately how many of the following have you personally received in the last week through the post? - Total Mean (including those not Receiving any) Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Invitations, greetings cards and postcards	0.83	1.02bcd	0.82	0.86	0.69	0.90f	0.76	0.80	0.87	0.47	0.68i	0.90j	0.85l	1.03jn	0.84l	0.47	0.67o	0.70	0.69	0.99s
Personal letters (e.g. from a friend or relative)	0.45	0.70bcd	0.33	0.62bcd	0.28	0.46	0.43	0.56h	0.28	0.37	0.42k	0.34	0.42k	0.76jkn	0.39	0.36	0.46o	0.48r	0.33	0.60r
Letters from organisations that you have a relationship with	1.27	1.70bcd	1.15	1.35d	1.05	1.38f	1.19	1.26	1.31	0.97	1.33i	1.22j	1.25l	1.56kn	1.25l	0.97	1.32o	1.18	1.17	1.10
Bills/ invoices/ statements	1.13	1.09bd	1.07	1.18	1.03	1.15	1.10	1.23h	0.96	0.92	1.18i	1.18i	1.15j	1.18i	1.17j	0.90	1.16o	1.05	0.99	1.04
Smaller parcels - that fit through a letterbox	0.99	1.29bcd	0.91	0.99	0.87	1.05f	0.92	1.03	0.92	0.84	1.10k	0.84	0.98	1.33kn	0.95	0.84	1.02	1.03r	0.84	0.90
Larger parcels - that do not fit through a letterbox	0.91	1.33bcd	0.78	0.92	0.79	0.98f	0.85	1.00h	0.78	0.74	0.90	0.82	0.92	1.31kn	0.88	0.73	0.96o	0.99r	0.79	0.84
Newsletters, leaflets and promotions from organisations that you have a relationship with	0.98	1.07	0.89	1.05	0.98	0.96	1.01	0.94	1.05	0.77	1.33kmm	0.80	1.07k	0.94	1.01k	0.76	1.00	1.10	0.97	0.72
Addressed direct mail from organisations that you don't have a relationship with	0.93	1.08	0.95	0.96	0.80	1.00	0.87	0.85	1.07	0.73	1.04	0.92	0.92	1.13	0.94	0.73	0.97	0.92	0.95	0.73
Catalogues and brochures	0.78	1.05	0.73	0.74	0.70	0.84	0.72	0.74	0.84	0.76	0.88	0.90	0.69	0.67	0.81	0.74	0.78	0.70	0.79	0.93
Magazines you subscribe to	0.21	0.39bcd	0.20	0.13	0.18	0.27	0.16	0.20	0.23	0.20	0.28	0.23	0.19	0.23	0.22	0.19	0.22	0.28	0.20	0.16
Items requiring a signature	0.35	0.69bcd	0.28	0.32d	0.22	0.43f	0.27	0.45h	0.19	0.22	0.35	0.25	0.36	0.65kn	0.31	0.21	0.38o	0.27	0.23	0.13
Other important items which involve postal or delivery services	0.17	0.17	0.16	0.16	0.18	0.16	0.17	0.17	0.17	0.20	0.24i	0.18	0.12	0.14	0.17	0.19	0.16	0.20	0.16	0.20
All Post	7.46	9.67bcd	6.89	7.68d	6.32	8.00f	6.93	7.78h	6.99	5.68	7.34i	7.11j	7.51l	9.38kn	7.41l	5.63	7.77o	8.91	8.10	8.34
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	3.67	4.76bcd	3.37	4.02bd	3.05	3.87	3.48	3.85h	3.42	2.72	3.63i	3.64j	3.67l	4.55kn	3.65l	2.71	3.61o	3.41	3.19	3.73
Small and Large Parcels Combined	1.90	2.62bcd	1.69	1.91	1.66	2.03f	1.77	2.43h	1.70	1.59	1.98k	1.66	1.90	2.84kn	1.82	1.57	1.86o	2.02r	1.63	1.74
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	2.91	3.58d	2.77	2.88	2.65	3.06	2.75	2.72	3.18	2.45	3.53i	2.84	2.87	2.97	2.98	2.42	2.98	3.01	2.90	2.55

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base



QE1\_Mean\_Total. Approximately how many of the following have you personally received in the last week through the post? - Total Mean (including those not Receiving any) Summary

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Invitations, greetings cards and postcards	0.83	0.81	0.95	1.67a	0.84	0.82	0.79	0.69	0.55	1.11mp	0.80m	0.85m	0.95mp	0.51	0.88hmp	0.88mp	0.63	1.09m	0.78m
Personal letters (e.g. from a friend or relative)	0.45	0.45c	0.42	0.26	0.46	0.37	0.32	0.46	0.28	0.39	0.42m	0.36	0.54kmp	0.30	0.70hjkmp	0.51mp	0.36	0.74hkmpr	0.32
Letters from organisations that you have a relationship with	1.27	1.25	1.39	1.56	1.25	1.29	1.45	1.38	0.93	1.19	1.39hm	1.19	1.26	1.07	1.45hm	1.34h	1.16	1.50h	1.26h
Bills/ invoices/ statements	1.13	1.14	1.03	1.08	1.13	1.09	1.14	1.18	1.07	1.00	1.07	1.03	1.30	1.04	1.35h	1.07	1.10	1.50hkmpr	1.03
Smaller parcels - that fit through a letterbox	0.99	0.98	1.01	1.17	0.96	1.16d	1.07	1.14d	0.83	0.82	0.98	0.93	1.00	0.78	1.25im	0.90	0.99	1.47hkmpr	1.12hm
Larger parcels - that do not fit through a letterbox	0.91	0.90	0.99	1.22a	0.89	1.00	1.11d	1.04	0.81	0.76	0.77	0.91	0.85	0.79	1.19hjn	0.90	0.88	1.35hkmpr	0.95
Newsletters, leaflets and promotions from organisations that you have a relationship with	0.98	0.95	1.15	1.11	0.95	1.13	1.23	1.17	0.72	0.74	1.23m	0.98	0.82	0.95	0.85	1.13	1.02	1.12	1.13h
Addressed direct mail from organisations that you don't have a relationship with	0.93	0.88	1.24c	0.66	0.88	1.45d	1.13	0.76	0.68	0.64	1.07im	0.95m	0.91	1.11im	0.59	0.96n	1.03n	0.84	1.53
Catalogues and brochures	0.78	0.74	1.01	0.62	0.77	0.82	0.74	0.90	0.56	0.71	0.83	0.73	0.73	0.72	1.12	0.59	0.81	0.83	0.82
Magazines you subscribe to	0.21	0.21	0.25	0.28	0.21	0.24	0.15	0.22	0.13	0.14	0.27	0.12	0.19	0.30k	0.29	0.19	0.21	0.31	0.23
Items requiring a signature	0.35	0.34	0.37	0.54	0.36	0.29	0.33	0.30	0.22	0.30	0.25	0.39	0.32	0.27	0.67hkmpr	0.26	0.36	0.52j	0.25
Other important items which involve postal or delivery services	0.17	0.17	0.15	0.13	0.16	0.10	0.17	0.07	0.16	0.08	0.16	0.10	0.19	0.27i	0.26i	0.14	0.20	0.20	0.12
All Post	7.46	7.36	8.09	8.61	7.38	7.89	7.92	7.75	5.82	6.71	7.47h	7.06h	7.64h	6.44	9.10hm	7.45h	7.12h	9.63hkmpr	7.65h
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	3.67	3.65	3.80	4.56	3.68	3.56	3.70	3.71	2.84	3.69	3.68hm	3.38	4.05m	2.92	4.43hkmpr	3.91hm	3.25	4.62hkmpr	3.39
Small and Large Parcels Combined	1.90	1.88	2.01	2.38a	1.85	2.16d	2.18d	2.18d	1.64	1.58	1.75	1.84	1.85	1.57	2.44im	1.80	1.87	2.82hkmpr	2.07im
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	2.91	2.78	3.66ac	2.67	2.81	3.64d	3.24	3.04	2.09	2.22	3.41im	2.79	2.64	3.05m	2.84	2.85h	3.07h	3.10	3.71

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QE\_Mean\_Total. Approximately how many of the following have you personally received in the last week through the post? - Total Mean (including those not Receiving any) Summary

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Invitations, greetings cards and postcards	0.83	0.99b	0.44	1.22b	1.22efghj	0.76efghj	0.49h	0.44	0.28	0.97afghj	0.39	1.00im	0.83mo	0.50	0.81m	0.36	0.91m	0.69m	0.74	0.69
Personal letters (e.g. from a friend or relative)	0.45	0.38bc	0.18	0.24	0.53fj	0.46f	0.33	0.34	0.36	0.49fj	0.35	0.46mq	0.51mq	0.33	0.34	0.30	0.48mq	0.33	0.68s	0.23
Letters from organisations that you have a relationship with	1.27	1.26	0.97	1.39b	1.56efghj	1.26fj	0.96h	1.03h	0.53	1.40fghj	0.87	1.45mnoq	1.29m	0.89	1.08	0.79	1.37mq	1.00	1.04	1.23r
Bills/ invoices/ statements	1.13	0.92	0.83	0.85	1.23ghj	1.12h	1.19h	0.95h	0.59	1.18h	0.84	1.19mo	1.15	0.97	1.10	0.76	1.17m	1.00	1.58s	0.84
Smaller parcels - that fit through a letterbox	0.99	0.79	0.64	0.79	1.12ef	0.93	0.85	0.97	0.91	1.02	0.95	1.17mq	0.97m	0.64	0.92m	0.75	1.07m	0.87m	1.04s	0.81
Larger parcels - that do not fit through a letterbox	0.91	0.71	0.59	0.66	1.07ef	0.86f	0.70	0.97f	0.89	0.96f	0.94f	1.22mnoqp	0.83mq	0.53	0.61	0.65	1.02mq	0.62	0.93	0.79
Newsletters, leaflets and promotions from organisations that you have a relationship with	0.98	0.93	0.59	1.01b	1.17ef	0.92	0.79	1.10h	0.41	1.04h	0.89	1.16mq	0.96mq	0.79	0.38	0.19	1.06mq	0.33	1.09	0.93
Addressed direct mail from organisations that you don't have a relationship with	0.93	1.11	0.80	1.32	1.02f	1.06	0.60	0.74	0.52	1.04f	0.67	1.09m	1.02	0.59	0.77	0.24	1.01	0.64	0.90	0.95
Catalogues and brochures	0.78	0.81	1.00	0.93	1.00ef	0.67	0.57	0.69	1.06	0.82	0.80	0.96m	0.67m	0.46	0.54	1.67	0.82	0.82	0.92	0.71
Magazines you subscribe to	0.21	0.21	0.17	0.22	0.26ef	0.18	0.14	0.30	0.06	0.23	0.23	0.24	0.21	0.18	0.09	0.25	0.22	0.13	0.31s	0.17
Items requiring a signature	0.35	0.17c	0.13	0.10	0.48ef	0.30	0.24	0.30	0.27	0.38f	0.29	0.49im	0.29	0.20	0.19	0.31	0.39im	0.22	0.37s	0.16
Other important items which involve postal or delivery services	0.17	0.11	0.12	0.13	0.16	0.16	0.11	0.37def	0.09	0.16	0.28f	0.17	0.17	0.16	0.18	0.18	0.17	0.18	0.23s	0.14
All Post	7.46	6.77b	4.86	7.04b	9.06efghj	7.23h	5.78	6.52h	4.79	8.08efghj	5.97	8.92mnoq	7.40mq	4.93	5.92	4.94	8.15mnoq	5.65	9.60s	7.65
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	3.67	3.47b	2.42	3.71b	4.57efghj	3.59fghj	2.88h	2.77h	1.76	4.05efghj	2.45	4.10mq	3.78mq	2.69	3.33	2.22	3.94mq	3.03	3.82s	2.99
Small and Large Parcels Combined	1.90	1.51	1.24	1.45	2.20ef	1.80	1.56	1.94	1.80	1.98f	1.89	2.39mnoqp	1.79m	1.17	1.53	1.40	2.09mq	1.49	1.98s	1.59
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	2.91	3.06	2.55	3.48	3.48ef	2.84	2.10	2.84	2.05	3.13f	2.59	3.36mq	2.85	2.02	1.78	2.35	3.10mq	1.92	3.22	2.76

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
\* small base

QE1\_Mean\_Total. Approximately how many of the following have you personally received in the last week through the post? - Total Mean (including those not Receiving any) Summary

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Invitations, greetings cards and postcards	0.83	1.11b	0.81	0.72	1.00e	0.73	1.10e	0.82	1.32gk	0.55	0.42	0.83	0.35
Personal letters (e.g. from a friend or relative)	0.45	0.93bc	0.42	0.38	0.53e	0.39	0.65e	0.43	1.14gkl	0.65	0.00	0.45	0.18
Letters from organisations that you have a relationship with	1.27	1.41	1.25	1.70	1.42e	1.19	1.41	1.28	1.09	1.33	0.42	1.28	0.19
Bills/ invoices/ statements	1.13	1.28	1.11	1.17	1.28e	1.06	1.10	1.10	2.45gk	1.07	1.32	1.13	0.23
Smaller parcels - that fit through a letterbox	0.99	1.20b	0.96	0.92	1.20e	0.89	1.00	0.98	1.33	0.60	0.22	0.99	0.42
Larger parcels - that do not fit through a letterbox	0.91	1.03	0.91	0.91	1.10e	0.81	1.17e	0.92	0.93	0.57	0.00	0.92	0.65
Newsletters, leaflets and promotions from organisations that you have a relationship with	0.98	0.99	0.99	0.41	1.10f	0.96	0.68	0.98	0.99	0.93	3.04	0.98	0.22
Addressed direct mail from organisations that you don't have a relationship with	0.93	1.31	0.92	0.41	1.05	0.91	0.60	0.95	0.55	0.70	0.00	0.94	0.02
Catalogues and brochures	0.78	0.81	0.78	0.40	0.81	0.70	1.53de	0.78	0.92	0.56	0.69	0.78	0.48
Magazines you subscribe to	0.21	0.25	0.21	-	0.36e	0.18	0.30	0.21	0.45	0.25	0.34	0.21	0.01
Items requiring a signature	0.35	0.52	0.34	0.31	0.50e	0.26	0.58e	0.34	0.81gk	0.30	0.00	0.35	0.17
Other important items which involve postal or delivery services	0.17	0.11	0.17	0.51	0.22	0.14	0.28	0.16	0.17	0.82	0.00	0.17	0.16
All Post	7.46	9.18b	7.34	6.98	6.68e	6.81	6.52e	7.42	10.58gk	7.20	5.04	7.49	2.68
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	3.67	4.74b	3.59	3.97	4.24e	3.37	4.27e	3.64	5.80gk	3.59	2.15	3.69	0.94
Small and Large Parcels Combined	1.90	2.32	1.87	1.84	2.30e	1.69	2.17e	1.90	2.27	1.17	0.22	1.91	1.07
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	2.91	3.36	2.91	1.22	3.24	2.75	3.22	2.92	2.91	2.43	4.07	2.92	0.72

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_Mean\_Total. Approximately how many of the following have you personally received in the last week through the post? - Total Mean (including those not Receiving any) Summary

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Invitations, greetings cards and postcards	0.83	1.85cd	0.85c	0.34	1.89bc	1.29jlmno	1.29jlmno	0.63lmno	1.11jlmno	0.45i	0.96jlmno	-	0.31	0.38	0.37	0.35	1.54efghlmno
Personal letters (e.g. from a friend or relative)	0.45	0.53cd	0.52cd	0.34	0.41c	0.68fllmno	0.33	0.58fllmp	0.67fllmnp	0.31	0.55fllmp	-	0.32	0.36	0.42i	0.42	0.39
Letters from organisations that you have a relationship with	1.27	1.31	1.43cd	1.20	1.14	1.38	1.10	1.44p	1.55fp	1.31p	1.40p	-	1.19	1.23	1.19	1.23	1.00
Bills/ invoices/ statements	1.13	1.25cd	1.24cd	1.01	1.00	1.38p	1.10p	1.27p	1.10p	1.21p	1.34p	-	0.99	1.06	1.03p	1.16p	0.82
Smaller parcels - that fit through a letterbox	0.99	1.11c	1.07c	0.83	0.93	1.33lmn	1.10m	0.89	1.20lmn	0.93	1.07m	-	0.86	0.78	0.86	0.97	0.96
Larger parcels - that do not fit through a letterbox	0.91	1.03c	0.97c	0.77	0.89	1.16ln	0.89	1.01	1.07ln	0.74	1.05ln	-	0.75	0.82	0.74	0.91	1.02ln
Newsletters, leaflets and promotions from organisations that you have a relationship with	0.98	-	-	1.02	0.94	-	-	-	-	-	-	-	0.96	1.13	0.87	1.09	0.88
Addressed direct mail from organisations that you don't have a relationship with	0.93	-	-	0.86	1.01	-	-	-	-	-	-	-	0.83	0.90	0.75	1.46i	0.83
Catalogues and brochures	0.78	-	-	0.82	0.74	-	-	-	-	-	-	-	0.64	1.13i	0.62	0.96ln	0.65
Magazines you subscribe to	0.21	-	-	0.20	0.23	-	-	-	-	-	-	-	0.17	0.25	0.25	0.22	0.21
Items requiring a signature	0.35	0.48cd	0.44cd	0.22	0.24	0.69lmnp	0.36	0.41ln	0.55lmnp	0.31n	0.45lmnp	-	0.20	0.26	0.17	0.31n	0.24
Other important items which involve postal or delivery services	0.17	-	-	0.16	0.18	-	-	-	-	-	-	-	0.15	0.17	0.11	0.25n	0.18
All Post	7.46	6.75	6.53	7.77i	6.79abc	7.8i	6.13	6.23	7.37i	5.26	6.54i	-	7.36	6.47fp	7.37i	9.34fghijn	6.66ghlmn
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	3.67	4.13c	4.04c	2.89	3.63i	4.68lmno	3.79i	3.92lmn	4.58lmno	3.28	4.23lmn	-	2.81	3.03	3.00	3.16	4.74lmno
Small and Large Parcels Combined	1.90	2.13c	2.04c	1.61	1.82	2.51lmn	1.98	1.90	2.27lmn	1.67	2.15lmn	-	1.61	1.60	1.60	1.88	1.98ln
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	2.91	-	-	2.89	2.92	-	-	-	-	-	-	-	2.59	3.44ln	2.49	3.74lnp	2.57

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QE1\_Mean\_Receiving. Approximately how many of the following have you personally received in the last week through the post? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Invitations, greetings cards and postcards	3.11	3.11	2.83	3.13	2.85	3.38	2.09	2.75	2.76	3.13	3.99g	3.67j	5.06lm	2.43	2.90	3.94n	4.39no	3.13	3.02	2.88
Personal letters (e.g. from a friend or relative)	2.06	2.06	2.66d	1.91	2.23	1.81	2.60i	1.98h	2.41i	1.86	1.85	1.33	1.63	2.28pq	2.22pq	1.64	1.48	1.95	2.66r	1.93
Letters from organisations that you have a relationship with	2.49	2.49	2.75	2.46	2.61f	2.36	2.32	2.06	2.78h	2.34	2.47h	2.67h	2.56h	2.19	2.60n	2.55n	2.62n	2.46	2.62	2.50
Bills/ invoices/ statements	2.08	2.08	2.36d	2.04	2.11	2.04	2.11	2.52hj	2.23jk	1.85	1.85	1.92	2.02	2.32pq	2.07	1.91	1.96	2.02	2.51r	2.06
Smaller parcels - that fit through a letterbox	1.94	1.94	2.44d	1.84	2.01	1.88	1.98m	1.95m	2.22m	1.95m	1.86m	1.84	1.55	1.96a	2.11pq	1.78	1.72	1.93	2.03	2.02
Larger parcels - that do not fit through a letterbox	2.06	2.06	2.69d	1.92	2.14	1.99	2.16m	1.95m	2.48km	2.15m	1.83	1.86	1.63	2.08pq	2.34pq	1.79	1.75	2.02	2.32	2.13
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.56	2.56	2.59	2.56	2.41	2.70	2.37	2.59	2.46	2.61	2.83	2.59	2.36	2.49	2.52	2.63	2.47	2.56	2.54	2.60
Addressed direct mail from organisations that you don't have a relationship with	2.86	2.86	2.45	2.94	3.02	2.70	2.65	2.00	2.48	2.57	3.64	3.18	2.47	2.35	2.53	3.18	2.86	2.90	2.46	2.86
Catalogues and brochures	2.22	2.22	3.73d	1.96	2.35	2.11	3.46	1.77	1.92	2.66	2.04	1.99	1.90	2.68	2.28	1.98	1.95	2.22	2.07	2.09
Magazines you subscribe to	1.62	1.62	2.17d	1.44	1.80f	1.39	2.33	1.99	1.58	1.53	1.34	1.55	1.34	2.14pq	1.56	1.39	1.43	1.58	1.84	1.49
Items requiring a signature	2.02	2.02	2.16d	1.76	2.23	1.76	1.94	1.69	2.82hjk	1.61	1.71	1.70	1.57	1.82	2.42p	1.69	1.66	2.02	2.15	1.98
Other important items which involve postal or delivery services	1.89	1.89	2.43	1.74	2.02	1.73	1.68	2.48	1.59	1.52	2.28	1.70	1.43	2.07	1.56	1.96	1.58	1.72	2.70	2.00
All Post	8.15	8.15	13.00d	8.42	8.56f	7.76	8.39	8.05	8.74	7.78	7.89	8.07	7.93	8.23	8.34	7.95	8.00	7.95	9.85r	8.19
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	4.54	4.54	6.56d	4.32	4.82f	4.27	4.62	4.65	5.01k	4.17	4.09	4.29	5.01k	4.64	4.66	4.38	4.62	4.38	5.88r	4.41
Small and Large Parcels Combined	2.96	2.96	4.20d	2.73	3.06	2.85	3.14km	2.89m	3.56km	3.13km	2.67m	2.61	2.23	3.02pq	3.37pq	2.54	2.44	2.91	3.29	3.07
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	4.60	4.60	5.92d	4.38	4.85	4.39	5.31	3.99	3.77	4.31	5.24l	5.03l	4.38	4.65	4.02	4.93o	4.72	4.64	4.23	4.60

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_Mean\_Receiving. Approximately how many of the following have you personally received in the last week through the post? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Invitations, greetings cards and postcards	3.11	2.92	3.13	3.20	3.19	3.04	3.20	2.76	3.76h	2.52	2.56	3.27	3.23	2.92	3.12	2.50	3.06	2.44	2.96	3.17
Personal letters (e.g. from a friend or relative)	2.06	2.14	1.71	2.06h	1.74	1.93	2.21	2.26h	1.61	2.01	1.84	1.71	2.00	2.61h	1.86	2.01	2.04	2.02	1.73	3.13
Letters from organisations that you have a relationship with	2.49	2.83h	2.21	2.72h	2.34	2.46	2.52	2.51	2.47	2.31	2.76h	2.30	2.36	2.85h	2.41	2.29	2.51	2.28	2.25	2.23
Bills/ invoices/ statements	2.08	2.26	1.99	2.15	1.98	2.09	2.06	2.13	1.96	1.84	2.27i	2.08	2.10	2.08	2.12	1.84	2.11	1.84	1.91	1.88
Smaller parcels - that fit through a letterbox	1.94	2.39h	1.78	1.89	1.92	1.99	1.90	2.01	1.84	1.79	2.00	1.82	1.89	2.31h	1.89	1.78	1.97	1.96h	1.71	1.50
Larger parcels - that do not fit through a letterbox	2.06	2.66h	1.84	2.06	1.91	2.14	1.98	2.17h	1.86	1.78	2.18h	1.85	2.09	2.46h	2.01	1.78	2.11	2.14h	1.84	1.80
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.56	2.57	2.49	2.51	2.69	2.52	2.61	2.63	2.45	2.54	3.16h	2.30	2.62	2.42	2.62	2.54	2.59	2.73	2.53	2.24
Addressed direct mail from organisations that you don't have a relationship with	2.86	2.99	2.99	2.68	2.76	2.99	2.72	2.93	2.80	3.02	2.99	2.71	2.60	3.69	2.71	2.99	2.88	2.98	2.83	2.92
Catalogues and brochures	2.22	2.90	2.06	2.02	2.09	2.36	2.06	2.46	1.98	2.53	2.35	2.46	1.88	2.14	2.20	2.53	2.20	2.11	2.24	2.24
Magazines you subscribe to	1.62	2.03	1.48	1.38	1.51	1.72	1.46	1.76	1.47	1.56	1.90	1.60	1.52	1.64	1.63	1.56	1.64	1.95	1.53	1.38
Items requiring a signature	2.02	2.94h	1.94	1.65	1.87	2.28i	1.74	2.09	1.81	1.62	1.93	1.62	2.08	2.65h	1.88	1.62	2.08	1.56	1.67	1.21
Other important items which involve postal or delivery services	1.89	1.85	1.94	1.92	1.85	1.90	1.88	1.95	1.83	1.59	2.53	2.09	1.57	1.68	1.99	1.59	1.93	1.66	2.03	1.53
All Post	8.15	10.51h	7.57	9.33h	7.05	8.69i	7.63	8.53h	7.59	6.66	8.53i	7.69	8.19j	9.78h	8.06j	6.59	8.38o	9.59	8.62	8.79
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	4.54	5.62h	4.19	4.96h	3.91	4.73	4.35	4.74h	4.23	3.71	4.54i	4.33	4.55j	5.35h	4.46j	3.67	4.63o	4.08	3.90	4.44
Small and Large Parcels Combined	2.86	3.55h	2.64	2.94	2.80	3.04	2.87	3.10h	2.70	2.69	3.05	2.68	2.89	3.67h	2.84	2.68	3.01	3.16h	2.52	2.42
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	4.60	5.84h	4.47	4.59	4.14	4.86	4.34	4.70	4.49	4.46	5.30	4.53	4.36	4.84	4.61	4.44	4.66	4.68	4.62	4.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QE1\_Mean\_Receiving. Approximately how many of the following have you personally received in the last week through the post? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Invitations, greetings cards and postcards	3.11	3.01	3.75	7.46	3.13	2.93	3.36	2.65	2.28	4.13	2.90	2.86	4.06mn	2.12	2.62	3.90	2.60	3.89	2.80
Personal letters (e.g. from a friend or relative)	2.06	2.05	2.07	1.76	2.09	1.89	1.67	2.11	1.38	2.11	2.38	1.89	2.34	1.45	2.36m	2.28	1.75	2.38	1.77
Letters from organisations that you have a relationship with	2.49	2.49	2.47	2.71	2.48	2.46	2.62	2.50	2.00	2.46h	2.66h	2.40	2.65	2.16	2.72hm	2.55	2.41	3.29hkmpr	2.36
Bills/ invoices/ statements	2.08	2.11	1.87	2.23	2.08	2.06	2.04	1.97	2.00	1.93	1.91	1.92	2.43	2.06	2.41j	1.96	1.97	2.91hkmopr	1.95
Smaller parcels - that fit through a letterbox	1.94	1.95	1.91	2.01	1.92	2.03	2.10	2.07	1.80	1.77	2.02	1.71	1.96	1.68	2.46ikmo	1.75	1.90	2.25ikmo	2.00
Larger parcels - that do not fit through a letterbox	2.06	2.07	2.01	2.37	2.05	2.02	2.23	2.35	2.09	1.90	1.75	2.00	2.02	1.83	2.67j	1.99	2.02	2.07	2.01
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.56	2.56	2.60	2.77	2.56	2.55	2.59	2.62	2.11	2.66	2.82	2.43	2.40	2.43	2.61	2.67	2.53	2.00	2.63
Addressed direct mail from organisations that you don't have a relationship with	2.86	2.81	3.11	2.46	2.75	4.06d	2.76	2.47	2.53	2.57	2.93	2.64	3.70	2.92	2.26	2.72	2.62	2.68	4.21
Catalogues and brochures	2.22	2.19	2.36	1.60	2.27	1.88	2.03	2.16	1.81	2.05	2.27	1.97	2.27	1.90	3.87	1.76	2.25	1.71	1.91
Magazines you subscribe to	1.62	1.67	1.38	1.62	1.65	1.47	1.29	1.80	1.23	1.41	2.01	1.06	1.47	1.75	2.23	1.43	1.62	1.16	1.54
Items requiring a signature	2.02	2.01	2.11	2.65	2.03	2.05	1.96	1.96	1.73	1.86	1.56	2.91i	1.47	1.69	2.71	1.88	2.31i	2.87	1.90
Other important items which involve postal or delivery services	1.89	1.91	1.76	1.70	1.94	1.46	1.83	1.75	1.99	1.59	1.88	1.81	1.59	1.91	2.06	2.14	2.37	1.67	1.43
All Post	8.15	8.06	8.71	9.54	8.10	8.46	8.44	8.46	6.36	7.47	8.15h	7.77h	8.44h	7.05	9.91hm	8.15h	7.85h	10.27hkmpr	8.21h
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	4.54	4.52	4.68	5.77a	4.56	4.29	4.58	4.56	3.55	4.74	4.39h	4.32h	5.24hm	3.69	5.40hmpj	4.64	4.04	6.13hkmpr	4.05
Small and Large Parcels Combined	2.96	2.97	2.89	3.37	2.92	3.07	3.21	3.27	2.79	2.57	2.78	2.73	2.96	2.52	3.88jkmj	2.77	2.85	3.48m	3.00
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	4.60	4.53	4.98	4.22	4.53	5.28	4.69	4.45	3.47	3.99	5.00h	4.19	4.72	4.60h	5.13	4.38	4.62h	3.79	5.49

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QE\_Mean\_Receiving. Approximately how many of the following have you personally received in the last week through the post? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Invitations, greetings cards and postcards	3.11	4.06	2.65	4.97	3.91e	2.72	2.45	1.87	2.85	3.31	2.03	3.62	2.82	2.46	3.35	2.25	3.20	3.13	2.23	3.33r
Personal letters (e.g. from a friend or relative)	2.06	1.69	1.37	1.54	2.09	2.01	1.87	2.34	3.22	2.05	2.57	2.03	2.21	1.65	2.06	2.15	2.12	2.08	1.25s	1.51
Letters from organisations that you have a relationship with	2.49	2.39	2.12	2.50	2.66e	2.42	2.30	2.28	1.94	2.55	2.20	2.60m	2.48	2.15	2.28	2.54	2.54m	2.33	2.28	2.25
Bills/ invoices/ statements	2.08	1.80	1.76	1.76	2.12	2.01	2.30	1.87	1.73	2.06	1.84	2.13	2.03	2.08	2.20	1.66	2.08	2.06	2.32s	1.66
Smaller parcels - that fit through a letterbox	1.94	1.67	1.45	1.65	2.06e	1.81	1.94	2.07	1.95	1.93	2.03	2.05m	1.90m	1.65	2.03	2.36	1.96m	2.10m	1.88	1.68
Larger parcels - that do not fit through a letterbox	2.06	1.74	1.52	1.65	2.13	2.03	1.96	1.91	2.15	2.08	1.98	2.23m	1.92	1.73	1.64	2.06	2.12	1.74	2.01	1.85
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.56	2.31	2.03	2.28	2.65	2.52	2.52	2.65	1.71	2.59	2.46	2.64	2.52	2.60	1.98	1.34	2.59	1.85	2.96s	2.39
Addressed direct mail from organisations that you don't have a relationship with	2.86	2.88	2.98	2.93	2.63	3.27	2.59	2.32	2.72	2.95	2.41	2.68	3.09	2.71	3.45	1.27	2.87	2.97	3.07	2.77
Catalogues and brochures	2.22	2.05	3.00	1.89	2.56	1.95	1.84	1.92	5.38	2.24	2.60	2.53	1.89	1.53	1.97	4.58	2.26	2.78	2.73s	1.99
Magazines you subscribe to	1.62	1.55	1.38	1.31	1.55	1.70	1.51	1.91	1.00	1.61	1.78	1.72	1.54	1.61	1.25	1.56	1.64	1.39	1.60s	1.38
Items requiring a signature	2.02	1.50	1.14	1.25	2.44e	1.76	1.64	1.86	2.02	2.10	1.90	2.37l	1.76	1.52	1.58	3.20	2.09	1.96	1.82	1.46
Other important items which involve postal or delivery services	1.89	1.72	1.00	1.86	1.70	1.88	1.57	2.52	1.62	1.79	2.39	1.70	2.12	1.69	4.56	1.38	1.89	2.90	1.80	1.97
All Post	8.15	7.38b	5.55	7.56b	9.60efghj	7.76m	6.80	7.23	5.94	8.61efh	6.85	9.44mnoq	7.92m	5.87	6.90	6.19	8.67mg	6.72	10.14s	8.18
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	4.54	4.21	3.28	4.44b	5.27efg	4.31	3.89	3.80	3.60	4.76j	3.76	4.91m	4.64m	3.67	4.35	3.45	4.72m	4.13	4.46s	3.71
Small and Large Parcels Combined	2.96	2.46	2.12	2.37	3.22e	2.77	2.86	2.83	2.94	2.98	2.86	3.27m	2.76	2.41	2.85	3.31	3.93m	2.95	2.83	2.55
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	4.60	4.47	4.28	4.64	4.94	4.57	4.11	4.30	4.10	4.75	4.25	4.88	4.56	3.90	3.45	4.82	4.73	3.78	5.60s	4.19

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
\* small base



QE1\_Mean\_Receiving. Approximately how many of the following have you personally received in the last week through the post? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Invitations, greetings cards and postcards	3.11	2.62	3.17	2.86	3.35	2.96	3.27	3.14	2.75	2.70	2.00	3.12	1.33
Personal letters (e.g. from a friend or relative)	2.06	2.54	2.01	1.43	2.11	1.99	2.27	2.05	2.08	2.76	-	2.06	1.22
Letters from organisations that you have a relationship with	2.49	2.52	2.46	4.12	2.66e	2.36	3.07e	2.49	2.33	3.00	2.00	2.49	1.02
Bills/ invoices/ statements	2.08	2.32	2.06	2.04	2.26e	1.97	2.22	2.04	3.51pk	2.37	2.01	2.08	1.10
Smaller parcels - that fit through a letterbox	1.94	2.20	1.92	2.10	2.15e	1.82	2.15e	1.93	2.40	1.85	1.00	1.95	1.63
Larger parcels - that do not fit through a letterbox	2.06	2.04	2.07	1.81	2.17	1.95	2.54e	2.06	2.01	2.45	-	2.06	1.77
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.56	2.70	2.56	2.24	2.66	2.56	2.03	2.55	2.88	2.97	3.04	2.56	1.18
Addressed direct mail from organisations that you don't have a relationship with	2.86	3.67	2.81	2.07	2.90	2.89	2.23	2.89	2.04	2.01	-	2.86	5.00
Catalogues and brochures	2.22	2.28	2.22	1.42	2.15	2.00	6.25	2.22	2.35	1.81	2.00	2.22	1.91
Magazines you subscribe to	1.62	1.80	1.60	1.00	1.69	1.51	2.27	1.58	2.27	2.63	1.00	1.62	1.00
Items requiring a signature	2.02	1.96	2.04	1.72	2.34e	1.76	2.37	2.01	2.49	1.61	-	2.03	1.23
Other important items which involve postal or delivery services	1.89	1.33	1.87	4.59	1.88	1.90	1.88	1.85	1.22	5.21	-	1.90	1.00
All Post	8.15	9.32b	8.04	7.62	9.39e	7.46	9.62e	8.07	12.33pk	10.16	7.69	8.18	3.40
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	4.54	6.61b	4.45	5.28	6.20e	4.17	6.28e	4.48	7.02pk	5.37	3.28	4.55	2.40
Small and Large Parcels Combined	2.96	3.43	2.92	3.15	3.37e	2.69	3.64e	2.94	3.48	3.18	1.00	2.96	2.52
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	4.60	5.54	4.57	2.51	4.95	4.38	5.68	4.58	6.09	5.69	4.07	4.62	1.76

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE1\_Mean\_Receiving. Approximately how many of the following have you personally received in the last week through the post? - Receiving Mean (excluding those not Receiving any) Summary

Base : All receiving at least one of each type of post

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248
Invitations, greetings cards and postcards	3.11	3.53c	3.13c	1.76	3.52c	3.98lm	4.64d	2.64	3.98m	1.83	3.98l	-	1.64	1.97	1.89	1.77
Personal letters (e.g. from a friend or relative)	2.06	2.18	2.26	1.80	1.93	2.18	1.78	2.49	2.47p	1.69	2.45	-	1.72	1.94	1.94	2.24
Letters from organisations that you have a relationship with	2.49	2.75cd	2.71cd	2.27	2.24	3.00op	2.47	2.76op	2.81p	2.54	2.70p	-	2.24	2.31	2.28	2.29
Bills/ invoices/ statements	2.08	2.27cd	2.22cd	1.88	1.91	2.68qimpp	2.07	2.16p	2.20pp	2.21pp	2.26	-	1.83	1.98	1.80	2.13
Smaller parcels - that fit through a letterbox	1.94	2.06cd	2.07cd	1.73	1.78	2.48lp	2.23mnp	1.85	2.20mnp	1.85	2.14mnp	-	1.73	1.72	1.72	1.84
Larger parcels - that do not fit through a letterbox	2.06	2.28d	2.15	1.89	1.91	2.40	2.18l	2.26	2.61lmnp	1.70	2.11	-	1.83	2.00	1.76	1.98
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.56	-	-	2.77d	2.37	-	-	-	-	-	-	-	2.64	2.98lp	2.26	2.59
Addressed direct mail from organisations that you don't have a relationship with	2.86	-	-	2.73	2.98	-	-	-	-	-	-	-	2.66	2.86l	2.20	3.91
Catalogues and brochures	2.22	-	-	2.27	2.16	-	-	-	-	-	-	-	1.89	2.83	1.78	2.48ln
Magazines you subscribe to	1.62	-	-	1.59	1.64	-	-	-	-	-	-	-	1.58	1.60	1.92	1.67
Items requiring a signature	2.02	2.54d	2.68d	1.68	1.59	2.88	2.27	2.34	2.32p	1.74	2.07	-	1.54	1.90	1.47	1.62
Other important items which involve postal or delivery services	1.89	-	-	1.74	2.05	-	-	-	-	-	-	-	1.70	1.82	1.45	2.81
All Post	8.15	7.66	7.24	8.36b	8.28abc	8.72l	7.17	7.06	8.09p	5.86	7.65l	-	7.85l	8.26qpl	7.72l	8.76qpln
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Letters from organisations that you have a relationship with, Bills/ invoices/ statements)	4.54	5.25cd	5.02c	3.58	4.34c	5.02lmno	4.95np	4.97lmno	5.51lmno	4.07l	5.41lmno	-	3.42	3.87	3.64	3.71
Small and Large Parcels Combined	2.96	3.38cd	3.16cd	2.60	2.69	3.65ln	3.36lmn	3.09n	3.57lmnp	2.57	3.29lmn	-	2.58	2.63	2.50	2.78
All Door-Drop Post (Newsletters, leaflets, Addressed direct mail, Catalogues and Magazines)	4.60	-	-	4.67	4.54	-	-	-	-	-	-	-	4.27	5.33ln	3.77	5.59ln

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE2\_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Invitations, greetings cards and postcards

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Much less (1)	521	-	521	58	360	234	281	47	42	89	92	131	71	49	89	181	251	120	450	65	544
	14%	-	14%	11%	14%	12%	14%	9%	9%	12%	17% <sup>gh</sup>	18% <sup>ghkm</sup>	16% <sup>gh</sup>	13%	9%	14% <sup>gh</sup>	16% <sup>gh</sup>	14% <sup>gh</sup>	13%	15%	14%
Slightly less (2)	671	-	671	85	457	300	367	95	93	104	130	73	74	188	207	277	147	597	73	720	
	17%	-	17%	16%	18%	16%	19%	19%	19%	13%	17% <sup>gh</sup>	16% <sup>gh</sup>	15%	19%	19%	16%	18%	17%	18%	17%	
No change (3)	2167	-	2167	231	1434	1079	1087	244	230	435	300	387	322	249	474	735	958	571	1968	190	2171
	56%	-	56%	43%	57% <sup>klc</sup>	57%	56%	47%	48%	57% <sup>gh</sup>	56% <sup>gh</sup>	56% <sup>gh</sup>	67% <sup>ghijkl</sup>	64% <sup>gh</sup>	48%	56% <sup>gh</sup>	62% <sup>lmno</sup>	66% <sup>lmno</sup>	55% <sup>rs</sup>	56%	45%
Slightly more (4)	341	-	341	97	209	178	163	90	80	90	28	28	10	15	170	118	53	25	272	67	310
	9%	-	9%	16% <sup>kl</sup>	8%	9%	8%	17% <sup>ijklm</sup>	17% <sup>ijklm</sup>	12% <sup>ijklm</sup>	5%	4%	2%	4%	17% <sup>opq</sup>	9% <sup>opq</sup>	3%	3%	8%	16% <sup>rs</sup>	8%
Much more (5)	103	-	103	62	34	72	31	19	25	44	7	5	1	2	44	51	8	4	85	19	79
	3%	-	3%	15% <sup>kl</sup>	1%	4% <sup>kl</sup>	2%	4% <sup>klm</sup>	5% <sup>klm</sup>	6% <sup>klm</sup>	1%	1%	*	1%	4% <sup>opq</sup>	4% <sup>opq</sup>	1%	*	2%	4%	2%
Don't know	47	-	47	4	35	26	22	19	9	6	4	9	1	-	28	10	9	1	28	13	46
	1%	-	1%	1%	1%	1%	1%	4% <sup>ijklm</sup>	2% <sup>klm</sup>	1%	1%	1%	*	*	3% <sup>opq</sup>	1%	1%	*	1%	3% <sup>rs</sup>	1%
NET Much/Slightly more	444	-	444	160	243	250	194	109	105	134	35	32	12	17	214	169	61	29	357	85	389
	12%	-	12%	30% <sup>kl</sup>	10%	13% <sup>kl</sup>	10%	21% <sup>ijklm</sup>	22% <sup>ijklm</sup>	19% <sup>ijklm</sup>	7% <sup>kl</sup>	5%	2%	4%	22% <sup>opq</sup>	13% <sup>opq</sup>	4%	3%	10%	20% <sup>rs</sup>	10%
NET Much/Slightly less	1192	-	1192	143	818	534	648	142	134	192	195	261	143	123	277	387	528	287	1047	139	1284
	31%	-	31%	27%	32%	28%	33% <sup>kl</sup>	28%	28%	25%	37% <sup>ghkl</sup>	35% <sup>ghkl</sup>	30%	32%	28%	30%	34% <sup>lm</sup>	31%	31%	31%	33%
Mean	2.69	-	2.69	3.04 <sup>d</sup>	2.64	2.76 <sup>f</sup>	2.64	2.87 <sup>klm</sup>	2.80 <sup>klm</sup>	2.87 <sup>klm</sup>	2.54	2.48	2.58	2.61	2.89 <sup>opq</sup>	2.73 <sup>opq</sup>	2.54	2.59	2.69	2.76	2.65
Std Dev.	0.91	-	0.91	1.12	0.88	0.93	0.89	0.94	0.96	0.97	0.88	0.87	0.78	0.78	0.95	0.95	0.82	0.78	0.89	1.05	0.89
Std Error	0.01	-	0.01	0.05	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.03	0.03	0.04	0.03	0.03	0.02	0.03	0.01	0.06	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE2\_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?  
 Invitations, greetings cards and postcards

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Much less (1)	521	82	151	128	160	233	288	312	208	73	69	148	126	76	343	73	428	73	261	24
74%	12%	12%	13%	14%	15%	13%	14%	14%	14%	16%	14%	15%	12%	13%	14%	16%	13%	14%	14%	18%
Slightly less (2)	671	145	213	161	153	357	314	406	257	81	72	162	185	128	419	83	555	80	345	23
17%	20% <sup>cd</sup>	18%	17%	15%	14% <sup>ef</sup>	16%	15%	17%	17%	18%	15%	16%	18%	11% <sup>lmn</sup>	17%	18%	17%	15%	18%	17%
No change (3)	2167	341	648	530	648	989	1178	1213	922	247	290	590	589	298	1469	251	1791	266	1089	71
56%	48%	56% <sup>ka</sup>	56% <sup>ka</sup>	62% <sup>kab</sup>	53%	59% <sup>ka</sup>	53%	53%	61% <sup>ka</sup>	54%	61% <sup>ka</sup>	68% <sup>km</sup>	67% <sup>km</sup>	49%	68% <sup>km</sup>	54%	56%	50%	57% <sup>km</sup>	54%
Slightly more (4)	341	92	113	89	46	205	135	254	83	37	26	89	99	76	214	37	292	66	168	9
9%	10% <sup>nc</sup>	10% <sup>nc</sup>	10% <sup>nc</sup>	4%	11% <sup>nc</sup>	7%	14% <sup>nc</sup>	6%	6%	8%	5%	9%	10% <sup>nc</sup>	10% <sup>nc</sup>	8%	8%	9%	12% <sup>nc</sup>	9%	7%
Much more (5)	103	41	20	23	20	61	43	88	15	8	14	24	33	23	70	10	93	35	36	1
3%	5% <sup>ncd</sup>	2%	2%	2%	3%	2%	4% <sup>nc</sup>	1%	1%	2%	3%	2%	4%	3%	2%	2%	3%	7% <sup>ncd</sup>	2%	2%
Don't know	47	10	9	9	19	19	28	27	17	12	5	7	6	6	18	12	23	9	19	3
1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	3% <sup>lmn</sup>	1%	1%	1%	1%	1%	3% <sup>p</sup>	1%	2%	1%	3%
NET Much/Slightly more	444	133	133	112	66	266	178	342	99	45	40	112	132	99	284	47	385	101	204	10
12%	10% <sup>ncd</sup>	10% <sup>ncd</sup>	10% <sup>ncd</sup>	6%	14% <sup>ncd</sup>	9%	15% <sup>ncd</sup>	7%	7%	10%	8%	11%	13%	10% <sup>ncd</sup>	11%	10%	12%	11% <sup>ncd</sup>	11%	8%
NET Much/Slightly less	1192	227	364	298	313	591	601	721	465	154	141	310	311	204	782	157	983	154	606	47
31%	32%	32%	31%	30%	32%	30%	31%	31%	34%	34%	30%	30%	30%	34%	30%	34%	31%	29%	32%	36%
Mean	2.69	2.61 <sup>bd</sup>	2.68	2.70	2.62	2.73	2.66	2.74 <sup>h</sup>	2.62	2.61	2.67	2.68	2.74	2.74	2.70	2.62	2.70	2.69	2.67	2.53
Std Dev.	0.91	1.00	0.88	0.91	0.87	0.93	0.89	0.96	0.83	0.91	0.90	0.91	0.91	0.97	0.91	0.93	0.92	1.04	0.89	0.90
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.02	0.04	0.02	0.05	0.02	0.09

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QE2\_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3861	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Much less (1)	521 14%	447 14%	73 14%	14 11%	443 14%	37 11%	23 12%	18 17% <sup>ab</sup>	25 16%	47 11%	40 13%	53 12% <sup>ampqj</sup>	42 12%	37 10%	86 17%	75 14%	38 12%	3 7%	34 12%
Slightly less (2)	671 17%	570 17%	101 19%	32 23%	542 17%	74 22% <sup>ab</sup>	35 19%	20 18%	26 17%	76 18%	48 16%	34 12%	63 19%	53 15%	71 14%	119 23% <sup>kmn</sup>	52 16%	10 24% <sup>k</sup>	64 22% <sup>kmn</sup>
No change (3)	2167 56%	1840 56%	328 61%	81 59%	1817 56%	186 57%	109 58%	55 52%	93 59% <sup>kn</sup>	256 60% <sup>kn</sup>	178 58%	149 53%	190 56%	230 63% <sup>kmno</sup>	246 48%	271 52%	204 63% <sup>no</sup>	23 59%	163 56%
Slightly more (4)	341 9%	314 9% <sup>ab</sup>	27 5%	6 4%	293 9%	24 7%	16 8%	8 7%	9 6%	31 7%	34 11%	32 12%	26 8%	31 9%	59 12%	46 9%	25 8%	2 6%	21 7%
Much more (5)	103 3%	87 3%	6 1%	2 1%	92 3%	5 1%	2 1%	4 4% <sup>ab</sup>	3 2%	11 3%	9 3%	8 3%	9 3%	4 1%	36 7% <sup>hilmopq</sup>	10 2%	1 1%	1 3%	3 1%
Don't know	47 1%	45 1%	2 *	2 1%	42 1%	3 1%	1 1%	1 1%	1 1%	3 1%	- *	3 1%	9 3% <sup>g</sup>	8 2%	10 2%	2 *	6 2%	3 *	3 1%
NET Much/Slightly more	444 12%	411 12% <sup>ab</sup>	33 6%	7 5%	386 12%	29 9%	18 10%	12 11%	12 8%	43 10%	43 14%	41 15% <sup>ab</sup>	35 10%	35 10%	95 18% <sup>hilmopq</sup>	56 11%	28 8%	4 10%	25 9%
NET Much/Slightly less	1192 31%	1017 31%	175 32%	47 34%	985 31%	110 34%	59 31%	36% <sup>g</sup>	51 32%	124 29%	88 29%	87 31%	105 31%	156 25%	193 37% <sup>km</sup>	193 28%	90 31%	12 34% <sup>km</sup>	98 34% <sup>km</sup>
Mean	2.69	2.71	2.61	2.62	2.70	2.65	2.67	2.63	2.62	2.72	2.75	2.67	2.69	2.78	2.61	2.68	2.75	2.64	2.64
Std Dev.	0.91	0.92	0.83	0.78	0.92	0.83	0.85	0.99	0.89	0.86	0.92	1.01	0.89	0.80	1.09	0.90	0.80	0.81	0.83
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.06	0.06	0.06	0.07	0.06	0.06	0.07	0.06	0.06	0.07	0.03

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QE2\_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Invitations, greetings cards and postcards

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3861	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2167	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Much less (1)	521	206	26	94	143	185	88	67	39	328	101	241	158	63	29	24	399	53	139	220
	14%	15%	15%	14%	11%	12%	14%	23% <i>cd</i>	31% <i>cd</i>	12%	27% <i>cd</i>	10%	12%	12%	15%	23% <i>klmnpq</i>	13% <i>kl</i>	39% <i>lmnp</i>	17%	13%
Slightly less (2)	671	269	38	131	222	298	98	29	22	520	51	247	300	78	27	18	545	45	154	293
	17%	20%	21%	20%	17%	20% <i>gh</i>	16%	11%	18%	19% <i>gh</i>	13%	16%	20%	15%	14%	24%	24%	18%	17%	17%
No change (3)	2167	782	101	400	743	837	374	145	46	1580	191	816	847	347	108	25	1663	133	330	1096
	56%	58%	57%	61%	57% <i>gh</i>	59% <i>gh</i>	61% <i>gh</i>	59% <i>gh</i>	38%	56% <i>gh</i>	50%	54% <i>no</i>	56% <i>no</i>	55% <i>klmnpq</i>	58% <i>no</i>	33%	55% <i>no</i>	61% <i>no</i>	40%	63% <i>rs</i>
Slightly more (4)	341	74	9	21	136	150	40	10	4	286	14	126	172	23	17	3	296	20	139	106
	9%	5%	5%	3%	11% <i>defgh</i>	10% <i>defgh</i>	7%	4%	3%	10% <i>defgh</i>	4%	9% <i>km</i>	11% <i>klm</i>	4%	9%	3%	10% <i>klm</i>	7%	11% <i>rs</i>	6%
Much more (5)	103	12	1	5	53	36	7	3	4	89	7	57	32	10	3	2	89	4	66	5
	3%	1%	1%	1%	4% <i>f</i>	2%	1%	3%	3%	3% <i>f</i>	2%	4% <i>f</i>	2%	2%	1%	2%	3%	2%	8% <i>rs</i>	*
Don't know	47	8	3	1	9	8	8	9	7	17	16	15	11	9	4	5	26	8	4	28
	1%	1%	2%	*	1%	1%	1%	9% <i>def</i>	9% <i>def</i>	1%	2% <i>def</i>	1%	1%	2%	2%	5% <i>klm</i>	1%	3% <i>klm</i>	*	2%
NET Much/Slightly more	444	86	10	26	189	189	47	13	8	370	21	193	204	33	19	4	387	24	205	110
	12%	6%	5%	4%	15% <i>defgh</i>	12% <i>defgh</i>	8%	5%	6%	13% <i>def</i>	5%	12% <i>km</i>	13% <i>klm</i>	6%	10%	6%	13% <i>klm</i>	9%	25% <i>rs</i>	6%
NET Much/Slightly less	1192	475	65	225	364	483	186	91	61	847	152	488	457	141	56	42	945	98	294	513
	31%	35%	36%	34%	28%	32%	30%	35%	50% <i>defgh</i>	30%	40% <i>defgh</i>	32%	30%	27%	30%	55% <i>klmnpq</i>	31%	37% <i>klm</i>	35% <i>rs</i>	29%
Mean	2.69	2.57	2.54	2.56	2.80 <i>efgh</i>	2.70 <i>gh</i>	2.64 <i>gh</i>	2.45	2.23	2.75 <i>fgh</i>	2.38	2.67 <i>o</i>	2.75 <i>oq</i>	2.69 <i>o</i>	2.66 <i>o</i>	2.16	2.71 <i>oq</i>	2.52 <i>o</i>	2.61 <i>rs</i>	2.64
Std Dev.	0.91	0.85	0.83	0.80	0.92	0.89	0.85	0.95	1.07	0.90	0.99	0.97	0.87	0.81	0.90	1.02	0.92	0.96	1.14	0.79
Std Error	0.01	0.02	0.06	0.03	0.03	0.02	0.04	0.06	0.10	0.02	0.05	0.02	0.02	0.04	0.07	0.11	0.02	0.06	0.04	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - rs  
\* small base

QE2\_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?  
 Invitations, greetings cards and postcards

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3861	229	3561	61*	1096	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2167	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Much less (1)	521	28	483	10	172	323	26	511	6	4	-	521	*
	34%	12%	14%	17%	16%	13%	11%	14%	6%	11%	-	14%	1%
Slightly less (2)	671	18	646	7	176	456	39	652	10	5	2	688	1
	17%	8%	18% <b>a</b>	12%	16%	18%	17%	18%	11%	14%	30%	17%	6%
No change (3)	2167	116	2020	31	568	1480	119	2092	44	16	3	2151	14
	56%	51%	57%	52%	59% <b>d</b>	51%	57%	57%	47%	41%	41%	56%	67%
Slightly more (4)	341	40	295	6	110	204	27	312	15	10	2	337	2
	9%	17% <b>b</b>	9%	10%	10%	8%	12%	8%	16%	27%	29%	9%	10%
Much more (5)	103	20	79	4	54	37	12	85	16	3	-	103	-
	3%	9% <b>b</b>	2%	7% <b>b</b>	5% <b>a</b>	1%	5% <b>a</b>	2%	17% <b>b</b>	7%	-	3%	-
Don't know	47	8	38	1	17	19	12	41	3	-	-	44	3
	1%	4% <b>b</b>	1%	2%	1%	1%	5% <b>d</b>	1%	4%	-	-	1%	16%
NET Much/Slightly more	444	59	374	11	164	241	39	397	31	13	2	440	2
	12%	26% <b>b</b>	11%	16% <b>a</b>	10%	17% <b>b</b>	17%	11%	33% <b>b</b>	34%	29%	12%	10%
NET Much/Slightly less	1192	45	1129	17	349	778	65	1163	16	10	2	1188	1
	31%	20% <b>a</b>	32% <b>a</b>	29%	32%	31%	28%	32% <b>a</b>	17%	25%	30%	31% <b>a</b>	7%
Mean	2.69	3.03 <b>b</b>	2.67	2.79	2.72	2.67	2.83 <b>a</b>	2.67	3.28 <b>b</b>	3.06	2.99	2.69	3.04
Std Dev.	0.91	1.06	0.89	1.09	1.01	0.85	0.97	0.90	1.08	1.08	0.83	0.91	0.49
Std Error	0.01	0.07	0.01	0.15	0.03	0.02	0.06	0.01	0.14	0.19	0.42	0.01	0.11

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE2\_1. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Invitations, greetings cards and postcards

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2157	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Much less (1)	521	104	58	174	185	58	-	48	-	58	-	-	106	68	64	58	62
14%	12%	14%	13%	14%	13%	-	-	11%	-	14%	-	-	13%	14%	15%	14%	14%
Slightly less (2)	671	158	66	229	218	82	-	76	-	66	-	-	129	101	83	57	78
17%	18%	16%	18%	17%	19%	-	-	16%	-	16%	-	-	16%	21%	19%	14%	18%
No change (3)	2167	504	237	716	711	240	-	265	-	237	-	-	462	254	231	240	239
56%	59%	57%	56%	55%	56%	-	-	63%	-	57%	-	-	56%	54%	53%	58%	55%
Slightly more (4)	341	61	36	122	121	34	-	27	-	36	-	-	87	35	44	36	42
9%	7%	9%	9%	9%	8%	-	-	6%	-	9%	-	-	11%	7%	10%	9%	10%
Much more (5)	103	21	11	35	37	11	-	10	-	11	-	-	28	7	7	17	12
3%	2%	3%	3%	3%	3%	-	-	2%	-	3%	-	-	3%	2%	2%	4%	3%
Don't know	47	11	5	14	16	7	-	4	-	5	-	-	6	8	7	8	3
1%	1%	1%	1%	1%	2%	-	-	1%	-	1%	-	-	1%	2%	2%	2%	1%
NET Much/Slightly more	444	82	47	157	158	45	-	37	-	47	-	-	115	42	51	53	54
12%	10%	11%	12%	12%	10%	-	-	9%	-	11%	-	-	14%	9%	12%	13%	12%
NET Much/Slightly less	1192	262	123	403	403	140	-	122	-	123	-	-	235	168	148	115	140
31%	30%	30%	31%	31%	32%	-	-	29%	-	30%	-	-	29%	30%	34%	28%	32%
Mean	2.69	2.69	2.70	2.70	2.69	2.67	-	2.71	-	2.70	-	-	2.60	2.64	2.64	2.75	2.69
Std Dev	0.91	0.87	0.91	0.92	0.93	0.90	-	0.83	-	0.91	-	-	0.93	0.88	0.91	0.95	0.93
Std Error	0.01	0.03	0.04	0.03	0.03	0.04	-	0.04	-	0.04	-	-	0.03	0.04	0.04	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE2\_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Personal letters (e.g. from a friend)

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870	
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870	
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870	
Much less (1)	715	-	715	70	508	264	447	56	70	92	130	180	103	84	126	222	387	187	626	82	747	
Slightly less (2)	602	-	602	85	413	315	283	80	80	94	72	112	94	70	160	168	276	164	534	64	626	
No change (3)	2051	-	2051	211	1353	1029	1020	247	209	442	299	365	267	220	456	741	854	487	1861	182	2092	
Slightly more (4)	329	-	329	109	185	194	134	95	90	87	16	17	12	13	185	103	42	25	263	66	266	
Much more (5)	90	-	90	54	25	60	30	18	13	42	8	5	-	3	32	50	8	3	73	16	69	
Don't know	63	-	63	9	48	26	37	19	16	11	10	7	1	1	34	20	16	8	1	42	18	70
NET Much/Slightly more	419	-	419	163	210	254	164	113	103	129	24	22	12	16	216	153	50	28	337	81	335	
NET Much/Slightly less	1317	-	1317	155	921	579	730	198	150	197	202	292	107	154	299	388	643	351	1160	148	1373	
Mean	2.60	-	2.60	2.94d	2.52	2.72f	2.49	2.88klm	2.78klm	2.86klm	2.43	2.35	2.40	2.44	2.83opq	2.88pq	2.39	2.42	2.59	2.68	2.55	
Std Dev.	0.97	-	0.97	1.14	0.93	0.94	0.97	0.97	1.02	0.96	0.95	0.92	0.85	0.89	0.99	0.98	0.89	0.87	0.95	1.08	0.94	
Std Error	0.02	-	0.02	0.05	0.02	0.02	0.02	0.04	0.05	0.04	0.04	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.07	0.02	

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE2\_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Personal letters (e.g. from a friend)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Much less (1)	715	118	219	162	216	337	378	412	300	84	99	196	184	103	479	88	593	71	399	23
	19%	13%	19%	17%	21%	16%	19%	18%	20%	18%	21%	19%	18%	17%	19%	19%	19%	13%	21%	18%
Slightly less (2)	602	130	199	135	129	338	294	372	227	57	80	137	172	114	388	60	510	57	340	25
	16%	9%	13%	14%	12%	16%	13%	16%	15%	13%	17%	13%	17%	17%	15%	13%	16%	11%	11%	22%
No change (3)	2051	311	607	529	604	918	1133	1154	867	255	244	579	554	279	1377	256	1675	290	974	63
	53%	44%	53%	56%	58%	49%	57%	50%	58%	56%	51%	57%	55%	46%	54%	55%	53%	55%	51%	47%
Slightly more (4)	329	91	91	84	63	183	147	249	74	40	33	87	98	62	218	40	285	66	159	12
	9%	13%	8%	9%	6%	10%	7%	10%	5%	9%	7%	9%	9%	10%	9%	9%	9%	12%	8%	9%
Much more (5)	90	40	18	21	11	58	32	79	11	7	15	10	21	34	45	9	79	25	19	2
	2%	6%	2%	2%	1%	3%	2%	3%	1%	2%	3%	1%	2%	6%	2%	2%	2%	3%	1%	1%
Don't know	63	11	20	7	25	31	32	36	24	14	6	11	8	15	25	14	41	18	26	4
	2%	2%	2%	1%	2%	2%	2%	2%	2%	3%	1%	1%	1%	2%	1%	3%	1%	3%	1%	3%
NET Much/Slightly more	419	131	109	105	74	240	179	320	85	47	48	96	120	96	263	49	364	94	179	13
	11%	11%	9%	11%	7%	12%	9%	10%	6%	10%	10%	9%	12%	11%	10%	10%	11%	11%	11%	10%
NET Much/Slightly less	1317	257	418	297	345	675	642	785	527	141	178	333	356	217	867	147	1103	128	739	52
	34%	36%	36%	32%	33%	36%	32%	34%	35%	31%	37%	33%	34%	36%	34%	32%	35%	24%	39%	40%
Mean	2.60	2.71	2.55	2.64	2.53	2.61	2.59	2.65	2.50	2.61	2.54	2.58	2.61	2.68	2.59	2.61	2.60	2.45	2.50	2.53
Std Dev	0.97	1.07	0.94	0.95	0.93	1.00	0.94	1.01	0.89	0.95	1.00	0.93	0.95	1.06	0.95	0.96	0.97	1.00	0.95	0.94
Std Error	0.02	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.02	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02	0.04	0.02	0.09

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QE2\_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Personal letters (e.g. from a friend)

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3861	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Much less (1)	715	598	116	30	598	60	35	22	30	72	61	62	57	69	97	90	60	8	52
	19%	16%	22%	22%	19%	18%	19%	21%	19%	17%	20%	22%	17%	19%	19%	17%	18%	20%	18%
Slightly less (2)	602	511	91	21	502	57	24	19	27	74	46	43	41	62	70	91	48	6	51
	16%	15%	17%	16%	16%	17%	13%	18%	17%	17%	15%	15%	12%	17%	14%	17%	15%	16%	18%
No change (3)	2051	1761	290	80	1703	185	111	53	86	220	173	141	186	209	218	280	190	23	162
	53%	53%	54%	58%	53%	56%	68% <sup>abg</sup>	50%	55% <sup>lm</sup>	52%	56% <sup>lm</sup>	50%	55% <sup>lm</sup>	58% <sup>lm</sup>	43%	54% <sup>lm</sup>	58% <sup>lm</sup>	57%	56% <sup>lm</sup>
Slightly more (4)	329	296	33	3	293	20	10	7	10	38	26	25	34	16	70	50	25	1	19
	9%	8%	6%	2%	8%	6%	5%	6%	6%	9%	8%	9%	10% <sup>lm</sup>	4%	14% <sup>lmnpqr</sup>	10% <sup>lm</sup>	8%	2%	7%
Much more (5)	90	85	4	2	81	4	3	2	2	12	4	6	11	-	40	5	2	1	3
	2%	3% <sup>bd</sup>	1%	2%	3%	1%	2%	2%	1% <sup>lm</sup>	3% <sup>lm</sup>	1%	2% <sup>lm</sup>	3% <sup>lmnp</sup>	-	8% <sup>hijklmnopqr</sup>	1%	-	3% <sup>lm</sup>	
Don't know	63	60	3	1	53	3	5	3	2	10	1	3	9	8	12	6	2	1	2
	2%	2%	1%	*	2%	1%	2%	3%	2%	2%	*	1%	3%	2%	2%	1%	1%	2%	1%
NET Much/Slightly more	419	382	37	5	374	23	13	9	12	60	29	31	45	16	110	65	28	2	21
	11%	11% <sup>ab</sup>	7%	4%	11% <sup>ab</sup>	7%	7%	9%	7%	11% <sup>lm</sup>	9% <sup>lm</sup>	11% <sup>lm</sup>	9% <sup>lmnp</sup>	4%	12% <sup>hijklmnopqr</sup>	10% <sup>lm</sup>	8%	5%	7%
NET Much/Slightly less	1317	1110	207	52	1100	117	59	41	57	146	106	105	98	131	167	151	108	14	103
	34%	34%	39%	38%	34%	36%	31%	39% <sup>f</sup>	36%	34%	34%	38%	29%	36%	33%	35%	33%	36%	36%
Mean	2.60	2.62 <sup>b</sup>	2.47	2.45	2.61	2.54	2.58	2.50	2.52	2.62	2.56	2.53	2.70 <sup>m</sup>	2.48	2.77 <sup>lm</sup>	2.59	2.57	2.50	2.54
Std Dev.	0.97	0.97	0.93	0.91	0.98	0.90	0.92	0.97	0.92	0.97	0.94	1.01	0.98	0.85	1.16	0.92	0.89	0.95	0.89
Std Error	0.02	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.06	0.07	0.06	0.07	0.07	0.06	0.08	0.06	0.06	0.08	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QE2\_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Personal letters (e.g. from a friend)

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
	Total																			
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3861	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2167	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Much less (1)	715	303	35	148	228	257	119	62	46	486	106	310	246	89	39	29	556	68	174	319
	19%	22%	20%	23%	17%	17%	19%	23% <i>def</i>	23% <i>def</i>	17%	23% <i>def</i>	21%	16%	16%	21%	25% <i>klmno</i>	18%	25% <i>lmn</i>	21%	18%
Slightly less (2)	602	240	32	104	201	268	69	50	13	457	64	239	243	66	34	14	482	47	145	281
	16%	18%	18%	16%	15%	18% <i>kl</i>	11%	20% <i>kl</i>	11%	17%	17%	16%	16%	13%	18%	18%	16%	17%	17%	16%
No change (3)	2051	716	104	375	694	797	367	127	46	1491	173	765	832	321	86	25	1598	112	295	1032
	53%	53%	59%	57%	53% <i>gh</i>	53% <i>gh</i>	60% <i>defgh</i>	49%	38%	53% <i>gh</i>	46%	51% <i>o</i>	55% <i>oq</i>	61% <i>klmnopq</i>	46%	33%	53% <i>oq</i>	42%	35%	59% <i>kr</i>
Slightly more (4)	328	68	4	19	112	150	47	12	4	263	16	108	159	38	20	5	267	24	164	73
	8%	8%	2%	3%	4% <i>kl</i>	10% <i>gh</i>	8%	5%	3%	10% <i>kl</i>	4%	7%	10% <i>kl</i>	7%	11%	6%	9%	9%	20% <i>kl</i>	4%
Much more (5)	90	11	-	5	54	24	8	1	3	79	3	52	26	8	5	-	77	5	46	3
	2%	1%	-	1%	4% <i>klm</i>	2%	1%	-	2%	3%	1%	3%	2%	2%	2%	-	3%	2%	6% <i>kl</i>	-
Don't know	63	13	3	2	16	19	6	6	10	35	16	28	14	10	4	3	42	7	8	39
	2%	1%	2%	*	1%	1%	1%	2%	3% <i>defg</i>	1%	2% <i>def</i>	2%	1%	2%	2%	3% <i>kl</i>	1%	3%	1%	2%
NET Much/Slightly more	419	79	4	24	167	175	55	13	8	341	19	160	185	46	24	5	344	29	210	76
	11%	6%	2%	4%	13% <i>kl</i>	12% <i>kl</i>	9%	5%	5%	12% <i>kl</i>	5%	11%	12%	9%	13%	6%	11%	11%	23% <i>kl</i>	4%
NET Much/Slightly less	1317	542	67	252	429	523	188	112	59	952	172	549	489	152	73	42	1038	115	320	599
	34%	40%	38%	39%	33%	35%	30%	44% <i>defkl</i>	49% <i>defkl</i>	34%	45% <i>defkl</i>	37% <i>kl</i>	32%	29%	39%	56% <i>klmnp</i>	34%	44% <i>klmnp</i>	38%	34%
Mean	2.60	2.44	2.44	2.43	2.66% <i>gh</i>	2.61% <i>gh</i>	2.60% <i>gh</i>	2.36	2.14	2.63% <i>gh</i>	2.29	2.56 <i>o</i>	2.65% <i>oq</i>	2.65% <i>oq</i>	2.54 <i>o</i>	2.09	2.61% <i>oq</i>	2.41	2.71% <i>o</i>	2.51
Std Dev.	0.97	0.92	0.83	0.90	1.00	0.94	0.93	0.91	1.08	0.97	0.97	1.01	0.93	0.89	1.02	1.01	0.97	1.04	1.17	0.85
Std Error	0.02	0.02	0.06	0.03	0.03	0.02	0.04	0.06	0.10	0.02	0.05	0.03	0.02	0.04	0.08	0.11	0.02	0.07	0.04	0.02

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
\* small base

QE2\_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Personal letters (e.g. from a friend)

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3851	229	3561	61*	1096	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2167	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Much less (1)	715	38	668	11	229	447	39	705	5	4	-	713	1
	19%	16%	19%	16%	21%	18%	17%	18% <b>h</b>	5%	11%	-	18% <b>h</b>	6%
Slightly less (2)	602	21	573	8	169	398	36	585	13	3	2	601	-
	16%	9%	16% <b>a</b>	14%	15%	16%	15%	16%	14%	7%	29%	16%	-
No change (3)	2051	107	1920	24	521	1419	112	1987	31	17	4	2035	12
	53%	47%	54%	39%	47%	56% <b>d,f</b>	48%	54% <b>h</b>	33%	44%	71%	53% <b>h</b>	57%
Slightly more (4)	329	42	278	9	117	182	30	278	37	10	-	326	3
	8%	13% <b>b</b>	8%	15%	11% <b>a</b>	7%	13% <b>e</b>	8%	10% <b>g,h</b>	27%	-	9%	16%
Much more (5)	90	17	68	5	48	37	5	82	5	2	-	89	1
	2%	7% <b>b</b>	2%	4% <b>a</b>	1%	2%	2%	2%	5%	5%	-	2%	5%
Don't know	63	6	54	3	15	38	12	56	2	2	-	60	3
	2%	3%	2%	5%	1%	1%	3% <b>d,e</b>	2%	3%	5%	-	2%	16%
NET Much/Slightly more	419	59	347	14	165	219	35	360	42	12	-	415	4
	11%	16% <b>b</b>	10%	23% <b>b</b>	15% <b>a</b>	9%	15% <b>e</b>	10%	16% <b>g</b>	33%	-	11%	21%
NET Much/Slightly less	1317	57	1241	19	397	844	76	1290	17	7	2	1314	1
	34%	25%	35% <b>a</b>	32%	36%	34%	32%	35% <b>h</b>	19%	18%	29%	34% <b>h</b>	6%
Mean	2.60	2.52 <b>d</b>	2.57	2.81	2.62	2.58	2.66	2.57	3.28 <b>g</b>	3.09	2.71	2.60	3.16
Std Dev.	0.97	1.11	0.95	1.19	1.07	0.92	1.00	0.96	0.95	1.04	0.49	0.97	0.86
Std Error	0.02	0.08	0.02	0.17	0.03	0.02	0.06	0.02	0.12	0.19	0.25	0.02	0.20

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE2\_2. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Personal letters (e.g. from a friend)

Base : All participants

Total	Quarter				Month												
	Q1 2022 (g)	Q2 2022 (h)	Q3 2022 (i)	Q4 2022 (j)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3870	3860	430	1290	1290	430	-	430	-	430	-	-	850	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2157	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Much less (1)	715	142	79	234	259	93	-	50	-	79	-	-	138	96	95	76	88
	19%	17%	19%	18%	20%	21% <sup>h</sup>	-	12%	-	19% <sup>h</sup>	-	-	17%	20% <sup>g</sup>	22% <sup>g</sup>	18% <sup>g</sup>	20% <sup>h</sup>
Slightly less (2)	602	114	63	205	221	47	-	67	-	63	-	-	129	76	70	76	74
	16%	13%	15%	16%	17%	11%	-	16%	-	15%	-	-	16%	16%	16%	13% <sup>h</sup>	17%
No change (3)	2051	497	227	698	626	242	-	255	-	227	-	-	441	257	210	201	218
	53%	53% <sup>h</sup>	55%	54% <sup>h</sup>	49%	56%	-	49% <sup>h</sup>	-	55%	-	-	54%	54%	49%	48%	50%
Slightly more (4)	329	74	18	117	119	35	-	40	-	18	-	-	87	30	35	40	44
	9%	9% <sup>h</sup>	4%	9% <sup>h</sup>	9% <sup>h</sup>	8%	-	9% <sup>h</sup>	-	4%	-	-	11% <sup>h</sup>	6%	8%	10% <sup>h</sup>	10% <sup>h</sup>
Much more (5)	90	21	20	14	36	13	-	8	-	20	-	-	10	3	16	16	5
	2%	2%	5% <sup>h</sup>	1%	3%	3%	-	2%	-	5% <sup>h</sup>	-	-	1%	1%	3% <sup>h</sup>	3% <sup>h</sup>	1%
Don't know	63	11	5	22	26	3	-	6	-	5	-	-	12	10	11	6	8
	2%	1%	1%	2%	2%	1%	-	2%	-	1%	-	-	2%	2%	3%	2%	2%
NET Much/Slightly more	419	95	38	131	155	48	-	47	-	38	-	-	98	33	50	56	49
	11%	11%	9%	10%	12%	11%	-	11%	-	9%	-	-	12% <sup>h</sup>	7%	12%	13% <sup>h</sup>	11%
NET Much/Slightly less	1317	256	142	439	480	140	-	116	-	142	-	-	267	172	165	153	162
	34%	30%	35%	34%	37% <sup>h</sup>	32%	-	27%	-	35%	-	-	33%	33% <sup>h</sup>	33% <sup>h</sup>	32% <sup>h</sup>	33% <sup>h</sup>
Mean	2.60	2.67	2.60	2.58	2.57	2.60	-	2.63	-	2.60	-	-	2.63	2.50	2.54	2.61	2.54
Std Dev.	0.97	0.94	1.01	0.93	1.01	1.01	-	0.86	-	1.01	-	-	0.93	0.92	1.04	1.02	0.97
Std Error	0.02	0.03	0.05	0.03	0.03	0.05	-	0.04	-	0.05	-	-	0.03	0.04	0.05	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE2\_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Letters from organisations that you have a relationship with

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Much less (1)	383	-	383	33	260	160	222	37	33	71	60	80	70	32	71	131	182	102	328	51	381
Slightly less (2)	629	-	629	91	413	290	339	77	67	130	100	120	78	57	144	230	255	135	554	74	660
No change (3)	2227	-	2227	236	1496	1103	1119	244	232	433	327	432	298	261	478	761	990	558	2022	195	2276
Slightly more (4)	458	-	458	110	290	250	204	109	110	94	39	44	29	33	219	133	106	62	381	76	414
Much more (5)	101	-	101	62	33	68	33	29	26	34	6	5	-	2	54	40	7	2	78	22	80
Don't know	52	-	52	5	38	18	34	17	11	5	2	9	3	6	28	6	17	9	36	8	59
NET Much/Slightly more	560	-	560	172	323	318	238	138	136	128	45	49	29	35	274	174	113	64	459	99	494
NET Much/Slightly less	1012	-	1012	124	673	449	561	114	101	201	160	200	149	89	215	361	436	237	883	125	1041
Mean	2.81	-	2.81	3.14d	2.77	2.88f	2.73	3.03ikm	3.06ikm	2.86kl	2.68	2.67	2.60	2.78l	3.04om	2.78m	2.68	2.68	2.80	2.87	2.78
Std Dev.	0.87	-	0.87	1.04	0.84	0.87	0.86	0.95	0.94	0.91	0.81	0.79	0.81	0.73	0.95	0.87	0.79	0.78	0.85	1.02	0.85
Std Error	0.01	-	0.01	0.05	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.03	0.04	0.03	0.03	0.02	0.03	0.01	0.06	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE2\_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Letters from organisations that you have a relationship with

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Much less (1)	383	57	84	114	129	141	242	230	152	58	35	109	95	59	239	61	305	36	182	14
70%		6%	7%	12%ab	12%ab	8%	12%ac	10%	10%	12%bc	7%	11%	9%	10%	9%	13%	10%	7%	9%	11%
Slightly less (2)	629	152	209	127	140	362	297	391	233	67	76	155	180	115	411	88	539	73	327	18
16%		22%cd	18%cd	13%	13%	18%ef	13%	17%	13%	15%	16%	15%	17%	19%	16%	15%	17%	14%	17%	13%
No change (3)	2227	352	682	544	648	1034	1193	1266	933	259	292	593	614	312	1499	260	1830	287	1111	82
58%		50%	69%ca	58%ca	64%ca	55%	60%ca	55%	62%ca	57%	61%ca	58%	59%ca	51%	69%ca	56%	58%	54%	58%	62%
Slightly more (4)	458	103	150	112	94	252	206	306	145	50	58	124	122	87	303	51	390	85	242	11
12%		13%bc	13%bc	12%	9%	14%cd	10%	15%gh	10%	11%	12%	12%	12%	14%	12%	11%	12%	16%	13%	8%
Much more (5)	101	33	20	27	17	58	43	85	17	13	10	27	18	27	56	15	85	39	35	2
3%		3%bcd	2%	3%	2%	3%	2%	4%h	1%	3%	2%	3%	2%	5%in	2%	3%	3%	7%j	2%	1%
Don't know	52	7	11	15	19	17	35	25	23	12	4	12	8	6	25	12	33	10	22	6
1%		1%	1%	2%	2%	1%	2%	1%	2%	3%lm	1%	1%	1%	1%	1%	2%	1%	2%	1%	4%r
NET Much/Slightly more	560	141	169	139	110	310	250	390	162	63	68	151	140	114	359	66	475	124	277	12
15%		15%bcd	15%cd	13%cd	11%	17%ef	13%	19%gh	11%	14%	14%	15%	13%	13%lm	14%	14%	15%	23%cd	14%	9%
NET Much/Slightly less	1012	210	293	240	269	503	509	621	384	124	111	264	275	174	650	129	844	109	509	32
26%		30%	25%	26%	26%	27%	26%	27%	26%	27%	23%	26%	27%	29%	26%	28%	27%	21%	27%n	24%
Mean	2.81	2.88d	2.84d	2.80	2.74	2.85f	2.76	2.84h	2.76	2.76	2.86	2.81	2.79	2.85	2.81	2.81	2.81	3.03rs	2.80	2.75
Std Dev.	0.87	0.94	0.81	0.91	0.85	0.86	0.88	0.91	0.81	0.92	0.81	0.88	0.83	0.94	0.85	0.94	0.87	0.94	0.85	0.82
Std Error	0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.02	0.05	0.02	0.04	0.02	0.08

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base



QE2\_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Letters from organisations that you have a relationship with

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3861	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2167	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Much less (1)	383	318	65	12	325	29	16	13	18	30	35	35	23	57	48	62	18	3	26
	10%	10%	12%	9%	10%	9%	9%	12%	11%p	7%	11%p	15%p	7%	10%p	9%	12%p	5%	6%	9%
Slightly less (2)	629	542	87	24	505	60	36	19	24	71	51	41	60	48	81	77	51	6	62
	16%	16%	16%	17%	16%	21%p	19%	18%	16%	17%	16%	15%	19%	13%	16%	15%	16%	16%	21%p
No change (3)	2227	1900	327	89	1865	193	110	59	93	253	178	163	206	209	263	293	208	26	167
	58%	57%	61%	65%	58%	59%	59%	56%	59%	59%	57%	58%	61%	58%	52%	56%	64%p	66%	58%
Slightly more (4)	458	413	45	10	401	31	15	11	13	49	40	31	33	40	78	73	42	3	27
	12%	12%	8%	7%	12%	9%	8%	11%	8%	12%	13%	11%	10%	11%	14%	14%	13%	8%	10%
Much more (5)	101	93	8	1	68	6	5	2	5	17	5	6	10	3	31	10	2	1	5
	3%	3%	2%	1	3%	2%	3%	2%	3%	4%p	2%	2%	3%	1%	6%jooper	2%	1%	3%	2%
Don't know	52	46	5	1	45	2	4	2	3	5	1	4	6	6	6	6	6	*	2
	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	*	1%	2%	2%	1%	1%	2%	*	1%
NET Much/Slightly more	560	506	54	11	490	37	20	13	19	66	45	37	43	43	100	83	44	4	32
	15%	15%	10%	8%	15%	11%	11%	13%	12%	16%	14%	13%	13%	12%	23%hklmop	16%	14%	11%	11%
NET Much/Slightly less	1012	850	152	36	830	97	53	32	42	102	88	76	83	104	129	139	69	9	88
	26%	26%	28%	26%	26%	30%	28%	30%	27%	24%	28%	27%	28%	29%	25%	27%	21%	23%	31%p
Mean	2.81	2.82b	2.71	2.73	2.82g	2.74	2.76	2.71	2.76	2.89m	2.77	2.75	2.84	2.68	2.93mr	2.79	2.87mr	2.85	2.73
Std Dev.	0.87	0.87	0.85	0.74	0.88	0.82	0.83	0.89	0.89	0.85	0.87	0.89	0.81	0.90	0.97	0.90	0.72	0.78	0.82
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.06	0.06	0.06	0.06	0.06	0.06	0.07	0.06	0.05	0.07	0.03

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QE2\_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?**

**Letters from organisations that you have a relationship with**

**Base : All participants**

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time	Use 2nd class almost of the time and HH income <£11.5	Use 2nd class almost of the time and Not Working	Very reliant	Fairly reliant	Neither reliant nor not reliant	Not very reliant	Not at all reliant	Net reliant	Net not reliant	Very reliant	Fairly reliant	Neither reliant nor not reliant	Not very reliant	Not at all reliant	Net reliant	Net not reliant	ANY affordability challenges	No affordability challenges	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3861	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2167	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Much less (1)	383	152	25	75	99	151	62	37	32	250	69	137	136	61	21	24	273	45	87	144
	10%	11%	14%	11%	8%	10%	10%	10%	8% <b>h</b>	8% <b>h</b>	9%	9%	9%	12%	11%	8% <b>h</b>	9%	11%	8%	8%
Slightly less (2)	629	250	26	101	204	264	103	38	16	468	55	235	264	73	43	8	499	51	137	281
	16%	19%	15%	16%	16%	17%	17%	15%	13%	17%	14%	16%	17%	14%	23% <b>m</b>	10%	17%	19%	16%	16%
No change (3)	2227	813	110	424	765	848	392	145	55	1614	200	877	862	344	94	33	1739	127	352	1127
	58%	60%	62%	65%	59% <b>h</b>	56%	64% <b>h</b>	56%	45%	57% <b>h</b>	53%	58% <b>h</b>	57%	65% <b>h</b>	50%	44%	58% <b>h</b>	48%	42%	64% <b>h</b>
Slightly more (4)	458	108	12	41	157	216	44	31	7	373	38	164	221	42	21	7	385	28	183	155
	12%	8%	7%	6%	12% <b>h</b>	14% <b>h</b>	7%	12%	6%	13% <b>h</b>	10%	11%	12% <b>h</b>	8%	11%	10%	13% <b>h</b>	11%	12% <b>h</b>	8%
Much more (5)	101	9	1	4	66	21	7	5	2	87	7	69	26	2	5	-	94	5	65	10
	3%	1%	1%	1%	6% <b>h</b>	1%	1%	2%	2%	3% <b>h</b>	2%	9% <b>h</b>	2%	-	3% <b>h</b>	-	3% <b>h</b>	2%	6% <b>h</b>	1%
Don't know	52	17	3	7	15	14	8	2	9	29	11	22	10	8	3	4	32	7	9	29
	1%	1%	2%	1%	1%	1%	1%	1%	1%	3% <b>h</b>	1%	1%	1%	1%	2%	3% <b>h</b>	1%	2% <b>h</b>	1%	2%
NET Much/Slightly more	560	118	13	45	223	237	51	36	9	400	46	233	247	44	26	7	480	33	248	166
	15%	9%	7%	7%	17% <b>h</b>	16% <b>h</b>	8%	14% <b>h</b>	8%	16% <b>h</b>	12%	11% <b>h</b>	16% <b>h</b>	8%	14%	10%	16% <b>h</b>	13%	10% <b>h</b>	9%
NET Much/Slightly less	1012	402	52	176	303	415	165	75	48	718	124	372	400	134	65	32	772	96	224	425
	26%	30%	29%	27%	23%	27%	27%	29%	40% <b>h</b>	33% <b>h</b>	33% <b>h</b>	25%	26%	25%	34% <b>h</b>	42% <b>h</b>	26%	37% <b>h</b>	27%	24%
Mean	2.81	2.68	2.64	2.69	2.91 <b>h</b>	2.78 <b>h</b>	2.72 <b>h</b>	2.72 <b>h</b>	2.39	2.65 <b>h</b>	2.62	2.66 <b>h</b>	2.63 <b>h</b>	2.71 <b>h</b>	2.70 <b>h</b>	2.33	2.84 <b>h</b>	2.60	3.00 <b>h</b>	2.77
Std Dev.	0.87	0.81	0.84	0.78	0.88	0.86	0.79	0.93	1.03	0.87	0.97	0.90	0.85	0.79	0.92	1.05	0.87	0.97	1.06	0.75
Std Error	0.01	0.02	0.07	0.03	0.02	0.02	0.03	0.06	0.09	0.02	0.05	0.02	0.02	0.04	0.07	0.12	0.02	0.06	0.04	0.02

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - j/k/l/m/n/o/p/q - r/s  
 \* small base

QE2\_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?  
 Letters from organisations that you have a relationship with

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3861	229	3561	61*	1096	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2167	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Much less (1)	383	18	361	5	101	262	21	371	6	6	-	383	*
	10%	8%	10%	7%	9%	10%	9%	10%	6%	17%	-	10%	1%
Slightly less (2)	629	23	594	11	155	442	33	618	10	1	-	629	-
	16%	10%	17% <b>a</b>	18%	14%	18%	14%	17%	11%	1%	-	16%	-
No change (3)	2227	112	2084	31	604	1495	128	2151	36	20	6	2207	13
	58%	49%	59% <b>a</b>	51%	55%	59%	55%	58% <b>a</b>	39%	53%	100%	58% <b>a</b>	63%
Slightly more (4)	458	44	407	8	166	253	37	421	26	9	-	455	3
	12%	13% <b>b</b>	11%	13%	15% <b>a</b>	10%	13% <b>a</b>	11%	23% <b>b</b>	23%	-	12%	16%
Much more (5)	101	25	72	5	52	42	2%	87	12	2	-	100	1
	3%	11% <b>b</b>	2%	6% <b>b</b>	5% <b>a</b>	2%	3%	4%	13% <b>b</b>	4%	-	3%	5%
Don't know	52	7	43	1	18	25	8	45	3	-	-	49	3
	1%	3% <b>b</b>	1%	2%	1%	1%	3% <b>a</b>	1%	3%	1%	-	1%	16%
NET Much/Slightly more	560	63	479	13	220	294	45	507	38	10	-	556	4
	15%	28% <b>b</b>	13%	21%	20% <b>a</b>	12%	19% <b>a</b>	14%	41% <b>b</b>	27%	-	15%	20%
NET Much/Slightly less	1012	41	956	16	255	704	53	989	16	7	-	1012	*
	26%	18%	27% <b>a</b>	26%	23%	28% <b>d</b>	23%	27%	17%	18%	-	26%	1%
Mean	2.81	3.16 <b>b</b>	2.78	2.97	2.92 <b>a</b>	2.75	2.91 <b>a</b>	2.79	3.32 <b>b</b>	2.96	3.00	2.80	3.29
Std Dev.	0.87	1.02	0.85	0.99	0.93	0.84	0.89	0.86	1.05	1.06	*	0.87	0.63
Std Error	0.01	0.07	0.01	0.14	0.03	0.02	0.06	0.01	0.13	0.19	*	0.01	0.15

Proportions/Mean: Columns tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE2\_3. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Letters from organisations that you have a relationship with

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2167	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Much less (1)	363	108	44	108	124	60	-	48	-	44	-	-	66	42	52	35	37
	10%	13% <b>c</b>	11%	8%	10%	14% <b>d</b>	-	11%	-	11%	-	-	8%	9%	12%	8%	9%
Slightly less (2)	629	139	72	195	223	66	-	73	-	72	-	-	108	87	78	77	68
	16%	16%	18%	15%	17%	19%	-	17%	-	18%	-	-	13%	18%	18%	19%	16%
No change (3)	2227	503	245	770	706	251	-	252	-	245	-	-	489	271	235	220	254
	58%	59%	59%	60%	55%	58%	-	59%	-	59%	-	-	61% <b>a</b>	57%	54%	53%	58%
Slightly more (4)	458	82	38	157	181	41	-	41	-	38	-	-	95	62	51	65	66
	12%	10%	9%	12%	14% <b>e</b>	9%	-	10%	-	9%	-	-	12%	13%	12%	16% <b>f</b>	15%
Much more (5)	101	18	8	36	39	11	-	7	-	8	-	-	33	3	15	14	10
	3%	2%	2%	3%	3%	3%	-	2%	-	2%	-	-	4% <b>g</b>	1%	3% <b>h</b>	3% <b>i</b>	2%
Don't know	52	10	4	25	14	3	-	6	-	4	-	-	17	8	5	5	3
	1%	1%	1%	2%	1%	1%	-	1%	-	1%	-	-	2%	2%	1%	1%	1%
NET Much/Slightly more	560	100	47	193	221	52	-	48	-	47	-	-	128	65	67	79	75
	15%	12%	11%	15%	17% <b>ab</b>	12%	-	11%	-	11%	-	-	16%	14%	15%	16% <b>cd</b>	17%
NET Much/Slightly less	1012	247	116	303	346	126	-	121	-	116	-	-	174	128	130	112	105
	26%	27% <b>c</b>	26%	23%	27%	29% <b>d</b>	-	29% <b>e</b>	-	29% <b>f</b>	-	-	21%	27%	29% <b>g</b>	27%	24%
Mean	2.81	2.72	2.74	2.80% <b>a</b>	2.84% <b>b</b>	2.71	-	2.73	-	2.74	-	-	2.78	2.77	2.87	2.87	2.87
Std Dev	0.87	0.88	0.85	0.84	0.90	0.91	-	0.85	-	0.85	-	-	0.86	0.81	0.93	0.90	0.85
Std Error	0.01	0.03	0.04	0.02	0.03	0.04	-	0.04	-	0.04	-	-	0.03	0.04	0.05	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE2\_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Bills, invoices and statements

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Much less (1)	559	-	559	48	361	241	316	55	38	90	87	122	108	60	94	177	288	166	490	65	571
	15%	-	15%	9%	14%	13%	16%	11%	8%	12%	16%	16%	22%	16%	9%	14%	19%	19%	14%	15%	15%
Slightly less (2)	702	-	702	80	487	309	393	69	85	137	108	133	85	86	154	244	304	170	636	63	738
	18%	-	18%	15%	19%	16%	20%	13%	18%	18%	23%	19%	23%	16%	16%	19%	20%	20%	19%	15%	19%
No change (3)	1988	-	1988	228	1320	1020	963	211	217	408	286	384	260	222	428	694	866	482	1787	193	2031
	52%	-	52%	42%	52%	54%	49%	41%	45%	53%	54%	55%	54%	57%	43%	53%	56%	56%	53%	45%	52%
Slightly more (4)	411	-	411	88	271	212	195	114	99	79	40	40	25	13	213	119	78	39	329	82	371
	11%	-	11%	16%	11%	11%	10%	22%	21%	10%	8%	6%	5%	3%	21%	9%	5%	4%	10%	19%	10%
Much more (5)	159	-	159	77	69	88	71	52	30	49	13	6	-	7	83	62	13	7	134	21	124
	4%	-	4%	16%	3%	5%	4%	11%	6%	6%	2%	1%	-	2%	8%	3%	1%	1%	4%	5%	3%
Don't know	31	-	31	6	21	18	12	11	9	4	-	4	1	1	20	4	6	3	23	3	35
	1%	-	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	-	1%	2%	-	-	-	1%	1%	1%
NET Much/Slightly more	570	-	570	175	340	300	266	167	129	129	53	46	25	21	296	182	92	46	463	103	495
	15%	-	15%	32%	13%	16%	14%	32%	27%	17%	10%	7%	5%	5%	30%	14%	6%	5%	14%	24%	13%
NET Much/Slightly less	1262	-	1262	128	845	560	710	125	123	227	195	255	101	149	248	421	592	337	1126	128	1309
	33%	-	33%	24%	33%	29%	28%	24%	26%	30%	36%	37%	25%	25%	25%	32%	33%	33%	33%	30%	34%
Mean	2.71	-	2.71	3.14d	2.68	2.78f	2.64	3.08ijkm	3.00ikm	2.82ikm	2.60i	2.52	2.43	2.54	3.04opq	2.73pq	2.50	2.48	2.70	2.84	2.67
Std Dev.	0.98	-	0.98	1.12	0.94	0.97	0.99	1.10	0.99	0.99	0.93	0.88	0.89	0.86	1.05	0.97	0.88	0.88	0.97	1.06	0.95
Std Error	0.02	-	0.02	0.05	0.02	0.02	0.02	0.05	0.05	0.04	0.04	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.06	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE2\_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Bills, invoices and statements

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Much less (1)	559	106	161	127	165	268	292	318	240	73	61	147	139	95	348	76	459	61	262	10
	15%	15%	14%	14%	16%	14%	15%	14%	16%	16%	13%	14%	13%	15%	14%	16%	14%	11%	14%	7%
Slightly less (2)	702	154	197	172	190	350	352	415	281	79	71	185	201	132	457	81	596	84	352	19
	18%	22%	17%	18%	17%	18%	18%	17%	19%	17%	15%	18%	19%	22%	18%	17%	19%	16%	18%	14%
No change (3)	1988	300	635	503	550	935	1053	1152	816	230	261	533	542	282	1336	231	1632	250	1014	74
	52%	42%	55%	54%	53%	50%	53%	50%	54%	50%	55%	52%	52%	46%	53%	49%	51%	47%	53%	56%
Slightly more (4)	411	95	117	99	100	213	198	287	112	48	59	98	63	278	48	344	48	84	220	18
	11%	12%	10%	11%	10%	11%	10%	12%	7%	10%	12%	10%	12%	10%	10%	11%	10%	13%	11%	14%
Much more (5)	159	52	35	30	43	86	72	115	42	22	22	45	32	34	99	24	133	45	56	6
	4%	7%	3%	3%	4%	5%	4%	5%	3%	5%	5%	4%	3%	5%	4%	5%	4%	5%	3%	5%
Don't know	31	3	10	9	10	12	18	15	12	7	1	11	3	1	15	7	19	5	14	5
	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	*	*	1%	1%	1%	1%	1%	4%
NET Much/Slightly more	570	145	151	129	142	299	271	402	155	69	81	143	153	96	377	72	477	130	276	25
	15%	13%	13%	14%	14%	16%	14%	16%	10%	15%	17%	14%	15%	16%	15%	15%	15%	13%	14%	19%
NET Much/Slightly less	1262	260	358	299	345	618	644	733	521	152	132	332	341	227	805	157	1055	144	614	29
	33%	37%	31%	32%	33%	33%	32%	32%	35%	33%	28%	33%	33%	37%	32%	34%	33%	27%	32%	22%
Mean	2.71	2.76	2.71	2.71	2.69	2.73	2.70	2.77	2.62	2.70	2.81	2.71	2.71	2.68	2.73	2.70	2.71	2.71	2.71	2.94
Std Dev.	0.98	1.09	0.94	0.94	0.99	1.00	0.96	1.01	0.94	1.02	0.97	0.98	0.95	1.04	0.96	1.03	0.98	1.06	0.94	0.89
Std Error	0.02	0.04	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02	0.05	0.02	0.09

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* - small base

QE2\_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Bills, invoices and statements

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3861	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	338	188	194	199	193	197	196	207	198	195	46	269
Much less (1)	559	468	91	17	476	41	24	18	26	59	48	50	40	48	72	81	52	3	38
	15%	14%	7%	12%	15%	12%	13%	7%	16%	14%	16%	18%	12%	13%	14%	16%	16%	8%	13%
Slightly less (2)	702	614	88	25	567	81	35	20	30	79	56	44	48	68	104	91	48	12	65
	18%	19%	7%	18%	18%	23% <sup>ab</sup>	19%	19%	19%	19%	18%	16%	14%	18%	20%	17%	15%	10% <sup>klmn</sup>	24% <sup>opqr</sup>
No change (3)	1988	1690	299	75	1659	178	100	52	80	227	159	140	189	196	234	259	174	22	156
	52%	51%	56%	55%	51%	54%	53%	49%	51%	53%	51%	50%	56% <sup>klm</sup>	54%	46%	50%	53%	56%	54%
Slightly more (4)	411	361	50	17	359	20	19	13	17	40	29	32	39	41	59	62	42	1	19
	11%	11%	9%	13%	11% <sup>bc</sup>	6%	10%	7% <sup>de</sup>	11%	9%	9%	11%	11%	11%	12%	12%	13% <sup>ef</sup>	3%	6%
Much more (5)	159	151	8	3	143	7	6	2	3	21	13	11	10	10	33	25	9	1	5
	4%	5% <sup>gh</sup>	1%	2%	4% <sup>gh</sup>	2%	3%	2%	2%	5%	4%	4%	6% <sup>h</sup>	3%	6% <sup>h</sup>	5%	3%	3%	2%
Don't know	31	29	2	*	26	2	2	1	2	-	4	3	4	3	6	4	-	*	2
	1%	1%	*	*	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	*	1%
NET Much/Slightly more	570	512	58	20	503	26	25	16	19	81	42	43	57	50	81	87	52	2	24
	15%	15% <sup>bc</sup>	11%	15%	15% <sup>bc</sup>	8%	10% <sup>de</sup>	13% <sup>de</sup>	12%	14%	13%	15% <sup>de</sup>	11% <sup>de</sup>	14%	11% <sup>de</sup>	11% <sup>de</sup>	11% <sup>de</sup>	9%	8%
NET Much/Slightly less	1262	1082	180	41	1043	122	59	38	56	138	104	94	88	114	176	172	101	15	106
	33%	33%	33%	30%	32%	37%	32%	36%	35% <sup>kl</sup>	32%	34%	34%	26%	31%	35%	33%	31%	39%	37% <sup>kl</sup>
Mean	2.71	2.73	2.62	2.74	2.73 <sup>bc</sup>	2.60	2.72	2.64	2.62	2.73	2.68	2.68	2.68	2.72	2.75	2.73	2.72	2.61	2.60
Std Dev.	0.98	0.99	0.92	0.90	0.99	0.86	0.94	0.99	0.95	0.98	0.99	1.02	0.97	0.93	1.05	1.02	0.98	0.80	0.87
Std Error	0.02	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.07	0.07	0.07	0.07	0.07	0.06	0.07	0.07	0.07	0.07	0.03

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QE2\_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?**

**Bills, invoices and statements**

**Base : All participants**

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3861	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2167	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Much less (1)	559	215	25	115	211	196	70	47	32	407	70	228	194	70	41	22	422	63	98	234
	15%	16%	14%	18%	18% <b>14%</b>	13%	11%	11%	11%	23% <b>16%</b>	14%	15%	13%	13%	42% <b>16%</b>	23% <b>14%</b>	14%	24% <b>14%</b>	12%	13%
Slightly less (2)	702	281	36	129	237	279	110	58	18	515	74	307	262	77	38	13	570	52	141	314
	18%	21%	20%	20%	18%	18%	18%	22%	15%	19%	19%	20% <b>19%</b>	17%	15%	21%	18%	19%	20%	17%	18%
No change (3)	1988	728	101	366	638	797	368	111	55	1434	166	691	822	335	89	29	1514	118	324	1014
	52%	54%	57%	56%	49%	53% <b>49%</b>	43%	45%	45%	51%	44%	46%	54% <b>46%</b>	63% <b>41%</b>	47%	39%	50%	45%	39%	58% <b>47%</b>
Slightly more (4)	411	85	13	27	128	190	54	29	9	318	38	177	179	37	11	5	356	16	195	128
	11%	6%	7%	4%	10%	13%	9%	11%	7%	11%	10%	12% <b>10%</b>	12% <b>10%</b>	7%	6%	7%	12% <b>10%</b>	6%	13% <b>8%</b>	7%
Much more (5)	159	30	2	13	85	48	9	13	1	133	13	90	55	6	5	2	145	7	71	37
	4%	2%	1%	2%	7% <b>1%</b>	3%	1%	6% <b>1%</b>	1%	8% <b>1%</b>	4%	8% <b>1%</b>	4% <b>1%</b>	1%	3%	2%	5% <b>1%</b>	3%	9% <b>1%</b>	2%
Don't know	31	11	1	3	9	4	4	3	7	13	10	10	6	4	3	5	16	8	4	21
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	3% <b>1%</b>	3% <b>1%</b>	1%	1%
NET Much/Slightly more	570	115	15	40	213	238	63	41	10	451	51	206	235	43	16	7	501	22	266	165
	15%	9%	8%	6%	10% <b>10%</b>	16% <b>10%</b>	10%	16%	8%	18% <b>10%</b>	13%	11% <b>10%</b>	11% <b>10%</b>	8%	8%	9%	17% <b>10%</b>	9%	12% <b>8%</b>	9%
NET Much/Slightly less	1262	496	61	244	447	475	181	103	50	922	153	535	457	147	79	35	992	115	239	548
	33%	37%	34%	37%	34%	31%	29%	40% <b>29%</b>	41% <b>29%</b>	40% <b>29%</b>	40% <b>29%</b>	36% <b>29%</b>	30%	28%	42% <b>29%</b>	47% <b>29%</b>	33%	44% <b>29%</b>	29%	31%
Mean	2.71	2.58	2.61	2.53	2.72% <b>2.74%</b>	2.74% <b>2.71%</b>	2.62	2.37	2.73% <b>2.73%</b>	2.55	2.75% <b>2.76%</b>	2.76% <b>2.68%</b>	2.68% <b>2.46%</b>	2.46	2.31	2.74% <b>2.42%</b>	2.42	3.00% <b>2.66%</b>	2.66	
Std Dev.	0.98	0.91	0.85	0.90	1.06	0.95	0.84	1.06	1.00	1.05	1.05	1.05	0.95	0.83	0.99	1.06	1.00	1.01	1.11	0.88
Std Error	0.02	0.02	0.07	0.03	0.03	0.02	0.04	0.07	0.09	0.02	0.05	0.03	0.02	0.04	0.08	0.12	0.02	0.06	0.04	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
\* small base



QE2\_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Bills, invoices and statements

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3861	229	3561	61*	1096	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2167	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Much less (1)	599	29	522	8	146	380	33	551	5	3	-	559	*
	15%	13%	15%	13%	13%	15%	14%	15%	5%	7%	-	15%	1%
Slightly less (2)	702	26	655	8	193	473	37	682	14	6	-	702	*
	18%	11%	19% <sup>a</sup>	13%	18%	19%	16%	18%	15%	15%	-	18%	2%
No change (3)	1988	114	1846	29	534	1344	111	1925	34	14	3	1973	13
	52%	50%	52%	48%	49%	53% <sup>d</sup>	47%	52% <sup>h</sup>	37%	41%	41%	52% <sup>h</sup>	60%
Slightly more (4)	411	34	366	9	141	231	39	366	28	12	2	406	3
	11%	15%	10%	14%	13% <sup>c</sup>	9%	11% <sup>e</sup>	10%	23% <sup>g</sup>	31%	30%	11%	16%
Much more (5)	159	24	128	6	75	76	8	145	9	2	2	156	1
	4%	11% <sup>b</sup>	4%	10% <sup>b</sup>	7% <sup>c</sup>	3%	3%	4%	10%	4%	29%	4%	5%
Don't know	31	1	29	1	10	15	7	23	3	2	-	28	3
	1%	*	1%	2%	1%	1%	3% <sup>d</sup>	1%	3%	5%	-	1%	16%
NET Much/Slightly more	570	59	496	15	216	307	47	511	37	14	4	562	4
	15%	26% <sup>b</sup>	14%	24%	20% <sup>c</sup>	12%	20% <sup>e</sup>	14%	40% <sup>g</sup>	36%	59%	15%	21%
NET Much/Slightly less	1262	55	1191	16	339	853	70	1234	19	8	-	1261	1
	33%	24%	33% <sup>a</sup>	26%	31%	34%	30%	33%	21%	22%	-	33%	3%
Mean	2.71	3.00 <sup>b</sup>	2.69	2.95	2.62 <sup>c</sup>	2.66	2.78	2.69	3.24 <sup>g</sup>	3.12	3.87	2.71	3.26
Std Dev.	0.98	1.10	0.97	1.12	1.04	0.95	1.01	0.98	1.02	0.99	0.90	0.98	0.66
Std Error	0.02	0.07	0.02	0.15	0.03	0.02	0.06	0.02	0.13	0.18	0.45	0.02	0.16

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE2\_4. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Bills, invoices and statements

Base : All participants

Total	Quarter				Month												
	Q1 2022 (g)	Q2 2022 (h)	Q3 2022 (i)	Q4 2022 (j)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2167	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Much less (1)	569	149	79	157	174	92	-	57	-	79	-	-	100	58	66	59	50
15%	17%cd	19%cd	12%	14%	21%klmnop	-	13%	-	19%lmnp	-	-	-	12%	12%	15%	14%	11%
Slightly less (2)	702	177	70	210	244	84	-	93	-	70	-	-	124	86	91	77	77
18%	21%	17%	16%	19%	19%	-	22%kl	-	17%	-	-	-	19%	18%	21%	18%	18%
No change (3)	1988	423	227	691	647	183	-	231	-	227	-	-	457	234	209	196	242
52%	49%	55%	54%	50%	48%	-	43%kl	-	45%kl	-	-	-	55%lmno	60%	48%	47%	55%kl
Slightly more (4)	411	62	26	173	149	31	-	32	-	26	-	-	102	71	39	61	50
11%	7%	6%	12%ab	12%ab	7%	-	7%	-	6%	-	-	-	13%klj	15%kljm	9%	15%kljm	11%
Much more (5)	159	42	9	47	61	32	-	10	-	9	-	-	28	19	25	20	16
4%	5%	2%	4%	5%	7%klj	-	2%	-	2%	-	-	-	3%	4%	5%kl	5%	4%
Don't know	31	5	1	11	14	1	-	5	-	1	-	-	6	5	7	4	2
1%	1%	-	1%	1%	-	-	1%	-	-	-	-	-	1%	1%	2%	1%	1%
NET Much/Slightly more	570	104	35	220	210	62	-	42	-	35	-	-	131	90	64	80	67
15%	12%	8%	17%ab	16%ab	14%kl	-	10%	-	8%	-	-	-	16%klj	19%klj	15%kl	19%klj	15%kl
NET Much/Slightly less	1262	326	149	368	419	176	-	150	-	149	-	-	224	144	157	135	128
33%	21%bc	21%bc	29%	32%	41%klmnop	-	35%kl	-	34%kl	-	-	-	27%	30%	28%kl	33%	29%
Mean	2.71	2.61	2.55	2.80ab	2.70ab	2.59	-	2.63	-	2.55	-	-	2.80klj	2.80kl	2.69	2.77l	2.70kl
Std Dev.	0.98	1.01	0.94	0.95	0.99	1.12	-	0.89	-	0.94	-	-	0.93	0.98	1.03	1.02	0.92
Std Error	0.02	0.03	0.05	0.03	0.03	0.05	-	0.04	-	0.05	-	-	0.03	0.05	0.05	0.05	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE2\_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Smaller parcels - that fit through a letterbox

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	788	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Much less (1)	230	-	230	19	156	118	112	31	10	40	36	49	41	24	41	75	114	66	197	31	232
	6%	-	6%	4%	6%	6%	6%	6%	2%	6%	7%	7%	9%	6%	4%	6%	7%	8%	6%	7%	6%
Slightly less (2)	409	-	409	71	258	196	211	65	62	79	48	69	53	34	127	127	155	86	354	54	366
	11%	-	11%	13%	10%	10%	11%	13%	13%	10%	9%	10%	11%	9%	13%	10%	10%	10%	10%	13%	9%
No change (3)	2263	-	2263	234	1505	1130	1128	217	232	435	333	468	310	268	448	769	1045	577	2025	226	2257
	59%	-	59%	44%	59%	60%	58%	42%	48%	57%	62%	65%	65%	69%	45%	59%	67%	67%	60%	53%	58%
Slightly more (4)	743	-	743	154	486	362	376	143	138	160	100	87	59	56	281	260	202	116	654	87	803
	19%	-	19%	20%	19%	19%	19%	28%	29%	21%	19%	13%	12%	14%	28%	20%	13%	13%	19%	20%	21%
Much more (5)	151	-	151	54	86	67	84	48	26	45	11	10	9	3	74	56	22	12	128	23	160
	4%	-	4%	10%	3%	4%	4%	6%	6%	6%	2%	1%	2%	1%	17%	14%	1%	1%	4%	5%	4%
Don't know	54	-	54	5	39	14	40	11	11	9	6	7	6	5	22	15	18	11	42	6	52
	1%	-	1%	1%	2%	1%	2%	2%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%
NET Much/Slightly more	895	-	895	208	571	429	460	191	164	205	111	97	68	59	355	316	224	127	782	109	963
	23%	-	23%	23%	23%	23%	24%	27%	24%	27%	21%	14%	14%	15%	30%	24%	14%	15%	23%	26%	25%
NET Much/Slightly less	639	-	639	90	414	315	323	96	72	119	84	118	94	59	167	202	269	152	551	85	598
	17%	-	17%	17%	16%	17%	17%	19%	15%	15%	16%	17%	20%	15%	17%	16%	17%	17%	16%	20%	15%
Mean	3.05	-	3.05	3.24	3.03	3.03	3.06	3.22	3.14	3.23	3.12	3.01	2.91	2.88	3.23	3.04	2.91	2.91	3.05	3.04	3.08
Std Dev.	0.84	-	0.84	0.94	0.83	0.83	0.85	1.00	0.82	0.86	0.80	0.75	0.81	0.72	0.92	0.84	0.76	0.77	0.83	0.92	0.84
Std Error	0.01	-	0.01	0.04	0.02	0.02	0.02	0.05	0.04	0.03	0.04	0.03	0.03	0.04	0.03	0.02	0.02	0.03	0.01	0.06	0.01

Proportions/Mean: Columns tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE2\_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Smaller parcels - that fit through a letterbox

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Much less (1)	230	35	63	61	71	98	132	127	103	31	24	75	53	35	151	31	190	21	110	8
	6%	5%	5%	6%	7%	5%	7%	6%	7%	7%	5%	7%	5%	6%	6%	7%	6%	4%	6%	6%
Slightly less (2)	409	81	124	93	101	214	194	246	156	45	57	93	105	74	256	49	330	48	207	20
	11%	13%	11%	10%	10%	11%	10%	11%	10%	10%	12%	9%	10%	12%	10%	11%	10%	9%	11%	16%
No change (3)	2263	347	695	577	643	1042	1220	1314	923	276	278	600	638	323	1516	279	1866	270	1153	72
	59%	49%	60%a	61%a	61%a	56%	61%a	57%	61%a	60%	58%	59%	62%am	53%	60%am	60%	59%	51%	60%a	55%
Slightly more (4)	743	174	220	170	179	384	349	491	245	82	95	203	201	125	498	83	630	137	359	17
	19%	20%bc	19%	18%	17%	21%b	18%	21%b	16%	18%	20%	20%	19%	21%	20%	18%	20%	23%bc	19%	13%
Much more (5)	151	55	36	30	30	91	60	101	49	13	18	36	33	45	87	15	134	42	71	3
	4%	6%bc	3%	3%	3%	5%b	3%	4%	3%	3%	4%	3%	3%	6%klm	3%	3%	4%	6%r	4%	2%
Don't know	54	8	17	8	22	25	30	23	27	9	4	13	7	4	25	9	31	11	18	11
	1%	1%	1%	1%	2%	1%	2%	1%	2%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	9%qr
NET Much/Slightly more	895	230	256	201	209	485	409	592	295	95	113	238	234	171	585	98	765	180	430	20
	23%	31%bc	22%	21%	20%	26%b	21%	25%b	20%	21%	24%	23%	23%	20%	23%	21%	24%	21%bc	22%	15%
NET Much/Slightly less	639	125	187	154	173	312	327	374	258	77	81	168	158	109	407	80	520	69	317	29
	17%	17%bc	16%	16%	17%	17%b	16%	17%	17%	17%	17%	16%	15%	18%	16%	17%	16%	13%	17%	22%
Mean	3.05	3.18bcd	3.04	3.02	2.99	3.09f	3.01	3.08h	2.99	3.00	3.06	3.03	3.05	3.12	3.05	3.00	3.06	3.23rs	3.04	2.88
Std Dev.	0.84	0.93	0.81	0.82	0.82	0.86	0.82	0.85	0.83	0.83	0.82	0.86	0.79	0.93	0.82	0.83	0.84	0.88	0.82	0.81
Std Error	0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.02	0.04	0.02	0.04	0.01	0.04	0.02	0.08

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QE2\_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Smaller parcels - that fit through a letterbox

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3861	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2167	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Much less (1)	230	190	40	10	188	24	10	8	13	15	22	17	16	24	33	31	17	2	22
	6%	6%	8%	7%	6%	7%	5%	8%	3%	4%	7%	6%	5%	7%	6%	6%	5%	6%	8%
Slightly less (2)	409	360	49	9	357	20	15	10	12	43	26	28	46	42	62	60	38	2	25
	11%	11%	9%	7%	11%	8%	8%	8%	6%	10%	9%	10%	14%	12%	12%	11%	12%	4%	9%
No change (3)	2263	1926	336	80	1893	194	117	59	86	262	191	164	186	232	267	311	194	26	167
	59%	58%	63%	59%	59%	59%	62%	56%	55%	62%	62%	59%	55%	64%	60%	60%	59%	67%	58%
Slightly more (4)	743	644	100	32	615	71	35	22	37	92	61	56	71	43	97	91	66	7	64
	19%	19%	19%	23%	19%	22%	19%	21%	3%	2%	2%	2%	2%	12%	11%	17%	17%	17%	22%
Much more (5)	151	139	12	6	129	8	8	6	8	14	7	11	10	10	40	23	8	1	7
	4%	4%	2%	4%	4%	3%	4%	6%	5%	3%	2%	4%	3%	3%	8%	4%	2%	3%	2%
Don't know	54	53	1	*	47	4	3	1	2	-	2	4	8	11	9	6	3	1	3
	1%	2%	*	*	1%	1%	2%	1%	1%	-	1%	2%	2%	3%	2%	1%	1%	2%	1%
NET Much/Slightly more	895	783	112	37	745	80	43	28	45	105	68	67	82	53	137	114	74	8	72
	23%	24%	21%	27%	23%	24%	23%	26%	3%	3%	22%	2%	2%	15%	24%	22%	23%	20%	21%
NET Much/Slightly less	639	550	89	19	548	50	25	18	25	59	48	45	62	66	95	91	55	4	46
	17%	17%	17%	14%	17%	15%	13%	17%	16%	14%	16%	16%	18%	18%	19%	17%	17%	10%	16%
Mean	3.05	3.06	2.99	3.10	3.04	3.04	3.09	3.07	3.10m	3.11m	3.02	3.06	3.04	2.92	3.03	3.03	3.03	3.07	3.04
Std Dev.	0.84	0.84	0.82	0.86	0.84	0.84	0.80	0.92	0.91	0.76	0.82	0.84	0.82	0.79	0.94	0.84	0.79	0.78	0.85
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.06	0.05	0.06	0.06	0.06	0.05	0.06	0.06	0.05	0.07	0.03

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QE2\_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Smaller parcels - that fit through a letterbox

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
	Total																			
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1502	1508	481	170	82	3100	252	744	1836
Weighted Base	3861	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2167	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Much less (1)	230	104	20	55	64	80	46	21	18	143	30	67	88	34	20	19	155	40	62	77
	6%	8%	11%	8%	5%	5%	7%	9%	15% <b>cd</b>	5%	8% <b>cd</b>	4%	6%	5%	11% <b>klp</b>	25% <b>klmpq</b>	5%	15% <b>klmpq</b>	7% <b>rs</b>	4%
Slightly less (2)	409	133	18	59	115	181	57	40	10	297	50	131	169	66	29	8	300	37	122	153
	11%	10%	10%	9%	9%	12% <b>cd</b>	9%	10% <b>cd</b>	7%	13%	5%	9%	11%	12%	16% <b>kl</b>	10%	10%	14% <b>kl</b>	15% <b>rs</b>	9%
No change (3)	2263	859	114	422	754	900	390	139	61	1654	200	835	917	351	108	32	1751	140	369	1127
	58%	64%	64%	65%	58%	59%	54%	50%	59%	53%	56%	60% <b>klko</b>	66% <b>klpqr</b>	58%	42%	42%	58% <b>ko</b>	53%	44%	64% <b>qr</b>
Slightly more (4)	743	206	24	98	270	303	98	41	19	581	60	364	286	51	27	13	640	40	205	308
	19%	15%	13%	15%	21% <b>klf</b>	20%	16%	16%	16%	16%	16%	23% <b>lmnoq</b>	18% <b>lm</b>	10%	14%	16%	21% <b>lm</b>	16%	12% <b>rs</b>	18%
Much more (5)	151	34	*	14	80	39	14	11	6	118	18	94	44	11	1	*	138	1	72	44
	4%	3%	*	2%	6% <b>klf</b>	3%	2%	4%	5%	4% <b>rs</b>	5%	6% <b>lmnoq</b>	3%	2%	1%	*	5% <b>lmno</b>	1%	9% <b>rs</b>	3%
Don't know	54	14	3	4	15	12	10	5	8	27	13	12	15	17	1	3	28	5	2	37
	1%	1%	2%	1%	2%	1%	2%	2%	2%	2% <b>klf</b>	1%	1%	1%	3% <b>klp</b>	1%	3% <b>klp</b>	1%	2%	*	2% <b>qr</b>
NET Much/Slightly more	895	240	24	113	358	341	112	53	25	700	78	458	330	62	28	14	787	42	277	353
	23%	18%	13%	17%	27% <b>klf</b>	23%	18%	21%	21%	23% <b>rs</b>	21%	30% <b>lmnoq</b>	22% <b>lm</b>	12%	15%	18%	26% <b>lmno</b>	16%	33% <b>rs</b>	20%
NET Much/Slightly less	639	236	38	114	179	261	103	61	28	440	89	198	258	100	49	27	456	76	185	230
	17%	18%	21%	18%	14%	17%	17%	24% <b>klf</b>	23% <b>klf</b>	16%	23% <b>klf</b>	13%	17% <b>kl</b>	19% <b>kl</b>	26% <b>klp</b>	36% <b>klmp</b>	15%	29% <b>klmp</b>	22% <b>rs</b>	13%
Mean	3.05	2.95	2.81	2.93	3.16 <b>klfgh</b>	3.03	2.96	2.93	2.87	3.08 <b>klfgh</b>	2.91	3.19 <b>lmnoq</b>	3.02 <b>lmnoq</b>	2.88 <b>kl</b>	2.78	2.55	3.11 <b>lmnoq</b>	2.72	3.12	3.05
Std Dev.	0.84	0.81	0.82	0.82	0.85	0.80	0.81	0.91	1.05	0.83	0.96	0.85	0.81	0.75	0.85	1.09	0.84	0.93	1.01	0.74
Std Error	0.01	0.02	0.06	0.03	0.02	0.02	0.03	0.06	0.10	0.02	0.05	0.02	0.02	0.03	0.07	0.12	0.02	0.06	0.04	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - kl/m/n/o/p/q - rs  
\* small base

QE2\_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Smaller parcels - that fit through a letterbox

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3851	229	3561	61*	1096	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2167	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Much less (1)	239	18	213	1	69	154	7	221	6	4	-	230	-
	6%	7%	6%	2%	6%	6%	3%	6%	6%	11%	-	6%	-
Slightly less (2)	409	23	379	6	116	265	28	387	17	4	-	407	1
	11%	10%	11%	10%	11%	11%	12%	10%	18%	10%	-	11%	6%
No change (3)	2263	110	2122	31	552	1578	132	2196	36	14	6	2246	11
	59%	48%	59% <sup>a</sup>	50%	50%	53% <sup>a</sup>	56%	59% <sup>a</sup>	38%	38%	100%	59% <sup>a</sup>	50%
Slightly more (4)	743	59	669	15	282	415	47	697	50	11	-	739	5
	19%	25% <sup>b</sup>	19%	24%	25% <sup>a</sup>	16%	20%	16%	53% <sup>b</sup>	29%	-	16%	23%
Much more (5)	151	12	132	7	62	80	10	143	5	3	-	150	1
	4%	5%	4%	12% <sup>b</sup>	6% <sup>a</sup>	3%	4%	4%	5%	8%	-	4%	5%
Don't know	54	7	46	1	17	28	11	49	-	2	-	51	3
	1%	3%	1%	2%	1%	1%	5%	1%	-	5%	-	1%	16%
NET Much/Slightly more	895	72	801	22	344	494	57	840	35	14	-	889	6
	23%	31% <sup>b</sup>	22%	35% <sup>b</sup>	31% <sup>a</sup>	20%	24%	23%	39% <sup>b</sup>	36%	-	23%	28%
NET Much/Slightly less	639	39	593	7	185	419	35	607	22	8	-	638	1
	17%	17%	17%	12%	17%	17%	15%	16%	24%	21%	-	17%	6%
Mean	3.05	3.13	3.04	3.35 <sup>b</sup>	3.14 <sup>a</sup>	3.00	3.11	3.04	3.13	3.13	3.00	3.05	3.33
Std Dev.	0.84	0.93	0.83	0.90	0.91	0.81	0.79	0.83	0.97	1.10	*	0.84	0.71
Std Error	0.01	0.06	0.01	0.13	0.03	0.02	0.05	0.01	0.12	0.20	*	0.01	0.16

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE2\_5. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Smaller parcels - that fit through a letterbox

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2167	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Much less (1)	230	59	32	59	81	37	-	21	-	32	-	-	34	24	36	20	24
6%	7%	8% <b>c</b>	5%	6%	9% <b>d</b>	-	5%	-	8% <b>d</b>	-	-	-	4%	5%	9% <b>d</b>	5%	6%
Slightly less (2)	409	83	50	139	137	42	-	41	-	50	-	-	86	53	49	45	43
11%	10%	12%	11%	11%	10%	-	9%	-	12%	-	-	-	11%	11%	11%	11%	10%
No change (3)	2263	510	257	778	717	253	-	257	-	257	-	-	507	272	217	235	265
59%	59%	62%	60%	56%	59%	-	60% <b>h</b>	-	63% <b>h</b>	-	-	-	62% <b>h</b>	58%	50%	57%	61% <b>h</b>
Slightly more (4)	743	178	52	258	256	88	-	90	-	52	-	-	161	97	99	69	88
19%	21% <b>h</b>	13%	20% <b>h</b>	20% <b>h</b>	20% <b>h</b>	-	21% <b>h</b>	-	13%	-	-	-	20% <b>h</b>	21% <b>h</b>	23% <b>h</b>	17%	20% <b>h</b>
Much more (5)	151	22	14	38	76	9	-	12	-	14	-	-	22	16	27	39	12
4%	3%	3%	3%	2% <b>h</b>	2%	-	3%	-	3%	-	-	-	3%	3%	3% <b>h</b>	3% <b>h</b>	3%
Don't know	54	9	6	19	21	3	-	6	-	6	-	-	8	11	8	7	5
1%	1%	1%	1%	2%	1%	-	1%	-	1%	-	-	-	1%	2%	2%	2%	1%
NET Much/Slightly more	895	199	66	295	334	97	-	102	-	66	-	-	183	112	126	108	100
23%	23% <b>h</b>	16%	23% <b>h</b>	26% <b>h</b>	22%	-	24% <b>h</b>	-	16%	-	-	-	22% <b>h</b>	24% <b>h</b>	29% <b>h</b>	26% <b>h</b>	23%
NET Much/Slightly less	639	141	83	197	218	79	-	62	-	83	-	-	120	77	85	65	67
17%	16%	20%	15%	17%	18%	-	15%	-	20%	-	-	-	15%	16%	19%	16%	15%
Mean	3.05	3.02	2.91	3.05 <b>b</b>	3.05 <b>b</b>	2.98	-	3.03 <b>b</b>	-	2.91	-	-	3.05 <b>b</b>	3.06	3.08	3.05 <b>b</b>	3.05
Std Dev	0.84	0.83	0.84	0.78	0.90	0.86	-	0.79	-	0.84	-	-	0.78	0.82	0.97	0.92	0.80
Std Error	0.01	0.03	0.04	0.02	0.03	0.04	-	0.04	-	0.04	-	-	0.03	0.04	0.05	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



QE2\_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Larger parcels - that do not fit through a letterbox

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	788	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Much less (1)	288	-	288	24	194	127	161	15	16	41	43	64	57	51	31	84	172	108	258	29	278
Slightly less (2)	407	-	407	49	294	190	217	65	54	76	55	74	51	31	118	132	157	82	355	47	380
No change (3)	2147	-	2147	218	1428	1090	1053	216	223	427	318	430	291	241	440	745	963	533	1934	204	2178
Slightly more (4)	719	-	719	175	447	355	360	156	127	149	85	92	60	50	283	234	202	109	615	101	741
Much more (5)	231	-	231	66	127	105	122	50	51	63	27	20	12	7	102	90	39	19	190	40	236
Don't know	58	-	58	5	39	21	37	11	7	11	5	8	6	10	18	16	24	16	47	7	57
NET Much/Slightly more	950	-	950	242	574	461	482	206	178	212	113	113	72	56	385	325	241	128	805	141	977
NET Much/Slightly less	695	-	695	72	483	316	378	80	70	118	98	135	100	82	150	216	329	190	613	76	658
Mean	3.05	-	3.05	3.4nd	3.01	3.07	3.03	3.32jkkm	3.31jkkm	3.15jkkm	3.00im	2.90	2.83	2.81	3.31oww	3.09pp	2.86	2.82	3.04	3.18r	3.07
Std Dev.	0.92	-	0.92	0.97	0.90	0.89	0.94	0.93	0.93	0.91	0.89	0.85	0.89	0.89	0.93	0.91	0.87	0.89	0.91	0.99	0.91
Std Error	0.01	-	0.01	0.04	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.06	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE2\_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Larger parcels - that do not fit through a letterbox

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Much less (1)	288	37	83	71	97	120	168	146	140	39	48	89	62	31	200	39	235	32	138	14
	7%	5%	7%	8%	9%	6%	8%	6%	8%	9%	10%	9%	6%	5%	8%	8%	7%	6%	7%	11%
Slightly less (2)	407	85	129	95	98	214	193	250	149	53	55	102	98	75	254	56	330	43	223	19
	11%	12%	11%	10%	8%	11%	10%	11%	10%	12%	11%	10%	9%	12%	10%	12%	10%	8%	12%	14%
No change (3)	2147	328	636	556	627	964	1184	1255	871	242	265	570	616	297	1450	243	1774	259	1067	66
	56%	46%	55%	59%	60%	52%	60%	53%	58%	53%	56%	57%	59%	49%	57%	52%	56%	49%	56%	50%
Slightly more (4)	719	191	226	154	148	417	302	456	252	83	79	185	185	152	449	85	610	137	367	21
	19%	27%	29%	16%	14%	17%	15%	20%	17%	18%	17%	18%	18%	23%	18%	18%	19%	15%	19%	16%
Much more (5)	231	61	62	58	51	123	108	172	59	31	25	59	66	46	150	33	106	43	102	6
	6%	9%	5%	6%	5%	7%	5%	7%	4%	7%	5%	6%	6%	8%	6%	7%	6%	8%	5%	4%
Don't know	58	8	20	5	25	28	31	23	32	10	4	15	11	6	30	10	36	15	21	6
	2%	1%	2%	1%	2%	1%	2%	1%	2%	2%	1%	1%	1%	1%	1%	2%	1%	3%	1%	4%
NET Much/Slightly more	950	252	287	212	199	540	411	626	310	114	104	244	251	198	599	118	806	180	469	27
	25%	35%	30%	23%	19%	29%	21%	33%	21%	26%	22%	24%	24%	33%	24%	25%	23%	21%	24%	20%
NET Much/Slightly less	695	122	211	166	195	333	361	396	289	92	103	191	160	100	454	96	568	75	362	33
	18%	17%	18%	18%	19%	18%	18%	17%	19%	20%	22%	19%	15%	18%	18%	21%	18%	14%	19%	25%
Mean	3.05	3.22bcd	3.05	3.03	2.96	3.11f	2.99	3.11h	2.96	3.03	2.95	3.02	3.00j	3.18kn	3.04	3.03	3.06	3.22rs	3.04	2.88
Std Dev.	0.92	0.95	0.91	0.90	0.90	0.93	0.91	0.93	0.90	0.97	0.95	0.94	0.88	0.93	0.92	0.97	0.92	0.94	0.90	0.97
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02	0.04	0.02	0.10

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QE2\_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Larger parcels - that do not fit through a letterbox

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3861	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Much less (1)	288	252	35	6	238	29	12	8	13	26	22	20	19	34	33	44	27	3	26
	7%	8%	7%	4%	7%	9%	8%	8%	8%	6%	7%	7%	6%	9%	7%	9%	8%	8%	9%
Slightly less (2)	407	351	56	10	340	36	17	14	13	46	28	33	36	44	44	64	31	6	30
	11%	11%	10%	8%	11%	11%	9%	13%	8%	11%	9%	12%	11%	12%	9%	12%	10%	14%	11%
No change (3)	2147	1817	330	83	1810	174	110	53	86	251	176	145	197	210	251	292	201	21	153
	56%	55%	61%	61%	56%	53%	68%	50%	55%	59%	57%	52%	58%	58%	50%	56%	62%	53%	53%
Slightly more (4)	719	638	82	27	595	68	34	22	27	83	34	22	27	50	126	84	47	8	60
	19%	19%	15%	20%	18%	21%	18%	21%	17%	20%	20%	20%	18%	14%	23%	16%	14%	20%	21%
Much more (5)	231	204	27	9	195	17	11	8	13	20	21	19	18	14	42	36	13	1	17
	6%	6%	5%	6%	6%	5%	6%	7%	8%	5%	7%	7%	5%	4%	8%	7%	4%	2%	6%
Don't know	58	51	8	1	51	4	3	1	5	-	1	7	8	11	11	2	7	1	3
	2%	2%	7%	1%	2%	7%	2%	1%	3%	0%	-	2%	2%	3%	2%	-	2%	2%	1%
NET Much/Slightly more	950	842	109	36	790	85	46	29	40	103	82	75	79	64	168	120	61	9	76
	25%	25%	20%	26%	24%	26%	24%	28%	25%	24%	23%	23%	23%	18%	31%	23%	19%	22%	23%
NET Much/Slightly less	695	603	92	17	578	65	28	23	27	72	50	53	55	77	77	108	58	9	56
	18%	18%	17%	12%	18%	20%	15%	21%	17%	17%	16%	19%	16%	21%	15%	18%	18%	23%	20%
Mean	3.05	3.06	3.02	3.16	3.05	3.02	3.09	3.06	3.08	3.06	3.10m	3.08	3.07	2.91	3.20mop	3.01	2.96	2.92	3.04
Std Dev.	0.92	0.93	0.85	0.83	0.91	0.95	0.88	0.98	0.97	0.85	0.92	0.94	0.86	0.90	0.95	0.95	0.87	0.88	0.96
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.07	0.06	0.06	0.07	0.06	0.06	0.06	0.06	0.06	0.08	0.04

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QE2\_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?**

**Larger parcels - that do not fit through a letterbox**

**Base : All participants**

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1502	1508	481	170	82	3100	252	744	1836
Weighted Base	3861	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2167	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Much less (1)	288	129	22	68	88	101	57	20	19	189	40	75	104	62	30	15	179	46	88	97
	7%	10%	12%	10%	7%	7%	9%	8%	15% <b>cdm</b>	7%	10%	5%	7%	13% <b>klp</b>	14% <b>klp</b>	5%	6%	19% <b>klp</b>	11% <b>ks</b>	6%
Slightly less (2)	407	141	16	61	118	178	57	37	13	297	50	118	201	49	22	9	319	31	108	178
	11%	10%	9%	9%	9%	12%	9%	14%	10%	11%	13%	8%	13% <b>klp</b>	9%	12%	12%	11% <b>klk</b>	13%	10%	10%
No change (3)	2147	786	105	391	719	826	387	136	62	1544	199	815	846	332	100	35	1662	135	330	1063
	56%	58%	59%	60%	55%	55%	53% <b>deglj</b>	53%	51%	55%	52%	54%	56%	53% <b>klp</b>	53%	47%	55%	51%	40%	61% <b>kr</b>
Slightly more (4)	719	215	24	98	247	325	84	43	15	571	57	334	284	99	29	11	619	39	224	301
	19%	16%	14%	15%	11% <b>d</b>	13% <b>d</b>	14%	17%	12%	13% <b>d</b>	15%	19% <b>mmq</b>	18% <b>mm</b>	11%	16%	14%	17% <b>mm</b>	16%	17% <b>ks</b>	17%
Much more (5)	231	56	8	21	113	71	23	15	7	184	22	146	65	14	4	2	211	6	74	77
	6%	4%	4%	3%	9% <b>et</b>	5%	4%	6%	5%	7%	6%	19% <b>mmq</b>	4%	3%	2%	3%	7% <b>mm</b>	2%	9% <b>ks</b>	4%
Don't know	58	24	3	14	21	14	8	6	6	34	12	14	19	12	2	3	33	5	10	32
	2%	2%	2%	2%	2%	1%	1%	3%	1% <b>edent</b>	1%	1% <b>ent</b>	1%	1%	2%	1%	1%	4% <b>klp</b>	1%	1%	2%
NET Much/Slightly more	950	271	32	119	360	395	107	58	22	756	80	481	349	74	33	13	829	45	298	378
	25%	20%	18%	18%	29% <b>dj</b>	29% <b>dj</b>	17%	22%	18%	21% <b>d</b>	21%	32% <b>mmopq</b>	23% <b>mm</b>	14%	17%	17%	27% <b>mmnc</b>	17%	16% <b>ks</b>	22%
NET Much/Slightly less	695	270	38	128	206	280	114	57	32	486	90	192	305	111	53	24	498	77	195	275
	18%	20%	21%	20%	16%	18%	19%	22%	26% <b>kl</b>	17%	24% <b>kl</b>	13%	20% <b>klp</b>	21% <b>kl</b>	28% <b>klp</b>	32% <b>klp</b>	16% <b>kl</b>	29% <b>klp</b>	23% <b>ks</b>	16%
Mean	3.05	2.95	2.89	2.91	3.14 <b>hj</b>	3.06 <b>fh</b>	2.93	2.98	2.80	3.10 <b>hj</b>	2.92	3.24 <b>mmopq</b>	3.00 <b>mmq</b>	2.84	2.75	2.66	3.12 <b>mmq</b>	2.72	3.11	3.05
Std Dev.	0.92	0.91	0.85	0.89	0.94	0.89	0.87	0.94	1.05	0.92	0.98	0.92	0.88	0.88	0.98	1.07	0.91	1.00	1.09	0.83
Std Error	0.01	0.02	0.07	0.03	0.03	0.02	0.04	0.06	0.09	0.02	0.05	0.02	0.02	0.04	0.08	0.12	0.02	0.06	0.04	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - rs  
 \* small base

QE2\_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Larger parcels - that do not fit through a letterbox

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3861	229	3561	61*	1096	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2167	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Much less (1)	288	17	269	2	83	198	7	278	3	5	2	286	*
	7%	7%	8%	2%	8%	8%	3%	8%	3%	12%	30%	7%	1%
Slightly less (2)	407	18	379	10	98	278	31	387	15	3	2	405	-
	11%	8%	11%	16%	9%	11%	13%	10%	17%	7%	29%	11%	-
No change (3)	2147	103	2010	34	551	1469	127	2077	32	21	3	2130	14
	56%	45%	56%	56%	50%	58%	54%	56%	35%	56%	41%	56%	68%
Slightly more (4)	719	65	644	11	246	428	43	680	31	7	-	717	2
	19%	29%	18%	16%	23%	17%	16%	18%	43%	18%	-	18%	10%
Much more (5)	231	18	209	4	99	113	19	219	10	2	-	230	1
	6%	8%	6%	6%	9%	4%	8%	6%	10%	4%	-	6%	5%
Don't know	58	7	50	1	18	33	7	52	2	-	-	55	3
	2%	3%	1%	2%	2%	1%	3%	1%	2%	1%	-	1%	16%
NET Much/Slightly more	950	83	853	15	342	541	63	898	40	9	-	947	3
	25%	38%	24%	24%	32%	21%	27%	24%	43%	23%	-	25%	15%
NET Much/Slightly less	695	36	648	11	181	475	38	665	18	8	4	691	*
	18%	16%	18%	19%	17%	19%	16%	18%	20%	20%	59%	18%	1%
Mean	3.05	3.22b	3.04	3.09	3.17c	2.99	3.16a	3.05	3.32g	2.95	2.12	3.05	3.21
Std Dev.	0.92	0.99	0.91	0.84	0.96	0.89	0.88	0.91	0.98	0.98	0.91	0.92	0.61
Std Error	0.01	0.07	0.02	0.12	0.03	0.02	0.06	0.02	0.12	0.18	0.46	0.01	0.14

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE2\_6. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Larger parcels - that do not fit through a letterbox

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2167	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Much less (1)	288	70	33	83	102	41	-	29	-	33	-	-	56	27	49	25	27
	7%	8%	8%	6%	8%	9%	-	7%	-	8%	-	-	7%	6%	11% <sup>ns</sup>	6%	6%
Slightly less (2)	407	80	42	151	134	44	-	36	-	42	-	-	98	53	56	41	37
	11%	9%	10%	12%	10%	10%	-	8%	-	10%	-	-	12%	11%	13%	10%	8%
No change (3)	2147	492	262	712	680	236	-	254	-	262	-	-	451	261	212	220	248
	56%	57%	44% <sup>ns</sup>	56%	53%	53%	-	54% <sup>ns</sup>	-	54% <sup>ns</sup>	-	-	55%	55%	49%	53%	57%
Slightly more (4)	719	140	54	257	268	63	-	77	-	54	-	-	163	94	91	78	99
	19%	16%	13%	20% <sup>ns</sup>	21% <sup>ns</sup>	15%	-	18%	-	13%	-	-	20% <sup>ns</sup>	20% <sup>ns</sup>	21% <sup>ns</sup>	19%	23% <sup>ns</sup>
Much more (5)	231	66	15	69	81	41	-	25	-	15	-	-	40	29	23	39	19
	6%	8% <sup>ns</sup>	4%	5%	6%	10% <sup>ns</sup>	-	6%	-	4%	-	-	5%	6%	5%	8% <sup>ns</sup>	4%
Don't know	58	11	6	17	24	4	-	6	-	6	-	-	9	8	4	13	7
	2%	1%	1%	1%	2%	1%	-	2%	-	1%	-	-	1%	2%	1%	3%	2%
NET Much/Slightly more	950	206	69	326	349	104	-	101	-	69	-	-	203	123	115	117	118
	25%	24% <sup>ns</sup>	17%	25% <sup>ns</sup>	27% <sup>ns</sup>	24%	-	24%	-	17%	-	-	25% <sup>ns</sup>	26% <sup>ns</sup>	26% <sup>ns</sup>	26% <sup>ns</sup>	27% <sup>ns</sup>
NET Much/Slightly less	695	150	75	234	236	85	-	65	-	75	-	-	155	80	105	66	64
	18%	17%	18%	18%	18%	20%	-	15%	-	18%	-	-	19%	17%	24% <sup>ns</sup>	16%	15%
Mean	3.05	3.06	2.94	3.06	3.07	3.05	-	3.08	-	2.94	-	-	3.04	3.10 <sup>ns</sup>	2.96	3.16 <sup>ns</sup>	3.11 <sup>ns</sup>
Std Dev	0.92	0.95	0.84	0.89	0.94	1.01	-	0.88	-	0.84	-	-	0.89	0.89	1.01	0.95	0.86
Std Error	0.01	0.03	0.04	0.02	0.03	0.05	-	0.04	-	0.04	-	-	0.03	0.04	0.05	0.05	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE2\_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Much less (1)	439	-	439	50	292	189	248	61	38	86	75	102	47	28	100	162	177	75	362	71	424
	11%	-	11%	9%	12%	10%	13%	12%	8%	11%	14%	15%	10%	7%	10%	12%	11%	9%	11%	17%	11%
Slightly less (2)	646	-	646	84	445	282	359	90	78	107	93	124	92	61	168	200	277	153	581	64	696
	17%	-	17%	16%	18%	15%	15%	17%	16%	14%	17%	18%	15%	16%	17%	15%	18%	16%	17%	15%	18%
No change (3)	2091	-	2091	234	1419	1063	1026	220	226	426	319	388	280	231	446	746	899	512	1892	190	2104
	54%	-	54%	44%	56%	56%	53%	43%	47%	66%	60%	55%	59%	59%	45%	67%	58%	59%	65%	56%	44%
Slightly more (4)	488	-	488	106	276	258	229	103	97	98	34	55	44	58	199	132	156	101	424	62	468
	13%	-	13%	20%	11%	14%	12%	20%	19%	13%	6%	8%	9%	16%	20%	10%	10%	12%	12%	14%	12%
Much more (5)	118	-	118	54	47	69	46	23	25	41	8	8	9	4	48	49	21	12	98	19	108
	3%	-	3%	10%	2%	4%	2%	4%	10%	6%	1%	1%	2%	1%	8%	8%	1%	1%	3%	5%	3%
Don't know	70	-	70	9	50	28	43	17	14	9	4	12	6	8	32	13	26	14	42	22	70
	2%	-	2%	2%	2%	1%	2%	3%	3%	1%	1%	2%	1%	2%	3%	1%	2%	2%	1%	5%	2%
NET Much/Slightly more	605	-	605	160	323	327	276	126	122	139	42	63	52	61	247	181	177	114	522	81	576
	16%	-	16%	30%	13%	17%	14%	24%	23%	19%	8%	9%	11%	16%	23%	14%	11%	13%	15%	19%	15%
NET Much/Slightly less	1054	-	1054	134	737	471	607	151	117	193	109	226	139	89	268	362	454	228	943	135	1120
	28%	-	28%	25%	29%	25%	31%	24%	24%	25%	35%	33%	29%	23%	27%	28%	29%	26%	28%	32%	29%
Mean	2.79	-	2.79	3.05	2.73	2.86	2.72	2.87	2.88	2.87	2.63	2.62	2.74	2.80	2.92	2.77	2.72	2.79	2.80	2.74	2.77
Std Dev.	0.92	-	0.92	1.07	0.88	0.91	0.92	1.03	0.96	0.96	0.86	0.88	0.83	0.79	1.00	0.93	0.85	0.82	0.90	1.07	0.90
Std Error	0.01	-	0.01	0.05	0.02	0.02	0.02	0.05	0.04	0.04	0.04	0.03	0.04	0.04	0.03	0.03	0.02	0.03	0.02	0.07	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE2\_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?  
 Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Much less (1)	439	80	126	121	112	205	233	287	149	63	49	116	100	78	265	66	350	52	203	21
	71%	11%	11%	13%	11%	11%	12%	12%	10%	14%	10%	11%	10%	13%	10%	14%	11%	10%	71%	16%
Slightly less (2)	646	121	191	166	168	312	334	392	251	74	88	167	190	109	436	75	551	72	336	18
	37%	17%	17%	18%	16%	17%	17%	17%	17%	16%	18%	16%	17%	16%	17%	16%	17%	14%	18%	14%
No change (3)	2091	337	655	485	615	991	1100	1191	877	240	261	568	587	289	1416	241	1728	729	1084	78
	54%	47%	57%	52%	59%	53%	55%	52%	56%	52%	55%	56%	57%	48%	56%	52%	54%	53%	57%	59%
Slightly more (4)	488	122	138	124	103	261	227	306	172	53	59	117	128	99	304	55	409	78	212	10
	13%	16%	12%	13%	10%	14%	11%	13%	11%	12%	11%	11%	12%	13%	12%	12%	13%	15%	11%	8%
Much more (5)	118	39	25	33	21	63	54	87	26	11	16	32	25	29	74	13	103	35	46	-
	3%	5%	2%	3%	2%	3%	3%	4%	2%	2%	3%	3%	2%	5%	3%	3%	3%	7%	2%	-
Don't know	70	12	20	11	28	32	38	39	28	16	3	18	16	3	38	16	41	14	38	4
	2%	2%	2%	1%	3%	2%	2%	2%	2%	4%	1%	2%	2%	-	1%	3%	1%	3%	2%	3%
NET Much/Slightly more	605	161	163	157	124	324	281	394	198	65	75	149	154	128	378	68	512	113	258	10
	16%	23%	14%	17%	12%	17%	14%	14%	13%	14%	14%	16%	15%	19%	15%	16%	16%	21%	13%	8%
NET Much/Slightly less	1084	201	316	287	280	517	567	678	400	137	136	283	281	187	701	141	901	124	539	39
	28%	28%	27%	31%	27%	28%	29%	29%	27%	30%	29%	28%	27%	31%	28%	30%	28%	23%	28%	30%
Mean	2.79	2.58d	2.78	2.77	2.76	2.82	2.76	2.79	2.78	2.72	2.80	2.78	2.80	2.82	2.79	2.72	2.80	2.85	2.77	2.61
Std Dev.	0.92	1.01	0.88	0.96	0.86	0.93	0.91	0.96	0.84	0.94	0.91	0.91	0.87	1.01	0.89	0.96	0.92	0.98	0.88	0.85
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02	0.04	0.02	0.08

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base



QE2\_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3861	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Much less (1)	439 71%	380 71%	59 17%	11 8%	386 12%	24 7%	16 9%	13 12%	15 10%	58 14%	39 13%	31 11%	41 12%	37 10%	68 13%	56 11%	41 13%	1 4%	22 8%
Slightly less (2)	646 77%	556 17%	88 16%	25 18%	515 16%	73 22%	34 18%	24 23%	26 16%	74 17%	52 17%	46 16%	47 14%	66 18%	81 16%	76 15%	46 14%	7 18%	65 23%
No change (3)	2091 54%	1784 54%	306 57%	74 54%	1754 64%	181 55%	106 67%	50 47%	93 59%	220 52%	163 53%	160 57%	195 58%	198 55%	252 50%	293 56%	180 55%	24 59%	158 55%
Slightly more (4)	488 13%	418 13%	70 13%	19 14%	412 13%	39 12%	22 12%	14 13%	15 10%	59 14%	41 13%	31 11%	36 11%	39 11%	88 13%	75 14%	46 14%	6 16%	33 11%
Much more (5)	118 3%	109 3%	9 2%	6 4%	102 3%	7 2%	5 3%	4 3%	3 2%	8 2%	12 4%	7 2%	10 3%	7 2%	32 6%	14 3%	8 2%	1 3%	6 2%
Don't know	70 2%	63 2%	7 1%	3 2%	62 2%	4 1%	3 2%	1 1%	4 3%	7 2%	3 1%	6 2%	6 2%	16 4%	6 1%	8 2%	5 2%	*	4 1%
NET Much/Slightly more	605 16%	527 16%	79 15%	25 18%	514 16%	47 14%	27 15%	18 17%	19 12%	67 16%	53 17%	37 13%	49 14%	46 13%	100 20%	89 17%	53 16%	7 19%	39 14%
NET Much/Slightly less	1084 28%	938 28%	146 27%	35 26%	901 28%	96 29%	50 27%	37 35%	41 26%	132 31%	91 29%	76 27%	80 26%	103 28%	150 29%	132 25%	87 27%	9 22%	88 30%
Mean	2.79	2.79	2.78	2.89	2.79	2.80	2.81	2.73	2.77	2.73	2.79	2.77	2.79	2.75	2.83	2.79	2.96	2.77	
Std Dev.	0.92	0.93	0.87	0.90	0.93	0.83	0.86	0.96	0.85	0.94	0.96	0.88	0.91	0.87	1.04	0.90	0.92	0.78	0.84
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.03	0.04	0.06	0.06	0.07	0.06	0.06	0.06	0.07	0.06	0.06	0.07	0.03

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QE2\_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?  
 Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
	Total																			
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3861	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2167	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Much less (1)	439	154	26	64	122	156	77	46	35	277	81	177	173	39	17	27	350	44	115	161
	11%	11%	15%	10%	9%	10%	12%	11% <i>de</i>	10% <i>de</i>	10%	11% <i>de</i>	11%	11%	7%	9%	13% <i>klmnpq</i>	11% <i>kl</i>	14% <i>rs</i>		9%
Slightly less (2)	646	248	26	116	224	252	101	55	13	476	68	253	247	93	36	16	500	51	157	289
	17%	18%	15%	18%	17%	17%	16%	21%	11%	17%	18%	17%	16%	19%	21%	17%	17%	20%	19%	15%
No change (3)	2091	746	98	368	679	853	370	122	48	1532	170	775	823	336	111	20	1598	132	339	1102
	54%	55%	55%	56%	52% <i>kl</i>	50% <i>klj</i>	60% <i>klj</i>	47%	39%	54% <i>kl</i>	45%	52% <i>no</i>	54% <i>no</i>	63% <i>klmnpq</i>	59% <i>no</i>	27%	53% <i>no</i>	50% <i>no</i>	41%	63% <i>rs</i>
Slightly more (4)	488	150	21	82	190	207	47	24	13	387	37	199	228	37	15	7	426	23	143	157
	13%	11%	12%	13%	13% <i>kl</i>	14% <i>kl</i>	8%	9%	11%	14% <i>kl</i>	10%	13% <i>kl</i>	15% <i>klm</i>	7%	8%	10%	11% <i>klm</i>	9%	17% <i>rs</i>	8%
Much more (5)	118	26	1	8	70	32	4	7	4	102	11	79	28	7	1	2	107	3	61	19
	3%	2%	1%	1%	6% <i>kl</i>	2%	1%	3%	3% <i>kl</i>	4% <i>kl</i>	3% <i>kl</i>	9% <i>klmnpq</i>	2%	1%	1%	2%	4% <i>kl</i>	1%	7% <i>rs</i>	1%
Don't know	70	27	4	14	21	15	17	4	8	37	12	20	20	6	3	40	9	17	39	
	2%	2%	3%	2%	2%	1%	2%	2%	1%	2% <i>kl</i>	1%	1%	1%	3% <i>kl</i>	3%	5%	1%	2%	2%	2%
NET Much/Slightly more	605	176	23	91	200	239	51	31	17	408	48	278	256	45	17	9	534	28	205	176
	16%	13%	13%	14%	20% <i>klfj</i>	18% <i>kl</i>	8%	12%	14%	18% <i>kl</i>	13%	18% <i>klmnpq</i>	17% <i>klmnpq</i>	8%	9%	12%	15% <i>klmnpq</i>	10%	25% <i>rs</i>	10%
NET Much/Slightly less	1084	401	53	180	346	408	177	101	49	753	150	430	420	133	53	43	850	96	272	430
	28%	30%	29%	28%	26%	27%	29%	39% <i>klfj</i>	40% <i>klfj</i>	27%	39% <i>klfj</i>	29%	28%	25%	28%	56% <i>klmnpq</i>	28%	36% <i>klmnpq</i>	33% <i>rs</i>	25%
Mean	2.79	2.73	2.69	2.77	2.89% <i>klj</i>	2.89% <i>klj</i>	2.67% <i>h</i>	2.57	2.44	2.85% <i>klj</i>	2.53	2.83% <i>kl</i>	2.79% <i>kl</i>	2.77% <i>kl</i>	2.710	2.18	2.81% <i>kl</i>	2.580	2.85	2.77
Std Dev.	0.92	0.88	0.90	0.84	0.95	0.88	0.82	0.98	1.15	0.91	1.04	0.98	0.90	0.75	0.78	1.12	0.94	0.92	1.10	0.79
Std Error	0.01	0.02	0.07	0.03	0.03	0.02	0.03	0.06	0.10	0.02	0.05	0.02	0.02	0.03	0.06	0.13	0.02	0.06	0.04	0.02

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - rs  
 \* small base

QE2\_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?  
 Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3861	229	3561	61*	1096	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2167	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Much less (1)	439	22	409	8	190	281	27	433	6	-	-	438	*
	11%	10%	11%	12%	12%	11%	11%	12%	6%	-	-	11%	1%
Slightly less (2)	646	20	616	10	146	464	35	624	16	2	2	642	2
	17%	9%	17% <sup>a</sup>	16%	13%	18% <sup>d</sup>	15%	17%	17%	6%	30%	17%	7%
No change (3)	2091	123	1937	31	571	1401	119	2014	42	18	4	2074	12
	54%	54%	54%	51%	52%	56%	51%	55%	45%	48%	70%	54%	59%
Slightly more (4)	488	37	446	4	173	282	34	451	19	15	-	484	3
	13%	16%	13%	7%	16% <sup>a</sup>	11%	14%	12%	20%	39%	-	13%	16%
Much more (5)	118	16	94	8	52	59	6	112	5	*	-	118	-
	3%	7% <sup>b</sup>	3%	12% <sup>b</sup>	5% <sup>a</sup>	2%	3%	3%	5%	1%	-	3%	-
Don't know	70	10	59	1	27	30	13	59	6	2	-	67	3
	2%	5% <sup>b</sup>	2%	2% <sup>a</sup>	1%	1%	5% <sup>d</sup>	2%	6% <sup>a</sup>	6%	-	2%	16%
NET Much/Slightly more	605	53	540	12	223	342	40	563	24	15	-	602	3
	16%	23% <sup>b</sup>	15%	20%	20% <sup>a</sup>	14%	17%	15%	26% <sup>a</sup>	40%	-	16%	16%
NET Much/Slightly less	1084	42	1025	17	277	746	62	1057	22	2	2	1081	2
	28%	18%	29% <sup>a</sup>	28%	25%	30% <sup>d</sup>	26%	29%	23%	6%	30%	28%	8%
Mean	2.79	3.03 <sup>b</sup>	2.77	2.91	2.88 <sup>a</sup>	2.75	2.81	2.78	3.02	3.37	2.70	2.79	3.09
Std Dev.	0.92	0.99	0.91	1.12	0.98	0.89	0.93	0.92	0.95	0.62	0.50	0.92	0.58
Std Error	0.01	0.07	0.02	0.15	0.03	0.02	0.06	0.02	0.12	0.12	0.25	0.01	0.14

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE2\_7. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?  
 Newsletters, leaflets and promotions from organisations that you have a relationship with

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2167	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Much less (1)	439	126	37	129	147	72	-	54	-	37	-	-	80	49	61	38	47
	11%	15% <b>b</b>	9%	10%	11%	17% <b>klmnc</b>	-	13%	-	9%	-	-	10%	10%	14%	9%	11%
Slightly less (2)	646	141	79	211	215	75	-	68	-	79	-	-	136	75	74	72	68
	17%	16%	19%	16%	17%	17%	-	19%	-	19%	-	-	17%	16%	17%	17%	16%
No change (3)	2091	434	216	748	693	203	-	231	-	216	-	-	460	289	211	223	258
	54%	51%	52%	53% <b>ia</b>	54%	47%	-	54%	-	52%	-	-	53% <b>an</b>	51% <b>an</b>	48%	54%	53% <b>an</b>
Slightly more (4)	488	129	59	135	165	69	-	60	-	59	-	-	90	45	69	48	48
	13%	15% <b>ac</b>	14%	10%	13%	10% <b>km</b>	-	14%	-	14%	-	-	11%	10%	16% <b>an</b>	12%	11%
Much more (5)	118	23	14	41	39	11	-	12	-	14	-	-	35	7	12	22	6
	3%	3%	3%	3%	3%	2%	-	3%	-	3%	-	-	13% <b>amp</b>	1%	3%	13% <b>amp</b>	1%
Don't know	70	6	8	25	31	2	-	5	-	8	-	-	17	8	8	12	11
	2%	1%	2%	2%	2% <b>ia</b>	-	-	1%	-	2%	-	-	2%	2%	2%	2% <b>ia</b>	2%
NET Much/Slightly more	605	151	73	177	204	80	-	71	-	73	-	-	125	52	82	69	53
	16%	18%	18%	14%	16%	10% <b>km</b>	-	17%	-	10% <b>km</b>	-	-	15%	11%	10% <b>amp</b>	17%	12%
NET Much/Slightly less	1084	267	115	340	361	148	-	120	-	115	-	-	216	124	135	111	115
	28%	31%	28%	28%	28%	21% <b>kl</b>	-	28%	-	28%	-	-	26%	26%	31%	27%	26%
Mean	2.79	2.74	2.84	2.80	2.79	2.70	-	2.79	-	2.84	-	-	2.83	2.75	2.78	2.86	2.78
Std Dev.	0.92	0.97	0.91	0.88	0.92	1.01	-	0.94	-	0.91	-	-	0.91	0.82	0.98	0.93	0.84
Std Error	0.01	0.03	0.04	0.02	0.03	0.05	-	0.05	-	0.04	-	-	0.03	0.04	0.05	0.05	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE2\_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Addressed direct mail from organisations that you don't have a relationship with

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Much less (1)	446	-	446	42	312	186	257	54	31	81	74	89	69	48	85	155	206	117	366	81	446
	12%	-	12%	8%	12%	10%	13%	11%	6%	11%	14%	13%	14%	12%	9%	12%	13%	13%	11%	19%	12%
Slightly less (2)	645	-	645	86	449	285	359	71	87	122	114	115	80	56	158	238	251	136	581	64	655
	17%	-	17%	16%	18%	15%	15%	14%	18%	16%	21%	17%	14%	14%	16%	18%	16%	16%	17%	15%	17%
No change (3)	1869	-	1869	212	1253	940	925	239	215	393	266	355	223	177	454	659	756	400	1686	175	1922
	49%	-	49%	39%	50%	50%	47%	47%	45%	51%	50%	52%	47%	45%	46%	51%	49%	46%	50%	41%	50%
Slightly more (4)	610	-	610	136	373	347	261	100	98	131	53	86	72	70	198	184	228	143	541	64	595
	16%	-	16%	25%	15%	18%	13%	19%	20%	17%	10%	12%	15%	18%	20%	14%	15%	16%	16%	15%	15%
Much more (5)	173	-	173	53	75	89	84	29	30	34	17	24	16	23	59	51	63	39	146	24	159
	4%	-	4%	10%	3%	5%	4%	6%	6%	4%	3%	3%	3%	6%	6%	4%	4%	4%	4%	6%	4%
Don't know	107	-	107	9	67	41	66	21	18	6	10	20	17	16	16	39	16	53	80	20	95
	3%	-	3%	2%	3%	2%	3%	4%	4%	1%	2%	3%	4%	4%	4%	1%	3%	4%	2%	5%	2%
NET Much/Slightly more	783	-	783	189	448	436	345	129	128	165	70	110	88	93	257	235	291	181	687	88	754
	20%	-	20%	30%	18%	23%	18%	25%	27%	21%	13%	16%	18%	24%	20%	18%	19%	21%	20%	21%	19%
NET Much/Slightly less	1091	-	1091	127	761	471	615	125	118	203	188	204	149	104	243	391	457	253	947	144	1098
	28%	-	28%	24%	30%	25%	32%	24%	25%	35%	30%	30%	31%	27%	24%	30%	29%	29%	28%	34%	28%
Mean	2.84	-	2.84	3.14	2.78	2.93	2.77	2.96	3.02	2.89	2.67	2.76	2.75	2.90	2.99	2.80	2.79	2.82	2.86	2.72	2.83
Std Dev.	0.99	-	0.99	1.06	0.96	0.97	1.00	1.01	0.97	0.96	0.95	0.96	1.00	1.04	0.99	0.96	1.00	1.02	0.97	1.13	0.97
Std Error	0.02	-	0.02	0.05	0.02	0.02	0.02	0.05	0.04	0.04	0.04	0.04	0.04	0.06	0.03	0.03	0.02	0.03	0.02	0.07	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE2\_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Addressed direct mail from organisations that you don't have a relationship with

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Much less (1)	446	74	120	106	146	195	252	253	191	68	52	102	112	84	265	72	355	46	233	17
	72%	10%	70%	71%	74%	70%	73%	71%	73%	19% <sup>ab</sup>	17%	10%	71%	74%	70%	15%	17%	9%	72%	13%
Slightly less (2)	645	145	199	158	145	345	300	424	215	75	70	181	194	105	445	553	73	347	19	
	37%	21% <sup>cd</sup>	17%	17%	14%	18% <sup>ef</sup>	15%	14%	14%	16%	15%	18%	19%	17%	18%	16%	17%	14%	18%	14%
No change (3)	1869	279	578	466	545	858	1011	1104	744	206	246	510	516	259	1272	208	1555	255	919	69
	49%	39%	59% <sup>ka</sup>	50% <sup>ka</sup>	52% <sup>ka</sup>	46%	51% <sup>ka</sup>	48%	50%	45%	52% <sup>km</sup>	50% <sup>km</sup>	50% <sup>km</sup>	43%	50% <sup>km</sup>	45%	49%	48%	48%	52%
Slightly more (4)	610	141	189	145	136	330	281	368	235	55	74	168	154	123	396	56	520	104	306	13
	16%	20% <sup>cd</sup>	16%	15%	13%	14% <sup>ef</sup>	14%	16%	16%	12%	16%	16%	15%	20% <sup>km</sup>	16%	12%	15%	23% <sup>rs</sup>	16%	10%
Much more (5)	173	45	47	43	37	92	80	103	64	25	30	41	30	27	100	30	130	34	74	2
	4%	6% <sup>cd</sup>	4%	5%	4%	5%	4%	4%	4%	6% <sup>kl</sup>	6% <sup>kl</sup>	4%	3%	4%	4%	6%	4%	6% <sup>lr</sup>	4%	1%
Don't know	107	25	21	24	38	46	62	51	53	26	4	18	32	10	54	26	68	17	39	13
	3%	3%	2%	3%	4% <sup>b</sup>	2%	3%	2%	4%	6% <sup>klmn</sup>	7%	2%	3%	2%	2%	6% <sup>p</sup>	2%	3%	2%	10% <sup>qr</sup>
NET Much/Slightly more	783	186	236	188	173	422	361	471	299	82	104	209	184	150	496	86	649	139	380	14
	20%	25% <sup>cd</sup>	20%	20%	17%	20% <sup>ef</sup>	19%	20%	20%	18%	22%	20%	18%	20% <sup>km</sup>	20%	18%	20%	21% <sup>rs</sup>	20%	11%
NET Much/Slightly less	1091	220	319	261	291	539	552	677	406	143	121	283	306	189	710	147	909	119	580	35
	28%	31%	28%	28%	28%	29%	28%	29%	27%	31%	26%	28%	29%	31%	28%	31%	29%	23%	30% <sup>rs</sup>	27%
Mean	2.84	2.91 <sup>d</sup>	2.86	2.85	2.78	2.88	2.81	2.84	2.84	2.77	2.92	2.86	2.80	2.84	2.85	2.77	2.84	3.01 <sup>rs</sup>	2.81	2.70
Std Dev.	0.99	1.05	0.96	0.98	0.98	0.99	0.98	0.98	1.00	1.07	0.99	0.95	0.93	1.05	0.95	1.08	0.97	0.99	0.98	0.89
Std Error	0.02	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02	0.04	0.02	0.09

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QE2\_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Addressed direct mail from organisations that you don't have a relationship with

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3861	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Much less (1)	446 12%	378 11%	69 13%	13 9%	383 12%	31 9%	19 10%	13 13%	20 13%	49 12%	43 14%	34 12%	42 13%	55 13%	63 13%	49 9%	27 8%	4 10%	27 9%
Slightly less (2)	645 17%	562 17%	82 15%	20 15%	530 19%	74 22%	22 12%	19 18%	34 21%	71 17%	44 14%	47 17%	61 18%	52 14%	88 13%	104 20%	50 15%	9 23%	64 22%
No change (3)	1869 49%	1604 48%	265 49%	72 53%	1567 49%	150 46%	101 64%	51 48%	67 43%	197 46%	153 49%	146 52%	174 51%	180 50%	229 45%	254 49%	167 51%	18 45%	132 46%
Slightly more (4)	610 16%	526 16%	85 16%	18 13%	515 16%	46 14%	34 18%	16 15%	23 14%	70 16%	33 16%	33 12%	45 13%	59 16%	104 23%	75 14%	58 18%	7 17%	39 13%
Much more (5)	173 4%	148 4%	24 5%	12 9%	146 5%	16 5%	6 3%	5 5%	9 6%	24 6%	16 5%	13 5%	12 3%	9 3%	25 5%	25 5%	13 4%	-	16 5%
Don't know	107 3%	94 3%	13 2%	1 1%	88 3%	12 4%	6 3%	2 2%	4 3%	15 3%	4 1%	7 3%	5 2%	8 2%	18 4%	15 3%	11 3%	2 5%	10 3%
NET Much/Slightly more	783 20%	674 20%	109 20%	31 22%	661 20%	61 19%	40 21%	21 20%	32 20%	94 22%	66 21%	45 21%	56 16%	68 17%	128 19%	100 19%	71 22%	7 18%	54 19%
NET Much/Slightly less	1091 28%	940 28%	151 28%	33 24%	914 28%	105 32%	41 22%	33 31%	54 34%	120 28%	87 28%	82 29%	103 31%	106 29%	132 26%	153 29%	77 24%	13 32%	92 32%
Mean	2.84	2.85	2.83	2.98	2.84	2.82	2.93	2.81	2.78	2.88	2.84	2.79	2.77	2.76	2.91	2.85	2.94	2.75	2.82
Std Dev.	0.99	0.98	1.00	1.02	0.99	0.97	0.92	1.01	1.05	1.02	1.03	0.97	0.95	0.99	1.03	0.95	0.92	0.90	0.98
Std Error	0.02	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.06	0.08	0.04

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QE2\_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Addressed direct mail from organisations that you don't have a relationship with

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Total	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1502	1508	481	170	82	3100	252	744	1836
Weighted Base	3861	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2167	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Much less (1)	446	162	26	76	146	161	71	35	32	307	67	180	165	52	28	17	345	46	100	196
	12%	12%	15%	12%	11%	11%	11%	14%	23% <i>ad</i>	8% <i>ad</i>	12%	12%	11%	10%	15%	23% <i>kl</i>	11%	12%	12%	11%
Slightly less (2)	645	267	37	109	229	254	96	51	12	483	63	243	269	75	41	13	512	54	160	279
	17%	20%	21%	17%	18%	17%	16%	20%	10%	17%	17%	16%	18%	14%	22%	17%	17%	21%	19%	16%
No change (3)	1869	641	74	296	590	743	338	121	54	1333	175	693	741	305	81	29	1434	110	288	956
	49%	47%	41%	45%	45%	49%	55% <i>cd</i>	47%	44%	47%	46%	46%	49%	58% <i>klmp</i>	43%	38%	47%	42%	35%	55% <i>vr</i>
Slightly more (4)	610	197	24	122	231	261	77	35	4	482	40	246	266	68	22	8	513	30	199	224
	16%	16%	19%	16%	13% <i>fn</i>	11% <i>fn</i>	13% <i>h</i>	14% <i>o</i>	4%	17% <i>h</i>	10%	16%	18%	13%	12%	10%	17%	11%	14% <i>sa</i>	13%
Much more (5)	173	51	9	31	87	49	13	13	11	136	23	96	48	14	9	4	144	13	69	41
	4%	4%	5%	5%	7% <i>ef</i>	3%	2%	2%	9% <i>ef</i>	6% <i>ef</i>	6% <i>im</i>	3%	3%	3%	5%	6%	5%	5%	6% <i>sa</i>	2%
Don't know	107	33	8	18	24	46	21	3	9	69	12	45	30	16	6	5	75	10	19	50
	3%	2%	5%	3%	2%	3%	3%	1%	7% <i>de</i>	2%	3%	3%	2%	3%	3%	4% <i>cl</i>	2%	4%	2%	3%
NET Much/Slightly more	763	248	33	153	318	310	90	48	15	628	63	342	314	82	31	12	656	43	207	266
	20%	18%	18%	23% <i>sa</i>	24% <i>fn</i>	20% <i>cl</i>	15%	18%	12%	22% <i>h</i>	16%	23% <i>im</i>	21%	15%	17%	16%	22% <i>im</i>	16%	32% <i>sa</i>	15%
NET Much/Slightly less	1091	429	63	186	375	415	167	86	44	790	130	423	434	127	70	30	857	100	260	475
	28%	32%	35%	28%	29%	27%	27%	33%	36%	28%	34% <i>sa</i>	28%	29%	24%	37% <i>im</i>	40% <i>im</i>	28%	38% <i>klmp</i>	31%	27%
Mean	2.84	2.78	2.72	2.88	2.91% <i>h</i>	2.85% <i>h</i>	2.77	2.76	2.56	2.65% <i>h</i>	2.70	2.69% <i>oq</i>	2.64% <i>oq</i>	2.64% <i>oq</i>	2.68	2.55	2.66% <i>oq</i>	2.65	2.67% <i>oq</i>	2.79
Std Dev.	0.99	0.97	1.05	1.01	1.04	0.95	0.90	1.02	1.21	0.99	1.08	1.04	0.95	0.88	1.04	1.16	1.00	1.07	1.13	0.90
Std Error	0.02	0.03	0.08	0.04	0.03	0.02	0.04	0.07	0.11	0.02	0.06	0.03	0.02	0.04	0.08	0.13	0.02	0.07	0.04	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - kl/mn/o/p/q - rs  
\* small base



QE2\_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Addressed direct mail from organisations that you don't have a relationship with

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3851	229	3561	61*	1096	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2167	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Much less (1)	448 12%	33 15%	406 11%	7 12%	127 12%	297 12%	23 10%	436 12%	6 7%	4 11%	-	446 12%	* 1%
Slightly less (2)	645 17%	38 16%	598 17%	12 19%	161 15%	451 18%	32 14%	621 17%	17 18%	3 7%	3 44%	641 17%	1 6%
No change (3)	1869 49%	92 40%	1749 49%	28 46%	497 45%	1259 50%	113 48%	1801 49%	38 40%	16 42%	4 56%	1855 49%	11 50%
Slightly more (4)	610 16%	59 25%	549 15%	11 18%	206 19%	399 16%	38 16%	581 16%	19 20%	6 16%	-	606 16%	5 23%
Much more (5)	173 4%	15 6%	156 4%	2 3%	77 7%	81 3%	15 6%	154 4%	13 14%	4 11%	-	172 4%	1 5%
Don't know	107 3%	3 1%	103 3%	2 3%	30 3%	64 3%	14 6%	99 3%	-	5 13%	-	104 3%	3 16%
NET Much/Slightly more	783 20%	65 28%	706 20%	12 20%	284 26%	447 18%	53 23%	735 20%	32 34%	10 27%	-	777 20%	6 27%
NET Much/Slightly less	1091 28%	89 30%	1003 28%	19 31%	288 26%	748 30%	55 24%	1057 29%	24 25%	7 18%	3 44%	1087 28%	1 6%
Mean	2.84	2.90	2.84	2.80	2.85	2.79	2.95	2.83	3.18	3.11	2.56	2.84	3.30
Std Dev.	0.99	1.11	0.98	0.97	1.05	0.95	1.00	0.98	1.10	1.14	0.54	0.99	0.74
Std Error	0.02	0.07	0.02	0.14	0.03	0.02	0.06	0.02	0.14	0.21	0.27	0.02	0.17

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE2\_8. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Addressed direct mail from organisations that you don't have a relationship with

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2167	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Much less (1)	446	106	45	139	157	70	-	38	-	45	-	-	90	49	70	36	51
	12%	12%	11%	11%	12%	16% <sup>sig</sup>	-	8%	-	11%	-	-	11%	10%	16% <sup>sig</sup>	9%	12%
Slightly less (2)	645	135	71	196	243	73	-	62	-	71	-	-	119	77	84	76	83
	17%	16%	17%	15%	19%	17%	-	19%	-	17%	-	-	19%	16%	19%	18%	19%
No change (3)	1869	415	210	680	563	184	-	221	-	210	-	-	430	250	174	181	209
	48%	46%	51% <sup>sig</sup>	51% <sup>sig</sup>	44%	45%	-	52% <sup>sig</sup>	-	51% <sup>sig</sup>	-	-	53% <sup>sig</sup>	53% <sup>sig</sup>	40%	43%	48%
Slightly more (4)	610	126	62	187	236	66	-	60	-	62	-	-	111	76	87	80	70
	16%	15%	15%	14%	18% <sup>sig</sup>	15%	-	14%	-	15%	-	-	14%	16%	20% <sup>sig</sup>	19% <sup>sig</sup>	16%
Much more (5)	173	47	16	53	57	14	-	33	-	16	-	-	46	8	11	31	15
	4%	5%	4%	4%	3%	3%	-	16% <sup>sig</sup>	-	4%	-	-	13% <sup>sig</sup>	2%	3%	16% <sup>sig</sup>	3%
Don't know	107	30	9	35	34	15	-	15	-	9	-	-	23	12	11	13	10
	3%	3%	2%	3%	3%	3%	-	3%	-	2%	-	-	3%	3%	3%	3%	2%
NET Much/Slightly more	783	173	77	240	293	80	-	93	-	77	-	-	156	84	98	111	84
	20%	20%	19%	19%	23%	18%	-	22%	-	19%	-	-	19%	18%	22%	27% <sup>sig</sup>	19%
NET Much/Slightly less	1091	241	116	335	400	144	-	98	-	116	-	-	209	126	154	112	134
	28%	28%	26%	26%	31% <sup>sig</sup>	31% <sup>sig</sup>	-	23%	-	26%	-	-	26%	27%	31% <sup>sig</sup>	27%	31%
Mean	2.84	2.85	2.83	2.86	2.84	2.71	-	2.85 <sup>sig</sup>	-	2.83	-	-	2.85 <sup>sig</sup>	2.82	2.73	2.85 <sup>sig</sup>	2.80
Std Dev	0.99	1.01	0.95	0.95	1.02	1.03	-	0.98	-	0.95	-	-	0.98	0.89	1.04	1.03	0.97
Std Error	0.02	0.04	0.05	0.03	0.03	0.05	-	0.05	-	0.05	-	-	0.03	0.04	0.05	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QE2\_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Catalogues and brochures

Base : All participants

	Methodology			Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	788	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Much less (1)	614	-	614	62	424	237	372	58	58	107	108	137	92	55	116	215	283	146	523	84	597
	16%	-	16%	11%	17% <sup>cd</sup>	13%	19% <sup>de</sup>	11%	12%	14%	20% <sup>gh</sup>	20% <sup>gh</sup>	19% <sup>gh</sup>	14%	12%	16% <sup>hi</sup>	18% <sup>hi</sup>	17% <sup>hi</sup>	15%	20%	15%
Slightly less (2)	571	-	571	73	388	275	295	66	76	106	83	119	69	54	141	189	241	122	524	47	637
	15%	-	15%	14%	15%	15%	15%	13%	16%	14%	16%	17%	14%	14%	14%	15%	15%	14%	15%	11%	16%
No change (3)	1897	-	1897	217	1251	979	915	239	212	405	259	348	228	204	451	655	781	433	1705	182	1927
	49%	-	49%	40%	49% <sup>cd</sup>	52% <sup>ef</sup>	47%	46%	44%	53% <sup>gh</sup>	49%	51%	48%	52%	45%	51% <sup>hi</sup>	50%	50%	50% <sup>ij</sup>	43%	50%
Slightly more (4)	559	-	559	108	361	282	274	104	92	110	58	60	75	59	196	168	195	135	489	71	520
	15%	-	15%	20% <sup>cd</sup>	14%	15%	14%	20% <sup>gh</sup>	19% <sup>gh</sup>	14% <sup>kl</sup>	17%	9%	16% <sup>kl</sup>	15% <sup>kl</sup>	20% <sup>op</sup>	13%	13%	16%	14%	17%	13%
Much more (5)	135	-	135	64	55	84	51	26	27	32	17	16	5	12	52	49	33	17	115	19	122
	3%	-	3%	1% <sup>cd</sup>	2%	4% <sup>ef</sup>	3%	4% <sup>kl</sup>	4% <sup>kl</sup>	4% <sup>kl</sup>	3%	2%	1%	3%	4% <sup>op</sup>	4%	2%	2%	3%	4%	3%
Don't know	75	-	75	14	51	31	44	21	14	7	8	9	9	6	35	16	24	15	44	25	67
	2%	-	2%	3%	2%	2%	2%	4% <sup>kl</sup>	3% <sup>kl</sup>	1%	2%	1%	2%	1%	4% <sup>op</sup>	1%	2%	2%	1%	6% <sup>qr</sup>	2%
NET Much/Slightly more	694	-	694	172	416	366	325	130	118	142	76	76	80	72	248	217	228	152	603	90	642
	18%	-	18%	25% <sup>cd</sup>	16%	19%	17%	25% <sup>gh</sup>	23% <sup>gh</sup>	16% <sup>kl</sup>	14%	11%	17% <sup>kl</sup>	16% <sup>kl</sup>	23% <sup>op</sup>	17%	15%	17%	18%	21%	17%
NET Much/Slightly less	1185	-	1185	134	812	512	607	124	133	212	191	255	100	109	259	404	524	298	1047	131	1234
	31%	-	31%	25%	32% <sup>cd</sup>	27%	34% <sup>de</sup>	24%	28%	28%	36% <sup>gh</sup>	37% <sup>gh</sup>	34% <sup>gh</sup>	28%	26%	31% <sup>hi</sup>	31% <sup>hi</sup>	31%	31%	31%	32%
Mean	2.74	-	2.74	3.04 <sup>cd</sup>	2.69	2.84 <sup>ef</sup>	2.65	2.95 <sup>gh</sup>	2.80 <sup>gh</sup>	2.81 <sup>gh</sup>	2.61	2.56	2.64	2.79 <sup>kl</sup>	2.92 <sup>op</sup>	2.73	2.64	2.71	2.75	2.74	2.72
Std Dev.	1.01	-	1.01	1.14	0.99	0.98	1.03	1.01	1.04	0.99	1.04	0.98	1.00	0.98	1.03	1.01	0.99	0.99	1.00	1.12	0.99
Std Error	0.02	-	0.02	0.05	0.02	0.02	0.02	0.05	0.05	0.04	0.05	0.04	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.07	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE2\_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Catalogues and brochures

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Much less (1)	614	99	185	157	173	284	330	380	233	77	59	178	146	103	384	80	500	77	313	18
	76%	14%	16%	17%	17%	15%	17%	16%	15%	17%	13%	18%	14%	17%	15%	17%	16%	14%	16%	14%
Slightly less (2)	571	125	173	113	160	298	273	362	207	66	71	139	170	102	379	67	485	56	297	21
	15%	16%cd	15%	12%	15%	16%	14%	14%	14%	14%	15%	14%	16%	17%	15%	14%	15%	10%	13%	16%
No change (3)	1897	302	574	484	536	876	1021	1079	792	229	264	492	511	271	1267	231	1559	258	934	71
	49%	43%	50%a	52%a	51%a	47%	51%a	47%	53%a	50%	55%ab	48%	49%	45%	50%	50%	49%	49%	49%	54%
Slightly more (4)	559	120	175	138	126	295	284	339	210	60	58	156	169	85	383	61	473	89	288	16
	15%	17%cd	15%	15%	12%	16%	13%	15%	14%	13%	12%	15%	16%	14%	13%	13%	15%	17%	15%	12%
Much more (5)	135	54	24	34	22	78	56	101	32	14	19	30	28	35	77	16	112	38	47	2
	3%	6%bcd	2%	4%	2%	4%	3%	4%h	2%	3%	4%	3%	3%	6%abm	3%	3%	4%	7%r	2%	2%
Don't know	75	10	23	12	30	33	42	42	29	12	5	24	14	10	43	12	53	12	41	3
	2%	1%	2%	1%	3%	2%	2%	2%	2%	3%	1%	2%	1%	2%	2%	3%	2%	2%	2%	3%
NET Much/Slightly more	694	174	199	172	148	374	320	440	242	74	77	188	197	120	460	77	585	127	335	18
	18%	19%bcd	17%	18%	14%	18%a	16%	19%	16%	16%	16%	18%	19%	20%	16%	16%	18%	12%r	17%	14%
NET Much/Slightly less	1185	224	358	270	333	582	603	742	440	143	130	318	316	206	763	147	985	132	609	39
	31%	32%	31%	29%	32%	31%	30%	32%	29%	31%	27%	31%	30%	34%	30%	31%	31%	25%	32%a	30%
Mean	2.74	2.68cd	2.72	2.76	2.67	2.77	2.71	2.74	2.73	2.70	2.80	2.72	2.77	2.74	2.75	2.70	2.75	2.82*	2.71	2.71
Std Dev.	1.01	1.10	0.98	1.02	0.97	1.03	0.99	1.05	0.96	1.01	0.95	1.03	0.98	1.08	0.99	1.02	1.01	1.08	1.00	0.92
Std Error	0.02	0.04	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02	0.05	0.02	0.09

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QE2\_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Catalogues and brochures

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3861	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	338	188	194	199	193	197	196	207	198	195	46	269
Much less (1)	614 16%	532 16%	82 15%	22 16%	522 16%	47 14%	27 15%	17 16%	26 17%	65 15%	53 17%	49 18%	51 15%	57 16%	91 18%	89 17%	40 12%	4 1%	43 15%
Slightly less (2)	571 15%	471 14%	101 13% <sup>a</sup>	20 14%	460 14%	72 22% <sup>a</sup>	21 11%	19 18% <sup>a</sup>	32 21% <sup>a</sup>	59 14%	45 15%	45 16%	45 14%	58 16%	61 12%	74 14%	38 12%	12 25% <sup>a</sup>	61 21% <sup>a</sup>
No change (3)	1897 49%	1656 50%	241 45%	67 49%	1584 49%	159 48%	104 56% <sup>a</sup>	50 47%	68 43%	207 48%	148 51%	140 50%	184 54% <sup>a</sup>	184 51%	218 43%	253 48%	183 56% <sup>a</sup>	16 42%	142 49%
Slightly more (4)	559 15%	463 14%	96 18%	23 17%	481 15%	36 11%	27 14%	15 14%	23 14%	64 15%	33 17%	33 12%	36 11%	49 14%	87 17%	83 16%	53 16%	5 13%	31 11%
Much more (5)	135 3%	120 4%	14 3%	5 4%	116 4%	10 3%	4 2%	4 3%	6 4%	16 4%	11 4%	8 3%	12 4%	4 1%	38 8% <sup>a</sup>	14 3%	6 2%	1 3%	9 3%
Don't know	75 2%	70 2%	5 1%	* *	66 2%	3 1%	4 2%	2 2%	2 1%	15 4% <sup>a</sup>	2 *	5 2%	5 1%	12 3%	12 2%	9 2%	6 2%	1 2%	2 1%
NET Much/Slightly more	694 18%	583 18%	110 21%	28 21%	597 18%	47 14%	31 17%	19 18%	28 18%	80 19%	62 20%	41 19%	50 19%	54 15%	120 23% <sup>a</sup>	97 19%	59 18%	6 16%	40 14%
NET Much/Slightly less	1185 31%	1003 30%	182 34%	42 31%	982 30%	120 36% <sup>a</sup>	48 26%	35 33% <sup>a</sup>	59 37% <sup>a</sup>	124 29%	98 32%	94 34% <sup>a</sup>	100 29%	113 31%	152 30%	163 31%	79 24%	16 40% <sup>a</sup>	104 36% <sup>a</sup>
Mean	2.74	2.74	2.74	2.78	2.75	2.66	2.78	2.71	2.67	2.78	2.75	2.66	2.73	2.68	2.84	2.73	2.83	2.67	2.66
Std Dev.	1.01	1.01	1.01	1.03	1.02	0.97	0.95	1.01	1.04	1.02	1.04	1.01	0.97	0.95	1.15	1.02	0.92	0.95	0.97
Std Error	0.02	0.02	0.03	0.04	0.02	0.03	0.04	0.05	0.07	0.07	0.07	0.07	0.07	0.07	0.08	0.07	0.06	0.08	0.04

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QE2\_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Catalogues and brochures

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
	Total																			
Unweighted Base	3870	1308	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3861	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2167	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Much less (1)	614	260	33	126	191	233	99	54	35	424	80	270	217	72	33	16	487	49	144	263
	16%	19%	19%	19%	15%	15%	16%	21%	23% <b>ch</b>	15%	23% <b>ch</b>	14%	14%	18%	21%	16%	19%	17%	15%	15%
Slightly less (2)	571	202	27	77	193	246	74	45	12	438	57	202	249	62	37	18	452	55	124	249
	15%	15%	15%	12%	15%	16%	12%	18%	10%	16%	15%	13%	16%	12%	20% <b>im</b>	24% <b>kn</b>	15%	21% <b>kn</b>	15%	14%
No change (3)	1897	661	86	331	618	743	350	120	45	1361	165	702	742	309	93	28	1445	120	299	963
	49%	49%	48%	51%	47%	49% <b>ch</b>	57% <b>degh</b>	46%	37%	48%	43%	47%	49%	58% <b>klp</b>	50%	36%	48%	46%	36%	55% <b>vr</b>
Slightly more (4)	558	175	29	96	196	237	77	28	17	432	45	222	243	68	19	9	465	28	182	211
	15%	13%	16%	15%	15%	16%	12%	11%	14%	15%	12%	15%	16%	13%	10%	12%	15%	11%	17% <b>ch</b>	12%
Much more (5)	135	24	1	12	80	41	6	3	4	121	8	79	47	9	-	-	126	-	74	14
	3%	2%	1%	2%	6% <b>ch</b>	3%	1%	7%	3%	4% <b>vr</b>	2%	9% <b>imng</b>	3% <b>kn</b>	2%	-	1%	4% <b>imnd</b>	-	9% <b>ch</b>	1%
Don't know	75	28	1	11	29	15	10	8	9	43	17	27	22	12	5	49	9	10	46	
	2%	2%	1%	2%	2% <b>vr</b>	1%	2%	3% <b>ch</b>	3% <b>ch</b>	2%	3% <b>ch</b>	2%	1%	2%	3% <b>klp</b>	2%	4%	4%	1%	3%
NET Much/Slightly more	694	200	30	108	276	279	82	31	21	553	52	301	290	75	10	500	28	250	225	
	18%	15%	17%	17%	21% <b>vr</b>	19% <b>ch</b>	13%	12%	17%	20% <b>im</b>	14%	20% <b>imng</b>	19% <b>kn</b>	14%	10%	13%	20% <b>imnd</b>	11%	31% <b>ch</b>	13%
NET Much/Slightly less	1165	462	61	203	384	479	173	99	47	862	146	473	466	133	71	34	939	104	268	513
	31%	34%	34%	31%	29%	32%	28%	39% <b>vr</b>	38%	31%	39% <b>vr</b>	31% <b>im</b>	31%	25%	38% <b>im</b>	45% <b>impr</b>	31% <b>im</b>	40% <b>impr</b>	32%	29%
Mean	2.74	2.62	2.65	2.68	2.63 <b>gh</b>	2.74 <b>gj</b>	2.70	2.53	2.50	2.78 <b>gh</b>	2.52	2.75 <b>nq</b>	2.77 <b>noq</b>	2.77 <b>noq</b>	2.53	2.45	2.76 <b>noq</b>	2.51	2.90 <b>vr</b>	2.68
Std Dev.	1.01	1.00	0.99	1.01	1.06	0.99	0.92	0.99	1.18	1.03	1.05	1.08	0.99	0.90	0.91	1.00	1.04	0.93	1.19	0.91
Std Error	0.02	0.03	0.08	0.04	0.03	0.03	0.04	0.06	0.11	0.02	0.06	0.03	0.03	0.04	0.07	0.11	0.02	0.06	0.04	0.02

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - kl/m/n/o/p/q - rs  
 \* small base

QE2\_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?  
Catalogues and brochures

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3861	229	3561	61*	1096	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2167	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Much less (1)	614	34	574	6	165	408	41	604	9	1	-	614	*
	16%	15%	16%	10%	15%	16%	17%	16%	9%	2%	-	16%	1%
Slightly less (2)	571	14	549	8	138	401	32	556	13	1	-	570	1
	15%	6%	15% <sup>a</sup>	13%	13%	16% <sup>d</sup>	14%	15%	14%	2%	-	15%	6%
No change (3)	1897	117	1744	36	520	1261	115	1821	36	23	4	1881	12
	49%	51%	49%	59%	47%	50%	49%	49%	39%	61%	70%	49%	57%
Slightly more (4)	559	42	512	5	187	346	26	519	25	10	2	554	3
	15%	18%	14%	8%	17%	14%	11%	14%	22% <sup>h</sup>	25%	30%	14%	16%
Much more (5)	135	17	112	5	68	60	7	124	8	2	-	134	1
	3%	8% <sup>b</sup>	3%	9%	6% <sup>e</sup>	2%	3%	3%	8%	4%	-	3%	5%
Don't know	75	4	70	1	20	42	14	66	3	2	-	72	3
	2%	2%	2%	2%	2%	2%	5% <sup>f</sup>	2%	4%	5%	-	2%	16%
NET Much/Slightly more	694	59	624	10	255	408	33	644	33	11	2	688	4
	18%	26% <sup>b</sup>	18%	17%	23% <sup>e</sup>	16%	14%	17%	35% <sup>h</sup>	30%	30%	18%	20%
NET Much/Slightly less	1185	48	1123	14	303	809	73	1161	21	2	-	1184	1
	31%	21% <sup>a</sup>	32% <sup>a</sup>	23%	28%	32% <sup>d</sup>	31%	31%	23%	5%	-	31%	6%
Mean	2.74	2.88 <sup>b</sup>	2.73	2.92	2.86 <sup>e</sup>	2.70	2.67	2.73	3.12 <sup>g</sup>	3.29	3.30	2.74	3.22
Std Dev.	1.01	1.08	1.01	0.99	1.07	0.98	1.01	1.01	1.07	0.70	0.50	1.01	0.71
Std Error	0.02	0.07	0.02	0.14	0.03	0.02	0.07	0.02	0.13	0.13	0.25	0.02	0.17

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QE2\_9. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Catalogues and brochures

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2167	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Much less (1)	614	132	75	201	206	79	-	53	-	75	-	-	127	75	73	49	84
	16%	15%	18%	16%	16%	18% <u>sd</u>	-	12%	-	18% <u>sd</u>	-	-	16%	16%	17%	12%	19% <u>sd</u>
Slightly less (2)	571	133	64	172	202	68	-	65	-	64	-	-	100	72	84	55	62
	15%	16%	16%	13%	16%	16%	-	15%	-	16%	-	-	12%	15%	13%	13%	14%
No change (3)	1897	432	202	665	597	204	-	225	-	202	-	-	424	241	177	208	212
	49%	50%	49%	51% <u>sd</u>	46%	47%	-	53% <u>sd</u>	-	49%	-	-	52% <u>sd</u>	51% <u>sd</u>	41%	50% <u>sd</u>	48%
Slightly more (4)	559	118	48	186	207	54	-	64	-	48	-	-	120	66	70	70	66
	15%	14%	12%	14%	16%	13%	-	15%	-	12%	-	-	15%	14%	16%	17%	15%
Much more (5)	135	32	15	38	49	19	-	13	-	15	-	-	30	9	19	24	6
	3%	4%	4%	3%	4%	4%	-	3%	-	4%	-	-	4%	2%	4%	3% <u>sd</u>	1%
Don't know	75	12	7	27	30	7	-	5	-	7	-	-	17	10	13	10	6
	2%	1%	2%	2%	2%	2%	-	1%	-	2%	-	-	2%	2%	3%	3%	1%
NET Much/Slightly more	694	150	63	225	256	73	-	76	-	63	-	-	150	75	89	94	73
	18%	17%	15%	17%	20%	17%	-	18%	-	15%	-	-	18%	16%	20%	23% <u>sd</u>	17%
NET Much/Slightly less	1165	265	139	373	406	147	-	118	-	139	-	-	227	147	157	104	147
	31% <u>sd</u>	31%	34%	29%	32%	34% <u>sd</u>	-	28%	-	31% <u>sd</u>	-	-	29%	31%	29% <u>sd</u>	25%	31% <u>sd</u>
Mean	2.74	2.75	2.67	2.75	2.75	2.66	-	2.81	-	2.67	-	-	2.78	2.70	2.71	2.64 <u>sd</u>	2.65
Std Dev	1.01	1.00	1.03	0.99	1.04	1.06	-	0.94	-	1.03	-	-	1.01	0.97	1.07	1.01	1.01
Std Error	0.02	0.03	0.05	0.03	0.03	0.05	-	0.05	-	0.05	-	-	0.03	0.05	0.05	0.05	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE2\_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Magazines you subscribe to

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Much less (1)	583	-	583	68	407	251	328	67	56	88	102	132	88	52	122	190	270	138	495	83	607
Slightly less (2)	321	-	321	50	227	175	147	61	64	72	43	44	27	11	125	115	81	38	278	45	305
No change (3)	2277	-	2277	253	1507	1133	1136	279	243	449	308	425	289	285	522	757	998	573	2073	196	2369
Slightly more (4)	280	-	280	93	149	166	114	62	65	98	18	17	10	10	127	116	37	20	225	53	220
Much more (5)	81	-	81	57	21	50	31	18	15	25	14	5	-	3	34	39	7	3	64	16	64
Don't know	309	-	309	16	218	114	196	27	36	36	48	67	65	30	63	84	163	95	266	35	305
NET Much/Slightly more	360	-	360	150	170	216	145	80	81	123	33	21	10	13	161	156	44	23	289	69	284
NET Much/Slightly less	94	-	94	20	7	11	7	15	17	10	3	2	2	3	10	9	3	3	8	10	7
Mean	2.70	-	2.70	3.04d	2.63	2.77f	2.64	2.80kl	2.82kl	2.86kl	2.59	2.55	2.54	2.72kl	2.81ol	2.78ol	2.59	2.63	2.71	2.68	2.67
Std Dev.	0.91	-	0.91	1.11	0.88	0.90	0.92	0.96	0.95	0.91	0.96	0.88	0.85	0.77	0.95	0.94	0.85	0.82	0.89	1.07	0.89
Std Error	0.02	-	0.02	0.05	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.03	0.04	0.04	0.03	0.03	0.02	0.03	0.02	0.07	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE2\_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Magazines you subscribe to

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Much less (1)	583	97	180	148	157	278	305	344	233	74	67	149	150	96	366	74	472	70	322	21
15%	14%	16%	15%	15%	15%	15%	15%	15%	16%	16%	14%	15%	15%	16%	14%	16%	15%	13%	17%	16%
Slightly less (2)	321	62	88	84	61	176	145	224	90	30	35	92	86	68	213	31	281	38	153	20
8%	10%cd	8%	9%cd	8%	8%	8%	7%	10%gh	6%	7%	7%	9%	8%	11%	8%	7%	9%	7%	8%	10%cd
No change (3)	2277	376	714	537	650	1090	1186	1271	986	277	303	606	629	314	1539	280	1881	296	1147	72
59%	53%	62%a	57%	62%a	58%	60%	55%	66%cd	61%mn	64%mn	68%mn	61%mn	52%	61%mn	60%	59%	56%	56%	60%	55%
Slightly more (4)	280	71	93	68	47	165	115	224	51	29	29	68	81	67	179	29	246	58	114	4
7%	10%cd	9%cd	8%cd	4%	6%cd	6%	7%gh	3%	3%	6%	6%	7%	8%	11%lmn	6%	6%	6%	11%op	6%	3%
Much more (5)	81	33	10	25	12	43	37	71	9	7	9	25	16	21	50	9	70	25	28	1
2%	3%cd	1%	3%b	1%	2%	2%	2%	3%h	1%	2%	2%	2%	2%	3%	2%	2%	2%	3%ur	1%	1%
Don't know	309	44	69	76	120	113	197	168	133	41	32	80	75	42	186	44	231	41	155	14
8%	6%	6%	8%	12%ab	6%	10%a	7%	9%	9%	9%	7%	8%	7%	7%	7%	9%	7%	4%	8%	10%
NET Much/Slightly more	360	105	103	94	59	208	152	295	60	36	38	93	97	68	228	38	316	85	143	5
9%	10%bcd	9%cd	10%cd	6%	11%ef	8%	4%	10%gh	4%	8%	8%	9%	9%	10%klmn	9%	8%	10%	11%op	7%	4%
NET Much/Slightly less	904	186	268	232	218	454	450	568	324	104	102	240	237	164	579	105	753	108	474	41
23%	26%	23%	25%	21%	24%	23%	25%	23%	22%	23%	21%	24%	23%	27%	23%	22%	24%	20%	25%	31%
Mean	2.70	2.78	2.69	2.70	2.67	2.73	2.68	2.74h	2.64	2.68	2.73	2.71	2.71	2.73	2.72	2.69	2.72	2.67	2.65	2.53
Std Dev.	0.91	0.99	0.88	0.94	0.86	0.92	0.90	0.96	0.83	0.90	0.87	0.91	0.89	1.00	0.89	0.91	0.91	0.99	0.91	0.86
Std Error	0.02	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02	0.04	0.02	0.09

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QE2\_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Magazines you subscribe to

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3861	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Much less (1)	583	505	78	17	500	41	23	19	26	70	50	49	57	59	77	77	34	5	36
	15%	15%	15%	12%	15%	12%	13%	13%	16%	17%	16%	17%	17%	16%	15%	15%	10%	12%	13%
Slightly less (2)	321	291	30	9	268	34	12	8	14	43	22	19	24	29	46	40	32	1	32
	8%	9%	6%	6%	8%	10%	6%	8%	9%	10%	7%	7%	7%	8%	9%	8%	10%	3%	11%
No change (3)	2277	1927	350	92	1882	211	123	60	95	237	184	162	208	218	269	303	206	29	182
	59%	58%	65% <sup>ab</sup>	67% <sup>ac</sup>	58%	64% <sup>de</sup>	66% <sup>df</sup>	57%	60%	56%	59%	58%	62%	60%	53%	58%	63% <sup>no</sup>	74% <sup>qno</sup>	63% <sup>ro</sup>
Slightly more (4)	280	256	23	6	254	11	9	5	12	28	28	20	22	15	51	53	26	1	10
	7%	7% <sup>ab</sup>	4%	5%	7% <sup>de</sup>	3%	5%	5%	7%	7%	6% <sup>ij</sup>	7%	6%	4%	13% <sup>mn</sup>	10% <sup>op</sup>	6% <sup>q</sup>	3%	3%
Much more (5)	81	72	8	2	72	3	2	4	3	10	5	3	6	1	26	9	2	-	3
	2%	2%	2%	2%	2%	1%	1%	3% <sup>ef</sup>	2%	2%	2%	3% <sup>kl</sup>	2%	1	5% <sup>mnp</sup>	1%	-	-	1%
Don't know	309	261	49	12	254	29	18	9	8	38	21	20	18	41	39	41	27	3	26
	8%	8%	9%	8%	8%	9%	10%	9%	5%	9%	7%	7%	5%	11% <sup>lm</sup>	8%	8%	8%	8%	9%
NET Much/Slightly more	360	326	32	9	326	14	11	9	15	38	32	29	30	16	77	61	28	1	13
	9%	9% <sup>ab</sup>	6%	6%	9% <sup>de</sup>	4%	6%	3% <sup>ef</sup>	6% <sup>gh</sup>	9% <sup>ij</sup>	8% <sup>kl</sup>	8% <sup>lm</sup>	9%	5%	13% <sup>mnp</sup>	11% <sup>op</sup>	4% <sup>q</sup>	3%	4%
NET Much/Slightly less	904	796	108	25	768	74	35	27	39	113	72	65	81	88	123	117	65	6	68
	23%	24%	20%	18%	24%	23%	19%	26% <sup>ij</sup>	25%	27%	23%	24%	24%	24%	24%	22%	20%	15%	24%
Mean	2.70	2.71	2.70	2.75	2.71	2.67	2.73	2.65	2.68	2.65	2.70	2.70	2.69	2.60	2.79	2.74	2.77	2.75	2.66
Std Dev.	0.91	0.92	0.85	0.82	0.93	0.79	0.81	0.99	0.92	0.94	0.92	0.98	0.93	0.85	1.02	0.91	0.79	0.72	0.80
Std Error	0.02	0.02	0.02	0.03	0.02	0.03	0.03	0.05	0.07	0.07	0.07	0.07	0.07	0.06	0.07	0.06	0.06	0.07	0.03

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QE2\_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Magazines you subscribe to

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3861	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2167	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Much less (1)	583	217	107	308	190	219	83	49	39	409	80	261	208	65	25	22	470	47	153	259
	15%	16%	15%	16%	15%	14%	14%	19%	3% <del>del</del>	14%	2% <del>del</del>	17%	14%	12%	13%	3% <del>del</del>	16%	18%	16%	15%
Slightly less (2)	321	81	6	33	99	126	55	30	8	225	38	105	138	42	20	10	244	30	112	99
	8%	6%	3%	5%	8%	8%	9%	12%	7%	10%	7%	7%	9%	8%	11%	13%	8%	12%	13%	6%
No change (3)	2277	845	125	430	755	918	381	138	63	1673	200	861	905	341	122	28	1766	150	332	1183
	59%	63%	70%	66%	58%	61%	62%	53%	51%	59%	53%	57%	60%	64%	65%	38%	58%	67%	40%	68%
Slightly more (4)	280	61	6	21	100	115	40	21	2	215	23	94	135	30	9	9	229	19	121	54
	7%	4%	3%	3%	8%	8%	6%	8%	2%	8%	6%	6%	8%	6%	6%	12%	8%	7%	13%	3%
Much more (5)	81	11	-	4	49	23	6	2	1	71	3	48	24	5	3	-	73	3	53	4
	2%	1%	-	1%	4%	1%	1%	1%	1%	3%	1%	3%	2%	1%	1%	-	2%	1%	6%	-
Don't know	309	134	15	57	114	113	50	18	9	228	27	133	108	47	8	5	241	13	62	148
	8%	10%	8%	9%	9%	7%	8%	7%	7%	8%	7%	9%	7%	9%	4%	7%	8%	5%	7%	8%
NET Much/Slightly more	360	72	6	25	148	138	46	23	3	290	26	142	160	35	12	9	302	22	174	58
	9%	5%	3%	4%	11%	9%	7%	9%	3%	11%	7%	9%	11%	7%	6%	12%	10%	8%	21%	3%
NET Much/Slightly less	904	298	33	140	289	345	139	79	47	634	127	367	347	107	46	32	713	78	265	358
	23%	22%	18%	21%	22%	23%	23%	31%	31%	33%	24%	24%	23%	20%	24%	43%	24%	30%	32%	21%
Mean	2.70	2.64	2.67	2.63	2.76	2.71	2.70	2.67	2.27	2.74	2.47	2.68	2.74	2.73	2.69	2.35	2.71	2.60	2.75	2.65
Std Dev.	0.91	0.86	0.79	0.84	0.95	0.88	0.84	0.95	0.99	0.92	0.97	0.97	0.89	0.81	0.83	1.07	0.93	0.92	1.15	0.80
Std Error	0.02	0.02	0.06	0.03	0.03	0.02	0.04	0.06	0.09	0.02	0.05	0.03	0.02	0.04	0.07	0.12	0.02	0.06	0.04	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - j/k/l/m/n/o/p/q - r/s  
\* small base

QE2\_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Magazines you subscribe to

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3851	229	3561	61*	1096	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2167	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Much less (1)	583	34	543	6	167	383	34	570	6	5	2	581	-
	15%	15%	15%	10%	15%	15%	14%	15%	7%	12%	30%	15%	-
Slightly less (2)	321	21	297	3	80	218	24	297	20	3	-	319	3
	8%	9%	8%	5%	7%	9%	10%	8%	21% <b>gh</b>	7%	-	8%	12%
No change (3)	2277	119	2123	35	615	1540	122	2200	42	20	3	2262	12
	59%	52%	60%	57%	56%	61% <b>gh</b>	52%	60% <b>gh</b>	45%	51%	41%	59%	57%
Slightly more (4)	280	26	249	5	105	157	17	254	17	4	2	276	2
	7%	11%	7%	8%	10% <b>g</b>	6%	7%	7%	10% <b>gh</b>	11%	29%	7%	10%
Much more (5)	81	10	66	5	42	31	8	72	6	2	-	80	1
	2%	4%	2%	6% <b>h</b>	4% <b>h</b>	1%	3% <b>h</b>	2%	7% <b>gh</b>	4%	-	2%	5%
Don't know	309	20	282	7	90	188	31	299	1	5	-	306	3
	8%	9%	8%	12%	8%	7%	13% <b>h</b>	8%	1%	14%	-	8%	16%
NET Much/Slightly more	360	30	315	10	142	189	25	326	24	6	2	355	3
	9%	16% <b>h</b>	9%	16% <b>h</b>	13% <b>h</b>	7%	11%	9%	26% <b>gh</b>	15%	29%	9%	15%
NET Much/Slightly less	904	55	840	9	247	601	57	867	26	7	2	900	3
	23%	24%	24%	15%	22%	24%	24%	23%	28%	19%	30%	24%	12%
Mean	2.70	2.79	2.69	3.00	2.78 <b>h</b>	2.67	2.72	2.69	2.88 <b>gh</b>	2.86	2.70	2.70	3.09
Std Dev.	0.91	1.01	0.90	0.99	0.98	0.87	0.97	0.91	0.98	0.99	1.28	0.91	0.72
Std Error	0.02	0.07	0.02	0.14	0.03	0.02	0.06	0.02	0.12	0.19	0.64	0.02	0.17

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE2\_10. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Table 114

Magazines you subscribe to

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (g)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2157	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Much less (1)	583	111	60	216	196	59	-	51	-	60	-	-	143	74	62	67	67
15%	13%	15%	17%	15%	14%	-	-	12%	-	15%	-	-	17%	16%	14%	16%	15%
Slightly less (2)	321	77	34	102	109	37	-	40	-	34	-	-	64	38	45	35	29
8%	9%	8%	8%	8%	9%	-	-	9%	-	8%	-	-	8%	8%	10%	8%	7%
No change (3)	2277	508	254	783	751	238	-	270	-	254	-	-	466	288	257	235	259
59%	59%	62%	59%	59%	59%	-	-	63%	-	62%	-	-	57%	63%	59%	56%	59%
Slightly more (4)	280	67	37	91	85	39	-	28	-	37	-	-	64	26	31	18	36
7%	8%	9%	7%	7%	9%	9%	-	6%	-	9%	-	-	8%	6%	7%	4%	8%
Much more (5)	81	21	2	20	37	14	-	7	-	2	-	-	18	2	9	19	10
2%	2%	1%	2%	3%	4%	2%	-	2%	-	1%	-	-	2%	*	2%	4%	2%
Don't know	309	75	24	97	112	44	-	31	-	24	-	-	63	34	34	42	36
8%	9%	6%	6%	8%	10%	7%	-	7%	-	6%	-	-	8%	7%	8%	10%	8%
NET Much/Slightly more	360	88	40	111	122	54	-	34	-	40	-	-	82	29	39	37	46
9%	10%	10%	9%	9%	12%	8%	-	8%	-	10%	-	-	10%	6%	9%	9%	10%
NET Much/Slightly less	904	188	94	319	305	96	-	92	-	94	-	-	207	111	106	102	96
23%	22%	23%	25%	24%	22%	-	-	21%	-	23%	-	-	23%	24%	24%	23%	22%
Mean	2.70	2.76	2.71	2.66	2.71	2.77	-	2.74	-	2.71	-	-	2.67	2.65	2.70	2.69	2.73
Std Dev	0.91	0.89	0.86	0.92	0.93	0.95	-	0.83	-	0.88	-	-	0.96	0.85	0.89	0.99	0.93
Std Error	0.02	0.03	0.04	0.03	0.03	0.05	-	0.04	-	0.04	-	-	0.03	0.04	0.04	0.05	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE2\_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Items requiring a signature

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	788	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Much less (1)	482	-	482	42	360	217	261	43	33	59	67	118	89	73	77	125	280	162	432	142	525
	13%	-	13%	8%	14%	11%	13%	8%	7%	8%	12%	17%	19%	19%	8%	10%	18%	19%	13%	11%	14%
Slightly less (2)	538	-	538	67	380	254	284	87	75	102	68	76	66	65	162	170	207	131	482	77	519
	14%	-	14%	12%	15%	13%	15%	17%	16%	13%	13%	11%	14%	17%	16%	13%	13%	10%	14%	18%	13%
No change (3)	2233	-	2233	250	1460	1108	1120	255	238	466	330	435	287	222	493	795	944	509	2024	201	2259
	58%	-	58%	47%	58%	59%	57%	50%	50%	61%	62%	63%	60%	57%	50%	61%	61%	59%	60%	47%	58%
Slightly more (4)	403	-	403	120	238	220	181	88	89	102	57	44	14	9	177	159	67	23	325	76	394
	10%	-	10%	22%	9%	72%	9%	17%	19%	13%	11%	6%	3%	2%	18%	12%	4%	3%	10%	18%	10%
Much more (5)	104	-	104	48	37	62	42	24	30	31	8	3	6	3	54	39	12	9	88	14	95
	3%	-	3%	8%	3%	3%	2%	6%	6%	4%	1%	1%	1%	1%	15%	15%	1%	1%	3%	3%	2%
Don't know	91	-	91	9	54	27	63	17	14	8	6	13	16	18	31	14	46	34	69	15	80
	2%	-	2%	2%	2%	1%	3%	3%	3%	1%	1%	2%	3%	5%	3%	1%	3%	4%	2%	4%	2%
NET Much/Slightly more	507	-	507	169	275	282	223	112	119	133	64	47	20	12	231	197	79	32	413	89	487
	13%	-	13%	31%	11%	15%	11%	22%	25%	17%	12%	7%	4%	3%	23%	18%	5%	4%	12%	21%	13%
NET Much/Slightly less	1020	-	1020	109	740	471	545	131	108	161	134	104	155	133	238	295	487	203	893	122	1044
	26%	-	26%	20%	29%	25%	28%	20%	23%	21%	20%	28%	30%	30%	24%	23%	31%	24%	26%	29%	27%
Mean	2.76	-	2.76	3.13	2.68	2.82	2.71	2.92	3.02	2.93	2.76	2.61	2.53	2.47	2.97	2.86	2.55	2.50	2.75	2.85	2.74
Std Dev.	0.90	-	0.90	1.01	0.89	0.91	0.90	0.94	0.95	0.86	0.86	0.86	0.88	0.86	0.95	0.86	0.87	0.87	0.89	0.96	0.91
Std Error	0.01	-	0.01	0.05	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.02	0.02	0.03	0.02	0.06	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE2\_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Items requiring a signature

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Much less (1)	482	67	136	119	161	202	279	229	252	65	75	142	108	56	325	66	389	71	267	20
	13%	9%	12%	13%	13%	11%	14%	10%	17%	14%	16%	14%	10%	9%	13%	14%	12%	13%	14%	16%
Slightly less (2)	538	113	190	111	124	303	236	321	208	61	62	134	147	100	343	63	451	67	309	15
	14%	16%	19%	12%	12%	14%	12%	14%	14%	13%	13%	13%	14%	16%	14%	13%	14%	13%	16%	17%
No change (3)	2233	390	669	564	609	1060	1173	1339	869	251	276	579	634	342	1489	253	1854	270	1101	73
	58%	55%	58%	60%	58%	57%	59%	55%	58%	55%	58%	57%	61%	56%	59%	54%	58%	51%	57%	55%
Slightly more (4)	403	86	121	97	98	207	196	302	95	52	39	128	106	71	273	52	347	85	174	10
	10%	12%	10%	10%	9%	11%	10%	13%	6%	11%	8%	13%	10%	12%	11%	11%	11%	13%	9%	7%
Much more (5)	104	37	20	28	20	57	47	80	24	16	17	17	22	20	56	18	85	22	31	3
	3%	4%	2%	3%	2%	3%	2%	3%	2%	4%	4%	2%	2%	3%	2%	4%	3%	3%	2%	2%
Don't know	91	17	18	20	35	35	56	32	55	12	7	19	20	9	46	15	57	10	36	11
	2%	2%	2%	2%	3%	2%	3%	1%	4%	3%	1%	2%	2%	1%	2%	3%	2%	2%	2%	9%
NET Much/Slightly more	507	122	142	125	118	264	243	382	119	68	55	145	129	100	329	70	432	112	205	12
	13%	16%	12%	13%	11%	14%	12%	13%	8%	15%	12%	14%	12%	16%	13%	15%	14%	11%	11%	9%
NET Much/Slightly less	1020	180	326	230	285	506	515	549	460	126	137	276	255	156	668	128	840	138	576	35
	26%	25%	28%	24%	27%	27%	26%	24%	31%	28%	29%	27%	25%	26%	26%	28%	26%	26%	30%	27%
Mean	2.76	2.57	2.74	2.79	2.70	2.79	2.74	2.86	2.61	2.76	2.70	2.74	2.79	2.86	2.76	2.76	2.77	2.88	2.68	2.66
Std Dev.	0.90	0.93	0.87	0.90	0.92	0.90	0.91	0.89	0.90	0.96	0.95	0.91	0.85	0.92	0.90	0.97	0.90	1.01	0.89	0.93
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02	0.04	0.02	0.09

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base



QE2\_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Items requiring a signature

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3861	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Much less (1)	482	408	74	17	397	44	23	18	20	47	36	41	29	56	47	79	43	5	39
	13%	12%	14%	12%	12%	13%	12%	17%df	13%	11%	12%	15%	8%	13%	9%	16%	13%	12%	14%
Slightly less (2)	538	471	67	16	459	44	19	17	25	70	31	43	48	58	66	77	41	4	40
	14%	14%	12%	12%	14%	13%	10%	16%df	16%	16%	10%	15%	14%	16%	13%	15%	12%	10%	14%
No change (3)	2233	1906	326	82	1856	202	120	55	91	243	194	154	192	217	281	288	196	26	176
	58%	58%	61%	60%	57%	62%g	64%df	52%	58%	57%	63%	55%	57%	60%	55%	55%	60%	65%	61%
Slightly more (4)	403	351	52	14	345	28	17	13	11	54	37	28	46	21	66	47	35	4	24
	10%	11%	10%	11%	11%	9%	9%	12%	7%	13%em	12%em	10%	14%em	6%	13%em	9%	11%	10%	8%
Much more (5)	104	95	9	6	91	5	6	2	6	8	7	7	14	-	26	18	7	-	5
	3%	3%	2%	5%h	3%	2%	3%	2%	4%em	2%	2%em	3%em	4%em	-	5%em	3%em	2%em	-	2%em
Don't know	91	81	9	1	82	5	3	1	4	5	4	7	10	11	22	13	5	1	4
	2%	2%	2%	1%	3%	2%	2%	1%	3%	1%	1%	3%	3%	3%	4%	2%	2%	2%	1%
NET Much/Slightly more	507	446	61	21	436	33	22	15	17	61	44	35	60	21	92	65	42	4	29
	13%	13%	11%	15%	14%	10%	12%	14%	11%	14%em	14%em	12%em	13%em	6%	11%em	11%em	13%em	10%	10%
NET Much/Slightly less	1020	879	141	33	856	88	42	34	45	117	67	84	77	114	112	157	83	9	79
	26%	27%	26%	24%	27%	27%	22%	13%df	29%	27%	22%	30%	23%	31%em	22%	30%	26%	22%	27%
Mean	2.76	2.77	2.73	2.84	2.77	2.71	2.80	2.67	2.72	2.78m	2.82m	2.70	2.90kmor	2.58	2.92hkmor	2.70	2.76m	2.75	2.70
Std Dev.	0.90	0.91	0.88	0.94	0.91	0.87	0.88	0.97	0.91	0.87	0.87	0.93	0.89	0.83	0.93	0.96	0.89	0.82	0.87
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.04	0.04	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.07	0.06	0.07	0.03

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QE2\_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Items requiring a signature

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3861	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2167	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Much less (1)	482	224	38	138	162	177	75	38	23	339	66	188	169	62	36	25	356	61	109	249
	13%	17%	21%	21%	12%	12%	12%	15%	23%del	12%	15%	12%	11%	12%	60%klmp	33%klmp	12%	52%klmp	13%	14%
Slightly less (2)	538	192	18	89	171	204	90	52	17	376	69	194	230	71	28	10	424	38	152	239
	14%	14%	10%	14%	13%	13%	15%	20%del	14%	13%	18%nl	13%	15%	13%	15%	14%	14%	15%	18%sa	14%
No change (3)	2233	785	101	360	747	912	363	135	54	1660	189	852	879	343	111	30	1731	141	373	1072
	58%	58%	57%	55%	57%nl	60%nl	59%nl	52%	44%	59%nl	50%	57%no	58%no	65%klmpq	59%no	40%	57%no	54%	45%	61%nr
Slightly more (4)	463	99	14	32	135	165	67	23	10	300	33	165	189	32	8	7	354	14	139	130
	10%	7%	8%	8%	10%	11%	11%	9%	9%	11%	9%	10%mmq	12%mmq	6%	4%	9%	12%mmq	8%	11%sa	7%
Much more (5)	104	14	3	11	64	25	8	5	2	89	7	66	30	6	3	*	95	3	50	10
	3%	1%	2%	2%	6%nl	2%	1%	2%	1%	3%sa	2%	4%nl	2%	1%	1%	*	3%um	1%	6%sa	1%
Don't know	91	37	4	23	26	31	13	5	11	57	16	39	22	16	2	3	61	5	10	47
	2%	3%	2%	4%	2%	2%	2%	2%	2%	2%del	2%	3%	1%	3%	1%	4%	2%	2%	1%	3%
NET Much/Slightly more	507	113	17	42	199	190	74	28	12	389	40	230	220	38	10	7	450	17	189	140
	13%	8%	10%	6%	15%	13%	12%	17%	10%	14%	11%	15%mmq	14%mmq	7%	6%	9%	15%mmq	7%	23%sa	8%
NET Much/Slightly less	1020	415	56	227	334	381	165	90	45	715	135	382	399	133	64	35	780	99	261	488
	26%	31%	32%	35%	26%	25%	27%	35%del	37%del	25%	36%del	25%	26%	25%	34%	47%klmp	26%	38%klmp	31%	28%
Mean	2.76	2.61	2.58	2.50	2.82gjh	2.77hj	2.74hj	2.63	2.47	2.79ghj	2.58	2.81noq	2.79noq	2.74od	2.53	2.27	2.80noq	2.46	2.54a	2.65
Std Dev.	0.90	0.89	0.98	0.94	0.96	0.86	0.86	0.92	1.02	0.91	0.95	0.95	0.88	0.80	0.91	1.05	0.91	0.95	1.05	0.84
Std Error	0.01	0.02	0.08	0.04	0.03	0.02	0.04	0.06	0.09	0.02	0.05	0.02	0.02	0.04	0.07	0.12	0.02	0.06	0.04	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - rs  
\* small base

QE2\_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Items requiring a signature

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3861	229	3561	61*	1096	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2167	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Much less (1)	482	21	455	6	159	301	23	466	4	10	2	480	*
	13%	9%	13%	10%	14%	12%	10%	13%	4%	27%	30%	13%	1%
Slightly less (2)	538	35	491	12	146	345	47	515	21	2	-	537	1
	14%	15%	14%	20%	13%	14%	20%	14%	22%	5%	-	14%	6%
No change (3)	2233	127	2074	31	601	1522	110	2157	42	18	3	2218	12
	58%	56%	58%	52%	55%	59%	47%	58%	45%	48%	41%	58%	57%
Slightly more (4)	463	25	373	4	120	257	26	373	21	5	-	399	3
	19%	11%	10%	7%	11%	10%	11%	10%	23%	14%	-	10%	16%
Much more (5)	104	15	84	5	51	47	6	95	5	2	2	102	1
	3%	7%	2%	5%	2%	3%	3%	3%	6%	4%	29%	3%	5%
Don't know	91	5	84	2	23	48	22	87	-	-	-	87	3
	2%	2%	2%	3%	2%	2%	3%	2%	-	1%	-	2%	16%
NET Much/Slightly more	597	40	457	9	171	304	32	468	26	7	2	501	4
	13%	18%	13%	16%	16%	12%	14%	13%	29%	18%	29%	13%	20%
NET Much/Slightly less	1020	56	946	18	304	646	71	980	25	12	2	1017	1
	26%	25%	27%	30%	28%	26%	30%	27%	27%	32%	30%	27%	7%
Mean	2.76	2.90	2.75	2.84	2.78	2.76	2.74	2.75	3.03%	2.63	2.99	2.76	3.22
Std Dev.	0.90	0.96	0.90	1.01	0.99	0.87	0.91	0.90	0.93	1.17	1.67	0.90	0.71
Std Error	0.01	0.06	0.02	0.14	0.03	0.02	0.06	0.01	0.11	0.21	0.83	0.01	0.16

Proportions/Mean: Columns tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE2\_11. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Items requiring a signature

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (g)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2167	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Much less (1)	462	86	37	189	170	49	-	37	-	37	-	-	121	67	70	48	53
	13%	10%	9%	15%ab	13%	11%	-	9%	-	9%	-	-	15%kl	14%	16%jl	12%	12%
Slightly less (2)	538	98	49	197	194	47	-	52	-	49	-	-	121	77	78	56	60
	14%	11%	12%	15%	15%	11%	-	12%	-	12%	-	-	15%	16%	13%kl	13%	14%
No change (3)	2233	518	270	722	722	248	-	270	-	270	-	-	459	263	217	235	269
	58%	60%	61%bcd	56%	56%	58%	-	63%lm	-	65%lmno	-	-	56%	56%	50%	57%	63%kl
Slightly more (4)	403	98	36	125	144	50	-	47	-	36	-	-	80	45	48	53	43
	10%	11%	9%	10%	11%	12%	-	11%	-	9%	-	-	10%	9%	11%	13%	10%
Much more (5)	104	32	13	26	35	22	-	10	-	13	-	-	20	6	14	12	8
	3%	4%	3%	2%	3%	5%lm	-	2%	-	3%	-	-	2%	1%	3%	3%	2%
Don't know	91	27	6	31	26	15	-	12	-	6	-	-	17	15	9	12	4
	2%	3%	2%	2%	2%	4%	-	3%	-	2%	-	-	2%	3%	2%	3%	1%
NET Much/Slightly more	507	129	49	151	178	72	-	57	-	49	-	-	100	51	62	65	51
	13%	15%	12%	12%	14%	17%	-	13%	-	12%	-	-	12%	11%	14%	16%	12%
NET Much/Slightly less	1020	184	87	386	364	96	-	88	-	87	-	-	242	144	148	104	112
	26%	21%	21%	29%ab	28%cd	22%	-	21%	-	21%	-	-	31%efgh	23%efgh	24%efgh	20%	20%
Mean	2.76	2.87bcd	2.85c	2.68	2.75	2.81lmn	-	2.81lmn	-	2.81lmn	-	-	2.70	2.66	2.67	2.81	2.78
Std Dev.	0.90	0.89	0.83	0.92	0.92	0.95	-	0.82	-	0.83	-	-	0.93	0.89	0.99	0.91	0.86
Std Error	0.01	0.03	0.04	0.03	0.03	0.05	-	0.04	-	0.04	-	-	0.03	0.04	0.05	0.04	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QE2\_NET\_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Much/Slightly more Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1042	208	3870
Invitations, greetings cards and postcards	444	-	444	160	243	250	194	109	105	134	35	32	12	17	214	169	61	29	357	85	389
12%	-	12%	39% <u>cd</u>	10%	10%	13% <u>d</u>	10%	21% <u>klm</u>	22% <u>klm</u>	18% <u>klm</u>	7% <u>l</u>	5%	2%	4%	22% <u>opq</u>	13% <u>opq</u>	4%	3%	10%	20% <u>r</u>	10%
Personal letters (e.g. from a friend)	419	-	419	163	210	254	164	113	103	129	24	22	12	16	216	153	50	28	337	81	335
11%	-	11%	39% <u>cd</u>	8%	8%	13% <u>d</u>	8%	22% <u>klm</u>	22% <u>klm</u>	18% <u>klm</u>	4%	3%	3%	4%	22% <u>opq</u>	12% <u>opq</u>	3%	3%	10%	13% <u>r</u>	9%
Letters from organisations that you have a relationship with	560	-	560	172	323	315	238	135	135	128	45	49	29	35	274	174	113	64	459	95	494
15%	-	15%	32% <u>d</u>	13%	13%	17% <u>d</u>	12%	27% <u>klm</u>	28% <u>klm</u>	17% <u>klm</u>	8%	7%	6%	9%	28% <u>opq</u>	13% <u>opq</u>	7%	7%	14%	23% <u>r</u>	13%
Bills, invoices and statements	570	-	570	175	340	300	266	167	129	129	53	46	25	21	296	182	92	46	463	103	495
15%	-	15%	33% <u>d</u>	13%	13%	16%	14%	23% <u>klm</u>	24% <u>klm</u>	18% <u>klm</u>	4% <u>l</u>	7%	5%	5%	30% <u>opq</u>	14% <u>opq</u>	6%	5%	14%	21% <u>r</u>	13%
Smaller parcels - that fit through a letterbox	895	-	895	208	571	429	460	191	164	205	111	97	68	59	355	316	224	127	782	109	963
23%	-	23%	39% <u>d</u>	23%	23%	24%	24%	37% <u>klm</u>	34% <u>klm</u>	27% <u>klm</u>	21% <u>kl</u>	14%	14%	15%	38% <u>opq</u>	24% <u>opq</u>	14%	15%	23%	26%	25%
Larger parcels - that do not fit through a letterbox	950	-	950	242	574	461	482	206	178	212	113	113	72	56	385	325	241	128	805	141	977
25%	-	25%	45% <u>d</u>	23%	23%	24%	25%	40% <u>klm</u>	37% <u>klm</u>	28% <u>klm</u>	21%	16%	15%	14%	39% <u>opq</u>	25% <u>opq</u>	15%	15%	24%	33% <u>r</u>	25%
Newspapers, leaflets and promotions from organisations that you have a relationship with	605	-	605	160	323	327	276	126	122	139	42	63	52	61	247	181	177	114	522	81	576
16%	-	16%	30% <u>d</u>	13%	13%	17% <u>d</u>	14%	24% <u>klm</u>	25% <u>klm</u>	18% <u>klm</u>	8%	9%	7%	11%	25% <u>opq</u>	14%	11%	13%	15%	19%	15%
Addressed direct mail from organisations that you don't have a relationship with	783	-	783	189	448	436	345	129	128	165	70	110	88	93	257	235	291	181	687	88	754
20%	-	20%	35% <u>d</u>	18%	18%	23% <u>d</u>	18%	25% <u>klm</u>	27% <u>klm</u>	21% <u>kl</u>	13%	16%	18%	24% <u>kl</u>	26% <u>opq</u>	18%	19%	21%	20%	21%	19%
Catalogues and brochures	694	-	694	172	416	366	325	130	118	142	76	76	80	72	248	217	228	152	603	90	642
18%	-	18%	32% <u>d</u>	16%	16%	19%	17%	25% <u>klm</u>	25% <u>klm</u>	18% <u>klm</u>	14%	14%	11%	17% <u>kl</u>	25% <u>opq</u>	17%	15%	17%	18%	21%	17%
Magazines you subscribe to	360	-	360	150	170	216	145	80	81	123	33	21	10	13	161	156	44	23	289	69	284
9%	-	9%	39% <u>d</u>	7%	7%	11% <u>d</u>	7%	19% <u>klm</u>	17% <u>klm</u>	18% <u>klm</u>	5% <u>l</u>	3%	2%	3%	15% <u>opq</u>	12% <u>opq</u>	3%	3%	8%	13% <u>r</u>	7%
Items requiring a signature	507	-	507	169	275	282	223	112	119	133	64	47	20	12	231	197	79	32	413	85	487
13%	-	13%	31% <u>d</u>	11%	11%	15% <u>d</u>	11%	22% <u>klm</u>	25% <u>klm</u>	17% <u>klm</u>	12% <u>klm</u>	7%	4%	3%	23% <u>opq</u>	15% <u>opq</u>	5%	4%	12%	21% <u>r</u>	13%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/p/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QE2\_NET\_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?  
 Much/Slightly more Summary

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Invitations, greetings cards and postcards	444	133	133	112	66	266	178	342	99	45	40	112	132	99	284	47	385	101	204	10
	12%	13%bcd	12%cd	12%cd	6%	12%cd	9%	13%cd	7%	10%	8%	11%	13%	16%jklm	11%	10%	12%	16%qr	11%	8%
Personal letters (e.g. from a friend)	419	131	109	105	74	240	179	329	85	47	48	96	120	96	263	49	364	93	179	13
	11%	11%bcd	9%	11%cd	7%	11%cd	9%	14%h	6%	10%	10%	12%	15%klm	10%	10%	10%	11%	16%qr	9%	10%
Letters from organisations that you have a relationship with	560	141	169	139	110	310	250	390	162	63	68	151	140	114	359	66	475	124	277	12
	15%	20%bcd	16%cd	15%cd	11%	17%cd	13%	17%h	11%	14%	14%	15%	13%	19%lmn	14%	14%	15%	23%qr	14%	9%
Bills, invoices and statements	570	140	151	129	142	299	271	402	155	69	81	143	153	96	377	72	477	130	276	25
	15%	11%bcd	13%	14%	14%	16%	14%	17%h	10%	15%	17%	14%	15%	16%	15%	15%	15%	25%qr	14%	19%
Smaller parcels - that fit through a letterbox	895	230	256	201	209	485	409	592	295	95	113	238	234	171	585	98	765	180	430	20
	23%	32%bcd	22%	21%	20%	26%h	21%	26%h	20%	21%	24%	23%	23%	28%j	23%	21%	24%	34%qr	24%	15%
Larger parcels - that do not fit through a letterbox	950	252	287	212	199	540	411	628	310	114	104	244	251	198	599	118	806	180	469	27
	25%	15%bcd	15%cd	23%	19%	33%cd	21%	21%h	21%	25%	22%	24%	24%	15%ijklm	24%	25%	26%	34%qr	24%	20%
Newsletters, leaflets and promotions from organisations that you have a relationship with	605	161	163	157	124	324	281	394	198	65	75	149	154	128	378	68	512	113	258	10
	16%	23%bcd	14%	17%cd	12%	17%cd	14%	17%h	13%	14%	16%	15%	15%	21%ijklm	15%	15%	16%	21%qr	13%	8%
Addressed direct mail from organisations that you don't have a relationship with	783	186	236	188	173	422	361	471	299	82	104	209	184	150	496	86	649	139	380	14
	20%	26%bcd	20%	20%	17%	23%cd	18%	20%	20%	18%	22%	20%	18%	25%lmn	20%	18%	20%	26%qr	20%	11%
Catalogues and brochures	694	174	199	172	148	374	320	440	242	74	77	186	197	120	460	77	585	127	335	18
	18%	23%bcd	17%	18%	14%	20%cd	16%	19%	16%	16%	16%	18%	19%	20%	18%	16%	18%	24%qr	17%	14%
Magazines you subscribe to	360	105	103	94	59	206	152	285	60	36	38	93	97	68	226	38	316	65	143	5
	9%	13%bcd	9%cd	10%cd	6%	11%cd	8%	13%h	4%	8%	8%	9%	9%	11%ijklm	9%	8%	10%	16%qr	7%	4%
Items requiring a signature	507	122	142	125	118	264	243	382	119	68	55	145	129	100	329	70	432	112	205	12
	13%	17%bcd	12%	13%	11%	14%cd	12%	17%h	8%	15%	12%	14%	12%	16%	13%	15%	14%	21%qr	11%	9%

Proportions: Means: Columns Tested (5% risk level) - a-b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QE2\_NET\_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Much/Slightly more Summary

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3851	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Invitations, greetings cards and postcards	444	411	33	7	386	29	18	12	12	43	43	41	35	35	95	56	26	4	25
	12%	12%abc	8%	5%	12%	9%	10%	11%	8%	10%	14%	13%hpr	10%	10%	18%hlmopq	11%	8%	10%	9%
Personal letters (e.g. from a friend)	419	362	37	5	374	23	13	9	12	50	29	31	45	16	110	55	26	2	21
	11%	12%abc	7%	4%	12%def	7%	7%	9%	7%	12%lmn	8%um	11%um	13%umr	4%	22%hijklmnopqr	10%um	8%	5%	7%
Letters from organisations that you have a relationship with	560	506	54	11	490	37	20	13	19	66	45	37	43	43	109	83	44	4	32
	15%	14%abc	10%	8%	15%	11%	11%	13%	12%	16%	14%	13%	13%	12%	22%hklmnop	16%	14%	11%	11%
Bills, invoices and statements	570	512	58	20	503	26	25	16	19	61	42	43	57	50	91	87	52	2	24
	15%	15%abc	11%	15%	16%de	8%	14%ef	19%ef	12%	14%	13%	15%ur	17%ur	14%	18%ur	17%ur	16%ur	5%	8%
Smaller parcels - that fit through a letterbox	895	783	112	37	745	80	43	28	45	105	68	67	82	53	137	114	74	8	72
	23%	24%	21%	27%	23%	24%	23%	26%	26%	28%lmn	22%	24%lmn	24%lmn	15%	27%lmn	22%	23%lmn	20%	28%lmn
Larger parcels - that do not fit through a letterbox	950	842	109	38	790	85	46	29	40	103	82	75	79	64	168	120	61	9	76
	25%	25%abc	20%	26%	24%	26%	24%	28%	25%	24%	26%lmn	27%lmn	23%	18%	33%lmnop	23%	19%	22%	25%lmnop
Newsletters, leaflets and promotions from organisations that you have a relationship with	605	527	79	25	514	47	27	18	19	67	53	37	49	46	100	89	53	7	39
	16%	16%	15%	18%	16%	14%	15%	17%	12%	16%	17%	13%	14%	13%	20%h	17%	16%	19%	14%
Addressed direct mail from organisations that you don't have a relationship with	783	674	109	31	661	61	40	21	32	94	66	45	56	68	128	100	71	7	54
	20%	20%	20%	22%	20%	19%	21%	20%	20%	22%	21%	16%	17%	19%	25%kl	19%	22%	18%	19%
Catalogues and brochures	694	583	110	28	597	47	31	19	28	80	62	41	50	54	126	97	59	6	40
	18%	18%	21%	21%	18%	14%	17%	18%	18%	19%	20%	15%	15%	15%	26%klm	19%	18%	16%	14%
Magazines you subscribe to	360	326	32	9	326	14	11	9	15	38	32	29	30	16	77	61	26	1	13
	9%	10%abc	6%	6%	10%def	4%	6%	9%ef	9%	10%lmn	10%lmn	10%lmn	9%	5%	15%lmnopqr	12%um	9%	3%	4%
Items requiring a signature	507	446	61	21	436	33	22	15	17	61	44	35	60	21	92	65	42	4	29
	13%	13%	11%	15%	14%	10%	12%	14%	11%	14%lmn	14%lmn	12%lmn	16%lmnr	6%	18%lmnr	12%lmn	13%lmn	10%	10%

Proportions/Mean: Columns Tested (5% risk level) - abc - d/efg - hijklmnopqr  
 \* small base

QE2\_NET\_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Much/Slightly more Summary

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3851	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2157	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Invitations, greetings cards and postcards	444	86	10	26	189	186	47	13	8	376	21	183	204	33	19	4	387	24	205	110
12%	6%	5%	4%		13% <sub>ab</sub>	12% <sub>ab</sub>	8%	5%	6%	13% <sub>ab</sub>	5%	12% <sub>ab</sub>	13% <sub>ab</sub>	6%	10%	6%	13% <sub>ab</sub>	9%	25% <sub>cd</sub>	6%
Personal letters (e.g. from a friend)	419	79	4	24	167	175	55	13	6	341	19	160	185	46	24	5	344	29	210	76
11%	6%	2%	4%		13% <sub>ab</sub>	12% <sub>ab</sub>	9%	5%	5%	12% <sub>ab</sub>	5%	11%	12%	9%	13%	6%	11%	11%	25% <sub>cd</sub>	4%
Letters from organisations that you have a relationship with	560	118	13	45	223	237	51	36	9	460	46	233	247	44	26	7	480	33	248	166
15%	9%	7%	7%		17% <sub>ab</sub>	16% <sub>ab</sub>	8%	14% <sub>cd</sub>	8%	16% <sub>ab</sub>	12%	15% <sub>ab</sub>	16% <sub>ab</sub>	8%	14%	10%	16% <sub>ab</sub>	13%	30% <sub>de</sub>	9%
Bills, invoices and statements	570	115	15	40	213	238	63	41	10	451	51	266	235	43	16	7	501	22	266	165
15%	9%	8%	6%		16% <sub>ab</sub>	16% <sub>ab</sub>	10%	16%	8%	16% <sub>ab</sub>	13%	16% <sub>ab</sub>	15% <sub>ab</sub>	8%	8%	9%	17% <sub>ab</sub>	9%	32% <sub>de</sub>	9%
Smaller parcels - that fit through a letterbox	895	240	24	113	358	341	112	53	25	700	78	458	330	62	28	14	787	42	277	353
23%	18%	13%	17%		27% <sub>ab</sub>	23%	18%	21%	21%	23% <sub>ab</sub>	21%	30% <sub>ab</sub>	29% <sub>ab</sub>	12%	15%	18%	23% <sub>ab</sub>	16%	33% <sub>de</sub>	20%
Large parcels - that do not fit through a letterbox	950	271	32	119	300	395	107	58	22	756	80	481	349	74	33	13	829	45	295	378
25%	20%	18%	18%		33% <sub>ab</sub>	28% <sub>ab</sub>	17%	22%	18%	27% <sub>ab</sub>	21%	32% <sub>ab</sub>	30% <sub>ab</sub>	14%	17%	17%	27% <sub>ab</sub>	17%	36% <sub>de</sub>	22%
Newsletters, leaflets and promotions from organisations that you have a relationship with	605	176	23	91	260	238	51	31	17	498	48	278	256	45	17	9	534	26	205	176
16%	13%	13%	14%		20% <sub>ab</sub>	18% <sub>ab</sub>	8%	12%	14%	18% <sub>ab</sub>	13%	18% <sub>ab</sub>	17% <sub>ab</sub>	8%	9%	12%	18% <sub>ab</sub>	10%	25% <sub>cd</sub>	10%
Addressed direct mail from organisations that you don't have a relationship with	783	248	33	153	318	310	90	48	15	628	63	342	314	82	31	12	656	43	267	266
20%	18%	18%	23% <sub>ab</sub>		24% <sub>ab</sub>	20% <sub>ab</sub>	15%	18%	12%	22% <sub>ab</sub>	16%	23% <sub>ab</sub>	21%	15%	17%	16%	22% <sub>ab</sub>	16%	32% <sub>de</sub>	15%
Catalogues and brochures	694	200	30	108	276	278	82	31	21	553	52	301	290	75	19	10	580	28	256	225
18%	15%	17%	17%		24% <sub>ab</sub>	24% <sub>ab</sub>	13%	12%	17%	20% <sub>ab</sub>	14%	23% <sub>ab</sub>	23% <sub>ab</sub>	14%	10%	13%	20% <sub>ab</sub>	11%	31% <sub>de</sub>	13%
Magazines you subscribe to	360	72	6	25	148	138	46	23	3	286	26	142	160	35	12	9	302	22	174	58
9%	5%	3%	4%		11% <sub>ab</sub>	9%	7%	9%	3%	10% <sub>ab</sub>	7%	9%	11%	7%	6%	12%	10%	8%	21% <sub>cd</sub>	3%
Items requiring a signature	507	113	17	42	199	190	74	28	12	389	40	230	220	38	10	7	450	17	189	140
12%	8%	10%	6%		15% <sub>ab</sub>	13% <sub>ab</sub>	12%	11%	10%	14% <sub>ab</sub>	11%	15% <sub>ab</sub>	14% <sub>ab</sub>	7%	6%	9%	15% <sub>ab</sub>	7%	27% <sub>de</sub>	8%

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - j/k/l/m/n/o/p/q - r/s  
 \* small base



QE2\_NET\_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Much/Slightly more Summary

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3851	229	3561	61*	1088	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2157	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Invitations, greetings cards and postcards	444	50	374	11	164	241	39	397	31	13	2	440	2
12%		23% <b>b</b>	11%		15% <b>a</b>	10%		11%	33% <b>g</b>	34%	29%	12%	10%
Personal letters (e.g. from a friend)	419	58	347	14	165	219	35	360	42	12	-	415	4
11%		22% <b>b</b>	10%		23% <b>b</b>	15% <b>a</b>		10%	45% <b>g</b>	33%	-	11%	21%
Letters from organisations that you have a relationship with	560	68	479	13	220	294	45	507	38	10	-	556	4
15%		30% <b>b</b>	13%		20% <b>a</b>	12%		14%	41% <b>g</b>	27%	-	15%	20%
Bills, invoices and statements	570	59	496	15	216	307	47	511	37	14	4	562	4
15%		26% <b>b</b>	14%		20% <b>a</b>	12%		14%	40% <b>g</b>	36%	59%	15%	21%
Smaller parcels - that fit through a letterbox	895	72	801	22	344	494	57	840	35	14	-	889	6
23%		31% <b>b</b>	22%		23% <b>b</b>	20%		23%	39% <b>g</b>	36%	-	23%	28%
Larger parcels - that do not fit through a letterbox	956	83	853	15	347	541	63	898	40	9	-	947	3
25%		38% <b>b</b>	24%		32% <b>a</b>	21%		24%	43% <b>g</b>	23%	-	25%	15%
Newsletters, leaflets and promotions from organisations that you have a relationship with	605	53	540	12	223	342	40	563	24	15	-	602	3
16%		22% <b>b</b>	15%		20% <b>a</b>	14%		15%	26% <b>g</b>	40%	-	16%	16%
Addressed direct mail from organisations that you don't have a relationship with	783	65	706	12	284	447	53	735	32	10	-	777	6
20%		26% <b>b</b>	20%		26% <b>a</b>	18%		20%	34% <b>g</b>	27%	-	20%	27%
Catalogues and brochures	694	50	624	10	255	406	33	644	33	11	2	688	4
18%		23% <b>b</b>	18%		23% <b>a</b>	16%		17%	33% <b>g</b>	30%	30%	18%	20%
Magazines you subscribe to	360	35	315	10	147	189	25	326	24	6	2	355	3
9%		16% <b>b</b>	9%		13% <b>a</b>	7%		9%	25% <b>g</b>	15%	29%	9%	15%
Items requiring a signature	507	40	457	9	171	304	32	468	26	7	2	501	4
13%		18%	13%		16% <b>a</b>	12%		13%	28% <b>g</b>	18%	29%	13%	20%

Proportions/Mean: Column Total (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE2\_NET\_MORE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Much/Slightly more Summary

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3870	380	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416
Effective Base	2157	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248
Invitations, greetings cards and postcards	444	82	47	157	158	45	-	37	-	47	-	-	115	42	51	53
12%	10%	11%	12%	12%	10%	-	9%	-	11%	-	-	14% <sup>ab</sup>	9%	12%	13%	12%
Personal letters (e.g. from a friend)	419	95	38	131	155	48	-	47	-	38	-	-	98	33	50	56
17%	11%	9%	10%	12%	11%	-	11%	-	9%	-	-	13% <sup>ab</sup>	7%	12%	13% <sup>ab</sup>	11%
Letters from organisations that you have a relationship with	960	100	47	193	221	52	-	48	-	47	-	-	128	65	67	75
15%	12%	11%	15%	17% <sup>ab</sup>	12%	-	11%	-	11%	-	-	16%	14%	15%	15% <sup>ab</sup>	17%
Bills, invoices and statements	570	104	35	220	210	62	-	42	-	35	-	-	131	90	64	80
15%	12%	8%	17% <sup>ab</sup>	16% <sup>ab</sup>	14% <sup>ab</sup>	-	10%	-	8%	-	-	14% <sup>ab</sup>	13% <sup>ab</sup>	12% <sup>ab</sup>	12% <sup>ab</sup>	12% <sup>ab</sup>
Smaller parcels - that fit through a letterbox	895	159	66	295	334	97	-	102	-	96	-	-	153	112	125	100
23%	13% <sup>ab</sup>	16%	13% <sup>ab</sup>	18% <sup>ab</sup>	22%	-	14% <sup>ab</sup>	-	16%	-	-	22% <sup>ab</sup>	24% <sup>ab</sup>	23% <sup>ab</sup>	20% <sup>ab</sup>	23%
Larger parcels - that do not fit through a letterbox	950	206	69	326	349	104	-	101	-	69	-	-	203	123	115	117
25%	14% <sup>ab</sup>	17%	15% <sup>ab</sup>	17% <sup>ab</sup>	24%	-	24%	-	17%	-	-	25% <sup>ab</sup>	26% <sup>ab</sup>	26% <sup>ab</sup>	26% <sup>ab</sup>	27% <sup>ab</sup>
Newsletters, leaflets and promotions from organisations that you have a relationship with	605	151	73	177	204	80	-	71	-	73	-	-	125	52	82	69
16%	18%	18%	14%	16%	19% <sup>ab</sup>	-	17%	-	18% <sup>ab</sup>	-	-	15%	11%	19% <sup>ab</sup>	17%	12%
Addressed direct mail from organisations that you don't have a relationship with	783	173	77	240	293	80	-	93	-	77	-	-	156	84	98	111
20%	20%	19%	19%	23%	18%	-	22%	-	19%	-	-	19%	18%	22%	27% <sup>ab</sup>	19%
Catalogues and brochures	684	150	63	225	256	73	-	76	-	63	-	-	150	75	89	94
18%	17%	15%	17%	20%	17%	-	18%	-	15%	-	-	18%	16%	20%	23% <sup>ab</sup>	17%
Magazines you subscribe to	360	88	40	111	122	54	-	34	-	40	-	-	82	29	39	37
9%	10%	10%	9%	9%	12% <sup>ab</sup>	-	8%	-	10%	-	-	10%	6%	9%	9%	10%
Items requiring a signature	907	129	49	151	178	72	-	57	-	49	-	-	100	51	62	65
12%	14%	12%	12%	14%	17%	-	13%	-	12%	-	-	12%	11%	14%	16%	12%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QE2\_NET\_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

No change Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Invitations, greetings cards and postcards	2167	-	2167	231	1434	1079	1087	244	230	435	300	387	322	249	474	735	958	571	1968	190	2171
56%	-	56%	43%	57% <sup>ns</sup>	57%	56%	56%	47%	48%	57% <sup>gh</sup>	56% <sup>gh</sup>	56% <sup>gh</sup>	57% <sup>gh</sup>	54% <sup>gh</sup>	48%	56% <sup>gh</sup>	62% <sup>no</sup>	66% <sup>no</sup>	58% <sup>ns</sup>	45%	56%
Personal letters (e.g. from a friend)	2051	-	2051	211	1353	1029	1020	247	209	442	299	368	267	220	456	741	854	487	1861	182	2092
53%	-	53%	39%	53% <sup>ns</sup>	54%	52%	49%	44%	44%	53% <sup>gh</sup>	53% <sup>gh</sup>	53% <sup>gh</sup>	53% <sup>gh</sup>	50% <sup>gh</sup>	46%	52% <sup>gh</sup>	53% <sup>gh</sup>	52% <sup>gh</sup>	53% <sup>ns</sup>	43%	54%
Letters from organisations that you have a relationship with	2227	-	2227	236	1496	1103	1119	244	232	433	327	432	298	261	476	761	990	558	2022	195	2276
58%	-	58%	44%	59% <sup>ns</sup>	58%	57%	48%	46%	46%	58% <sup>gh</sup>	61% <sup>gh</sup>	63% <sup>gh</sup>	62% <sup>gh</sup>	67% <sup>no</sup>	48%	58% <sup>gh</sup>	64% <sup>no</sup>	64% <sup>no</sup>	53% <sup>ns</sup>	46%	59%
Bills, invoices and statements	1988	-	1988	228	1320	1020	963	211	217	408	286	384	260	222	428	694	866	482	1787	193	2031
52%	-	52%	42%	52% <sup>ns</sup>	51% <sup>ns</sup>	49%	41%	41%	45%	53% <sup>gh</sup>	51% <sup>gh</sup>	53% <sup>gh</sup>	54% <sup>gh</sup>	53% <sup>gh</sup>	43%	53% <sup>gh</sup>	55% <sup>gh</sup>	52% <sup>gh</sup>	51% <sup>ns</sup>	45%	52%
Smaller parcels - that fit through a letterbox	2263	-	2263	234	1505	1130	1128	217	232	435	333	468	310	268	448	789	1045	577	2025	226	2257
59%	-	59%	44%	59% <sup>ns</sup>	60%	58%	42%	42%	46%	57% <sup>gh</sup>	62% <sup>gh</sup>	69% <sup>gh</sup>	65% <sup>gh</sup>	69% <sup>no</sup>	45%	59% <sup>gh</sup>	67% <sup>no</sup>	60%	53%	58%	58%
Larger parcels - that do not fit through a letterbox	2147	-	2147	218	1428	1090	1053	216	223	427	318	430	291	241	440	745	963	533	1934	204	2178
56%	-	56%	41%	56% <sup>ns</sup>	58%	54%	42%	42%	47%	56% <sup>gh</sup>	60% <sup>gh</sup>	62% <sup>gh</sup>	61% <sup>gh</sup>	62% <sup>gh</sup>	44%	57% <sup>gh</sup>	62% <sup>gh</sup>	61% <sup>gh</sup>	57% <sup>ns</sup>	48%	56%
Newspapers, leaflets and promotions from organisations that you have a relationship with	2091	-	2091	234	1419	1063	1026	220	226	426	319	388	280	231	446	746	899	512	1892	190	2104
54%	-	54%	44%	54% <sup>ns</sup>	56%	53%	43%	43%	47%	56% <sup>gh</sup>	60% <sup>gh</sup>	58% <sup>gh</sup>	59% <sup>gh</sup>	59% <sup>gh</sup>	45%	57% <sup>gh</sup>	58% <sup>gh</sup>	59% <sup>gh</sup>	56% <sup>ns</sup>	44%	54%
Addressed direct mail from organisations that you don't have a relationship with	1869	-	1869	212	1253	940	925	239	215	393	266	355	223	177	454	659	756	400	1886	175	1922
49%	-	49%	39%	50% <sup>ns</sup>	50%	47%	47%	47%	45%	51%	50%	52%	47%	45%	46%	51%	49%	46%	50% <sup>ns</sup>	41%	50%
Catalogues and brochures	1897	-	1897	217	1251	979	915	239	212	406	259	348	228	204	451	665	781	433	1706	182	1927
49%	-	49%	40%	49% <sup>ns</sup>	52% <sup>ns</sup>	47%	46%	46%	44%	53% <sup>ns</sup>	49%	51%	48%	52%	45%	51% <sup>ns</sup>	50%	50%	50% <sup>ns</sup>	43%	50%
Magazines you subscribe to	2277	-	2277	253	1507	1133	1136	279	243	449	308	425	289	285	522	757	998	573	2073	196	2369
59%	-	59%	47%	59% <sup>ns</sup>	60%	58%	54%	47%	51%	59% <sup>gh</sup>	59%	63% <sup>gh</sup>	61% <sup>gh</sup>	62% <sup>gh</sup>	53%	59% <sup>gh</sup>	64% <sup>no</sup>	65% <sup>no</sup>	61% <sup>ns</sup>	46%	61%
Items requiring a signature	2233	-	2233	250	1460	1108	1120	255	238	455	330	435	297	222	493	795	944	509	2024	201	2250
58%	-	58%	47%	58% <sup>ns</sup>	59%	57%	50%	50%	50%	61% <sup>gh</sup>	62% <sup>gh</sup>	63% <sup>gh</sup>	60% <sup>gh</sup>	57%	50%	61% <sup>gh</sup>	61% <sup>gh</sup>	59% <sup>gh</sup>	60% <sup>ns</sup>	47%	58%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - nop/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

OE2\_NET\_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

No change Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Invitations, greetings cards and postcards	2167	341	648	530	648	989	1178	1213	922	247	290	590	589	298	1469	251	1791	266	1089	71
	56%	48%	63% <sup>a</sup>	53% <sup>a</sup>	62% <sup>ab</sup>	53%	59% <sup>a</sup>	53%	61% <sup>g</sup>	54%	61% <sup>ab</sup>	53% <sup>ab</sup>	57% <sup>ab</sup>	49%	56% <sup>ab</sup>	54%	56%	50%	57% <sup>ab</sup>	54%
Personal letters (e.g. from a friend)	2051	311	607	529	604	918	1133	1154	867	255	244	579	554	279	1377	256	1675	290	974	63
	53%	44%	63% <sup>a</sup>	65% <sup>ab</sup>	63% <sup>ab</sup>	49%	57% <sup>a</sup>	50%	58% <sup>ab</sup>	50%	59% <sup>ab</sup>	51% <sup>ab</sup>	53% <sup>ab</sup>	46%	54% <sup>ab</sup>	55%	53%	55%	51%	47%
Letters from organisations that you have a relationship with	2227	352	682	544	648	1034	1193	1266	933	259	292	593	614	312	1499	260	1830	287	1111	82
	58%	50%	69% <sup>ab</sup>	65% <sup>ab</sup>	62% <sup>ab</sup>	55%	62% <sup>ab</sup>	55%	62% <sup>ab</sup>	57%	61% <sup>ab</sup>	58%	59% <sup>ab</sup>	51%	59% <sup>ab</sup>	56%	58%	54%	58%	62%
Bills, invoices and statements	1908	300	635	503	550	935	1053	1152	816	230	261	533	542	282	1336	231	1632	250	1014	74
	52%	42%	65% <sup>a</sup>	64% <sup>ab</sup>	63% <sup>ab</sup>	50%	53%	50%	54%	50%	55% <sup>ab</sup>	52%	52%	46%	53% <sup>ab</sup>	49%	57%	47%	53%	56%
Smaller parcels - that fit through a letterbox	2263	347	695	577	643	1042	1220	1314	923	276	278	600	638	323	1516	279	1866	270	1153	72
	59%	49%	60% <sup>a</sup>	61% <sup>ab</sup>	61% <sup>ab</sup>	56%	61% <sup>ab</sup>	57%	61% <sup>ab</sup>	60%	58%	59%	62% <sup>ab</sup>	53%	60% <sup>ab</sup>	60%	59%	51%	60% <sup>ab</sup>	55%
Larger parcels - that do not fit through a letterbox	2147	328	636	566	627	964	1184	1255	871	242	265	570	616	297	1450	243	1774	259	1067	66
	56%	46%	65% <sup>ab</sup>	63% <sup>ab</sup>	60% <sup>ab</sup>	52%	60% <sup>ab</sup>	55%	58%	53%	56%	63% <sup>ab</sup>	60% <sup>ab</sup>	49%	57% <sup>ab</sup>	52%	56%	49%	58% <sup>ab</sup>	50%
Newsletters, leaflets and promotions from organisations that you have a relationship with	2091	337	655	485	615	991	1100	1191	877	240	261	568	587	289	1416	241	1728	279	1084	78
	54%	47%	67% <sup>ab</sup>	62%	69% <sup>ab</sup>	53%	55%	52%	58% <sup>ab</sup>	52%	55%	56% <sup>ab</sup>	57% <sup>ab</sup>	48%	56% <sup>ab</sup>	52%	54%	53%	57%	59%
Addressed direct mail from organisations that you don't have a relationship with	1869	279	578	466	545	858	1011	1104	744	206	246	510	516	259	1272	208	1555	255	919	69
	49%	39%	60% <sup>a</sup>	60% <sup>a</sup>	62% <sup>ab</sup>	46%	51% <sup>a</sup>	48%	50%	45%	52% <sup>ab</sup>	50% <sup>ab</sup>	50% <sup>ab</sup>	43%	50% <sup>ab</sup>	45%	49%	48%	48%	52%
Catalogues and brochures	1897	302	574	484	536	876	1021	1079	792	229	264	492	511	271	1267	231	1559	258	934	71
	49%	43%	60% <sup>a</sup>	62% <sup>ab</sup>	61% <sup>ab</sup>	47%	51% <sup>a</sup>	47%	53% <sup>ab</sup>	50%	53% <sup>ab</sup>	48%	49%	45%	50%	50%	49%	49%	49%	54%
Magazines you subscribe to	2277	376	714	537	650	1090	1186	1271	986	277	303	606	626	314	1539	280	1881	296	1147	72
	56%	53%	62% <sup>ab</sup>	67%	67% <sup>ab</sup>	59%	60%	55%	63% <sup>ab</sup>	51% <sup>ab</sup>	54% <sup>ab</sup>	62% <sup>ab</sup>	61% <sup>ab</sup>	52%	61% <sup>ab</sup>	60%	59%	56%	60%	55%
Items requiring a signature	2233	390	669	564	609	1060	1173	1339	869	251	276	579	634	342	1489	253	1854	270	1101	73
	58%	55%	58%	60%	58%	57%	59%	58%	58%	55%	58%	57%	61%	56%	59%	54%	58%	51%	67% <sup>ab</sup>	55%

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QE2\_NET\_NOCHANGE.** Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

**No change Summary**

**Base : All participants**

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3851	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Invitations, greetings cards and postcards	2167	1840	328	81	1817	186	109	55	93	256	178	149	190	230	246	271	204	23	163
56%	56%	61%	59%	56%	57%	58%	52%	59% <sup>un</sup>	59% <sup>un</sup>	58%	53%	56%	63% <sup>un</sup>	48%	52%	63% <sup>un</sup>	59%	56%	
Personal letters (e.g. from a friend)	2051	1781	290	89	1703	185	111	53	89	220	173	141	166	209	218	290	190	23	162
53%	53%	54%	58%	53%	56%	59% <sup>un</sup>	50%	55% <sup>un</sup>	52%	65% <sup>un</sup>	50%	55% <sup>un</sup>	65% <sup>un</sup>	43%	62% <sup>un</sup>	58% <sup>un</sup>	57%	56% <sup>un</sup>	
Letters from organisations that you have a relationship with	2227	1900	327	89	1865	193	110	59	93	253	178	163	206	209	263	293	208	26	167
58%	57%	61%	65%	58%	59%	59%	56%	59%	59%	57%	58%	61%	58%	52%	56%	64% <sup>un</sup>	66%	58%	
Bills, invoices and statements	1908	1690	299	75	1659	178	100	52	80	227	159	140	189	195	234	259	174	22	156
52%	51%	56%	55%	51%	54%	53%	49%	51%	51%	51%	50%	55% <sup>un</sup>	54%	46%	50%	53%	56%	54%	
Smaller parcels - that fit through a letterbox	2263	1926	336	80	1893	194	117	59	86	262	191	164	186	232	267	311	194	26	167
59%	58%	63%	59%	59%	59%	62%	56%	55%	55%	62%	62%	59%	55%	64% <sup>un</sup>	53%	60%	59%	67%	58%
Larger parcels - that do not fit through a letterbox	2147	1817	330	83	1810	174	110	53	86	251	176	145	197	210	251	292	201	21	153
56%	55%	61% <sup>un</sup>	61%	56%	53%	59% <sup>un</sup>	50%	55%	55%	59%	57%	52%	58%	50%	56%	62% <sup>un</sup>	53%	53%	
Newsletters, leaflets and promotions from organisations that you have a relationship with	2091	1784	306	74	1754	181	106	50	93	220	163	160	195	198	252	293	180	24	158
54%	54%	57%	54%	54% <sup>un</sup>	55% <sup>un</sup>	57% <sup>un</sup>	47%	59%	52%	53%	57%	58%	55%	50%	56%	55%	59%	55%	
Addressed direct mail from organisations that you don't have a relationship with	1869	1604	265	72	1567	150	101	51	67	197	153	146	174	180	229	254	167	18	132
49%	48%	49%	53%	49%	46%	54% <sup>un</sup>	48%	43%	46%	49%	42%	52%	51%	50%	49%	49%	51%	45%	46%
Catalogues and brochures	1897	1656	241	67	1584	159	104	50	68	207	148	140	184	184	218	253	183	16	142
49%	50%	45%	49%	49%	49%	59% <sup>un</sup>	47%	43%	48%	48%	50%	50%	63% <sup>un</sup>	51%	43%	48%	42%	49%	
Magazines you subscribe to	2277	1927	350	92	1822	211	123	60	85	237	184	162	206	215	269	303	206	23	152
56%	58%	63% <sup>un</sup>	67% <sup>un</sup>	59%	59%	64% <sup>un</sup>	57%	60%	56%	59%	58%	58%	62%	53%	58%	63% <sup>un</sup>	74% <sup>un</sup>	63% <sup>un</sup>	
Items requiring a signature	2233	1906	326	82	1856	202	120	55	91	243	194	154	192	217	281	288	196	26	176
58%	58%	61%	60%	57%	62% <sup>un</sup>	64% <sup>un</sup>	52%	58%	57%	63%	55%	55%	57%	60%	55%	60%	65%	61%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QE2\_NET\_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Table 117

No change Summary

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)		
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836	
Weighted Base	3851	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747	
Effective Base	2157	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025	
Invitations, greetings cards and postcards	56%	58%	101	400	743	837	374	145	46	1680	191	816	847	347	106	25	1663	133	330	1096	
Personal letters (e.g. from a friend)	2051	716	104	375	694	797	357	127	46	1491	173	755	832	321	88	25	1598	112	295	1032	
Letters from organisations that you have a relationship with	53%	53%	59%	57%	53% <sup>h</sup>	53% <sup>h</sup>	59% <sup>degh</sup>	49%	38%	53% <sup>h</sup>	46%	51% <sup>ko</sup>	55% <sup>koq</sup>	61% <sup>kmopq</sup>	46%	33%	53% <sup>koq</sup>	42%	35%	59% <sup>kr</sup>	
Letters from organisations that you have a relationship with	2227	813	110	424	765	848	392	145	55	1614	200	877	862	344	94	33	1739	127	352	1127	
Bills, invoices and statements	58%	60%	62%	65%	59% <sup>h</sup>	56%	64% <sup>dehj</sup>	56%	45%	57% <sup>h</sup>	53%	58% <sup>koq</sup>	57%	65% <sup>kmopq</sup>	50%	44%	58% <sup>kr</sup>	48%	42%	64% <sup>kr</sup>	
Smaller parcels - that fit through a letterbox	1988	728	101	366	638	797	368	111	55	1434	166	691	822	335	89	29	1514	118	324	1014	
Larger parcels - that do not fit through a letterbox	52%	54%	57%	56%	49%	53% <sup>gh</sup>	60% <sup>deghj</sup>	43%	45%	51% <sup>h</sup>	44%	46%	54% <sup>koq</sup>	63% <sup>kmopq</sup>	47%	39%	50%	45%	39%	58% <sup>kr</sup>	
Newsletters, leaflets and promotions from organisations that you have a relationship with	2263	859	114	422	754	900	390	139	61	1654	200	835	917	351	108	32	1751	140	369	1127	
Addressed direct mail from organisations that you don't have a relationship with	39%	64%	64%	65%	58%	59%	63% <sup>dehj</sup>	54%	50%	59%	53%	56%	63% <sup>koq</sup>	63% <sup>kmopq</sup>	58%	42%	62% <sup>kr</sup>	53%	44%	64% <sup>kr</sup>	
Catalogues and brochures	2147	786	105	391	719	826	397	136	62	1644	199	815	846	332	100	35	1662	135	330	1053	
Magazines you subscribe to	56%	58%	59%	60%	55%	55%	63% <sup>deghj</sup>	53%	51%	55%	52%	54%	56%	63% <sup>kmopq</sup>	53%	47%	55%	51%	40%	61% <sup>kr</sup>	
Items requiring a signature	2091	746	98	368	679	853	370	122	48	1532	170	775	823	336	111	20	1598	132	339	1102	
Items requiring a signature	54%	55%	55%	56%	52% <sup>gh</sup>	55% <sup>ghj</sup>	60% <sup>deghj</sup>	47%	39%	54% <sup>h</sup>	45%	52% <sup>ko</sup>	54% <sup>ko</sup>	63% <sup>kmopq</sup>	59% <sup>ko</sup>	27%	53% <sup>ko</sup>	60% <sup>ko</sup>	47%	35%	63% <sup>kr</sup>
Addressed direct mail from organisations that you don't have a relationship with	1869	641	74	296	590	743	338	121	54	1333	175	693	741	305	81	29	1434	110	288	956	
Catalogues and brochures	49%	47%	41%	45%	45%	49%	55% <sup>dehj</sup>	47%	44%	47%	46%	46%	49%	58% <sup>kmopq</sup>	43%	38%	47%	42%	35%	55% <sup>kr</sup>	
Magazines you subscribe to	1897	661	86	331	618	743	350	120	45	1361	165	702	742	309	93	28	1445	120	299	963	
Items requiring a signature	49%	49%	48%	51%	47%	45% <sup>gh</sup>	50% <sup>deghj</sup>	46%	37%	48%	43%	47%	49%	63% <sup>kmopq</sup>	50%	36%	48%	46%	36%	63% <sup>kr</sup>	
Items requiring a signature	2277	845	125	430	755	918	381	138	63	1673	200	861	905	341	122	28	1766	150	332	1183	
Items requiring a signature	59%	63%	70%	66%	58%	61% <sup>h</sup>	62% <sup>h</sup>	53%	51%	59%	53%	57% <sup>ko</sup>	60% <sup>ko</sup>	64% <sup>ko</sup>	65% <sup>ko</sup>	38%	58% <sup>ko</sup>	57% <sup>ko</sup>	40%	68% <sup>kr</sup>	
Items requiring a signature	2233	785	101	360	747	912	363	135	54	1660	189	852	879	343	111	30	1731	141	373	1072	
Items requiring a signature	58%	58%	57%	55%	57% <sup>h</sup>	60% <sup>h</sup>	59% <sup>h</sup>	52%	44%	59% <sup>h</sup>	50%	57% <sup>ko</sup>	58% <sup>ko</sup>	65% <sup>kmopq</sup>	59% <sup>ko</sup>	40%	57% <sup>kr</sup>	54%	45%	61% <sup>kr</sup>	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/gh/h/j - k/l/m/n/op/q - r/s  
\* small base

QE2\_NET\_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

No change Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3851	229	3561	61*	1088	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2157	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Invitations, greetings cards and postcards	2167	116	2020	31	568	1480	119	2092	44	16	3	2151	14
	56%	51%	57%	52%	52%	52% <b>td</b>	51%	57%	47%	41%	41%	56%	67%
Personal letters (e.g. from a friend)	2051	107	1920	24	521	1419	112	1987	31	17	4	2035	12
	53%	47%	54%	39%	47%	56% <b>td</b>	48%	54% <b>td</b>	33%	44%	71%	53% <b>td</b>	57%
Letters from organisations that you have a relationship with	2227	112	2084	31	604	1495	128	2151	36	20	6	2207	13
	58%	49%	59% <b>td</b>	51%	55%	59%	55%	59% <b>td</b>	39%	53%	100%	59% <b>td</b>	63%
Bills, invoices and statements	1988	114	1846	29	534	1344	111	1925	34	14	3	1973	13
	52%	50%	52%	48%	49%	53% <b>td</b>	47%	52% <b>td</b>	37%	37%	41%	52% <b>td</b>	60%
Smaller parcels - that fit through a letterbox	2263	110	2122	31	552	1578	132	2196	36	14	6	2246	11
	59%	49%	59% <b>td</b>	50%	50%	57% <b>td</b>	56%	59% <b>td</b>	38%	38%	100%	59% <b>td</b>	50%
Large parcels - that do not fit through a letterbox	2147	103	2010	34	561	1469	127	2072	32	21	3	2130	14
	56%	45%	56% <b>td</b>	56%	50%	59% <b>td</b>	54%	56% <b>td</b>	35%	56%	41%	56% <b>td</b>	68%
Newsletters, leaflets and promotions from organisations that you have a relationship with	2091	123	1937	31	571	1401	119	2014	42	18	4	2074	12
	54%	54%	54%	51%	52%	56%	51%	55%	45%	48%	70%	54%	59%
Addressed direct mail from organisations that you don't have a relationship with	1869	92	1749	28	497	1259	113	1801	38	16	4	1855	11
	49%	40%	49% <b>td</b>	46%	46%	50% <b>td</b>	48%	49%	40%	42%	56%	49%	50%
Catalogues and brochures	1897	117	1744	36	520	1261	115	1821	36	23	4	1881	12
	49%	51%	49%	59%	47%	50%	49%	49%	39%	51%	70%	49%	57%
Magazines you subscribe to	2277	119	2123	35	615	1540	122	2200	42	20	3	2262	12
	59%	52%	60%	57%	56%	61% <b>td</b>	52%	60% <b>td</b>	45%	51%	41%	59%	57%
Items requiring a signature	2233	127	2074	31	601	1522	110	2157	42	18	3	2218	12
	58%	56%	58%	52%	55%	60% <b>td</b>	47%	58%	45%	48%	41%	58%	57%

Proportions/Mean: column Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE\_NET\_NOCHANGE. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

No change Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3870	380	430	1290	1290	430	-	430	-	430	-	-	380	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2147	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Invitations, greetings cards and postcards	2167	504	237	716	711	240	-	265	-	237	-	-	462	254	231	240	239
56%	59%	57%	55%	55%	56%	-	62%in	-	57%	-	-	-	56%	54%	53%	58%	55%
Personal letters (e.g. from a friend)	2051	497	227	698	629	242	-	255	-	227	-	-	441	257	210	201	218
53%	53%nd	55%	54%nd	49%	56%	-	60%nd	-	55%	-	-	-	54%	54%	48%	48%	50%
Letters from organisations that you have a relationship with	2227	503	245	770	709	251	-	252	-	245	-	-	496	271	235	220	254
58%	59%	59%	60%	55%	58%	-	59%	-	59%	-	-	-	61%in	57%	54%	53%	58%
Bills, invoices and statements	1988	423	227	691	647	193	-	231	-	227	-	-	457	234	209	196	242
52%	49%	55%	54%	50%	45%	-	63%nd	-	53%nd	-	-	-	60%nd	50%	48%	47%	62%nd
Smaller parcels - that fit through a letterbox	2263	510	257	778	717	253	-	257	-	257	-	-	507	272	217	235	205
59%	59%	62%	60%	56%	59%	-	60%in	-	62%in	-	-	-	63%in	58%	50%	57%	61%in
Larger parcels - that do not fit through a letterbox	2147	492	262	712	680	238	-	262	-	262	-	-	451	261	212	220	248
56%	57%	64%nd	55%	53%	55%	-	60%in	-	64%nd	-	-	-	55%	55%	49%	53%	57%
Newsletters, leaflets and promotions from organisations that you have a relationship with	2091	434	216	748	693	203	-	231	-	216	-	-	460	289	211	223	258
54%	51%	52%	58%nd	54%	47%	-	54%	-	52%	52%	-	-	58%nd	61%nd	48%	54%	59%nd
Addressed direct mail from organisations that you don't have a relationship with	1869	415	210	680	563	194	-	221	-	210	-	-	430	250	174	181	209
49%	48%	51%nd	53%nd	44%	45%	-	52%in	-	51%in	-	-	-	53%nd	53%nd	40%	43%	48%
Catalogues and brochures	1897	432	202	665	597	204	-	228	-	202	-	-	424	241	177	208	212
49%	50%	49%	62%nd	46%	47%	-	53%in	-	49%	-	-	-	52%in	61%in	41%	50%in	48%
Magazines you subscribe to	2277	508	254	763	751	238	-	270	-	254	-	-	466	298	257	235	259
59%	59%	62%	59%	58%	55%	-	63%	-	62%	-	-	-	57%	63%	59%	56%	59%
Items requiring a signature	2233	518	270	722	722	249	-	270	-	270	-	-	499	263	217	235	269
58%	60%	64%nd	60%	60%	58%	-	63%in	-	63%nd	-	-	-	60%	60%	50%	57%	61%in

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



QE2\_NET\_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Much/Slightly less Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	-	3851	537	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Invitations, greetings cards and postcards	1192	-	1192	143	818	534	848	142	134	192	195	261	143	123	277	387	528	267	1047	139	1264
	31%	-	31%	27%	32%	28%	33% <u>ae</u>	28%	28%	25%	37% <u>ghj</u>	35% <u>ghj</u>	30%	32%	28%	30%	34% <u>na</u>	31%	31%	31%	32%
Personal letters (e.g. from a friend)	1317	-	1317	155	921	579	730	136	150	187	202	292	107	154	288	388	643	351	1180	146	1373
	34%	-	34%	29%	35% <u>ae</u>	31%	37% <u>ae</u>	26%	28%	24%	33% <u>ghj</u>	42% <u>ghj</u>	31% <u>ghj</u>	39% <u>ghj</u>	29%	30%	31% <u>na</u>	30% <u>na</u>	34%	34%	35%
Letters from organisations that you have a relationship with	1012	-	1012	124	673	449	561	114	101	201	150	200	148	89	215	361	436	237	883	125	1041
	26%	-	26%	23%	27%	24%	29% <u>ae</u>	22%	21%	26%	30% <u>ghj</u>	29% <u>ghj</u>	31% <u>ghj</u>	23%	22%	28% <u>na</u>	26% <u>na</u>	27% <u>na</u>	26%	29%	27%
Bills, invoices and statements	1262	-	1262	128	848	550	710	125	123	227	195	256	191	146	248	421	592	337	1126	128	1309
	33%	-	33%	24%	34% <u>ae</u>	29%	37% <u>ae</u>	24%	26%	30%	33% <u>ghj</u>	31% <u>ghj</u>	30% <u>ghj</u>	33% <u>ghj</u>	25%	32% <u>na</u>	33% <u>na</u>	33% <u>na</u>	33%	30%	34%
Smaller parcels - that fit through a letterbox	639	-	639	90	414	315	323	96	72	119	84	118	94	58	167	202	269	152	551	85	596
	17%	-	17%	17%	16%	17%	17%	19%	15%	15%	16%	17%	20%	15%	17%	16%	17%	17%	16%	20%	15%
Larger parcels - that do not fit through a letterbox	695	-	695	72	489	316	378	80	70	118	98	138	108	82	150	216	329	190	613	76	658
	18%	-	18%	13%	19% <u>ae</u>	17%	19%	16%	15%	15%	16%	20%	22% <u>ghj</u>	21%	15%	17%	21% <u>na</u>	22% <u>na</u>	18%	18%	17%
Newspapers, leaflets and promotions from organisations that you have a relationship with	1084	-	1084	134	737	471	607	151	117	193	169	226	139	89	268	362	454	228	943	135	1120
	28%	-	28%	25%	29%	25%	31% <u>ae</u>	29%	24%	25%	32% <u>na</u>	33% <u>na</u>	29%	23%	27%	28%	29%	26%	28%	32%	29%
Addressed direct mail from organisations that you don't have a relationship with	1091	-	1091	127	761	471	615	125	118	203	188	204	149	104	243	391	457	253	947	144	1099
	28%	-	28%	24%	30% <u>ae</u>	25%	32% <u>ae</u>	24%	25%	26%	35% <u>ghj</u>	30%	31%	27%	24%	30% <u>na</u>	29% <u>na</u>	29%	28%	34%	28%
Catalogues and brochures	1185	-	1185	134	812	512	667	124	133	212	191	255	160	108	258	404	524	268	1047	131	1234
	31%	-	31%	25%	32% <u>ae</u>	27%	34% <u>ae</u>	24%	28%	28%	36% <u>ghj</u>	37% <u>ghj</u>	34% <u>ghj</u>	28%	26%	31% <u>na</u>	34% <u>na</u>	31%	31%	31%	32%
Magazines you subscribe to	904	-	904	118	634	426	475	128	119	160	145	176	113	63	247	305	352	176	771	128	912
	23%	-	23%	22%	26%	23%	24%	25% <u>ae</u>	24%	21%	21% <u>ghj</u>	23% <u>ghj</u>	24% <u>ghj</u>	16%	25%	23%	23%	20%	23%	23%	24%
Items requiring a signature	1020	-	1020	109	740	471	545	131	108	161	134	194	155	138	238	295	487	293	893	122	1044
	26%	-	26%	20%	29% <u>ae</u>	25%	28%	25%	23%	21%	25%	28% <u>na</u>	32% <u>na</u>	35% <u>ghj</u>	24%	23%	31% <u>na</u>	34% <u>na</u>	26%	28%	27%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QE2\_NET\_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?  
 Much/Slightly less Summary

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Invitations, greetings cards and postcards	1192	227	364	288	313	591	601	721	465	154	141	310	311	204	762	157	983	154	606	47
31%	32%	32%	31%	30%	32%	30%	31%	31%	31%	34%	30%	30%	30%	34%	30%	34%	31%	29%	32%	36%
Personal letters (e.g. from a friend)	1317	257	418	297	345	675	642	785	527	141	178	333	356	217	867	147	1103	128	739	52
34%	36%	36%	32%	33%	36%	32%	34%	35%	31%	31%	37%	34%	34%	36%	34%	34%	35%	24%	39%	40%
Letters from organisations that you have a relationship with	1012	210	293	240	269	503	509	621	384	124	111	264	275	174	650	129	844	109	509	32
26%	30%	25%	26%	26%	27%	26%	27%	26%	27%	27%	23%	26%	27%	29%	26%	28%	27%	21%	27%	24%
Bills, invoices and statements	1262	260	358	299	345	618	644	733	521	152	132	332	341	227	805	157	1055	144	614	29
33%	37%	31%	32%	33%	33%	32%	32%	32%	35%	33%	28%	33%	33%	37%	32%	34%	33%	27%	32%	22%
Smaller parcels - that fit through a letterbox	639	125	187	154	173	312	327	374	258	77	81	168	158	109	407	80	520	69	317	29
17%	18%	16%	16%	17%	17%	16%	16%	16%	17%	17%	17%	16%	15%	18%	16%	17%	16%	13%	17%	22%
Larger parcels - that do not fit through a letterbox	695	122	211	166	195	333	361	396	289	92	103	191	160	106	454	96	566	75	362	33
18%	17%	18%	18%	19%	18%	18%	18%	17%	19%	20%	23%	19%	15%	18%	18%	21%	18%	14%	19%	23%
Newsletters, leaflets and promotions from organisations that you have a relationship with	1084	201	316	287	280	517	567	678	400	137	136	283	281	187	701	141	901	124	539	39
28%	28%	27%	31%	27%	28%	29%	29%	29%	27%	30%	29%	28%	27%	31%	28%	30%	28%	23%	28%	30%
Addressed direct mail from organisations that you don't have a relationship with	1091	220	319	261	291	539	552	677	406	143	121	283	306	189	710	147	909	119	580	35
28%	31%	28%	28%	28%	29%	28%	29%	29%	27%	31%	26%	28%	29%	31%	28%	31%	29%	23%	30%	27%
Catalogues and brochures	1185	224	358	270	333	582	603	742	440	143	130	318	316	206	763	147	985	132	609	39
31%	32%	31%	29%	32%	31%	30%	32%	29%	31%	31%	27%	31%	30%	34%	30%	31%	31%	25%	32%	30%
Magazines you subscribe to	904	196	268	232	218	454	450	569	324	104	102	240	237	164	578	105	753	108	474	41
23%	26%	23%	25%	21%	24%	23%	23%	25%	22%	23%	21%	24%	23%	27%	22%	22%	20%	20%	24%	25%
Items requiring a signature	1020	180	326	230	285	506	515	549	460	126	137	276	255	156	668	128	840	138	576	35
26%	25%	28%	24%	27%	27%	26%	24%	24%	21%	28%	29%	27%	25%	26%	26%	28%	26%	26%	30%	27%

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE2\_NET\_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Much/Slightly less Summary

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3851	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Invitations, greetings cards and postcards	1192	1017	175	47	985	110	59	38	51	124	88	87	105	90	156	193	90	12	98
	31%	31%	32%	34%	31%	34%	31%	36%	32%	29%	29%	31%	29%	31%	37% <sup>df</sup>	28%	21%	31%	34% <sup>df</sup>
Personal letters (e.g. from a friend)	1317	1110	207	52	1100	117	59	41	57	146	106	105	98	131	167	181	108	14	103
	34%	34%	35%	38%	34%	36%	31%	39% <sup>df</sup>	36%	34%	34%	38%	29%	36%	33%	35%	33%	36%	36%
Letters from organisations that you have a relationship with	1012	860	152	36	830	97	53	32	42	102	86	76	83	104	129	139	69	9	88
	26%	26%	28%	26%	26%	30%	28%	30%	27%	24%	28%	27%	25%	29%	25%	27%	21%	23%	31% <sup>df</sup>
Bills, invoices and statements	1262	1082	180	41	1043	122	59	38	56	138	104	94	88	114	176	172	101	15	106
	33%	33%	33%	30%	32%	37%	32%	36%	36% <sup>df</sup>	32%	34%	34%	26%	31%	35%	33%	31%	39%	37% <sup>df</sup>
Smaller parcels - that fit through a letterbox	639	550	89	19	546	50	25	18	25	59	48	45	62	66	95	91	55	4	46
	17%	17%	17%	14%	17%	15%	13%	17%	16%	14%	16%	16%	18%	18%	19%	17%	17%	10%	16%
Larger parcels - that do not fit through a letterbox	695	603	92	17	578	65	28	23	27	72	50	53	55	77	108	58	58	9	56
	16%	16%	17%	12%	16%	20%	19%	21% <sup>df</sup>	17%	17%	16%	16%	16%	21%	15%	21%	18%	23%	20%
Newsletters, leaflets and promotions from organisations that you have a relationship with	1084	938	146	35	901	96	50	37	41	132	91	76	89	103	150	132	87	9	88
	28%	28%	27%	26%	28%	29%	27%	35% <sup>df</sup>	26%	31%	29%	27%	26%	28%	29%	25%	27%	22%	30%
Addressed direct mail from organisations that you don't have a relationship with	1091	940	151	33	914	105	41	33	54	120	87	82	103	106	132	153	77	13	92
	28%	28%	28%	24%	28% <sup>df</sup>	32% <sup>df</sup>	22%	31% <sup>df</sup>	34% <sup>df</sup>	28%	28%	29%	31%	29%	26%	29%	24%	32%	32%
Catalogues and brochures	1185	1003	182	42	982	120	48	35	59	124	98	94	100	113	152	163	79	16	104
	31%	30%	34%	31%	30%	36% <sup>df</sup>	26%	33% <sup>df</sup>	27% <sup>df</sup>	29%	32%	34% <sup>df</sup>	29%	31%	30%	31%	24%	40% <sup>df</sup>	36% <sup>df</sup>
Magazines you subscribe to	904	796	108	25	768	74	35	27	39	113	72	69	81	88	123	117	65	6	68
	23%	24%	20%	18%	24%	23%	19%	26% <sup>df</sup>	25%	27%	23%	24%	24%	24%	22%	22%	20%	15%	24%
Items requiring a signature	1020	879	141	33	856	88	42	34	45	117	67	84	77	114	112	157	83	9	79
	26%	27%	26%	24%	27%	27%	22%	33% <sup>df</sup>	29%	27%	22%	30%	23%	31% <sup>df</sup>	22%	30%	26%	22%	27%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QE2\_NET\_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Much/Slightly less Summary

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3851	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2157	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Invitations, greetings cards and postcards	1192	475	65	225	364	483	186	91	61	847	162	488	457	141	56	42	945	98	294	513
	31%	35%	36%	34%	28%	32%	30%	35%	45% <i>def</i>	30%	40% <i>def</i>	32%	30%	27%	30%	45% <i>klmpq</i>	31%	43% <i>klmpq</i>	31%	45% <i>kl</i>
Personal letters (e.g. from a friend)	1317	542	67	252	429	523	188	112	59	952	172	549	489	152	73	42	1038	115	320	599
	34%	40%	38%	39%	33%	35%	30%	44% <i>def</i>	40% <i>def</i>	34%	45% <i>def</i>	37% <i>lm</i>	32%	29%	39%	50% <i>klmpq</i>	34%	44% <i>klmpq</i>	34%	44% <i>klmpq</i>
Letters from organisations that you have a relationship with	1012	402	52	176	303	415	165	75	48	718	124	372	400	134	65	32	772	96	224	425
	26%	30%	29%	27%	23%	27%	27%	29%	40% <i>def</i>	25%	33% <i>kl</i>	25%	26%	25%	34% <i>klp</i>	42% <i>klmpq</i>	26%	37% <i>klmpq</i>	27%	37% <i>klmpq</i>
Bills, invoices and statements	1262	496	61	244	447	475	181	103	50	922	153	535	457	147	79	35	892	115	239	548
	33%	37%	34%	37%	34%	31%	29%	29%	40% <i>kl</i>	41% <i>kl</i>	33%	40% <i>kl</i>	36% <i>lm</i>	30%	28%	42% <i>klmpq</i>	47% <i>klmpq</i>	33%	44% <i>klmpq</i>	29%
Smaller parcels - that fit through a letterbox	639	236	38	114	179	261	103	61	28	440	89	198	258	100	49	27	456	76	185	230
	17%	18%	21%	18%	14%	17%	17%	23% <i>kl</i>	23% <i>kl</i>	16%	23% <i>kl</i>	13%	13%	17% <i>kl</i>	17% <i>kl</i>	20% <i>klp</i>	36% <i>klmpq</i>	15%	29% <i>klmpq</i>	22% <i>kl</i>
Large parcels - that do not fit through a letterbox	695	270	38	128	206	280	114	57	32	486	90	192	305	111	53	24	409	72	195	275
	19%	20%	21%	20%	16%	18%	19%	22%	26% <i>kl</i>	17%	24% <i>kl</i>	13%	20% <i>klp</i>	21% <i>kl</i>	20% <i>klp</i>	32% <i>klp</i>	16% <i>kl</i>	29% <i>klp</i>	23% <i>kl</i>	16%
Newsletters, leaflets and promotions from organisations that you have a relationship with	1084	401	53	180	346	408	177	101	49	753	150	430	420	133	53	43	850	96	272	430
	28%	30%	29%	28%	26%	27%	29%	39% <i>kl</i>	40% <i>kl</i>	27%	39% <i>kl</i>	29%	28%	25%	28%	50% <i>klmpq</i>	28%	36% <i>klmpq</i>	33% <i>kl</i>	25%
Addressed direct mail from organisations that you don't have a relationship with	1091	429	63	186	375	415	167	86	44	790	130	423	434	127	70	30	857	100	260	475
	28%	32%	35%	28%	29%	27%	33%	36%	36%	26%	34% <i>kl</i>	26%	29%	24%	37% <i>klm</i>	40% <i>klm</i>	28%	36% <i>klmpq</i>	31%	27%
Catalogues and brochures	1185	462	61	203	384	479	173	99	47	862	146	470	466	133	71	34	939	104	266	513
	31%	34%	34%	31%	29%	32%	28%	33% <i>kl</i>	38%	31%	43% <i>kl</i>	31%	31%	25%	33% <i>kl</i>	45% <i>klmpq</i>	31% <i>klm</i>	40% <i>klmpq</i>	30%	29%
Magazines you subscribe to	904	298	33	140	289	345	139	79	47	634	127	367	347	107	46	32	713	78	265	358
	23%	22%	18%	21%	22%	23%	23%	31% <i>kl</i>	39% <i>kl</i>	22%	33% <i>kl</i>	24%	23%	20%	24%	43% <i>klmpq</i>	24%	30% <i>klm</i>	32% <i>kl</i>	21%
Items requiring a signature	1020	415	56	227	334	381	165	90	45	715	135	382	399	133	64	35	780	99	261	488
	26%	31%	32%	35%	26%	25%	27%	35% <i>kl</i>	37% <i>kl</i>	25%	36% <i>kl</i>	25%	26%	25%	34%	47% <i>klmpq</i>	26%	36% <i>klmpq</i>	31%	28%

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
\* small base

QE2\_NET\_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Much/Slightly less Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3851	229	3561	61*	1088	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2157	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Invitations, greetings cards and postcards	1192	45	1129	17	349	778	65	1163	16	10	2	1188	1
31%	20%	33% <sup>a</sup>	29%	32%	31%	29%	32%	33% <sup>b</sup>	17%	25%	30%	31% <sup>b</sup>	7%
Personal letters (e.g. from a friend)	1317	57	1241	19	397	844	76	1290	17	7	2	1314	1
34%	25%	35% <sup>a</sup>	32%	36%	34%	32%	35% <sup>b</sup>	19%	18%	29%	34% <sup>b</sup>	6%	
Letters from organisations that you have a relationship with	1012	41	956	16	255	704	53	989	16	7	-	1012	*
26%	18%	27% <sup>a</sup>	26%	23%	26% <sup>d</sup>	23%	27%	17%	18%	-	-	26%	1%
Bills, invoices and statements	1262	55	1191	16	339	853	70	1234	19	8	-	1261	1
33%	24%	33% <sup>a</sup>	26%	31%	34%	30%	33%	21%	22%	-	-	33%	3%
Smaller parcels - that fit through a letterbox	639	39	593	7	185	419	35	607	22	8	-	638	1
77%	17%	17%	12%	17%	17%	15%	16%	16%	24%	21%	-	17%	6%
Larger parcels - that do not fit through a letterbox	695	36	648	11	161	475	38	665	18	8	4	691	*
78%	16%	18%	19%	17%	19%	16%	18%	20%	20%	59%	18%	1%	
Newsletters, leaflets and promotions from organisations that you have a relationship with	1084	42	1025	17	277	746	62	1057	22	2	2	1081	2
28%	18%	29% <sup>a</sup>	28%	25%	30% <sup>d</sup>	26%	29%	23%	6%	30%	-	28%	8%
Addressed direct mail from organisations that you don't have a relationship with	1091	69	1003	19	288	748	55	1057	24	7	3	1087	1
28%	30%	28%	31%	26%	30%	24%	29%	25%	25%	18%	44%	28%	6%
Catalogues and brochures	1185	48	1123	14	303	889	73	1161	21	2	-	1184	1
31%	21%	32% <sup>a</sup>	23%	28%	32% <sup>d</sup>	31%	31%	23%	5%	-	-	31%	6%
Magazines you subscribe to	904	55	840	9	247	601	57	867	26	7	2	900	3
23%	24%	24%	15%	22%	24%	24%	23%	28%	28%	19%	30%	24%	12%
Items requiring a signature	1020	56	946	18	304	646	71	980	25	12	2	1017	1
26%	25%	27%	30%	28%	26%	30%	27%	27%	27%	32%	30%	27%	7%

Proportions/Mean: Column Test (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE2\_NET\_LESS. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Much/Slightly less Summary

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3870	380	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416
Effective Base	2157	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248
Invitations, greetings cards and postcards	1192	262	123	403	403	140	-	122	-	123	-	-	235	168	148	115
31%	30%	30%	31%	31%	32%	-	-	29%	-	30%	-	-	29%	36%	34%	28%
Personal letters (e.g. from a friend)	1317	256	142	439	480	140	-	116	-	142	-	-	267	172	165	153
34%	30%	35%	34%	37%	32%	-	-	27%	-	35%	-	-	33%	30%	30%	37%
Letters from organisations that you have a relationship with	1012	247	118	303	346	128	-	121	-	116	-	-	174	128	130	112
26%	22%	28%	23%	27%	23%	-	-	23%	-	23%	-	-	21%	27%	30%	27%
Bills, invoices and statements	1282	326	149	368	419	176	-	150	-	149	-	-	224	144	157	135
33%	32%	33%	29%	32%	27%	-	-	32%	-	32%	-	-	27%	30%	32%	33%
Smaller parcels - that fit through a letterbox	639	141	83	197	216	79	-	62	-	83	-	-	120	77	85	65
17%	16%	20%	15%	17%	18%	-	-	15%	-	20%	-	-	15%	16%	19%	16%
Larger parcels - that do not fit through a letterbox	695	150	75	234	236	85	-	65	-	75	-	-	155	80	105	66
16%	17%	18%	18%	18%	20%	-	-	15%	-	18%	-	-	19%	17%	24%	16%
Newsletters, leaflets and promotions from organisations that you have a relationship with	1084	267	115	340	361	149	-	120	-	115	-	-	216	124	135	111
28%	31%	28%	26%	28%	24%	-	-	28%	-	28%	-	-	26%	26%	31%	27%
Addressed direct mail from organisations that you don't have a relationship with	1091	241	116	335	400	144	-	98	-	116	-	-	209	126	154	112
28%	28%	28%	26%	31%	33%	-	-	23%	-	28%	-	-	26%	27%	35%	27%
Catalogues and brochures	1185	265	139	373	408	147	-	118	-	139	-	-	227	147	157	104
31%	31%	34%	29%	32%	24%	-	-	28%	-	24%	-	-	28%	31%	36%	25%
Magazines you subscribe to	904	188	94	319	305	96	-	92	-	94	-	-	207	111	106	102
23%	22%	23%	25%	24%	22%	-	-	21%	-	23%	-	-	25%	24%	24%	25%
Items requiring a signature	1020	184	87	386	364	96	-	88	-	87	-	-	242	144	148	104
22%	21%	21%	27%	23%	22%	-	-	21%	-	21%	-	-	30%	30%	31%	25%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QE2\_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1667	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Invitations, greetings cards and postcards	2.69	-	2.69	3.04d	2.64	2.76f	2.64	2.67jkim	2.90kjm	2.57kjm	2.54	2.48	2.58k	2.61k	2.89opq	2.73pq	2.54	2.59p	2.69	2.76r	2.65
Personal letters (e.g. from a friend)	2.60	-	2.60	2.99d	2.52	2.72f	2.49	2.68hkim	2.78kjm	2.80kjm	2.43k	2.35	2.40	2.44k	2.83opq	2.68pq	2.39	2.42	2.59	2.66r	2.55
Letters from organisations that you have a relationship with	2.81	-	2.81	3.14d	2.77	2.88f	2.73	3.03kjm	3.06kjm	2.80ki	2.68	2.67	2.60	2.78l	3.04opq	2.79pq	2.68	2.68	2.80	2.87	2.78
Bills, invoices and statements	2.71	-	2.71	3.14d	2.68	2.78f	2.64	3.06kjm	3.00kjm	2.82kjm	2.60	2.52	2.43	2.54	3.04opq	2.73pq	2.50	2.48	2.70	2.84	2.67
Smaller parcels - that fit through a letterbox	3.05	-	3.05	3.38d	3.03	3.03	3.06	3.22kjm	3.23kjm	3.19kjm	3.01	2.91	2.88	2.95	3.23opq	3.07pq	2.91	2.91	3.05	3.04	3.08
Larger parcels - that do not fit through a letterbox	3.05	-	3.05	3.40d	3.01	3.07	3.03	3.32kjm	3.31kjm	3.19kjm	3.00lm	2.90	2.83	2.81	3.31opq	3.09pq	2.86	2.82	3.04	3.19r	3.07
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.79	-	2.79	3.05d	2.73	2.86f	2.72	2.87k	2.98ki	2.87k	2.63	2.62	2.74	2.86k	2.92opq	2.77	2.72	2.80	2.74	2.77	
Addressed direct mail from organisations that you don't have a relationship with	2.84	-	2.84	3.14d	2.78	2.93f	2.77	2.96ki	3.02ki	2.98j	2.67	2.76	2.75	2.90j	2.99opq	2.80	2.79	2.86	2.72	2.83	
Catalogues and brochures	2.74	-	2.74	3.08d	2.69	2.84f	2.65	2.95ki	2.90ki	2.51ki	2.61	2.56	2.64	2.79j	2.92opq	2.73	2.64	2.75	2.74	2.72	
Magazines you subscribe to	2.70	-	2.70	3.04d	2.63	2.77f	2.64	2.89ki	2.82ki	2.86ki	2.59	2.55	2.54	2.72kl	2.81pq	2.75pq	2.59	2.63	2.71	2.68	2.67
Items requiring a signature	2.76	-	2.76	3.13d	2.68	2.82f	2.71	2.92kjm	3.02kjm	2.93kjm	2.76klm	2.61	2.53	2.47	2.87opq	2.86pq	2.55	2.50	2.75	2.85	2.74

Proportions/Means: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE2\_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Invitations, greetings cards and postcards	2.69	2.81bcd	2.88d	2.70d	2.62	2.73f	2.66	2.74h	2.62	2.61	2.67	2.68	2.74i	2.74i	2.70i	2.62	2.70o	2.82r	2.67r	2.53
Personal letters (e.g. from a friend)	2.60	2.71bd	2.55	2.64bd	2.53	2.61	2.59	2.68h	2.50	2.61	2.54	2.58	2.61	2.68pn	2.59	2.61	2.60	2.69r	2.50	2.53
Letters from organisations that you have a relationship with	2.81	2.98d	2.94d	2.80	2.74	2.85f	2.76	2.94h	2.76	2.76	2.86	2.81	2.79	2.85	2.81	2.76	2.81	3.03r	2.80	2.75
Bills, invoices and statements	2.71	2.76	2.71	2.71	2.69	2.73	2.70	2.77h	2.62	2.70	2.81	2.71	2.71	2.68	2.73	2.70	2.71	2.95r	2.71	2.94
Smaller parcels - that fit through a letterbox	3.05	3.18bcd	3.04	3.02	2.99	3.09f	3.01	3.08h	2.99	3.00	3.06	3.03	3.05	3.12	3.05	3.00	3.06	3.25r	3.04	2.88
Larger parcels - that do not fit through a letterbox	3.05	3.22bcd	3.05	3.03	2.96	3.11f	2.99	3.11h	2.96	3.03	2.95	3.02	3.09	3.19pn	3.04	3.03	3.06	3.22r	3.04	2.88
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.79	2.88d	2.78	2.77	2.76	2.82	2.76	2.79	2.78	2.72	2.80	2.78	2.80	2.82	2.79	2.72	2.80	2.95r	2.77	2.61
Addressed direct mail from organisations that you don't have a relationship with	2.84	2.91d	2.86	2.85	2.78	2.88	2.81	2.84	2.84	2.77	2.92	2.86	2.80	2.84	2.85	2.77	2.84	3.01r	2.81	2.70
Catalogues and brochures	2.74	2.88d	2.72	2.76	2.67	2.77	2.71	2.74	2.73	2.70	2.80	2.72	2.77	2.74	2.75	2.70	2.75	2.92r	2.71	2.71
Magazines you subscribe to	2.70	2.78	2.69	2.70	2.67	2.73	2.68	2.74h	2.64	2.68	2.73	2.71	2.71	2.73	2.72	2.69	2.72	2.87r	2.65	2.53
Items requiring a signature	2.76	2.87bd	2.74	2.79	2.70	2.79	2.74	2.86h	2.61	2.76	2.70	2.74	2.79	2.86	2.76	2.76	2.77	2.86r	2.68	2.66

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base



QE2\_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Table 119

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3851	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Invitations, greetings cards and postcards	2.69	2.71b	2.61	2.62	2.70	2.65	2.67	2.63	2.62	2.72o	2.76o	2.67	2.69	2.78or	2.78or	2.61	2.68	2.75	2.64
Personal letters (e.g. from a friend)	2.60	2.62o	2.47	2.45	2.61	2.54	2.58	2.50	2.52	2.62m	2.56	2.53	2.76jkmopj	2.48	2.77hijemopj	2.59m	2.57	2.50	2.54
Letters from organisations that you have a relationship with	2.81	2.82w	2.71	2.73	2.82j	2.74	2.76	2.71	2.76	2.89m	2.77	2.75	2.84	2.68	2.93m	2.79	2.87m	2.85	2.73
Bills, invoices and statements	2.71	2.73	2.62	2.74	2.73c	2.60	2.72	2.64	2.62	2.73	2.68	2.68	2.85w	2.72	2.75	2.73	2.72	2.61	2.60
Smaller parcels - that fit through a letterbox	3.05	3.06	2.99	3.10	3.04	3.04	3.09	3.07	3.19m	3.11m	3.02	3.06	3.04	2.92	3.18m	3.03	3.03	3.07	3.04
Larger parcels - that do not fit through a letterbox	3.05	3.06	3.02	3.16	3.05	3.02	3.09	3.06	3.08	3.06	3.19m	3.08	3.07	2.91	3.20mop	3.01	2.96	2.92	3.04
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.79	2.79	2.78	2.89	2.79	2.80	2.81	2.73	2.77	2.73	2.79	2.77	2.79	2.75	2.83	2.83	2.79	2.96	2.77
Addressed direct mail from organisations that you don't have a relationship with	2.84	2.85	2.83	2.98	2.84	2.82	2.93	2.81	2.78	2.88	2.84	2.79	2.77	2.76	2.91	2.85	2.94	2.75	2.82
Catalogues and brochures	2.74	2.74	2.74	2.78	2.75	2.66	2.78	2.71	2.67	2.78	2.75	2.66	2.73	2.68	2.84	2.73	2.83	2.67	2.66
Magazines you subscribe to	2.70	2.71	2.70	2.75	2.71	2.67	2.73	2.65	2.68	2.65	2.70	2.70	2.69	2.60	2.79	2.74	2.77	2.75	2.66
Items requiring a signature	2.76	2.77	2.73	2.84	2.77	2.71	2.80	2.67	2.72	2.78m	2.82o	2.70	2.80km	2.58	2.92hkm	2.70	2.76m	2.75	2.70

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QE2\_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Table 119

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3851	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2157	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Invitations, greetings cards and postcards	2.69	2.57	2.54	2.56	2.00efghj	2.70ghj	2.64mj	2.45n	2.23	2.76efghj	2.38	2.67oq	2.78koq	2.69oq	2.66oq	2.16	2.71oq	2.62o	2.81s	2.64
Personal letters (e.g. from a friend)	2.60	2.44	2.44	2.43	2.06ghj	2.81ghj	2.60ghj	2.36n	2.14	2.83ghj	2.29	2.58oq	2.68koq	2.65koq	2.54o	2.09	2.81oq	2.41o	2.74s	2.51
Letters from organisations that you have a relationship with	2.81	2.68	2.64	2.69	2.01efghj	2.79hj	2.72h	2.72h	2.39	2.85hj	2.62	2.86moq	2.83oq	2.71o	2.70o	2.33	2.84moq	2.60	3.00s	2.77
Bills, invoices and statements	2.71	2.58	2.61	2.53	2.72hj	2.74hj	2.71hj	2.62	2.37	2.73hj	2.55	2.73moq	2.76moq	2.68moq	2.46	2.31	2.74moq	2.42	3.00s	2.66
Smaller parcels - that fit through a letterbox	3.05	2.95	2.81	2.93	3.18efghj	3.03	2.96	2.93	2.87	3.08ghj	2.91	3.19mnoq	3.02mnoq	2.88oq	2.78	2.55	3.11mnoq	2.72	3.12	3.05
Larger parcels - that do not fit through a letterbox	3.05	2.95	2.89	2.91	3.14hj	3.06h	2.93	2.98	2.80	3.10hj	2.92	3.24mnoq	3.00mnoq	2.84	2.75	2.66	3.12mnoq	2.72	3.11	3.05
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.79	2.73	2.69	2.77	2.09ghj	2.80ghj	2.67h	2.57	2.44	2.85ghj	2.53	2.83oq	2.78oq	2.77oq	2.74o	2.18	2.81oq	2.60o	2.85	2.77
Addressed direct mail from organisations that you don't have a relationship with	2.84	2.78	2.72	2.88	2.01hj	2.85h	2.77	2.76	2.56	2.88hj	2.70	2.89oq	2.84oq	2.84oq	2.68	2.55	2.86oq	2.65	2.97s	2.79
Catalogues and brochures	2.74	2.62	2.65	2.68	2.03mj	2.74mj	2.70j	2.53	2.50	2.78mj	2.52	2.75oq	2.77oq	2.77oq	2.53	2.45	2.78oq	2.51	2.90s	2.68
Magazines you subscribe to	2.70	2.64	2.67	2.63	2.76ghj	2.71hj	2.70hj	2.57h	2.27	2.74ghj	2.47	2.86o	2.78o	2.73o	2.69o	2.35	2.71o	2.60	2.75	2.65
Items requiring a signature	2.76	2.61	2.58	2.50	2.02ghj	2.77hj	2.74hj	2.63	2.47	2.79ghj	2.58	2.81moq	2.78moq	2.71oq	2.53	2.27	2.80moq	2.46	2.84s	2.65

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
 \* small base

QE2\_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3851	229	3561	61*	1098	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2157	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Invitations, greetings cards and postcards	2.69	3.03bc	2.67	2.79	2.72e	2.67	2.83e	2.67	3.26jk	3.06jk	2.99	2.69	3.04jk
Personal letters (e.g. from a friend)	2.60	2.92b	2.57	2.81b	2.62	2.58	2.66	2.57	3.28jk	3.09jk	2.71	2.60	3.16jk
Letters from organisations that you have a relationship with	2.81	3.16b	2.78	2.97	2.92e	2.75	2.91e	2.79	3.32jk	2.96	3.00	2.80	3.29
Bills, invoices and statements	2.71	3.00b	2.69	2.95	2.82e	2.66	2.78	2.69	3.24jk	3.12	3.87	2.71	3.26
Smaller parcels - that fit through a letterbox	3.05	3.13	3.04	3.35b	3.14e	3.00	3.11	3.04	3.13	3.13	3.00	3.05	3.33
Larger parcels - that do not fit through a letterbox	3.05	3.22b	3.04	3.09	3.17e	2.99	3.16e	3.05	3.32jk	2.95	2.12	3.05	3.21
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.79	3.03b	2.77	2.91	2.88e	2.75	2.81	2.78	3.02	3.37	2.70	2.79	3.09
Addressed direct mail from organisations that you don't have a relationship with	2.84	2.90	2.84	2.80	2.95e	2.79	2.95	2.83	3.16jk	3.11	2.56	2.84	3.30
Catalogues and brochures	2.74	2.96b	2.73	2.92	2.96e	2.70	2.67	2.73	3.12jk	3.29	3.30	2.74	3.22
Magazines you subscribe to	2.70	2.79	2.69	3.00	2.78e	2.67	2.72	2.69	2.96jk	2.86	2.70	2.70	3.09
Items requiring a signature	2.76	2.90	2.75	2.84	2.78	2.76	2.74	2.75	3.03jk	2.63	2.99	2.76	3.22

Proportions/Means: Columns Tested (5% risk level) - abc - d(e) - g(h) - i(j) - k(l)  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE2\_MEAN. Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3870	380	430	1290	1290	430	-	430	-	430	-	-	380	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	-	**	818	472	437	416	437
Effective Base	2157	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Invitations, greetings cards and postcards	2.69	2.69	2.70	2.70	2.69	2.67	-	2.71m	-	2.70m	-	-	2.73am	2.60	2.64	2.72m	2.69
Personal letters (e.g. from a friend)	2.60	2.67cd	2.60	2.58	2.57	2.60m	-	2.73alimop	-	2.60m	-	-	2.63mp	2.50	2.54	2.61m	2.54
Letters from organisations that you have a relationship with	2.81	2.72	2.74	2.86a	2.84a	2.71	-	2.73	-	2.74	-	-	2.90qj	2.78	2.77	2.87	2.87
Bills, invoices and statements	2.71	2.61	2.55	2.80ab	2.75ab	2.59	-	2.63	-	2.55	-	-	2.80qj	2.80el	2.69	2.77i	2.79el
Smaller parcels - that fit through a letterbox	3.05	3.02	2.91	3.06b	3.09b	2.98	-	3.07i	-	2.91	-	-	3.06i	3.06	3.08	3.15pl	3.05
Larger parcels - that do not fit through a letterbox	3.05	3.06	2.94	3.06	3.07	3.05	-	3.08	-	2.94	-	-	3.04	3.10i	2.96	3.16m	3.11i
Newsletters, leaflets and promotions from organisations that you have a relationship with	2.79	2.74	2.84	2.80	2.79	2.70	-	2.79	-	2.84	-	-	2.83	2.75	2.76	2.86	2.76
Addressed direct mail from organisations that you don't have a relationship with	2.84	2.85	2.83	2.86	2.84	2.71	-	2.90mp	-	2.83	-	-	2.83a	2.82	2.73	2.90mp	2.80
Catalogues and brochures	2.74	2.75	2.67	2.75	2.75	2.68	-	2.81	-	2.67	-	-	2.78	2.70	2.71	2.91elmp	2.65
Magazines you subscribe to	2.70	2.76	2.71	2.66	2.71	2.77	-	2.74	-	2.71	-	-	2.67	2.65	2.70	2.69	2.73
Items requiring a signature	2.76	2.67cd	2.65c	2.68	2.75	2.68mm	-	2.68mm	-	2.65mm	-	-	2.70	2.66	2.67	2.81	2.76

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE3. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total				
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)					
Unweighted Base	5161	-	5161	-	5161	-	619	2818	2461	2883	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	-	5161	-	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	-	2868	-	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Yes	1893	-	1893	-	1893	-	460	979	872	1010	357	304	402	250	281	170	128	661	652	580	299	1642	239	1877
37%	-	37%	66% <sup>cd</sup>	35%	35%	38% <sup>a</sup>	52% <sup>klm</sup>	47% <sup>klm</sup>	49% <sup>klm</sup>	35% <sup>lm</sup>	30%	27%	24%	49% <sup>opq</sup>	38% <sup>no</sup>	28%	26%	36%	45% <sup>rs</sup>					36%
No	2996	-	2996	-	2996	-	211	1703	1514	1471	268	309	558	430	603	440	388	577	987	1431	828	2725	251	3018
58%	-	58%	30% <sup>cd</sup>	65% <sup>a</sup>	65%	62% <sup>a</sup>	39%	41% <sup>kl</sup>	53% <sup>klp</sup>	63% <sup>klp</sup>	41% <sup>kl</sup>	45% <sup>klp</sup>	55% <sup>klp</sup>	43% <sup>klp</sup>	52% <sup>klp</sup>	42%	43%	53% <sup>no</sup>	71% <sup>no</sup>	63% <sup>rs</sup>				47%
Don't know	272	-	272	-	272	-	28	148	127	146	64	39	58	38	42	24	10	103	94	76	34	223	42	266
5%	-	5%	4%	5%	5%	6%	9% <sup>klm</sup>	9% <sup>lm</sup>	6% <sup>lm</sup>	9% <sup>lm</sup>	4%	4%	2%	6% <sup>opq</sup>	6% <sup>opq</sup>	4%	3%	5%	6% <sup>rs</sup>					5%

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/pq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE3. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Yes	1893	483	548	413	449	1031	862	1248	626	205	248	497	485	382	1230	207	1634	267	687	41
	37%	31% <sup>ab</sup>	34%	35%	31%	41% <sup>cd</sup>	33%	41% <sup>cd</sup>	31%	32%	38%	37%	35%	47% <sup>gh</sup>	37%	32%	33% <sup>io</sup>	30% <sup>jk</sup>	36%	31%
No	2966	415	989	687	904	1405	1591	1662	1292	396	380	781	850	402	1991	402	2430	237	1154	58
	58%	44%	52% <sup>ab</sup>	53% <sup>ab</sup>	53% <sup>ab</sup>	55%	41% <sup>cd</sup>	54%	54% <sup>cd</sup>	52% <sup>cd</sup>	53% <sup>cd</sup>	52% <sup>cd</sup>	51% <sup>cd</sup>	49%	53% <sup>cd</sup>	62%	57%	45%	50% <sup>de</sup>	44%
Don't know	272	47	56	77	92	103	169	166	95	37	30	61	57	31	148	38	187	26	77	33
	5%	5%	4%	7% <sup>ab</sup>	6% <sup>ab</sup>	4%	6% <sup>cd</sup>	5%	5%	6%	5%	5%	4%	4%	4%	6%	4%	5%	4%	29% <sup>gh</sup>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - ef - gh - i/j/k/l/m/n - op - q/r/s  
 \* small base

QE3. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	280	257	261	262	273	261	260	61	388
Yes	1893	1615	278	69	1597	154	91	51	63	195	153	148	170	156	285	273	153	13	141
	37%	36%	38%	36%	37%	36%	37%	36%	30%	34%	36%	30% <b>kl</b>	37%	32%	42% <b>lmnq</b>	39% <b>kn</b>	35%	25%	37%
No	2996	2580	416	114	2506	280	144	86	135	333	259	204	254	269	355	366	273	57	222
	58%	58%	58%	60%	58%	60%	58%	61%	64% <b>klmn</b>	59%	64% <b>klmn</b>	54%	56%	63% <b>lmn</b>	52%	56%	62% <b>lm</b>	71% <b>klmno</b>	55%
Don't know	272	244	28	8	235	19	12	5	12	38	13	23	31	26	39	38	16	2	17
	5%	5%	4%	4%	5%	4%	5%	4%	6%	7%	3%	6%	7%	5%	6%	5%	4%	4%	5%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QE3. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Yes	1893	596	70	258	727	733	230	141	49	1460	190	864	714	199	82	22	1578	104	391	604
37%	37%	33%	29%	29%	41% <sup>ab</sup>	43% <sup>cd</sup>	28%	43% <sup>cd</sup>	30%	43% <sup>cd</sup>	47% <sup>kl</sup>	44% <sup>lmnopq</sup>	43% <sup>lmnopq</sup>	27%	31%	23%	40% <sup>lmnopq</sup>	29%	47% <sup>rs</sup>	35%
No	2896	1142	160	590	959	1193	505	202	104	2152	396	1023	1206	473	178	69	2230	247	396	1053
58%	58%	63%	68%	67%	55%	59% <sup>kl</sup>	62% <sup>kl</sup>	57%	63%	57%	59%	52%	59% <sup>klp</sup>	63% <sup>klp</sup>	68% <sup>klp</sup>	70% <sup>klp</sup>	66% <sup>kl</sup>	69% <sup>kl</sup>	48%	60% <sup>rs</sup>
Don't know	272	67	7	32	68	95	82	11	12	163	22	74	107	74	4	8	181	11	46	90
5%	5%	4%	3%	4%	4%	5%	10% <sup>deq</sup>	3%	7%	4%	4%	4%	5% <sup>lm</sup>	10% <sup>lmnopq</sup>	7%	8% <sup>lm</sup>	5%	3%	6%	5%

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base



QE3. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Yes	1893	154	1712	26	643	1131	119	1819	56	16	2	1891	-
	37%	45% <b>ab</b>	36%	33%	33% <b>ab</b>	34%	37%	37%	48%	34%	22%	37%	-
No	2986	160	2796	40	780	2058	158	2895	55	28	4	2978	14
	58%	48%	59% <b>cd</b>	51%	52%	61% <b>cd</b>	49%	58%	47%	60%	43%	58%	56%
Don't know	272	20	239	13	66	159	47	250	6	2	3	258	11
	5%	6%	5%	17% <b>de</b>	4%	5%	14% <b>de</b>	5%	5%	5%	34%	5%	44%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QE3. In the past month, have you been in this situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself?**

**Base : All participants**

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	215	220	226	251	240	242	-	475	253	249	248	259
Yes	1893	447	451	517	173	132	143	150	153	149	-	317	200	152	155	170
	37%	35%	35%	40% <sup>(ab)</sup>	40% <sup>(f)</sup>	31%	33%	32%	37%	36%	-	39% <sup>(l)</sup>	42% <sup>(lm)</sup>	35%	37%	39%
No	2996	766	780	705	227	274	266	297	237	246	-	450	256	262	239	243
	58%	59%	60% <sup>(bc)</sup>	55%	52%	63% <sup>(efm)</sup>	62% <sup>(ce)</sup>	64% <sup>(efm)</sup>	58%	59%	-	55%	54%	60%	58%	56%
Don't know	272	76	60	67	33	25	18	17	21	21	-	51	16	23	22	24
	5%	6%	5%	5%	5% <sup>(d)</sup>	6%	4%	4%	5%	5%	-	6%	3%	5%	5%	6%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Low cost

Base : Have had to decide on a postal/delivery option in the last month

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	1877	-	1877	373	1040	809	1058	315	298	396	253	310	197	108	613	649	615	305	1717	150	1877
Weighted Base	1893	**	1893	460	979	872	1010	357	304	402	250	281	170*	128*	661	652	580	299	1642	239	1877
Effective Base	1022	-	1022	225	568	452	565	188	172	219	139	163	86	58	360	358	304	144	905	113	1877
Not at all important (1)	15	-	15	8	7	11	4	3	6	4	1	-	1	-	9	5	1	1	13	1	14
	1%	-	1%	2%	1%	1%	*	1%	2%	1%	1%	*	*	-	1%	1%	*	*	1%	1%	1%
Not very important (2)	39	-	39	19	15	17	21	9	12	7	6	1	5	-	21	12	6	5	28	12	38
	2%	-	2%	5%cd	2%	2%	2%	3%	4%	2%	2%	*	3%	-	3%	2%	1%	2%	15%	13%	2%
Neither important nor unimportant (3)	176	-	176	50	93	90	86	29	41	33	34	23	9	6	70	67	39	15	159	18	184
	9%	-	9%	11%	10%	10%	9%	8%	13%h	8%	14%h	8%	5%	5%	11%	10%	7%	5%	10%	7%	10%
Important (4)	815	-	815	160	467	373	440	144	122	145	108	131	93	72	266	253	296	165	703	104	831
	43%	-	43%	35%	48%cd	43%	44%	40%	40%	36%	43%	47%h	59%ghh	59%ghh	40%	39%	51%no	55%no	43%	44%	44%
Very important (5)	837	-	837	218	394	377	455	166	122	210	101	123	63	50	290	311	236	113	731	102	802
	44%	-	44%	47%	40%	43%	45%	47%	40%	45%gh	40%	44%	37%	39%	44%	41%	38%	46%	45%	43%	43%
Don't know	10	-	10	6	3	5	5	4	1	3	-	2	-	-	5	3	2	-	9	1	10
	1%	-	1%	1%	*	1%	*	1%	*	1%	*	1%	*	*	1%	*	*	*	1%	1%	1%
NET Not at all important/ Not very important	54	-	54	27	22	28	25	12	18	10	7	1	5	-	30	17	7	5	41	13	50
	3%	-	3%	7%cd	2%	3%	2%	3%	6%gh	3%	3%	1%	3%	-	5%h	3%	1%	2%	3%	6%	3%
NET Important / Very important	1652	-	1652	378	861	749	895	312	244	355	209	254	156	122	556	564	532	278	1434	206	1633
	87%	-	87%	82%	88%cd	86%	89%	87%	80%	85%h	84%	89%h	92%gh	95%gh	84%	87%	92%no	93%no	87%	87%	87%
Mean	4.29	-	4.29	4.24	4.26	4.25	4.31	4.32h	4.13	4.38h	4.21	4.35h	4.25	4.34	4.23	4.31	4.32	4.29	4.29	4.24	4.27
Std Dev.	0.78	-	0.78	0.93	0.75	0.82	0.75	0.80	0.93	0.79	0.80	0.66	0.71	0.57	0.87	0.80	0.65	0.65	0.78	0.84	0.77
Std Error	0.02	-	0.02	0.05	0.02	0.03	0.02	0.05	0.05	0.04	0.05	0.04	0.05	0.06	0.04	0.03	0.03	0.04	0.02	0.07	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),

please tell us how important each of the following factors are by using the scale provided.

Low cost

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1877	561	572	351	393	1133	744	1149	711	187	215	487	511	396	1213	188	1632	250	753	32
Weighted Base	1893	483	548	413	449	1031	862	1248	626	205	248	497	485	382	1230	207	1634	267	687	41**
Effective Base	1022	248	314	220	241	561	461	633	391	102	136	276	276	190	688	103	890	152	399	19
Not at all important (1)	15	9	2	1	3	12	3	10	5	2	2	6	5	1	13	2	13	3	8	-
Not very important (2)	39	15	12	3	7	29	10	24	15	2	2	14	11	8	27	2	37	4	19	-
Neither important nor unimportant (3)	176	52	58	28	38	111	65	123	50	18	30	48	34	41	112	18	157	31	71	3
Important (4)	815	171	265	206	172	437	378	518	286	82	91	240	229	140	561	82	706	111	340	19
Very important (5)	837	229	207	174	227	426	401	566	266	101	123	185	204	157	513	40%	43%	42%	49%	46%
Don't know	10	3	4	1	2	7	3	7	3	1	-	4	1	4	5	1	9	-	1	-
NET Not at all important	54	27	14	4	9	41	13	35	19	4	3	20	16	9	40	4	51	7	27	-
NET Not very important	3%	6%cd	3%	1%	2%	4%e	2%	3%	3%	2%	1%	4%	3%	2%	3%	2%	3%	3%	4%	-
NET Important / Very important	1652	401	472	380	400	873	780	1084	552	183	214	425	434	327	1073	185	1417	228	589	38
Mean	4.29	4.24	4.22	4.33	4.30b	4.23	4.30c	4.29	4.28	4.36	4.34	4.18	4.28	4.34d	4.25	4.37	4.27	4.26	4.17	4.38
Std Dev.	0.78	0.92	0.75	0.65	0.75	0.84	0.71	0.79	0.77	0.75	0.77	0.82	0.78	0.77	0.79	0.75	0.79	0.81	0.81	0.63
Std Error	0.02	0.04	0.03	0.03	0.04	0.02	0.03	0.02	0.03	0.06	0.05	0.04	0.03	0.04	0.02	0.05	0.02	0.05	0.03	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing

QE4\_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Base : Have had to decide on a postal/delivery option in the last month

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1877	1213	664	304	916	401	317	243	80	95	103	110	105	94	121	107	101	60	341
Weighted Base	1893	1615	278	69*	1597	154	91	51	63*	195*	153*	148	170*	156*	285	273*	153*	13**	141
Effective Base	1022	866	157	53	771	186	150	173	70	86	95	101	96	85	112	96	93	15	171
Not at all important (1)	15	15	*	*	12	1	*	1	2	-	2	-	-	3	3	-	3	-	1
Not very important (2)	39	35	4	2	33	5	1	1	3	-	3	-	7	4	11	2	1	+	4
Neither important nor unimportant (3)	176	145	31	10	147	12	10	7	9	16	11	9	15	19	20	35	13	1	11
Important (4)	815	695	120	34	676	83	35	21	26	80	64	64	80	76	105	116	65	9	74
Very important (5)	43%	43%	43%	50%	42%	54%	38%	40%	42%	41%	42%	43%	47%	49%	37%	42%	43%	71%	52%
Don't know	10	10	*	*	8	1	1	*	-	1	1	1	2	-	-	-	3	-	1
NET Not at all important/ Not very important	54	50	4	2	45	6	2	2	5	-	5	7	4	4	14	2	4	-	6
NET Important / Very important	1652	1410	242	57	1397	136	78	42	50	177	136	131	150	132	251	236	133	12	124
Mean	4.29	4.28	4.29	4.14	4.30	4.18	4.32	4.20	4.07	4.29	4.32	4.29	4.29	4.16	4.34	4.30	4.28	4.09	4.18
Std Dev	0.78	0.79	0.73	0.76	0.78	0.77	0.78	0.85	0.97	0.64	0.80	0.80	0.72	0.81	0.85	0.71	0.83	0.64	0.78
Std Error	0.02	0.02	0.03	0.04	0.03	0.04	0.04	0.05	0.11	0.07	0.08	0.08	0.07	0.08	0.08	0.07	0.08	0.08	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Low cost

Base : Have had to decide on a postal/delivery option in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1877	615	63	285	727	744	203	130	59	1471	189	894	708	178	66	23	1602	89	337	698
Weighted Base	1893	596	70*	258	727	733	230	141*	49*	1460	190	864	714	199	82**	22**	1578	104*	391	604
Effective Base	1022	320	32	152	374	403	128	79	34	776	112	480	374	106	43	14	853	57	209	361
Not at all important (1)	16	4	1*	1	2	5	2	6	-	7	6	1	5	2	4	2	5	6	8	3
	1%	1%	1%	*	*	3%	1%	1%	-	1%	1%	*	1%	1%	3%	1%	1%	1%	2%	*
Not very important (2)	39	10	-	6	14	13	5	5	2	28	7	20	10	6	4	-	29	4	14	9
	2%	2%	-	2%	2%	2%	2%	3%	5%	2%	4%	2%	1%	3%	5%	-	2%	4%	4%	1%
Neither important nor unimportant (3)	176	41	6	14	51	69	28	20	7	120	28	51	64	46	14	1	115	15	48	56
	9%	7%	8%	5%	7%	9%	12%	14%	15%	8%	15%	6%	9%	23%	17%	5%	7%	15%	12%	9%
Important (4)	815	274	35	135	276	362	103	59	14	638	72	332	383	73	33	13	696	46	148	322
	43%	46%	49%	52%	38%	45%	41%	28%	44%	38%	38%	38%	51%	41%	59%	47%	44%	46%	38%	53%
Very important (5)	837	263	28	100	380	280	91	52	25	659	77	457	270	71	25	6	727	31	171	214
	44%	44%	41%	39%	52%	38%	40%	37%	51%	45%	40%	53%	38%	36%	31%	29%	46%	30%	44%	35%
Don't know	10	4	1	2	3	5	1	*	1	8	1	4	3	1	1	-	7	1	1	*
	1%	1%	1%	1%	*	1%	1%	*	1%	1%	*	*	*	1%	2%	-	*	1%	*	*
NET Not at all important/ Not very important	54	14	1	7	16	18	6	11	2	35	13	20	14	8	8	2	34	10	22	12
	3%	2%	1%	3%	2%	2%	3%	8%	5%	2%	7%	2%	2%	4%	10%	7%	2%	9%	5%	2%
NET Important / Very important	1662	538	63	236	656	642	195	110	39	1297	149	788	633	144	58	20	1421	78	319	536
	87%	90%	90%	91%	49%	45%	84%	78%	79%	42%	78%	41%	39%	37%	72%	88%	49%	49%	82%	53%
Mean	4.29	4.32	4.30	4.28	4.41	4.33	4.21	4.03	4.27	4.32	4.09	4.42	4.26	4.03	3.88	4.03	4.34	3.92	4.18	4.22
Std Dev.	0.78	0.73	0.69	0.70	0.73	0.75	0.79	1.02	0.90	0.74	0.99	0.71	0.72	0.91	1.07	1.01	0.72	1.05	0.93	0.71
Std Error	0.02	0.03	0.09	0.04	0.03	0.03	0.06	0.09	0.12	0.02	0.07	0.02	0.03	0.07	0.13	0.21	0.02	0.05	0.03	

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_1. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Low cost

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1877	134	1719	24	615	1155	107	1819	42	15	1	1876	-
Weighted Base	1893	154*	1712	26**	643	1131	119*	1819	56**	16**	2**	1891	-**
Effective Base	1022	79	927	16	348	607	68	984	27	10	1	1021	-
Not at all important (1)	16	6	9	-	7	8	-	9	3	3	-	15	-
	1%	4%	1%	-	1%	1%	-	1%	6%	18%	-	1%	-
Not very important (2)	39	4	34	1	21	18	*	31	8	*	-	39	-
	2%	3%	2%	6%	3%	2%	*	2%	15%	2%	-	2%	-
Neither important nor unimportant (3)	176	15	161	1	55	106	15	164	8	5	-	176	-
	9%	10%	9%	2%	9%	9%	13%	9%	14%	28%	-	9%	-
Important (4)	815	57	749	9	272	498	45	795	14	4	2	813	-
	43%	37%	44%	35%	42%	44%	38%	44%	26%	23%	100%	43%	-
Very important (5)	837	71	752	15	282	497	58	811	22	5	-	837	-
	44%	46%	44%	57%	44%	44%	49%	45%	39%	29%	-	44%	-
Don't know	10	3	7	*	5	5	-	10	-	-	-	10	-
	1%	2%	*	*	1%	*	-	1%	-	-	-	1%	-
NET Not at all important/ Not very important	54	9	43	1	29	26	*	40	12	3	-	54	-
	3%	6%	3%	6%	4%	2%	*	2%	21%	19%	-	3%	-
NET Important / Very important	1662	127	1501	24	554	995	103	1608	36	8	2	1650	-
	87%	82%	88%	92%	86%	88%	87%	86%	65%	52%	100%	87%	-
Mean	4.29	4.21	4.29	4.43	4.25	4.30	4.36	4.31	4.25	3.77	3.44	4.00	4.29
Std Dev	0.78	0.98	0.76	0.81	0.84	0.76	0.70	0.74	1.29	1.44	-	0.78	-
Std Error	0.02	0.08	0.02	0.17	0.03	0.02	0.07	0.02	0.20	0.37	-	0.02	-

Proportions/Means: Column Test(s) (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QE4\_1.** In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

**Low cost**

**Base :** Have had to decide on a postal/delivery option in the last month

Total	Quarter				Month												
	Q1 2022 (e)	Q2 2022 (f)	Q3 2022 (g)	Q4 2022 (h)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	1877	414	428	527	508	157	133	124	135	157	138	-	339	188	162	169	177
Weighted Base	1893	447	451	517	477	173*	132*	143*	150*	153*	149*	**	317	200	152*	155*	170
Effective Base	1022	213	247	289	280	77	66	70	77	87	83	-	182	107	85	92	104
Not at all important (1)	16	1	3	8	3	-	1	-	3	-	-	-	6	2	-	1	2
	1%	*	1%	2%	1%	-	1%	-	2%	-	-	-	2%	1%	-	1%	1%
Not very important (2)	39	4	12	10	13	*	2	2	6	5	1	-	8	3	3	8	1
	2%	1%	3%	2%	3%	-	1%	1%	4%	3%	1%	-	2%	1%	2%	6%	1%
Neither important nor unimportant (3)	176	34	38	56	49	13	13	7	14	8	15	-	34	21	15	12	22
	9%	8%	9%	11%	10%	8%	10%	5%	10%	5%	10%	-	11%	11%	10%	8%	13%
Important (4)	815	185	160	251	219	81	49	56	53	54	53	-	150	101	69	68	81
	43%	41%	35%	49%h	46%h	47%	37%	39%	35%	35%	36%	-	47%	50%h	45%	44%	48%
Very important (5)	837	217	235	191	194	78	63	76	72	86	77	-	117	74	65	65	63
	44%	51%h	53%h	37%	41%	45%	48%	53%h	48%	50%h	52%h	-	37%	37%	43%	42%	37%
Don't know	10	5	3	1	-	-	3	2	2	1	1	-	1	-	-	-	-
	1%	1%	1%	-	-	-	3%	1%	1%	-	1%	-	-	-	-	-	-
NET Not at all important/ Not very important	54	6	15	18	16	*	3	2	9	5	1	-	14	4	3	9	3
	3%	1%	3%	3%	3%	-	2%	1%	6%h	3%	1%	-	4%	2%	2%	6%h	2%
NET Important / Very important	1652	403	395	442	412	159	112	132	124	140	131	-	268	175	134	133	145
	87%	90%	88%	85%	86%	92%	85%	92%	83%	91%	88%	-	84%	87%	88%	86%	85%
Mean	4.29	4.39cd	4.37c	4.18	4.23	4.37i	4.33	4.48imop	4.24	4.45imop	4.48i	-	4.16	4.21	4.29	4.21	4.20
Std Dev.	0.78	0.70	0.80	0.81	0.79	0.63	0.81	0.67	0.93	0.74	0.71	-	0.86	0.75	0.73	0.87	0.76
Std Error	0.02	0.03	0.04	0.04	0.03	0.05	0.07	0.06	0.08	0.06	0.06	-	0.05	0.05	0.06	0.07	0.06

Proportions/Mean: Columns Tested (5% risk level) - a|b|cd - e|f|gh|ij|k|lm|nop  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Free delivery

Base : Have had to decide on a postal/delivery option in the last month

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	1877	-	1877	373	1040	809	1058	315	298	396	253	310	197	108	613	649	615	305	1717	150	1877
Weighted Base	1893	-**	1893	460	979	872	1010	357	304	402	250	281	170*	128*	661	652	580	299	1642	239	1877
Effective Base	1022	-	1022	225	568	452	565	188	172	219	139	163	86	58	360	358	304	144	905	113	1022
Not at all important (1)	7	-	7	2	3	2	5	2	*	3	2	-	-	-	2	5	-	-	5	2	11
				1%	*	*	1%	*	*	1%	1%	-	-	-	1%	1%	-	-	1%	1%	1%
Not very important (2)	57	-	57	17	30	27	28	12	6	14	7	8	5	3	20	21	16	8	50	7	61
	3%	-	3%	4%	3%	3%	3%	3%	2%	3%	3%	3%	2%	2%	3%	3%	3%	3%	3%	3%	3%
Neither important nor unimportant (3)	245	-	245	50	130	138	107	37	55	55	31	34	21	11	92	86	66	32	224	21	267
	13%	-	13%	11%	13%	16%	11%	10%	19%	14%	14%	12%	12%	9%	14%	13%	11%	11%	14%	9%	14%
Important (4)	766	-	766	171	416	347	418	148	125	132	120	116	72	53	273	252	240	124	673	87	743
	40%	-	40%	37%	43%	40%	41%	41%	41%	33%	48%	41%	42%	41%	41%	39%	41%	42%	41%	37%	40%
Very important (5)	815	-	815	217	398	357	450	156	116	196	88	123	72	62	274	284	256	134	689	118	788
	43%	-	43%	47%	41%	45%	44%	44%	38%	43%	44%	42%	48%	41%	41%	44%	44%	45%	42%	50%	42%
Don't know	4	-	4	3	1	2	2	1	-	2	1	-	-	*	1	3	*	*	1	3	7
				1%	*	*	*	*	*	1%	-	-	-	*	1%	*	*	*	1%	1%	1%
NET Not at all important/ Not very important	64	-	64	19	33	28	33	13	8	17	9	8	6	3	21	26	16	8	55	9	72
	3%	-	3%	4%	3%	3%	3%	4%	3%	4%	4%	3%	3%	2%	3%	4%	3%	3%	3%	4%	4%
NET Important / Very important	1580	-	1580	387	814	704	868	306	241	328	208	239	144	114	547	536	497	258	1363	206	1531
	83%	-	83%	84%	83%	81%	85%	86%	79%	82%	83%	85%	84%	89%	83%	82%	86%	86%	83%	86%	82%
Mean	4.23	-	4.23	4.28	4.20	4.18	4.27	4.26	4.14	4.26	4.15	4.26	4.23	4.35	4.21	4.22	4.27	4.28	4.21	4.33	4.20
Std Dev.	0.81	-	0.81	0.84	0.81	0.82	0.80	0.81	0.81	0.88	0.80	0.78	0.79	0.73	0.81	0.85	0.77	0.77	0.81	0.83	0.84
Std Error	0.02	-	0.02	0.04	0.03	0.03	0.02	0.05	0.05	0.04	0.05	0.04	0.06	0.07	0.03	0.03	0.03	0.04	0.02	0.07	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Free delivery  
Base : Have had to decide on a postal/delivery option in the last month

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1877	561	572	351	393	1133	744	1149	711	187	215	487	511	396	1213	188	1632	250	753	32
Weighted Base	1893	483	548	413	449	1031	862	1248	626	205	248	497	485	382	1230	207	1634	267	687	41**
Effective Base	1022	248	314	220	241	561	461	633	391	102	136	276	276	190	688	103	890	152	399	19
Not at all important (1)	7	-	5	1	-	5	2	5	-	-	1	1	4	1	6	-	7	-	5	-
Not very important (2)	57	13	16	12	16	29	28	28	28	9	5	16	16	8	37	9	47	9	29	3
	3%	3%	3%	3%	4%	3%	3%	2%	5% <b>h</b>	5%	2%	3%	3%	2%	3%	4%	3%	3%	4%	6%
Neither important nor unimportant (3)	245	52	83	56	54	135	109	168	75	24	21	92	52	49	165	24	217	41	86	1
	13%	11%	15%	14%	12%	13%	13%	13%	12%	12%	9%	19% <b>h</b>	11%	13%	13%	11%	13%	15%	12%	1%
Important (4)	766	192	240	167	167	432	334	505	253	71	98	197	219	151	513	71	674	92	302	23
	40%	40%	44%	40%	37%	42%	39%	40%	40%	34%	39%	40%	45%	39%	42%	34%	41%	35%	47% <b>h</b>	56%
Very important (5)	815	223	203	177	212	426	389	539	267	101	121	189	195	172	505	103	684	124	265	15
	43%	45% <b>h</b>	37%	43%	47% <b>h</b>	41%	45%	43%	43%	49%	49% <b>h</b>	38%	40%	45%	41%	50%	42%	47%	39%	37%
Don't know	4	2	2	-	-	4	-	3	1	-	2	2	-	-	-	-	4	-	1	-
NET Not at all important/ Not very important	64	13	21	13	16	34	30	34	29	10	6	17	20	9	43	10	54	9	34	3
	3%	3%	4%	3%	4%	3%	3%	3%	5%	5%	3%	3%	4%	2%	3%	5%	3%	3%	6%	6%
NET Important / Very important	1580	415	442	344	379	857	723	1044	520	172	218	386	413	323	1018	174	1359	217	567	38
	83%	86%	81%	83%	84%	83%	84%	84%	83%	84%	39% <b>h</b>	78%	35% <b>h</b>	85%	83%	84%	83%	81%	83%	92%
Mean	4.23	4.30 <b>h</b>	4.13	4.23	4.23 <b>h</b>	4.21	4.25	4.24	4.21	4.28	4.32 <b>h</b>	4.13	4.20	4.27	4.20	4.29	4.22	4.25	4.15	4.23
Std Dev.	0.81	0.77	0.84	0.81	0.82	0.81	0.81	0.80	0.83	0.85	0.77	0.83	0.82	0.79	0.82	0.85	0.81	0.83	0.85	0.77
Std Error	0.02	0.03	0.04	0.04	0.04	0.02	0.03	0.02	0.03	0.06	0.05	0.04	0.04	0.04	0.02	0.06	0.02	0.05	0.03	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\*\* very small base (under 30) ineligible for sig testing

QE4\_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
Free delivery

Base : Have had to decide on a postal/delivery option in the last month

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1877	1213	664	304	916	401	317	243	80	95	103	110	105	94	121	107	101	60	341
Weighted Base	1893	1615	278	69*	1597	154	91	51	63*	195*	153*	148	170*	156*	285	273*	153*	13**	141
Effective Base	1022	866	157	53	771	186	150	173	70	86	95	101	96	85	112	96	93	15	171
Not at all important (1)	7	7	-	-	6	-	-	1	1	1	-	1	-	-	2	-	-	-	-
Not very important (2)	57	50	6	2	49	5	2	1	3	5	6	4	4	4	11	9	1	-	5
	3%	3%	2%	3%	3%	3%	2%	1%	4%	2%	5%	3%	2%	3%	4%	3%	1%	3%	3%
Neither important nor unimportant (3)	245	210	35	14	195	26	15	9	11	16	21	20	11	18	34	38	27	3	23
	13%	13%	12%	20%	12%	17%	16%	17%	18%	8%	13%	14%	6%	11%	14%	14%	17%	23%	16%
Important (4)	766	660	106	22	639	70	35	20	22	94	63	51	84	68	96	110	51	7	63
	40%	41%	38%	32%	40%	46%	39%	40%	35%	48%	47%	34%	43%	44%	34%	40%	33%	57%	45%
Very important (5)	815	684	131	30	705	53	37	20	26	79	61	70	73	64	141	117	76	2	50
	43%	42%	47%	44%	44%	34%	41%	39%	41%	41%	40%	47%	43%	41%	48%	43%	48%	17%	36%
Don't know	4	4	-	-	3	-	1	-	-	-	-	2	-	1	-	-	-	-	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
NET Not at all important/ Not very important	64	57	7	2	55	5	3	1	4	6	6	5	4	4	14	9	1	-	5
	3%	4%	2%	3%	3%	3%	3%	3%	3%	3%	3%	4%	2%	3%	5%	3%	1%	3%	3%
NET Important / Very important	1580	1343	237	53	1344	123	72	41	48	173	124	121	156	133	237	227	125	10	113
	83%	83%	85%	76%	84%	80%	80%	80%	76%	89%	81%	82%	92%	85%	83%	82%	74%	74%	80%
Mean	4.23	4.22	4.30	4.17	4.25	4.10	4.19	4.15	4.10	4.26	4.16	4.26	4.32	4.25	4.27	4.22	4.29	3.88	4.12
Std Dev	0.81	0.82	0.78	0.88	0.81	0.80	0.82	0.86	0.95	0.76	0.85	0.86	0.69	0.76	0.88	0.81	0.78	0.74	0.81
Std Error	0.02	0.02	0.03	0.05	0.03	0.04	0.05	0.06	0.11	0.08	0.08	0.08	0.07	0.08	0.08	0.08	0.08	0.10	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),

please tell us how important each of the following factors are by using the scale provided.

Free delivery

Base : Have had to decide on a postal/delivery option in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1877	615	63	285	727	744	203	130	59	1471	189	894	708	178	66	23	1602	89	337	698
Weighted Base	1893	596	70*	258	727	733	230	141*	49*	1460	190	864	714	199	82*	22**	1578	104*	391	604
Effective Base	1022	320	32	152	374	403	128	79	34	776	112	480	374	106	43	14	853	57	209	361
Not at all important (1)	7	-	-	-	3	2	2	-	-	5	-	3	2	2	-	5	-	-	4	1
Not very important (2)	57	22	5	14	18	28	4	5	1	46	6	22	22	7	4	2	43	6	16	24
Neither important nor unimportant (3)	245	67	7	21	76	86	43	33	6	162	39	80	106	41	13	3	186	16	42	85
Important (4)	766	249	54	111	262	326	96	56	21	588	77	319	314	81	44	7	633	50	143	274
Very important (5)	815	257	25	113	368	288	85	46	20	656	66	440	270	66	21	11	710	32	185	219
Don't know	4	-	-	-	-	2	-	-	2	2	2	-	1	1	-	1	-	-	-	1
NET Not at all important/ Not very important	64	23	5	14	21	31	6	5	2	51	7	24	24	10	4	2	48	6	20	25
NET Important / Very important	1580	506	59	223	630	614	182	101	41	1244	142	759	584	147	65	18	1343	82	328	493
Mean	4.23	4.24	4.13	4.25	4.34(m)	4.19	4.13	4.02	4.21	4.53(m)	4.07	4.34(m)	4.16	4.02	4.00	4.18	4.37(m)	4.04	4.25	4.14
Std Dev	0.81	0.80	0.84	0.82	0.79	0.81	0.83	0.85	0.81	0.84	0.84	0.78	0.80	0.90	0.78	0.99	0.80	0.83	0.88	0.81
Std Error	0.02	0.03	0.11	0.05	0.03	0.03	0.06	0.07	0.11	0.02	0.06	0.03	0.03	0.07	0.10	0.21	0.02	0.09	0.05	0.03

Proportions/Means: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_2. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online),

please tell us how important each of the following factors are by using the scale provided.

Free delivery

Base : Have had to decide on a postal/delivery option in the last month

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	1877	134	1719	24	615	1155	107	1819	42	15	1	1876	-
Weighted Base	1893	154*	1712	26**	643	1131	119*	1819	56**	16**	2**	1891	-**
Effective Base	1022	79	927	16	348	607	68	984	27	10	1	1021	-
Not at all important (1)	7	-	7	-	-	7	-	6	1	-	-	7	-
	*	-	-	-	-	1%	-	*	1%	-	-	*	-
Not very important (2)	57	6	50	*	21	34	2	52	1	3	-	57	-
	3%	4%	3%	-	3%	3%	1%	3%	3%	18%	-	3%	-
Neither important nor unimportant (3)	245	18	225	1	65	160	20	228	12	4	-	245	-
	13%	1%	13%	5%	10%	14%	17%	13%	22%	27%	-	13%	-
Important (4)	766	51	699	16	262	458	46	744	16	4	2	764	-
	40%	33%	41%	61%	41%	40%	39%	41%	29%	24%	100%	40%	-
Very important (5)	815	78	728	9	293	471	51	787	24	4	-	815	-
	43%	50%	43%	33%	46%	42%	43%	43%	44%	22%	-	43%	-
Don't know	4	2	3	*	2	2	*	2	*	1	-	4	-
	*	1%	*	*	*	*	*	*	1%	9%	-	*	-
NET Not at all important/ Not very important	64	7	57	*	22	40	2	59	2	3	-	64	-
	3%	4%	3%	-	3%	4%	1%	3%	4%	18%	-	3%	-
NET important / Very important	1580	128	1427	25	554	929	97	1530	41	7	2	1578	-
	83%	83%	83%	95%	86%	82%	82%	84%	73%	46%	100%	83%	-
Mean	4.23	4.31	4.22	4.28	4.29	4.20	4.24	4.24	4.13	3.55	4.00	4.23	-
Std Dev	0.81	0.85	0.81	0.57	0.79	0.83	0.77	0.81	0.94	1.10	-	0.81	-
Std Error	0.02	0.07	0.02	0.12	0.03	0.02	0.08	0.02	0.15	0.29	-	0.02	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QE4\_2.** In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

**Free delivery**

**Base :** Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2022 (e)	Q2 2022 (f)	Q3 2022 (g)	Q4 2022 (h)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1877	414	428	527	508	157	133	124	135	157	138	-	339	188	162	169	177
Weighted Base	1893	447	451	517	477	173*	132*	143*	150*	153*	149*	**	317	200	152*	155*	170
Effective Base	1022	213	247	289	280	77	66	70	77	87	83	-	182	107	85	92	104
Not at all important (1)	7	1	*	4	2	-	1	-	*	-	-	-	*	3	-	2	*
	-	*	-	1%	*	-	1%	-	*	-	-	-	-	2%	-	1%	*
Not very important (2)	57	8	9	20	19	3	4	2	5	3	1	-	17	3	2	9	8
	3%	2%	2%	4%	4%	2%	3%	1%	3%	2%	*	-	5%	2%	1%	6%	5%
Neither important nor unimportant (3)	245	67	59	68	59	23	26	18	20	18	13	-	41	27	13	21	26
	13%	15%	11%	13%	12%	13%	20%	13%	13%	11%	9%	-	13%	14%	9%	13%	15%
Important (4)	766	168	181	216	201	68	44	56	60	63	57	-	121	96	74	58	69
	40%	37%	40%	42%	42%	39%	33%	39%	40%	41%	38%	-	38%	48%	49%	37%	41%
Very important (5)	815	201	209	208	195	79	56	67	63	69	78	-	138	71	63	66	67
	43%	45%	46%	40%	41%	46%	42%	47%	42%	45%	52%	-	43%	35%	41%	42%	39%
Don't know	4	1	2	*	1	-	1	-	2	-	-	-	-	-	-	-	-
	-	*	*	*	*	-	1%	-	1%	-	-	-	-	-	-	-	-
NET Not at all important/ Not very important	64	9	9	24	21	3	5	2	5	3	1	-	18	7	2	11	8
	3%	2%	2%	5%	4%	2%	4%	1%	4%	2%	1%	-	6%	3%	1%	7%	5%
NET Important / Very important	1580	369	390	425	396	147	99	123	123	132	135	-	258	166	137	123	136
	83%	83%	86%	82%	83%	85%	75%	86%	82%	87%	91%	-	81%	83%	90%	80%	80%
Mean	4.23	4.26	4.31	4.17	4.19	4.29	4.14	4.32	4.22	4.30	4.42	-	4.19	4.14	4.30	4.14	4.14
Std Dev.	0.81	0.80	0.75	0.85	0.83	0.76	0.90	0.74	0.81	0.75	0.68	-	0.87	0.83	0.68	0.94	0.85
Std Error	0.02	0.04	0.04	0.04	0.04	0.06	0.08	0.07	0.07	0.06	0.06	-	0.05	0.06	0.05	0.07	0.06

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Base : Have had to decide on a postal/delivery option in the last month

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total	
Unweighted Base	1877	-	1877	373	1040	809	1058	315	298	396	253	310	197	108	613	649	615	305	1717	150	1877
Weighted Base	1893	**	1893	460	979	872	1010	357	304	402	250	281	170*	128*	661	652	580	299	1642	239	1877
Effective Base	1022	-	1022	225	568	452	565	188	172	219	139	163	86	58	360	358	304	144	905	113	1877
Not at all important (1)	88	-	88	17	51	41	47	8	9	15	10	29	11	5	17	25	46	16	81	7	84
	5%	-	5%	4%	5%	5%	5%	2%	3%	4%	4%	10%	7%	4%	3%	4%	6%	5%	5%	3%	4%
Not very important (2)	166	-	166	23	103	68	95	25	36	20	25	19	24	16	61	46	59	40	146	18	162
	9%	-	9%	5%	11%	8%	9%	7%	12%	5%	10%	7%	13%	12%	9%	7%	10%	13%	9%	8%	10%
Neither important nor unimportant (3)	488	-	488	95	257	206	276	78	65	85	68	82	49	57	146	153	188	105	428	60	511
	26%	-	26%	21%	26%	24%	27%	22%	22%	21%	27%	29%	29%	22%	22%	23%	33%	36%	26%	25%	27%
Important (4)	694	-	694	176	366	323	368	136	119	158	87	99	62	33	255	246	194	94	599	92	681
	37%	-	37%	38%	37%	37%	36%	38%	39%	39%	35%	35%	36%	25%	39%	38%	33%	32%	36%	39%	36%
Very important (5)	409	-	409	145	172	215	193	95	65	116	57	48	15	11	161	175	74	26	358	49	369
	22%	-	22%	13%	18%	23%	19%	27%	21%	20%	23%	17%	9%	9%	24%	22%	13%	8%	22%	21%	20%
Don't know	48	-	48	4	29	17	31	15	6	5	2	4	9	7	21	7	20	16	31	12	50
	3%	-	3%	1%	3%	2%	3%	4%	2%	1%	1%	1%	6%	5%	3%	1%	3%	6%	2%	8%	3%
NET Not at all important/ Not very important	253	-	253	40	154	109	142	33	45	35	35	48	36	21	78	71	104	56	226	25	266
	13%	-	13%	9%	16%	13%	14%	9%	15%	9%	14%	17%	21%	16%	12%	11%	18%	19%	14%	10%	14%
NET Important / Very important	1104	-	1104	321	538	538	561	232	184	276	145	147	77	44	416	421	267	120	957	142	1050
	58%	-	58%	70%	55%	62%	56%	65%	61%	69%	56%	52%	45%	34%	63%	65%	46%	40%	58%	59%	56%
Mean	3.64	-	3.64	3.90d	3.53	3.70	3.58	3.84kim	3.65im	3.87hkim	3.63im	3.42	3.28	3.24	3.75pp	3.78pp	3.34	3.26	3.63	3.70	3.59
Std Dev.	1.07	-	1.07	1.03	1.07	1.08	1.06	0.99	1.05	1.02	1.07	1.17	1.06	0.93	1.02	1.05	1.09	1.00	1.08	1.00	1.06
Std Error	0.02	-	0.02	0.05	0.03	0.04	0.03	0.06	0.06	0.05	0.07	0.07	0.08	0.09	0.04	0.04	0.04	0.06	0.03	0.08	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

**Inclusion of insurance**

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1877	561	572	351	393	1133	744	1149	711	187	215	487	511	396	1213	188	1632	250	753	32
Weighted Base	1893	483	548	413	449	1031	862	1248	626	205	248	497	485	382	1230	207	1634	267	687	41**
Effective Base	1022	248	314	220	241	561	461	633	391	102	136	276	276	190	688	103	890	152	399	19
Not at all important (1)	88	19	19	15	35	38	49	56	32	15	11	27	19	12	58	15	70	27	33	1
	5%	4%	3%	4%	3%	4%	6%	4%	5%	7%	5%	5%	4%	3%	5%	7%	4%	10%	5%	3%
Not very important (2)	165	29	63	30	36	92	73	91	75	16	22	55	38	33	114	16	148	20	91	3
	9%	6%	11%	8%	8%	9%	9%	7%	12%	8%	9%	11%	8%	9%	9%	8%	9%	8%	13%	7%
Neither important nor unimportant (3)	488	93	154	110	130	248	240	291	189	71	56	141	129	67	325	71	400	68	205	7
	26%	19%	26%	27%	29%	24%	28%	23%	30%	34%	22%	28%	27%	17%	26%	34%	24%	26%	30%	18%
Important (4)	694	206	187	177	124	394	301	477	211	49	96	188	178	160	461	49	634	83	260	20
	37%	29%	34%	33%	28%	38%	34%	38%	34%	24%	29%	23%	27%	23%	33%	23%	31%	31%	38%	50%
Very important (5)	409	124	110	69	106	234	175	314	93	42	57	77	118	103	252	44	356	56	83	7
	22%	25%	20%	17%	24%	23%	20%	35%	15%	23%	15%	24%	27%	20%	21%	22%	22%	21%	12%	18%
Don't know	48	10	15	4	19	25	23	19	26	13	6	9	4	7	19	13	26	11	16	2
	3%	2%	3%	1%	4%	2%	3%	2%	4%	6%	2%	2%	1%	2%	2%	6%	2%	4%	2%	4%
NET Not at all important/Not very important	253	46	82	52	70	130	123	147	107	31	33	82	57	45	172	31	216	48	124	4
	13%	10%	13%	13%	16%	13%	14%	12%	17%	19%	13%	17%	12%	12%	14%	15%	13%	18%	16%	10%
NET Important / Very important	1104	331	297	246	230	627	476	791	303	91	153	265	296	263	713	93	991	139	343	28
	58%	49%	54%	60%	51%	61%	55%	53%	49%	44%	62%	53%	61%	62%	58%	45%	61%	52%	50%	68%
Mean	3.64	3.57	3.57	3.61	3.54	3.69	3.57	3.74	3.43	3.45	3.68	3.48	3.70	3.62	3.61	3.46	3.66	3.47	3.40	3.75
Std Dev.	1.07	1.02	1.05	0.99	1.18	1.04	1.09	1.06	1.06	1.16	1.08	1.06	1.05	1.03	1.06	1.16	1.05	1.22	1.03	0.95
Std Error	0.02	0.04	0.04	0.05	0.08	0.03	0.04	0.03	0.04	0.09	0.07	0.05	0.05	0.05	0.03	0.09	0.03	0.08	0.04	0.17

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing



QE4\_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Inclusion of insurance

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1877	1213	664	304	916	401	317	243	80	95	103	110	105	94	121	107	101	60	341
Weighted Base	1893	1615	278	69*	1597	154	91	51	63*	195*	153*	148	170*	156*	285	273*	153*	13**	141
Effective Base	1022	866	157	53	771	186	150	173	70	86	95	101	96	85	112	96	93	15	171
Not at all important (1)	88	74	14	2	76	5	6	1	4	12	12	8	3	5	16	9	6	-	4
Not very important (2)	165	147	18	9	137	17	7	4	8	20	13	5	15	11	24	23	19	3	14
Neither important nor unimportant (3)	488	416	72	18	409	43	24	13	18	33	39	37	40	52	64	86	40	2	41
Important (4)	694	573	121	27	581	61	33	20	22	74	61	61	75	48	102	96	41	5	55
Very important (5)	409	360	49	13	355	25	18	11	11	45	24	38	35	38	73	47	44	3	23
Don't know	28	44	4	1	40	3	3	2	1	11	3	-	2	1	6	12	3	-	3
NET Not at all important/ Not very important	253	221	32	10	213	22	13	5	12	32	25	12	18	17	39	33	25	3	18
NET Important / Very important	1104	933	171	40	935	86	51	31	33	119	86	99	110	86	175	144	84	8	78
Mean	3.64	3.64	3.64	3.61	3.64	3.56	3.57	3.74	3.45	3.65	3.49	3.73	3.66	3.69	3.57	3.64	3.52	3.57	3.57
Std Dev	1.07	1.08	1.01	1.02	1.07	1.00	1.11	1.00	1.11	1.16	1.11	1.03	0.95	1.03	1.12	1.00	1.15	1.19	0.99
Std Error	0.02	0.03	0.04	0.06	0.04	0.05	0.06	0.07	0.13	0.12	0.11	0.10	0.09	0.11	0.10	0.10	0.12	0.15	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Inclusion of insurance  
Base : Have had to decide on a postal/delivery option in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1877	615	63	285	727	744	203	130	59	1471	189	894	708	178	66	23	1602	89	337	698
Weighted Base	1893	596	70*	258	727	733	230	141*	49*	1460	190	864	714	199	82*	22**	1578	104*	391	604
Effective Base	1022	320	32	152	374	403	128	79	34	776	112	480	374	106	43	14	853	57	209	361
Not at all important (1)	88	45	7	20	39	29	7	10	4	68	13	39	30	6	10	7	10	13	48	48
	5%	8%	10%	8%	5%	4%	3%	7%	7%	5%	7%	5%	4%	3%	1%	4%	9%	3%	15%	15%
Not very important (2)	165	73	10	37	58	68	18	11	8	127	20	91	56	12	5	1	147	6	24	90
	9%	12%	14%	14%	8%	9%	8%	8%	17%	9%	10%	10%	8%	6%	6%	4%	9%	6%	6%	15%
Neither important nor unimportant (3)	488	170	25	74	163	183	95	34	6	346	40	194	182	84	15	4	376	19	85	196
	26%	29%	36%	29%	22%	25%	41% <sup>degr(h)</sup>	24%	11%	24%	21%	22%	25%	42% <sup>klmnp</sup>	19%	17%	24%	18%	22%	32% <sup>qr</sup>
Important (4)	694	185	13	78	266	276	73	64	13	542	76	301	283	61	37	12	584	49	169	194
	37%	31%	19%	30%	37%	38%	32%	45%	26%	37%	40%	35%	40%	31%	46%	54%	37%	43% <sup>st</sup>	43% <sup>st</sup>	32%
Very important (5)	409	96	11	31	183	160	27	19	19	343	38	227	141	28	8	4	368	12	93	54
	22%	16%	15%	12%	25% <sup>klp</sup>	22% <sup>klp</sup>	12%	13%	39% <sup>klgij</sup>	23% <sup>klj</sup>	20%	26% <sup>klmno</sup>	20%	14%	10%	19%	23% <sup>klmno</sup>	12%	24% <sup>st</sup>	9%
Don't know	48	28	3	18	18	16	10	3	-	34	3	11	22	7	7	1	33	8	7	22
	3%	4%	5%	7%	2%	2%	4%	2%	-	2%	2%	1%	3%	3%	3%	2%	8% <sup>klp</sup>	8% <sup>klp</sup>	2%	4%
NET Not at all important/ Not very important	253	119	17	56	97	98	26	21	12	195	33	130	87	19	15	1	217	18	37	138
	13%	20%	24%	22%	13%	13%	11%	15%	14% <sup>kl</sup>	13%	17%	15%	12%	9%	18%	5%	14%	15%	10%	23% <sup>qr</sup>
NET Important / Very important	1104	281	24	109	449	436	101	82	31	885	114	528	424	89	45	16	952	61	261	248
	59%	47%	34%	42%	43% <sup>kl</sup>	40% <sup>kl</sup>	44%	39% <sup>kl</sup>	34% <sup>kl</sup>	41% <sup>klj</sup>	45% <sup>kl</sup>	41% <sup>klm</sup>	42% <sup>klm</sup>	45%	55%	73%	40% <sup>klm</sup>	59%	41% <sup>st</sup>	41%
Mean	3.64	3.37	3.16	3.27	3.70	3.67	3.44	3.51	3.72	3.67	3.57	3.69	3.65	3.48	3.38	3.67	3.50	3.76	3.76	3.20
Std Dev	1.07	1.14	1.19	1.12	1.10	1.05	0.92	1.06	1.34	1.08	1.14	1.11	1.03	0.93	1.17	0.81	1.08	1.12	0.99	1.07
Std Error	0.02	0.05	0.15	0.07	0.04	0.04	0.07	0.09	0.17	0.03	0.08	0.04	0.04	0.07	0.15	0.17	0.03	0.12	0.05	0.04

Proportions/Mean: Column Tested (5% risk level) - ab/c - d/e(fgh/i) - kl/mn/op/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

**Inclusion of insurance**

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1877	134	1719	24	615	1155	107	1819	42	15	1	1876	-
Weighted Base	1893	154*	1712	26**	643	1131	119*	1819	56**	16**	2**	1891	**
Effective Base	1022	79	927	16	348	607	68	984	27	10	1	1021	-
Not at all important (1)	88	1	86	-	27	54	7	81	3	4	-	88	-
	9%	1%	5%	-	4%	5%	6%	4%	6%	23%	-	5%	-
Not very important (2)	165	9	153	3	48	112	5	162	2	1	-	165	-
	9%	6%	9%	12%	7%	10%	4%	9%	3%	9%	-	9%	-
Neither important nor unimportant (3)	488	21	464	3	153	312	23	469	12	6	-	488	-
	26%	14%	27% <sup>ns</sup>	12%	24%	28%	19%	26%	22%	39%	-	26%	-
Important (4)	694	69	618	8	231	429	35	677	13	3	2	693	-
	37%	45%	36%	30%	36%	38%	29%	37%	23%	18%	100%	37%	-
Very important (5)	409	46	352	12	165	205	40	387	21	2	-	409	-
	22%	30%	21%	45%	26% <sup>ns</sup>	18%	33% <sup>ns</sup>	21%	38%	10%	-	22%	-
Don't know	48	9	39	-	19	19	10	44	4	-	-	48	-
	3%	6%	2%	-	3%	2%	9%	2%	8%	-	-	3%	-
NET Not at all important/ Not very important	253	10	240	3	75	167	11	243	5	5	-	253	-
	13%	7%	14%	12%	12%	15%	10%	13%	9%	33%	-	13%	-
NET Important / Very important	1104	115	989	20	396	633	74	1064	34	5	2	1102	-
	59%	73% <sup>ns</sup>	57%	76%	62%	56%	63%	58%	61%	28%	100%	59%	-
Mean	3.64	4.02 <sup>ns</sup>	3.59	4.08	3.74 <sup>ns</sup>	3.56	3.88 <sup>ns</sup>	3.63	3.93	2.82	4.00	3.64	-
Std Dev.	1.07	0.88	1.08	1.06	1.07	1.05	1.14	1.06	1.16	1.30	-	1.07	-
Std Error	0.02	0.08	0.03	0.22	0.04	0.03	0.11	0.03	0.18	0.34	-	0.03	-

Proportions/Means: Column Test (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_3. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

**Inclusion of insurance**

Base : Have had to decide on a postal/delivery option in the last month

Total	Quarter				Month												
	Q1 2022 (e)	Q2 2022 (f)	Q3 2022 (g)	Q4 2022 (h)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	1877	414	428	527	508	157	133	124	135	157	138	-	339	188	162	169	177
Weighted Base	1893	447	451	517	477	173*	132*	143*	150*	153*	149*	**	317	200	152*	155*	170
Effective Base	1022	213	247	289	280	77	66	70	77	87	83	-	182	107	85	92	104
Not at all important (1)	88	11	15	40	21	3	6	2	6	2	7	-	29	11	6	11	4
	5%	2%	3%	8%ab	4%	2%	4%	1%	4%	1%	5%	-	9%abp	6%	4%	7%	2%
Not very important (2)	165	33	18	60	54	7	11	15	8	6	5	-	39	21	16	23	15
	9%	7%	4%	12%b	11%b	4%	8%	11%	5%	4%	3%	-	12%ab	11%	11%	15%abm	9%
Neither important nor unimportant (3)	486	110	87	147	134	37	27	46	34	32	30	-	82	64	44	35	56
	26%	25%	21%	28%	28%	22%	21%	35%	23%	21%	20%	-	26%	32%	29%	22%	33%
Important (4)	694	142	189	197	167	68	38	37	57	67	65	-	114	82	54	51	61
	37%	32%	42%a	38%	35%	39%	29%	26%	38%	44%a	43%a	-	36%	41%a	36%	33%	36%
Very important (5)	409	140	122	60	87	55	48	38	41	39	42	-	41	19	28	33	26
	22%	31%cd	27%cd	12%	15%cd	32%imnp	36%imnp	27%im	29%imnp	29%im	29%imnp	-	13%	9%	16%	22%im	15%
Don't know	46	10	10	15	14	3	2	5	3	7	-	-	12	3	3	2	8
	3%	2%	2%	3%	3%	1%	1%	3%	2%	5%	-	-	4%	1%	2%	1%	5%
NET Not at all important/ Not very important	253	44	33	100	76	10	17	17	14	8	12	-	67	32	23	34	19
	13%	10%	7%	19%ab	16%ab	6%	13%	12%	9%	5%	8%	-	21%abp	16%ab	16%ab	22%abp	11%
NET Important / Very important	1104	283	311	256	253	122	85	75	99	106	106	-	155	101	82	84	87
	58%	63%cd	69%cd	50%	53%	71%gimnp	65%j	53%	66%imnp	70%gimnp	72%gimnp	-	49%	50%	54%	54%	51%
Mean	3.64	3.84cd	3.87cd	3.35	3.52	3.96imnp	3.85im	3.69i	3.82im	3.93imnp	3.87imnp	-	3.33	3.39	3.55	3.47	3.56
Std Dev.	1.07	1.04	0.98	1.09	1.07	0.94	1.15	1.04	1.04	0.88	1.02	-	1.15	0.99	1.05	1.20	0.94
Std Error	0.02	0.05	0.05	0.05	0.05	0.08	0.10	0.09	0.09	0.07	0.09	-	0.06	0.07	0.08	0.09	0.07

Proportions/Mean: Column Tested (5% risk level) - a:b:c:d - e:f(g:h)i:j(k:l)m:n:op  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
**Guarantee that the parcel will arrive on time**

Base : Have had to decide on a postal/delivery option in the last month

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	1877	-	1877	373	1040	809	1058	315	298	396	253	310	197	108	613	649	615	305	1717	150	1877
Weighted Base	1893	-**	1893	460	979	872	1010	357	304	402	250	281	170*	128*	661	652	580	299	1642	239	1877
Effective Base	1022	-	1022	225	568	452	565	188	172	219	139	163	86	58	360	358	304	144	905	113	1022
Not at all important (1)	19	-	19	5	10	10	9	6	4	2	3	2	-	-	11	5	3	1	15	3	19
	1%	-	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	-	-	2%	1%	1%	-	1%	1%	1%
Not very important (2)	42	-	42	13	23	21	20	4	11	8	-	5	11	3	15	8	19	14	41	1	43
	2%	-	2%	3%	2%	2%	2%	1%	3%	2%	-	2%	3%	2%	2%	1%	3%	3%	3%	1%	2%
Neither important nor unimportant (3)	243	-	243	58	114	130	112	47	42	35	37	36	24	21	89	73	81	45	219	20	236
	13%	-	13%	13%	12%	15%	11%	13%	14%	9%	15%	13%	14%	16%	13%	11%	14%	15%	13%	8%	13%
Important (4)	851	-	851	186	487	395	447	154	116	182	109	130	82	79	270	290	290	160	747	101	845
	45%	-	45%	41%	50% <sup>nc</sup>	45%	44%	43%	38%	45%	43%	46%	48%	61% <sup>nm</sup>	41%	45%	50% <sup>nm</sup>	54% <sup>nm</sup>	45%	43%	45%
Very important (5)	726	-	726	191	339	310	414	146	126	171	100	105	53	24	272	271	182	77	611	109	722
	38%	-	38%	42%	39%	38%	41%	41% <sup>nm</sup>	41% <sup>nm</sup>	43% <sup>nm</sup>	40% <sup>nm</sup>	31% <sup>nm</sup>	19%	19%	41% <sup>nm</sup>	41% <sup>nm</sup>	42% <sup>nm</sup>	31%	37%	46%	38%
Don't know	13	-	13	7	6	6	7	-	4	4	1	2	1	1	4	5	4	2	8	5	12
	1%	-	1%	1%	1%	1%	1%	-	1%	1%	-	1%	-	1%	1%	1%	1%	1%	1%	2%	1%
NET Not at all important/ Not very important	60	-	60	17	33	31	29	10	15	10	3	8	11	3	26	13	22	14	57	4	62
	3%	-	3%	4%	3%	4%	3%	3%	5%	3%	1%	3%	7% <sup>nc</sup>	2%	4%	2%	4%	5%	3%	2%	3%
NET Important / Very important	1676	-	1576	377	826	705	861	300	242	353	209	235	134	103	542	562	472	237	1359	210	1567
	83%	-	83%	82%	84%	81%	85%	80%	80%	85% <sup>nm</sup>	84%	84%	79%	80%	82%	86%	82%	80%	83%	88%	83%
Mean	4.18	-	4.18	4.21	4.15	4.12	4.23 <sup>nc</sup>	4.20	4.16	4.23 <sup>nm</sup>	4.22 <sup>nm</sup>	4.18	4.03	3.98	4.18 <sup>nc</sup>	4.26 <sup>nm</sup>	4.09	4.01	4.16	4.33 <sup>r</sup>	4.18
Std Dev.	0.81	-	0.81	0.85	0.80	0.83	0.79	0.84	0.90	0.75	0.78	0.79	0.85	0.69	0.87	0.76	0.79	0.79	0.82	0.76	0.81
Std Error	0.02	-	0.02	0.04	0.02	0.03	0.02	0.05	0.05	0.04	0.05	0.05	0.06	0.07	0.04	0.03	0.03	0.05	0.02	0.06	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1877	561	572	351	393	1133	744	1149	711	187	215	487	511	396	1213	188	1632	250	753	32
Weighted Base	1893	483	548	413	449	1031	862	1248	626	205	248	497	485	382	1230	207	1634	267	687	41**
Effective Base	1022	248	314	220	241	561	461	633	391	102	136	276	276	190	688	103	890	152	399	19
Not at all important (1)	19	3	4	5	7	7	12	12	6	1	7	8	1	3	15	1	18	4	8	-
Not very important (2)	42	15	5	13	7	22	20	17	20	3	3	14	13	9	30	3	35	5	23	-
Neither important nor unimportant (3)	243	71	69	47	56	140	103	154	88	32	21	76	63	39	160	32	203	31	104	1
Important (4)	851	207	266	197	181	473	378	542	300	95	105	225	212	175	542	95	731	145	334	24
Very important (5)	726	186	199	149	192	385	341	515	204	73	110	171	193	154	474	75	631	80	215	16
Don't know	13	-	5	3	6	5	8	7	6	3	2	4	3	2	9	3	11	2	3	-
NET Not at all important/Not very important	60	19	10	17	14	29	32	30	27	3	10	21	14	12	45	3	57	9	31	-
NET Important / Very important	1576	393	465	346	373	857	719	1057	504	168	215	396	406	329	1017	170	1362	225	549	40
Mean	4.18	4.15	4.20	4.15	4.23	4.18	4.19	4.22	4.09	4.17	4.26	4.09	4.21	4.23	4.17	4.18	4.18	4.11	4.06	4.37
Std Dev.	0.81	0.83	0.75	0.83	0.85	0.79	0.84	0.79	0.83	0.75	0.88	0.86	0.78	0.79	0.84	0.75	0.82	0.78	0.84	0.54
Std Error	0.02	0.04	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.06	0.06	0.04	0.03	0.04	0.02	0.06	0.02	0.05	0.03	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing

QE4\_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1877	1213	664	304	916	401	317	243	80	95	103	110	105	94	121	107	101	60	341
Weighted Base	1893	1615	278	69*	1597	154	91	51	63*	195*	153*	148	170*	156*	285	273*	153*	13**	141
Effective Base	1022	866	157	53	771	186	150	173	70	86	95	101	96	85	112	96	93	15	171
Not at all important (1)	19	16	3	*	15	1	2	1	1	3	4	1	4	3	-	-	-	*	1
Not very important (2)	42	32	10	6	31	7	3	*	1	2	3	2	4	5	4	6	4	2	5
Neither important nor unimportant (3)	243	205	38	6	207	20	8	7	13	20	22	14	16	20	43	36	24	1	19
Important (4)	851	722	129	33	713	73	42	23	31	92	60	68	78	65	119	142	60	3	70
Very important (5)	726	628	98	24	619	52	35	19	18	77	63	59	69	63	116	87	65	6	46
Don't know	13	12	1	*	12	1	-	1	-	-	1	4	-	-	4	2	-	-	1
NET Not at all important/ Not very important	60	48	13	6	47	8	5	1	1	5	7	3	7	8	4	6	4	2	5
NET Important / Very important	1576	1349	227	57	1331	126	77	42	49	170	123	127	147	128	233	229	125	10	116
Mean	4.18	4.19	4.12	4.07	4.19	4.10	4.17	4.19	4.04	4.23	4.15	4.25	4.20	4.16	4.23	4.14	4.21	4.01	4.11
Std Dev	0.81	0.81	0.84	0.90	0.81	0.84	0.88	0.80	0.80	0.79	0.94	0.76	0.86	0.90	0.76	0.73	0.80	1.22	0.80
Std Error	0.02	0.02	0.03	0.05	0.03	0.04	0.05	0.05	0.09	0.08	0.09	0.07	0.08	0.09	0.07	0.07	0.08	0.16	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1877	615	63	285	727	744	203	130	59	1471	189	894	708	178	66	23	1602	89	337	698
Weighted Base	1893	596	70*	258	727	733	230	141*	49*	1460	190	864	714	199	82*	22**	1578	104*	391	604
Effective Base	1022	320	32	152	374	403	128	79	34	776	112	480	374	106	43	14	853	57	209	361
Not at all important (1)	19	11	-	2	1	7	5	3	3	8	6	4	5	8	2	-	9	2	9	3
	1%	2%	-	1%	1%	1%	2%id	3%id	3%id	1%	1%	1%	1%	4%id	2%	-	1%	2%	2%	1%
Not very important (2)	42	18	1	10	18	13	7	3	2	31	4	17	13	7	4	-	31	4	9	19
	2%	3%	1%	4%	2%	2%	3%	2%	2%	2%	2%	2%	2%	4%	5%	-	2%	4%	2%	3%
Neither important nor unimportant (3)	243	83	12	41	71	91	53	23	4	162	27	80	85	54	17	7	165	24	57	79
	13%	14%	17%	16%	10%	12%	23%id	16%	9%	11%	14%	9%	12%	27%id	21%id	33%	10%	23%id	15%	13%
Important (4)	881	288	39	135	299	362	100	67	17	661	83	355	374	69	40	9	726	49	166	336
	45%	48%	51%	52%	41%	43%id	43%	47%	34%	45%	44%	41%	42%id	35%	49%	39%	42%id	47%	43%	51%id
Very important (5)	726	194	22	69	335	255	66	44	20	590	63	405	230	60	19	6	635	25	147	164
	38%	33%	21%	27%	46%id	35%	29%	31%	40%	40%id	33%	47%id	32%	30%	23%	28%	40%id	24%	39%id	27%
Don't know	13	1	-	1	3	5	-	2	4	7	6	3	8	1	-	-	11	-	2	3
	1%	-	-	-	1%	1%	-	1%	1%	1%	1%	1%	1%	-	-	-	1%	-	1%	1%
NET Not at all important/ Not very important	60	29	1	12	19	21	11	6	4	39	10	22	18	15	6	-	40	6	18	22
	3%	5%	1%	5%	3%	3%	5%	4%	8%	3%	5%	3%	3%	9%id	7%	-	3%	5%	5%	4%
NET Important / Very important	1576	482	57	204	634	617	196	110	36	1251	147	759	604	129	59	15	1363	74	313	500
	83%	81%	82%	79%	57%id	54%id	72%	73%	74%	77%	77%	63%id	64%id	65%	73%	67%	63%id	71%	80%	83%
Mean	4.18	4.07	4.12	4.01	4.31id	4.17id	3.94	4.04	4.11	4.23id	4.06	4.22id	4.15id	3.84	3.87	3.95	4.23id	3.89	4.11	4.06
Std Dev	0.81	0.87	0.71	0.81	0.76	0.78	0.90	0.88	1.10	0.77	0.93	0.77	0.75	1.03	0.90	0.80	0.76	0.88	0.91	0.75
Std Error	0.02	0.03	0.09	0.05	0.03	0.03	0.06	0.08	0.15	0.02	0.07	0.03	0.03	0.08	0.11	0.17	0.02	0.09	0.05	0.03

Proportions/Mean: Column Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q) - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing



QE4\_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1877	134	1719	24	615	1155	107	1819	42	15	1	1876	-
Weighted Base	1893	154*	1712	26**	643	1131	119*	1819	56**	16**	2**	1891	-**
Effective Base	1022	79	927	16	348	607	68	984	27	10	1	1021	-
Not at all important (1)	19	2	16	-	11	7	-	14	3	2	-	19	-
	1%	2%	1%	-	2%	1%	-	1%	3%	12%	-	1%	-
Not very important (2)	42	9	33	-	26	16	-	38	2	1	-	42	-
	2%	6%	2%	-	4%	1%	-	2%	4%	9%	-	2%	-
Neither important nor unimportant (3)	243	13	230	-	77	146	20	225	13	3	2	241	-
	13%	8%	13%	-	12%	13%	17%	12%	23%	18%	100%	13%	-
Important (4)	881	68	770	13	294	516	41	825	20	6	-	851	-
	45%	44%	45%	48%	46%	46%	34%	45%	36%	39%	-	45%	-
Very important (5)	726	60	652	13	229	438	58	704	18	4	-	726	-
	38%	39%	38%	52%	36%	39%	49%	39%	32%	22%	-	38%	-
Don't know	13	2	12	-	6	7	-	13	-	-	-	13	-
	1%	1%	1%	-	1%	1%	-	1%	-	-	-	1%	-
NET Not at all important/ Not very important	60	12	49	-	37	23	-	52	5	3	-	60	-
	3%	8%	3%	-	6%	2%	-	3%	9%	21%	-	3%	-
NET Important / Very important	1576	128	1422	26	523	955	99	1529	38	10	-	1576	-
	83%	83%	83%	100%	81%	84%	83%	84%	68%	61%	-	83%	-
Mean	4.18	4.14	4.18	4.52	4.10	4.21	4.32	4.20	3.87	3.50	3.00	4.18	-
Std Dev.	0.81	0.92	0.81	0.51	0.89	0.77	0.75	0.79	1.08	1.31	-	0.81	-
Std Error	0.02	0.08	0.02	0.11	0.04	0.02	0.07	0.02	0.17	0.34	-	0.02	-

Proportions/Means: Column Test (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_4. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Guarantee that the parcel will arrive on time

Base : Have had to decide on a postal/delivery option in the last month

Total	Quarter				Month												
	Q1 2022 (e)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	1877	414	428	527	508	157	133	124	135	157	138	-	339	188	162	169	177
Weighted Base	1893	447	451	517	477	173*	132*	143*	150*	153*	149*	**	317	200	152*	155*	170
Effective Base	1022	213	247	289	280	77	66	70	77	87	83	-	182	107	85	92	104
Not at all important (1)	19	4	3	4	8	-	3	1	3	-	-	-	3	-	1	3	5
	1%	1%	1%	1%	2%	-	2%	*	2%	-	-	-	1%	-	1%	2%	3%
Not very important (2)	42	11	3	20	8	-	1	10	1	-	2	-	11	8	3	2	3
	2%	2%	1%	4% <b>b</b>	2%	-	1%	7% <b>ab</b>	1%	-	1%	-	3%	4%	2%	1%	2%
Neither important nor unimportant (3)	243	49	58	71	65	19	14	16	10	14	34	-	33	30	17	19	28
	13%	11%	13%	14%	14%	11%	11%	11%	9%	9%	23% <b>ab</b>	-	10%	19% <b>ab</b>	11%	12%	17% <b>ab</b>
Important (4)	851	176	172	285	217	77	49	51	60	67	45	-	184	101	63	64	91
	45%	39%	38%	55% <b>ab</b>	46%	44%	37%	36%	40%	44%	31%	-	59% <b>abghjlmno</b>	51% <b>a</b>	41%	41%	53% <b>ab</b>
Very important (5)	726	203	211	138	173	77	66	61	73	72	66	-	87	51	68	62	43
	38%	49% <b>cd</b>	47% <b>cd</b>	27%	35% <b>c</b>	44% <b>imp</b>	50% <b>imp</b>	43% <b>imp</b>	49% <b>imp</b>	47% <b>imp</b>	49% <b>imp</b>	-	27%	26%	45% <b>imp</b>	40% <b>imp</b>	25%
Don't know	13	4	4	-	5	-	-	4	2	-	1	-	-	-	-	4	1
	1%	1%	1%	-	1%	-	-	3% <b>d</b>	1%	-	1%	-	-	-	-	3% <b>d</b>	1%
NET Not at all important/ Not very important	60	14	6	23	16	-	4	11	4	-	2	-	14	9	4	5	7
	3%	3%	1%	4% <b>b</b>	3%	-	3%	7% <b>ab</b>	3%	*	1%	-	5%	4%	3%	3%	4%
NET Important / Very important	1576	379	384	423	391	153	114	112	133	139	112	-	270	152	131	127	134
	83%	85%	85%	82%	82%	69% <b>jm</b>	86%	79%	69% <b>jm</b>	91% <b>klmno</b>	75%	-	85%	76%	86%	82%	78%
Mean	4.18	4.27c	4.31 <b>cd</b>	4.03	4.14	4.33 <b>imp</b>	4.31 <b>imp</b>	4.17	4.38 <b>imp</b>	4.37 <b>imp</b>	4.20	-	4.07	3.97	4.27 <b>mp</b>	4.21 <b>m</b>	3.97
Std Dev.	0.81	0.82	0.77	0.79	0.84	0.67	0.86	0.93	0.82	0.65	0.83	-	0.78	0.80	0.80	0.85	0.86
Std Error	0.02	0.04	0.04	0.03	0.04	0.05	0.07	0.08	0.07	0.05	0.07	-	0.04	0.06	0.06	0.07	0.06

Proportions/Mean: Columns Tested (5% risk level) - a:b:c:d - e:f(g:h)i:j(k:l)m:n:op  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
**Ability to see where my delivery is at any point in time**

Base : Have had to decide on a postal/delivery option in the last month

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)		NET White (r)	NET EMG (s)
Unweighted Base	1877	-	1877	373	1040	809	1058	315	298	396	253	310	197	108	613	649	615	305	1717	150	1877
Weighted Base	1893	-**	1893	460	979	872	1010	357	304	402	250	281	170*	128*	661	652	580	299	1642	239	1877
Effective Base	1022	-	1022	225	568	452	565	188	172	219	139	163	86	58	360	358	304	144	905	113	1877
Not at all important (1)	27	-	27	8	13	20	7	4	9	4	-	6	2	2	13	4	10	3	27	-	25
	1%	-	1%	2%	1%	2%	1%	1%	3%	1%	-	2%	1%	1%	2%	1%	2%	1%	2%	-	1%
Not very important (2)	57	-	57	10	40	29	29	9	12	16	6	5	6	4	20	22	15	10	47	10	66
	3%	-	3%	2%	4%	3%	3%	2%	4%	4%	2%	2%	4%	3%	3%	3%	2%	3%	3%	4%	4%
Neither important nor unimportant (3)	232	-	232	62	132	116	116	39	36	48	28	36	17	27	76	76	81	45	217	14	254
	12%	-	12%	14%	13%	13%	11%	11%	12%	12%	11%	13%	10%	21%	11%	12%	14%	15%	13%	6%	14%
Important (4)	853	-	853	193	463	378	469	166	119	160	129	128	91	59	285	289	278	150	739	112	827
	45%	-	45%	42%	47%	43%	46%	47%	39%	40%	52%	46%	53%	46%	43%	44%	48%	50%	45%	47%	44%
Very important (5)	718	-	718	187	329	329	385	138	127	173	87	105	52	36	265	261	192	88	610	100	699
	38%	-	38%	41%	34%	38%	38%	39%	42%	43%	35%	37%	30%	28%	40%	40%	33%	29%	37%	42%	37%
Don't know	6	-	6	1	2	1	5	1	2	1	-	-	3	-	2	1	3	3	3	3	6
	-	-	-	-	-	-	-	-	1%	-	-	-	2%	-	-	-	1%	-	-	1%	-
NET Not at all important/ Not very important	84	-	84	18	54	49	35	13	20	20	6	11	8	5	33	26	25	13	74	10	91
	4%	-	4%	4%	5%	6%	3%	4%	7%	5%	2%	4%	5%	4%	5%	4%	4%	4%	5%	4%	5%
NET Important / Very important	1670	-	1670	379	792	707	854	304	246	333	217	233	142	95	550	549	471	238	1349	212	1526
	83%	-	83%	82%	81%	81%	85%	85%	81%	83%	87%	83%	74%	74%	83%	84%	81%	80%	82%	89%	81%
Mean	4.15	-	4.15	4.18	4.08	4.11	4.19	4.19	4.14	4.20	4.19	4.14	4.10	3.97	4.17	4.20	4.09	4.04	4.13	4.28	4.13
Std Dev.	0.85	-	0.85	0.87	0.87	0.92	0.80	0.82	0.97	0.87	0.72	0.87	0.81	0.85	0.89	0.82	0.85	0.83	0.87	0.76	0.87
Std Error	0.02	-	0.02	0.05	0.03	0.03	0.02	0.05	0.06	0.04	0.05	0.05	0.06	0.08	0.04	0.03	0.03	0.05	0.02	0.06	0.02

Statement changed from 'Ability to track delivery' in Q3 2022  
 Proportions/Mean: Column: Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QE4\_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Ability to see where my delivery is at any point in time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1877	561	572	351	393	1133	744	1149	711	187	215	487	511	396	1213	188	1632	250	753	32
Weighted Base	1893	483	548	413	449	1031	862	1248	626	205	248	497	485	382	1230	207	1634	267	687	41**
Effective Base	1022	248	314	220	241	561	461	633	391	102	136	276	190	688	103	890	152	399	19	
Not at all important (1)	27	6	4	8	9	11	16	15	12	-	6	9	6	6	21	-	27	2	12	-
	1%	1%	1%	2%	2%	1%	2%	1%	2%	-	2%	2%	1%	1%	2%	-	2%	1%	2%	-
Not very important (2)	57	15	18	6	18	33	24	29	25	6	7	21	18	4	46	6	51	18	25	2
	3%	3%	3%	2%	4%	3%	3%	2%	5% <b>h</b>	3%	3%	4%	4%	1%	4%	3%	3%	7%	4%	5%
Neither important nor unimportant (3)	232	36	86	57	54	122	111	133	97	30	25	64	73	37	162	30	200	46	110	6
	12%	7%	16% <b>a</b>	14% <b>a</b>	12%	12%	13%	11%	15% <b>a</b>	15%	10%	13%	15%	10%	13%	15%	12%	17%	16%	15%
Important (4)	853	222	263	180	187	485	367	576	266	99	95	223	226	170	544	99	730	114	345	20
	45%	46%	49%	44%	42%	47%	43%	46%	42%	49%	39%	45%	47%	45%	44%	49%	49%	43%	50%	49%
Very important (5)	718	203	176	161	178	378	340	491	220	68	114	179	162	152	455	69	623	86	196	13
	38%	42% <b>b</b>	32%	39%	40%	37%	39%	39%	35%	33%	48% <b>h</b>	36%	33%	43% <b>h</b>	37%	34%	38%	32%	28%	32%
Don't know	6	1	2	-	3	2	3	3	3	1	-	1	2	1	3	3	3	-	-	-
	4%	1%	4%	-	6%	4%	5%	4%	5% <b>g</b>	1% <b>a</b>	-	-	1%	2%	1% <b>a</b>	3%	3%	-	-	-
NET Not at all important/Not very important	84	21	22	14	28	44	40	44	40	6	13	30	24	10	68	6	76	21	37	2
	4%	4%	4%	3%	6%	4%	5%	4%	5% <b>g</b>	3%	5%	6%	5%	3%	5%	3%	5%	8%	5%	5%
NET Important / Very important	1570	425	438	342	366	863	707	1068	486	166	209	402	388	333	1000	168	1353	200	540	33
	83%	85% <b>b</b>	80%	83%	81%	84%	82%	85% <b>h</b>	78%	81%	85%	81%	80%	87% <b>h</b>	81%	81%	83%	75%	79%	80%
Mean	4.15	4.24 <b>b</b>	4.08	4.17	4.14	4.15	4.15	4.20 <b>h</b>	4.05	4.12	4.23	4.09	4.07	4.26 <b>h</b>	4.11	4.13	4.15	3.99	4.00	4.08
Std Dev.	0.85	0.83	0.82	0.86	0.91	0.83	0.89	0.81	0.93	0.77	0.92	0.91	0.86	0.80	0.89	0.77	0.87	0.92	0.87	0.82
Std Error	0.02	0.03	0.03	0.05	0.05	0.02	0.03	0.02	0.03	0.06	0.06	0.04	0.04	0.04	0.03	0.06	0.02	0.06	0.03	0.14

Statement changed from 'Ability to track delivery' in Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
**Ability to see where my delivery is at any point in time**

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1877	1213	664	304	916	401	317	243	80	95	103	110	105	94	121	107	101	60	341
Weighted Base	1893	1615	278	69*	1597	154	91	51	63*	195*	153*	148	170*	156*	285	273*	153*	13**	141
Effective Base	1022	866	157	53	771	186	150	173	70	86	95	101	96	85	112	96	93	15	171
Not at all important (1)	27	25	2	2	23	3	1	1	2	1	3	1	1	-	7	5	3	2	*
Not very important (2)	57	47	10	1	45	6	5	2	-	2	5	6	2	7	8	8	9	*	5
Neither important nor unimportant (3)	232	195	37	8	199	15	11	8	12	24	25	23	22	11	33	32	17	1	14
Important (4)	853	724	128	42	719	70	40	24	19	87	62	66	92	81	120	113	69	4	65
Very important (5)	718	617	101	17	607	62	34	16	20	77	58	53	53	52	115	115	58	5	56
Don't know	6	6	-	-	5	-	1	1	-	3	-	-	-	-	2	-	-	-	*
NET Not at all important/ Not very important	84	72	12	2	68	8	5	3	2	3	8	7	4	7	15	13	10	3	6
NET Important / Very important	83%	83%	82%	85%	83%	85%	82%	78%	79%	84%	79%	80%	85%	89%	83%	84%	82%	73%	86%
Mean	4.15	4.16	4.14	4.05	4.16	4.18	4.13	4.03	4.06	4.24	4.09	4.10	4.13	4.21	4.16	4.19	4.12	3.75	4.22
Std Dev	0.85	0.86	0.83	0.78	0.85	0.88	0.87	0.89	0.86	0.76	0.92	0.85	0.74	0.75	0.91	0.88	0.91	1.50	0.79
Std Error	0.02	0.02	0.03	0.05	0.03	0.04	0.05	0.05	0.10	0.08	0.09	0.08	0.07	0.08	0.08	0.09	0.09	0.19	0.04

Statement changed from 'Ability to track delivery' in Q3 2022  
 Proportions/Means: Columns tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QE4\_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Ability to see where my delivery is at any point in time

Base : Have had to decide on a postal/delivery option in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1877	615	63	285	727	744	203	130	59	1471	189	894	708	178	66	23	1602	89	337	698
Weighted Base	1893	596	70*	258	727	733	230	141*	49*	1460	190	864	714	199	82**	22**	1578	104*	391	604
Effective Base	1022	320	32	152	374	403	128	79	34	776	112	480	374	106	43	14	853	57	209	361
Not at all important (1)	27	17	-	8	15	2	4	2	17	6	9	6	5	7	-	15	7	3	11	2
	1%	3%	-	3%	4%	1%	3%	1%	3%	1%	1%	1%	2%	3%	-	1%	3%	1%	2%	1%
Not very important (2)	57	21	4	13	16	24	7	10	1	40	10	22	15	12	5	3	37	8	20	25
	3%	4%	5%	5%	2%	3%	3%	7%	1%	3%	3%	3%	2%	6%	15%	2%	8%	5%	4%	4%
Neither important nor unimportant (3)	232	83	9	37	93	65	48	14	12	157	25	91	84	39	13	3	176	15	58	103
	12%	14%	12%	14%	13%	9%	21%	10%	2%	13%	13%	11%	12%	20%	16%	12%	11%	15%	17%	17%
Important (4)	863	292	43	127	268	366	104	63	13	664	81	333	379	90	37	12	711	49	173	305
	45%	46%	62%	49%	37%	45%	45%	26%	4%	43%	43%	38%	43%	45%	46%	54%	45%	44%	44%	51%
Very important (5)	718	183	14	73	334	243	66	46	22	578	68	409	226	52	20	4	635	24	135	159
	38%	31%	21%	28%	46%	33%	29%	33%	45%	40%	36%	47%	32%	26%	25%	20%	40%	24%	35%	26%
Don't know	6	-	-	-	1	3	2	-	-	4	-	-	4	2	-	4	-	-	-	-
NET Not at all important/ Not very important	84	38	4	21	31	26	11	13	3	16	16	31	22	10	12	3	53	15	24	36
	4%	6%	5%	8%	4%	4%	5%	9%	6%	5%	6%	4%	3%	9%	15%	3%	15%	6%	6%	6%
NET Important / Very important	1570	475	57	200	603	639	170	114	34	1242	149	741	605	142	57	16	1346	73	308	464
	83%	80%	82%	78%	53%	48%	74%	81%	71%	53%	78%	53%	48%	71%	70%	74%	48%	70%	79%	77%
Mean	4.15	4.01	3.98	3.95	4.23	4.17	3.96	4.02	4.05	4.03	4.03	4.28	4.12	4.12	4.12	4.22	4.07	4.07	4.07	3.95
Std Dev.	0.85	0.92	0.74	0.95	0.90	0.74	0.89	0.96	1.08	0.82	0.99	0.83	0.76	0.94	1.17	0.95	0.81	1.12	0.88	0.88
Std Error	0.02	0.04	0.09	0.06	0.03	0.03	0.06	0.08	0.14	0.02	0.07	0.03	0.03	0.07	0.14	0.20	0.02	0.12	0.05	0.03

Statement changed from 'Ability to track delivery' in Q3 2022  
 Proportions/Mean: Column: tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QE4\_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
**Ability to see where my delivery is at any point in time**

Base : Have had to decide on a postal/delivery option in the last month

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	1877	134	1719	24	615	1155	107	1819	42	15	1	1876	-
Weighted Base	1893	154*	1712	26**	643	1131	119*	1819	56**	16**	2**	1891	-**
Effective Base	1022	79	927	16	348	607	68	984	27	10	1	1021	-
Not at all important (1)	27	4	23	*	5	21	1	25	-	1	-	27	-
	1%	3%	1%	1%	1%	2%	*	1%	-	1%	-	1%	-
Not very important (2)	57	8	48	2	20	34	3	50	5	2	-	57	-
	3%	5%	3%	7%	3%	3%	2%	3%	9%	12%	-	3%	-
Neither important nor unimportant (3)	232	22	210	*	94	115	24	213	14	3	2	231	-
	12%	15%	12%	*	15%	10%	20%	12%	26%	18%	100%	12%	-
Important (4)	853	48	799	5	267	538	47	823	25	4	-	853	-
	45%	31%	47%	20%	43%	48%	40%	45%	45%	28%	-	45%	-
Very important (5)	718	70	629	19	257	422	39	701	11	5	-	718	-
	38%	46%	37%	72%	40%	37%	33%	39%	21%	33%	-	38%	-
Don't know	6	2	4	*	1	*	5	6	-	-	-	6	-
	*	1%	*	*	*	*	3	*	-	-	-	*	-
NET Not at all important/ Not very important	84	12	70	2	25	55	3	76	5	3	-	84	-
	4%	8%	4%	8%	4%	5%	3%	4%	9%	21%	-	4%	-
NET Important / Very important	1570	118	1428	24	524	961	86	1524	36	10	-	1570	-
	83%	77%	83%	92%	81%	85%	73%	84%	65%	61%	-	83%	-
Mean	4.15	4.13	4.15	4.55	4.17	4.16	4.07	4.17	3.77	3.65	3.00	4.16	-
Std Dev.	0.85	1.02	0.84	0.89	0.85	0.86	0.84	0.84	0.89	1.33	-	0.85	-
Std Error	0.02	0.09	0.02	0.19	0.03	0.03	0.08	0.02	0.14	0.34	-	0.02	-

Statement changed from 'Ability to track delivery' in Q3 2022  
 Proportions/Means, Columns tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_5. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
Ability to see where my delivery is at any point in time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2022 (e)	Q2 2022 (f)	Q3 2022 (g)	Q4 2022 (h)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1877	414	428	527	508	157	133	124	135	157	138	-	339	188	162	169	177
Weighted Base	1893	447	451	517	477	173*	132*	143*	150*	153*	149*	**	317	200	152*	155*	170
Effective Base	1022	213	247	289	280	77	66	70	77	87	83	-	182	107	85	92	104
Not at all important (1)	27	5	7	8	7	-	3	2	4	3	-	-	4	4	4	3	1
	1%	1%	2%	2%	1%	-	2%	2%	3%	2%	-	-	1%	2%	2%	2%	1%
Not very important (2)	57	8	4	27	18	3	1	4	1	3	-	-	12	15	4	7	7
	3%	2%	1%	5%ab	4%b	2%	1%	3%	1%	2%	-	-	4%	7%cd	3%	5%cd	4%
Neither important nor unimportant (3)	232	37	34	76	86	15	13	9	12	10	12	-	41	35	21	29	36
	12%	9%	7%	14%ab	17%ab	9%	10%	6%	8%	6%	8%	-	13%	19%cd	14%	18%ghj	21%klmno
Important (4)	853	194	180	265	213	78	56	60	67	49	64	-	184	81	68	65	80
	45%	43%	40%	51%ab	45%	45%	43%	42%	45%	32%	43%	-	58%ghjlmno	40%	45%	42%	47%kl
Very important (5)	718	201	223	142	153	76	59	65	64	85	73	-	76	65	55	52	47
	38%	45%cd	49%cd	27%	32%	44%op	45%op	46%op	43%op	59%lmnop	49%lmnop	-	24%	33%	30%kl	33%	28%
Don't know	6	2	3	-	-	1	-	2	1	3	-	-	-	-	-	-	-
	0%	1%	1%	-	-	-	-	1%	-	2%	-	-	-	-	-	-	-
NET Not at all important/ Not very important	84	13	11	35	25	3	4	7	5	6	-	-	16	19	8	10	7
	4%	3%	2%	7%b	5%	2%	3%	5%	4%	4%	-	-	5%j	9%kj	5%j	6%j	4%
NET Important / Very important	1570	395	403	407	366	154	115	125	132	135	137	-	261	146	123	116	127
	83%	65%cd	69%cd	79%	77%	69%lmop	67%mp	69%lmop	69%lmop	69%lmop	92%klmnop	-	82%	73%	81%	75%	75%
Mean	4.15	4.30cd	4.36cd	3.98	4.02	4.32lmop	4.27mp	4.29lmop	4.29lmop	4.41lmnop	4.41lmnop	-	4.00	3.94	4.09	4.00	3.98
Std Dev.	0.85	0.79	0.79	0.88	0.89	0.70	0.84	0.85	0.86	0.84	0.64	-	0.80	0.99	0.91	0.93	0.82
Std Error	0.02	0.04	0.04	0.04	0.04	0.06	0.07	0.08	0.07	0.07	0.05	-	0.04	0.07	0.07	0.07	0.06

Statement changed from 'Ability to track delivery' in Q3 2022  
Proportions/Mean: Column: Tested (5% risk level) - ab/cd - ef/ghj/klmnop  
\* small base; \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
**Ability to choose an express or next day service**

Base : Have had to decide on a postal/delivery option in the last month

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)		NET White (r)	NET EMG (s)
Unweighted Base	1877	-	1877	373	1040	809	1058	315	298	396	253	310	197	108	613	649	615	305	1717	150	1877
Weighted Base	1893	-**	1893	460	979	872	1010	357	304	402	250	281	170*	128*	661	652	580	299	1642	239	1877
Effective Base	1022	-	1022	225	568	452	565	188	172	219	139	163	86	58	360	358	304	144	905	113	1877
Not at all important (1)	62	-	62	8	39	36	26	3	4	7	13	21	10	4	7	19	35	15	59	3	75
	3%	-	3%	2%	4%	4%	3%	1%	1%	2%	6%gh	7%gh	6%gh	3%	1%	3%	6%lm	5%lm	4%	1%	4%
Not very important (2)	164	-	164	26	97	62	98	16	26	34	8	37	29	13	42	42	79	43	143	18	166
	9%	-	9%	6%	10%	7%	10%	4%	9%	8%	3%	13%gh	13%gh	10%	6%	6%	14%op	14%op	9%	8%	9%
Neither important nor unimportant (3)	358	-	358	61	176	168	188	47	52	50	51	71	48	39	99	101	158	57	331	25	392
	19%	-	19%	13%	18%	19%	19%	13%	17%	13%	20%kl	25%kl	28%ghl	30%ghl	15%	16%	27%no	29%no	20%	11%	21%
Important (4)	774	-	774	188	406	369	402	145	124	178	107	103	62	56	269	284	221	117	686	86	749
	41%	-	41%	41%	41%	42%	40%	41%	41%	44%	43%	37%	36%	43%	41%	44%	38%	39%	42%	36%	40%
Very important (5)	532	-	532	175	257	238	282	145	96	133	71	49	21	16	241	204	86	37	419	106	487
	28%	-	28%	33%cd	26%	27%	29%	45%klm	32%klm	33%klm	23%klm	17%	13%	13%	33%opq	31%opq	16%	13%	26%	45%	26%
Don't know	4	-	4	2	2	4	4	1	3	1	1	1	1	1	4	1	1	1	4	1	8
	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	1%	-	-	-	-	-	-
NET Not at all important/ Not very important	225	-	225	34	137	97	124	19	30	40	21	57	40	18	49	62	115	57	202	21	241
	12%	-	12%	7%	14%cd	11%	12%	3%	10%	10%	9%	20%opq	23%opq	14%lm	7%	9%	20%no	19%no	12%	9%	13%
NET Important / Very important	1305	-	1305	363	663	607	694	290	220	311	177	152	83	72	510	488	307	155	1105	193	1236
	69%	-	69%	79%cd	68%	70%	69%	81%klm	72%klm	77%klm	71%klm	54%	49%	56%	77%opq	75%opq	53%	52%	67%	81%w	66%
Mean	3.82	-	3.82	4.08d	3.76	3.82	3.83	4.16hklm	3.94klm	3.99klm	3.86klm	3.44	3.32	3.51	4.06opq	3.94opq	3.42	3.40	3.77	4.16r	3.75
Std Dev.	1.04	-	1.04	0.94	1.07	1.04	1.04	0.89	0.97	0.97	1.03	1.14	1.09	0.96	0.93	1.00	1.09	1.04	1.04	0.96	1.06
Std Error	0.02	-	0.02	0.05	0.03	0.04	0.03	0.05	0.06	0.05	0.07	0.06	0.08	0.09	0.04	0.04	0.04	0.06	0.03	0.08	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Ability to choose an express or next day service

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1877	561	572	351	393	1133	744	1149	711	187	215	487	511	396	1213	188	1632	250	753	32
Weighted Base	1893	483	548	413	449	1031	862	1248	626	205	248	497	485	382	1230	207	1634	267	687	41**
Effective Base	1022	248	314	220	241	561	461	633	391	102	136	276	276	190	688	103	890	152	399	19
Not at all important (1)	62	14	9	17	22	24	38	28	34	7	12	18	16	6	46	7	52	8	33	-
	3%	3%	2%	4%	3%	2%	4%	2%	3%	3%	5%	4%	3%	2%	4%	3%	3%	3%	5%	-
Not very important (2)	164	34	61	30	33	95	68	84	73	19	24	37	49	23	110	19	137	23	80	2
	8%	7%	11%	7%	9%	9%	8%	7%	13%	9%	10%	7%	10%	6%	9%	9%	9%	9%	12%	5%
Neither important nor unimportant (3)	358	62	116	73	107	179	179	194	158	51	44	116	82	42	242	51	294	50	134	3
	19%	13%	21%	18%	24%	17%	21%	16%	25%	25%	18%	23%	17%	11%	20%	25%	18%	19%	19%	7%
Important (4)	774	212	236	169	157	448	325	540	227	64	107	196	205	180	508	64	693	106	281	20
	41%	43%	41%	35%	43%	38%	43%	43%	36%	31%	43%	40%	42%	37%	41%	31%	42%	40%	41%	50%
Very important (5)	532	159	125	123	124	284	247	398	127	64	62	127	131	130	320	66	453	79	153	15
	28%	33%	23%	30%	28%	28%	29%	32%	20%	31%	25%	26%	27%	34%	26%	32%	28%	29%	22%	38%
Don't know	4	1	-	2	2	1	3	1	-	-	-	3	1	-	4	-	4	1	-	-
	0.2%	0.1%	0%	0.2%	0.2%	0.1%	0.3%	0.1%	0%	0%	0%	0.1%	0%	0%	0.2%	0%	0.2%	0.1%	0%	0%
NET Not at all important/Not very important	225	46	70	47	60	119	107	111	113	26	35	55	65	29	156	26	189	32	118	2
	12%	10%	13%	11%	13%	12%	12%	9%	15%	13%	14%	11%	13%	7%	13%	13%	12%	12%	17%	5%
NET Important / Very important	1305	371	361	292	281	732	573	939	354	128	169	324	336	311	828	130	1146	184	434	36
	69%	77%	66%	71%	62%	71%	65%	75%	57%	62%	68%	65%	69%	61%	67%	63%	70%	69%	63%	88%
Mean	3.82	3.74	3.74	3.86	3.72	3.85	3.79	3.86	3.53	3.77	3.74	3.76	3.80	3.77	3.79	3.79	3.83	3.84	3.64	4.20
Std Dev.	1.04	1.01	0.99	1.05	1.10	1.00	1.08	0.97	1.11	1.09	1.08	1.03	1.05	0.91	1.05	1.09	1.03	1.05	1.10	0.79
Std Error	0.02	0.04	0.04	0.06	0.06	0.03	0.04	0.03	0.04	0.08	0.07	0.05	0.05	0.05	0.03	0.08	0.03	0.07	0.04	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m - o/p - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing

QE4\_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
**Ability to choose an express or next day service**

Base : Have had to decide on a postal/delivery option in the last month

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1877	1213	664	304	916	401	317	243	80	95	103	110	105	94	121	107	101	60	341
Weighted Base	1893	1615	278	69*	1597	154	91	51	63*	195*	153*	148	170*	156*	285	273*	153*	13**	141
Effective Base	1022	866	157	53	771	186	150	173	70	86	95	101	96	85	112	96	93	15	171
Not at all important (1)	62	53	9	3	48	7	4	3	3	4	11	3	7	1	8	9	2	3	5
	3%	3%	3%	5%	3%	5%	4%	5%	5%	2%	7% <b>h</b>	2%	4%	1%	3%	3%	2%	20%	3%
Not very important (2)	164	138	25	4	136	13	11	3	5	12	11	9	12	10	31	34	13	1	13
	8%	9%	9%	6%	8%	8%	13%	7%	8%	6%	7%	6%	7%	6%	11%	13%	8%	4%	9%
Neither important nor unimportant (3)	358	299	59	16	295	38	15	11	18	31	21	28	30	43	34	51	38	2	36
	19%	19%	21%	24%	18%	24%	17%	21%	29% <b>h</b>	16%	14%	19%	17%	28% <b>h</b>	12%	19%	25% <b>h</b>	16%	25% <b>h</b>
Important (4)	774	655	109	25	652	64	37	21	23	91	55	63	80	62	109	115	53	5	59
	41%	41%	39%	36%	41%	41%	41%	41%	37%	47%	38%	42%	47%	40%	38%	42%	35%	34%	42%
Very important (5)	532	455	76	20	464	32	22	13	14	57	53	45	42	42	39	103	64	46	3
	28%	28%	27%	29%	29% <b>h</b>	21%	25%	26%	22%	29%	35% <b>h</b>	30%	25%	25%	36% <b>h</b>	23%	30%	25%	20%
Don't know	4	4	-	-	3	-	1	-	-	-	1	-	-	-	-	-	2	-	-
	0.2%	0.2%	0%	0%	0.2%	0%	0.3%	0%	0%	0%	0.3%	0%	0%	0%	0%	0%	0.3%	0%	0%
NET Not at all important/ Not very important	225	191	35	8	184	20	15	6	8	15	22	12	18	11	39	43	15	3	17
	12%	12%	12%	11%	12%	13%	17%	12%	12%	8%	14%	8%	11%	7%	14%	16%	10%	24%	12%
NET Important / Very important	1305	1120	185	45	1115	96	60	34	37	148	108	108	122	102	212	179	99	8	88
	69%	69%	66%	65%	70% <b>h</b>	62%	66%	67%	59%	75% <b>h</b>	71%	73%	72%	65%	75% <b>h</b>	65%	64%	60%	62%
Mean	3.82	3.83	3.78	3.79	3.82	3.66	3.70	3.76	3.64	3.83	3.84	3.82	3.82	3.83	3.80	3.70	3.84	3.42	3.68
Std Dev	1.04	1.04	1.05	1.08	1.03	1.05	1.11	1.09	1.06	0.93	1.20	0.96	1.01	0.91	1.08	1.06	1.00	1.48	1.00
Std Error	0.02	0.03	0.04	0.06	0.03	0.05	0.06	0.07	0.12	0.10	0.12	0.09	0.10	0.09	0.10	0.10	0.10	0.19	0.05

Proportions/Means: Column Total (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Ability to choose an express or next day service  
 Base : Have had to decide on a postal/delivery option in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1877	615	63	285	727	744	203	130	59	1471	189	894	708	178	66	23	1602	89	337	698
Weighted Base	1893	596	70	258	727	733	230	141*	49*	1460	190	864	714	199	82*	22**	1578	104*	391	604
Effective Base	1022	320	32	152	374	403	128	79	34	776	112	480	374	106	43	14	853	57	209	361
Not at all important (1)	62	40	4	20	29	15	10	5	3	45	8	36	14	6	5	-	50	6	8	33
	3%	7%	5%	8%	4%	2%	4%	3%	6%	3%	4%	4%	2%	3%	7%	1%	3%	5%	2%	5%
Not very important (2)	164	95	13	48	61	70	13	13	5	131	18	73	67	17	2	2	140	5	30	81
	9%	16%	18%	19%	8%	10%	6%	9%	10%	9%	9%	8%	9%	9%	3%	11%	9%	5%	8%	13%
Neither important nor unimportant (3)	358	139	20	74	113	138	73	26	6	249	31	134	133	66	17	7	267	25	58	129
	19%	23%	29%	29%	16%	19%	32% <sup>ab</sup>	18%	11%	17%	16%	15%	19%	23% <sup>ab</sup>	21%	33%	17%	24%	15%	21%
Important (4)	774	201	16	60	299	303	85	71	13	602	84	330	322	67	40	9	652	49	151	256
	41%	34%	23%	31%	41%	41%	37%	50% <sup>cd</sup>	27%	41%	44%	38%	43% <sup>cd</sup>	34%	49%	42%	41%	47%	35%	42%
Very important (5)	532	120	18	36	223	207	50	26	22	430	48	290	177	41	17	3	467	20	142	105
	28%	20%	25%	14%	31% <sup>cd</sup>	28%	22%	18%	48% <sup>cd</sup>	29% <sup>cd</sup>	25%	34% <sup>cd</sup>	25%	21%	20%	14%	30%	19%	36% <sup>cd</sup>	17%
Don't know	4	1	-	-	*	2	-	2	-	3	2	1	2	2	-	3	-	*	*	1
	*	*	-	-	*	*	-	1%	-	1%	-	*	*	1%	-	*	-	*	*	*
NET Not at all important/ Not very important	225	135	16	68	91	85	23	18	8	176	25	109	81	24	8	3	190	10	38	114
	12%	23%	23%	26%	12%	12%	10%	12%	15%	12%	13%	13%	11%	12%	9%	12%	10%	10%	10%	19% <sup>cd</sup>
NET Important / Very important	1365	321	33	116	522	510	135	96	36	1032	132	621	498	108	56	12	1119	69	294	361
	69%	54%	48%	45%	32% <sup>cd</sup>	32% <sup>cd</sup>	58%	69%	73%	71% <sup>cd</sup>	70%	62% <sup>cd</sup>	49% <sup>cd</sup>	54%	69%	55%	67% <sup>cd</sup>	66%	61% <sup>cd</sup>	60%
Mean	3.82	3.45	3.45	3.25	3.86	3.84	3.66	3.72	3.98	3.85	3.76	3.59	3.81	3.60	3.74	3.57	3.70	3.70	3.53	3.53
Std Dev	1.04	1.17	1.20	1.14	1.07	1.01	1.01	0.98	1.23	1.04	1.05	1.09	0.98	1.01	1.03	0.91	1.04	1.01	1.01	1.09
Std Error	0.02	0.05	0.15	0.07	0.04	0.04	0.07	0.09	0.16	0.03	0.06	0.04	0.04	0.08	0.13	0.19	0.03	0.11	0.05	0.04

Proportions/Mean: Column Tests (5% risk level) - abc - d(e)(f)(gh) - kl(m)(n)(o)(p) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
**Ability to choose an express or next day service**

Base : Have had to decide on a postal/delivery option in the last month

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	1877	134	1719	24	615	1155	107	1819	42	15	1	1876	-
Weighted Base	1893	154*	1712	26**	643	1131	119*	1819	56**	16**	2**	1891	-**
Effective Base	1022	79	927	16	348	607	68	984	27	10	1	1021	-
Not at all important (1)	62	4	58	-	22	37	3	62	-	-	-	62	-
	3%	2%	3%	-	3%	3%	2%	3%	-	-	-	3%	-
Not very important (2)	164	9	154	*	51	103	10	149	10	5	-	164	-
	9%	6%	9%	*	8%	9%	8%	8%	18%	32%	-	9%	-
Neither important nor unimportant (3)	358	17	340	1	128	210	20	343	8	5	2	356	-
	19%	11%	20%	5%	20%	19%	17%	19%	15%	32%	100%	19%	-
Important (4)	774	65	689	18	246	473	53	748	23	2	-	774	-
	41%	43%	40%	70%	39%	42%	44%	41%	42%	13%	-	41%	-
Very important (5)	532	57	468	7	193	306	33	514	14	4	-	532	-
	28%	37%	27%	25%	30%	27%	27%	28%	25%	24%	-	28%	-
Don't know	4	2	3	*	2	2	*	4	*	-	-	4	-
	*	1%	*	*	*	*	*	*	1%	-	-	*	-
NET Not at all important/ Not very important	225	13	213	*	73	140	13	211	10	5	-	225	-
	12%	8%	12%	*	11%	12%	11%	12%	18%	32%	-	12%	-
NET Important / Very important	1305	124	1157	25	441	779	85	1262	37	6	-	1305	-
	69%	70%	68%	35%	68%	69%	72%	69%	67%	36%	-	69%	-
Mean	3.82	4.05	3.79	4.20	3.84	3.80	3.87	3.83	3.74	3.28	3.00	3.82	-
Std Dev.	1.04	0.96	1.05	0.53	1.05	1.04	0.99	1.04	1.03	1.18	-	1.04	-
Std Error	0.02	0.08	0.03	0.11	0.04	0.03	0.10	0.02	0.16	0.31	-	0.02	-

Proportions/Means: Column Test (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_6. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
**Ability to choose an express or next day service**

Base : Have had to decide on a postal/delivery option in the last month

Total	Quarter				Month												
	Q1 2022 (e)	Q2 2022 (f)	Q3 2022 (g)	Q4 2022 (h)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	1877	414	428	527	508	157	133	124	135	157	138	-	339	188	162	169	177
Weighted Base	1893	447	451	517	477	173*	132*	143*	150*	153*	149*	**	317	200	152*	155*	170
Effective Base	1022	213	247	289	280	77	66	70	77	87	83	-	182	107	85	92	104
Not at all important (1)	62	7	14	22	19	1	5	1	9	3	2	-	12	10	5	5	8
	3%	2%	3%	4%	4%	1%	3%	1%	6%	2%	1%	-	4%	5%	4%	3%	5%
Not very important (2)	164	31	22	54	57	6	14	11	14	2	5	-	39	15	13	19	25
	8%	7%	5%	10%ab	12%ab	3%	11%a	7%	10%a	1%	4%	-	12%ab	7%a	8%a	12%ab	13%ab
Neither important nor unimportant (3)	356	83	86	102	85	28	22	32	23	36	33	-	58	44	25	30	30
	19%	18%	20%	20%	18%	16%	17%	23%	15%	24%	20%	-	18%	22%	16%	19%	18%
Important (4)	774	189	177	220	187	82	55	52	61	62	54	-	138	82	66	55	66
	41%	42%	39%	43%	39%	48%	42%	36%	41%	41%	37%	-	44%	41%	44%	36%	39%
Very important (5)	532	137	148	119	128	56	36	45	41	50	57	-	70	49	43	46	40
	28%	31%	33%bc	23%	27%	32%	27%	32%	28%	32%	30%lmnop	-	22%	25%	28%	30%	23%
Don't know	4	1	2	1	1	-	1	2	-	-	-	-	-	-	-	-	-
	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
NET Not at all important/ Not very important	225	37	36	76	76	7	19	12	23	5	8	-	52	25	18	24	34
	12%	8%	8%	15%ab	16%ab	4%	14%a	8%	15%ab	3%	5%	-	16%ab	12%ab	12%a	16%ab	20%ab
NET Important / Very important	1305	326	325	339	315	138	91	97	102	112	111	-	208	131	109	101	105
	69%	73%	72%	66%	66%	60%lmnop	69%	68%	68%	73%	75%	-	65%	66%	72%	65%	62%
Mean	3.82	3.84cd	3.84cd	3.70	3.73	4.08lmnop	3.79	3.91	3.76	4.00ip	4.07lmnop	-	3.67	3.73	3.84	3.76	3.61
Std Dev.	1.04	0.95	1.00	1.07	1.10	0.82	1.07	0.96	1.14	0.90	0.93	-	1.07	1.07	1.04	1.11	1.15
Std Error	0.02	0.05	0.05	0.05	0.05	0.07	0.09	0.09	0.10	0.07	0.08	-	0.06	0.08	0.08	0.09	0.09

Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
**Ability to select a specific date/time for delivery**

Base : Have had to decide on a postal/delivery option in the last month

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	1877	-	1877	373	1040	809	1058	315	298	396	253	310	197	108	613	649	615	305	1717	150	1877
Weighted Base	1893	-**	1893	460	979	872	1010	357	304	402	250	281	170*	128*	661	652	580	299	1642	239	1877
Effective Base	1022	-	1022	225	568	452	565	188	172	219	139	163	86	58	360	358	304	144	905	113	1022
Not at all important (1)	31	-	31	3	22	23	8	6	7	1	6	7	4	1	13	7	11	4	26	5	39
	2%	-	2%	1%	2%	3% <i>d</i>	1%	2%	2%	*	2%	3%	2%	*	2%	1%	2%	1%	2%	2%	2%
Not very important (2)	136	-	136	27	82	53	82	22	21	11	14	26	15	26	43	26	67	41	121	13	155
	7%	-	7%	6%	8%	6%	8%	6%	7%	3%	6%	8%	7%	13%	7%	4%	11%	13%	7%	6%	8%
Neither important nor unimportant (3)	379	-	379	83	204	184	194	58	48	79	48	61	45	39	106	127	146	84	348	28	404
	20%	-	20%	18%	21%	21%	19%	16%	16%	20%	19%	22%	25% <i>gh</i>	31% <i>gh</i>	16%	19%	25% <i>gh</i>	28% <i>gh</i>	21% <i>gh</i>	12%	22%
Important (4)	793	-	793	192	424	374	414	150	132	181	100	113	69	47	282	281	229	116	690	102	751
	42%	-	42%	42%	43%	43%	41%	42%	44%	45%	40%	40%	37%	37%	43%	43%	40%	39%	42%	43%	40%
Very important (5)	546	-	546	152	241	233	309	120	94	128	80	73	37	15	213	208	125	52	450	90	517
	29%	-	29%	33% <i>d</i>	29%	27%	31%	25% <i>km</i>	21% <i>km</i>	25% <i>km</i>	22%	22%	17%	11%	32% <i>op</i>	32% <i>op</i>	22%	17%	27%	28%	28%
Don't know	8	-	8	3	5	5	3	1	2	1	2	1	-	-	3	3	1	1	8	-	11
	-	-	-	1%	1%	1%	*	*	1%	*	1%	*	-	-	1%	1%	*	*	-	-	1%
NET Not at all important/ Not very important	167	-	167	30	105	76	90	28	28	12	20	33	19	27	56	33	78	46	147	18	194
	9%	-	9%	6%	11%	9%	9%	8% <i>d</i>	8% <i>d</i>	3%	8% <i>d</i>	12% <i>d</i>	11% <i>d</i>	21% <i>km</i>	8%	5%	14% <i>op</i>	13% <i>op</i>	9%	8%	10%
NET Important / Very important	1339	-	1339	344	665	607	723	270	226	309	179	187	106	62	496	489	354	168	1139	192	1268
	71%	-	71%	75%	68%	70%	72%	75% <i>km</i>	74% <i>km</i>	77% <i>km</i>	72% <i>km</i>	66% <i>km</i>	62%	48%	75% <i>op</i>	75% <i>op</i>	61%	56%	69%	60% <i>w</i>	68%
Mean	3.90	-	3.90	4.01 <i>d</i>	3.80	3.85	3.93	4.00 <i>km</i>	3.94 <i>km</i>	4.06 <i>km</i>	3.94 <i>km</i>	3.78 <i>km</i>	3.71	3.39	3.97 <i>op</i>	4.01 <i>op</i>	3.67	3.57	3.87	4.08 <i>r</i>	3.83
Std Dev.	0.96	-	0.96	0.90	0.98	0.97	0.94	0.95	0.98	0.81	0.98	1.01	0.98	0.95	0.96	0.88	1.00	0.98	0.95	0.95	0.99
Std Error	0.02	-	0.02	0.05	0.03	0.03	0.03	0.05	0.06	0.04	0.06	0.06	0.07	0.09	0.04	0.03	0.04	0.06	0.02	0.08	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
**Ability to select a specific date/time for delivery**

Base : Have had to decide on a postal/delivery option in the last month

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1877	561	572	351	393	1133	744	1149	711	187	215	487	511	396	1213	188	1632	250	753	32
Weighted Base	1893	483	548	413	449	1031	862	1248	626	205	248	497	485	382	1230	207	1634	267	687	41**
Effective Base	1022	248	314	220	241	561	461	633	391	102	136	276	276	190	688	103	890	152	399	19
Not at all important (1)	31	3	5	6	8	23	23	19	12	7	5	7	8	5	19	7	24	8	15	-
	2%	1%	1%	1%	2%	1%	3%	1%	2%	3%	2%	1%	2%	1%	2%	3%	1%	3%	2%	-
Not very important (2)	136	34	43	26	33	77	59	56	60	21	15	45	35	17	96	21	115	22	74	3
	7%	7%	8%	6%	7%	8%	7%	4%	13% <sup>h</sup>	10%	6%	9%	7%	5%	8%	10%	7%	8%	11%	8%
Neither important nor unimportant (3)	379	102	118	69	90	220	159	234	144	46	44	114	87	63	246	46	319	56	159	4
	20%	21%	21%	17%	20%	21%	18%	19%	23%	22%	18%	23%	18%	16%	20%	22%	20%	21%	23%	11%
Important (4)	793	196	229	191	176	425	367	533	246	69	102	210	200	185	512	69	705	111	304	17
	42%	41%	42%	46%	39%	41%	43%	43%	39%	34%	41%	42%	41%	43%	42%	33%	43%	42%	44%	41%
Very important (5)	546	147	151	119	130	297	249	400	142	60	80	120	151	112	351	62	465	67	134	16
	29%	30%	27%	29%	29%	29%	29%	32% <sup>h</sup>	23%	29%	32%	24%	31%	29%	29%	30%	28%	25%	19%	40%
Don't know	8	1	2	1	4	3	5	7	1	3	1	1	3	1	5	3	5	2	-	-
	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	-	-
NET Not at all important/Not very important	167	37	48	32	49	85	82	74	92	27	20	52	43	22	116	27	139	30	89	3
	9%	8%	9%	8%	11%	8%	9%	6%	13% <sup>h</sup>	13% <sup>h</sup>	8%	11%	9%	6%	9%	13%	9%	11%	13%	8%
NET Important / Very important	1339	343	380	310	306	723	616	933	388	130	183	329	351	296	863	131	1170	178	438	33
	71%	71%	69%	73%	68%	70%	71%	75% <sup>h</sup>	62%	63%	74%	66%	72%	73% <sup>h</sup>	70%	63%	72%	67%	64%	81%
Mean	3.90	3.93	3.87	3.95	3.83	3.90	3.89	4.00 <sup>h</sup>	3.68	3.77	3.97	3.79	3.93	4.00 <sup>h</sup>	3.88	3.78	3.90	3.78	3.68	4.12
Std Dev.	0.96	0.92	0.94	0.92	1.05	0.93	0.99	0.91	1.02	1.08	0.96	0.96	0.97	0.87	0.96	1.09	0.94	1.02	0.98	0.92
Std Error	0.02	0.04	0.04	0.05	0.05	0.03	0.04	0.03	0.04	0.08	0.07	0.04	0.04	0.04	0.03	0.08	0.02	0.06	0.04	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing



QE4\_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
**Ability to select a specific date/time for delivery**

Base : Have had to decide on a postal/delivery option in the last month

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1877	1213	664	304	916	401	317	243	80	95	103	110	105	94	121	107	101	60	341
Weighted Base	1893	1615	278	69*	1597	154	91	51	63*	195*	153*	148	170*	156*	285	273*	153*	13**	141
Effective Base	1022	866	157	53	771	186	150	173	70	86	95	101	96	85	112	96	93	15	171
Not at all important (1)	31	29	2	1	25	4	2	*	1	1	7	2	-	-	2	8	3	*	3
	2%	2%	1%	2%	2%	2%	2%	1%	2%	1%	2%	2%	-	-	1%	3%	2%	*	2%
Not very important (2)	136	115	21	5	111	13	8	4	7	14	7	7	15	5	16	21	10	3	10
	7%	7%	7%	8%	7%	9%	8%	8%	10% <u>m</u>	7%	7%	5%	9%	3%	6%	8%	11% <u>m</u>	22%	7%
Neither important nor unimportant (3)	379	317	62	18	310	36	20	13	18	42	35	28	29	36	53	39	30	1	34
	20%	20%	22%	26%	19%	23%	22%	26%	26% <u>m</u>	22%	23%	19%	17%	23%	18%	14%	19%	11%	24% <u>o</u>
Important (4)	793	674	119	31	675	65	34	19	19	70	51	61	78	78	126	133	59	7	58
	42%	42%	43%	45%	42%	42%	37%	37%	30%	36%	33%	41%	43% <u>m</u>	43% <u>m</u>	44%	43% <u>m</u>	39%	52%	41%
Very important (5)	546	474	72	14	471	35	26	14	19	65	47	50	49	37	88	72	45	1	34
	29%	29%	26%	20%	29%	23%	28%	28%	30%	33%	31%	34%	28%	24%	31%	26%	29%	11%	24%
Don't know	8	6	2	*	4	2	2	*	-	2	2	-	-	-	-	-	-	*	2
	*	*	1%	*	*	1%	2%	*	-	1%	1%	-	-	-	-	-	-	*	1%
NET Not at all important/ Not very important	167	144	23	6	137	17	9	4	8	15	16	9	15	5	18	29	19	3	14
	9%	9%	8%	9%	9%	11%	10%	8%	13% <u>m</u>	8%	12% <u>m</u>	6%	9%	3%	6%	11%	13% <u>m</u>	26%	10% <u>m</u>
NET Important / Very important	1339	1148	191	45	1146	100	59	33	37	135	98	111	126	115	214	205	104	8	92
	71%	71%	69%	65%	72%	65%	65%	66%	59%	69%	64%	75% <u>m</u>	74% <u>m</u>	74% <u>m</u>	75% <u>m</u>	73% <u>m</u>	68%	63%	65%
Mean	3.90	3.90	3.86	3.74	3.83	3.75	3.84	3.85	3.74	3.95	3.80	4.01	3.93	3.95	3.99	3.87	3.83	3.45	3.78
Std Dev	0.96	0.96	0.92	0.92	0.95	0.98	1.00	0.96	1.07	0.95	1.10	0.92	0.90	0.77	0.89	0.98	1.04	1.10	0.97
Std Error	0.02	0.03	0.04	0.05	0.03	0.05	0.06	0.06	0.12	0.10	0.11	0.09	0.09	0.08	0.08	0.10	0.10	0.14	0.05

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1877	615	63	285	727	744	203	130	59	1471	189	894	708	178	66	23	1602	89	698
Weighted Base	1893	596	70*	258	727	733	230	141*	49*	1460	190	864	714	199	82*	22**	1578	104*	604
Effective Base	1022	320	32	152	374	403	128	79	34	776	112	480	374	106	43	14	853	57	361
Not at all important (1)	31	14	2	2	12	5	9	3	2	17	6	14	6	8	3	*	20	3	16
	2%	2%	3%	1%	2%	1%	3%	2%	1%	3%	1%	2%	1%	4%	*	1%	3%	2%	3%
Not very important (2)	136	81	14	49	52	58	4	15	6	110	22	64	41	15	9	4	105	13	72
	7%	14%	20%	19%	7%	6%	2%	11%	13%	9%	11%	7%	6%	8%	12%	18%	7%	13%	7%
Neither important nor unimportant (3)	379	129	11	72	128	143	69	31	5	271	36	146	155	59	14	2	301	17	142
	20%	22%	16%	28%	18%	19%	30%	22%	11%	19%	19%	17%	22%	23%	17%	11%	19%	16%	20%
Important (4)	793	240	30	92	282	330	98	65	16	612	80	345	327	69	37	9	672	45	273
	42%	40%	43%	36%	39%	43%	43%	46%	32%	42%	42%	40%	44%	35%	45%	38%	43%	44%	41%
Very important (5)	546	129	12	42	251	195	50	25	18	446	43	293	179	47	18	7	472	25	100
	29%	22%	17%	16%	35%	27%	22%	18%	38%	31%	22%	34%	25%	24%	22%	32%	30%	24%	16%
Don't know	8	2	1	1	2	2	-	2	2	4	4	1	6	1	-	7	-	2	*
	*	*	1%	*	*	*	-	2%	0%	*	2%	*	1%	*	-	*	-	1%	*
NET Not at all important/ Not very important	167	96	16	51	64	63	13	19	9	22	11	78	47	23	12	4	126	16	88
	9%	16%	23%	20%	9%	9%	6%	13%	16%	14%	14%	9%	7%	12%	15%	18%	8%	16%	9%
NET Important / Very important	1339	368	42	134	533	525	149	90	33	1058	123	639	506	117	55	16	1145	71	373
	71%	57%	60%	52%	73%	72%	65%	63%	68%	73%	65%	71%	61%	59%	67%	70%	72%	68%	62%
Mean	3.90	3.65	3.51	3.48	3.98	3.89	3.77	3.67	3.85	3.52	3.71	3.57	3.58	3.67	3.71	3.84	3.74	3.54	3.61
Std Dev.	0.96	1.04	1.10	1.00	0.98	0.91	0.94	0.98	1.21	0.95	1.04	0.98	0.88	1.04	1.06	1.10	0.93	1.06	0.97
Std Error	0.02	0.04	0.14	0.06	0.04	0.03	0.07	0.09	0.16	0.02	0.08	0.03	0.03	0.08	0.13	0.23	0.02	0.11	0.05

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Ability to select a specific date/time for delivery

Base : Have had to decide on a postal/delivery option in the last month

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1877	134	1719	24	615	1155	107	1819	42	15	1	1876	-
Weighted Base	1893	154*	1712	26**	643	1131	119*	1819	56**	16**	2**	1891	-**
Effective Base	1022	79	927	16	348	607	68	984	27	10	1	1021	-
Not at all important (1)	31	4	27	-	11	18	1	28	1	1	-	31	-
	2%	3%	2%	-	2%	2%	1%	2%	2%	9%	-	2%	-
Not very important (2)	136	8	127	1	48	83	6	128	5	2	2	134	-
	7%	5%	7%	6%	7%	7%	5%	7%	8%	9%	100%	7%	-
Neither important nor unimportant (3)	379	15	361	3	123	230	26	356	19	4	-	379	-
	20%	10%	21% <b>ns</b>	11%	19%	20%	22%	20%	34%	24%	-	20%	-
Important (4)	793	63	719	11	263	486	44	774	13	6	-	793	-
	42%	41%	42%	41%	41%	43%	37%	43%	24%	36%	-	42%	-
Very important (5)	546	64	471	11	196	308	41	525	18	4	-	546	-
	29%	41% <b>s</b>	28%	43%	31%	27%	35%	29%	32%	22%	-	29%	-
Don't know	8	-	8	*	2	6	-	8	-	-	-	8	-
	*	-	*	*	*	1%	-	*	-	-	-	*	-
NET Not at all important/ Not very important	167	12	153	1	59	101	7	157	6	3	2	165	-
	9%	8%	9%	6%	9%	9%	6%	9%	10%	18%	100%	9%	-
NET Important / Very important	1339	127	1190	22	459	794	86	1298	31	9	-	1339	-
	71%	23% <b>s</b>	69%	84%	71%	70%	72%	71%	56%	58%	-	71%	-
Mean	3.90	4.13% <b>s</b>	3.87	4.21	3.91	3.87	4.00	3.90	3.76	3.53	2.00	3.90	-
Std Dev.	0.96	0.98	0.95	0.86	0.97	0.95	0.93	0.95	1.06	1.22	-	0.96	-
Std Error	0.02	0.08	0.02	0.18	0.04	0.03	0.09	0.02	0.16	0.31	-	0.02	-

Proportions/Means: Column Test (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_7. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Base : Have had to decide on a postal/delivery option in the last month

Total	Quarter				Month												
	Q1 2022 (e)	Q2 2022 (f)	Q3 2022 (g)	Q4 2022 (h)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	1877	414	428	527	508	157	133	124	135	157	138	-	339	188	162	169	177
Weighted Base	1893	447	451	517	477	173*	132*	143*	150*	153*	149*	**	317	200	152*	155*	170
Effective Base	1022	213	247	289	280	77	66	70	77	87	83	-	182	107	85	92	104
Not at all important (1)	31	6	2	14	9	2	3	1	2	-	-	-	9	5	*	3	6
	2%	1%	*	3% <b>b</b>	2%	1%	2%	1%	1%	-	-	-	3%	3%	*	2%	3%
Not very important (2)	136	16	21	54	45	4	5	7	8	6	7	-	34	19	16	19	11
	7%	4%	5%	10% <b>ab</b>	7% <b>ab</b>	3%	4%	5%	5%	4%	5%	-	11% <b>bc</b>	10%	10% <b>bc</b>	12% <b>bc</b>	6%
Neither important nor unimportant (3)	378	79	79	109	111	28	22	29	20	23	37	-	61	47	31	35	45
	20%	18%	18%	21%	23%	16%	17%	21%	13%	15%	25%	-	19%	24%	21%	22%	27% <b>cd</b>
Important (4)	793	175	185	234	198	75	47	54	62	70	54	-	144	90	67	59	72
	42%	39%	41%	45%	42%	43%	35%	38%	41%	46%	36%	-	45%	45%	44%	38%	42%
Very important (5)	546	167	162	104	113	64	54	49	57	54	50	-	66	38	37	40	36
	29%	13% <b>cd</b>	13% <b>cd</b>	20%	24%	37% <b>imop</b>	41% <b>imnop</b>	34% <b>im</b>	39% <b>imop</b>	39% <b>imop</b>	34% <b>im</b>	-	21%	19%	24%	26%	21%
Don't know	8	3	3	-	-	-	1	2	1	1	-	-	3	-	-	-	-
	0%	1%	1%	-	-	-	1%	1%	1%	1%	-	-	1%	-	-	-	-
NET Not at all important/ Not very important	167	22	22	68	55	6	8	8	9	6	7	-	43	25	16	22	17
	9%	5%	5%	13% <b>ab</b>	11% <b>ab</b>	4%	6%	6%	6%	4%	5%	-	14% <b>cd</b>	12% <b>cd</b>	11%	14% <b>cd</b>	10%
NET Important / Very important	1339	343	347	338	311	139	101	103	119	124	104	-	210	128	105	99	108
	71%	77% <b>cd</b>	77% <b>cd</b>	65%	65%	60% <b>imnop</b>	76%	72%	60% <b>imnop</b>	61% <b>imnop</b>	70%	-	66%	64%	69%	64%	63%
Mean	3.90	4.68 <sup>cd</sup>	4.68 <sup>cd</sup>	3.70	3.75	4.13 <sup>imnop</sup>	4.10 <sup>imop</sup>	4.02 <sup>imop</sup>	4.12 <sup>imnop</sup>	4.13 <sup>imnop</sup>	3.99 <sup>imop</sup>	-	3.71	3.68	3.83	3.73	3.71
Std Dev.	0.96	0.90	0.87	0.99	0.98	0.84	0.98	0.91	0.90	0.80	0.89	-	1.01	0.98	0.93	1.04	0.98
Std Error	0.02	0.04	0.04	0.04	0.04	0.07	0.09	0.08	0.08	0.06	0.08	-	0.05	0.07	0.07	0.08	0.07

Proportions/Mean: Columns Tested (5% risk level) - a|b|cd - e|f|gh|ij|k|lm|nop  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	1877	-	1877	373	1040	809	1058	315	298	396	253	310	197	108	613	649	615	305	1717	150	1877
Weighted Base	1893	**	1893	460	979	872	1010	357	304	402	250	281	170*	128*	661	652	580	299	1642	239	1877
Effective Base	1022	-	1022	225	568	452	565	188	172	219	139	163	86	58	360	358	304	144	905	113	1877
Not at all important (1)	17	-	17	2	8	10	7	4	1	1	2	1	6	2	5	3	9	8	16	2	22
	1%	-	1%	1%	1%	1%	1%	1%	*	*	1%	*	3% <i>nl</i>	2%	1%	1%	2%	3% <i>nl</i>	1%	1%	1%
Not very important (2)	90	-	90	15	54	49	41	11	13	5	11	19	16	15	24	16	50	31	88	2	88
	5%	-	5%	3%	6%	6%	4%	3%	4%	1%	4%	3% <i>nl</i>	3% <i>nl</i>	4% <i>nl</i>	4%	2%	3% <i>nl</i>	1% <i>nl</i>	4% <i>nl</i>	1%	5%
Neither important nor unimportant (3)	290	-	290	42	167	139	151	32	38	38	55	58	37	34	70	92	128	70	252	36	281
	15%	-	15%	9%	17% <i>nl</i>	16%	15%	9%	13%	9%	22% <i>nl</i>	20% <i>nl</i>	21% <i>nl</i>	20% <i>nl</i>	11%	14%	22% <i>nl</i>	23% <i>nl</i>	15%	15%	15%
Important (4)	808	-	808	209	417	350	454	143	127	178	93	130	79	58	270	271	267	137	716	88	824
	43%	-	43%	45%	43%	40%	45%	40%	42%	44%	37%	46%	46%	45%	41%	42%	46%	46%	44%	37%	44%
Very important (5)	680	-	680	187	331	317	357	164	125	178	87	73	33	19	289	266	126	53	567	108	654
	36% <i>nl</i>	-	36% <i>nl</i>	41% <i>nl</i>	34% <i>nl</i>	36% <i>nl</i>	35% <i>nl</i>	43% <i>nl</i>	41% <i>nl</i>	43% <i>nl</i>	35% <i>nl</i>	35% <i>nl</i>	26% <i>nl</i>	19% <i>nl</i>	44% <i>nl</i>	41% <i>nl</i>	22% <i>nl</i>	18% <i>nl</i>	35% <i>nl</i>	43% <i>nl</i>	35% <i>nl</i>
Don't know	7	-	7	5	2	6	*	4	-	2	1	-	-	-	4	3	-	-	4	3	8
	*	-	*	1%	*	1%	*	1%	-	*	-	-	-	-	1%	*	-	-	*	*	1%
NET Not at all important/ Not very important	107	-	107	16	62	59	48	15	14	6	13	20	22	17	29	20	59	39	103	4	110
	6%	-	6%	4%	6%	7%	5%	4%	5%	2%	6% <i>nl</i>	7% <i>nl</i>	10% <i>nl</i>	10% <i>nl</i>	4%	3%	10% <i>nl</i>	13% <i>nl</i>	6% <i>nl</i>	2%	6%
NET Important / Very important	1488	-	1488	396	748	668	811	306	252	356	181	203	112	78	558	537	393	190	1283	196	1478
	79% <i>nl</i>	-	79% <i>nl</i>	86% <i>nl</i>	76% <i>nl</i>	77% <i>nl</i>	80% <i>nl</i>	86% <i>nl</i>	83% <i>nl</i>	89% <i>nl</i>	72% <i>nl</i>	72% <i>nl</i>	66% <i>nl</i>	61% <i>nl</i>	84% <i>nl</i>	82% <i>nl</i>	68% <i>nl</i>	64% <i>nl</i>	78% <i>nl</i>	82% <i>nl</i>	79% <i>nl</i>
Mean	4.08	-	4.08	4.24 <i>nl</i>	4.03	4.06	4.10	4.20 <i>nl</i>	4.19 <i>nl</i>	4.32 <i>nl</i>	4.02 <i>nl</i>	3.91 <i>nl</i>	3.69	3.61	4.24 <i>nl</i>	4.20 <i>nl</i>	3.78	3.66	4.06	4.26 <i>nl</i>	4.07
Std Dev.	0.88	-	0.88	0.78	0.90	0.93	0.85	0.84	0.83	0.72	0.91	0.88	1.00	0.94	0.84	0.81	0.94	0.97	0.89	0.81	0.89
Std Error	0.02	-	0.02	0.04	0.03	0.03	0.03	0.05	0.05	0.04	0.06	0.05	0.07	0.09	0.03	0.03	0.04	0.06	0.02	0.07	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - n/op/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1877	561	572	351	393	1133	744	1149	711	187	215	487	511	396	1213	188	1632	250	753	32
Weighted Base	1893	483	548	413	449	1031	862	1248	626	205	248	497	485	382	1230	207	1634	267	687	41**
Effective Base	1022	248	314	220	241	561	461	633	391	102	136	276	276	190	688	103	890	152	399	19
Not at all important (1)	17	4	2	6	6	5	12	6	7	3	4	9	*	1	13	3	15	3	5	-
Not very important (2)	90	21	20	15	15	41	49	35	55	11	11	23	30	14	65	11	75	14	40	2
Neither important nor unimportant (3)	290	50	107	61	72	156	134	166	124	38	43	96	51	50	190	38	243	34	128	5
Important (4)	808	209	259	172	167	468	340	536	263	81	106	215	222	155	543	81	706	128	304	17
Very important (5)	680	199	159	149	173	358	322	498	177	72	82	150	181	152	412	74	585	87	202	16
Don't know	7	*	2	-	5	2	5	7	*	*	2	3	1	1	6	*	7	*	*	-
NET Not at all important/ Not very important	107	24	22	30	31	46	61	41	62	14	15	32	31	15	78	14	95	17	53	2
NET Important / Very important	1488	408	418	321	341	826	662	1034	440	153	188	365	403	316	955	155	1291	215	507	34
Mean	4.08	4.00	4.01	4.05	4.07	4.10	4.06	4.20	3.88	4.02	4.02	3.96	4.14	4.24	4.04	4.03	4.09	4.05	3.95	4.18
Std Dev.	0.88	0.85	0.81	0.93	0.95	0.83	0.94	0.81	0.96	0.94	0.91	0.92	0.85	0.83	0.89	0.94	0.88	0.88	0.91	0.83
Std Error	0.02	0.04	0.03	0.05	0.05	0.02	0.03	0.02	0.04	0.07	0.06	0.04	0.04	0.04	0.03	0.07	0.02	0.06	0.03	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing

QE4\_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1877	1213	664	304	916	401	317	243	80	95	103	110	105	94	121	107	101	60	341
Weighted Base	1893	1615	278	69*	1597	154	91	51	63*	195*	153*	148	170*	156*	285	273*	153*	13**	141
Effective Base	1022	866	157	53	771	186	150	173	70	86	95	101	96	85	112	96	93	15	171
Not at all important (1)	17	9	8	5	13	-	3	1	1	2	3	-	2	4	-	-	1	-	-
Not very important (2)	90	78	13	2	78	7	4	1	4	1	8	4	5	7	14	23	11	1	6
Neither important nor unimportant (3)	290	247	43	10	244	28	10	8	11	31	23	25	18	19	45	59	12	1	27
Important (4)	808	675	133	32	673	73	40	23	29	87	66	63	75	74	101	104	73	5	69
Very important (5)	680	599	81	20	583	46	33	18	17	72	54	54	70	52	125	83	56	6	40
Don't know	7	7	-	-	6	-	1	-	-	-	-	3	-	-	3	-	-	-	-
NET Not at all important/ Not very important	107	87	20	7	91	7	7	2	5	4	11	4	8	11	14	23	12	1	6
NET Important / Very important	1488	1274	214	52	1256	119	73	41	47	160	120	116	145	126	225	188	130	11	108
Mean	4.08	4.11	3.96	3.86	4.09	4.02	4.07	4.10	3.93	4.16	4.05	4.14	4.20	4.04	4.16	3.92	4.13	4.18	4.00
Std Dev	0.88	0.87	0.94	1.10	0.88	0.82	0.96	0.88	0.91	0.80	0.94	0.80	0.85	0.93	0.87	0.93	0.88	0.98	0.81
Std Error	0.02	0.03	0.04	0.06	0.03	0.04	0.05	0.05	0.10	0.08	0.09	0.08	0.08	0.10	0.08	0.09	0.09	0.13	0.04

Proportions/Means: Columns Yes/No (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Base : Have had to decide on a postal/delivery option in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1877	615	63	285	727	744	203	130	59	1471	189	894	708	178	66	23	1602	89	337	698
Weighted Base	1893	596	70*	258	727	733	230	141*	49*	1460	190	864	714	199	82**	22**	1578	104*	391	604
Effective Base	1022	320	32	152	374	403	128	79	34	776	112	480	374	106	43	14	853	57	209	361
Not at all important (1)	17	13	-	5	6	5	3	3	1	11	3	8	5	4	2	-	12	2	4	4
	1%	2%	-	2%	1%	1%	1%	2%	1%	1%	2%	1%	1%	2%	-	1%	1%	1%	1%	1%
Not very important (2)	90	42	6	30	35	29	10	9	7	64	16	38	30	13	6	3	69	9	14	50
	5%	7%	9%	12%	5%	4%	4%	7%	13% <u>del</u>	4%	8%	4%	4%	6%	7%	14%	4%	8%	4%	8% <u>del</u>
Neither important nor unimportant (3)	290	129	14	59	92	116	51	24	6	207	29	108	114	44	16	8	222	24	56	111
	15%	22%	21%	23%	13%	16%	22% <u>del</u>	17%	11%	14%	15%	13%	16%	22% <u>del</u>	20%	38%	14%	24% <u>del</u>	14%	18%
Important (4)	806	258	30	112	293	342	101	55	14	635	66	329	352	85	30	8	681	38	156	293
	43%	43%	43%	43%	40%	41% <u>del</u>	44%	39%	28%	44%	36%	38%	43% <u>del</u>	43%	37%	34%	43%	36%	40%	41% <u>del</u>
Very important (5)	680	153	19	51	300	239	65	49	21	538	70	379	210	54	28	3	590	32	159	146
	36%	26%	27%	20%	41% <u>del</u>	33%	28%	35%	43%	37%	37%	44% <u>del</u>	29%	27%	35%	14%	37% <u>del</u>	30%	41% <u>del</u>	24%
Don't know	7	-	-	-	-	3	-	2	1	3	3	1	4	-	-	5	-	-	-	-
	*	*	*	*	*	*	*	2% <u>del</u>	3% <u>del</u>	2% <u>del</u>	2% <u>del</u>	1	4	-	-	5	-	-	-	-
NET Not at all important/ Not very important	107	55	6	35	42	34	13	12	7	19	10	46	35	16	7	3	81	10	19	53
	6%	9%	9%	14%	6%	5%	6%	8%	14% <u>del</u>	7%	10% <u>del</u>	5%	5%	8%	9%	14%	5%	10%	5%	9%
NET Important / Very important	1488	412	49	163	583	581	166	104	35	1174	138	709	562	139	58	11	1271	69	315	440
	79%	69%	79%	63%	63% <u>del</u>	79%	72%	72%	71%	82% <u>del</u>	72%	63% <u>del</u>	72% <u>del</u>	70%	72%	48%	81% <u>del</u>	67%	61% <u>del</u>	73%
Mean	4.08	3.84	3.88	3.67	4.18	4.07	3.94	3.99	4.02	4.12	4.00	4.08	4.03	3.87	3.96	3.48	4.12	3.86	4.16	3.88
Std Dev	0.88	0.96	0.92	0.99	0.89	0.83	0.89	0.98	1.12	0.86	1.02	0.88	0.83	0.95	1.00	0.92	0.86	1.00	0.88	0.89
Std Error	0.02	0.04	0.12	0.06	0.03	0.03	0.06	0.09	0.15	0.02	0.07	0.03	0.03	0.07	0.12	0.19	0.02	0.11	0.05	0.03

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh)(i) - kl(m)(n)(o)(p) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QE4\_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1877	134	1719	24	615	1155	107	1819	42	15	1	1876	-
Weighted Base	1893	154*	1712	26**	643	1131	119*	1819	56**	16**	2**	1891	-**
Effective Base	1022	79	927	16	348	607	68	984	27	10	1	1021	-
Not at all important (1)	17	1	16	-	6	11	1	16	1	-	-	17	-
		1%	1%	-	1%	1%	*	1%	2%	-	-	1%	-
Not very important (2)	90	8	80	2	27	61	2	87	4	-	-	90	-
		5%	5%	7%	4%	5%	2%	5%	6%	-	-	5%	-
Neither important nor unimportant (3)	290	12	278	*	95	182	13	276	9	5	-	290	-
		7%	16%	1%	15%	16%	11%	15%	17%	31%	-	15%	-
Important (4)	808	70	725	13	276	479	56*	783	17	8	2	806	-
		43%	42%	51%	43%	42%	47%	43%	31%	36%	100%	43%	-
Very important (5)	680	62	608	11	236	398	47	654	21	5	-	680	-
		36%	36%	41%	37%	35%	39%	36%	38%	33%	-	36%	-
Don't know	7	2	5	*	4	3	-	4	3	-	-	7	-
		1%	*	*	1%	*	-	1%	6%	-	-	1%	-
NET Not at all important/ Not very important	107	9	96	2	33	72	3	103	5	-	-	107	-
		6%	6%	7%	5%	6%	2%	6%	9%	-	-	6%	-
NET Important / Very important	1488	132	1333	24	512	874	103	1437	38	11	2	1487	-
		70%	78%	92%	80%	77%	87%	79%	69%	69%	100%	79%	-
Mean	4.08	4.20	4.07	4.25	4.11	4.05	4.23	4.09	4.02	4.02	4.00	4.08	-
Std Dev	0.88	0.85	0.89	0.82	0.87	0.90	0.76	0.88	1.04	0.82	-	0.88	-
Std Error	0.02	0.07	0.02	0.17	0.04	0.03	0.07	0.02	0.16	0.21	-	0.02	-

Proportions/Means: Column Test(s) (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_8. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Fast delivery

Base : Have had to decide on a postal/delivery option in the last month

Total	Quarter				Month												
	Q1 2022 (e)	Q2 2022 (f)	Q3 2022 (g)	Q4 2022 (h)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	1877	414	428	527	508	157	133	124	135	157	138	-	339	188	162	169	177
Weighted Base	1893	447	451	517	477	173*	132*	143*	150*	153*	149*	**	317	200	152*	155*	170
Effective Base	1022	213	247	289	280	77	66	70	77	87	83	-	182	107	85	92	104
Not at all important (1)	17	7	2	5	3	-	3	4	1	*	-	-	5	*	1	1	1
	1%	2%	*	1%	1%	-	2%	3%	1%	*	-	-	2%	*	1%	*	1%
Not very important (2)	90	11	15	41	22	4	2	5	9	3	4	-	31	10	5	6	11
	5%	2%	3%	8%ab	5%	3%	1%	4%	6%	2%	2%	-	10%ab	5%	3%	4%	7%
Neither important nor unimportant (3)	290	72	51	84	83	25	22	25	13	16	23	-	50	34	22	30	31
	15%	16%	11%	16%	17%ab	15%	16%	19%	9%	10%	15%	-	16%	17%	14%	20%ab	18%
Important (4)	808	184	174	246	204	77	54	54	64	59	51	-	144	102	69	62	73
	43%	41%	39%	46%ab	43%	44%	41%	38%	43%	38%	34%	-	45%	51%ab	45%	40%	43%
Very important (5)	680	171	204	140	165	66	52	52	58	75	71	-	87	54	55	56	54
	36%	38%bc	45%bcd	27%	35%	38%	39%	37%	39%	49%mnop	49%mnop	-	27%	27%	36%	36%	32%
Don't know	7	1	5	*	-	-	*	1	-	-	-	-	-	-	-	-	-
	0%	0%	1%	*	-	-	1%	3%cd	-	-	-	-	-	-	-	-	-
NET Not at all important/ Not very important	107	18	17	47	25	4	5	9	10	3	4	-	38	10	6	7	12
	6%	4%	4%	9%ab	5%	3%	3%	7%	7%	2%	2%	-	11%ab	5%	4%	5%	7%
NET Important / Very important	1488	355	378	386	369	143	106	106	122	134	122	-	230	158	124	118	127
	79%	79%	84%bc	75%	77%	83%	80%	75%	82%	85%klmnop	82%	-	73%	78%	82%	76%	75%
Mean	4.08	4.12c	4.26bcd	3.92	4.06	4.19d	4.14	4.02	4.16l	4.35mnop	4.28imj	-	3.87	3.99	4.14l	4.07	3.98
Std Dev.	0.88	0.88	0.82	0.92	0.87	0.77	0.89	0.99	0.89	0.75	0.81	-	0.98	0.81	0.83	0.87	0.91
Std Error	0.02	0.04	0.04	0.04	0.04	0.06	0.08	0.09	0.08	0.06	0.07	-	0.05	0.06	0.07	0.07	0.07

Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)		NET White (r)	NET EMG (s)
Unweighted Base	1877	-	1877	373	1040	809	1058	315	298	396	253	310	197	108	613	649	615	305	1717	150	1877
Weighted Base	1893	-**	1893	460	979	872	1010	357	304	402	250	281	170*	128*	661	652	580	299	1642	239	1877
Effective Base	1022	-	1022	225	568	452	565	188	172	219	139	163	86	58	360	358	304	144	905	113	1022
Not at all important (1)	15	-	15	3	8	10	5	7	7	-	-	-	1	-	14	-	1	1	13	2	15
	1%	-	1%	1%	1%	1%	-	2%	2%	-	-	-	-	-	2%	-	-	-	1%	1%	1%
Not very important (2)	43	-	43	19	22	16	27	13	8	8	2	6	2	5	21	10	13	7	39	4	48
	2%	-	2%	4%	2%	2%	3%	4%	2%	2%	1%	2%	1%	4%	3%	1%	2%	2%	2%	2%	3%
Neither important nor unimportant (3)	228	-	228	61	131	115	113	48	32	48	28	33	13	26	80	76	72	39	195	28	223
	12%	-	12%	13%	13%	13%	11%	14%	10%	12%	11%	12%	8%	20%	12%	12%	12%	13%	12%	12%	12%
Important (4)	914	-	914	200	496	430	475	176	138	174	117	138	118	53	314	291	309	171	806	102	910
	48%	-	48%	43%	51%	49%	47%	49%	45%	43%	47%	49%	69%	61%	47%	45%	53%	57%	49%	43%	48%
Very important (5)	682	-	682	175	317	294	386	111	118	170	101	101	37	43	229	271	182	80	562	99	666
	36%	-	36%	38%	32%	34%	38%	31%	33%	40%	31%	33%	22%	34%	35%	40%	31%	27%	35%	41%	35%
Don't know	11	-	11	2	5	6	5	2	2	2	3	1	-	1	4	5	2	1	7	4	15
	1%	-	1%	-	1%	1%	-	1%	1%	1%	1%	1%	-	1	1%	1%	-	-	-	2%	1%
NET Not at all important/ Not very important	58	-	58	22	30	27	31	20	14	8	2	7	3	5	34	10	14	8	52	6	63
	3%	-	3%	5%	3%	3%	3%	6%	5%	2%	1%	2%	4%	5%	5%	1%	2%	3%	3%	3%	3%
NET Important / Very important	1595	-	1595	375	813	724	861	286	256	344	218	240	155	96	543	562	491	251	1389	200	1576
	84%	-	84%	82%	83%	83%	85%	80%	84%	86%	87%	85%	91%	75%	82%	86%	85%	84%	85%	84%	84%
Mean	4.17	-	4.17	4.15	4.12	4.13	4.20	4.04	4.17	4.26%	4.25%	4.20	4.11	4.05	4.10	4.27%	4.14	4.08	4.16	4.24	4.16
Std Dev.	0.79	-	0.79	0.85	0.78	0.80	0.78	0.88	0.88	0.75	0.69	0.74	0.60	0.85	0.88	0.72	0.73	0.72	0.78	0.79	0.79
Std Error	0.02	-	0.02	0.04	0.02	0.03	0.02	0.05	0.05	0.04	0.04	0.04	0.04	0.08	0.04	0.03	0.03	0.04	0.02	0.07	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1877	561	572	351	393	1133	744	1149	711	187	215	487	511	396	1213	188	1632	250	753	32
Weighted Base	1893	483	548	413	449	1031	862	1248	626	205	248	497	485	382	1230	207	1634	267	687	41**
Effective Base	1022	248	314	220	241	561	461	633	391	102	136	276	276	190	688	103	890	152	399	19
Not at all important (1)	15	2	4	2	7	6	9	11	4	-	6	6	2	1	14	-	15	-	11	-
Not very important (2)	43	14	18	5	7	31	12	26	18	4	4	15	11	9	30	4	35	11	20	2
Neither important nor unimportant (3)	228	77	70	44	37	147	81	147	81	29	27	70	54	41	151	29	194	32	110	2
Important (4)	914	200	289	221	203	489	425	587	313	84	106	262	232	178	600	84	795	128	366	19
Very important (5)	682	190	162	140	190	351	330	472	205	85	102	143	183	151	428	87	582	95	180	17
Don't know	11	-	5	1	4	5	6	5	6	3	3	1	3	1	8	3	8	-	1	-
NET Not at all important	58	16	22	7	14	37	21	37	22	4	10	21	13	10	44	4	54	11	31	2
NET Not very important	3%	3%	4%	2%	3%	4%	2%	3%	3%	2%	4%	4%	3%	3%	4%	2%	3%	4%	5%	5%
NET Important / Very important	1595	390	451	361	394	841	755	1059	518	169	208	405	415	329	1028	171	1377	223	546	36
Mean	4.17	4.16	4.08	4.19	4.21	4.12	4.23	4.19	4.12	4.23	4.20	4.05	4.21	4.22	4.14	4.24	4.16	4.15	3.99	4.28
Std Dev.	0.79	0.83	0.79	0.71	0.80	0.81	0.76	0.79	0.79	0.77	0.88	0.81	0.76	0.76	0.81	0.77	0.79	0.79	0.83	0.78
Std Error	0.02	0.03	0.03	0.04	0.04	0.02	0.03	0.02	0.03	0.06	0.06	0.04	0.03	0.04	0.02	0.06	0.02	0.05	0.03	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing

QE4\_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1877	1213	664	304	916	401	317	243	80	95	103	110	105	94	121	107	101	60	341
Weighted Base	1893	1615	278	69*	1597	154	91	51	63*	195*	153*	148	170*	156*	285	273*	153*	13**	141
Effective Base	1022	866	157	53	771	186	150	173	70	86	95	101	96	85	112	96	93	15	171
Not at all important (1)	15	15	1	*	12	2	1	-	2	-	5	-	-	2	-	2	1	2	*
	1%	1%	*	1%	1%	1%	1%	-	2%	-	5%	-	-	1%	-	1%	1%	15%	*
Not very important (2)	43	38	5	2	34	3	5	2	-	3	1	6	5	1	2	10	6	*	3
	2%	2%	2%	3%	2%	2%	5%	3%	-	2%	1%	4%	3%	1%	1%	4%	4%	1%	2%
Neither important nor unimportant (3)	228	191	37	9	188	21	11	8	12	32	16	11	17	11	40	36	14	1	20
	12%	12%	13%	13%	12%	14%	12%	16%	19%	16%	10%	8%	10%	7%	14%	13%	9%	9%	14%
Important (4)	914	781	132	33	772	81	38	23	29	87	71	79	87	93	127	127	72	8	72
	49%	49%	48%	49%	49%	52%	42%	49%	47%	45%	46%	53%	51%	50%	45%	46%	47%	63%	51%
Very important (5)	682	579	103	24	582	46	35	18	20	73	58	50	61	47	116	98	58	1	45
	36%	36%	37%	35%	36%	30%	39%	35%	32%	37%	38%	34%	36%	30%	41%	36%	38%	10%	32%
Don't know	11	10	1	*	9	2	*	*	*	-	2	3	-	1	-	-	1	*	2
	1%	1%	*	*	1%	1%	1%	-	1%	-	2%	2%	-	1%	-	-	1%	*	1%
NET Not at all important/ Not very important	58	53	5	3	46	5	6	2	2	3	6	6	5	3	2	12	7	2	3
	3%	3%	2%	4%	3%	3%	5%	3%	2%	2%	4%	4%	3%	2%	1%	5%	5%	17%	2%
NET Important / Very important	1595	1360	235	57	1354	127	73	41	49	160	129	129	149	141	242	225	131	10	117
	84%	84%	84%	83%	85%	82%	81%	80%	78%	82%	84%	87%	87%	80%	85%	82%	85%	74%	83%
Mean	4.17	4.17	4.20	4.14	4.18	4.09	4.13	4.13	4.06	4.18	4.17	4.19	4.20	4.19	4.25	4.13	4.19	3.52	4.14
Std Dev	0.79	0.79	0.74	0.81	0.78	0.80	0.91	0.80	0.86	0.75	0.89	0.74	0.73	0.69	0.72	0.84	0.82	1.24	0.73
Std Error	0.02	0.02	0.03	0.05	0.03	0.04	0.05	0.05	0.10	0.08	0.09	0.07	0.07	0.07	0.07	0.08	0.08	0.16	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
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Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1877	615	63	285	727	744	203	130	59	1471	189	894	708	178	66	23	1602	89	337	698
Weighted Base	1893	596	70	258	727	733	230	141*	49*	1460	190	864	714	199	82*	22**	1578	104*	391	604
Effective Base	1022	320	32	152	374	403	128	79	34	776	112	480	374	106	43	14	853	57	209	361
Not at all important (1)	16	9	-	1	4	3	4	4	-	7	4	2	3	5	2	3	5	5	5	6
	1%	1%	-	1%	1%	1%	2%	3%de	-	1%	1%	1%	1%	3%de	2%	16%	1%	3%de	1%	1%
Not very important (2)	43	19	2	10	12	18	4	7	2	30	9	17	12	9	3	1	29	3	14	19
	2%	3%	3%	4%	2%	2%	2%	5%	4%	2%	5%	2%	2%	5%	3%	1%	2%	3%	4%	3%
Neither important nor unimportant (3)	228	63	8	32	62	89	45	21	11	151	32	74	73	63	16	2	147	18	72	72
	12%	11%	11%	12%	9%	12%	20%de	15%	22%de	10%	17%de	9%	10%	32%de	4%de	10%	9%	17%de	13%de	12%
Important (4)	914	314	38	140	324	384	115	71	13	708	87	393	391	72	43	11	784	54	153	360
	48%	53%	55%	54%	43%de	45%de	50%de	52%de	26%	43%de	46%	46%	43%de	36%	52%	50%	52%de	38%de	49%de	49%de
Very important (5)	682	185	19	73	320	238	62	33	21	557	55	374	232	49	17	5	606	23	146	146
	36%	31%	27%	28%	44%de	32%	27%	24%	43%de	38%de	29%	43%de	32%	25%	21%	24%	35%de	22%	37%de	24%
Don't know	11	5	3	3	5	2	*	2	2	7	4	3	4	1	1	-	7	1	-	1
	1%	1%	4%	1%	1%	*	*	1%	2%de	1%	2%de	1%	1%	2%	-	1%	1%	1%	-	1%
NET Not at all important/ Not very important	59	28	2	11	16	21	8	11	2	37	13	19	15	14	4	4	35	8	19	25
	3%	5%	3%	4%	2%	3%	4%	6%de	4%	3%	7%de	2%	2%	7%de	5%	16%	2%	9%de	5%	4%
NET Important / Very important	1595	500	57	213	643	622	176	107	34	1265	141	768	622	121	60	16	1390	76	300	506
	84%	84%	82%	82%	43%de	43%de	77%	76%	70%	87%de	74%	43%de	43%de	61%	74%	73%	43%de	73%	77%	84%de
Mean	4.17	4.10	4.07	4.11	4.31de	4.14de	3.98	3.90	4.14	4.22de	3.96	4.00de	4.10de	3.76	3.89	3.65	4.22de	3.84	4.08	4.03
Std Dev	0.79	0.82	0.72	0.77	0.74	0.75	0.84	0.92	0.93	0.75	0.92	0.73	0.71	0.96	0.86	1.31	0.72	0.97	0.90	0.76
Std Error	0.02	0.03	0.09	0.05	0.03	0.03	0.06	0.08	0.12	0.02	0.07	0.02	0.03	0.07	0.11	0.27	0.02	0.10	0.05	0.03

Proportions/Mean: Column Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1877	134	1719	24	615	1155	107	1819	42	15	1	1876	-
Weighted Base	1893	154*	1712	26**	643	1131	119*	1819	56**	16**	2**	1891	-**
Effective Base	1022	79	927	16	348	607	68	984	27	10	1	1021	-
Not at all important (1)	16	1	14	-	3	12	-	12	-	3	-	15	-
	1%	1%	-	-	1%	-	-	1%	-	18%	-	1%	-
Not very important (2)	43	5	36	2	20	19	4	38	4	1	-	43	-
	2%	3%	2%	3%	2%	4%	2%	7%	9%	-	2%	-	-
Neither important nor unimportant (3)	228	25	202	1	82	130	17	206	16	4	2	226	-
	12%	16%	12%	2%	13%	11%	14%	11%	29%	24%	100%	12%	-
Important (4)	914	60	845	8	287	568	58	890	18	5	-	914	-
	48%	39%	49%	31%	45%	50%	49%	49%	33%	31%	-	46%	-
Very important (5)	682	60	606	16	249	393	39	663	16	3	-	682	-
	36%	39%	35%	60%	39%	35%	33%	36%	28%	18%	-	36%	-
Don't know	11	2	9	-	2	9	-	10	1	-	-	11	-
	1%	1%	-	-	1%	-	-	1%	2%	-	-	1%	-
NET Not at all important/ Not very important	58	7	50	2	23	31	4	50	4	4	-	58	-
	3%	4%	3%	4%	3%	4%	3%	3%	7%	27%	-	3%	-
NET Important / Very important	1595	121	1451	24	537	961	98	1553	34	8	-	1595	-
	84%	79%	85%	90%	83%	85%	82%	85%	61%	49%	-	84%	-
Mean	4.17	4.13	4.17	4.43	4.19	4.17	4.12	4.19	3.85	3.21	3.00	4.17	-
Std Dev	0.79	0.88	0.78	0.87	0.81	0.78	0.78	0.77	0.94	1.38	-	0.79	-
Std Error	0.02	0.08	0.02	0.18	0.03	0.02	0.08	0.02	0.15	0.36	-	0.02	-

Proportions/Means: Column Test(s) (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_9. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
Convenient options for me to accept the delivery

Base : Have had to decide on a postal/delivery option in the last month

Total	Quarter				Month												
	Q1 2022 (e)	Q2 2022 (f)	Q3 2022 (g)	Q4 2022 (h)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	1877	414	428	527	508	157	133	124	135	157	138	-	339	188	162	169	177
Weighted Base	1893	447	451	517	477	173*	132*	143*	150*	153*	149*	**	317	200	152*	155*	170
Effective Base	1022	213	247	289	280	77	66	70	77	87	83	-	182	107	85	92	104
Not at all important (1)	16	3	*	7	4	*	3	-	*	-	-	-	4	3	2	*	2
	1%	1%	*	1%	1%	*	2%	-	*	-	-	-	1%	2%	1%	*	1%
Not very important (2)	43	4	7	16	17	*	3	*	2	3	2	-	12	4	7	7	3
	2%	1%	2%	3%	3%	*	2%	*	1%	2%	1%	-	4%	2%	3%	4%	2%
Neither important nor unimportant (3)	228	39	45	70	74	14	10	16	15	19	11	-	35	35	19	22	33
	12%	9%	10%	14%	15%	8%	7%	11%	10%	12%	7%	-	11%	17%	13%	14%	19%
Important (4)	914	213	187	291	222	85	65	64	61	63	63	-	195	96	65	65	92
	48%	48%	42%	55%	47%	49%	49%	45%	41%	41%	42%	-	61%	48%	43%	42%	54%
Very important (5)	682	182	207	133	159	73	51	58	69	66	72	-	71	62	59	61	40
	36%	43%	46%	26%	33%	42%	38%	41%	45%	43%	49%	-	23%	31%	33%	40%	23%
Don't know	11	6	4	*	*	1	1	4	3	1	-	-	*	*	*	*	*
	1%	1%	1%	*	*	1%	1%	3%	2%	1%	-	-	*	*	*	*	*
NET Not at all important/ Not very important	58	7	7	23	21	*	6	*	2	3	2	-	15	8	9	7	6
	3%	2%	2%	4%	4%	*	5%	*	1%	2%	1%	-	5%	4%	5%	4%	3%
NET Important / Very important	1595	395	395	424	382	157	115	122	130	130	136	-	266	158	124	126	132
	84%	85%	85%	82%	80%	91%	87%	86%	87%	85%	91%	-	84%	79%	81%	82%	77%
Mean	4.17	4.28cd	4.33cd	4.02	4.08	4.34imp	4.20	4.30imp	4.34imp	4.27ip	4.39imp	-	4.01	4.04	4.13	4.17	3.96
Std Dev.	0.79	0.72	0.72	0.80	0.84	0.64	0.85	0.68	0.72	0.76	0.68	-	0.77	0.85	0.89	0.83	0.79
Std Error	0.02	0.04	0.04	0.03	0.04	0.05	0.07	0.06	0.06	0.06	0.06	-	0.04	0.06	0.07	0.06	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
\* small base, \*\* very small base (under 30) ineligible for sig testing



QE4\_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
**Ability to select an evening/weekend delivery**

Base : Have had to decide on a postal/delivery option in the last month

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	1877	-	1877	373	1040	809	1058	315	298	396	253	310	197	108	613	649	615	305	1717	150	1877
Weighted Base	1893	**	1893	460	979	872	1010	357	304	402	250	281	170*	128*	661	652	580	299	1642	239	1877
Effective Base	1022	-	1022	225	568	452	565	188	172	219	139	163	86	58	360	358	304	144	905	113	1877
Not at all important (1)	96	-	96	13	63	42	54	5	8	6	15	26	23	12	13	21	61	35	93	3	121
	5%	-	5%	3%	6%	5%	5%	1%	3%	2%	6%	9%	13%	10%	2%	3%	11%	12%	6%	1%	6%
Not very important (2)	205	-	205	31	118	80	123	23	26	25	22	41	36	33	49	47	110	69	190	14	239
	11%	-	11%	7%	12%	9%	12%	6%	8%	6%	9%	14%	13%	13%	7%	7%	13%	13%	12%	6%	13%
Neither important nor unimportant (3)	473	-	473	82	252	220	250	70	60	75	74	91	54	39	130	149	194	104	423	48	480
	25%	-	25%	18%	26%	25%	25%	19%	20%	19%	29%	32%	30%	31%	20%	23%	33%	35%	26%	20%	26%
Important (4)	612	-	612	182	296	297	312	146	111	160	66	62	35	32	257	226	130	67	527	85	573
	32%	-	32%	40%	30%	34%	31%	41%	35%	40%	26%	22%	21%	25%	39%	35%	22%	23%	32%	36%	31%
Very important (5)	500	-	500	151	246	232	266	113	99	133	71	61	12	11	212	204	84	23	403	90	453
	26%	-	26%	33%	25%	27%	26%	35%	33%	33%	23%	23%	7%	8%	32%	31%	13%	8%	25%	25%	24%
Don't know	6	-	6	2	3	1	5	1	-	3	2	-	-	-	1	5	-	-	6	-	11
	-	-	-	-	-	-	-	-	-	1%	1%	-	-	-	-	1%	-	-	-	-	1%
NET Not at all important/ Not very important	301	-	301	44	181	122	177	28	34	31	37	67	59	45	62	68	171	104	283	16	360
	16%	-	16%	10%	19%	14%	18%	8%	11%	8%	10%	24%	20%	19%	9%	10%	28%	25%	17%	7%	19%
NET Important / Very important	1112	-	1112	333	542	529	578	259	210	293	137	124	47	43	469	429	214	90	930	175	1026
	59%	-	59%	72%	55%	61%	57%	72%	69%	73%	55%	44%	28%	34%	71%	68%	37%	30%	57%	73%	55%
Mean	3.64	-	3.64	3.93d	3.56	3.69	3.61	3.95klm	3.89klm	3.97klm	3.63klm	3.33l	2.87	2.97	3.92pq	3.84pq	3.11	2.91	3.58	4.03r	3.53
Std Dev.	1.13	-	1.13	1.01	1.18	1.11	1.16	0.95	1.05	0.95	1.17	1.23	1.11	1.12	0.99	1.05	1.19	1.11	1.15	0.96	1.17
Std Error	0.03	-	0.03	0.05	0.04	0.04	0.04	0.05	0.06	0.05	0.07	0.07	0.08	0.11	0.04	0.04	0.05	0.06	0.03	0.08	0.03

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - n/op/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
**Ability to select an evening/weekend delivery**

Base : Have had to decide on a postal/delivery option in the last month

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1877	561	572	351	393	1133	744	1149	711	187	215	487	511	396	1213	188	1632	250	753	32
Weighted Base	1893	483	548	413	449	1031	862	1248	626	205	248	497	485	382	1230	207	1634	267	687	41**
Effective Base	1022	248	314	220	241	561	461	633	391	102	136	276	276	190	688	103	890	152	399	19
Not at all important (1)	96	18	15	20	43	33	63	38	58	13	21	25	20	11	67	13	79	16	50	3
5%	5%	4%	3%	5%	10% <sup>ab</sup>	3%	7% <sup>cd</sup>	3%	8% <sup>gh</sup>	6%	9% <sup>ij</sup>	5%	4%	3%	5%	6%	5%	6%	7%	7%
Not very important (2)	205	55	70	34	45	125	90	90	114	24	19	63	57	30	140	24	175	20	111	2
11%	11%	12%	13%	8%	10%	12%	9%	7%	15% <sup>kl</sup>	12%	8%	13%	12%	8%	11%	11%	11%	7%	18% <sup>mn</sup>	4%
Neither important nor unimportant (3)	473	86	149	100	138	235	238	277	191	56	70	126	116	80	312	56	398	85	172	8
25%	25%	18%	27% <sup>no</sup>	24%	31% <sup>op</sup>	23%	28%	22%	31% <sup>qr</sup>	27%	28%	25%	24%	21%	25%	27%	24%	32%	25%	20%
Important (4)	612	170	192	154	97	361	251	455	147	55	69	164	166	143	399	55	550	88	205	15
32%	32%	25% <sup>rs</sup>	28% <sup>tu</sup>	21% <sup>vw</sup>	22%	35% <sup>xy</sup>	29%	30% <sup>z</sup>	24%	27%	29%	33%	34%	37%	32%	26%	34%	33%	30%	37%
Very important (5)	500	152	123	103	122	276	225	384	113	57	68	116	124	116	308	58	426	56	148	13
26%	26%	32% <sup>ab</sup>	22%	25%	27%	27%	26%	31% <sup>cd</sup>	18%	28%	27%	23%	26%	31%	25%	28%	26%	21%	21%	32%
Don't know	6	1	1	2	3	1	5	1	1	1	-	1	2	2	3	1	5	2	2	-
NET Not at all important/Not very important	301	74	84	54	89	158	143	128	173	37	40	89	78	41	207	37	254	36	161	4
16%	16%	15%	13%	13%	20% <sup>ab</sup>	15%	17%	10%	25% <sup>cd</sup>	16%	16%	13% <sup>ef</sup>	16%	11%	13% <sup>gh</sup>	18%	16%	13%	23% <sup>ij</sup>	11%
NET Important / Very important	1112	322	315	257	219	637	476	838	260	111	137	280	290	259	707	113	977	144	352	28
59%	59%	34% <sup>kl</sup>	37% <sup>mn</sup>	32% <sup>op</sup>	49%	62% <sup>qr</sup>	55%	67% <sup>st</sup>	42%	54%	55%	56%	60%	62% <sup>uv</sup>	58%	55%	60%	54%	51%	69%
Mean	3.64	3.73 <sup>ab</sup>	3.62	3.70 <sup>cd</sup>	3.47	3.70	3.58	3.85 <sup>ef</sup>	3.23	3.58	3.58	3.57	3.65	3.53 <sup>gh</sup>	3.60	3.59	3.66	3.56	3.42	3.84
Std Dev.	1.13	1.12	1.05	1.08	1.26	1.09	1.18	1.04	1.21	1.19	1.21	1.13	1.11	1.04	1.14	1.19	1.12	1.09	1.20	1.14
Std Error	0.03	0.05	0.04	0.06	0.08	0.03	0.04	0.03	0.05	0.09	0.08	0.05	0.05	0.05	0.03	0.09	0.03	0.07	0.04	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing

QE4\_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1877	1213	664	304	916	401	317	243	80	95	103	110	105	94	121	107	101	60	341
Weighted Base	1893	1615	278	69*	1597	154	91	51	63*	195*	153*	148	170*	156*	285	273*	153*	13**	141
Effective Base	1022	866	157	53	771	186	150	173	70	86	95	101	96	85	112	96	93	15	171
Not at all important (1)	96	78	18	4	74	12	7	4	4	3	10	7	7	9	13	15	7	3	9
	5%	5%	6%	5%	5%	7%	7%	7%	6%	2%	7%	5%	4%	6%	4%	5%	5%	22%	6%
Not very important (2)	205	185	21	8	164	21	14	6	9	19	10	17	16	10	25	38	21	1	21
	11%	11%	7%	11%	10%	14%	15%	12%	14%	10%	6%	11%	9%	6%	9%	14%	14%	5%	15%im
Neither important nor unimportant (3)	473	381	91	18	396	49	16	13	14	55	36	31	39	48	55	78	40	3	46
	25%	24%	33%sa	26%	25%st	31%st	17%	25%	22%	28%	23%	21%	23%	31%	19%	29%	26%	19%	33%sm
Important (4)	612	528	84	25	525	43	29	15	24	72	51	48	66	59	98	66	41	2	41
	32%	33%	30%	36%	33%	28%	32%	29%	38%	37%	33%	33%	33%	33%sc	35%	24%	27%	15%	29%
Very important (5)	500	437	63	15	433	30	24	13	13	46	44	45	42	29	94	76	44	5	25
	26%	27%	23%	22%	27%sc	19%	27%	26%	21%	24%	25%st	30%st	25%	18%	33%sm	28%	29%st	38%	17%
Don't know	6	6	-	-	4	-	2	-	-	-	3	-	-	1	-	-	-	-	-
	-	-	-	-	-	-	2%st	1%	-	-	2%	-	-	1%	-	-	-	-	-
NET Not at all important/ Not very important	301	263	38	11	238	33	21	10	13	22	20	24	22	19	38	53	28	4	20
	16%	16%	14%	16%	15%	21%st	23%st	19%	20%	11%	13%	16%	13%	12%	13%	19%	18%	27%	21%st
NET Important / Very important	1112	965	148	40	959	73	53	28	37	118	94	94	109	88	192	142	85	7	66
	59%	60%	53%	57%	60%sm	47%	58%sa	56%	58%	31%st	32%st	33%st	34%st	56%	65%st	52%	55%	54%	46%
Mean	3.64	3.66	3.56	3.58	3.68sa	3.37	3.56	3.56	3.54	3.41st	3.32st	3.32st	3.32st	3.57	3.83st	3.55	3.61	3.43	3.37
Std Dev	1.13	1.14	1.11	1.11	1.12	1.16	1.25	1.21	1.14	0.99	1.15	1.15	1.06	1.05	1.12	1.19	1.17	1.62	1.12
Std Error	0.03	0.03	0.04	0.06	0.04	0.06	0.07	0.08	0.13	0.10	0.11	0.11	0.10	0.11	0.10	0.12	0.12	0.21	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Base : Have had to decide on a postal/delivery option in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1877	615	63	285	727	744	203	130	59	1471	189	894	708	178	66	23	1602	89	337	698
Weighted Base	1893	596	70*	258	727	733	230	141*	49*	1460	190	864	714	199	82**	22**	1578	104*	391	604
Effective Base	1022	320	32	152	374	403	128	79	34	776	112	480	374	106	43	14	853	57	209	361
Not at all important (1)	96	64	6	36	41	34	8	7	5	75	13	58	17	10	1	75	11	8	61	61
	5%	11%	9%	14%	6%	5%	4%	5%	11%	5%	7%	10%	2%	5%	1%	10%	1%	2%	10%	10%
Not very important (2)	205	103	11	60	78	83	19	21	3	162	24	88	92	12	10	3	180	13	30	103
	11%	17%	16%	23%	11%	11%	8%	15%	5%	11%	13%	10%	13%	6%	12%	13%	11%	12%	8%	17%
Neither important nor unimportant (3)	473	162	24	78	166	179	81	31	10	345	41	191	187	71	16	2	378	18	79	186
	22%	27%	34%	30%	23%	24%	35% <sup>ab</sup>	22%	21%	24%	22%	22%	26%	33% <sup>ab</sup>	20%	8%	24%	17%	20%	31%
Important (4)	612	148	13	51	211	250	81	54	15	461	69	241	253	71	36	10	493	46	148	160
	32%	23%	18%	20%	32%	34%	38%	38%	31%	32%	36%	28%	33% <sup>ab</sup>	36%	44% <sup>ab</sup>	45%	31%	43% <sup>ab</sup>	33% <sup>ab</sup>	26%
Very important (5)	500	117	15	32	229	183	42	27	15	412	43	283	164	35	10	6	447	16	125	92
	26%	20% <sup>bc</sup>	21%	12%	31% <sup>ab</sup>	25%	18%	19%	32%	28% <sup>ab</sup>	22%	33% <sup>ab</sup>	23%	17%	12%	25%	28% <sup>ab</sup>	15%	32% <sup>ab</sup>	15%
Don't know	6	2	1	1	2	4	-	-	1	5	1	3	2	-	1	6	1	2	2	2
	*	*	2%	1%	*	*	-	-	1%	*	*	*	*	-	3%	*	*	1%	*	*
NET Not at all important/ Not very important	301	167	17	95	120	117	27	29	8	237	36	146	108	22	19	4	255	23	38	164
	16%	28%	25%	37% <sup>ab</sup>	16%	16%	12%	20%	16%	16%	19%	17%	15%	11%	24%	19%	16%	23%	10%	27% <sup>ab</sup>
NET Important / Very important	1112	265	27	82	440	433	123	81	30	873	112	524	417	106	46	16	940	62	272	252
	59%	43% <sup>ab</sup>	39%	32%	61%	59%	53%	57%	62%	60%	59%	61%	58%	53%	57%	71%	60%	60%	42% <sup>ab</sup>	42%
Mean	3.64	3.35 <sup>ab</sup>	3.27	2.93	3.70	3.64	3.56	3.51	3.69	3.67	3.56	3.70	3.64	3.54	3.34	3.73	3.67	3.42	3.66 <sup>ab</sup>	3.20
Std Dev	1.13	1.26	1.24	1.22	1.18	1.12	0.99	1.12	1.28	1.15	1.16	1.22	1.05	1.02	1.20	1.19	1.14	1.20	1.00	1.19
Std Error	0.03	0.05	0.16	0.07	0.04	0.04	0.07	0.10	0.17	0.03	0.08	0.04	0.04	0.08	0.15	0.25	0.03	0.13	0.05	0.05

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	1877	134	1719	24	615	1155	107	1819	42	15	1	1876	-
Weighted Base	1893	154*	1712	26**	643	1131	119*	1819	56**	16**	2**	1891	-**
Effective Base	1022	79	927	16	348	607	68	984	27	10	1	1021	-
Not at all important (1)	96	5	91	-	36	60	-	93	-	3	-	96	-
	5%	4%	5%	-	6%	5%	-	5%	-	18%	-	5%	-
Not very important (2)	205	9	193	3	58	140	7	200	2	3	-	205	-
	11%	6%	11%	10%	9%	12%	6%	11%	3%	21%	-	11%	-
Neither important nor unimportant (3)	473	28	441	4	147	306	20	454	16	3	-	473	-
	25%	18%	26%	16%	23%	27%	17%	25%	29%	17%	-	25%	-
Important (4)	612	54	548	10	226	338	48	585	24	3	-	612	-
	32%	35%	32%	39%	36%	30%	41%	32%	42%	21%	-	32%	-
Very important (5)	500	58	434	9	175	284	41	483	12	4	2	498	-
	26%	37%	25%	34%	27%	25%	35%	27%	22%	23%	100%	26%	-
Don't know	6	-	6	-	2	2	2	4	2	-	-	6	-
	-	-	-	-	-	-	-	-	3%	-	-	-	-
NET Not at all important/ Not very important	301	15	284	3	93	201	7	294	2	6	-	301	-
	16%	9%	17%	11%	15%	18%	6%	16%	3%	39%	-	16%	-
NET Important / Very important	1112	112	981	19	401	622	89	1068	36	7	2	1111	-
	59%	73%	57%	73%	62%	55%	73%	59%	64%	44%	100%	59%	-
Mean	3.64	3.97%	3.61	3.97	3.70	3.57	4.00%	3.64	3.87	3.11	5.00	3.64	-
Std Dev.	1.13	1.06	1.14	0.99	1.13	1.15	0.89	1.14	0.80	1.48	-	1.13	-
Std Error	0.03	0.09	0.03	0.21	0.05	0.03	0.09	0.03	0.13	0.38	-	0.03	-

Proportions/Means: Column Test (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_11. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Ability to select an evening/weekend delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2022 (e)	Q2 2022 (f)	Q3 2022 (g)	Q4 2022 (h)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1877	414	428	527	508	157	133	124	135	157	138	-	339	188	162	169	177
Weighted Base	1893	447	451	517	477	173*	132*	143*	150*	153*	149*	**	317	200	152*	155*	170
Effective Base	1022	213	247	289	280	77	66	70	77	87	83	-	182	107	85	92	104
Not at all important (1)	96	15	12	41	28	7	6	2	4	2	6	-	29	12	8	8	11
	5%	3%	3%	8% <i>ab</i>	6%	4%	5%	1%	3%	1%	4%	-	9% <i>cd</i>	6%	5%	5%	7%
Not very important (2)	205	38	34	68	65	10	13	15	19	3	12	-	41	27	10	25	30
	11%	9%	8%	13% <i>b</i>	14% <i>b</i>	6%	9%	11% <i>cd</i>	13% <i>cd</i>	2%	8%	-	13% <i>cd</i>	14% <i>cd</i>	6%	16% <i>de</i> <i>in</i>	18% <i>de</i> <i>in</i>
Neither important nor unimportant (3)	473	99	109	101	104	34	30	34	30	44	35	-	96	65	34	33	36
	25%	22%	24%	31% <i>abd</i>	22%	20%	23%	24%	20%	29%	24%	-	30%	33%	22%	22%	21%
Important (4)	612	155	150	147	160	71	37	47	49	53	48	-	90	58	60	46	54
	32%	35%	33%	28%	34%	41% <i>cd</i>	28%	33%	33%	35%	32%	-	28%	29%	40%	30%	31%
Very important (5)	500	140	143	99	118	51	46	44	47	50	46	-	60	38	40	42	37
	26%	31% <i>cd</i>	32% <i>cd</i>	19%	25%	29%	35% <i>lm</i>	31% <i>cd</i>	31% <i>cd</i>	33% <i>lm</i>	31% <i>cd</i>	-	19%	19%	26%	27%	22%
Don't know	6	-	2	2	2	-	-	-	-	-	2	-	2	-	-	-	2
	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	-	1%	0%	0%	0%	1%
NET Not at all important/ Not very important	301	54	46	109	93	17	19	18	23	5	18	-	70	39	18	33	42
	16%	12%	10%	21% <i>ab</i>	19% <i>ab</i>	14% <i>cd</i>	14% <i>cd</i>	12% <i>cd</i>	15% <i>cd</i>	3%	12% <i>cd</i>	-	22% <i>de</i> <i>in</i>	20% <i>cd</i>	12% <i>cd</i>	22% <i>de</i>	24% <i>de</i> <i>in</i>
NET Important / Very important	1112	295	293	246	279	121	83	91	96	103	93	-	150	96	100	88	91
	59%	66% <i>cd</i>	65% <i>cd</i>	48%	55% <i>cd</i>	70% <i>lm</i>	63% <i>cd</i>	64% <i>lm</i>	64% <i>lm</i>	65% <i>lm</i>	63% <i>lm</i>	-	47%	48%	60% <i>lm</i>	57%	53%
Mean	3.64	3.82 <sup>cd</sup>	3.84 <sup>cd</sup>	3.38	3.53 <sup>c</sup>	3.66 <sup>lm</sup>	3.79 <sup>lm</sup>	3.81 <sup>lm</sup>	3.78 <sup>lm</sup>	3.96 <sup>lm</sup>	3.79 <sup>lm</sup>	-	3.36	3.41	3.75 <sup>lm</sup>	3.57	3.44
Std Dev.	1.13	1.07	1.04	1.17	1.17	1.04	1.16	1.04	1.11	0.91	1.10	-	1.19	1.12	1.08	1.20	1.21
Std Error	0.03	0.05	0.05	0.05	0.05	0.08	0.10	0.09	0.10	0.07	0.10	-	0.07	0.08	0.09	0.09	0.09

Proportions/Mean: Column Yes/No (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	1877	-	1877	373	1040	809	1058	315	298	396	253	310	197	108	613	649	615	305	1717	150	1877
Weighted Base	1893	**	1893	460	979	872	1010	357	304	402	250	281	170*	128*	661	652	580	299	1642	239	1877
Effective Base	1022	-	1022	225	568	452	565	188	172	219	139	163	86	58	360	358	304	144	905	113	1022
Not at all important (1)	19	-	19	6	10	14	5	5	9	1	-	2	1	-	15	1	4	1	19	-	19
	1%	-	1%	1%	1%	2%	*	1%	3%	*	-	1%	1%	-	2%	1%	1%	-	1%	-	1%
Not very important (2)	54	-	54	11	40	35	19	18	14	5	3	9	4	1	31	9	14	5	40	14	64
	3%	-	3%	2%	4%	4%	2%	6%	5%	1%	1%	3%	2%	1%	17%	1%	2%	2%	2%	13%	3%
Neither important nor unimportant (3)	249	-	249	68	125	129	120	41	39	56	32	36	23	24	79	87	83	46	219	30	249
	13%	-	13%	15%	13%	15%	12%	11%	13%	14%	13%	13%	13%	18%	12%	13%	14%	15%	13%	13%	13%
Important (4)	849	-	849	173	462	382	459	134	135	174	125	135	91	55	269	299	281	146	755	86	849
	45%	-	45%	38%	47%	44%	45%	38%	44%	43%	50%	49%	53%	43%	41%	46%	48%	49%	46%	36%	45%
Very important (5)	711	-	711	197	340	307	403	150	106	163	87	98	51	48	265	250	196	99	603	105	694
	38%	-	38%	16%	35%	35%	40%	15%	10%	14%	35%	35%	30%	37%	40%	38%	34%	33%	37%	44%	37%
Don't know	10	-	10	5	2	5	5	*	1	3	3	1	1	-	2	6	2	1	7	3	11
	1%	-	1%	1%	*	1%	*	*	1%	1%	1%	1%	-	-	1%	1%	1%	-	1%	1%	1%
NET Not at all important/ Not very important	73	-	73	17	50	49	24	23	23	6	3	11	5	2	46	10	17	7	59	14	83
	4%	-	4%	4%	5%	6%	2%	7%	7%	2%	1%	4%	3%	1%	7%	1%	3%	2%	4%	6%	4%
NET Important / Very important	1560	-	1560	370	802	688	862	293	241	337	212	233	142	103	534	549	478	245	1357	191	1543
	82%	-	82%	80%	82%	79%	85%	82%	79%	84%	85%	83%	83%	80%	81%	84%	82%	82%	83%	80%	82%
Mean	4.16	-	4.16	4.20	4.11	4.07	4.23%	4.19	4.04	4.24%	4.20	4.13	4.10	4.16	4.12	4.22	4.13	4.13	4.15	4.20	4.14
Std Dev.	0.83	-	0.83	0.87	0.85	0.90	0.77	0.92	0.97	0.75	0.70	0.81	0.76	0.78	0.95	0.73	0.79	0.77	0.83	0.88	0.84
Std Error	0.02	-	0.02	0.05	0.03	0.03	0.02	0.05	0.06	0.04	0.04	0.05	0.05	0.08	0.04	0.03	0.03	0.04	0.02	0.07	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - n/op/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1877	561	572	351	393	1133	744	1149	711	187	215	487	511	396	1213	188	1632	250	753	32
Weighted Base	1893	483	548	413	449	1031	862	1248	626	205	248	497	485	382	1230	207	1634	267	687	41**
Effective Base	1022	248	314	220	241	561	461	633	391	102	136	276	276	190	688	103	890	152	399	19
Not at all important (1)	19	10	4	-	5	14	5	14	5	-	6	7	4	3	17	-	19	2	5	2
1%	1%	2.0%	1%	-	1%	1%	1%	1%	1%	-	2%	1%	1%	1%	1%	-	1%	1%	1%	5%
Not very important (2)	54	16	11	12	13	29	25	36	17	10	3	17	12	11	33	10	44	13	34	-
3%	3%	4%	2%	3%	3%	3%	3%	3%	3%	5%	1%	3%	3%	3%	3%	5%	5%	3%	5%	1%
Neither important nor unimportant (3)	249	66	86	41	57	152	98	160	89	28	22	86	59	50	168	28	218	34	108	1
13%	13%	14%	16%	10%	13%	15%	11%	13%	14%	14%	9%	17%	12%	13%	14%	13%	13%	13%	16%	1%
Important (4)	849	196	283	184	183	482	368	547	290	96	120	224	218	150	563	96	724	130	331	23
45%	45%	41%	43.9%	45%	41%	47%	43%	44%	46%	47%	49%	45%	45%	39%	46%	46%	44%	49%	48%	57%
Very important (5)	711	189	161	174	187	350	361	483	222	71	94	160	189	165	444	73	619	86	208	15
38%	38%	33.6%	29%	45.6%	42.6%	34%	42.5%	39%	35%	35%	38%	32%	39%	43.1%	36%	35%	38%	32%	30%	36%
Don't know	10	2	3	1	4	5	5	7	3	2	1	3	3	7	-	-	10	1	2	-
1%	1%	-	1%	-	1%	1%	1%	1%	-	1%	-	1%	1%	1%	1%	-	1%	1%	-	-
NET Not at all important/Not very important	73	26	15	12	18	43	30	50	23	10	9	24	16	13	49	10	63	15	38	2
4%	4%	6%	3%	3%	4%	4%	4%	4%	4%	5%	4%	5%	3%	4%	4%	5%	4%	6%	6%	6%
NET Important / Very important	1560	387	444	358	370	832	729	1030	512	167	215	385	407	315	1006	169	1343	216	539	38
82%	82%	80%	81%	87%	82%	81%	85%	83%	82%	81%	79.2%	77%	84%	83%	82%	82%	82%	81%	78%	93%
Mean	4.16	4.12	4.08	4.26	4.20	4.10	4.23	4.17	4.13	4.11	4.20	4.04	4.20	4.22	4.13	4.12	4.16	4.07	4.03	4.19
Std Dev.	0.83	0.92	0.77	0.76	0.86	0.84	0.81	0.84	0.82	0.82	0.84	0.88	0.80	0.83	0.84	0.82	0.84	0.85	0.85	0.91
Std Error	0.02	0.04	0.03	0.04	0.04	0.03	0.03	0.02	0.03	0.06	0.06	0.04	0.04	0.04	0.02	0.06	0.02	0.05	0.03	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\*\* very small base (under 30) ineligible for sig testing



QE4\_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Proof of postage/dispatch

Base : Have had to decide on a postal/delivery option in the last month

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1877	1213	664	304	916	401	317	243	80	95	103	110	105	94	121	107	101	60	341
Weighted Base	1893	1615	278	69*	1597	154	91	51	63*	195*	153*	148	170*	156*	285	273*	153*	13**	141
Effective Base	1022	866	157	53	771	186	150	173	70	86	95	101	96	85	112	96	93	15	171
Not at all important (1)	19	19	1	*	16	2	1	*	-	-	3	-	-	2	9	2	-	*	2
Not very important (2)	54	37	17	2	42	9	2	2	3	8	3	4	4	2	-	12	6	2	6
Neither important nor unimportant (3)	249	220	29	10	215	14	14	6	14	15	23	21	14	29	37	48	13	1	13
Important (4)	849	724	125	38	708	80	38	24	30	85	54	69	89	71	114	125	70	4	75
Very important (5)	711	605	106	19	609	50	34	18	16	86	69	52	63	51	125	83	64	6	45
Don't know	10	10	*	*	7	*	2	*	-	-	1	2	-	1	-	3	-	-	*
NET Not at all important/ Not very important	73	56	17	2	57	10	3	3	3	8	6	4	4	4	9	14	6	2	8
NET Important / Very important	1560	1329	231	57	1317	130	72	42	46	172	123	121	152	122	239	209	134	10	120
Mean	4.16	4.16	4.15	4.05	4.17	4.09	4.14	4.13	3.93	4.26	4.20	4.16	4.22	4.08	4.22	4.02	4.26	3.97	4.10
Std Dev	0.83	0.83	0.85	0.77	0.83	0.86	0.84	0.85	0.82	0.78	0.91	0.77	0.71	0.82	0.89	0.85	0.77	1.19	0.83
Std Error	0.02	0.02	0.03	0.04	0.03	0.04	0.05	0.05	0.09	0.08	0.09	0.07	0.07	0.09	0.08	0.08	0.08	0.15	0.05

Proportions/Means: Columns Testad (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Base : Have had to decide on a postal/delivery option in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1877	615	63	285	727	744	203	130	59	1471	189	894	708	178	66	23	1602	89	337	698
Weighted Base	1893	596	70*	258	727	733	230	141*	49*	1460	190	864	714	199	82**	22**	1578	104*	391	604
Effective Base	1022	320	32	152	374	403	128	79	34	776	112	480	374	106	43	14	853	57	209	361
Not at all important (1)	19	11	-	3	3	7	5	4	-	11	4	8	-	5	6	-	8	6	7	2
	1%	2%	-	1%	1%	1%	2%	3%	-	1%	2%	1%	-	1%	1%	-	1%	1%	2%	1%
Not very important (2)	54	20	3	9	17	14	9	13	1	31	14	15	18	10	9	3	32	12	24	23
	3%	3%	4%	4%	2%	2%	4%	9% <i>del</i>	1%	2%	7% <i>del</i>	2%	2%	9%	11% <i>del</i>	12%	2%	11% <i>del</i>	6%	4%
Neither important nor unimportant (3)	249	83	12	40	66	107	46	21	10	173	30	95	96	43	10	3	192	13	49	94
	13%	14%	18%	16%	9%	15% <i>del</i>	20% <i>del</i>	15%	20% <i>del</i>	12%	16% <i>del</i>	11%	13%	21% <i>del</i>	13%	13%	12%	13%	12%	15%
Important (4)	849	291	38	130	304	363	117	55	19	658	70	354	334	107	43	8	688	52	169	316
	45%	49%	54%	50%	42%	43% <i>del</i>	51% <i>del</i>	39%	32%	45%	37%	41%	47%	64% <i>del</i>	53%	38%	44%	50%	43%	53% <i>del</i>
Very important (5)	711	190	17	76	332	249	52	49	21	581	70	389	264	32	11	8	654	19	140	169
	38%	32%	24%	30%	46% <i>del</i>	34% <i>del</i>	23%	35%	43% <i>del</i>	40% <i>del</i>	37% <i>del</i>	45% <i>del</i>	37% <i>del</i>	16%	14%	38%	41% <i>del</i>	19%	36%	28%
Don't know	10	1	-	-	4	3	-	2	7	2	2	3	2	3	3	-	5	3	3	1
	1%	1%	-	-	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%
NET Not at all important/ Not very important	73	31	3	12	21	21	14	17	11	42	13	23	18	15	14	3	41	17	31	25
	4%	5%	4%	5%	3%	3%	6%	12% <i>del</i>	1%	3%	9% <i>del</i>	3%	2%	9% <i>del</i>	18% <i>del</i>	12%	3%	17% <i>del</i>	8%	4%
NET Important / Very important	1560	482	55	206	636	602	170	104	37	1239	140	743	599	139	54	17	1341	71	308	485
	82%	81%	78%	80%	83% <i>del</i>	82% <i>del</i>	74%	73%	75%	83% <i>del</i>	74%	81% <i>del</i>	81% <i>del</i>	70%	67%	75%	83% <i>del</i>	68%	79%	80%
Mean	4.16	4.06	3.99	4.04	4.31 <i>del</i>	4.13 <i>del</i>	3.88	3.94	4.22	4.22 <i>del</i>	4.01	4.20 <i>del</i>	4.19 <i>del</i>	3.76	3.57	4.01	4.24 <i>del</i>	3.67	4.06	4.04
Std Dev	0.83	0.87	0.77	0.83	0.77	0.80	0.88	1.05	0.82	0.79	1.00	0.80	0.76	0.88	1.09	1.02	0.78	1.09	0.94	0.79
Std Error	0.02	0.04	0.10	0.05	0.03	0.03	0.06	0.09	0.11	0.02	0.07	0.03	0.03	0.07	0.14	0.21	0.02	0.12	0.05	0.03

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Base : Have had to decide on a postal/delivery option in the last month

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	1877	134	1719	24	615	1155	107	1819	42	15	1	1876	-
Weighted Base	1893	154*	1712	26**	643	1131	119*	1819	56**	16**	2**	1891	-**
Effective Base	1022	79	927	16	348	607	68	984	27	10	1	1021	-
Not at all important (1)	19	5	12	2	3	10	6	19	-	-	-	19	-
	1%	3%	1%	7%	1%	1%	8%	1%	-	-	-	1%	-
Not very important (2)	54	8	46	-	18	33	3	41	11	3	-	54	-
	3%	5%	3%	-	3%	3%	2%	2%	19%	18%	-	3%	-
Neither important nor unimportant (3)	249	16	233	-	85	147	17	228	18	4	-	249	-
	13%	11%	14%	-	13%	13%	14%	13%	32%	22%	-	13%	-
Important (4)	849	52	788	10	287	522	39	830	12	4	2	847	-
	45%	33%	45%	37%	45%	45%	33%	46%	22%	28%	100%	46%	-
Very important (5)	711	73	624	14	247	412	52	694	13	4	-	711	-
	38%	47%	36%	55%	38%	36%	44%	38%	24%	23%	-	38%	-
Don't know	10	-	9	-	2	6	1	7	1	1	-	10	-
	1%	-	1%	-	1%	1%	1%	1%	3%	9%	-	1%	-
NET Not at all important/ Not very important	73	13	58	2	22	43	8	60	11	3	-	73	-
	4%	9%	3%	7%	3%	4%	7%	3%	19%	18%	-	4%	-
NET Important / Very important	1560	124	1412	24	534	934	92	1525	26	8	2	1559	-
	82%	81%	82%	92%	83%	83%	77%	84%	46%	51%	100%	82%	-
Mean	4.16	4.16	4.15	4.32	4.18	4.15	4.11	4.18	3.52	3.61	4.00	4.16	-
Std Dev.	0.83	1.03	0.81	1.07	0.80	0.82	1.06	0.81	1.07	1.11	-	0.83	-
Std Error	0.02	0.09	0.02	0.22	0.03	0.02	0.10	0.02	0.17	0.30	-	0.02	-

Proportions/Mean: Column Test (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_12. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
**Proof of postage/dispatch**

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2022 (e)	Q2 2022 (f)	Q3 2022 (g)	Q4 2022 (h)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1877	414	428	527	508	157	133	124	135	157	138	-	339	188	162	169	177
Weighted Base	1893	447	451	517	477	173*	132*	143*	150*	153*	149*	**	317	200	152*	155*	170
Effective Base	1022	213	247	289	280	77	66	70	77	87	83	-	182	107	85	92	104
Not at all important (1)	19	5	5	4	5	*	3	2	3	-	3	-	4	-	4	*	1
	1%	1%	1%	1%	1%	-	2%	1%	2%	-	2%	-	1%	-	2%	-	1%
Not very important (2)	54	3	3	31	17	-	1	2	2	*	1	-	25	5	6	6	4
	3%	1%	1%	6% <sup>lab</sup>	3% <sup>lab</sup>	-	1%	2%	1%	-	1%	-	6% <sup>imp</sup>	3%	4%	4%	2%
Neither important nor unimportant (3)	249	54	53	82	80	23	15	16	16	22	14	-	51	31	15	22	23
	13%	12%	12%	16%	13%	13%	11%	11%	11%	15%	10%	-	16%	16%	10%	14%	13%
Important (4)	849	182	183	254	230	67	60	54	67	52	64	-	142	112	75	67	88
	45%	41%	41%	49% <sup>lab</sup>	48%	39%	46%	38%	45%	34%	43%	-	45%	58% <sup>imp</sup>	49% <sup>lab</sup>	43%	52% <sup>lab</sup>
Very important (5)	711	199	204	145	164	82	51	66	62	75	66	-	93	51	51	59	53
	38%	45% <sup>lab</sup>	45% <sup>lab</sup>	28%	34%	47% <sup>imp</sup>	39%	46% <sup>imp</sup>	41% <sup>lab</sup>	49% <sup>imp</sup>	49% <sup>lab</sup>	-	29%	26%	34%	38%	31%
Don't know	10	4	3	2	1	-	1	2	*	3	-	-	2	-	*	-	1
	1%	1%	1%	*	*	-	1%	1%	*	2%	-	-	1%	-	*	-	1%
NET Not at all important/ Not very important	73	8	9	34	22	*	4	4	4	*	4	-	29	5	10	7	5
	4%	2%	2%	7% <sup>lab</sup>	5%	-	3%	3%	3%	*	3%	-	9% <sup>imp</sup>	3%	7% <sup>lab</sup>	4%	3%
NET Important / Very important	1560	381	386	399	394	149	112	120	129	127	130	-	235	163	126	127	141
	82%	85% <sup>lab</sup>	86% <sup>lab</sup>	77%	83%	87% <sup>lab</sup>	85%	84%	86% <sup>lab</sup>	83%	85% <sup>lab</sup>	-	74%	82%	83%	82%	83%
Mean	4.16	4.28 <sup>lab</sup>	4.28 <sup>lab</sup>	3.98	4.12	4.34 <sup>imp</sup>	4.19	4.28 <sup>lab</sup>	4.23 <sup>lab</sup>	4.35 <sup>imp</sup>	4.28 <sup>lab</sup>	-	3.94	4.05	4.08	4.16	4.11
Std Dev.	0.83	0.79	0.80	0.86	0.83	0.71	0.84	0.83	0.83	0.74	0.82	-	0.94	0.72	0.91	0.82	0.77
Std Error	0.02	0.04	0.04	0.04	0.04	0.06	0.07	0.08	0.07	0.06	0.07	-	0.05	0.05	0.07	0.06	0.06

Proportions/Mean: Column Total (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	1877	-	1877	373	1040	809	1058	315	298	396	253	310	197	108	613	649	615	305	1717	150	1877
Weighted Base	1893	**	1893	460	979	872	1010	357	304	402	250	281	170*	128*	661	652	580	299	1642	239	1877
Effective Base	1022	-	1022	225	568	452	565	188	172	219	139	163	86	58	360	358	304	144	905	113	1877
Not at all important (1)	33	-	33	7	11	18	15	5	6	3	5	8	4	*	11	9	12	4	29	3	34
	2%	-	2%	2%	1%	2%	1%	1%	2%	1%	2%	3%	2%	*	2%	1%	2%	1%	2%	1%	2%
Not very important (2)	47	-	47	10	24	24	21	11	9	10	1	10	5	1	20	11	16	6	41	6	58
	2%	-	2%	2%	2%	3%	2%	3%	3%	2%	1%	4%	3%	1%	3%	2%	3%	2%	2%	3%	3%
Neither important nor unimportant (3)	233	-	233	48	143	120	114	43	38	56	33	34	14	15	81	89	63	30	200	30	227
	12%	-	12%	11%	15%	14%	11%	12%	12%	14%	13%	12%	8%	12%	12%	14%	11%	10%	12%	12%	12%
Important (4)	805	-	805	188	438	380	421	152	132	156	101	119	81	65	284	257	265	146	711	90	803
	43%	-	43%	41%	45%	44%	42%	42%	43%	39%	40%	42%	47%	51%	43%	39%	46%	49%	43%	38%	43%
Very important (5)	762	-	762	197	360	319	438	142	116	173	108	110	66	46	259	281	222	112	652	108	742
	40%	-	40%	43%	37%	37%	43%	40%	38%	43%	43%	39%	39%	36%	39%	43%	38%	38%	40%	45%	40%
Don't know	12	-	12	8	3	11	1	4	3	4	1	*	*	*	7	5	*	*	9	3	13
	1%	-	1%	2%	1%	1%	*	1%	1%	1%	*	*	*	*	1%	1%	*	*	1%	1%	1%
NET Not at all important/ Not very important	80	-	80	18	35	42	36	16	15	13	7	18	9	1	31	20	29	11	70	10	92
	4%	-	4%	4%	4%	5%	4%	5%	5%	3%	3%	6%	5%	1%	5%	3%	5%	4%	4%	4%	5%
NET Important / Very important	1567	-	1567	385	798	699	859	294	248	329	209	229	147	111	542	538	487	258	1364	196	1545
	83%	-	83%	84%	82%	80%	85%	82%	82%	82%	84%	81%	86%	87%	82%	82%	84%	86%	83%	82%	82%
Mean	4.18	-	4.18	4.23	4.14	4.11	4.24	4.18	4.14	4.22	4.23	4.11	4.17	4.22	4.16	4.22	4.15	4.19	4.17	4.23	4.16
Std Dev.	0.87	-	0.87	0.85	0.83	0.89	0.84	0.87	0.89	0.84	0.86	0.95	0.89	0.69	0.88	0.85	0.88	0.81	0.87	0.88	0.89
Std Error	0.02	-	0.02	0.04	0.03	0.03	0.03	0.05	0.05	0.04	0.05	0.05	0.06	0.07	0.04	0.03	0.04	0.05	0.02	0.07	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Knowledge that they will deliver it to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1877	561	572	351	393	1133	744	1149	711	187	215	487	511	396	1213	188	1632	250	753	32
Weighted Base	1893	483	548	413	449	1031	862	1248	626	205	248	497	485	382	1230	207	1634	267	687	41**
Effective Base	1022	248	314	220	241	561	461	633	391	102	136	276	276	190	688	103	890	152	399	19
Not at all important (1)	33	10	11	2	10	21	12	22	9	2	9	9	7	2	26	2	28	3	13	-
Not very important (2)	47	14	18	7	9	32	15	30	17	4	3	15	18	6	36	4	42	4	29	-
Neither important nor unimportant (3)	233	62	66	35	69	128	105	145	81	39	34	65	39	50	138	39	192	44	103	4
Important (4)	806	186	260	205	152	448	357	526	270	71	77	224	235	153	537	71	704	111	330	25
Very important (5)	762	205	185	163	203	396	365	513	247	90	119	179	184	169	482	92	655	103	212	11
Don't know	12	5	5	1	6	7	7	10	2	1	4	4	1	1	11	1	12	2	2	-
NET Not at all important	80	24	29	8	19	53	27	53	26	6	12	24	26	8	62	6	70	6	41	-
NET Not very important	4%	5%	3%	2%	4%	5%	3%	4%	4%	3%	5%	5%	5%	2%	5%	3%	4%	2%	6%	-
NET Important / Very important	1567	396	448	368	355	844	723	1040	516	161	196	404	419	322	1019	163	1360	214	542	37
83%	82%	82%	83%	79%	82%	84%	83%	83%	78%	78%	79%	81%	86%	84%	83%	79%	83%	80%	79%	90%
Mean	4.18	4.18	4.10	4.16	4.19	4.14	4.23	4.19	4.17	4.19	4.21	4.12	4.18	4.26	4.16	4.20	4.18	4.17	4.02	4.18
Std Dev.	0.87	0.91	0.88	0.72	0.93	0.89	0.83	0.87	0.86	0.86	0.99	0.87	0.85	0.79	0.89	0.86	0.86	0.82	0.89	0.60
Std Error	0.02	0.04	0.04	0.04	0.05	0.03	0.03	0.03	0.03	0.06	0.07	0.04	0.04	0.04	0.03	0.06	0.02	0.05	0.03	0.11

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing

QE4\_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1877	1213	664	304	916	401	317	243	80	95	103	110	105	94	121	107	101	60	341
Weighted Base	1893	1615	278	69*	1597	154	91	51	63*	195*	153*	148	170*	156*	285	273*	153*	13**	141
Effective Base	1022	866	157	53	771	186	150	173	70	86	95	101	96	85	112	96	93	15	171
Not at all important (1)	33	30	3	2	26	5	1	1	-	7	4	3	1	2	7	-	1	-	5
	2%	2%	1%	2%	2%	3%	1%	1%	-	4%	3%	2%	1%	2%	3%	-	1%	2%	3%
Not very important (2)	47	42	5	2	36	5	3	3	1	-	5	8	-	-	4	13	5	-	5
	2%	3%	2%	3%	2%	4%	3%	8%	1%	-	3%	6%	-	-	1%	5%	4%	-	4%
Neither important nor unimportant (3)	233	200	33	6	197	21	9	7	15	18	18	13	26	16	41	33	18	1	19
	12%	12%	12%	9%	12%	13%	10%	13%	24%	16%	9%	12%	15%	10%	14%	12%	12%	10%	14%
Important (4)	806	686	120	33	679	65	40	21	28	88	58	71	82	74	106	108	64	5	60
	43%	42%	43%	48%	42%	42%	44%	42%	45%	45%	38%	46%	48%	48%	48%	37%	39%	42%	43%
Very important (5)	762	645	117	26	650	57	36	19	19	81	67	50	62	62	128	117	64	6	50
	40%	40%	42%	38%	41%	37%	39%	37%	30%	42%	44%	34%	36%	40%	45%	43%	42%	49%	36%
Don't know	12	12	-	-	8	1	2	-	-	-	-	4	-	2	-	3	-	-	1
	1%	1%	-	-	1%	1%	3%	1%	-	-	-	3%	-	1%	-	1%	-	-	1%
NET Not at all important/Not very important	80	72	8	4	62	10	4	4	1	7	9	11	1	2	11	7	-	-	10
	4%	4%	3%	5%	4%	7%	4%	7%	1%	4%	8%	7%	1%	2%	4%	4%	-	-	7%
NET Important / Very important	1567	1331	236	59	1329	122	75	40	47	169	126	121	144	136	233	225	128	12	111
	83%	82%	85%	86%	83%	79%	83%	79%	75%	37%	82%	81%	84%	37%	82%	84%	88%	88%	78%
Mean	4.18	4.17	4.23	4.16	4.19	4.07	4.20	4.09	4.04	4.21	4.17	4.09	4.19	4.25	4.20	4.22	4.20	4.32	4.04
Std Dev.	0.87	0.88	0.81	0.89	0.86	0.97	0.84	0.93	0.77	0.89	0.96	0.91	0.74	0.76	0.91	0.84	0.85	0.86	0.98
Std Error	0.02	0.03	0.03	0.05	0.03	0.05	0.05	0.06	0.09	0.09	0.09	0.09	0.07	0.08	0.08	0.08	0.08	0.11	0.05

Proportions/Mean: Columns Testad (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1877	615	285	727	744	203	130	59	1471	189	894	708	178	66	23	1602	89	337	698	
Weighted Base	1893	596	70*	258	727	733	230	141*	49*	1460	190	864	714	199	82**	22**	1578	104*	391	604
Effective Base	1022	320	32	152	374	403	128	79	34	776	112	480	374	106	43	14	853	57	209	361
Not at all important (1)	33	14	1	3	7	12	6	1	19	8	13	9	5	6	-	22	6	4	12	
	2%	2%	2%	1%	1%	2%	3%	1%	2%	1%	1%	1%	2%	1%	-	1%	1%	1%	2%	
Not very important (2)	47	23	3	9	12	18	4	9	2	30	12	9	21	4	8	2	30	10	17	
	2%	4%	4%	3%	2%	2%	2%	7%	5%	2%	6%	1%	3%	2%	9%	9%	2%	9%	4%	
Neither important nor unimportant (3)	233	70	19	33	66	96	43	19	7	161	26	78	83	55	11	4	161	14	63	
	12%	12%	27% <sup>abc</sup>	13%	9%	13%	13%	13%	15%	11%	14%	9%	12%	23% <sup>klmno</sup>	13%	16%	10%	14%	16%	
Important (4)	805	269	22	121	272	357	103	50	10	629	69	333	354	71	37	8	687	45	149	
	43%	45%	32%	47%	37%	45%	36%	38%	38%	43%	39%	39%	50% <sup>klm</sup>	35%	45%	37%	44%	44%	38%	
Very important (5)	762	220	25	93	370	243	73	53	17	614	70	428	241	63	20	8	669	28	153	
	40%	37%	35%	36%	51% <sup>efgij</sup>	33%	32%	38%	35%	42% <sup>kl</sup>	37%	50% <sup>klmnpq</sup>	34%	32%	24%	38%	42% <sup>klmno</sup>	27%	39% <sup>rs</sup>	
Don't know	12	-	-	-	-	7	-	3	2	7	6	4	6	2	-	9	-	3	-	
	1%	-	-	-	-	1%	-	1%	1%	1%	1%	-	1%	-	1%	-	-	1%	-	
NET Not at all important/ Not very important	80	37	4	12	19	30	10	15	4	49	10	22	30	9	14	2	52	16	22	
	4%	6%	6%	5%	3%	4%	4%	11% <sup>def</sup>	8%	3%	10% <sup>def</sup>	3%	4%	5%	17% <sup>klmnp</sup>	9%	3%	15% <sup>klmnp</sup>	6%	
NET Important / Very important	1567	489	47	214	642	601	177	103	35	1243	139	761	595	133	57	17	1356	74	303	
	83%	75%	67%	53%	53% <sup>klmnop</sup>	43% <sup>kl</sup>	77%	73%	72%	63% <sup>klmnop</sup>	73%	63% <sup>klmnop</sup>	65% <sup>klmnop</sup>	67%	70%	75%	63% <sup>klmnop</sup>	71%	77%	
Mean	4.18	4.11	3.95	4.13	4.38 <sup>efgij</sup>	4.10	4.01	3.98	4.01	3.99	4.04	4.34 <sup>klmnpq</sup>	4.12 <sup>klmno</sup>	3.92	3.70	4.04	4.28 <sup>klmno</sup>	3.77	4.11	
Std Dev	0.87	0.92	0.98	0.85	0.79	0.84	0.91	1.10	1.02	0.82	1.08	0.80	0.82	0.95	1.16	0.97	0.82	1.13	0.91	
Std Error	0.02	0.04	0.12	0.05	0.03	0.03	0.06	0.10	0.14	0.02	0.08	0.03	0.03	0.07	0.14	0.20	0.02	0.12	0.05	

Proportions/Mean: Columns Tested (5% risk level) - abc - dfg/hij - klmnop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QE4\_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1877	134	1719	24	615	1155	107	1819	42	15	1	1876	-
Weighted Base	1893	154*	1712	26**	643	1131	119*	1819	56**	16**	2**	1891	-**
Effective Base	1022	79	927	16	348	607	68	984	27	10	1	1021	-
Not at all important (1)	33	1	31	-	8	20	5	29	-	3	-	33	-
	2%	1%	2%	-	1%	2%	4%	2%	-	21%	-	2%	-
Not very important (2)	47	4	43	-	12	34	1	44	3	*	-	47	-
	2%	3%	3%	-	2%	3%	1%	2%	5%	3%	-	3%	-
Neither important nor unimportant (3)	233	12	216	5	80	126	27	219	11	4	-	233	-
	12%	8%	13%	18%	12%	11%	23%	12%	20%	22%	-	12%	-
Important (4)	805	63	732	10	262	503	41	778	23	3	2	803	-
	43%	41%	43%	38%	41%	44%	34%	43%	41%	18%	100%	42%	-
Very important (5)	762	72	678	12	276	442	44	743	15	4	-	762	-
	40%	47%	40%	44%	43%	39%	37%	41%	26%	27%	-	40%	-
Don't know	12	2	11	*	5	6	1	6	5	2	-	12	-
	1%	1%	1%	*	1%	1%	1%	*	8%	9%	-	1%	-
NET Not at all important/ Not very important	80	5	75	-	20	54	6	73	3	4	-	80	-
	4%	3%	4%	-	3%	5%	5%	4%	5%	24%	-	4%	-
NET important / Very important	1567	135	1411	21	538	945	84	1521	37	7	2	1565	-
	83%	87%	82%	82%	84%	82%	71%	84%	67%	45%	100%	83%	-
Mean	4.18	4.31	4.17	4.26	4.23	4.17	4.00	4.19	3.95	3.30	4.00	4.18	-
Std Dev	0.87	0.80	0.88	0.76	0.83	0.87	1.01	0.86	0.86	1.55	-	0.87	-
Std Error	0.02	0.07	0.02	0.16	0.03	0.03	0.10	0.02	0.14	0.41	-	0.02	-

Proportions/Means: Column Test (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_15. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

Total	Quarter				Month												
	Q1 2022 (e)	Q2 2022 (e)	Q3 2022 (e)	Q4 2022 (e)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	1877	414	428	527	508	157	133	124	135	157	138	-	339	188	162	169	177
Weighted Base	1893	447	451	517	477	173*	132*	143*	150*	153*	149*	**	317	200	152*	155*	170
Effective Base	1022	213	247	289	280	77	66	70	77	87	83	-	182	107	85	92	104
Not at all important (1)	33	7	10	11	5	*	6	*	4	1	5	-	7	4	2	-	4
	2%	2%	2%	2%	1%	*	5% <u>e</u>	*	3%	*	4%	-	2%	2%	1%	-	2%
Not very important (2)	47	8	8	19	12	2	4	3	1	1	6	-	14	5	3	3	6
	2%	2%	2%	4%	3%	1%	3%	2%	+	+	4%	-	4%	3%	2%	2%	3%
Neither important nor unimportant (3)	233	40	42	83	68	14	10	17	15	14	13	-	48	35	17	28	23
	12%	9%	9%	15% <u>ab</u>	14%	8%	7%	12%	10%	9%	9%	-	15%	17%	11%	18%	14%
Important (4)	806	188	152	245	221	79	51	58	50	50	51	-	150	95	80	69	72
	43%	42%	34%	47% <u>h</u>	46% <u>h</u>	46%	38%	41%	33%	33%	35%	-	47% <u>klm</u>	48% <u>kl</u>	52% <u>klm</u>	45%	42%
Very important (5)	762	202	233	156	171	77	61	64	75	86	72	-	95	61	51	54	66
	40%	48% <u>cd</u>	55% <u>cd</u>	30%	36%	45% <u>d</u>	46% <u>lm</u>	45% <u>d</u>	59% <u>lmnop</u>	59% <u>lmnop</u>	49% <u>lmnop</u>	-	30%	30%	33%	35%	39%
Don't know	12	2	7	3	+	-	1	1	0	1	-	-	3	-	-	-	-
	1%	1%	2%	1%	-	-	1%	1%	0%	1%	-	-	1%	-	-	-	-
NET Not at all important/ Not very important	80	15	18	30	17	3	10	3	5	1	12	-	21	9	4	3	9
	4%	3%	4%	6%	4%	1%	7% <u>d</u>	2%	3%	1%	8% <u>e</u>	-	7% <u>d</u>	5%	3%	2%	5%
NET Important / Very important	1567	389	385	401	392	156	112	122	125	137	124	-	245	158	130	124	138
	83%	87% <u>c</u>	85% <u>c</u>	77%	82%	90% <u>lm</u>	84%	85%	83%	89% <u>lm</u>	83%	-	77%	78%	86%	80%	81%
Mean	4.18	4.28 <u>c</u>	4.33 <u>cd</u>	4.00	4.13	4.33 <u>lm</u>	4.19	4.28 <u>lm</u>	4.33 <u>lm</u>	4.45 <u>lmnop</u>	4.20	-	3.99	4.02	4.15	4.13	4.12
Std Dev.	0.87	0.82	0.88	0.90	0.83	0.70	1.02	0.76	0.88	0.71	1.02	-	0.91	0.88	0.77	0.78	0.91
Std Error	0.02	0.04	0.04	0.04	0.04	0.06	0.09	0.07	0.08	0.06	0.09	-	0.05	0.06	0.06	0.06	0.07

Proportions/Mean: Columns Yes/No (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)		NET White (r)	NET EMG (s)
Unweighted Base	1877	-	1877	373	1040	809	1058	315	298	396	253	310	197	108	613	649	615	305	1717	150	1877
Weighted Base	1893	**	1893	460	979	872	1010	357	304	402	250	281	170*	128*	661	652	580	299	1642	239	1877
Effective Base	1022	-	1022	225	568	452	565	188	172	219	139	163	86	58	360	358	304	144	905	113	1877
Not at all important (1)	37	-	37	9	19	22	15	4	8	5	3	5	4	9	12	8	18	13	36	1	30
	2%	-	2%	2%	2%	3%	1%	1%	2%	1%	2%	2%	2%	7% <b>nm</b>	2%	1%	3%	4% <b>o</b>	2%	-	2%
Not very important (2)	41	-	41	17	15	18	22	10	10	2	2	9	4	5	20	3	18	9	39	2	56
	2%	-	2%	4%	2%	2%	2%	3%	3% <b>o</b>	-	1%	3% <b>o</b>	2%	4% <b>o</b>	3% <b>o</b>	-	3% <b>o</b>	3% <b>o</b>	2%	1%	3%
Neither important nor unimportant (3)	200	-	200	48	119	109	91	37	34	46	27	22	13	20	71	73	55	34	175	21	211
	11%	-	11%	11%	12%	13%	9%	10%	11%	11%	11%	8%	8%	16%	11%	11%	10%	11%	11%	9%	11%
Important (4)	893	-	893	203	487	395	491	165	139	166	122	142	96	63	304	288	301	159	792	100	881
	47%	-	47%	44%	50%	45%	49%	46%	46%	41%	49%	51%	59% <b>nl</b>	49%	46%	44%	52% <b>nl</b>	53%	48%	42%	47%
Very important (5)	705	-	705	175	336	320	382	135	110	181	94	102	53	30	244	275	186	83	590	111	682
	37%	-	37%	38%	34%	37%	36%	33% <b>nl</b>	36%	43% <b>nl</b>	38%	36%	31%	23%	37%	37% <b>nl</b>	32%	28%	36%	43% <b>nl</b>	37%
Don't know	16	-	16	7	3	7	9	7	3	2	2	1	-	-	11	5	1	-	10	4	17
	1%	-	1%	1%	-	1%	1%	2%	1%	1%	1%	-	-	-	2%	1%	-	-	1%	1%	1%
NET Not at all important/ Not very important	79	-	79	26	34	41	37	14	17	6	4	14	8	14	31	11	37	22	75	3	86
	4%	-	4%	6%	3%	5%	4%	4%	6% <b>nl</b>	2%	2%	5%	5%	11% <b>nl</b>	5% <b>nl</b>	2%	6% <b>nl</b>	7% <b>nl</b>	5%	1%	5%
NET Important / Very important	1598	-	1598	379	823	715	873	299	249	347	216	244	149	93	548	563	487	242	1382	211	1563
	84%	-	84%	82%	84%	82%	86%	84%	82%	86% <b>nl</b>	87% <b>nl</b>	87% <b>nl</b>	89% <b>nl</b>	73%	83%	86%	84%	81%	84%	88%	83%
Mean	4.17	-	4.17	4.14	4.13	4.12	4.20	4.18 <b>m</b>	4.11 <b>m</b>	4.23 <b>nm</b>	4.22 <b>m</b>	4.17 <b>m</b>	4.12 <b>m</b>	3.78	4.15 <b>o</b>	4.27 <b>po</b>	4.07	3.97	4.14	4.35 <b>r</b>	4.14
Std Dev.	0.85	-	0.85	0.90	0.83	0.89	0.81	0.82	0.91	0.78	0.75	0.84	0.83	1.08	0.86	0.77	0.91	0.96	0.86	0.72	0.85
Std Error	0.02	-	0.02	0.05	0.03	0.03	0.03	0.05	0.05	0.04	0.05	0.05	0.06	0.10	0.04	0.03	0.04	0.05	0.02	0.06	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - n/op/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1877	561	572	351	393	1133	744	1149	711	187	215	487	511	396	1213	188	1632	250	753	32
Weighted Base	1893	483	548	413	449	1031	862	1248	626	205	248	497	485	382	1230	207	1634	267	687	41**
Effective Base	1022	248	314	220	241	561	461	633	391	102	136	276	276	190	688	103	890	152	399	19
Not at all important (1)	37	4	5	14	15	9	28	17	21	1	9	10	16	1	35	1	37	7	17	-
	2%	1%	1%	3%	3%	1%	3%	1%	3%	*	3%	2%	3%	*	3%	*	2%	3%	3%	-
Not very important (2)	41	11	12	7	11	23	18	21	20	5	3	11	14	5	28	8	33	8	17	-
	2%	2%	2%	2%	2%	2%	2%	2%	3%	4%	1%	2%	3%	1%	2%	4%	2%	3%	3%	1%
Neither important nor unimportant (3)	200	35	79	36	51	113	86	137	61	23	27	69	46	26	142	23	172	31	93	7
	11%	7%	14%	9%	11%	11%	10%	11%	10%	11%	11%	14%	9%	7%	12%	11%	11%	12%	14%	17%
Important (4)	893	236	266	206	184	504	389	578	304	95	107	244	222	184	573	95	773	120	350	21
	47%	49%	49%	50%	41%	49%	45%	46%	49%	46%	43%	49%	46%	46%	47%	46%	47%	45%	51%	51%
Very important (5)	765	185	182	150	184	370	334	484	217	75	99	158	186	151	443	80	606	99	206	13
	37%	39%	33%	36%	41%	36%	39%	39%	35%	38%	40%	32%	38%	41%	36%	39%	37%	37%	30%	31%
Don't know	16	8	4	-	5	11	5	11	3	1	3	4	2	4	9	1	13	1	3	-
	1%	2%	1%	-	1%	1%	1%	1%	*	*	1%	1%	*	1%	1%	*	1%	*	*	-
NET Not at all important/Not very important	79	14	18	21	28	32	47	37	41	9	12	22	29	6	63	9	70	15	35	-
	4%	3%	3%	5%	6%	3%	5%	3%	5%	4%	5%	4%	5%	1%	5%	4%	4%	6%	5%	1%
NET Important / Very important	1598	426	448	356	368	874	724	1062	520	173	206	402	408	345	1016	175	1379	219	556	33
	84%	82%	82%	86%	82%	85%	84%	85%	83%	84%	83%	81%	84%	82%	83%	84%	84%	82%	81%	82%
Mean	4.17	4.20	4.12	4.14	4.15	4.18	4.15	4.21	4.08	4.18	4.16	4.07	4.14	4.22	4.11	4.19	4.16	4.12	4.04	4.12
Std Dev.	0.85	0.75	0.80	0.90	0.95	0.78	0.92	0.81	0.93	0.81	0.93	0.86	0.93	0.68	0.90	0.81	0.86	0.92	0.88	0.72
Std Error	0.02	0.03	0.03	0.05	0.05	0.02	0.03	0.02	0.04	0.06	0.06	0.04	0.04	0.03	0.03	0.06	0.02	0.06	0.03	0.13

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing

QE4\_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1877	1213	664	304	916	401	317	243	80	95	103	110	105	94	121	107	101	60	341
Weighted Base	1893	1615	278	69*	1597	154	91	51	63*	195*	153*	148	170*	156*	285	273*	153*	13**	141
Effective Base	1022	866	157	53	771	186	150	173	70	86	95	101	96	85	112	96	93	15	171
Not at all important (1)	37	36	1	*	31	4	2	1	1	1	3	3	1	2	5	13	2	2	2
	2%	2%	*	1%	2%	2%	2%	2%	1%	1%	2%	2%	1%	1%	2%	5%	1%	16%	1%
Not very important (2)	41	34	7	2	34	5	1	2	1	6	3	5	3	1	8	2	4	*	4
	2%	2%	2%	3%	2%	3%	1%	4%	1%	3%	2%	3%	2%	1%	3%	1%	3%	3%	2%
Neither important nor unimportant (3)	200	168	32	9	165	21	6	7	5	25	15	9	12	13	30	33	23	2	19
	11%	10%	12%	13%	10%	14%	7%	14%	8%	13%	10%	6%	7%	8%	11%	12%	15%	15%	14%
Important (4)	893	755	138	36	749	74	45	25	27	85	54	68	95	91	142	124	62	5	89
	47%	47%	50%	52%	47%	46%	50%	49%	43%	44%	35%	46%	53%	53%	52%	45%	41%	41%	43%
Very important (5)	765	605	99	21	604	49	35	16	29	75	74	63	59	48	97	100	60	3	45
	37%	38%	36%	31%	38%	32%	39%	31%	46%	38%	43%	42%	34%	31%	34%	37%	39%	27%	32%
Don't know	16	16	*	*	13	2	1	*	1	2	3	*	*	1	3	2	2	*	2
	1%	1%	*	*	1%	1%	1%	*	1%	1%	2%	*	*	1%	1%	1%	1%	*	1%
NET Not at all important/Not very important	79	70	8	3	65	8	3	3	1	7	6	9	4	3	13	15	6	2	6
	4%	4%	3%	4%	4%	5%	3%	5%	2%	4%	4%	6%	3%	2%	5%	4%	4%	16%	4%
NET Important / Very important	1598	1361	237	57	1354	123	80	41	56	160	129	131	154	139	239	224	122	9	114
	84%	84%	85%	83%	85%	80%	80%	80%	89%	82%	84%	88%	91%	89%	82%	80%	80%	68%	81%
Mean	4.17	4.16	4.18	4.09	4.18	4.05	4.22	4.05	4.23	4.18	4.29	4.22	4.22	4.19	4.12	4.09	4.15	3.60	4.09
Std Dev.	0.85	0.86	0.77	0.80	0.85	0.90	0.80	0.88	0.76	0.82	0.89	0.88	0.71	0.70	0.84	0.97	0.87	1.38	0.83
Std Error	0.02	0.02	0.03	0.05	0.03	0.05	0.05	0.06	0.08	0.09	0.09	0.08	0.07	0.07	0.08	0.09	0.09	0.18	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.

Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1877	615	63	285	727	744	203	130	59	1471	189	894	708	178	66	23	1602	89	337	698
Weighted Base	1893	596	70*	258	727	733	230	141*	49*	1460	190	864	714	199	82*	22**	1578	104*	391	604
Effective Base	1022	320	32	152	374	403	128	79	34	776	112	480	374	106	43	14	853	57	209	361
Not at all important (1)	37	18	-	9	13	7	7	7	3	20	11	17	8	7	3	-	25	3	6	18
	2%	3%	-	3%	2%	1%	3%	3% <b>ad</b>	1%	3% <b>ad</b>	1%	2%	1%	4%	-	2%	3%	2%	2%	3%
Not very important (2)	41	16	5	10	19	8	4	8	2	27	8	19	8	4	5	3	28	8	11	15
	2%	3%	8%	4%	3%	1%	2%	4% <b>ad</b>	5%	2%	4% <b>ad</b>	2%	1%	2%	6% <b>ad</b>	14%	2%	8% <b>ad</b>	3%	3%
Neither important nor unimportant (3)	200	63	6	23	58	83	37	16	4	142	21	57	80	46	14	3	137	16	49	83
	11%	11%	9%	9%	8%	11%	10% <b>ad</b>	12%	9%	10%	11%	7%	11% <b>ad</b>	23% <b>ad</b>	47% <b>ad</b>	12%	9%	19% <b>ad</b>	13%	14%
Important (4)	893	302	58	138	315	375	111	73	15	690	88	364	301	93	37	6	755	43	165	326
	47%	51%	54%	54%	43%	43% <b>ad</b>	48%	31%	31%	47%	46%	42%	43% <b>ad</b>	47%	46%	27%	48% <b>ad</b>	41%	42%	43% <b>ad</b>
Very important (5)	705	193	20	78	316	255	69	36	22	571	58	401	223	44	21	10	624	32	158	160
	37%	32%	29%	30%	44% <b>ad</b>	35%	30%	26%	44%	39% <b>ad</b>	30%	46% <b>ad</b>	31%	22%	26%	47%	40% <b>ad</b>	31%	41% <b>ad</b>	27%
Don't know	16	3	1	1	5	5	2	2	2	10	4	5	4	5	2	-	9	2	2	2
	1%	1%	1%	*	1%	1%	1%	2%	1% <b>ad</b>	1%	2%	1%	1%	3% <b>ad</b>	2%	-	1%	2%	1%	*
NET Not at all important/ Not very important	79	34	5	19	32	15	11	13	9	47	10	37	16	11	8	3	53	11	17	33
	4%	6%	8%	7%	4%	2%	5%	9% <b>ad</b>	10% <b>ad</b>	3%	10% <b>ad</b>	4%	2%	6%	10% <b>ad</b>	14%	3%	11% <b>ad</b>	4%	6%
NET Important / Very important	1598	495	58	216	631	630	190	109	37	1261	146	765	614	136	58	17	1379	75	323	485
	84%	83%	83%	84%	51% <b>ad</b>	45% <b>ad</b>	78%	78%	75%	83% <b>ad</b>	77%	63% <b>ad</b>	55% <b>ad</b>	68%	71%	74%	63% <b>ad</b>	72%	83%	80%
Mean	4.17	4.07	4.05	4.04	4.33% <b>ad</b>	4.18% <b>ad</b>	4.01	3.90	4.05	4.22% <b>ad</b>	3.94	4.28% <b>ad</b>	4.14% <b>ad</b>	3.83	3.86	4.07	4.23% <b>ad</b>	3.90	4.15% <b>ad</b>	3.99
Std Dev	0.85	0.90	0.83	0.92	0.85	0.75	0.91	1.01	1.20	0.80	1.06	0.85	0.74	0.93	1.02	1.10	0.81	1.03	0.87	0.88
Std Error	0.02	0.04	0.11	0.05	0.03	0.03	0.06	0.09	0.16	0.02	0.08	0.03	0.03	0.07	0.13	0.23	0.02	0.11	0.05	0.03

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1877	134	1719	24	615	1155	107	1819	42	15	1	1876	-
Weighted Base	1893	154*	1712	26**	643	1131	119*	1819	56**	16**	2**	1891	-**
Effective Base	1022	79	927	16	348	607	68	984	27	10	1	1021	-
Not at all important (1)	37	4	34	-	16	18	1	31	5	2	-	37	-
	2%	3%	2%	-	3%	2%	1%	2%	9%	9%	-	2%	-
Not very important (2)	41	3	37	1	13	25	3	41	*	-	-	41	-
	2%	2%	2%	4%	2%	2%	3%	2%	*	-	-	2%	-
Neither important nor unimportant (3)	200	23	175	2	69	111	19	178	16	4	2	198	-
	11%	15%	10%	7%	11%	10%	16%	10%	29%	25%	100%	10%	-
Important (4)	893	59	829	6	286	554	54	871	17	5	-	893	-
	47%	38%	48%	23%	44%	49%	46%	48%	31%	32%	-	47%	-
Very important (5)	705	64	624	17	247	418	40	684	17	4	-	705	-
	37%	42%	36%	65%	38%	37%	33%	38%	31%	24%	-	37%	-
Don't know	16	2	15	*	10	4	2	15	-	1	-	16	-
	1%	1%	1%	*	1%	*	2%	1%	-	9%	-	1%	-
NET Not at all important/ Not very important	79	7	70	1	31	43	4	72	5	2	-	79	-
	4%	4%	4%	4%	5%	4%	3%	4%	9%	9%	-	4%	-
NET Important / Very important	1598	123	1452	23	533	972	93	1555	34	9	-	1598	-
	84%	80%	85%	89%	83%	86%	79%	85%	62%	57%	-	85%	-
Mean	4.17	4.15	4.16	4.50	4.15	4.18	4.10	4.18	3.75	3.68	3.00	4.17	-
Std Dev	0.85	0.93	0.84	0.82	0.90	0.82	0.83	0.83	1.17	1.22	-	0.85	-
Std Error	0.02	0.08	0.02	0.17	0.04	0.02	0.08	0.02	0.18	0.33	-	0.02	-

Proportions/Means: Column Test(s) (5% risk level) - abc/c - d(e/f - g(h)/i)/k(l)  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_16. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
Option to reschedule if I am unable to take the delivery

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2022 (e)	Q2 2022 (e)	Q3 2022 (e)	Q4 2022 (e)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1877	414	428	527	508	157	133	124	135	157	138	-	339	188	162	169	177
Weighted Base	1893	447	451	517	477	173*	132*	143*	150*	153*	149*	**	317	200	152*	155*	170
Effective Base	1022	213	247	289	280	77	66	70	77	87	83	-	182	107	85	92	104
Not at all important (1)	37	8	5	18	6	4	3	1	5	-	-	-	12	6	3	-	3
	2%	2%	1%	3%	1%	3%	2%	1%	3%	-	-	-	4%	3%	2%	-	2%
Not very important (2)	41	7	8	16	10	1	2	4	4	2	3	-	11	5	1	7	2
	2%	2%	2%	3%	2%	1%	1%	3%	3%	1%	2%	-	3%	3%	1%	4%	1%
Neither important nor unimportant (3)	200	39	29	64	65	13	12	15	7	15	7	-	36	23	11	24	32
	11%	9%	6%	12% <sup>nb</sup>	13% <sup>nb</sup>	7%	9%	11%	4%	10%	4%	-	11%	14% <sup>cl</sup>	7%	16% <sup>nl</sup>	19% <sup>nl</sup>
Important (4)	893	194	209	253	237	74	61	58	75	67	67	-	155	97	82	76	79
	47%	43%	46%	49%	50%	43%	47%	41%	50%	44%	45%	-	49%	49%	54%	49%	47%
Very important (5)	705	194	193	165	153	80	50	64	57	66	70	-	101	64	54	47	53
	37%	43% <sup>cd</sup>	43% <sup>cd</sup>	32%	32%	46% <sup>lmop</sup>	38%	45%	38%	43%	47% <sup>lmop</sup>	-	32%	32%	35%	30%	31%
Don't know	16	4	8	2	2	4	2	2	4	2	2	-	2	-	-	1	1
	1%	1%	2%	-	-	-	-	2%	2%	1%	1%	-	1%	-	-	1%	1%
NET Not at all important/ Not very important	79	15	13	34	16	5	5	5	9	2	3	-	23	11	4	7	5
	4%	3%	3%	7%	3%	3%	4%	4%	6%	1%	2%	-	7% <sup>cl</sup>	5%	3%	4%	3%
NET Important / Very important	1598	388	402	418	391	154	111	122	132	133	138	-	256	161	136	123	132
	84%	87%	89% <sup>cd</sup>	81%	82%	89% <sup>lp</sup>	84%	86%	88%	87%	93% <sup>lmop</sup>	-	81%	81%	90% <sup>cl</sup>	79%	77%
Mean	4.17	4.26 <sup>cd</sup>	4.30 <sup>cd</sup>	4.03	4.10	4.30 <sup>lmop</sup>	4.20	4.26	4.19	4.32 <sup>lmop</sup>	4.49 <sup>lmop</sup>	-	4.02	4.04	4.20	4.06	4.04
Std Dev.	0.85	0.83	0.76	0.94	0.81	0.84	0.85	0.82	0.89	0.70	0.67	-	0.96	0.91	0.77	0.80	0.86
Std Error	0.02	0.04	0.04	0.04	0.04	0.07	0.07	0.07	0.08	0.06	0.06	-	0.05	0.07	0.06	0.06	0.06

Proportions/Mean: Column Yes (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
\* small base, \*\* very small base (under 30) ineligible for sig testing



QE4\_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
**Ability to provide a specific time slot or SMS notification of delivery time**

Base : Have had to decide on a postal/delivery option in the last month

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	1877	-	1877	373	1040	809	1058	315	298	396	253	310	197	108	613	649	615	305	1717	150	1877
Weighted Base	1893	**	1893	460	979	872	1010	357	304	402	250	281	170*	128*	661	652	580	299	1642	239	1877
Effective Base	1022	-	1022	225	568	452	565	188	172	219	139	163	86	58	360	358	304	144	905	113	1877
Not at all important (1)	51	-	51	5	28	33	18	3	6	2	9	17	12	2	9	11	32	14	50	1	61
	3%	-	3%	1%	3%	4% <b>d</b>	2%	1%	2%	1%	3% <b>d</b>	6% <b>gh</b>	7% <b>gh</b>	2%	1%	2%	6% <b>no</b>	6% <b>no</b>	3%	-	3%
Not very important (2)	118	-	118	21	76	64	55	15	18	18	19	24	10	15	33	37	49	25	111	7	144
	6%	-	6%	5%	8%	7%	5%	4%	6%	4%	8%	8%	6%	13% <b>g</b>	5%	6%	8%	8%	7%	3%	8%
Neither important nor unimportant (3)	326	-	326	56	182	163	163	43	60	50	47	51	39	38	103	96	126	75	298	28	344
	17%	-	17%	12%	19% <b>ce</b>	19%	16%	12%	20% <b>g</b>	12%	19%	18%	23% <b>g</b>	20% <b>g</b>	16%	15%	22% <b>no</b>	25% <b>no</b>	18%	12%	18%
Important (4)	778	-	778	179	423	341	429	166	109	167	95	109	72	60	275	262	241	132	669	106	761
	41%	-	41%	39%	43%	39%	42%	47% <b>h</b>	36%	41%	38%	39%	42%	47%	42%	40%	42%	44%	41%	44%	41%
Very important (5)	603	-	603	193	265	265	336	124	108	163	80	80	34	14	232	243	129	48	505	91	552
	32%	-	32%	4% <b>d</b>	27%	30%	33%	3% <b>km</b>	3% <b>km</b>	4% <b>klm</b>	3% <b>km</b>	3% <b>km</b>	2% <b>km</b>	1%	3% <b>opq</b>	3% <b>opq</b>	2%	16%	31%	38%	23%
Don't know	16	-	16	5	4	6	10	7	2	3	-	-	3	1	9	3	4	4	11	5	15
	1%	-	1%	1%	-	1%	1%	2%	1%	1%	-	-	2%	1%	1%	-	1%	1%	1%	2%	1%
NET Not at all important/ Not very important	169	-	169	26	104	97	72	18	24	20	27	41	23	17	42	47	80	39	161	9	205
	9%	-	9%	6%	11% <b>cd</b>	11% <b>d</b>	7%	3%	8%	3%	11% <b>cd</b>	10% <b>cd</b>	10% <b>cd</b>	10% <b>cd</b>	6%	7%	14% <b>no</b>	13% <b>no</b>	10% <b>rs</b>	4%	11%
NET Important / Very important	1382	-	1382	372	688	606	765	290	217	330	175	189	106	74	507	505	369	181	1174	197	1313
	73%	-	73%	7% <b>d</b>	70%	70%	76% <b>ce</b>	81% <b>hklm</b>	72%	82% <b>hklm</b>	70%	67%	62%	58%	77% <b>opq</b>	77% <b>opq</b>	64%	60%	71%	62% <b>w</b>	70%
Mean	3.94	-	3.94	4.17 <b>d</b>	3.84	3.86	4.01% <b>e</b>	4.12% <b>klm</b>	3.98% <b>klm</b>	4.18% <b>hklm</b>	3.88% <b>m</b>	3.75	3.63	3.55	4.06% <b>opq</b>	4.06% <b>opq</b>	3.67	3.59	3.90	4.19% <b>r</b>	3.86
Std Dev.	0.99	-	0.99	0.90	1.00	1.06	0.94	0.84	0.99	0.85	1.05	1.14	1.10	0.90	0.91	0.95	1.08	1.02	1.01	0.81	1.03
Std Error	0.02	-	0.02	0.05	0.03	0.04	0.03	0.05	0.06	0.04	0.07	0.06	0.08	0.09	0.04	0.04	0.04	0.06	0.02	0.07	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
**Ability to provide a specific time slot or SMS notification of delivery time**

Base : Have had to decide on a postal/delivery option in the last month

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1877	561	572	351	393	1133	744	1149	711	187	215	487	511	396	1213	188	1632	250	753	32
Weighted Base	1893	483	548	413	449	1031	862	1248	626	205	248	497	485	382	1230	207	1634	267	687	41**
Effective Base	1022	248	314	220	241	561	461	633	391	102	136	276	276	190	688	103	890	152	399	19
Not at all important (1)	51 3%	4 1%	7 1%	13 3%	27 7%	11 1%	39 5%	20 2%	27 4%	10 3%	8 3%	18 4%	9 2%	4 1%	36 3%	10 5%	41 3%	14 5%	17 3%	-
Not very important (2)	119 6%	23 5%	41 7%	29 7%	26 6%	64 6%	55 6%	60 5%	55 6%	12 6%	15 6%	41 8%	30 6%	18 5%	96 7%	12 6%	106 8%	22 8%	57 8%	2 6%
Neither important nor unimportant (3)	326 17%	86 18%	106 19%	57 14%	77 17%	192 19%	134 16%	196 16%	128 20%	39 19%	35 14%	103 21%	80 17%	53 14%	218 18%	39 19%	277 17%	43 16%	158 23%	6 14%
Important (4)	778 41%	205 42%	232 42%	184 45%	157 38%	437 42%	341 40%	514 41%	259 41%	77 39%	97 39%	194 39%	205 42%	176 46%	496 40%	77 37%	679 42%	107 40%	310 45%	-
Very important (5)	603 32%	163 34%	155 28%	130 32%	154 34%	319 31%	285 33%	440 36%	147 24%	64 31%	92 37%	134 27%	160 33%	127 33%	385 31%	66 32%	516 32%	79 30%	144 21%	14 34%
Don't know	16 1%	1 0%	7 1%	-	8 2%	8 1%	8 1%	6 1%	3 1%	3 2%	1 1%	7 1%	*	3 1%	9 1%	3 2%	13 1%	13 1%	1 1%	-
NET Not at all important/Not very important	169 9%	27 6%	48 9%	42 10%	52 13%	75 7%	94 11%	80 6%	85 11%	22 11%	23 9%	59 13%	39 8%	22 6%	122 10%	22 11%	147 9%	36 13%	74 11%	2 6%
NET Important / Very important	1382 73%	368 76%	388 71%	314 76%	311 69%	756 73%	626 73%	962 77%	407 65%	141 69%	189 76%	327 66%	365 75%	303 77%	881 72%	143 69%	1197 73%	187 70%	455 66%	33 80%
Mean	3.94	4.04	3.90	3.95	3.88	3.97	3.91	4.06	3.72	3.85	4.01	3.78	3.98	4.07	3.91	3.87	3.94	3.81	3.74	4.09
Std Dev.	0.99	0.89	0.95	1.01	1.14	0.92	1.07	0.93	1.06	1.08	1.03	1.05	0.96	0.87	1.02	1.08	0.99	1.11	0.96	0.85
Std Error	0.02	0.04	0.04	0.05	0.08	0.03	0.04	0.03	0.04	0.08	0.07	0.05	0.04	0.04	0.03	0.08	0.02	0.07	0.04	0.15

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing

QE4\_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
**Ability to provide a specific time slot or SMS notification of delivery time**

Base : Have had to decide on a postal/delivery option in the last month

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1877	1213	664	304	916	401	317	243	80	95	103	110	105	94	121	107	101	60	341
Weighted Base	1893	1615	278	69*	1597	154	91	51	63*	195*	153*	148	170*	156*	285	273*	153*	13**	141
Effective Base	1022	866	157	53	771	186	150	173	70	86	95	101	96	85	112	96	93	15	171
Not at all important (1)	51 3%	38 2%	13 5%	6 2%	43 3%	3 2%	3 3%	2 3%	1 2%	4 2%	7 5%	3 2%	5 3%	7 5%	3 1%	10 4%	3 2%	1 8%	2 1%
Not very important (2)	119 6%	88 6%	20 7%	5 2%	94 6%	9 6%	10 11% <sup>ab</sup>	5 9%	6 9% <sup>ab</sup>	9 4%	6 4%	12 9% <sup>ab</sup>	16 9% <sup>ab</sup>	15 5%	6 2%	23 9% <sup>ab</sup>	9 5%	2 18%	7 5%
Neither important nor unimportant (3)	326 17%	271 17%	55 20%	16 24%	269 17%	25 16%	19 20%	12 25% <sup>abc</sup>	11 18%	37 19%	29 19%	26 17%	21 12%	32 21%	38 13%	50 18%	25 16%	2 13%	24 17%
Important (4)	778 41%	657 41%	121 44%	29 42%	651 41%	74 49% <sup>bc</sup>	34 35%	19 37%	22 35%	72 37%	64 42%	64 43%	82 48%	69 44%	119 42%	97 36%	62 40%	6 46%	68 49% <sup>bc</sup>
Very important (5)	603 32%	535 33% <sup>abc</sup>	68 24%	14 20%	525 33%	41 26%	24 27%	13 26%	22 35%	69 36%	47 30%	44 30%	47 28%	39 25%	118 41% <sup>abcd</sup>	87 32%	52 34%	2 15%	39 27%
Don't know	16 1%	15 1%	1 *	0 *	13 1%	2 2%	0 *	0 *	0 *	4 2%	0 *	0 *	0 *	0 *	6 3%	3 2%	0 *	0 *	2 2%
NET Not at all important/ Not very important	169 9%	136 8%	33 12%	10 15%	138 9%	12 8%	13 14% <sup>abc</sup>	6 13%	7 11% <sup>ab</sup>	12 6%	13 9%	15 10% <sup>ab</sup>	20 12% <sup>ab</sup>	15 10%	10 3%	34 12% <sup>ab</sup>	12 8%	3 26%	9 6%
NET Important / Very important	1382 73%	1193 74% <sup>abc</sup>	189 68%	42 61%	1177 74% <sup>abc</sup>	115 74% <sup>bc</sup>	59 65%	32 63%	45 71%	141 72%	111 72%	108 73%	129 76%	108 70%	237 83% <sup>abcd</sup>	184 67%	114 74%	8 61%	106 75%
Mean	3.94	3.97 <sup>abc</sup>	3.76	3.57	3.92 <sup>ab</sup>	3.92	3.74	3.73	3.93	4.02	3.90	3.91	3.89	3.80	4.20 <sup>ijklmnop</sup>	3.85	4.00	3.42	3.97
Std Dev	0.99	0.98	1.05	1.14	0.99	0.92	1.08	1.06	1.05	0.96	1.03	0.98	1.00	1.02	0.84	1.09	0.97	1.23	0.87
Std Error	0.02	0.03	0.04	0.07	0.03	0.05	0.06	0.07	0.12	0.10	0.10	0.09	0.10	0.11	0.08	0.11	0.10	0.16	0.05

Proportions/Means: Columns Tested (5% risk level) - abc - d/efg - hij/klmnop/q  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
**Ability to provide a specific time slot or SMS notification of delivery time**

Base : Have had to decide on a postal/delivery option in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1877	615	63	285	727	744	203	130	59	1471	189	894	708	178	66	23	1602	89	337	698
Weighted Base	1893	596	70*	258	727	733	230	141*	49*	1460	190	864	714	199	82*	22**	1578	104*	391	604
Effective Base	1022	320	32	152	374	403	128	79	34	776	112	480	374	106	43	14	853	57	209	361
Not at all important (1)	51	24	2	11	19	21	9	*	1	40	2	27	16	5	3	-	43	3	8	24
	3%	4%	3%	4%	3%	3%	4%	*	3%	3%	1%	3%	2%	2%	4%	-	3%	3%	2%	4%
Not very important (2)	118	67	8	40	48	44	9	14	2	92	15	58	37	12	7	4	95	11	20	61
	6%	11%	1%	15%	7%	6%	4%	10%	3%	6%	8%	7%	5%	6%	9%	19%	6%	11%	5%	10%
Neither important nor unimportant (3)	326	114	19	50	118	122	50	30	7	239	37	140	122	53	9	*	262	9	71	135
	17%	19%	28%	19%	16%	17%	22%	21%	14%	16%	19%	16%	17%	23%klmnp	1%	1%	17%	9%	18%	22%
Important (4)	776	258	28	117	267	312	112	66	19	579	84	312	344	73	37	10	656	47	167	269
	41%	43%	40%	45%	37%	43%	43%id	46%	38%	40%	44%	36%	48%klmnp	37%	45%	47%	47%kl	45%	45%	45%
Very important (5)	603	131	13	40	270	227	51	30	19	497	49	326	188	55	21	7	514	29	124	114
	32%	22%	19%	16%	37%klm	31%	22%	21%	49%klp	34%klr	26%	38%	26%	28%	26%	34%	33%kl	28%	32%kl	19%
Don't know	16	1	-	1	5	7	-	2	1	12	3	1	8	2	4	-	8	4	1	1
	1%	*	-	*	1%	1%	-	1%	2%	1%	1%	*	1%	1%	-	1%	4%klp	*	*	*
NET Not at all important/ Not very important	169	91	10	51	67	65	18	14	3	132	17	86	53	16	11	4	138	15	28	84
	9%	15%	14%	20%	9%	9%	8%	10%	6%	9%	9%	10%	7%	8%	13%	19%	9%	14%	7%	14%
NET Important / Very important	1382	389	41	157	537	539	163	95	38	1076	134	637	532	128	58	18	1169	76	291	383
	73%	65%	59%	61%	74%	74%	71%	69%	78%	74%	70%	61%klm	64%klm	64%	71%	81%	74%klm	73%	63%kl	63%
Mean	3.94	3.68	3.60	3.53	4.00	3.94	3.81	3.80	4.11	3.97	3.86	3.99	3.92	3.82	3.84	3.96	3.96	3.87	3.72	3.64
Std Dev	0.99	1.06	1.03	1.06	1.02	0.99	0.95	0.90	0.98	1.01	0.93	1.05	0.92	0.98	1.06	1.07	0.99	1.06	0.94	1.02
Std Error	0.02	0.04	0.13	0.06	0.04	0.04	0.07	0.08	0.13	0.03	0.07	0.04	0.03	0.07	0.13	0.22	0.02	0.11	0.05	0.04

Proportions/Mean: Column Test (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
**Ability to provide a specific time slot or SMS notification of delivery time**

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1877	134	1719	24	615	1155	107	1819	42	15	1	1876	-
Weighted Base	1893	154*	1712	26**	643	1131	119*	1819	56**	16**	2**	1891	-**
Effective Base	1022	79	927	16	348	607	68	984	27	10	1	1021	-
Not at all important (1)	51	4	46	-	21	25	5	46	3	1	-	51	-
	9%	3%	3%	-	3%	2%	4%	3%	3%	9%	-	3%	-
Not very important (2)	118	8	109	2	40	70	8	111	6	2	-	118	-
	6%	5%	6%	7%	6%	6%	7%	6%	10%	11%	-	6%	-
Neither important nor unimportant (3)	326	19	305	2	88	216	22	307	14	4	-	326	-
	17%	12%	18%	8%	14%	19%	17%	17%	26%	27%	-	17%	-
Important (4)	778	60	704	8	262	473	44	763	12	3	-	778	-
	41%	43%	41%	31%	41%	42%	37%	42%	22%	22%	-	41%	-
Very important (5)	603	55	535	13	225	342	36	581	15	5	2	602	-
	32%	36%	31%	49%	35%	30%	31%	32%	28%	31%	100%	32%	-
Don't know	16	2	13	1	8	5	3	11	5	-	-	16	-
	1%	1%	1%	4%	1%	*	2%	1%	8%	-	-	1%	-
NET Not at all important/ Not very important	169	12	155	2	61	95	13	157	9	3	-	169	-
	9%	8%	9%	7%	10%	8%	11%	9%	16%	20%	-	9%	-
NET Important / Very important	1382	121	1240	21	487	815	80	1344	28	8	2	1380	-
	73%	79%	72%	80%	78%	72%	67%	74%	50%	53%	100%	73%	-
Mean	3.94	4.05	3.93	4.27	3.99	3.92	3.85	3.95	3.62	3.55	5.00	3.94	-
Std Dev	0.99	0.98	1.00	0.93	1.02	0.97	1.08	0.98	1.21	1.31	-	0.99	-
Std Error	0.02	0.09	0.02	0.20	0.04	0.03	0.11	0.02	0.19	0.34	-	0.02	-

Proportions/Means: Column Test(s) (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_17. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
 Ability to provide a specific time slot or SMS notification of delivery time

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1877	414	428	527	508	157	133	124	135	157	138	-	339	188	162	169	177
Weighted Base	1893	447	451	517	477	173*	132*	143*	150*	153*	149*	**	317	200	152*	155*	170
Effective Base	1022	213	247	289	280	77	66	70	77	87	83	-	182	107	85	92	104
Not at all important (1)	51	12	8	20	12	3	4	4	5	*	2	-	13	7	2	3	7
	3%	3%	2%	4%	2%	2%	3%	3%	3%	*	2%	-	4%	3%	1%	2%	4%
Not very important (2)	118	20	18	43	38	5	6	9	6	6	6	-	20	22	11	17	10
	6%	4%	4%	8% <b>3%cb</b>	8%	3%	4%	6%	4%	4%	4%	-	6%	11% <b>cd</b>	7%	11% <b>cd</b>	6%
Neither important nor unimportant (3)	326	70	59	104	102	27	25	18	12	24	14	-	51	42	26	35	41
	17%	16%	11%	20% <b>cb</b>	21% <b>cb</b>	16%	19%	12%	8%	16%	9%	-	19% <b>cd</b>	21% <b>cd</b>	17%	22% <b>cd</b>	24% <b>cd</b>
Important (4)	778	172	170	232	204	64	40	68	61	46	63	-	153	79	65	62	77
	41%	38%	38%	45%	43%	37%	30%	47% <b>cd</b>	41%	30%	42%	-	49% <b>cd</b>	39%	43%	40%	45% <b>cd</b>
Very important (5)	603	173	193	118	120	72	56	44	60	70	64	-	69	49	47	38	34
	32%	39% <b>cd</b>	45% <b>cd</b>	23%	25%	42% <b>lmop</b>	43% <b>lmop</b>	31%	49% <b>lmop</b>	49% <b>lmop</b>	49% <b>lmop</b>	-	22%	24%	31%	25%	20%
Don't know	16	1	12	1	1	1	1	-	5	3	-	-	-	1	-	-	1
	1%	*	3% <b>acd</b>	*	*	*	*	-	3% <b>d</b>	6% <b>cd</b>	-	-	-	1%	-	-	1%
NET Not at all important/ Not very important	169	32	25	63	50	9	10	13	11	6	8	-	33	29	13	19	17
	9%	7%	6%	12% <b>cb</b>	10% <b>cb</b>	5%	8%	9%	8%	4%	6%	-	11%	19% <b>cd</b>	9%	12% <b>cd</b>	10%
NET Important / Very important	1382	345	363	350	324	136	96	112	121	116	126	-	223	127	113	101	111
	73%	77% <b>cd</b>	80% <b>cd</b>	68%	68%	79% <b>lmop</b>	73%	79% <b>lm</b>	81% <b>lmop</b>	76%	85% <b>lmop</b>	-	70%	64%	74%	65%	65%
Mean	3.94	4.06 <b>cd</b>	4.19 <b>cd</b>	3.75	3.80	4.14 <b>lmop</b>	4.05 <b>mp</b>	3.98	4.14 <b>lmop</b>	4.23 <b>lmop</b>	4.21 <b>lmop</b>	-	3.77	3.70	3.96	3.76	3.71
Std Dev.	0.99	0.98	0.92	1.02	0.98	0.93	1.05	0.97	0.99	0.87	0.89	-	1.00	1.07	0.95	1.00	0.99
Std Error	0.02	0.05	0.04	0.04	0.04	0.07	0.09	0.09	0.09	0.07	0.08	-	0.05	0.08	0.07	0.08	0.07

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Proof and details of delivery receipt sent to me

Base : Have had to decide on a postal/delivery option in the last month

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	1877	-	1877	373	1040	809	1058	315	298	396	253	310	197	108	613	649	615	305	1717	150	1877
Weighted Base	1893	**	1893	460	979	872	1010	357	304	402	250	281	170*	128*	661	652	580	299	1642	239	1877
Effective Base	1022	-	1022	225	568	452	565	188	172	219	139	163	86	58	360	358	304	144	905	113	1022
Not at all important (1)	20	-	20	6	10	16	4	3	6	4	*	4	1	2	9	4	7	3	18	2	21
	1%	-	1%	1%	1%	2% <b>f</b>	*	1%	2%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Not very important (2)	50	-	50	14	30	17	32	12	11	6	2	4	10	5	23	8	19	15	46	4	58
	3%	-	3%	3%	3%	2%	3%	3%	4%	1%	1%	3%	4%	4%	3%	1%	3%	3%	3%	2%	3%
Neither important nor unimportant (3)	250	-	250	54	136	147	101	47	42	52	30	45	19	16	89	82	79	35	217	29	244
	13%	-	13%	12%	14%	17% <b>f</b>	10%	13%	14%	13%	12%	16%	11%	12%	13%	13%	14%	12%	13%	12%	13%
Important (4)	826	-	826	195	470	374	446	145	140	155	112	134	76	65	285	267	274	141	741	83	819
	44%	-	44%	42%	48%	43%	44%	41%	46%	39%	45%	48%	44%	51%	43%	41%	47%	47%	45% <b>f</b>	35%	44%
Very important (5)	732	-	732	188	327	308	422	145	103	181	106	95	61	40	249	287	198	101	608	120	717
	39%	-	39%	41% <b>f</b>	33%	35%	41% <b>f</b>	41%	34%	41% <b>f</b>	42%	34%	36%	31%	38%	41% <b>f</b>	34%	34%	37%	39%	38%
Don't know	15	-	15	3	6	10	5	5	1	4	*	*	3	1	7	4	4	4	12	1	18
	1%	-	1%	1%	1%	1%	*	2%	*	1%	*	2%	1%	1%	1%	1%	1%	1%	1%	*	1%
NET Not at all important/ Not very important	70	-	70	20	39	33	36	15	17	10	2	8	12	6	32	12	26	18	64	5	79
	4%	-	4%	4%	4%	4%	4%	4%	6% <b>f</b>	2%	1%	3%	7% <b>f</b>	5%	5% <b>f</b>	2%	4% <b>f</b>	5% <b>f</b>	4%	2%	4%
NET Important / Very important	1558	-	1558	383	797	682	868	290	244	336	218	228	137	105	534	554	470	242	1350	203	1536
	82%	-	82%	83%	81%	78%	85% <b>f</b>	78%	80%	84%	87%	81%	80%	82%	81%	85%	81%	81%	82%	85%	82%
Mean	4.17	-	4.17	4.20	4.10	4.09	4.24% <b>f</b>	4.19	4.07	4.27% <b>f</b>	4.28% <b>f</b>	4.11	4.10	4.08	4.13	4.25% <b>f</b>	4.10	4.09	4.15	4.33% <b>f</b>	4.16
Std Dev.	0.83	-	0.83	0.85	0.82	0.87	0.79	0.86	0.89	0.81	0.70	0.82	0.89	0.83	0.87	0.77	0.84	0.87	0.84	0.80	0.85
Std Error	0.02	-	0.02	0.04	0.03	0.03	0.02	0.05	0.05	0.04	0.04	0.05	0.06	0.08	0.04	0.03	0.03	0.05	0.02	0.07	0.02

Statement changed from "Proof and details of delivery receipt sent to me if someone else receives it" in Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Proof and details of delivery receipt sent to me

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1877	561	572	351	393	1133	744	1149	711	187	215	487	511	396	1213	188	1632	250	753	32
Weighted Base	1893	483	548	413	449	1031	862	1248	626	205	248	497	485	382	1230	207	1634	267	687	41**
Effective Base	1022	248	314	220	241	561	461	633	391	102	136	276	276	190	688	103	890	152	399	19
Not at all important (1)	20	6	1	5	8	7	13	14	6	*	6	5	7	2	18	*	20	3	8	-
Not very important (2)	50	15	17	5	13	32	17	27	22	9	3	13	15	10	30	9	40	9	26	*
Neither important nor unimportant (3)	250	64	79	47	60	143	107	166	84	35	27	78	46	51	151	35	204	38	114	7
Important (4)	826	209	247	191	180	455	371	540	275	76	107	205	229	175	541	76	725	138	336	22
Very important (5)	722	181	201	166	184	382	350	498	229	79	104	194	189	141	487	81	637	75	200	11
Don't know	15	7	4	*	4	11	4	3	9	5	*	1	*	3	2	5	7	2	2	-
NET Not at all important/ Not very important	70	21	19	9	21	40	30	40	28	10	9	19	21	12	48	10	60	12	34	-
NET Important / Very important	82%	390	447	357	364	838	721	1038	504	156	212	399	417	316	1028	158	1362	213	537	34
Mean	4.17	4.15	4.15	4.23	4.17	4.15	4.20	4.19	4.13	4.13	4.22	4.15	4.19	4.17	4.18	4.13	4.18	4.03	4.02	4.10
Std Dev	0.83	0.86	0.80	0.78	0.89	0.83	0.84	0.83	0.85	0.87	0.86	0.86	0.83	0.79	0.85	0.87	0.83	0.82	0.85	0.70
Std Error	0.02	0.04	0.03	0.04	0.05	0.02	0.03	0.02	0.03	0.06	0.06	0.04	0.04	0.04	0.02	0.06	0.02	0.05	0.03	0.12

Statement changed from 'Proof and details of delivery receipt sent to me if someone else receives it' in Q3 2022  
 Proportions/Mean: Columns: t-tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing



QE4\_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Proof and details of delivery receipt sent to me

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ East of England (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1877	1213	664	304	916	401	317	243	80	95	103	110	105	94	121	107	101	60	341
Weighted Base	1893	1615	278	69*	1597	154	91	51	63*	195*	153*	148	170*	156*	285	273*	153*	13**	141
Effective Base	1022	866	157	53	771	186	150	173	70	86	95	101	96	85	112	96	93	15	171
Not at all important (1)	20	19	1	*	16	3	1	*	1	-	7	3	1	-	5	-	-	*	3
Not very important (2)	50	44	6	2	37	9	2	2	2	6	2	4	8	1	4	4	5	2	6
Neither important nor unimportant (3)	250	213	37	7	214	22	8	6	14	33	17	19	12	18	36	49	16	2	20
Important (4)	826	704	122	38	693	71	40	22	24	85	46	76	76	78	114	125	70	4	67
Very important (5)	732	622	110	22	627	48	37	20	21	68	76	47	72	59	126	95	62	6	42
Don't know	15	13	2	*	10	2	2	*	1	2	5	-	-	-	1	-	-	-	2
NET Not at all important/ Not very important	70	62	7	2	53	11	3	2	3	6	9	7	9	1	9	4	5	2	9
NET Important / Very important	1558	1326	232	60	1320	119	77	42	45	153	122	123	149	136	240	220	132	9	110
Mean	4.17	4.17	4.21	4.14	4.16a	4.01	4.26c	4.18	4.03	4.12	4.23	4.08	4.24r	4.24r	4.24r	4.14	4.24r	3.95	4.01
Std Dev	0.83	0.84	0.78	0.76	0.82	0.92	0.80	0.84	0.90	0.80	1.03	0.85	0.84	0.69	0.85	0.75	0.77	1.19	0.90
Std Error	0.02	0.02	0.03	0.04	0.03	0.05	0.05	0.05	0.10	0.08	0.10	0.08	0.08	0.07	0.08	0.07	0.08	0.15	0.05

Statement changed from 'Proof and details of delivery receipt sent to me if someone else receives it' in Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Proof and details of delivery receipt sent to me

Base : Have had to decide on a postal/delivery option in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1877	615	285	727	744	203	130	59	1471	189	894	708	178	66	23	1602	89	337	698	
Weighted Base	1893	596	70*	258	727	733	230	141*	49*	1460	190	864	714	199	82**	22**	1578	104*	391	604
Effective Base	1022	320	32	152	374	403	128	79	34	776	112	480	374	106	43	14	853	57	209	361
Not at all important (1)	20	8	-	4	5	6	4	1	10	5	7	3	4	5	1	10	6	6	5	
	1%	1%	1%	2%	1%	1%	2%	1%	2%	1%	1%	1%	2%	1%	4%	1%	1%	2%	1%	
Not very important (2)	50	23	6	11	23	17	3	2	5	40	7	25	15	5	3	1	40	4	7	
	3%	4%	8%	4%	3%	2%	1%	1%	10%deqj	3%	3%	3%	2%	3%	4%	6%	3%	4%	2%	
Neither important nor unimportant (3)	250	79	9	38	78	93	52	20	7	171	27	84	91	51	18	3	175	21	70	
	13%	13%	13%	15%	11%	13%	22%de	14%	14%	12%	14%	10%	13%	23%kip	22%kn	14%	11%	20%kap	18%	
Important (4)	826	276	33	126	296	373	99	77	10	629	83	319	383	80	37	5	701	41	182	
	44%	46%	47%	49%	35%	43%di	43%	34%	43%di	46%di	34%	37%	44%kmp	40%	45%	21%	44%ka	40%	47%	
Very important (5)	732	203	22	76	359	241	70	36	19	600	55	425	213	57	19	12	637	31	124	
	39%	34%	22%	30%	49%wqj	33%	30%	25%	40%	41%wqj	29%	49%wmpa	30%	29%	23%	56%	40%wmm	30%	32%	
Don't know	15	5	-	3	5	4	2	2	1	9	3	4	10	1	-	14	-	1	4	
	1%	1%	-	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	-	1%	-	1%	1%	
NET Not at all important/ Not very important	70	32	6	15	28	22	8	6	0	50	12	32	18	8	2	50	10	13	33	
	4%	5%	9%	6%	4%	3%	3%	4%	11%deaf	3%	6%	4%	2%	5%	10%ip	10%	3%	10%kap	3%	
NET Important / Very important	1558	480	55	203	615	614	199	113	36	1229	149	743	596	138	55	17	1339	72	307	
	82%	81%	79%	78%	43%di	43%di	73%	80%	73%	43%di	78%	43%wmm	43%wmm	69%	66%	76%	43%wmm	70%	76%	
Mean	4.17	4.09	4.01	4.02	4.31wqj	4.13	3.99	3.99	4.02	4.22qj	4.00	4.31wmm	4.12wmm	3.91	3.75	4.18	4.22wmm	3.85	4.06	
Std Dev.	0.83	0.87	0.91	0.88	0.84	0.78	0.87	0.86	1.05	0.81	0.91	0.83	0.73	0.91	1.05	1.13	0.79	1.08	0.84	
Std Error	0.02	0.04	0.11	0.05	0.03	0.03	0.06	0.08	0.14	0.02	0.07	0.03	0.03	0.07	0.13	0.24	0.02	0.11	0.05	

Statement changed from 'Proof and details of delivery receipt sent to me if someone else receives it' in Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - a/b/c - d/e/f/g/h/i - j/k/l/m/n/o/p/q - r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QE4\_18. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Proof and details of delivery receipt sent to me

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1877	134	1719	24	615	1155	107	1819	42	15	1	1876	-
Weighted Base	1893	154*	1712	26**	643	1131	119*	1819	56**	16**	2**	1891	-**
Effective Base	1022	79	927	16	348	607	68	984	27	10	1	1021	-
Not at all important (1)	20	4	16	-	3	16	1	19	1	-	-	20	-
	1%	3%	1%	-	-	1%	1%	1%	2%	-	-	1%	-
Not very important (2)	50	4	44	2	17	30	2	47	1	1	-	50	-
	3%	2%	3%	6%	3%	3%	2%	3%	1%	9%	-	3%	-
Neither important nor unimportant (3)	250	19	231	-	82	156	12	229	17	3	2	248	-
	13%	12%	14%	-	13%	14%	10%	13%	30%	17%	100%	13%	-
Important (4)	826	64	751	11	281	497	48	791	30	5	-	826	-
	44%	42%	44%	43%	44%	44%	41%	43%	64%	33%	-	44%	-
Very important (5)	732	64	655	13	254	425	53	721	7	4	-	732	-
	39%	42%	38%	51%	40%	38%	45%	40%	12%	27%	-	39%	-
Don't know	15	-	15	-	6	7	2	12	-	2	-	15	-
	1%	-	1%	-	1%	1%	2%	1%	-	15%	-	1%	-
NET Not at all important/ Not very important	70	7	60	2	20	47	3	66	2	1	-	70	-
	4%	5%	4%	6%	3%	4%	2%	4%	3%	9%	-	4%	-
NET Important / Very important	1558	128	1406	24	535	922	101	1512	37	10	-	1558	-
	82%	83%	82%	94%	83%	81%	85%	83%	66%	60%	-	82%	-
Mean	4.17	4.17	4.17	4.39	4.20	4.14	4.30	4.19	3.73	3.91	3.00	4.17	-
Std Dev	0.83	0.91	0.83	0.79	0.80	0.86	0.78	0.83	0.78	0.99	-	0.83	-
Std Error	0.02	0.08	0.02	0.16	0.03	0.03	0.08	0.02	0.12	0.26	-	0.02	-

Statement changed from 'Proof and details of delivery receipt sent to me if someone else receives it' in Q3 2022  
 Proportions/Mean: Column: Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QE4\_18.** In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
**Proof and details of delivery receipt sent to me**

**Base :** Have had to decide on a postal/delivery option in the last month

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	1877	414	428	527	508	157	133	124	135	157	138	-	339	188	162	169	177
Weighted Base	1893	447	451	517	477	173*	132*	143*	150*	153*	149*	**	317	200	152*	155*	170
Effective Base	1022	213	247	289	280	77	66	70	77	87	83	-	182	107	85	92	104
Not at all important (1)	20	5	4	6	5	1	4	-	4	-	*	-	4	2	2	1	2
	1%	1%	1%	1%	1%	1%	3%	-	3%	-	*	-	1%	1%	1%	1%	1%
Not very important (2)	50	6	8	17	18	2	1	3	-	4	4	-	15	2	8	7	3
	3%	1%	2%	3%	4%	1%	1%	2%	-	3%	3%	-	5%	1%	5%	4%	2%
Neither important nor unimportant (3)	290	54	36	90	65	16	15	23	12	15	9	-	43	41	13	23	34
	13%	12%	8%	17% <sup>ab</sup>	13% <sup>b</sup>	9%	12%	16%	8%	10%	6%	-	15% <sup>c</sup>	20% <sup>ahijmp</sup>	9%	15%	20% <sup>klm</sup>
Important (4)	826	168	161	255	242	73	48	47	62	43	56	-	152	103	77	78	87
	44%	38%	36%	49% <sup>ab</sup>	51% <sup>ab</sup>	42%	37%	33%	42%	28%	38%	-	48% <sup>kl</sup>	52% <sup>kl</sup>	51% <sup>kl</sup>	58% <sup>kl</sup>	51% <sup>kl</sup>
Very important (5)	732	206	239	146	140	79	61	66	71	91	77	-	94	52	50	47	43
	39%	50% <sup>cd</sup>	53% <sup>cd</sup>	28%	29%	46% <sup>lmnop</sup>	47% <sup>lmnop</sup>	46% <sup>lmnop</sup>	48% <sup>lmnop</sup>	53% <sup>lmnop</sup>	52% <sup>lmnop</sup>	-	30%	26%	33%	30%	25%
Don't know	15	8	2	3	2	1	2	4	*	*	2	-	3	-	-	-	2
	1%	2%	1%	1%	2	1%	2%	3%	-	-	1%	-	1%	-	-	-	1%
NET Not at all important/ Not very important	70	11	13	23	23	3	5	3	4	4	4	-	19	4	11	8	5
	4%	2%	3%	4%	5%	2%	3%	2%	3%	3%	3%	-	6%	2%	7%	5%	3%
NET Important / Very important	1558	375	400	401	382	152	110	113	133	134	133	-	246	156	128	125	130
	82%	84%	69% <sup>cd</sup>	78%	80%	69% <sup>lp</sup>	83%	79%	69% <sup>lmnp</sup>	87%	69% <sup>lmnp</sup>	-	77%	78%	84%	80%	76%
Mean	4.17	4.29 <sup>cd</sup>	4.39 <sup>cd</sup>	4.01	4.04	4.32 <sup>lmop</sup>	4.26 <sup>p</sup>	4.27 <sup>lmop</sup>	4.32 <sup>lmop</sup>	4.44 <sup>lmnop</sup>	4.48 <sup>lmnop</sup>	-	4.01	4.01	4.09	4.05	3.99
Std Dev.	0.83	0.81	0.79	0.84	0.83	0.75	0.90	0.81	0.84	0.78	0.75	-	0.88	0.77	0.88	0.82	0.79
Std Error	0.02	0.04	0.04	0.04	0.04	0.06	0.08	0.07	0.07	0.06	0.06	-	0.05	0.06	0.07	0.06	0.06

Statement changed from 'Proof and details of delivery receipt sent to me if someone else receives it' in Q3 2022  
 Proportions: Means, Columns: Tested (5% risk level) - <sup>a</sup>to <sup>d</sup> - <sup>e</sup>to <sup>h</sup> / <sup>i</sup>to <sup>l</sup> / <sup>m</sup>to <sup>p</sup>  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_20. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Parcel provider operates in an environmentally responsible way

Base : Have had to decide on a postal/delivery option in the last month

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	1035	-	1035	227	808	432	600	178	173	202	128	180	107	67	351	330	354	174	941	89	1035
Weighted Base	994	**	994	249	746	437	554	187	174*	188	127*	164*	85*	60*	361	315	319	155*	856	131*	1035
Effective Base	568	-	568	135	434	239	328	102	99	115	72	94	56	33	201	188	180	86	500	66	1035
Not at all important (1)	51	-	51	9	42	32	19	2	9	8	12	10	4	3	11	21	19	9	46	5	66
	5%	-	5%	3%	6%	7% <b>d</b>	3%				10% <b>d</b>	6%	7% <b>d</b>	4%	3%	7%	6%	6%	5%	4%	6%
Not very important (2)	77	-	77	24	53	32	45	14	19	12	7	17	7	3	33	18	26	9	69	8	93
	8%	-	8%	10%	7%	7%	8%	7%	11%	9%	5%	10%	8%	4%	9%	6%	9%	6%	8%	6%	9%
Neither important nor unimportant (3)	277	-	277	47	231	127	150	47	36	46	35	59	27	28	83	81	114	55	255	19	291
	28%	-	28%	19%	31% <b>c</b>	29%	27%	25%	21%	25%	27%	35% <b>h</b>	32%	40% <b>h</b>	23%	26%	35% <b>h</b>	35% <b>h</b>	30% <b>h</b>	14%	28%
Important (4)	377	-	377	90	286	158	217	79	62	83	47	48	32	26	141	129	106	58	317	58	395
	38%	-	38%	36%	38%	36%	39%	42%	36%	44% <b>h</b>	37%	29%	38%	37%	39%	41%	33%	37%	37%	45%	38%
Very important (5)	198	-	198	76	122	82	114	45	45	39	25	25	10	9	80	64	45	19	158	38	177
	20%	-	20%	31% <b>d</b>	16%	19%	21%	24%	25% <b>h</b>	21%	19%	16%	11%	14%	43% <b>h</b>	20%	14%	12%	16%	23% <b>d</b>	17%
Don't know	15	-	15	3	12	5	9	*	3	-	2	5	4	1	3	2	10	5	12	3	13
	1%	-	1%	1%	2%	1%	2%	*	2%	-	1%	3%	4% <b>d</b>	2%	1%	1%	3%	3%	1%	2%	1%
NET Not at all important/ Not very important	128	-	128	33	95	64	64	16	28	20	19	27	13	5	44	39	45	18	115	13	159
	13%	-	13%	13%	13%	15%	12%	9%	16%	11%	15%	16%	15%	7%	12%	12%	14%	12%	13%	10%	15%
NET Important / Very important	575	-	575	166	408	240	331	124	107	122	71	73	42	35	231	193	150	77	475	97	572
	58%	-	58%	67% <b>d</b>	55%	55%	60%	65% <b>h</b>	62% <b>h</b>	65% <b>h</b>	56%	45%	49%	51%	64% <b>h</b>	61% <b>h</b>	47%	50%	55%	74% <b>h</b>	55%
Mean	3.61	-	3.61	3.52 <sup>d</sup>	3.54	3.53	3.66	3.81 <sup>h</sup>	3.68	3.71 <sup>h</sup>	3.52	3.39	3.39	3.54	3.74 <sup>h</sup>	3.63	3.42	3.46	3.56	3.92 <sup>r</sup>	3.51
Std Dev.	1.05	-	1.05	1.09	1.03	1.11	1.01	0.93	1.13	1.01	1.16	1.08	1.05	0.91	1.03	1.08	1.04	0.99	1.05	1.01	1.08
Std Error	0.03	-	0.03	0.07	0.04	0.05	0.04	0.07	0.09	0.07	0.10	0.08	0.10	0.11	0.06	0.06	0.06	0.08	0.03	0.11	0.03

Proportions/Mean: Columns Tested (5% risk level) - a-b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_20. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
Parcel provider operates in an environmentally responsible way

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1035	314	323	194	204	637	398	642	385	98	111	260	304	225	675	99	908	250	753	32
Weighted Base	994	245	314	212	223	559	436	648	344	103*	124*	270	276	186	670	104*	862	267	687	41**
Effective Base	568	137	180	122	129	317	251	356	211	58	70	151	168	101	388	59	494	152	399	19
Not at all important (1)	51	8	15	18	10	22	28	31	19	2	7	11	16	12	34	2	47	13	35	3
	5%	3%	5%	9%	4%	4%	7%	5%	6%	2%	6%	4%	6%	7%	5%	2%	5%	5%	5%	7%
Not very important (2)	77	17	29	18	13	46	31	54	23	6	12	14	22	22	48	6	70	20	57	-
	8%	7%	9%	8%	6%	8%	7%	8%	7%	6%	10%	5%	8%	12%	7%	6%	8%	8%	8%	-
Neither important nor unimportant (3)	277	70	97	43	67	167	110	177	99	32	33	81	80	43	195	32	240	77	195	5
	28%	29%	31%	20%	30%	30%	25%	27%	29%	32%	27%	30%	29%	23%	29%	31%	28%	29%	28%	12%
Important (4)	377	90	120	80	86	210	166	231	145	34	45	116	115	54	276	34	333	93	267	16
	38%	37%	39%	39%	39%	38%	39%	36%	42%	33%	36%	43%	42%	29%	41%	32%	39%	35%	39%	40%
Very important (5)	198	53	48	51	47	101	98	145	53	25	26	44	40	52	111	30	163	63	120	15
	20%	21%	18%	24%	21%	18%	22%	16%	17%	27%	21%	16%	15%	26%	17%	29%	19%	24%	18%	37%
Don't know	15	7	5	2	-	12	3	10	5	-	-	4	2	3	6	-	9	-	13	2
	1%	3%	2%	1%	-	2%	1%	1%	1%	-	-	1%	1%	2%	1%	-	1%	-	2%	4%
NET Not at all important/Not very important	128	25	43	36	23	68	60	85	43	9	20	25	38	34	82	9	116	33	92	3
	13%	10%	14%	17%	10%	12%	14%	13%	12%	6%	16%	9%	14%	13%	12%	8%	14%	12%	13%	7%
NET Important / Very important	575	143	168	131	133	311	264	378	198	62	71	160	155	106	387	64	497	156	388	31
	58%	58%	54%	62%	59%	56%	60%	58%	58%	60%	57%	59%	56%	57%	58%	61%	58%	58%	56%	77%
Mean	3.61	3.69	3.51	3.60	3.66	3.59	3.63	3.63	3.56	3.77	3.57	3.63	3.52	3.61	3.57	3.79	3.58	3.65	3.57	4.04
Std Dev	1.05	1.00	1.02	1.19	1.02	1.01	1.11	1.07	1.02	0.99	1.11	0.96	1.03	1.21	1.02	1.00	1.06	1.07	1.04	1.10
Std Error	0.03	0.06	0.06	0.09	0.07	0.04	0.06	0.04	0.05	0.10	0.11	0.06	0.06	0.08	0.04	0.10	0.04	0.07	0.04	0.20

Proportions/Mean: Column Total (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_20. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
Parcel provider operates in an environmentally responsible way

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1035	618	417	197	493	234	166	142	44	53	60	56	59	56	52	63	50	44	190
Weighted Base	994	836	159*	25*	838	82*	46*	29*	33*	108*	90*	73*	93*	91*	118*	151*	81*	7**	75*
Effective Base	568	478	90	53	432	88	69	94	40	49	56	53	55	52	49	60	47	10	79
Not at all important (1)	51	43	7	2	41	2	5	2	2	6	9	4	7	1	4	6	1	*	2
Not very important (2)	77	64	13	2	57	12	4	4	4	11	4	5	2	7	8	11	4	2	10
Neither important nor unimportant (3)	277	236	41	10	241	18	11	7	12	33	20	12	17	24	25	61	37	2	17
Important (4)	377	304	72	8	312	37	15	11	11	30	34	39	50	35	47	38	29	2	35
Very important (5)	198	175	23	3	175	9	10	4	4	26	23	12	16	24	31	31	9	*	9
Don't know	15	13	1	*	11	3	1	*	-	2	-	2	-	-	3	5	-	-	3
NET Not at all important/ Not very important	128	107	21	4	98	15	9	6	6	17	13	9	9	9	12	17	6	2	12
NET Important / Very important	575	479	96	11	488	46	25	16	15	55	57	51	67	58	78	69	38	2	44
Mean	3.61	3.51c	3.58	3.26	3.63	3.48	3.46	3.42	3.32	3.56	3.63	3.69	3.72	3.70h	3.80i	3.53	3.49	2.99	3.53
Std Dev	1.05	1.06	1.00	1.08	1.05	0.98	1.26	1.14	1.06	1.13	1.21	1.02	1.03	0.98	1.02	1.04	0.83	1.05	0.97
Std Error	0.03	0.04	0.05	0.08	0.05	0.06	0.10	0.10	0.16	0.16	0.16	0.14	0.13	0.13	0.14	0.13	0.12	0.16	0.07

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_20. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Parcel provider operates in an environmentally responsible way

Base : Have had to decide on a postal/delivery option in the last month

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1035	357	31	166	407	418	111	70	24	825	94	543	384	71	27	8	927	35	337	698
Weighted Base	994	333	34**	144*	363	405	125*	73*	21**	769	94*	498	384	74*	29**	7**	882	36**	391	604
Effective Base	568	190	21	89	204	235	72	41	14	439	54	294	212	42	15	5	505	20	209	361
Not at all important (1)	51	19	-	10	19	17	5	6	3	36	9	29	13	4	4	1	42	5	8	43
	5%	6%	-	7%	5%	4%	4%	8%	15%	5%	10%	6%	3%	5%	14%	11%	5%	14%	2%	12%
Not very important (2)	77	29	5	11	30	30	8	9	1	59	10	38	25	6	4	4	63	8	24	53
	8%	9%	15%	8%	8%	7%	6%	12%	4%	8%	10%	8%	7%	8%	14%	47%	7%	21%	6%	9%
Neither important nor unimportant (3)	277	100	9	40	84	109	54	21	7	193	28	117	115	35	10	*	232	10	91	187
	28%	30%	27%	26%	23%	27%	13% <u>dem</u>	29%	31%	25%	30%	23%	30%	18% <u>dem</u>	36%	1%	26%	29%	23%	31%
Important (4)	377	128	14	64	139	163	44	22	6	302	28	189	157	16	10	3	346	13	155	221
	38%	38%	40%	45%	38%	40%	35%	30%	27%	39%	29%	33% <u>dem</u>	31% <u>dem</u>	22%	35%	41%	37% <u>dem</u>	37%	40%	37%
Very important (5)	198	52	6	15	86	79	15	13	5	166	18	118	66	12	-	-	184	-	110	88
	20%	16%	17%	10%	24% <u>dem</u>	20%	12%	18%	22%	22%	19%	24%	17%	17%	-	-	21%	-	28% <u>dem</u>	15%
Don't know	15	7	-	4	6	7	*	2	-	13	2	7	8	-	-	-	15	-	3	12
	1%	2%	-	3%	2%	2%	*	2%	-	2%	2%	1%	2%	-	-	-	2%	-	1%	2%
NET Not at all important/ Not very important	128	48	5	20	48	46	13	15	4	95	19	68	37	10	8	4	105	13	32	95
	13%	15%	16%	14%	13%	11%	10%	21%	19%	12%	20%	14%	10%	14%	29%	59%	12%	35%	8%	16% <u>dem</u>
NET Important / Very important	575	178	19	79	225	242	58	35	10	467	46	307	223	29	10	3	530	13	265	310
	56%	53%	57%	55%	31% <u>dem</u>	30% <u>dem</u>	46%	48%	50%	48%	48%	32% <u>dem</u>	33% <u>dem</u>	39%	35%	41%	37% <u>dem</u>	37%	33% <u>dem</u>	31%
Mean	3.61	3.50	3.58	3.46	3.68	3.65	3.43	3.37	3.38	3.67	3.37	3.67	3.64	3.37	2.93	2.70	3.65	2.88	3.56% <u>dem</u>	3.44
Std Dev	1.05	1.05	0.96	1.02	1.09	1.02	0.93	1.18	1.32	1.05	1.21	1.10	0.96	1.03	1.05	1.20	1.04	1.07	0.97	1.08
Std Error	0.03	0.05	0.17	0.08	0.05	0.05	0.09	0.14	0.27	0.04	0.13	0.05	0.05	0.12	0.20	0.42	0.03	0.18	0.05	0.04

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QE4\_20. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
Parcel provider operates in an environmentally responsible way

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1035	64	960	11	316	663	56	1005	20	9	1	1034	-
Weighted Base	994	65*	917	13**	314	625	56*	960	23**	9**	2**	993	-**
Effective Base	568	34	528	7	180	356	32	551	11	6	1	567	-
Not at all important (1)	51	-	51	-	19	31	1	50	-	-	-	51	-
	9%	-	6%	-	6%	5%	2%	5%	2%	-	-	5%	-
Not very important (2)	77	5	71	2	18	54	6	76	*	1	-	77	-
	8%	7%	8%	13%	6%	9%	10%	8%	1%	15%	-	8%	-
Neither important nor unimportant (3)	277	18	256	3	90	179	8	263	10	4	-	277	-
	28%	28%	28%	22%	29%	29%	14%	27%	4%	46%	-	28%	-
Important (4)	377	21	350	6	121	225	30	370	8	-	-	377	-
	38%	32%	38%	46%	38%	36%	53%	39%	2%	2%	-	38%	-
Very important (5)	198	21	175	2	66	124	8	187	6	3	2	196	-
	20%	32%	19%	19%	21%	20%	15%	19%	27%	36%	100%	20%	-
Don't know	15	-	15	*	*	12	3	15	-	-	-	15	-
	1%	-	2%	*	*	2%	5%	1%	-	-	-	1%	-
NET Not at all important/ Not very important	128	5	121	2	37	84	7	126	1	1	-	128	-
	13%	7%	13%	13%	12%	14%	12%	13%	3%	15%	-	13%	-
NET Important / Very important	575	42	525	8	187	349	39	557	12	3	2	573	-
	56%	64%	57%	65%	60%	56%	69%	58%	53%	38%	100%	56%	-
Mean	3.61	3.59	3.59	3.72	3.63	3.58	3.74	3.60	3.75	3.59	5.00	3.60	-
Std Dev	1.05	0.95	1.06	0.96	1.07	1.06	0.91	1.06	0.94	1.20	-	1.05	-
Std Error	0.03	0.12	0.03	0.30	0.06	0.04	0.12	0.03	0.21	0.40	-	0.03	-

Proportions/Means: Column Test (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_20. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
Parcel provider operates in an environmentally responsible way

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1035	-	-	527	508	-	-	-	-	-	-	-	339	188	162	169	177
Weighted Base	994	**	**	517	477	**	**	**	**	**	**	**	317	200	152*	155*	170
Effective Base	568	-	-	289	280	-	-	-	-	-	-	-	182	107	85	92	104
Not at all important (1)	51	-	-	23	27	-	-	-	-	-	-	-	15	8	6	10	12
	5%	-	-	4%	6%	-	-	-	-	-	-	-	5%	4%	4%	6%	7%
Not very important (2)	77	-	-	33	44	-	-	-	-	-	-	-	18	15	13	13	19
	8%	-	-	6%	9%	-	-	-	-	-	-	-	6%	8%	9%	8%	11%
Neither important nor unimportant (3)	277	-	-	107	111	-	-	-	-	-	-	-	102	61	27	34	50
	28%	-	-	32% <sup>sig</sup>	23%	-	-	-	-	-	-	-	32% <sup>sig</sup>	30% <sup>sig</sup>	18%	22%	29%
Important (4)	377	-	-	201	176	-	-	-	-	-	-	-	117	84	57	60	60
	38%	-	-	39%	37%	-	-	-	-	-	-	-	37%	42%	37%	39%	35%
Very important (5)	198	-	-	85	113	-	-	-	-	-	-	-	61	24	49	39	25
	20%	-	-	17%	24% <sup>sig</sup>	-	-	-	-	-	-	-	19%	12%	37% <sup>sig</sup>	25% <sup>sig</sup>	15%
Don't know	15	-	-	9	6	-	-	-	-	-	-	-	4	5	11	-	5
	1%	-	-	2%	1%	-	-	-	-	-	-	-	1%	2%	-	-	3%
NET Not at all important/ Not very important	128	-	-	56	72	-	-	-	-	-	-	-	33	23	19	22	30
	13%	-	-	11%	15%	-	-	-	-	-	-	-	10%	12%	13%	14%	18%
NET Important / Very important	575	-	-	286	289	-	-	-	-	-	-	-	178	108	105	99	85
	58%	-	-	55%	61%	-	-	-	-	-	-	-	56%	54%	69% <sup>sig</sup>	64%	50%
Mean	3.61	-	-	3.58	3.64	-	-	-	-	-	-	-	3.61	3.52	3.85 <sup>sig</sup>	3.68	3.41
Std Dev.	1.05	-	-	0.99	1.12	-	-	-	-	-	-	-	1.02	0.95	1.09	1.13	1.10
Std Error	0.03	-	-	0.04	0.05	-	-	-	-	-	-	-	0.06	0.07	0.09	0.09	0.08

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_21. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Base : Have had to decide on a postal/delivery option in the last month

	Methodology		Online business/hobby		Gender		Age					Age NET				Ethnicity		Unweighted Total			
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)		NET White (r)	NET EMG (s)	
Unweighted Base	1035	-	1035	227	808	432	600	178	173	202	128	180	107	67	351	330	354	174	941	89	1035
Weighted Base	994	**	994	249	746	437	554	187	174*	188	127*	164*	85*	60*	361	315	319	155*	856	131*	1035
Effective Base	568	-	568	135	434	239	328	102	99	115	72	94	56	33	201	188	180	86	500	66	1035
Not at all important (1)	96	-	96	12	85	48	48	5	8	6	14	28	19	17	13	20	64	36	90	7	112
	10%	-	10%	5%	11%	11%	9%	3%	4%	3%	11% <i>ql</i>	17% <i>qhl</i>	22% <i>qhl</i>	26% <i>qhl</i>	4%	6%	20% <i>no</i>	23% <i>no</i>	10%	5%	11%
Not very important (2)	111	-	111	27	84	47	64	14	14	20	18	22	13	10	28	37	45	23	108	5	128
	11%	-	11%	11%	11%	11%	11%	8%	8%	10%	14%	13%	15%	15%	8%	12%	14%	15%	13%	4%	12%
Neither important nor unimportant (3)	190	-	190	44	147	88	102	42	27	37	22	25	14	24	69	59	62	38	177	12	213
	19%	-	19%	18%	20%	20%	18%	23%	15%	20%	17%	15%	16%	34% <i>lm</i>	19%	19%	20%	24%	21%	9%	21%
Important (4)	372	-	372	105	266	164	204	77	79	72	43	60	26	14	157	115	100	40	312	60	368
	37%	-	37%	42%	36%	38%	37%	41% <i>lm</i>	46% <i>lm</i>	38%	34%	36%	31%	20%	43% <i>po</i>	37%	31%	26%	36%	46%	36%
Very important (5)	225	-	225	61	164	88	136	47	46	53	30	39	14	4	84	83	48	18	172	47	211
	23%	-	23%	29%	22%	20%	28%	23% <i>lm</i>	21% <i>lm</i>	23% <i>lm</i>	23% <i>lm</i>	18%	17%	6%	23% <i>po</i>	23% <i>po</i>	15%	12%	20%	23%	20%
Don't know	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	3
NET Not at all important/ Not very important	207	-	207	39	169	96	112	20	22	26	32	49	32	27	41	57	108	59	195	12	240
	21%	-	21%	16%	23%	22%	20%	11%	12%	14%	26% <i>qhl</i>	30% <i>qhl</i>	37% <i>qhl</i>	39% <i>qhl</i>	11%	18%	24% <i>no</i>	28% <i>no</i>	23%	9%	23%
NET Important / Very important	596	-	596	166	430	252	341	125	125	125	73	90	40	18	250	198	148	58	484	107	579
	60%	-	60%	67%	58%	58%	61%	67% <i>lm</i>	72% <i>lm</i>	66% <i>lm</i>	68% <i>lm</i>	59% <i>lm</i>	47%	26%	69% <i>po</i>	63% <i>po</i>	46%	38%	57%	62% <i>w</i>	56%
Mean	3.52	-	3.52	3.71 <i>d</i>	3.46	3.45	3.57	3.78 <i>lm</i>	3.82 <i>lm</i>	3.78 <i>lm</i>	3.45 <i>m</i>	3.26 <i>m</i>	3.05	2.68	3.50 <i>po</i>	3.65 <i>po</i>	3.08	2.88	3.43	4.04 <i>r</i>	3.42
Std Dev.	1.23	-	1.23	1.10	1.26	1.24	1.22	1.00	1.05	1.07	1.29	1.36	1.42	1.22	1.03	1.17	1.36	1.34	1.24	1.03	1.25
Std Error	0.04	-	0.04	0.07	0.04	0.06	0.05	0.08	0.08	0.08	0.11	0.10	0.14	0.15	0.05	0.06	0.07	0.10	0.04	0.11	0.04

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_21. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1035	314	323	194	204	637	398	642	385	98	111	260	304	225	675	99	908	250	753	32
Weighted Base	994	245	314	212	223	559	436	648	344	103*	124*	270	276	186	670	104*	862	267	687	41**
Effective Base	568	137	180	122	129	317	251	356	211	58	70	151	168	101	388	59	494	152	399	19
Not at all important (1)	96	19	19	26	32	38	58	46	50	8	19	28	17	17	65	8	84	23	73	1
	10%	8%	6%	12%	14%	7%	15%	7%	13%	7%	10%	6%	9%	9%	10%	7%	10%	9%	11%	1%
Not very important (2)	111	26	38	27	21	63	48	62	49	13	15	34	31	16	79	13	95	35	73	3
	11%	10%	12%	13%	9%	11%	11%	10%	14%	13%	12%	13%	11%	8%	12%	12%	13%	13%	11%	6%
Neither important nor unimportant (3)	190	43	65	34	48	108	82	120	70	20	12	65	59	28	136	20	166	40	144	7
	19%	18%	21%	16%	22%	19%	19%	19%	20%	19%	9%	24%	21%	15%	20%	19%	19%	15%	21%	16%
Important (4)	372	90	136	74	72	226	146	269	101	32	53	88	112	79	253	32	332	107	240	24
	37%	37%	43%	35%	32%	40%	33%	41%	29%	31%	43%	32%	41%	43%	38%	30%	39%	40%	35%	60%
Very important (5)	225	67	55	52	60	122	102	150	75	31	25	55	67	45	138	33	185	62	156	7
	23%	27%	18%	24%	23%	22%	23%	23%	22%	30%	20%	20%	21%	24%	21%	31%	21%	23%	23%	17%
Don't know	1	-	-	-	-	1	-	1	-	-	-	-	-	1	-	-	1	-	-	-
NET Not at all important/Not very important	207	45	57	53	53	102	106	108	90	20	34	62	48	33	144	20	179	58	146	3
	21%	18%	18%	23%	24%	18%	24%	17%	23%	20%	27%	23%	17%	18%	21%	20%	21%	22%	21%	8%
NET Important / Very important	596	157	191	126	122	348	248	419	176	63	79	143	169	124	390	64	517	169	396	31
	60%	64%	61%	59%	55%	62%	57%	65%	51%	61%	63%	53%	61%	67%	58%	62%	60%	63%	58%	76%
Mean	3.52	3.66	3.54	3.47	3.39	3.59	3.43	3.64	3.30	3.64	3.41	3.40	3.58	3.64	3.48	3.66	3.51	3.56	3.49	3.84
Std Dev.	1.23	1.21	1.10	1.32	1.32	1.15	1.32	1.15	1.34	1.24	1.35	1.24	1.12	1.20	1.22	1.24	1.22	1.22	1.25	0.83
Std Error	0.04	0.07	0.06	0.09	0.09	0.05	0.07	0.05	0.07	0.13	0.13	0.08	0.06	0.08	0.05	0.12	0.04	0.08	0.05	0.15

Proportions/Mean: Column Total (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_21. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1035	618	417	197	493	234	166	142	44	53	60	56	59	56	52	63	50	44	190
Weighted Base	994	836	159*	25*	838	82*	46*	29*	33*	108*	90*	73*	93*	91*	118*	151*	81*	7**	75*
Effective Base	568	478	90	53	432	88	69	94	40	49	56	53	55	52	49	60	47	10	79
Not at all important (1)	96	74	22	4	79	8	7	3	4	6	9	5	13	4	10	18	10	3	5
	10%	9%	14%	15%	9%	10%	15%	10%	11%	6%	10%	7%	14%	5%	9%	12%	13%	50%	6%
Not very important (2)	111	87	23	3	94	11	2	4	4	10	10	14	13	1	10	14	20	1	10
	11%	10%	15%	12%	11%	13%	5%	13%	11%	9%	11%	19%	13%	1%	8%	9%	24% <i>mm</i>	8%	13%
Neither important nor unimportant (3)	190	161	29	7	149	24	11	7	8	19	12	6	5	32	20	29	17	1	23
	19%	19%	19%	29%	18%	30% <i>d</i>	23%	24%	24%	19%	18%	8%	5%	35% <i>km</i>	17%	19%	21%	17%	31% <i>kn</i>
Important (4)	372	316	55	6	319	26	16	11	12	51	34	30	45	31	39	48	27	1	24
	37%	38%	35%	25%	38%	31%	35%	37%	37%	47%	38%	41%	48%	34%	33%	32%	34%	20%	32%
Very important (5)	225	197	28	5	198	13	9	5	6	21	26	18	18	23	38	42	6	+	13
	23%	24%	18%	18%	24%	16%	20%	16%	17%	20%	25% <i>kp</i>	25% <i>kp</i>	20%	25% <i>kp</i>	32% <i>kp</i>	28% <i>kp</i>	8%	6%	17%
Don't know	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Not at all important/ Not very important	207	161	46	7	173	18	9	7	7	16	16	19	25	6	20	32	30	4	15
	21%	19%	33% <i>ka</i>	27%	21%	23%	20%	23%	22% <i>km</i>	15%	20% <i>km</i>	23% <i>km</i>	21% <i>km</i>	6%	17%	21% <i>km</i>	27% <i>km</i>	58%	13% <i>km</i>
NET Important / Very important	596	513	83	11	517	39	26	15	18	72	59	48	64	54	77	90	34	2	37
	60%	61% <i>kc</i>	52%	43%	62% <i>ke</i>	48%	56%	52%	54%	67% <i>kp</i>	60% <i>kp</i>	65% <i>kp</i>	68% <i>kp</i>	59%	65% <i>kp</i>	60%	42%	2	50%
Mean	3.52	3.57 <i>dc</i>	3.27	3.19	3.55	3.32	3.41	3.35	3.37	3.66 <i>p</i>	3.65 <i>pp</i>	3.58 <i>p</i>	3.47	3.72 <i>p</i>	3.72 <i>p</i>	3.58 <i>p</i>	3.00	2.24	3.41
Std Dev	1.23	1.21	1.31	1.32	1.23	1.18	1.30	1.21	1.23	1.08	1.27	1.25	1.32	1.01	1.25	1.30	1.20	1.50	1.11
Std Error	0.04	0.05	0.06	0.09	0.06	0.08	0.10	0.10	0.19	0.15	0.16	0.17	0.17	0.14	0.17	0.16	0.17	0.23	0.08

Proportions/Mean: Columns Testad (5% risk level) - a-b/c - d/e/f - h/i/j/k/l/m/n/o/p/q/r  
\* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QE4\_21.** In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
**Option to deliver items to a location other than the home (e.g. a local shop, or a locker)**

**Base :** Have had to decide on a postal/delivery option in the last month

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1035	357	31	166	407	418	111	70	24	825	94	543	384	71	27	8	927	35	337	698
Weighted Base	994	333	34**	144*	363	405	125*	73*	21**	769	94*	498	384	74*	29**	7**	882	36**	391	604
Effective Base	568	190	21	89	204	235	72	41	14	439	54	294	212	42	15	5	505	20	209	361
Not at all important (1)	96	56	4	29	48	31	7	2	79	10	83	25	5	-	2	88	2	20	77	
	10%	17%	11%	20%	13%	8%	6%	10%	12%	10%	13%	7%	7%	-	26%	10%	9%	5%	13%	
Not very important (2)	111	45	7	26	45	41	13	11	1	86	12	50	52	4	3	-	102	3	23	
	11%	13%	21%	18%	12%	10%	10%	15%	5%	11%	12%	10%	14%	5%	11%	-	12%	9%	6%	
Neither important nor unimportant (3)	190	68	5	27	65	73	30	17	6	137	23	82	74	27	5	2	156	7	55	
	19%	21%	15%	19%	18%	18%	24%	24%	29%	18%	25%	17%	19%	27%	19%	21%	18%	19%	14%	
Important (4)	372	108	11	36	112	164	48	23	2	296	25	168	165	23	14	2	333	16	164	
	37%	32%	33%	29%	31%	45%	38%	31%	11%	39%	27%	34%	43%	31%	49%	22%	38%	43%	42%	
Very important (5)	225	57	7	26	94	76	28	15	9	170	24	134	68	15	6	2	202	8	129	
	22%	17%	20%	18%	26%	19%	22%	21%	43%	22%	26%	27%	18%	20%	21%	32%	23%	23%	33%	
Don't know	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	
NET Not at all important/ Not very important	207	100	10	55	92	72	20	18	3	165	21	113	77	9	3	2	190	5	43	
	21%	30%	31%	38%	25%	18%	16%	24%	17%	21%	23%	23%	20%	12%	11%	26%	22%	14%	11%	
NET Important / Very important	596	164	18	62	206	260	76	38	11	466	50	303	232	38	20	4	535	24	293	
	60%	49%	53%	43%	57%	64%	60%	52%	55%	61%	53%	61%	60%	61%	70%	54%	61%	66%	51%	
Mean	3.52	3.20	3.32	3.02	3.44	3.57	3.61	3.39	3.70	3.51	3.46	3.52	3.51	3.52	3.79	3.35	3.52	3.70	3.26	
Std Dev	1.23	1.33	1.31	1.41	1.34	1.13	1.11	1.25	1.40	1.24	1.28	1.32	1.13	1.09	0.91	1.67	1.24	1.10	1.08	
Std Error	0.04	0.07	0.24	0.11	0.07	0.06	0.11	0.15	0.29	0.04	0.13	0.06	0.06	0.13	0.18	0.59	0.04	0.19	0.06	

Proportions/Means: Column Tests (5% risk level) - abc - d(e)(gh)(i) - kl(mn)(op)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_21. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
 Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1035	64	960	11	316	663	56	1005	20	9	1	1034	-
Weighted Base	994	65*	917	13**	314	625	56*	960	23**	9**	2**	993	-**
Effective Base	568	34	528	7	180	356	32	551	11	6	1	567	-
Not at all important (1)	96	1	92	3	30	62	4	95	1	-	-	96	-
	10%	2%	10%	21%	10%	10%	8%	10%	6%	-	-	10%	-
Not very important (2)	111	13	98	-	39	71	1	105	4	2	-	111	-
	11%	20%	11%	-	12%	11%	2%	11%	19%	21%	-	11%	-
Neither important nor unimportant (3)	190	9	180	1	64	113	13	182	5	3	-	190	-
	19%	14%	20%	10%	21%	18%	24%	19%	24%	30%	-	19%	-
Important (4)	372	23	341	7	121	235	15	360	10	2	-	372	-
	37%	36%	37%	55%	38%	38%	27%	37%	44%	19%	-	37%	-
Very important (5)	225	18	205	2	60	144	22	218	2	3	2	223	-
	23%	28%	22%	14%	19%	23%	39% <b>4%</b>	23%	7%	31%	100%	22%	-
Don't know	1	-	1	*	*	1	-	1	-	-	-	1	-
	*	-	*	*	*	*	-	*	-	-	-	*	-
NET Not at all important/ Not very important	207	14	190	3	69	133	6	200	6	2	-	207	-
	21%	22%	21%	21%	22%	21%	10%	21%	25%	21%	-	21%	-
NET Important / Very important	596	41	546	9	181	379	37	578	12	4	2	594	-
	60%	64%	60%	69%	58%	61%	66%	60%	61%	60%	100%	60%	-
Mean	3.52	3.68	3.51	3.41	3.45	3.52	3.87	3.52	3.26	3.60	5.00	3.52	-
Std Dev	1.23	1.15	1.23	1.39	1.20	1.24	1.20	1.23	1.07	1.19	-	1.23	-
Std Error	0.04	0.14	0.04	0.44	0.07	0.05	0.16	0.04	0.24	0.40	-	0.04	-

Proportions/Means: Column Test (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_21. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided.  
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1035	-	-	527	508	-	-	-	-	-	-	-	339	188	162	169	177
Weighted Base	994	**	**	517	477	**	**	**	**	**	**	**	317	200	152*	155*	170
Effective Base	568	-	-	289	280	-	-	-	-	-	-	-	182	107	85	92	104
Not at all important (1)	96	-	-	63	34	-	-	-	-	-	-	-	38	25	13	9	12
	10%	-	-	12% <sup>d</sup>	7%	-	-	-	-	-	-	-	12%	12%	9%	6%	7%
Not very important (2)	111	-	-	52	58	-	-	-	-	-	-	-	35	17	14	19	26
	11%	-	-	10%	12%	-	-	-	-	-	-	-	11%	9%	9%	12%	15%
Neither important nor unimportant (3)	190	-	-	99	92	-	-	-	-	-	-	-	62	37	31	24	36
	19%	-	-	19%	19%	-	-	-	-	-	-	-	19%	19%	21%	15%	21%
Important (4)	372	-	-	206	166	-	-	-	-	-	-	-	124	82	48	64	54
	37%	-	-	40%	35%	-	-	-	-	-	-	-	39%	41%	32%	41%	31%
Very important (5)	225	-	-	97	128	-	-	-	-	-	-	-	58	39	45	40	43
	23%	-	-	19%	21% <sup>d</sup>	-	-	-	-	-	-	-	16%	20%	30% <sup>d</sup>	26%	25%
Don't know	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Not at all important/ Not very important	207	-	-	115	92	-	-	-	-	-	-	-	73	42	27	28	37
	21%	-	-	22%	19%	-	-	-	-	-	-	-	23%	21%	18%	18%	22%
NET Important / Very important	596	-	-	303	293	-	-	-	-	-	-	-	182	121	94	104	96
	60%	-	-	59%	61%	-	-	-	-	-	-	-	57%	60%	62%	67%	57%
Mean	3.52	-	-	3.43	3.62	-	-	-	-	-	-	-	3.40	3.47	3.65	3.69	3.53
Std Dev.	1.23	-	-	1.25	1.20	-	-	-	-	-	-	-	1.25	1.25	1.24	1.15	1.22
Std Error	0.04	-	-	0.05	0.05	-	-	-	-	-	-	-	0.07	0.09	0.10	0.09	0.09

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
\* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_22. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Proof and details of delivery receipt sent to the sender

Base : Have had to decide on a postal/delivery option in the last month

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total	
Unweighted Base	1035	-	1035	227	808	432	600	178	173	202	128	180	107	67	351	330	354	174	941	89	1035
Weighted Base	994	-**	994	249	746	437	554	187	174*	188	127*	164*	85*	60*	361	315	319	155*	856	131*	1035
Effective Base	568	-	568	135	434	239	328	102	99	115	72	94	56	33	201	188	180	86	500	66	1035
Not at all important (1)	11	-	11	3	8	9	2	1	2	1	-	5	1	-	3	1	6	2	10	-	19
	1%	-	1%	1%	1%	2%	*	*	1%	*	*	3%	1%	1%	1%	*	2%	1%	1%	-	2%
Not very important (2)	50	-	50	13	37	22	28	10	7	10	5	6	6	6	16	15	18	12	47	3	52
	5%	-	5%	5%	5%	5%	5%	5%	4%	5%	4%	4%	7%	6%	5%	5%	6%	6%	6%	2%	5%
Neither important nor unimportant (3)	180	-	180	48	131	95	85	34	40	28	20	36	12	10	74	48	58	22	159	21	199
	18%	-	18%	20%	18%	22%	15%	18%	23%	15%	16%	22%	15%	14%	20%	15%	18%	15%	19%	16%	19%
Important (4)	477	-	477	98	378	189	285	81	73	95	66	78	51	32	154	161	161	83	413	58	489
	46%	-	46%	40%	51%	43%	51%	43%	42%	51%	52%	48%	60%	47%	43%	51%	51%	54%	48%	44%	47%
Very important (5)	275	-	275	86	187	123	151	61	50	54	35	39	15	20	111	89	73	35	223	48	266
	27%	-	27%	33%	25%	28%	27%	33%	29%	29%	24%	17%	29%	29%	31%	28%	23%	22%	25%	37%	25%
Don't know	4	-	4	-	4	*	3	*	2	-	*	*	-	1	2	*	1	1	4	*	10
	-	-	-	-	1%	*	1%	*	1%	*	*	*	-	2%	1%	*	*	1%	*	*	1%
NET Not at all important/ Not very important	61	-	61	16	45	31	30	11	9	11	5	11	7	6	20	17	25	13	58	3	71
	6%	-	6%	6%	6%	7%	5%	6%	5%	6%	4%	7%	8%	9%	5%	5%	8%	9%	7%	2%	7%
NET Important / Very important	750	-	750	184	565	311	435	143	123	149	101	117	66	52	265	250	235	118	636	107	755
	75%	-	75%	74%	76%	71%	70%	78%	71%	79%	80%	71%	77%	75%	74%	79%	74%	76%	74%	81%	73%
Mean	3.96	-	3.96	4.01	3.94	3.90	4.00	4.03	3.94	4.01	4.03	3.85	3.84	3.96	3.99	4.02	3.87	3.90	3.93	4.16*	3.91
Std Dev.	0.87	-	0.87	0.92	0.85	0.93	0.82	0.87	0.89	0.84	0.79	0.93	0.84	0.92	0.88	0.82	0.90	0.87	0.88	0.79	0.90
Std Error	0.03	-	0.03	0.06	0.03	0.05	0.03	0.07	0.07	0.06	0.07	0.07	0.08	0.11	0.05	0.05	0.05	0.07	0.03	0.08	0.03

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_22. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Proof and details of delivery receipt sent to the sender

Base : Have had to decide on a postal/delivery option in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1035	314	323	194	204	637	398	642	385	98	111	260	304	225	675	99	908	250	753	32
Weighted Base	994	245	314	212	223	559	436	648	344	103*	124*	270	276	186	670	104*	862	267	687	41**
Effective Base	568	137	180	122	129	317	251	356	211	58	70	151	168	101	388	59	494	152	399	19
Not at all important (1)	11	2	1	4	4	3	8	5	6	1	3	4	1	2	8	1	10	2	8	-
	1%	1%	-	2%	2%	-	2%	1%	2%	1%	2%	2%	-	1%	1%	1%	1%	1%	1%	-
Not very important (2)	50	14	19	9	8	33	17	32	18	7	2	13	18	10	33	7	43	12	30	-
	5%	6%	6%	4%	4%	6%	4%	5%	5%	7%	1%	5%	7%	6%	5%	7%	5%	4%	6%	-
Neither important nor unimportant (3)	180	47	64	27	42	111	69	116	64	25	13	59	41	33	114	25	150	47	128	5
	18%	19%	20%	13%	19%	20%	16%	18%	19%	24%	11%	22%	15%	18%	17%	24%	17%	18%	19%	12%
Important (4)	477	109	154	111	103	263	214	308	166	40	65	127	139	89	330	40	420	127	331	19
	46%	44%	49%	52%	45%	47%	49%	45%	49%	39%	52%	47%	50%	46%	49%	39%	49%	46%	48%	46%
Very important (5)	273	73	73	62	66	146	128	183	90	29	42	66	75	52	182	31	236	79	177	17
	27%	30%	23%	29%	29%	26%	29%	28%	26%	29%	33%	24%	27%	28%	27%	30%	27%	30%	26%	42%
Don't know	4	-	3	-	-	4	-	2	1	-	-	1	2	-	3	-	4	-	4	-
	-	-	1%	-	-	1%	-	-	-	-	-	1%	1%	-	1%	-	-	-	1%	-
NET Not at all important/Not very important	61	16	20	13	13	35	25	38	23	8	5	17	19	13	40	8	53	14	47	-
	6%	6%	6%	6%	6%	6%	6%	6%	7%	8%	4%	6%	7%	7%	6%	7%	6%	5%	7%	-
NET Important / Very important	750	181	227	172	169	408	341	492	256	70	106	192	213	140	512	71	656	206	509	36
	75%	74%	72%	81%	78%	73%	78%	76%	74%	68%	36.0%	71%	77%	75%	76%	68%	76%	77%	74%	88%
Mean	3.96	3.97	3.90	4.03	3.97	3.93	4.00	3.98	3.92	3.88	3.93	3.88	3.98	3.95	3.97	3.90	3.96	4.00	3.92	4.30
Std Dev.	0.87	0.89	0.83	0.87	0.90	0.86	0.88	0.86	0.89	0.93	0.83	0.89	0.84	0.89	0.86	0.93	0.87	0.86	0.88	0.68
Std Error	0.03	0.05	0.05	0.06	0.05	0.03	0.04	0.03	0.05	0.09	0.08	0.08	0.05	0.08	0.03	0.09	0.03	0.05	0.03	0.12

Proportions/Means: Column Total (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_22. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Proof and details of delivery receipt sent to the sender

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1035	618	417	197	493	234	166	142	44	53	60	56	59	56	52	63	50	44	190
Weighted Base	994	836	159*	25*	838	82*	46*	29*	33*	108*	90*	73*	93*	91*	118*	151*	81*	7**	75*
Effective Base	568	478	90	53	432	88	69	94	40	49	56	53	55	52	49	60	47	10	79
Not at all important (1)	11	10	1	1	6	2	2	*	1	-	-	-	-	-	2	2	1	1	2
	1%	1%	1%	3%	1%	3%	3%	1%	2%	-	-	-	-	-	2%	2%	2%	1%	2%
Not very important (2)	50	34	16	2	41	6	2	1	5	7	2	4	3	-	2	11	0	2	4
	5%	4%	10%	7%	5%	7%	5%	5%	14%	7%	2%	6%	4%	-	7%	7%	0%	29%	5%
Neither important nor unimportant (3)	180	151	29	6	151	16	8	4	6	15	19	12	16	22	23	17	20	1	15
	18%	18%	18%	24%	18%	20%	18%	15%	17%	14%	21%	17%	18%	24%	19%	11%	25%	1%	20%
Important (4)	477	412	65	10	394	44	24	15	15	45	42	42	44	42	53	74	39	2	42
	46%	49%	41%	41%	47%	54%	51%	52%	46%	42%	47%	57%	47%	46%	45%	49%	48%	37%	55%
Very important (5)	273	227	46	7	244	12	9	8	7	40	27	15	30	27	38	45	14	1	11
	27%	27%	29%	26%	29%	14%	21%	8	22%	37%	30%	20%	32%	30%	32%	30%	18%	12%	15%
Don't know	4	2	2	*	2	1	*	*	-	-	-	-	-	-	2	-	-	-	1
	*	*	1%	*	*	2%	1%	*	-	-	-	-	-	-	1%	-	-	-	2%
NET Not at all important/Not very important	61	44	17	3	47	8	4	2	5	7	2	4	3	-	4	13	7	3	6
	6%	5%	11%	10%	6%	10%	9%	5%	10%	7%	2%	6%	4%	-	4%	9%	7%	40%	8%
NET Important / Very important	750	639	111	17	638	56	33	23	22	85	69	56	74	69	91	119	53	3	53
	75%	76%	70%	65%	76%	68%	72%	79%	67%	79%	77%	77%	79%	76%	77%	79%	66%	3	49%
Mean	3.96	3.97	3.88	3.80	3.96	3.71	3.79	4.00	3.71	4.09	4.05	3.92	4.07	4.06	4.04	3.99	3.73	3.09	3.77
Std Dev	0.87	0.85	0.97	1.01	0.86	0.91	0.99	0.83	1.03	0.88	0.78	0.78	0.80	0.74	0.86	0.93	0.90	1.36	0.86
Std Error	0.03	0.03	0.05	0.07	0.04	0.06	0.08	0.07	0.15	0.12	0.10	0.10	0.10	0.10	0.12	0.12	0.13	0.20	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_22. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Proof and details of delivery receipt sent to the sender

Base : Have had to decide on a postal/delivery option in the last month

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1035	357	31	166	407	418	111	70	24	825	94	543	384	71	27	8	927	35	337	698
Weighted Base	994	333	34**	144*	363	405	125*	73*	21**	769	94*	498	384	74*	29**	7**	882	36**	391	604
Effective Base	568	190	21	89	204	235	72	41	14	439	54	294	212	42	15	5	505	20	209	361
Not at all important (1)	11	7	1	4	7	1	2	*	*	8	1	5	2	1	2	1	7	3	3	8
	1%	2%	2%	2%	2%	*	1%	1%	1%	5%	1%	1%	1%	1%	6%	11%	1%	7%	1%	1%
Not very important (2)	50	17	5	9	17	13	5	12	3	30	15	21	19	6	1	2	39	3	19	31
	5%	5%	14%	6%	5%	3%	4%	16% <del>del</del>	14%	4%	16% <del>del</del>	4%	5%	8%	4%	26%	4%	8%	5%	5%
Neither important nor unimportant (3)	180	56	11	24	50	72	42	10	3	122	13	78	74	20	5	2	153	7	69	111
	18%	17%	32%	17%	14%	18%	34% <del>del</del>	14%	12%	16%	13%	16%	19%	28%	17%	24%	17%	16%	18%	18%
Important (4)	477	112	11	72	180	222	51	31	11	383	42	230	203	32	9	1	432	11	185	311
	48%	52%	34%	50%	44%	55% <del>del</del>	40%	42%	61%	50%	44%	46%	53%	44%	33%	19%	49%	30%	42%	53% <del>del</del>
Very important (5)	273	78	6	34	125	97	25	20	4	222	24	164	84	12	11	2	248	13	134	139
	27%	23%	18%	24%	34% <del>del</del>	24%	20%	27%	17%	29%	25%	33% <del>del</del>	22%	16%	40%	21%	28%	36%	34% <del>del</del>	23%
Don't know	4	3	-	1	3	*	*	-	-	4	-	*	1	2	*	2	*	*	*	4
	*	1%	-	1%	1%	*	*	-	-	*	-	*	*	3% <del>del</del>	*	*	*	*	*	1%
NET Not at all important/ Not very important	61	24	5	13	24	14	7	12	4	38	16	25	21	7	3	3	47	6	22	39
	6%	7%	16%	9%	7%	3%	6%	17% <del>del</del>	19%	5%	17% <del>del</del>	5%	6%	9%	10%	36%	5%	16%	6%	6%
NET Important / Very important	750	250	17	105	286	310	76	51	14	605	65	394	287	44	21	3	681	24	299	450
	75%	75%	51%	73%	73% <del>del</del>	75% <del>del</del>	61%	69%	69%	69%	69%	73% <del>del</del>	75%	60%	73%	40%	77% <del>del</del>	66%	77%	75%
Mean	3.96	3.90	3.51	3.86	4.08	4.07	3.74	3.79	3.61	4.02	3.75	4.04	3.91	3.68	3.96	3.14	4.05	3.79	4.05	3.90
Std Dev	0.87	0.89	1.02	0.94	0.92	0.75	0.87	1.04	1.11	0.84	1.05	0.86	0.81	0.90	1.16	1.39	0.84	1.24	0.88	0.86
Std Error	0.03	0.05	0.18	0.07	0.05	0.04	0.08	0.12	0.23	0.03	0.11	0.04	0.04	0.11	0.23	0.49	0.03	0.21	0.05	0.03

Proportions/Mean: Column Tests (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_22. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Proof and details of delivery receipt sent to the sender

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1035	64	960	11	316	663	56	1005	20	9	1	1034	-
Weighted Base	994	65*	917	13**	314	625	56*	960	23**	9**	2**	993	-**
Effective Base	568	34	528	7	180	356	32	551	11	6	1	567	-
Not at all important (1)	11	1	9	-	3	7	1	9	-	2	-	11	-
	1%	2%	1%	-	1%	1%	2%	1%	-	21%	-	1%	-
Not very important (2)	50	4	46	-	11	37	3	45	5	-	-	50	-
	5%	6%	5%	-	3%	6%	5%	5%	21%	-	-	5%	-
Neither important nor unimportant (3)	180	6	172	2	57	110	13	172	6	2	-	180	-
	18%	10%	19%	13%	18%	18%	24%	18%	24%	27%	-	18%	-
Important (4)	477	22	452	3	139	305	33	469	4	2	2	475	-
	48%	34%	49%	25%	44%	49%	60%	49%	17%	22%	100%	48%	-
Very important (5)	273	31	234	8	104	163	5	261	9	3	-	273	-
	27%	48%b	25%	62%	33%f	26%j	10%	27%	38%	31%	-	28%	-
Don't know	4	-	4	*	*	4	-	4	-	-	-	4	-
	*	-	*	*	*	1%	-	*	-	-	-	*	-
NET Not at all important/ Not very important	61	5	56	-	14	43	4	54	5	2	-	61	-
	6%	8%	6%	-	4%	7%	7%	6%	21%	21%	-	6%	-
NET Important / Very important	750	53	686	11	243	468	39	730	13	5	2	748	-
	73%	82%	72%	87%	77%	71%	69%	76%	56%	53%	100%	75%	-
Mean	3.96	4.21	3.94	4.49	4.05f	3.94	3.70	3.97	3.72	3.42	4.00	3.96	-
Std Dev	0.87	0.99	0.86	0.74	0.86	0.88	0.80	0.85	1.20	1.54	-	0.87	-
Std Error	0.03	0.12	0.03	0.23	0.05	0.03	0.11	0.03	0.27	0.51	-	0.03	-

Proportions/Means: Column Test (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_22. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. Proof and details of delivery receipt sent to the sender

Base : Have had to decide on a postal/delivery option in the last month

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1035	-	-	527	508	-	-	-	-	-	-	-	339	188	162	169	177
Weighted Base	994	**	**	517	477	**	**	**	**	**	**	**	317	200	152*	155*	170
Effective Base	568	-	-	289	280	-	-	-	-	-	-	-	182	107	85	92	104
Not at all important (1)	11	-	-	8	3	-	-	-	-	-	-	-	4	4	2	1	*
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	2%	1%	1%	*
Not very important (2)	50	-	-	31	19	-	-	-	-	-	-	-	19	12	7	10	3
	5%	-	-	6%	4%	-	-	-	-	-	-	-	6%	6%	5%	6%	2%
Neither important nor unimportant (3)	180	-	-	96	84	-	-	-	-	-	-	-	54	32	28	30	35
	18%	-	-	17%	20%	-	-	-	-	-	-	-	17%	16%	19%	19%	21%
Important (4)	477	-	-	271	206	-	-	-	-	-	-	-	168	102	70	58	78
	48%	-	-	52% <sup>up</sup>	43%	-	-	-	-	-	-	-	53% <sup>up</sup>	51%	46%	38%	46%
Very important (5)	273	-	-	122	152	-	-	-	-	-	-	-	72	49	44	54	53
	27%	-	-	23%	32% <sup>up</sup>	-	-	-	-	-	-	-	23%	26%	29%	32% <sup>up</sup>	31%
Don't know	4	-	-	1	3	-	-	-	-	-	-	-	1	-	-	2	1
		-	-	1%	1%	-	-	-	-	-	-	-	-	-	-	1%	1%
NET Not at all important/ Not very important	61	-	-	39	22	-	-	-	-	-	-	-	22	17	9	10	3
	6%	-	-	7%	5%	-	-	-	-	-	-	-	7%	8% <sup>up</sup>	6%	7%	2%
NET Important / Very important	750	-	-	392	358	-	-	-	-	-	-	-	240	152	114	112	131
	75%	-	-	76%	75%	-	-	-	-	-	-	-	76%	76%	75%	73%	77%
Mean	3.96	-	-	3.90	4.02	-	-	-	-	-	-	-	3.91	3.90	3.98	4.01	4.07
Std Dev.	0.87	-	-	0.88	0.86	-	-	-	-	-	-	-	0.85	0.91	0.88	0.93	0.78
Std Error	0.03	-	-	0.04	0.04	-	-	-	-	-	-	-	0.05	0.07	0.07	0.07	0.06

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QE4\_NET\_IMPORTANT.** In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	1877	-	1877	373	1040	809	1058	315	298	396	253	310	197	108	613	649	615	305	1717	150	1877
Weighted Base	1893	**	1893	460	979	872	1010	357	304	402	250	281	170*	128*	661	652	580	299	1642	239	1877
Effective Base	1022	-	1022	225	568	452	565	188	172	219	139	163	86	58	360	358	304	144	905	113	1022
Low cost	1652	-	1652	378	861	749	895	312	244	355	209	254	156	122	556	564	532	278	1434	206	1633
87%			87%	82%	88%	86%	89%	87%	80%	85%	84%	89%	82%	85%	84%	87%	82%	83%	87%	87%	87%
Free delivery	1580	-	1580	387	814	704	868	306	241	326	208	239	144	114	547	536	497	258	1363	206	1531
83%	-	83%	84%	83%	85%	81%	85%	86%	79%	83%	83%	85%	84%	80%	83%	82%	86%	86%	83%	86%	82%
Inclusion of insurance	1104	-	1104	321	538	538	561	232	184	276	145	147	77	44	416	421	267	120	957	142	1050
56%	-	56%	79%	55%	55%	56%	59%	65%	61%	69%	59%	52%	45%	34%	63%	65%	46%	40%	58%	40%	56%
Guarantee that the parcel will arrive on time	1576	-	1576	377	826	705	861	300	242	353	209	235	134	103	542	562	472	237	1359	210	1567
83%	-	83%	82%	84%	84%	81%	85%	84%	80%	85%	84%	84%	79%	80%	82%	86%	82%	80%	83%	88%	83%
Ability to see where my delivery is at any point in time	1570	-	1570	379	792	707	854	304	246	333	217	233	142	95	550	549	471	238	1349	212	1526
83%	-	83%	82%	81%	81%	81%	85%	85%	81%	83%	87%	83%	83%	74%	83%	84%	81%	80%	82%	89%	81%
Ability to choose an express or next day service	1305	-	1305	383	663	607	694	290	220	311	177	152	83	72	510	488	307	155	1105	103	1236
69%	-	69%	73%	68%	69%	70%	69%	81%	76%	77%	71%	74%	54%	49%	77%	76%	53%	52%	67%	81%	66%
Ability to select a specific date/time for delivery	1339	-	1339	344	665	607	723	270	226	309	179	187	106	62	496	489	354	168	1139	192	1268
71%	-	71%	75%	68%	68%	70%	72%	75%	74%	77%	72%	68%	62%	48%	75%	75%	61%	56%	69%	80%	68%
Fast delivery	1488	-	1488	396	748	668	811	306	252	356	181	203	112	78	558	537	393	190	1283	196	1478
79%	-	79%	86%	76%	76%	77%	80%	86%	83%	89%	72%	72%	66%	61%	84%	82%	68%	64%	78%	82%	79%
Convenient options for me to accept the delivery	1595	-	1595	375	813	724	861	286	256	344	218	240	155	96	543	562	491	251	1389	200	1576
84%	-	84%	82%	83%	83%	83%	85%	80%	84%	86%	87%	85%	81%	75%	82%	86%	85%	84%	85%	84%	84%
Ability to select an evening/weekend delivery	1112	-	1112	333	542	529	578	259	210	293	137	124	47	43	469	429	214	90	930	175	1026
59%	-	59%	72%	55%	55%	61%	57%	72%	69%	73%	59%	44%	28%	34%	71%	68%	37%	30%	57%	73%	55%
Proof of postage/ dispatch	1560	-	1560	370	802	688	862	293	241	337	212	233	142	103	534	549	478	245	1357	191	1543
82%	-	82%	80%	82%	82%	79%	83%	82%	79%	84%	85%	83%	83%	80%	81%	84%	82%	82%	83%	80%	82%
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	1567	-	1567	385	798	699	850	294	248	329	209	229	147	111	542	538	487	258	1364	196	1545
83%	-	83%	84%	82%	82%	80%	85%	82%	82%	82%	84%	81%	86%	87%	82%	82%	84%	86%	83%	82%	82%
Option to reschedule if I am unable to take the delivery	1598	-	1598	379	823	715	873	299	249	347	216	244	149	93	548	563	487	242	1382	211	1563
84%	-	84%	82%	84%	84%	82%	86%	84%	82%	86%	87%	87%	82%	73%	83%	86%	84%	81%	84%	88%	83%
Ability to provide a specific time slot or SMS notification of delivery time	1382	-	1382	372	688	606	765	290	217	330	175	189	106	74	507	505	369	181	1174	197	1313
73%	-	73%	81%	70%	70%	70%	76%	81%	76%	82%	70%	67%	62%	58%	77%	77%	64%	60%	71%	82%	70%
Proof and details of delivery receipt sent to me if someone else receives it	1558	-	1558	383	797	682	868	290	244	336	218	228	137	105	534	554	470	242	1350	203	1536
82%	-	82%	83%	81%	81%	78%	86%	81%	80%	84%	87%	81%	80%	82%	81%	85%	81%	81%	82%	85%	82%
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	575	-	575	166	408	240	331	124	107	122	71	73	42	35	231	193	150	77	475	97	572
30%	-	30%	36%	42%	42%	26%	33%	35%	35%	30%	29%	26%	24%	28%	35%	30%	26%	26%	29%	41%	30%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	596	-	596	166	430	252	341	125	125	125	73	90	40	18	250	198	148	58	484	107	579
32%	-	32%	36%	44%	44%	29%	34%	35%	41%	37%	31%	32%	24%	14%	38%	39%	26%	20%	29%	46%	31%
Proof and details of delivery receipt sent to the sender	750	-	750	184	565	311	435	143	123	149	101	117	66	52	265	250	235	118	636	107	755
40%	-	40%	40%	58%	58%	36%	43%	40%	40%	37%	40%	42%	38%	41%	40%	38%	40%	39%	39%	45%	40%

Proportions/Means: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - n/op/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QE4\_NET\_IMPORTANT.** In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1877	561	572	351	393	1133	744	1149	711	187	215	487	511	396	1213	188	1632	250	753	32
Weighted Base	1893	483	548	413	449	1031	862	1248	626	205	248	497	485	382	1230	207	1634	267	687	41**
Effective Base	1022	248	314	220	241	561	461	633	391	102	136	276	276	190	688	103	890	152	399	19
Low cost	1652	401	472	380	400	873	780	1084	552	183	214	425	434	327	1073	185	1417	228	589	38
87%	83%	86%	82%ab	89%	85%	87%	80%bc	87%	88%	89%	86%	86%	89%	86%	87%	89%	87%	86%	88%	93%
Free delivery	1580	415	442	344	379	857	723	1041	520	172	219	386	413	323	1018	174	1369	217	567	36
83%	85%	81%	83%	84%	83%	84%	84%	84%	83%	84%	83%kl	86%	83%kl	85%	82%	84%	83%	81%	83%	92%
Inclusion of insurance	1104	331	297	246	230	627	476	791	303	91	153	265	296	263	713	93	991	139	343	28
58%	69%abcd	54%	60%	51%	61%	55%	63%kl	49%	44%	44%	62%kl	53%	61%kl	69%klmn	65%kl	45%	61%kl	52%	50%	68%
Guarantee that the parcel will arrive on time	1576	393	465	346	373	857	719	1057	504	168	215	396	406	329	1017	170	1362	225	549	40
83%	81%	85%	84%	83%	83%	83%	83%	85%	81%	82%	87%	80%	84%	86%	83%	82%	83%	84%	80%	97%
Ability to see where my delivery is at any point in time	1570	425	438	342	366	863	707	1068	486	166	209	402	388	333	1000	168	1353	200	540	33
83%	88%bcd	80%	83%	81%	84%	82%	89%kl	78%	81%	81%	85%	81%	80%	87%kl	81%	81%	83%	75%	79%	80%
Ability to choose an express or next day service	1305	371	361	292	281	732	573	939	354	128	169	324	336	311	828	130	1146	184	434	36
69%	77%bcd	66%	71%	62%	71%	66%	75%kl	57%	62%	62%	68%	65%	69%	81%klmn	67%	63%	70%	69%	63%	88%
Ability to select a specific date/time for delivery	1339	343	380	310	306	723	616	933	388	130	183	329	351	296	863	131	1170	178	438	33
71%	71%	69%	75%	68%	70%	71%	73%kl	62%	63%	63%	74%	66%	72%	81%klmn	70%	63%	72%	67%	64%	81%
Fast delivery	1488	408	418	321	341	826	662	1034	440	153	188	365	403	316	955	155	1291	215	507	34
79%	83%abcd	76%	78%	76%	80%	77%	83%kl	70%	75%	75%	76%	73%	83%kl	83%kl	78%	75%	79%	81%	74%	83%
Convenience options for me to accept the delivery	1595	390	451	361	384	841	755	1059	518	169	208	405	415	329	1028	171	1377	223	546	36
84%	81%	82%	87%	83%kl	82%	85%kl	82%	85%	83%	82%	84%	82%	86%	86%	84%	83%	84%	84%	79%	90%
Ability to select an evening/weekend delivery	1112	322	315	257	219	637	476	838	260	111	137	280	290	259	707	113	977	144	352	28
59%	74%bcd	67%cd	62%cd	49%	62%kl	55%	67%kl	42%	42%	54%	55%	56%	60%	83%klmn	58%	55%	60%	54%	51%	69%
Proof of postage/ dispatch	1550	387	444	350	370	832	729	1030	512	167	215	385	407	315	1006	169	1343	216	539	38
82%	80%	81%	87%	82%	81%	85%	83%	82%	82%	81%	87%kl	77%	84%	83%	82%	82%	82%	81%	78%	93%
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	1567	396	448	368	355	844	723	1040	516	161	196	404	419	322	1019	163	1360	214	542	37
83%	82%	82%	89%abcd	79%	82%	84%	83%	83%	78%	78%	79%	81%	86%	84%	83%	79%	83%	80%	79%	90%
Option to reschedule if I am unable to take the delivery	1998	426	448	356	388	874	724	1062	520	173	206	402	408	345	1016	175	1379	219	556	33
84%	85%abcd	82%	86%	82%	85%	84%	86%	83%	83%	84%	83%	81%	84%	85%klmn	83%	84%	84%	82%	81%	82%
Ability to provide a specific time slot or SMS notification of delivery time	1382	368	388	314	311	756	626	962	407	141	189	327	365	303	881	143	1197	187	455	33
73%	76%	71%	76%	69%	73%	73%	77%kl	65%	69%	69%	76%kl	66%	75%kl	79%klmn	72%	69%	73%	70%	66%	80%
Proof and details of delivery receipt sent to me if someone else receives it	1558	390	447	357	364	838	721	1038	504	156	212	399	417	316	1028	158	1362	213	537	34
82%	81%	82%	86%	81%	81%	84%	83%	81%	81%	76%	85%	80%	86%kl	83%	84%	76%	83%	80%	78%	83%
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	576	143	169	131	133	311	264	376	198	62	71	160	155	106	387	84	497	156	388	31
30%	30%	31%	32%	30%	30%	31%	32%	30%	32%	30%	29%	32%	32%	28%	31%	31%	30%	29%	26%	77%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	596	157	191	126	122	348	248	419	176	63	79	143	169	124	390	64	517	169	396	31
32%	33%	35%	30%	27%	34%	29%	34%	28%	28%	30%	32%	29%	35%	33%	32%	31%	32%	63%	58%	76%
Proof and details of delivery receipt sent to the sender	750	181	227	172	169	408	341	492	256	70	106	192	213	140	512	71	656	206	509	36
40%	38%	41%	42%	38%	40%	40%	39%	41%	41%	34%	43%	39%	44%	37%	42%	34%	40%	77%	74%	88%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_NET\_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1877	1213	664	304	916	401	317	243	80	95	103	110	105	94	121	107	101	60	341
Weighted Base	1893	1615	278	69*	1597	154	91	51	63*	195*	153*	148	170*	156*	285	273*	153*	13**	141
Effective Base	1022	866	157	53	771	186	150	173	70	86	95	101	96	85	112	96	93	15	171
Low cost	1652	1410	242	57	1397	136	78	42	50	177	136	131	150	132	251	236	133	12	124
87%	87%	87%	87%	83%	87%	88%	86%	82%	79%	81%h	89%	88%	88%	85%	89%	86%	87%	92%	88%
Free delivery	1580	1343	237	53	1344	123	72	41	48	173	124	121	156	133	237	227	125	10	113
83%	83%	85%	76%	84%	80%	80%	80%	80%	76%	83%h	81%	82%	82%hnmpr	85%	83%	83%	82%	74%	80%
Inclusion of insurance	1104	933	171	40	935	86	51	31	33	119	86	99	110	86	175	144	84	8	78
58%	58%	61%	58%	59%	56%	56%	61%	61%	52%	61%	56%	67%h	65%	55%	52%	55%	62%	55%	55%
1676	1349	227	57	1331	126	77	42	49	170	123	127	147	128	233	229	125	10	116	
83%	84%	82%	82%	83%	81%	85%	83%	78%	78%	87%	80%	85%	86%	82%	84%	82%	82%	74%	82%
Ability to see where my parcel will arrive on time	1670	1341	229	59	1326	131	74	39	50	164	120	119	145	138	235	228	126	10	122
83%	83%	82%	85%	83%	85%	82%	78%	79%	79%	84%	79%	80%	85%	89%	83%	84%	82%	73%	86%
Ability to choose an express or next day service	1305	1120	185	45	1115	96	60	34	37	148	108	122	102	115	212	179	99	8	88
69%	69%	66%	65%	70%h	62%	66%	67%	59%	76%h	71%	73%	72%	65%	75%h	65%	64%	60%	62%	62%
Ability to select a specific date/time for delivery	1339	1148	191	45	1146	100	59	33	37	135	98	111	126	115	214	205	104	8	92
71%	71%	69%	65%	72%	65%	65%	66%	59%	69%	64%	73%h	74%h	74%h	71%h	73%h	73%h	68%	63%	65%
Fast delivery	1488	1274	214	52	1256	119	73	41	47	160	120	116	145	126	225	188	130	11	108
79%	79%	77%	77%	79%	77%	80%	80%	80%	74%	82%h	78%	83%h	85%h	81%	79%	79%	84%h	81%	77%
Convenience options for me to accept the delivery	1595	1360	235	57	1354	127	73	41	49	160	129	129	149	141	242	225	131	10	117
84%	84%	84%	83%	83%	82%	81%	80%	80%	78%	82%	84%	87%	87%	83%h	85%	82%	85%	74%	83%
Ability to select an evening/weekend delivery	1112	965	148	40	959	73	53	28	37	118	94	94	109	88	192	142	85	7	66
59%	60%	53%	57%	63%h	47%	53%h	56%	56%	56%	61%h	62%h	63%h	64%h	56%	63%h	52%	55%	54%	46%
Proof of postage/ dispatch	1550	1329	221	57	1317	130	72	42	46	172	123	121	152	122	239	209	134	10	120
82%	82%	83%	82%	82%	84%	79%	83%	83%	73%	83%h	80%	82%	83%hnm	78%	84%	76%	83%h	74%	81%h
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	1567	1331	236	59	1329	122	75	40	47	169	126	121	144	136	233	225	128	12	111
83%	82%	85%	86%	83%	79%	83%	79%	79%	75%	87%h	82%	81%	84%	87%h	82%	82%	84%	88%	78%
Option to reschedule if I am unable to take the delivery	1698	1361	237	57	1354	123	80	41	56	160	129	131	154	139	239	224	122	9	114
84%	84%	83%	83%	85%	80%	83%h	80%	80%	89%	82%	84%	88%	81%h	89%	84%	82%	80%	68%	81%
Ability to provide a specific time slot or SMS notification of delivery time	1382	1193	189	42	1177	115	59	32	45	141	111	108	129	108	237	184	114	8	106
73%	74%h	68%	61%	74%h	74%h	65%	63%	63%	71%	72%	72%	73%	76%	70%	83%hnm	67%	74%	61%	75%
Proof and details of delivery receipt sent to me if someone else receives it	1558	1326	232	60	1320	119	77	42	45	153	122	123	149	136	240	220	132	9	110
82%	82%	84%	87%	83%	77%	85%	83%	83%	72%	79%	80%	83%	87%h	84%h	84%h	80%	86%h	71%	78%
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	676	479	98	11	488	48	25	16	15	55	57	51	67	58	78	69	38	2	44
30%	30%h	34%h	15%	31%	30%	28%	31%	31%	24%	28%	37%	34%	39%h	37%	27%	25%	18%	3%	31%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	596	513	83	11	517	39	26	15	18	72	59	48	64	54	77	90	34	2	37
32%	32%h	30%	16%	32%	25%	28%	30%	30%	28%	37%h	39%h	33%	37%h	34%	27%	33%	22%	13%	26%
Proof and details of delivery receipt sent to the sender	750	639	111	17	638	56	33	23	22	85	69	56	74	69	91	119	53	3	53
40%	40%h	40%h	24%	40%	36%	36%	49%	49%	36%	44%	45%	38%	43%	44%	32%	43%	35%	24%	37%

Proportions/Mean: Columns Tested (5% risk level) - abc/c - d/ef/g - hij/klm/nop/qr  
\* small base; \*\* very small base (under 30) ineligible for sig testing

**QE4\_NET\_IMPORTANT.** In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

**Base :** Have had to decide on a postal/delivery option in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1877	615	63	285	727	744	203	130	59	1471	189	894	708	178	66	23	1602	89	337	698
Weighted Base	1893	596	70*	258	727	733	230	141**	49*	1460	190	864	714	199	82*	22**	1578	104*	391	604
Effective Base	1022	320	32	152	374	403	128	79	34	776	112	480	374	144	43	14	853	57	209	361
Low cost	1682	538	63	236	666	642	195	110	39	1297	149	788	633	166	48	20	1421	78	319	536
	87%	90%	90%	91%	81%(gh)	83%(gh)	84%	78%	79%	83%(gh)	76%	83%(mno)	83%(mno)	72%	71%	88%	75%	82%	83%	81%
Free delivery	1580	506	59	223	630	614	182	101	41	1244	142	759	584	147	65	18	1343	82	328	493
	83%	85%	84%	86%	87%(ij)	84%(ij)	79%	72%	84%	85%(ij)	75%	85%(mn)	82%	74%	79%	79%	85%(mn)	79%	84%	82%
Inclusion of insurance	1104	281	24	109	449	436	101	82	31	885	114	528	424	89	45	16	952	61	261	248
	58%	47%	34%	42%	62%(kl)	59%(kl)	44%	58%(kl)	64%(kl)	61%(kl)	60%	61%(kl)	59%(kl)	45%	55%	73%	69%(kl)	59%	67%	67%
Guarantee that the parcel will arrive on time	1676	482	57	204	634	617	166	110	36	1251	147	759	604	129	59	15	1363	74	313	500
	83%	81%	82%	79%	87%(lmn)	84%(lmn)	72%	78%	74%	81%(lmn)	76%	83%(mno)	81%(mno)	65%	73%	67%	83%(mno)	71%	80%	83%
Ability to see where my delivery is at any point in time	1670	475	57	200	603	639	170	114	34	1242	149	741	605	142	57	16	1346	73	308	464
	83%	80%	82%	78%	83%(op)	87%(op)	74%	81%	71%	85%(op)	78%	86%(pqr)	85%(pqr)	71%	70%	74%	86%(pqr)	70%	79%	77%
Ability to choose an express or next day service	1305	321	33	116	522	510	135	96	36	1032	132	621	498	108	56	12	1119	69	294	361
	69%	54%	48%	45%	72%(st)	70%(st)	58%	68%	73%	71%(st)	70%	72%(st)	70%(st)	54%	69%	55%	71%(st)	66%	75%	60%
Ability to select a specific date/time for delivery	1339	368	42	134	533	525	149	90	33	1068	123	630	506	117	55	16	1145	71	276	373
	71%	62%(bc)	60%	52%	73%(bc)	72%	65%	63%	68%	73%(bc)	65%	74%(bc)	71%(bc)	59%	67%	70%	73%(bc)	68%	71%	62%
Fast delivery	1488	412	49	163	593	581	166	104	35	1174	138	709	562	139	58	11	1271	89	315	440
	79%	69%	70%	63%	83%(de)	79%	72%	73%	71%	80%(de)	73%	83%(de)	82%(de)	70%	72%	49%	81%(de)	67%	81%	73%
Convenient options for me to accept the delivery	1595	500	57	213	643	622	176	107	34	1265	141	768	622	121	60	16	1390	76	300	506
	84%	84%	82%	82%	89%(fgh)	85%(fgh)	77%	76%	70%	87%(fgh)	74%	89%(fgh)	87%(fgh)	61%	74%	73%	89%(fgh)	73%	77%	84%(r)
Ability to select an evening/weekend delivery	1112	265	27	82	440	433	123	81	30	873	112	524	417	106	46	16	940	62	272	252
	59%	47%(bc)	39%	32%	61%(bc)	59%	53%	57%	62%	60%(bc)	59%	61%(bc)	58%	53%	57%	71%	60%	60%	70%(bc)	42%
Proof of postage/ dispatch	1560	452	55	206	636	602	170	104	37	1239	140	743	599	139	54	17	1341	71	305	485
	82%	81%	78%	80%	89%(gh)	82%(gh)	74%	73%	75%	85%(gh)	74%	86%(mno)	84%(mno)	70%	67%	75%	85%(mno)	68%	79%	80%
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	1567	489	47	214	642	601	177	103	35	1243	139	761	595	133	57	17	1356	74	303	490
	83%	82%(ab)	67%	83%	88%(ijkl)	82%(ijkl)	77%	73%	74%	83%(ijkl)	73%	89%(klmn)	85%(klmn)	67%	70%	75%	86%(klmn)	71%	77%	81%
Option to reschedule if I am unable to take the delivery	1588	495	58	216	631	630	180	109	37	1261	148	765	614	138	58	17	1379	75	323	485
	84%	83%	83%	84%	87%(kl)	89%(kl)	78%	78%	75%	86%(kl)	77%	89%(klmn)	86%(klmn)	68%	71%	74%	87%(klmn)	72%	83%	80%
Ability to provide a specific time slot or SMS notification of delivery time	1382	389	41	157	537	539	163	95	38	1076	134	637	532	128	58	18	1169	76	291	383
	73%	65%	59%	61%	74%	74%	71%	68%	78%	74%	70%	74%(mno)	74%(mno)	64%	71%	81%	74%(mno)	73%	75%	63%
Proof and details of delivery receipt sent to me if someone else receives it	1558	480	55	203	615	614	169	113	36	1229	149	743	596	138	55	17	1339	72	307	477
	82%	81%	79%	78%	85%(pqr)	84%(pqr)	73%	80%	75%	84%(pqr)	78%	86%(stuv)	83%(stuv)	69%	68%	78%	87%(stuv)	70%	78%	79%
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	575	178	19	79	225	242	58	35	10	467	46	307	223	29	10	3	530	13	265	310
	30%	30%	28%	31%	31%	33%	25%	25%	21%	32%	24%	36%(mno)	31%(mno)	14%	12%	14%	34%(mno)	13%	63%	51%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	996	164	18	62	206	260	76	38	11	466	50	303	232	38	20	4	535	24	293	303
	32%	27%	26%	24%	29%	33%(st)	33%	27%	24%	32%	26%	35%(stuv)	32%(stuv)	19%	29%	18%	34%(stuv)	23%	73%	50%
Proof and details of delivery receipt sent to the sender	750	250	17	106	286	319	76	51	14	605	65	394	287	44	21	3	681	24	299	450
	40%	42%	25%	41%	39%	44%(st)	33%	36%	29%	41%	34%	46%(stuv)	40%(stuv)	22%	26%	13%	43%(stuv)	23%	77%	75%

Proportions/Mean: Column Totalled (5% risk level) - abc/c - de/(fgh/i) - klm/nn/op/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_NET\_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1877	134	1719	24	615	1155	107	1819	42	15	1	1876	-
Weighted Base	1893	154*	1712	26**	643	1131	119*	1819	56**	16**	2**	1891	**
Effective Base	1022	79	927	16	348	607	68	984	27	10	1	1021	-
Low cost	1652	127	1501	24	554	995	103	1606	36	8	2	1650	-
87%		82%	88%	92%	86%	88%	87%	88%	65%	52%	100%	87%	-
Free delivery	1580	128	1427	25	554	929	97	1530	41	7	2	1578	-
83%		83%	83%	95%	86%	82%	82%	84%	73%	46%	100%	83%	-
Inclusion of insurance	1104	115	969	20	396	633	74	1054	34	5	2	1102	-
58%		74% <b>b</b>	57%	76%	62%	56%	63%	58%	61%	28%	100%	58%	-
Guarantee that the parcel will arrive on time	1576	128	1422	26	523	955	99	1529	38	10	-	1576	-
83%		83%	83%	100%	81%	84%	83%	84%	68%	61%	-	83%	-
Ability to see where my delivery is at any point in time	1570	118	1428	24	524	981	86	1524	36	10	-	1570	-
83%		77%	83%	92%	81%	85% <b>c</b>	73%	84%	65%	61%	-	83%	-
Ability to choose an express or next day service	1305	124	1157	25	441	779	85	1282	37	6	-	1305	-
69%		80% <b>b</b>	68%	95%	68%	69%	72%	69%	67%	36%	-	69%	-
Ability to select a specific date/time for delivery	1339	127	1190	22	459	794	86	1298	31	9	-	1339	-
71%		83% <b>b</b>	69%	84%	71%	70%	72%	71%	56%	58%	-	71%	-
Fast delivery	1488	132	1333	24	512	874	103	1437	38	11	2	1487	-
79%		85%	78%	92%	80%	77%	87%	79%	69%	69%	100%	79%	-
Convenient options for me to accept the delivery	1595	121	1451	24	537	961	98	1553	34	8	-	1595	-
84%		78%	85%	90%	83%	85%	82%	85%	61%	49%	-	84%	-
Ability to select an evening/weekend delivery	1112	112	981	19	401	622	89	1068	36	7	2	1111	-
59%		73% <b>b</b>	57%	73%	52% <b>a</b>	55%	73% <b>d</b>	59%	64%	44%	100%	59%	-
Proof of postage/ dispatch	1560	124	1412	24	534	934	92	1525	26	8	2	1559	-
82%		81%	82%	92%	83%	83%	77%	84%	46%	51%	100%	82%	-
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	1567	135	1411	21	538	945	84	1521	37	7	5	1565	-
83%		87%	82%	82%	82% <b>c</b>	84% <b>c</b>	71%	84%	67%	45%	100%	83%	-
Option to reschedule if I am unable to take the delivery	1588	123	1452	23	533	972	93	1555	34	9	-	1598	-
84%		80%	85%	89%	83%	86%	79%	85%	62%	57%	-	85%	-
Ability to provide a specific time slot or SMS notification of delivery time	1382	121	1240	21	487	815	80	1344	28	8	2	1380	-
73%		79%	72%	80%	76%	72%	67%	74%	50%	53%	100%	73%	-
Proof and details of delivery receipt sent to me if someone else receives it	1558	128	1406	24	535	922	101	1512	37	10	-	1558	-
82%		83%	82%	94%	83%	81%	88%	83%	66%	66%	-	82%	-
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	575	42	525	8	187	349	39	557	12	3	2	573	-
30%		27%	31%	32%	29%	31%	33%	31%	22%	21%	100%	30%	-
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	596	41	546	9	181	379	37	578	12	4	2	584	-
32%		27%	32%	34%	28%	33%	31%	32%	21%	28%	100%	31%	-
Proof and details of delivery receipt sent to the sender	750	53	686	11	243	468	39	730	13	5	2	748	-
40%		34%	40%	43%	38%	41%	32%	40%	23%	30%	100%	40%	-

Proportions/Mean: Column Total (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_NET\_IMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online) please tell us how important each of the following factors are by using the scale provided. - Important/Very important Summary

Base : Have had to decide on a postal/delivery option in the last month

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	1877	414	428	527	598	157	133	124	135	157	136	-	339	188	162	169	177
Weighted Base	1893	447	451	517	477	173*	132*	143*	150*	153*	149*	-	317	200	152*	155*	170
Effective Base	1022	213	247	289	280	77	66	70	77	87	83	-	182	107	85	92	104
Low cost	1652	403	395	442	412	159	112	132	124	140	131	-	288	175	134	133	145
	87%	90%	88%	85%	86%	92%	85%	92%	83%	91%	88%	-	84%	87%	88%	86%	85%
Free delivery	1580	369	390	425	396	147	99	123	123	132	135	-	258	166	137	123	136
	83%	83%	86%	82%	83%	85%	75%	86%	82%	87%	81% <sup>top</sup>	-	81%	83%	80% <sup>top</sup>	80%	80%
Inclusion of insurance	1104	283	311	258	253	122	85	75	99	106	106	-	155	101	82	84	87
	58%	63% <sup>cd</sup>	63% <sup>cd</sup>	59%	53%	71% <sup>klmnop</sup>	62% <sup>l</sup>	53%	63% <sup>lmop</sup>	70% <sup>klmnop</sup>	72% <sup>klmnop</sup>	-	49%	50%	54%	54%	51%
Guarantee that the parcel will arrive on time	1576	379	384	423	391	153	114	112	133	139	112	-	270	152	131	127	134
	83%	85%	85%	82%	82%	89% <sup>lm</sup>	86%	79%	89% <sup>lm</sup>	81% <sup>klmno</sup>	75%	-	85%	76%	86%	82%	78%
Ability to see where my delivery is at any point in time	1570	395	403	407	366	154	115	125	132	135	137	-	261	146	123	116	127
	83%	83% <sup>cd</sup>	83% <sup>cd</sup>	79%	77%	89% <sup>lmop</sup>	87% <sup>lmop</sup>	88% <sup>lmop</sup>	88% <sup>lmop</sup>	88% <sup>lmop</sup>	82% <sup>lmnop</sup>	-	82%	73%	81%	75%	75%
Ability to choose an express or next day service	1305	326	325	339	315	138	91	97	102	112	111	-	208	131	109	101	105
	69%	73%	72%	66%	66%	89% <sup>lmnop</sup>	69%	68%	68%	73%	75%	-	65%	66%	72%	65%	62%
Ability to select a specific date/time for delivery	1339	343	347	338	311	139	101	103	119	124	104	-	210	128	105	99	108
	71%	77% <sup>cd</sup>	77% <sup>cd</sup>	65%	65%	89% <sup>lmnop</sup>	76%	72%	89% <sup>lmnop</sup>	81% <sup>lmnop</sup>	70%	-	66%	64%	69%	64%	63%
Fast delivery	1488	355	378	386	369	143	106	106	122	134	122	-	230	156	124	118	127
	79%	79%	84% <sup>ab</sup>	75%	77%	83%	80%	75%	82%	88% <sup>klmno</sup>	82%	-	73%	78%	82%	76%	75%
Convenient options for me to accept the delivery	1595	395	395	424	382	157	115	122	130	130	136	-	266	158	124	126	132
	84%	88% <sup>cd</sup>	88% <sup>cd</sup>	82%	80%	91% <sup>lmop</sup>	87%	86%	87%	85%	81% <sup>lmop</sup>	-	84%	79%	81%	82%	77%
Ability to select an evening/weekend delivery	1112	295	293	246	279	121	83	91	96	103	93	-	150	96	100	88	91
	59%	66% <sup>bc</sup>	65% <sup>bc</sup>	48%	59% <sup>c</sup>	79% <sup>lmop</sup>	63% <sup>l</sup>	64% <sup>lmn</sup>	64% <sup>lmn</sup>	68% <sup>lmop</sup>	63% <sup>lmn</sup>	-	47%	48%	65% <sup>lmn</sup>	57%	53%
Proof of postage/ dispatch	1560	381	386	399	394	149	112	120	129	127	130	-	235	163	126	127	141
	82%	83% <sup>cd</sup>	83% <sup>cd</sup>	77%	83%	87% <sup>cd</sup>	85%	84%	86% <sup>cd</sup>	83%	83% <sup>cd</sup>	-	74%	82%	83%	82%	83%
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	1567	389	385	401	392	156	112	122	125	137	124	-	245	156	130	124	138
	83%	87% <sup>cd</sup>	83% <sup>cd</sup>	77%	82%	92% <sup>lmn</sup>	84%	85%	83%	83% <sup>lmn</sup>	83%	-	77%	78%	86%	80%	81%
Option to reschedule if I am unable to take the delivery	1598	388	402	418	391	154	111	122	132	133	138	-	256	161	136	123	132
	84%	87%	89% <sup>cd</sup>	81%	82%	89% <sup>cd</sup>	84%	86%	88%	87%	83% <sup>lmnop</sup>	-	81%	81%	90% <sup>cd</sup>	79%	77%
Ability to provide a specific time slot or SMS notification of delivery time	1382	345	363	350	324	136	96	112	121	116	126	-	223	127	113	101	111
	73%	77% <sup>cd</sup>	80% <sup>cd</sup>	68%	68%	79% <sup>lmnop</sup>	73%	79% <sup>lmn</sup>	81% <sup>lmnop</sup>	76%	85% <sup>lmnop</sup>	-	70%	64%	74%	65%	65%
Proof and details of delivery receipt sent to me if someone else receives it	1558	375	400	401	382	152	110	113	133	134	133	-	246	156	128	125	130
	82%	84%	89% <sup>cd</sup>	78%	80%	88% <sup>lm</sup>	83%	79%	89% <sup>lmop</sup>	87%	89% <sup>lmop</sup>	-	77%	78%	84%	80%	76%
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	575	-	-	286	289	-	-	-	-	-	-	-	178	108	105	99	85
	30%	-	-	55% <sup>ab</sup>	61% <sup>ab</sup>	-	-	-	-	-	-	-	55% <sup>efghij</sup>	54% <sup>efghij</sup>	69% <sup>efghijmop</sup>	64% <sup>efghij</sup>	50% <sup>efghij</sup>
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	596	-	-	303	293	-	-	-	-	-	-	-	182	121	94	104	96
	32%	-	-	59% <sup>ab</sup>	61% <sup>ab</sup>	-	-	-	-	-	-	-	57% <sup>efghij</sup>	60% <sup>efghij</sup>	62% <sup>efghij</sup>	67% <sup>efghij</sup>	67% <sup>efghij</sup>
Proof and details of delivery receipt sent to the sender	750	-	-	392	358	-	-	-	-	-	-	-	240	152	114	112	131
	40%	-	-	76% <sup>ab</sup>	76% <sup>ab</sup>	-	-	-	-	-	-	-	76% <sup>efghij</sup>	76% <sup>efghij</sup>	75% <sup>efghij</sup>	73% <sup>efghij</sup>	77% <sup>efghij</sup>

Proportions/Mean: Column Tested (5% risk level) - ab/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QE4\_NET\_NOTIMPORTANT.** In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought on please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	1877	-	1877	373	1040	809	1058	315	298	396	253	310	197	108	613	649	615	305	1717	150	1877
Weighted Base	1893	**	1893	460	979	872	1010	357	304	402	250	281	170*	128*	661	652	580	299	1642	239	1877
Effective Base	1022	-	1022	225	568	452	565	188	172	219	139	163	86	58	360	358	304	144	905	113	1022
Low cost	54	-	54	27	22	28	25	12	18	10	7	1	5	-	30	17	7	5	41	13	50
Free delivery	64	-	64	19	33	28	33	13	8	17	9	8	6	3	21	26	16	8	55	9	72
Inclusion of insurance	253	-	253	40	154	109	142	33	45	35	35	48	36	21	78	71	104	56	226	25	266
Guarantee that the parcel will arrive on time	60	-	60	17	33	31	29	10	15	10	3	8	11	3	26	13	22	14	57	4	62
Ability to see where my delivery is at any point in time	84	-	84	18	54	49	35	13	20	20	6	11	8	5	33	26	25	13	74	10	91
Ability to choose an express or next day service	225	-	225	34	137	97	124	19	30	40	21	57	40	18	49	62	115	57	202	21	241
Ability to select a specific date/time for delivery	167	-	167	30	105	76	90	28	28	12	20	33	19	27	56	33	78	46	147	18	194
Fast delivery	107	-	107	16	62	59	48	15	14	6	13	20	22	17	29	20	59	39	103	4	110
Convenient options for me to accept the delivery	58	-	58	22	30	27	31	8	2	7	2	7	3	5	34	10	14	8	52	6	63
Ability to select an evening/weekend delivery	301	-	301	44	181	122	177	28	34	31	37	67	59	45	62	171	104	283	16	360	
Proof of postage/ dispatch	73	-	73	17	50	49	24	23	23	6	3	11	5	2	46	10	17	7	59	14	83
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	80	-	80	18	35	42	36	16	15	13	7	18	9	1	31	20	29	11	70	10	92
Option to reschedule if I am unable to take the delivery	79	-	79	26	34	41	37	14	17	6	4	14	8	14	31	11	37	22	75	3	86
Ability to provide a specific time slot or SMS notification of delivery time	169	-	169	26	104	97	72	18	24	20	27	41	23	17	42	47	80	39	161	9	205
Proof and details of delivery receipt sent to me if someone else receives it	70	-	70	20	39	33	36	15	17	10	2	8	12	6	32	12	26	18	64	5	79
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	128	-	128	33	95	64	64	16	28	20	19	27	13	5	44	39	45	18	115	13	159
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	207	-	207	39	169	96	112	20	22	26	32	49	32	27	41	57	108	59	195	12	240
Proof and details of delivery receipt sent to the sender	61	-	61	16	45	31	30	11	9	11	5	11	7	6	20	17	25	13	58	3	71

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QE4\_NET\_NOTIMPORTANT.** In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought on please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1877	561	572	351	393	1133	744	1149	711	187	215	487	511	396	1213	188	1632	250	753	32
Weighted Base	1893	483	548	413	449	1031	862	1248	626	205	248	497	485	382	1230	207	1634	267	687	41**
Effective Base	1022	248	314	220	241	561	461	633	391	102	136	276	276	190	688	103	890	152	399	19
Low cost	54	27	14	4	9	41	13	35	19	4	3	20	16	9	40	4	51	7	27	-
Free delivery	84	13	21	13	16	34	30	34	29	10	6	17	20	9	43	10	54	9	34	3
Inclusion of insurance	253	48	82	52	70	130	123	147	107	31	33	82	57	45	172	31	218	48	124	4
Guarantee that the parcel will arrive on time	60	19	10	17	14	29	32	30	27	3	10	21	14	12	45	3	57	9	31	-
Ability to see where my delivery is at any point in time	84	21	22	14	26	44	40	44	40	6	13	30	24	10	68	6	78	21	37	2
Ability to choose an express or next day service	225	48	70	47	60	119	107	111	113	26	35	55	65	29	156	26	189	32	118	2
Ability to select a specific date/time for delivery	167	37	48	32	49	85	82	74	92	27	20	52	43	22	116	27	139	30	89	3
Fast delivery	107	24	22	30	31	46	61	41	62	14	15	32	31	15	78	14	93	17	53	2
Convenient options for me to accept the delivery	58	16	22	7	14	37	21	37	22	4	10	21	13	10	44	4	54	11	31	2
Ability to select an evening/weekend delivery	301	74	84	54	89	158	143	128	173	37	40	89	78	41	207	37	254	36	161	4
Proof of postage/ dispatch	73	28	15	12	16	43	30	50	23	10	9	24	16	13	49	10	63	15	38	2
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	80	24	29	8	19	53	27	53	26	6	12	24	26	8	62	6	70	6	41	-
Option to reschedule if I am unable to take the delivery	79	14	18	21	26	32	47	37	41	9	12	22	20	6	63	9	70	15	35	-
Ability to provide a specific time slot or SMS notification of delivery time	169	27	48	42	52	75	94	80	85	22	23	59	39	22	122	22	147	36	74	2
Proof and details of delivery receipt sent to me if someone else receives it	70	21	19	9	21	40	30	40	28	10	9	19	21	12	48	10	60	12	34	-
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	128	25	43	36	23	68	60	85	43	9	20	25	38	34	82	9	116	33	92	3
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	207	45	57	53	53	102	106	108	99	20	34	62	48	33	144	20	179	58	146	3
Proof and details of delivery receipt sent to the sender	61	16	20	13	13	35	25	38	23	8	5	17	19	13	40	8	53	14	47	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_NET\_NOTIMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought on please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1877	1213	664	304	916	401	317	243	80	95	103	110	105	94	121	107	101	60	341
Weighted Base	1893	1615	278	69*	1597	154	91	51	63*	195*	153*	148	170*	156*	285	273*	153*	13**	141
Effective Base	1022	866	157	53	771	186	150	173	70	86	95	101	96	85	112	96	93	15	171
Low cost	54	50	4	2	45	6	2	2	5	-	5	7	4	4	14	2	4	-	6
Free delivery	84	57	17	2	55	5	3	1	4	6	9	5	4	4	14	9	1	-	5
Inclusion of insurance	253	221	32	10	213	22	13	5	12	32	25	12	18	17	39	12	33	25	18
Guarantee that the parcel will arrive on time	133	145	11%	15%	13%	14%	14%	10%	19%	17%	16%	8%	11%	11%	14%	12%	16%	27%	13%
Ability to see where my delivery is at any point in time	60	48	13	6	47	8	5	1	4	5	7	3	7	8	6	4	2	5	5
Ability to choose an express or next day service	84	72	12	2	68	8	5	3	2	3	8	7	4	7	15	13	10	3	6
Ability to select a specific date/time for delivery	225	191	35	8	184	20	15	6	8	15	22	12	18	11	39	43	15	3	17
Fast delivery	167	144	23	6	137	17	9	4	8	15	18	9	15	5	18	29	10	3	14
Convenient options for me to accept the delivery	107	87	20	7	91	7	7	2	5	4	11	4	8	11	14	23	12	1	6
Ability to select an evening/weekend delivery	58	53	5	3	46	5	6	2	2	3	6	6	5	3	2	12	7	2	3
Proof of postage/ dispatch	301	263	38	11	238	33	21	10	13	22	20	24	22	19	38	53	28	4	29
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	80	72	8	4	62	10	4	4	1	7	9	11	1	2	11	13	7	-	10
Option to reschedule if I am unable to take the delivery	169	136	33	10	138	12	13	6	7	12	13	15	20	15	10	34	12	3	9
Proof and details of delivery receipt sent to me if someone else receives it	70	62	7	2	53	11	3	2	3	6	9	7	9	1	9	4	5	2	9
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	128	107	21	4	98	15	9	6	6	17	13	9	9	9	12	17	6	2	12
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	207	161	46	7	173	18	9	7	7	16	18	19	25	6	20	32	30	4	15
Proof and details of delivery receipt sent to the sender	61	44	17	3	47	8	4	2	5	7	2	4	3	-	4	13	7	3	6

Proportions/Mean: Columns Tested (5% risk level) - abc/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QE4\_NET\_NOTIMPORTANT.** In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought on please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1877	615	63	285	727	744	203	130	59	1471	189	894	708	178	66	23	1602	89	337	698
Weighted Base	1893	596	70*	258	727	733	230	141**	49*	1460	190	864	714	199	82**	22**	1578	104*	391	604
Effective Base	1022	320	32	152	374	403	128	79	34	776	112	480	374	106	43	14	853	57	209	361
Low cost	54	14	1	7	16	18	6	11	2	35	13	20	14	8	20	3	34	10	22	12
Free delivery	64	23	5	14	21	31	6	5	2	51	7	24	24	10	4	2	48	6	20	25
Inclusion of insurance	253	119	17	56	97	98	25	21	12	195	33	130	87	19	15	1	217	16	37	138
Guarantee that the parcel will arrive on time	60	29	1	12	19	21	11	6	4	39	10	22	18	15	6	-	40	6	18	22
Ability to see where my delivery is at any point in time	84	38	4	21	31	28	11	13	3	57	16	31	22	16	12	3	53	15	24	36
Ability to choose an express or next day service	225	135	16	68	91	85	23	18	8	176	25	109	81	24	8	3	190	10	38	114
Ability to select a specific date/time for delivery	167	96	16	51	64	63	13	19	0	127	27	78	47	23	12	4	126	16	34	89
Fast delivery	107	55	6	35	42	34	13	12	7	75	19	46	35	16	7	3	81	10	19	53
Convenient options for me to accept the delivery	58	26	2	11	16	21	8	11	2	37	13	19	15	14	4	4	35	8	19	25
Ability to select an evening/weekend delivery	301	167	17	96	120	117	27	29	8	237	36	146	108	22	19	4	255	23	38	164
Proof of postage/ dispatch	73	31	3	12	21	21	14	17	1	42	17	23	18	15	14	3	41	17	31	25
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	80	37	4	12	19	30	10	15	4	49	19	22	30	9	14	2	52	16	22	26
Option to reschedule if I am unable to take the delivery	79	34	5	19	32	15	11	13	6	47	19	37	16	11	8	3	53	11	17	33
Proof and details of delivery receipt sent to me if someone else receives it	169	91	10	51	67	65	18	14	3	132	17	86	53	16	11	4	138	15	28	84
Offers insurance against loss or damage	128	48	5	20	48	46	13	15	4	95	19	68	37	10	8	4	105	13	32	95
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	207	100	10	55	92	72	20	18	3	165	21	113	77	9	3	2	190	5	43	165
Proof and details of delivery receipt sent to the sender	61	24	5	13	24	14	7	12	4	38	18	25	21	7	3	3	47	6	22	38

Proportions/Mean: Column Total (5% risk level) - abc/c - d/e/f/g/h/i - kl/m/n/o/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QE4\_NET\_NOTIMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought on please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1877	134	1719	24	615	1155	107	1819	42	15	1	1876	-
Weighted Base	1893	154*	1712	26**	643	1131	119*	1819	56**	16**	2**	1891	**
Effective Base	1022	79	927	16	348	607	68	984	27	10	1	1021	-
Low cost	54	9	43	1	29	26	*	40	12	3	-	54	-
Free delivery	64	7	57	*	22	40	2	59	2	3	-	64	-
Inclusion of insurance	253	10	240	3	75	167	11	243	5	5	-	253	-
Guarantee that the parcel will arrive on time	80	12	40	-	37	23	-	52	5	3	-	60	-
Ability to see where my delivery is at any point in time	84	12	70	2	25	55	3	76	5	3	-	84	-
Ability to choose an express or next day service	225	13	213	*	73	140	13	211	10	5	-	225	-
Ability to select a specific date/time for delivery	167	12	153	1	59	101	7	157	6	3	2	165	-
Fast delivery	107	9	96	2	33	72	3	103	5	-	-	107	-
Convenient options for me to accept the delivery	58	7	50	2	23	31	4	50	4	4	-	58	-
Ability to select an evening/weekend delivery	301	15	284	3	93	201	7	294	2	6	-	301	-
Proof of postage/ dispatch	73	13	58	2	22	43	8	60	11	3	-	73	-
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	80	5	75	-	20	54	6	73	3	4	-	80	-
Option to reschedule if I am unable to take the delivery	79	7	70	1	31	43	4	72	5	2	-	79	-
Ability to provide a specific time slot or SMS notification of delivery time	169	12	155	2	61	95	13	157	9	3	-	169	-
Proof and details of delivery receipt sent to me if someone else receives it	70	7	60	2	20	47	3	66	2	1	-	70	-
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	128	5	121	2	37	84	7	126	1	1	-	128	-
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	207	14	190	3	69	133	6	200	6	2	-	207	-
Proof and details of delivery receipt sent to the sender	61	5	56	-	14	43	4	54	5	2	-	61	-

Proportions/Mean: Column Total (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4\_NET\_NOTIMPORTANT. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought on please tell us how important each of the following factors are by using the scale provided. - Not at all/Not very important Summary

Base : Have had to decide on a postal/delivery option in the last month

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	1877	414	428	527	598	157	133	124	135	157	136	-	339	188	162	169	177
Weighted Base	1893	447	451	517	477	173*	132*	143*	150*	153*	149*	-	317	200	152*	155*	170
Effective Base	1022	213	247	289	280	77	66	70	77	87	83	-	182	107	85	92	104
Low cost	64	6	15	18	16	-	3	2	9	5	1	-	14	4	3	9	3
3%	1%	3%	3%	3%	3%	-	2%	1%	6%	3%	1%	-	4%	2%	2%	6%	2%
Free delivery	64	9	9	24	21	3	5	2	5	3	1	-	18	7	2	11	8
3%	2%	2%	5%	4%	4%	2%	4%	1%	4%	2%	1%	-	6%	3%	1%	7%	5%
Inclusion of insurance	253	44	33	100	76	10	17	17	14	8	12	-	67	32	23	34	19
13%	10%	7%	13%ab	15%ab	6%	13%	12%	9%	5%	6%	-	21%efghij	16%kel	15%l	22%efghij	11%	
Guarantee that the parcel will arrive on time	60	14	6	23	16	-	4	7	4	-	14	-	9	4	5	7	7
3%	3%	1%	4%ab	3%	-	3%	7%ef	3%	-	1%	-	5%	4%	3%	3%	4%	4%
Ability to see where my delivery is at any point in time	84	13	35	21	25	3	4	7	5	6	-	16	19	8	10	10	7
4%	3%	2%	7%ab	5%	2%	3%	5%	4%	4%	-	-	5%l	9%ef	5%l	6%l	6%l	4%
Ability to choose an express or next day service	225	37	36	76	76	7	19	12	23	5	8	-	52	25	18	24	34
12%	8%	8%	15%ab	16%ab	4%	14%ef	8%	15%ef	3%	5%	-	16%efgh	12%ef	12%ef	16%efgh	20%efgh	
Ability to select a specific date/time for delivery	167	22	22	68	55	6	8	8	9	6	7	-	43	25	16	22	17
9%	5%	5%	13%ab	11%ab	4%	6%	6%	6%	6%	4%	5%	-	14%efgh	12%ef	11%	14%efgh	10%
Fast delivery	107	18	17	47	25	4	5	9	10	3	4	-	36	10	6	7	12
6%	4%	4%	9%ab	5%	3%	3%	7%	7%	2%	2%	-	11%efgh	5%	4%	5%	7%	7%
Convenient options for me to accept the delivery	58	7	7	23	21	-	6	-	2	3	2	-	15	8	9	7	6
3%	2%	2%	4%	4%	-	5%	-	1%	2%	1%	-	5%	4%	6%ef	4%	3%	3%
Ability to select an evening/weekend delivery	301	54	46	109	93	17	19	18	23	5	18	-	70	39	18	33	42
16%	12%	10%	21%ab	19%ab	10%	14%ef	12%ef	15%ef	3%	3%	12%ef	-	22%efgh	20%ef	12%ef	22%ef	24%efgh
Proof of postage/ dispatch	73	8	9	34	22	-	4	4	4	-	4	-	29	5	10	7	5
4%	2%	2%	7%ab	5%	-	3%	3%	3%	-	3%	-	9%efgh	3%	7%ab	4%	3%	3%
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	80	15	18	30	17	3	10	3	5	1	12	-	21	9	4	3	9
4%	3%	4%	6%	4%	1%	7%ef	2%	3%	1%	3%ef	-	7%ef	5%	3%	2%	2%	5%
Option to reschedule if I am unable to take the delivery	79	15	13	34	16	5	5	5	9	2	3	-	23	11	4	7	5
4%	3%	3%	7%	3%	3%	4%	4%	6%	1%	2%	-	7%ef	5%	3%	4%	3%	3%
Ability to provide a specific time slot or SMS notification of delivery time	169	32	25	63	50	9	10	13	11	6	8	-	33	20	13	19	17
9%	7%	6%	12%ab	10%ab	5%	8%	9%	8%	4%	6%	-	11%	15%ef	9%	12%ef	10%	
Proof and details of delivery receipt sent to me if someone else receives it	70	11	13	23	23	3	5	3	4	4	4	-	19	4	11	8	5
4%	2%	3%	4%	5%	2%	3%	2%	3%	3%	3%	-	6%	2%	7%	5%	3%	
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	128	-	-	56	72	-	-	-	-	-	-	-	33	23	19	22	30
7%	-	-	11%ab	15%ab	-	-	-	-	-	-	-	-	19%efghij	12%efghij	13%efghij	14%efghij	18%efghij
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	207	-	-	115	92	-	-	-	-	-	-	-	73	42	27	28	37
11%	-	-	22%ab	19%ab	-	-	-	-	-	-	-	-	23%efghij	21%efghij	18%efghij	18%efghij	22%efghij
Proof and details of delivery receipt sent to the sender	61	-	-	39	22	-	-	-	-	-	-	-	22	17	9	10	3
3%	-	-	7%ab	6%ab	-	-	-	-	-	-	-	-	7%efghij	8%efghij	6%efghij	7%efghij	2%

Proportions/Mean: Columns Tested (5% risk level) - ab|bcd - ef|ghij|kl|mnop  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QE4 MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	1877	-	1877	373	1040	809	1058	315	298	396	253	310	197	108	613	649	615	305	1717	150	1877
Weighted Base	1893	**	1893	460	979	872	1010	357	304	402	250	281	170*	128*	661	652	580	299	1642	239	1877
Effective Base	1022	-	1022	225	568	452	565	188	172	219	139	163	86	58	360	358	304	144	905	113	1022
Low cost	4.29	-	4.29	4.24	4.26	4.25	4.31a	4.32h	4.13	4.38h	4.21	4.39g	4.28h	4.34h	4.23	4.31h	4.32h	4.29	4.29	4.24	4.27
Free delivery	4.23	-	4.23	4.28d	4.20	4.18	4.27a	4.26h	4.14	4.26h	4.15	4.20g	4.23	4.35h	4.21	4.22	4.27	4.28	4.21	4.33r	4.20
Inclusion of insurance	3.64	-	3.64	3.90d	3.53	3.70	3.58	3.84km	3.65m	3.87h	3.63m	3.42	3.28	3.24	3.75pq	3.78pq	3.34	3.26	3.63	3.70	3.59
Guarantee that the parcel will arrive on time	4.18	-	4.18	4.21	4.15	4.12	4.23a	4.20	4.16	4.29im	4.22m	4.18	4.03	3.98	4.18a	4.26pq	4.09	4.01	4.16	4.33r	4.18
Ability to see where my delivery is at any point in time	4.15	-	4.15	4.18	4.08	4.11	4.19	4.19	4.14	4.20	4.19	4.14	4.10	3.97	4.17	4.20	4.09	4.04	4.13	4.28	4.13
Ability to choose an express or next day service	3.82	-	3.82	4.06d	3.76	3.82	3.83	4.16h	3.94km	3.99km	3.86km	3.44	3.32	3.51	4.06pq	3.94pq	3.42	3.40	3.77	4.16r	3.75
Ability to select a specific date/time for delivery	3.90	-	3.90	4.01d	3.80	3.85	3.93	4.00km	3.94m	4.06km	3.94m	3.78m	3.71	3.39	3.97pq	4.01pq	3.67	3.57	3.87	4.05r	3.83
Fast delivery	4.08	-	4.08	4.24d	4.03	4.06	4.10	4.28h	4.18km	4.32h	4.02m	3.91m	3.69	3.61	4.24pq	4.20pq	3.78	3.66	4.06	4.26r	4.07
Convenient options for me to accept the delivery	4.17	-	4.17	4.15	4.12	4.13	4.20	4.04	4.17	4.26g	4.28plm	4.20	4.11	4.05	4.10	4.27nqd	4.14	4.08	4.16	4.24	4.16
Ability to select an evening/weekend delivery	3.64	-	3.64	3.93d	3.56	3.69	3.61	3.95h	3.85h	3.97h	3.83h	3.33l	2.87	2.97	3.92pq	3.84pq	3.11	2.91	3.58	4.03r	3.53
Proof of postage/ dispatch	4.16	-	4.16	4.20	4.11	4.07	4.23a	4.19	4.04	4.24h	4.20	4.13	4.10	4.16	4.12	4.22	4.13	4.13	4.15	4.20	4.14
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	4.18	-	4.18	4.23	4.14	4.11	4.24a	4.18	4.14	4.22	4.23	4.11	4.17	4.22	4.16	4.22	4.15	4.19	4.17	4.23	4.16
Option to reschedule if I am unable to take the delivery	4.17	-	4.17	4.14	4.13	4.12	4.20	4.10m	4.11m	4.28hm	4.22m	4.17m	4.12m	3.78	4.15q	4.27pq	4.07	3.97	4.14	4.35r	4.14
Ability to provide a specific time slot or SMS notification of delivery time	3.94	-	3.94	4.17d	3.84	3.86	4.01a	4.12h	3.99km	4.10h	3.86m	3.75	3.63	3.55	4.06pq	4.06pq	3.67	3.59	3.90	4.19r	3.86
Proof and details of delivery receipt sent to me	4.17	-	4.17	4.20	4.10	4.09	4.24a	4.19	4.07	4.27h	4.28hm	4.11	4.10	4.08	4.13	4.28nqd	4.10	4.09	4.15	4.33r	4.16
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	3.61	-	3.61	3.82d	3.54	3.53	3.66	3.91h	3.68	3.74h	3.52	3.39	3.39	3.54	3.74pq	3.63	3.42	3.46	3.56	3.92r	3.51
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.52	-	3.52	3.71d	3.46	3.45	3.57	3.79km	3.62h	3.78km	3.45m	3.26m	3.05	2.88	3.80pq	3.65pq	3.08	2.88	3.43	4.04r	3.42
Proof and details of delivery receipt sent to the sender	3.96	-	3.96	4.01	3.94	3.90	4.00	4.03	3.94	4.01	4.03	3.85	3.84	3.96	3.99	4.02	3.87	3.90	3.93	4.16r	3.91

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QE4\_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1877	561	572	351	393	1133	744	1149	711	187	215	487	511	396	1213	188	1632	250	753	32
Weighted Base	1893	483	548	413	449	1031	862	1248	626	205	248	497	485	382	1230	207	1634	267	687	41**
Effective Base	1022	248	314	220	241	561	461	633	391	102	136	276	276	190	688	103	890	152	399	19
Low cost	4.29	4.24	4.22	4.33ab	4.38ab	4.23	4.38e	4.29	4.28	4.36kn	4.34kn	4.18	4.20e	4.34kn	4.20e	4.37p	4.27	4.26r	4.17	4.38r
Free delivery	4.23	4.24	4.13	4.23b	4.28b	4.21	4.25	4.24	4.21	4.28k	4.35kn	4.13	4.21	4.27kn	4.20k	4.29	4.22	4.25r	4.15	4.23
Inclusion of insurance	3.64	3.62bcd	3.57	3.61	3.54	3.69	3.57	3.74h	3.43	3.45	3.68	3.48	3.70kl	3.83kn	3.61	3.46	3.66	3.47	3.40	3.75
Guarantee that the parcel will arrive on time	4.18	4.15	4.20	4.15	4.23	4.18	4.19	4.23h	4.09	4.17	4.26	4.09	4.21	4.23	4.17	4.18	4.18	4.11	4.06	4.37
Ability to see where my delivery is at any point in time	4.15	4.24b	4.08	4.17	4.14	4.15	4.15	4.20h	4.05	4.12	4.23	4.09	4.07	4.28kn	4.11	4.13	4.15	3.99	4.00	4.08
Ability to choose an express or next day service	3.82	3.97bd	3.74	3.86	3.72	3.85	3.79	3.96h	3.53	3.77	3.74	3.76	3.80	4.07kn	3.77	3.79	3.83	3.84	3.64	4.20
Ability to select a specific date/time for delivery	3.90	3.93	3.87	3.95	3.83	3.90	3.89	4.00h	3.68	3.77	3.97	3.79	3.93	4.00kn	3.88	3.78	3.90	3.78	3.68	4.12
Fast delivery	4.08	4.20b	4.01	4.05	4.07	4.10	4.06	4.20h	3.88	4.02	4.02	3.96	4.14k	4.21kn	4.04	4.03	4.09	4.05	3.95	4.18
Convenient options for me to accept the delivery	4.17	4.16	4.08	4.19	4.27b	4.12	4.23e	4.19	4.12	4.23	4.20	4.05	4.21k	4.23k	4.14	4.24	4.16	4.15r	3.99	4.28
Ability to select an evening/weekend delivery	3.64	3.78d	3.62	3.70d	3.47	3.70	3.58	3.85h	3.23	3.58	3.58	3.57	3.65	3.85kn	3.60	3.59	3.66	3.56	3.42	3.84
Proof of postage/ dispatch	4.16	4.12	4.08	4.28b	4.20	4.10	4.23e	4.17	4.13	4.11	4.20	4.04	4.20k	4.23k	4.13	4.12	4.16	4.07	4.03	4.19
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	4.18	4.18	4.10	4.26b	4.19	4.14	4.23	4.19	4.17	4.19	4.21	4.12	4.18	4.26	4.16	4.20	4.18	4.17	4.02	4.18
Option to reschedule if I am unable to take the delivery	4.17	4.28b	4.12	4.14	4.15	4.18	4.15	4.21h	4.08	4.18	4.16	4.07	4.14	4.33kn	4.11	4.19	4.16	4.12	4.04	4.12
Ability to provide a specific time slot or SMS notification of delivery time	3.94	4.04	3.90	3.95	3.88	3.97	3.91	4.06h	3.72	3.85	4.01k	3.78	3.98k	4.07k	3.91	3.87	3.94	3.81	3.74	4.09
Proof and details of delivery receipt sent to me	4.17	4.15	4.15	4.23	4.17	4.15	4.20	4.19	4.13	4.13	4.22	4.15	4.19	4.17	4.18	4.13	4.18	4.03	4.02	4.10
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	3.61	3.69	3.51	3.80	3.66	3.59	3.63	3.63	3.56	3.77	3.57	3.63	3.52	3.61	3.57	3.79	3.58	3.65	3.57	4.04
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.52	3.66	3.54	3.47	3.39	3.59	3.43	3.64h	3.30	3.64	3.41	3.40	3.58	3.64	3.48	3.66	3.51	3.56	3.49	3.84
Proof and details of delivery receipt sent to the sender	3.96	3.97	3.90	4.03	3.97	3.93	4.00	3.98	3.92	3.88	4.12k	3.88	3.98	3.95	3.97	3.90	3.96	4.00	3.92	4.30

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing

QE4\_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1877	1213	664	304	916	401	317	243	80	95	103	110	105	94	121	107	101	60	341
Weighted Base	1893	1615	278	69*	1597	154	91	51	63*	195*	153*	148	170*	156*	285	273*	153*	13**	141
Effective Base	1022	866	157	53	771	186	150	173	70	86	95	101	96	85	112	96	93	15	171
Low cost	4.29	4.28	4.29	4.14	4.30	4.18	4.32	4.20	4.07	4.42hlmopr	4.32hm	4.29	4.29	4.16	4.34hm	4.30hm	4.28	4.09	4.18
Free delivery	4.23	4.22	4.30a	4.17	4.25e	4.10	4.19	4.15	4.10	4.26	4.16	4.26	4.33jr	4.25	4.27	4.22	4.29	3.88	4.12
Inclusion of insurance	3.64	3.64	3.64	3.61	3.64	3.56	3.57	3.74	3.45	3.65	3.49	3.79hm	3.73	3.66	3.69	3.57	3.64	3.52	3.57
Guarantee that the parcel will arrive on time	4.18	4.19	4.12	4.07	4.19	4.10	4.17	4.19	4.04	4.23	4.15	4.25	4.20	4.16	4.23	4.14	4.21	4.01	4.11
Ability to see where my delivery is at any point in time	4.15	4.16	4.14	4.05	4.16	4.18	4.13	4.03	4.06	4.24	4.09	4.10	4.13	4.21	4.16	4.19	4.12	3.75	4.22
Ability to choose an express or next day service	3.82	3.83	3.78	3.79	3.85e	3.66	3.70	3.76	3.64	3.85hr	3.84	3.82r	3.82	3.83	3.85r	3.70	3.84	3.42	3.68
Ability to select a specific date/time for delivery	3.90	3.90	3.86	3.74	3.91e	3.75	3.84	3.85	3.74	3.95	3.80	4.01	3.93	3.95	3.99	3.87	3.83	3.45	3.78
Fast delivery	4.08	4.11	3.96	3.86	4.09	4.02	4.07	4.10	3.93	4.16	4.05	4.14	4.20hb	4.04	4.18e	3.92	4.13	4.18	4.00
Convenient options for me to accept the delivery	4.17	4.17	4.20	4.14	4.18	4.09	4.13	4.13	4.06	4.18	4.17	4.19	4.20	4.19	4.25	4.13	4.19	3.52	4.14
Ability to select an evening/weekend delivery	3.64	3.66	3.56	3.58	3.68e	3.37	3.56	3.56	3.54	3.71r	3.72r	3.73r	3.72r	3.57	3.63r	3.55	3.61	3.43	3.37
Proof of postage/ dispatch	4.16	4.16	4.15	4.05	4.17	4.09	4.14	4.13	3.93	4.28hc	4.20	4.16	4.23h	4.08	4.22h	4.02	4.26h	3.97	4.10
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	4.18	4.17	4.23	4.16	4.19	4.07	4.20	4.09	4.04	4.21	4.17	4.09	4.19	4.25	4.20	4.22	4.20	4.32	4.04
Option to reschedule if I am unable to take the delivery	4.17	4.16	4.18	4.09	4.18	4.05	4.23g	4.05	4.33r	4.18	4.29	4.22	4.22	4.19	4.12	4.09	4.15	3.60	4.09
Ability to provide a specific time slot or SMS notification of delivery time	3.94	3.97hc	3.76	3.57	3.96hr	3.92	3.74	3.73	3.93	4.02	3.90	3.91	3.89	3.80	4.20jklmnr	3.85	4.00	3.42	3.97
Proof and details of delivery receipt sent to me	4.17	4.17	4.21	4.14	4.18e	4.01	4.25e	4.18	4.03	4.12	4.23	4.08	4.24r	4.24r	4.24r	4.14	4.24r	3.95	4.01
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	3.61	3.61c	3.58	3.26	3.63	3.48	3.46	3.42	3.32	3.56	3.63	3.69	3.72	3.73h	3.80hm	3.53	3.49	2.99	3.53
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.52	3.57hc	3.27	3.19	3.55	3.32	3.41	3.35	3.37	3.66p	3.65p	3.56p	3.47	3.73p	3.72p	3.65p	3.00	2.24	3.41
Proof and details of delivery receipt sent to the sender	3.96	3.97	3.88	3.80	3.99e	3.71	3.79	4.00e	3.71	4.00pr	4.05	3.92	4.07hpr	4.06hpr	4.04	3.99	3.73	3.09	3.77

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QE4\_MEAN.** In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1877	615	63	285	727	744	203	130	59	1471	189	894	708	178	66	23	1602	89	337	698
Weighted Base	1893	596	70*	258	727	733	230	141*	49*	1460	190	864	714	199	82*	22**	1578	104*	391	604
Effective Base	1022	320	32	152	374	403	128	79	34	776	112	480	374	106	43	14	853	57	209	361
Low cost	4.29	4.32	4.30	4.28	4.41efgij	4.23g	4.21g	4.03	4.27	4.32efgij	4.09	4.42mmppq	4.24mn	4.03	3.88	4.03	4.34mmnoq	3.92	4.18	4.22
Free delivery	4.23	4.24	4.13	4.25	4.34efgij	4.19g	4.13	4.02	4.21	4.26efgij	4.07	4.36mmppq	4.16mn	4.02	4.00	4.18	4.27mmnoq	4.04	4.25	4.14
Inclusion of insurance	3.64	3.37	3.16	3.27	3.70f	3.65f	3.44	3.51	3.72	3.68f	3.57	3.69	3.65	3.48	3.38	3.90	3.67	3.50	3.78	3.20
Guarantee that the parcel will arrive on time	4.18	4.07	4.12	4.01	4.31efgij	4.16f	3.94	4.04	4.11	4.23efgij	4.06	4.32mmq	4.15mn	3.84	3.87	3.95	4.24mmq	3.89	4.11	4.06
Ability to see where my delivery is at any point in time	4.15	4.01	3.98	3.95	4.23f	4.17f	3.96	4.02	4.05	4.20f	4.03	4.28mmq	4.12mn	3.88	3.71	3.78	4.22mm	3.72	4.07	3.95
Ability to choose an express or next day service	3.82	3.45	3.45	3.25	3.86	3.84	3.66	3.72	3.98	3.85	3.78	3.89m	3.81	3.60	3.74	3.57	3.35m	3.70	4.00	3.53
Ability to select a specific date/time for delivery	3.90	3.65	3.51	3.48	3.50fg	3.29g	3.77	3.67	3.85	3.93g	3.71	3.97m	3.89m	3.67	3.71	3.84	3.34m	3.74	3.91	3.61
Fast delivery	4.08	3.84	3.88	3.67	4.16f	4.07	3.94	3.99	4.02	4.12f	4.00	4.20mmq	4.03	3.87	3.96	3.48	4.12mq	3.86	4.16	3.88
Convenient options for me to accept the delivery	4.17	4.10	4.11	4.07	4.31efgij	4.14fg	3.98	3.90	4.14	4.22efgij	3.96	4.30mmq	4.16mn	3.76	3.89	3.65	4.23mmq	3.84	4.08	4.03
Ability to select an evening/weekend delivery	3.64	3.25c	3.27	2.93	3.70	3.64	3.56	3.51	3.69	3.67	3.56	3.70	3.64	3.54	3.34	3.73	3.67	3.42	3.90	3.20
Proof of postage/ dispatch	4.16	4.06	3.99	4.04	4.31efgij	4.13f	3.88	3.94	4.22	4.22efgij	4.01	4.28mmq	4.19mn	3.76	3.57	4.01	4.24mmq	3.67	4.06	4.04
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	4.18	4.11	3.95	4.13	4.31efghij	4.10	4.01	3.98	4.01	4.23efgij	3.99	4.34mmppq	4.12mn	3.92	3.70	4.04	4.24mmq	3.77	4.11	4.04
Option to reschedule if I am unable to take the delivery	4.17	4.07	4.05	4.04	4.28efgij	4.19fg	4.01	3.90	4.05	4.22efgij	3.94	4.28mmq	4.14mn	3.83	3.86	4.07	4.23mmq	3.90	4.15	3.99
Ability to provide a specific time slot or SMS notification of delivery time	3.94	3.68	3.60	3.53	4.00	3.94	3.81	3.80	4.11	3.97	3.88	3.99	3.92	3.82	3.84	3.96	3.96	3.87	3.97	3.64
Proof and details of delivery receipt sent to me	4.17	4.09	4.01	4.02	4.31efgij	4.13	3.99	3.99	4.02	4.22efgij	4.00	4.31mmq	4.12mn	3.91	3.75	4.18	4.22mmq	3.85	4.06	4.00
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	3.61	3.50	3.58	3.46	3.68	3.65	3.43	3.37	3.38	3.67	3.37	3.67	3.64	3.37	2.93	2.70	3.65	2.88	3.86	3.44
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.52	3.20	3.32	3.02	3.44	3.57	3.61	3.39	3.70	3.51	3.46	3.52	3.51	3.52	3.79	3.35	3.52	3.70	3.92	3.26
Proof and details of delivery receipt sent to the sender	3.96	3.90	3.51	3.86	4.00f	3.99f	3.74	3.79	3.61	4.02f	3.75	4.00m	3.91	3.68	3.96	3.14	3.39m	3.79	4.05	3.90

Proportions/Mean: Columns Tested (5% risk level) - abc - d/efghij - klmmnopq - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QE4\_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

	Housebound			Disability			Internet access					Don't know (l)	
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)		NET: Have access to the internet (k)
Unweighted Base	1877	134	1719	24	615	1155	107	1819	42	15	1	1876	-
Weighted Base	1893	154*	1712	26**	643	1131	119*	1819	56**	16**	2**	1891	-**
Effective Base	1022	79	927	16	348	607	68	984	27	10	1	1021	-
Low cost	4.29	4.21	4.29	4.43	4.25	4.30	4.36	4.31b	3.77	3.44	4.00	4.29h	-
Free delivery	4.23	4.31	4.22	4.28	4.29e	4.20	4.24	4.24	4.13	3.55	4.00	4.23	-
Inclusion of insurance	3.64	4.02b	3.59	4.08	3.74e	3.56	3.88e	3.63	3.93	2.82	4.00	3.64	-
Guarantee that the parcel will arrive on time	4.18	4.14	4.18	4.52	4.10	4.21	4.32	4.20	3.87	3.50	3.00	4.18	-
Ability to see where my delivery is at any point in time	4.15	4.13	4.15	4.55	4.17	4.16	4.07	4.17	3.77	3.65	3.00	4.16	-
Ability to choose an express or next day service	3.82	4.08b	3.79	4.20	3.84	3.80	3.87	3.83	3.74	3.28	3.00	3.82	-
Ability to select a specific date/time for delivery	3.90	4.13b	3.87	4.21	3.91	3.87	4.00	3.90	3.76	3.53	2.00	3.90	-
Fast delivery	4.08	4.20	4.07	4.25	4.11	4.05	4.23	4.09	4.02	4.02	4.00	4.08	-
Convenient options for me to accept the delivery	4.17	4.13	4.17	4.43	4.19	4.17	4.12	4.19	3.85	3.21	3.00	4.17	-
Ability to select an evening/weekend delivery	3.64	3.97b	3.61	3.97	3.70	3.57	4.06de	3.64	3.87	3.11	5.00	3.64	-
Proof of postage/ dispatch	4.16	4.16	4.15	4.32	4.18	4.15	4.11	4.18	3.52	3.61	4.00	4.16	-
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	4.18	4.31	4.17	4.26	4.23f	4.17	4.00	4.19	3.95	3.30	4.00	4.18	-
Option to reschedule if I am unable to take the delivery	4.17	4.15	4.16	4.50	4.15	4.18	4.10	4.18	3.75	3.68	3.00	4.17	-
Ability to provide a specific time slot or SMS notification of delivery time	3.94	4.05	3.93	4.27	3.99	3.92	3.85	3.95	3.62	3.55	5.00	3.94	-
Proof and details of delivery receipt sent to me	4.17	4.17	4.17	4.39	4.20	4.14	4.30	4.19	3.73	3.91	3.00	4.17	-
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	3.61	3.89	3.59	3.72	3.63	3.58	3.74	3.60	3.75	3.59	5.00	3.60	-
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.52	3.68	3.51	3.41	3.45	3.52	3.87	3.52	3.26	3.60	5.00	3.52	-
Proof and details of delivery receipt sent to the sender	3.96	4.21	3.94	4.49	4.05f	3.94	3.70	3.97	3.72	3.42	4.00	3.96	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QE4\_MEAN. In these situations, where you are required to select a postal/delivery option for letters or parcels you are receiving (e.g. postage of event tickets or goods bought online), please tell us how important each of the following factors are by using the scale provided. - Mean Summary

Base : Have had to decide on a postal/delivery option in the last month

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	1877	414	428	527	598	167	133	124	135	157	136	-	339	188	162	169	177
Weighted Base	1893	447	451	517	477	173*	132*	143*	150*	153*	149*	-**	317	200	152*	155*	170
Effective Base	1022	213	247	289	280	77	66	70	77	87	83	-	182	107	85	92	104
Low cost	4.29	4.38cd	4.37cd	4.18	4.23	4.37imop	4.33i	4.46imnop	4.24	4.45imnop	4.46imnop	-	4.16	4.21	4.29i	4.21	4.20
Free delivery	4.23	4.28c	4.31cd	4.17	4.19	4.29mop	4.14	4.32mop	4.22	4.30mop	4.42afillimnop	-	4.19	4.14	4.30mop	4.14	4.14
Inclusion of insurance	3.64	3.94cd	3.97cd	3.35	3.52	3.96imnop	3.85im	3.98i	3.92im	3.93imnop	3.87imnop	-	3.33	3.39	3.55	3.47	3.56
Guarantee that the parcel will arrive on time	4.18	4.27c	4.31cd	4.03	4.14	4.33imp	4.31imp	4.17	4.35imp	4.37imp	4.20	-	4.07	3.97	4.27imp	4.21m	3.97
Ability to see where my delivery is at any point in time	4.15	4.30cd	4.36cd	3.98	4.02	4.32mop	4.27imp	4.29mop	4.25mp	4.41imnop	4.41imnop	-	4.00	3.94	4.09	4.00	3.98
Ability to choose an express or next day service	3.82	3.94cd	3.94cd	3.70	3.73	4.08imnop	3.79	3.91	3.76	4.09p	4.07imop	-	3.67	3.73	3.84	3.76	3.61
Ability to select a specific date/time for delivery	3.90	4.08cd	4.08cd	3.70	3.75	4.13imnop	4.10mop	4.02imp	4.12imnop	4.13imnop	3.99imp	-	3.71	3.68	3.83	3.73	3.71
Fast delivery	4.08	4.12c	4.26cd	3.92	4.06	4.19i	4.14	4.02	4.16i	4.35imnop	4.20imp	-	3.87	3.99	4.14i	4.07	3.98
Convenient options for me to accept the delivery	4.17	4.28cd	4.33cd	4.02	4.08	4.34imp	4.20	4.30imp	4.34imp	4.27ip	4.33imnop	-	4.01	4.04	4.13	4.17	3.96
Ability to select an evening/weekend delivery	3.64	3.62cd	3.64cd	3.38	3.58c	3.86imp	3.79im	3.81imp	3.78im	3.96imp	3.79imp	-	3.36	3.41	3.76im	3.57	3.44
Proof of postage/ dispatch	4.16	4.28cd	4.28cd	3.98	4.12	4.34imnop	4.19	4.28im	4.23i	4.35imnop	4.28im	-	3.94	4.05	4.08	4.16	4.11
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	4.18	4.28c	4.33cd	4.00	4.13	4.33im	4.19	4.29im	4.33im	4.45imnop	4.20	-	3.99	4.02	4.15	4.13	4.12
Option to reschedule if I am unable to take the delivery	4.17	4.26cd	4.30cd	4.03	4.10	4.30imp	4.20	4.26	4.19	4.32imnop	4.40imp	-	4.02	4.04	4.20	4.06	4.04
Ability to provide a specific time slot or SMS notification of delivery time	3.94	4.06cd	4.19cd	3.75	3.80	4.14imnop	4.05mp	3.98	4.14imnop	4.23imnop	4.21imnop	-	3.77	3.70	3.96	3.76	3.71
Proof and details of delivery receipt sent to me	4.17	4.29cd	4.39cd	4.01	4.04	4.32imnop	4.26p	4.27imp	4.32imnop	4.44imnop	4.40imnop	-	4.01	4.01	4.09	4.05	3.99
Offers insurance against loss or damage	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	3.61	-	-	3.58	3.64	-	-	-	-	-	-	-	3.61	3.52	3.85mp	3.68	3.41
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.52	-	-	3.43	3.62	-	-	-	-	-	-	-	3.40	3.47	3.65	3.69	3.53
Proof and details of delivery receipt sent to the sender	3.96	-	-	3.90	4.02	-	-	-	-	-	-	-	3.91	3.90	3.98	4.01	4.07

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2883	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Lost mail	823	-	823	253	356	427	390	172	112	212	111	121	49	46	284	323	216	95	706	110	757
	16%	-	16%	36% <sup>cd</sup>	13%	17%	15%	26% <sup>hjkim</sup>	17% <sup>im</sup>	21% <sup>jkim</sup>	16% <sup>kim</sup>	13% <sup>kl</sup>	8%	9%	21% <sup>opq</sup>	19% <sup>opq</sup>	10%	8%	15%	21% <sup>rs</sup>	15%
Damaged mail	853	-	853	216	389	444	404	155	130	199	114	136	70	49	285	312	255	119	743	103	785
	17%	-	17%	35% <sup>cd</sup>	14%	18%	15%	22% <sup>hjkim</sup>	20% <sup>hkim</sup>	23% <sup>ikim</sup>	16% <sup>kim</sup>	13% <sup>kl</sup>	7%	9%	21% <sup>opq</sup>	19% <sup>opq</sup>	12%	10%	16%	19%	15%
Delayed mail	1532	-	1532	295	799	748	771	247	224	331	207	248	150	126	471	538	524	276	1339	182	1513
	30%	-	30%	42% <sup>cd</sup>	28%	30%	29%	36% <sup>hjkim</sup>	34% <sup>hkim</sup>	33% <sup>hkim</sup>	29%	27%	24%	24%	35% <sup>opq</sup>	31% <sup>opq</sup>	25%	24%	29%	34%	29%
Mis-delivered mail - you have received someone else's mail or they have received yours	1483	-	1483	257	648	766	713	220	167	277	192	276	190	162	387	468	628	352	1314	156	1438
	29%	-	29%	37% <sup>cd</sup>	23%	30%	27%	32%	26%	27%	27%	30%	30%	31%	29%	27%	30%	30%	29%	29%	28%
Mail that has been tampered with	440	-	440	175	141	254	182	84	85	142	51	46	20	12	169	193	78	32	362	76	346
	9%	-	9%	25% <sup>cd</sup>	9%	19% <sup>ef</sup>	7%	12% <sup>gklm</sup>	13% <sup>gklm</sup>	14% <sup>gklm</sup>	7% <sup>lm</sup>	5%	3%	2%	13% <sup>opq</sup>	11% <sup>opq</sup>	4%	3%	8%	14% <sup>rs</sup>	7%
Unable to get to the door in time to receive a letter or card	847	-	847	226	357	445	395	183	140	227	107	112	38	40	323	333	190	78	722	119	763
	16%	-	16%	35% <sup>cd</sup>	13%	18%	16%	27% <sup>hjkim</sup>	25% <sup>hjkim</sup>	22% <sup>hjkim</sup>	15% <sup>kim</sup>	12% <sup>kl</sup>	6%	6%	24% <sup>opq</sup>	23% <sup>opq</sup>	9%	7%	16%	22% <sup>rs</sup>	12%
Any other problem (please specify)	18	-	18	*	17	10	8	2	*	*	*	7	4	4	2	*	15	8	16	2	24
	*	-	*	*	3%	*	*	*	*	*	*	6% <sup>kl</sup>	3%	3%	*	*	1% <sup>op</sup>	6% <sup>op</sup>	*	*	*
I've experienced no problems in the last 12 months when sending or receiving letters or cards	2355	-	2355	165	1419	1119	1231	230	243	426	370	457	352	200	474	802	1079	622	2113	221	2415
	46%	-	46%	24%	50% <sup>cd</sup>	46%	47%	33%	37%	42% <sup>h</sup>	52% <sup>hkl</sup>	49% <sup>hklm</sup>	56% <sup>hklm</sup>	51% <sup>klm</sup>	35%	46% <sup>op</sup>	52% <sup>opq</sup>	54% <sup>opq</sup>	46%	42%	47%
NET Any problems experienced	2806	-	2806	534	1411	1394	1397	459	409	590	341	469	282	257	868	931	1008	539	2477	310	2746
	54%	-	54%	76% <sup>cd</sup>	50%	55%	53%	67% <sup>hjkim</sup>	63% <sup>hjkim</sup>	59% <sup>hjkim</sup>	48%	51%	44%	49%	65% <sup>opq</sup>	64% <sup>opq</sup>	48%	46%	54%	58%	53%

Question restructured in Q3 2022  
 Proportions/Mean. Columns tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Lost mail	823	213	256	173	181	469	354	548	269	116	96	196	211	168	503	119	680	89	207	19
	16%	29%bcd	16%bc	15%	13%	16%cd	14%	17%cd	13%	18%	15%	15%	15%	21%oplm	15%	18%	16%	17%cd	71%	15%
Damaged mail	853	217	264	198	173	481	372	576	262	121	97	213	213	163	524	122	694	81	218	13
	17%	23%bcd	17%cd	17%cd	12%	13%cd	14%	19%cd	13%	19%	15%	16%	16%	22%oplm	16%	19%	16%	15%	11%	10%
Delayed mail	1532	321	482	352	377	803	729	979	533	191	201	403	400	240	1004	194	1263	159	505	44
	30%	34%cd	30%	30%	26%	32%cd	28%	32%cd	26%	30%	31%	30%	29%	30%	30%	30%	30%	30%	26%	33%
Mis-delivered mail - you have received someone else's mail or they have received yours	1483	329	467	329	358	796	687	879	581	204	183	370	385	259	938	206	1215	110	357	26
	28%	32%bcd	29%cd	28%	25%	31%cd	26%	29%	29%	32%	28%	28%	28%	32%	28%	32%	29%	21%	19%	20%
Mail that has been tampered with	440	153	109	95	83	262	178	342	86	49	45	121	111	100	277	49	378	34	64	1
	9%	13%bcd	7%	8%	6%	10%cd	7%	11%cd	4%	8%	7%	9%	8%	12%oplm	8%	8%	9%	7%	3%	1%
Unable to get to the door in time to receive a letter or card	847	237	269	170	171	507	340	601	235	99	107	233	207	164	547	99	717	55	142	13
	16%	25%bcd	17%cd	14%	12%	20%cd	13%	20%cd	12%	16%	16%	17%	15%	20%cd	16%	15%	17%	11%	7%	10%
Any other problem (please specify)	18	-	9	6	3	9	9	9	9	2	-	7	7	2	14	2	16	-	16	2
	*	*	7%	*	*	*	*	*	*	*	*	7%	7%	*	*	*	*	*	7%	7%
I've experienced no problems in the last 12 months when sending or receiving letters or cards	2355	345	715	546	749	1060	1295	1329	990	274	297	591	670	348	1558	277	1943	225	1015	59
	46%	36%	45%b	46%b	52%abcd	42%	45%a	43%	49%cd	43%	45%	44%	49%cd	43%	46%	43%	46%	42%	53%cd	45%
NET Any problems experienced	2806	600	879	631	696	1479	1327	1746	1023	365	361	748	702	466	1810	370	2308	305	903	73
	54%	34%bcd	35%cd	34%cd	48%	38%cd	51%	37%cd	51%	57%	55%	56%	51%	57%cd	54%	57%	54%	56%cd	47%	55%

Question restructured in Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Lost mail	823	747	76	24	711	60	32	20	21	72	65	74	81	68	133	128	68	4	56
	16%	17%	10%	12%	16%	14%	13%	14%	10%	13%	15%	20% <sup>h</sup>	19% <sup>h</sup>	14%	20% <sup>h</sup>	19% <sup>h</sup>	15%	8%	15%
Damaged mail	853	749	104	31	729	69	36	18	21	81	57	76	85	70	151	123	65	9	60
	17%	17%	14%	16%	17% <sup>h</sup>	16%	15%	13%	10%	14%	13%	20% <sup>h</sup>	19% <sup>h</sup>	15%	22% <sup>h</sup>	19% <sup>h</sup>	17%	17%	16% <sup>h</sup>
Delayed mail	1532	1321	211	46	1300	129	60	43	50	160	129	112	136	137	207	240	129	12	116
	30%	30%	29%	24%	30% <sup>h</sup>	30%	24%	30% <sup>h</sup>	24%	28%	30%	30%	29%	29%	31%	34% <sup>h</sup>	29%	24%	30%
Mis-delivered mail - you have received someone else's mail or they have received yours	1483	1298	185	47	1257	124	68	33	47	141	141	124	112	137	231	207	118	16	108
	29%	29%	26%	25%	29% <sup>h</sup>	29%	28%	23%	22%	25%	33% <sup>h</sup>	33% <sup>h</sup>	25%	29%	34% <sup>h</sup>	29%	27%	31%	28%
Mail that has been tampered with	440	398	42	15	388	27	15	11	9	32	30	39	49	34	100	64	31	3	23
	9%	9%	6%	8%	9% <sup>h</sup>	6%	6%	8%	4%	6%	7%	10% <sup>h</sup>	11% <sup>h</sup>	7%	14% <sup>h</sup>	10% <sup>h</sup>	7%	7%	6%
Unable to get to the door in time to receive a letter or card	847	770	77	20	728	57	40	21	26	94	60	66	78	77	142	103	81	5	53
	16%	17% <sup>h</sup>	11%	10%	17%	13%	16%	15%	13%	17%	14%	17%	17%	16%	21% <sup>h</sup>	15%	18%	9%	14%
Any other problem (please specify)	18	14	3	*	15	2	*	1	1	2	1	6	1	-	-	5	-	*	2
	*	*	*	*	*	*	*	*	*	*	*	3% <sup>h</sup>	*	*	-	1%	-	*	1%
I've experienced no problems in the last 12 months when sending or receiving letters or cards	2355	2002	353	98	1977	189	122	67	118	285	183	161	217	233	290	297	193	25	164
	46%	45%	49%	51%	46%	44%	49%	47%	55% <sup>h</sup>	50%	43%	43%	48%	48%	43%	42%	44%	48%	43%
NET Any problems experienced	2806	2436	370	93	2361	245	125	75	92	281	243	214	238	247	388	409	250	27	217
	54%	55%	51%	49%	54%	56%	51%	53%	44%	50%	47% <sup>h</sup>	47% <sup>h</sup>	52%	52%	57% <sup>h</sup>	52% <sup>h</sup>	50% <sup>h</sup>	52%	57% <sup>h</sup>

Question restructured in Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Lost mail	823	239	40	113	281	309	134	58	35	590	93	288	317	128	65	21	605	86	147	168
	16%	13%	17%	13%	16%	15%	16%	16%	21%	16%	18%	15%	16%	17%	23% <b>klmn</b>	21%	15%	24% <b>klmn</b>	12%	10%
Damaged mail	853	267	32	101	262	347	148	61	31	609	92	306	321	145	57	17	627	74	163	148
	17%	15%	14%	11%	15%	17%	18%	17%	19%	16%	18%	16%	16%	19%	21%	17%	16%	20%	20%	8%
Delayed mail	1532	531	69	247	509	596	255	99	59	1105	158	585	609	200	87	36	1194	123	279	430
	30%	29%	29%	28%	29%	29%	31%	28%	36%	29%	30%	30%	30%	27%	33%	30%	36%	30%	34%	25%
Mis-delivered mail - you have received someone else's mail or they have received yours	1483	529	80	272	550	575	213	100	39	1125	139	569	587	199	95	25	1155	120	175	318
	29%	29%	34%	31%	31%	29%	29%	24%	30%	27%	21%	29%	29%	27%	26%	23%	33%	21%	18%	
Mail that has been tampered with	440	78	10	20	156	182	62	25	15	337	40	168	163	74	26	4	330	30	85	34
	9%	4%	4%	2%	9%	9%	8%	7%	9%	9%	8%	8%	8%	10%	10%	4%	8%	8%	8%	2%
Unable to get to the door in time to receive a letter or card	847	223	34	86	288	317	148	65	26	605	92	296	342	143	42	20	638	62	110	101
	16%	12%	14%	10%	16%	16%	18%	18%	16%	16%	18%	15%	17%	19%	16%	21%	16%	17%	13%	6%
Any other problem (please specify)	18	11	2	6	8	4	4	1	-	12	1	10	6	-	2	-	16	2	5	13
	*	1%	1%	1%	*	*	1%	*	-	*	*	1%	*	*	1%	-	*	*	1%	1%
I've experienced no problems in the last 12 months when sending or receiving letters or cards	2355	830	104	424	834	904	358	155	74	1738	228	914	916	336	105	45	1830	149	285	1013
	46%	46%	44%	48%	48%	45%	44%	44%	45%	46%	44%	47%	45%	45%	40%	45%	46%	41%	34%	38%
NET Any problems experienced	2806	974	134	456	920	1117	458	199	91	2037	290	1047	1112	410	159	54	2159	213	548	734
	54%	54%	56%	52%	52%	55%	56%	56%	55%	54%	56%	53%	55%	55%	60%	55%	54%	56%	53%	42%

Question restructured in Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Lost mail	823	98	708	18	340	417	66	760	42	16	4	818	1
16%	33% <sup>ab</sup>	15%	22%	23% <sup>cd</sup>	12%	20% <sup>de</sup>	19%	15%	33% <sup>gh</sup>	35%	44%	16%	5%
Damaged mail	853	95	734	24	345	435	69	795	51	5	2	851	-
77%	29% <sup>b</sup>	15%	30% <sup>bc</sup>	23% <sup>cd</sup>	13%	21% <sup>de</sup>	16%	44% <sup>gh</sup>	11%	24%	17%	-	-
Delayed mail	1532	131	1378	23	556	876	100	1471	37	19	5	1527	1
30%	38% <sup>ab</sup>	29%	29%	37% <sup>cd</sup>	26%	31%	30%	30%	32%	40%	55%	30%	5%
Mis-delivered mail - you have received someone else's mail or they have received yours	1483	129	1327	27	561	842	80	1425	37	12	4	1474	5
29%	43% <sup>ab</sup>	28%	34%	40% <sup>cd</sup>	23%	25%	28%	28%	32%	23%	44%	29%	21%
Mail that has been tampered with	440	63	366	12	227	165	48	387	45	6	2	438	-
9%	18% <sup>ab</sup>	8%	15%	17% <sup>cd</sup>	8%	15% <sup>de</sup>	8%	8%	32% <sup>gh</sup>	12%	21%	9%	-
Unable to get to the door in time to receive a letter or card	847	106	728	13	360	417	69	792	45	8	-	845	1
16%	32% <sup>ab</sup>	15%	16%	24% <sup>cd</sup>	12%	21% <sup>de</sup>	16%	16%	38% <sup>gh</sup>	18%	-	16%	6%
Any other problem (please specify)	18	-	18	-	4	14	-	18	-	-	-	18	-
18	-	-	-	-	4	14	-	18	-	-	-	18	-
I've experienced no problems in the last 12 months when sending or receiving letters or cards	2355	97	2232	27	481	1723	151	2303	18	13	4	2335	17
46%	29%	47% <sup>ab</sup>	33%	32%	51% <sup>cd</sup>	47% <sup>cd</sup>	46% <sup>h</sup>	16%	16%	28%	45%	46% <sup>h</sup>	64%
NET Any problems experienced	2806	238	2515	53	1009	1625	172	2660	98	34	5	2792	9
54%	73% <sup>ab</sup>	53%	67%	63% <sup>cd</sup>	49%	53%	54%	54%	34% <sup>gh</sup>	72%	55%	54%	36%

Question restructured in Q3 2022  
 Proportions/Mean, Columns tested (5% risk level) - ab/cd - d/ef - gh/ij/kl  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	427	416
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Lost mail	823	234	274	153	163	87	77	70	95	101	77	-	105	48	42	75	45
	16%	18%cd	21%cd	12%	13%	20%lmp	18%lmp	17%lmp	21%lmp	24%gmp	19%lmp	-	13%	10%	10%	18%mp	10%
Damaged mail	883	286	255	158	154	89	93	104	93	85	77	-	109	49	55	54	45
	17%	22%cd	20%cd	12%	12%	21%lmp	22%lmp	24%lmp	20%lmp	21%lmp	18%mp	-	13%	10%	13%	13%	10%
Delayed mail	1532	431	393	301	407	150	159	121	153	134	106	-	172	129	110	118	180
	30%	33%cd	30%cd	23%	31%cd	35%ln	33%lmp	23%l	33%l	33%l	25%	-	21%	27%	25%	23%	33%lmp
Mis-delivered mail - you have received someone else's mail or they have received yours	1483	494	495	244	249	170	170	154	181	167	147	-	159	85	85	81	83
	29%	38%cd	38%cd	19%	19%	39%lmp	40%lmp	36%lmp	39%lmp	41%lmp	35%lmp	-	19%	18%	19%	20%	19%
Mail that has been tampered with	440	175	165	53	47	60	50	65	61	49	55	-	31	22	9	22	16
	9%	14%cd	13%cd	4%	4%	14%lmp	12%lmp	16%lmp	13%lmp	12%lmp	13%lmp	-	4%	5%	2%	8%cd	4%
Unable to get to the door in time to receive a letter or card	847	304	332	114	97	104	93	108	138	94	100	-	76	39	29	43	25
	16%	24%cd	26%cd	9%	7%	24%lmp	21%lmp	25%lmp	30%lmp	23%lmp	24%lmp	-	9%	8%	7%	10%	6%
Any other problem (please specify)	18	-	-	8	10	-	-	-	-	-	-	-	5	3	-	5	4
	-	-	-	1%ab	1%ab	-	-	-	-	-	-	-	1%	1%	-	1%	1%
I've experienced no problems in the last 12 months when sending or receiving letters or cards	2365	510	546	686	613	176	168	167	197	161	188	-	437	249	232	188	193
	46%	40%	42%	53%cd	48%cd	41%	39%	39%	42%	39%	46%	-	53%afgmp	43%afgmp	43%afgmp	45%	44%
NET Any problems experienced	2806	780	745	604	677	256	264	260	267	251	228	-	381	223	205	228	244
	54%	60%cd	58%cd	47%	52%cd	59%lmp	61%lmp	61%lmp	58%lmp	61%lmp	55%l	-	47%	47%	47%	55%l	56%ln

Question restructured in Q3 2022  
 Proportions/Mean: Columns: Tested (5% risk level) - a-b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All those experiencing problems

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	2746	-	2746	444	1397	1286	1448	414	416	541	336	489	345	205	830	877	1039	550	2531	198	2746
Weighted Base	2806	**	2806	534	1411	1394	1397	459	409	590	341	469	282	257	868	931	1008	539	2477	310	2746
Effective Base	1544	-	1544	264	797	742	794	244	235	311	194	279	161	124	478	505	561	284	1384	151	2746
Lost mail	823	-	823	253	356	427	390	172	112	212	111	121	49	46	284	323	216	95	706	110	757
	29%	-	29%	47% <i>cd</i>	25%	31%	28%	38% <i>hklm</i>	27% <i>lm</i>	36% <i>hklm</i>	33% <i>lm</i>	26% <i>kl</i>	17%	18%	33% <i>opq</i>	35% <i>opq</i>	21%	18%	28%	28%	28%
Damaged mail	853	-	853	218	389	444	404	155	130	199	114	136	70	49	285	312	255	119	743	103	785
	30%	-	30%	41% <i>cd</i>	28%	32%	29%	34% <i>hlm</i>	31% <i>lm</i>	31% <i>lm</i>	23% <i>lm</i>	29% <i>kl</i>	25%	19%	33% <i>opq</i>	34% <i>opq</i>	25%	22%	30%	33%	29%
Delayed mail	1532	-	1532	296	799	748	771	247	224	331	207	245	150	128	471	538	524	276	1339	182	1513
	55%	-	55%	55%	57%	54%	55%	54%	55%	56%	51% <i>lm</i>	53%	49%	54%	58%	52%	51%	54%	54%	59%	55%
Mis-delivered mail - you have received someone else's mail or they have received yours	1483	-	1483	257	648	766	713	220	167	277	192	278	190	162	387	468	628	352	1314	156	1438
	53%	-	53%	48%	46%	55%	51%	48%	41%	47%	56% <i>hkl</i>	59% <i>opkl</i>	67% <i>opkl</i>	63% <i>lmkl</i>	45%	50%	62% <i>lmno</i>	65% <i>lmno</i>	53%	50%	52%
Mail that has been tampered with	440	-	440	175	141	254	182	84	85	142	51	46	20	12	169	193	78	32	362	76	346
	16%	-	16%	33% <i>cd</i>	10%	18% <i>ef</i>	73%	18% <i>hklm</i>	21% <i>hklm</i>	24% <i>jkilm</i>	15% <i>lm</i>	10%	7%	5%	18% <i>opq</i>	21% <i>opq</i>	8%	6%	15%	24% <i>kr</i>	13%
Unable to get to the door in time to receive a letter or card	847	-	847	226	357	445	395	183	140	227	107	112	38	40	323	333	190	78	722	119	763
	30%	-	30%	42% <i>cd</i>	25%	32%	28%	40% <i>hklm</i>	35% <i>hklm</i>	37% <i>hklm</i>	31% <i>lm</i>	25% <i>kl</i>	13%	16%	37% <i>opq</i>	35% <i>opq</i>	16%	16%	29%	43% <i>kr</i>	28%
Any other problem (please specify)	18	-	18	*	17	10	8	2	*	*	*	7	4	4	2	*	15	8	16	2	24
I've experienced no problems in the last 12 months when sending or receiving letters or cards	1%	-	1%	*	1%	1%	1%	1%	*	*	*	2% <i>kl</i>	1% <i>kl</i>	2% <i>kl</i>	*	*	2% <i>lmno</i>	1% <i>cd</i>	1%	1%	1%
NET Any problems experienced	2806	-	2806	534	1411	1394	1397	459	409	590	341	469	282	257	868	931	1008	539	2477	310	2746
	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question restructured in Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All those experiencing problems

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2746	722	844	546	634	1566	1180	1574	1137	330	337	723	706	479	1766	335	2281	296	913	55
Weighted Base	2806	600	879	631	696	1479	1327	1746	1023	365	361	748	702	466	1810	370	2308	305	903	73*
Effective Base	1544	326	494	330	396	819	724	898	643	197	207	422	383	237	1012	200	1267	175	517	37
Lost mail	823	213	256	173	181	469	354	548	269	116	96	196	211	168	503	119	680	89	207	19
	29%	39%bcd	29%	27%	26%	32%ef	27%	31%gh	26%	32%	27%	26%	30%	33%lmn	28%	32%	29%	29%	23%	27%
Damaged mail	853	217	264	198	173	481	372	576	262	121	97	213	213	163	524	122	694	81	218	13
	30%	35%cd	30%	31%	25%	33%	28%	33%kl	26%	33%	27%	28%	30%	35%	29%	33%	30%	26%	24%	16%
Delayed mail	1532	321	482	352	377	803	729	979	533	191	201	403	400	240	1004	194	1263	159	505	44
	55%	53%	55%	56%	54%	54%	55%	56%	52%	52%	56%	54%	57%	52%	55%	52%	52%	52%	56%	60%
Mis-delivered mail - you have received someone else's mail or they have received yours	1483	329	467	329	358	796	687	879	581	204	183	370	385	259	938	206	1215	110	357	26
	53%	55%	53%	52%	51%	54%	52%	50%	57%op	56%	51%	49%	55%	56%	52%	56%	53%	36%	40%	36%
Mail that has been tampered with	440	153	109	95	83	262	178	342	86	49	45	121	111	100	277	49	378	34	64	1
	16%	23%bcd	12%	15%	12%	18%ef	13%	20%gh	8%	13%	13%	16%	16%	15%	15%	13%	16%	11%	7%	2%
Unable to get to the door in time to receive a letter or card	847	237	269	170	171	507	340	601	235	99	107	233	207	164	547	99	717	56	142	13
	30%	40%bcd	31%cd	27%	25%	34%ef	26%	34%kl	23%	27%	30%	31%	29%	35%	30%	27%	31%	18%	16%	18%
Any other problem (please specify)	18	-	9	6	3	9	9	9	9	2	-	7	7	2	14	2	16	-	18	2
	1%	-	1%	1%	-	1%	1%	1%	1%	1%	-	1%	1%	-	1%	1%	1%	-	2%	3%
I've experienced no problems in the last 12 months when sending or receiving letters or cards	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problems experienced	2806	600	879	631	696	1479	1327	1746	1023	365	361	748	702	466	1810	370	2308	305	903	73
	760%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question restructured in Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base



QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All those experiencing problems

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2746	1862	884	389	1377	571	440	358	120	139	158	160	153	149	166	170	162	93	478
Weighted Base	2806	2436	370	93*	2361	245	125	75	92	281	243	214	238	247	388	409	250	27*	217
Effective Base	1544	1327	218	74	1167	256	227	266	107	128	142	146	140	135	154	153	148	39	220
Lost mail	823	747	76	24	711	60	32	20	21	72	65	74	81	68	133	128	68	4	56
	29%	31%	21%	26%	30%	25%	26%	26%	23%	26%	27%	34% <sup>iq</sup>	34% <sup>iq</sup>	27%	34% <sup>iq</sup>	31%	27%	16%	26%
Damaged mail	853	749	104	31	729	69	36	18	21	81	57	76	85	70	151	123	65	9	60
	30%	31%	28%	33%	31% <sup>iq</sup>	28%	29%	24%	23%	29%	23%	35% <sup>iq</sup>	35% <sup>iq</sup>	28%	37% <sup>iq</sup>	30%	26%	33%	28%
Delayed mail	1532	1321	211	46	1300	129	60	43	50	160	129	112	136	137	207	240	129	12	116
	55%	54%	57%	50%	55%	53%	48%	67% <sup>iq</sup>	54%	57%	53%	52%	57%	55%	53%	59%	52%	46%	53%
Mis-delivered mail - you have received someone else's mail or they have received yours	1483	1298	185	47	1257	124	68	33	47	141	141	124	112	137	231	207	118	16	108
	53%	53%	50%	51%	53% <sup>iq</sup>	51%	55% <sup>iq</sup>	44%	51%	50%	58%	58%	47%	56%	59% <sup>iq</sup>	51%	47%	60%	49%
Mail that has been tampered with	440	398	42	15	388	27	15	11	9	32	30	39	49	34	100	64	31	3	23
	16%	16%	11%	16%	16% <sup>iq</sup>	11%	12%	14%	10%	11%	12%	15% <sup>iq</sup>	15% <sup>iq</sup>	14%	21% <sup>iq</sup>	16%	13%	12%	11%
Unable to get to the door in time to receive a letter or card	847	770	77	20	728	57	40	21	26	94	60	66	78	77	142	103	81	5	53
	30%	32% <sup>iq</sup>	21%	22%	31% <sup>iq</sup>	23%	32% <sup>iq</sup>	28%	29%	34% <sup>iq</sup>	25%	31%	33%	31%	37% <sup>iq</sup>	25%	33%	17%	24%
Any other problem (please specify)	18	14	3	-	15	2	-	1	1	2	1	5	1	-	-	5	-	-	2
	1%	1%	1%	-	1%	1%	-	1%	1%	1%	1%	2% <sup>iq</sup>	1%	-	-	1%	-	-	1%
I've experienced no problems in the last 12 months when sending or receiving letters or cards	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problems experienced	2806	2436	370	93	2361	245	125	75	92	281	243	214	238	247	388	409	250	27	217
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question restructured in Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Table 144

Base : All those experiencing problems

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2746	1018	126	518	911	1129	386	196	99	2040	295	1066	1104	354	132	66	2170	198	477	787
Weighted Base	2806	974	134*	456	920	1117	458	199	91*	2037	290	1047	1112	410	159*	54*	2159	213	548	734
Effective Base	1544	564	76	281	490	624	247	114	56	1114	170	582	602	223	84	40	1183	122	295	435
Lost mail	823	239	40	113	281	309	134	58	35	590	93	288	317	126	65	21	605	86	147	168
	29%	24%	30%	25%	31%	28%	29%	29%	38%	29%	32%	27%	29%	31%	41% <sup>klm</sup>	38%	28%	40% <sup>klm</sup>	27%	23%
Damaged mail	853	267	32	101	262	347	148	61	31	609	92	306	321	145	57	17	627	74	163	148
	30%	27%	24%	22%	29%	31%	32%	31%	34%	30%	32%	29%	29%	35%	36%	32%	29%	35%	30% <sup>kl</sup>	20%
Delayed mail	1532	531	69	247	509	596	255	99	59	1105	158	585	609	200	87	36	1194	123	279	430
	55%	55%	52%	54%	55%	53%	56%	50%	65%	54%	54%	56%	55%	49%	55%	60% <sup>klm</sup>	55%	58%	51%	69% <sup>klr</sup>
Mis-delivered mail - you have received someone else's mail or they have received yours	1483	529	80	272	550	575	213	100	39	1125	139	569	587	199	95	25	1155	120	175	318
	53%	54%	60%	60%	61% <sup>klh</sup>	51%	47%	50%	43%	63% <sup>kl</sup>	48%	54%	53%	49%	60%	47%	54%	56%	32%	45% <sup>klr</sup>
Mail that has been tampered with	440	78	10	20	156	182	62	25	15	337	40	168	163	74	26	4	330	30	65	84
	16%	8% <sup>klc</sup>	7%	4%	17%	16%	13%	16%	16%	17%	14%	16%	15%	18%	16%	8%	15%	14%	12% <sup>kl</sup>	5%
Unable to get to the door in time to receive a letter or card	847	223	34	86	288	317	148	65	26	605	92	296	342	143	42	20	638	62	110	101
	30%	23%	25%	19%	31%	28%	32%	33%	29%	30%	32%	28%	31%	35%	27%	38%	30%	29%	20% <sup>kl</sup>	14%
Any other problem (please specify)	18	11	2	6	8	4	4	1	-	12	1	10	6	-	2	-	16	2	5	13
	1%	1%	1%	1%	1%	-	1%	-	-	1%	1%	1%	1%	-	1%	-	1%	1%	1%	2%
I've experienced no problems in the last 12 months when sending or receiving letters or cards	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problems experienced	2806	974	134	456	920	1117	458	199	91	2037	290	1047	1112	410	159	54	2159	213	548	734
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question restructured in Q3 2022  
 Proportions/Mean: Columns Teased (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base

QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?

Base : All those experiencing problems

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	2746	209	2489	48	966	1610	170	2635	68	34	3	2737	6
Weighted Base	2806	238	2515	53**	1009	1625	172	2660	98*	34**	5**	2792	9**
Effective Base	1544	126	1390	27	548	895	101	1466	51	22	3	1538	4
Lost mail	823	98	708	18	340	417	66	760	42	16	4	818	1
29%	41% <sup>b</sup>	28%	33%	37% <sup>a</sup>	26%	35% <sup>e</sup>	35% <sup>e</sup>	29%	43% <sup>h</sup>	49%	80%	29%	14%
Damaged mail	853	95	734	24	345	435	69	795	51	5	2	851	-
30%	49% <sup>b</sup>	29%	45%	35% <sup>a</sup>	27%	40% <sup>e</sup>	40% <sup>e</sup>	30%	52% <sup>h</sup>	15%	43%	30%	-
Delayed mail	1532	131	1378	23	556	876	100	1471	37	19	5	1527	1
55%	55%	55%	43%	55%	54%	58%	58%	55% <sup>h</sup>	38%	56%	100%	55% <sup>h</sup>	13%
Mis-delivered mail - you have received someone else's mail or they have received yours	1483	129	1327	27	561	842	80	1425	37	12	4	1474	5
53%	54%	53%	51%	56%	52%	46%	46%	54% <sup>h</sup>	38%	34%	80%	53% <sup>h</sup>	57%
Mail that has been tampered with	440	63	365	12	227	165	48	387	45	6	2	438	-
16%	33% <sup>b</sup>	15%	23%	27% <sup>a</sup>	10%	23% <sup>e</sup>	23% <sup>e</sup>	15%	46% <sup>h</sup>	17%	36%	16%	-
Unable to get to the door in time to receive a letter or card	847	106	728	13	360	417	69	792	45	8	-	845	1
30%	44% <sup>b</sup>	29%	25%	36% <sup>a</sup>	26%	40% <sup>e</sup>	40% <sup>e</sup>	30%	45% <sup>h</sup>	25%	-	30%	16%
Any other problem (please specify)	18	-	18	-	4	14	-	18	-	-	-	18	-
1%	-	1%	-	4	1%	-	-	1%	-	-	-	1%	-
I've experienced no problems in the last 12 months when sending or receiving letters or cards	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problems experienced	2806	238	2515	53	1009	1625	172	2660	98	34	5	2792	9
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question restructured in Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QF1. In the last 12 months, have you experienced any of the following when sending or receiving letters or cards from the Royal Mail?**

**Base : All those experiencing problems**

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2746	760	722	699	665	268	249	245	241	247	234	-	398	201	197	232	238
Weighted Base	2806	780	745	604	677	256	264	260	267	251	228	**	381	223	205	228	244
Effective Base	1544	398	421	335	394	135	133	130	142	145	134	-	217	119	116	135	143
Lost mail	823	234	274	153	163	87	77	70	95	101	77	-	105	48	42	75	45
	29%	30%	37% <i>acd</i>	25%	24%	34% <i>lmnp</i>	29% <i>d</i>	27%	39% <i>lmnp</i>	40% <i>gimnp</i>	34% <i>lmnp</i>	-	27%	22%	20%	33% <i>lmnp</i>	19%
Damaged mail	863	286	255	158	154	89	93	104	93	85	77	-	109	49	55	54	45
	30%	37% <i>acd</i>	34% <i>acd</i>	26%	23%	33% <i>mop</i>	33% <i>mop</i>	40% <i>lmnop</i>	39% <i>mop</i>	34% <i>mop</i>	34% <i>mop</i>	-	29% <i>lp</i>	22%	27%	23%	19%
Delayed mail	1632	431	393	301	407	150	150	121	153	134	106	-	172	129	110	118	160
	55%	55%	53%	50%	60% <i>b</i>	53% <i>l</i>	53% <i>lp</i>	47%	57% <i>l</i>	54%	46%	-	45%	53% <i>l</i>	54%	52%	63% <i>ghilmno</i>
Mis-delivered mail - you have received someone else's mail or they have received yours	1463	494	495	244	249	170	170	154	181	167	147	-	159	85	85	81	83
	53%	63% <i>acd</i>	66% <i>acd</i>	40%	37%	66% <i>lmnop</i>	65% <i>lmnop</i>	59% <i>lmnop</i>	68% <i>lmnop</i>	67% <i>lmnop</i>	65% <i>lmnop</i>	-	42%	38%	41%	36%	34%
Mail that has been tampered with	440	175	165	53	47	60	50	65	61	49	55	-	31	22	9	22	16
	16%	22% <i>acd</i>	22% <i>acd</i>	9%	7%	23% <i>lmnop</i>	19% <i>lmnop</i>	25% <i>lmnop</i>	23% <i>lmnop</i>	19% <i>lmnop</i>	24% <i>lmnop</i>	-	8%	10%	4%	10%	7%
Unable to get to the door in time to receive a letter or card	847	304	332	114	97	104	93	108	138	94	100	-	76	39	29	43	25
	30%	39% <i>acd</i>	44% <i>acd</i>	19%	14%	40% <i>lmnop</i>	39% <i>lmnop</i>	42% <i>lmnop</i>	52% <i>lmnop</i>	37% <i>lmnop</i>	44% <i>lmnop</i>	-	20% <i>lp</i>	17%	14%	19% <i>lp</i>	10%
Any other problem (please specify)	18	-	-	8	10	-	-	-	-	-	-	-	5	3	-	5	4
	1%	-	-	1% <i>ab</i>	1% <i>ab</i>	-	-	-	-	-	-	-	1%	1%	-	2%	2%
I've experienced no problems in the last 12 months when sending or receiving letters or cards	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problems experienced	2806	780	745	604	677	256	264	260	267	251	228	-	381	223	205	228	244
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%

Question restructured in Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\*very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QF2. And in the last 12 months, have you made a complaint directly to Royal Mail about any letters or cards you've sent or received?

Base : Those who had cause to complain to Royal Mail about its services in the last 12 months

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	311	-	311	102	85	166	143	54	49	82	37	45	28	16	103	119	89	44	275	33	311
Weighted Base	397	**	397	156*	98*	234	160*	77*	57*	122*	45**	49**	22**	25**	134*	167*	95*	46**	327	67**	311
Effective Base	190	-	190	67	50	104	87	36	30	51	24	27	13	12	66	74	51	24	161	28	190
Yes - in person (e.g. to the postman/woman)	50	-	50	28	9	36	14	15	7	18	3	*	4	2	22	21	6	6	43	7	50
13%	-	-	13%	18%	9%	15%	9%	20%	13%	15%	7%	1%	16%	10%	17%	13%	7%	13%	13%	11%	12%
Yes - by telephone	61	-	61	22	14	44	17	16	9	18	7	4	3	4	24	25	11	8	49	11	61
15%	-	-	15%	14%	14%	19%	10%	20%	15%	15%	7%	16%	17%	17%	18%	15%	12%	16%	15%	17%	16%
Yes - by email	90	-	90	26	22	47	40	8	14	25	15	13	8	6	22	41	27	14	83	3	90
23%	-	-	23%	17%	22%	20%	25%	11%	24%	21%	34%	27%	37%	25%	16%	24%	28%	30%	26%	5%	25%
Yes - by letter	34	-	34	19	9	20	14	7	9	10	3	4	*	*	15	14	5	*	21	13	34
9%	-	-	9%	12%	9%	9%	8%	8%	15%	8%	9%	2%	-	-	11%	8%	5%	1%	6%	20%	8%
Yes - on an online web forum	66	-	66	26	18	27	40	5	8	22	7	14	3	7	14	29	23	10	60	6	66
17%	-	-	17%	16%	18%	11%	23% <b>up</b>	7%	14%	16%	16%	28%	13%	27%	10%	18%	23% <b>up</b>	21%	16%	10%	16%
Yes - via social media (Facebook, Twitter, etc)	56	-	56	34	16	42	14	24	6	22	4	-	-	-	30	26	-	-	37	19	56
14%	-	-	14%	22%	17%	18%	9%	31%	11%	18%	9%	-	-	-	22% <b>up</b>	16% <b>up</b>	-	-	11%	28%	10%
Yes - by other means (please specify)	16	-	16	-	3	6	10	-	-	1	3	5	3	4	-	4	12	7	13	3	13
4%	-	-	4%	-	3%	2%	6%	-	-	1%	7%	10%	15%	14%	-	3%	12% <b>up</b>	15%	4%	4%	4%
No - I haven't made a complaint to the Royal Mail	24	-	24	*	7	13	11	3	4	5	2	9	*	2	6	7	11	2	20	4	24
6%	-	-	6%	*	7%	6%	7%	4%	6%	4%	4%	18%	1%	8%	5%	4%	12%	4%	6%	6%	8%
NET: Complained directly to Royal Mail	373	-	373	156	91	221	149	74	53	117	43	40	22	23	128	161	84	44	307	63	287
94%	-	-	94%	100% <b>up</b>	93%	94%	93%	96%	94%	96%	98%	82%	99%	92%	95%	96%	88%	96%	94%	94%	92%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QF2. And in the last 12 months, have you made a complaint directly to Royal Mail about any letters or cards you've sent or received?

Base : Those who had cause to complain to Royal Mail about its services in the last 12 months

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	311	107	93	58	53	200	111	197	111	40	30	84	76	61	190	40	259	-	-	-
Weighted Base	397	130*	101*	90*	76*	231	166*	276	117*	50**	42**	101*	92*	93*	235	50**	336	-**	-**	-**
Effective Base	190	57	55	40	39	111	79	120	72	27	22	52	43	36	117	27	157	-	-	-
Yes - in person (e.g. to the postman/woman)	50	21	14	5	10	35	15	37	12	5	3	11	9	20	23	5	45	-	-	-
13%	16%	14%	5%	14%	15%	9%	13%	11%	10%	7%	11%	10%	22%	10%	10%	13%	-	-	-	
Yes - by telephone	61	14	21	18	8	35	26	43	18	10	5	15	18	11	36	10	48	-	-	-
15%	11%	21%	20%	10%	15%	16%	15%	15%	20%	12%	14%	18%	12%	15%	20%	14%	-	-	-	
Yes - by email	90	25	20	23	22	45	45	54	33	15	14	18	23	13	55	15	71	-	-	-
23%	19%	20%	25%	29%	20%	27%	20%	28%	20%	30%	33%	18%	26%	14%	24%	30%	21%	-	-	-
Yes - by letter	34	11	13	6	3	25	9	31	2	3	2	13	7	8	23	3	31	-	-	-
9%	9%	13%	7%	4%	11%	5%	11%	2%	5%	5%	13%	8%	9%	10%	5%	5%	-	-	-	
Yes - on an online web forum	65	21	17	16	13	37	29	35	29	8	10	22	9	14	41	8	55	-	-	-
17%	16%	16%	18%	17%	16%	17%	14%	14%	25%	15%	24%	22%	10%	15%	17%	15%	16%	-	-	-
Yes - via social media (Facebook, Twitter, etc)	56	30	5	14	8	34	22	54	2	1	8	9	13	25	30	1	55	-	-	-
14%	23%	5%	15%	11%	15%	13%	20%	2%	2%	19%	9%	14%	23%	13%	2%	16%	-	-	-	
Yes - by other means (please specify)	16	4	4	1	6	9	7	5	11	6	-	6	4	-	10	6	10	-	-	-
4%	3%	4%	2%	8%	4%	4%	2%	3%	12%	12%	-	6%	4%	4%	12%	3%	-	-	-	
No - I haven't made a complaint to the Royal Mail	24	4	7	8	6	11	13	14	10	2	-	7	10	2	17	2	22	-	-	-
6%	3%	7%	8%	7%	5%	8%	8%	8%	8%	4%	-	7%	10%	2%	7%	4%	7%	-	-	-
NET: Complained directly to Royal Mail	373	126	94	83	70	220	153	262	107	48	42	94	82	91	218	48	314	-	-	-
94%	97%	93%	92%	92%	95%	92%	93%	92%	92%	96%	100%	93%	90%	98%	92%	96%	93%	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

PRE\_QF2. And in the last 12 months, have you made a complaint directly to Royal Mail about any letters or cards you've sent or received?

Base : Those who had cause to complain to Royal Mail about its services in the last 12 months

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	311	236	75	34	183	39	47	42	10	21	15	21	17	18	33	29	19	3	36
Weighted Base	397	357	39**	15**	353	17**	14**	12**	9**	43**	20**	34**	30**	27**	87*	72**	32**	2**	15**
Effective Base	190	165	27	12	156	22	28	22	9	20	13	20	15	16	31	25	17	1	22
Yes - in person (e.g. to the postman/woman)	50	46	4	3	46	1	1	1	1	5	3	6	5	3	15	-	8	-	1
13%	13%	13%	10%	19%	13%	8%	7%	10%	13%	11%	13%	18%	17%	12%	17%	-	26%	-	9%
Yes - by telephone	61	53	7	3	54	4	2	1	2	20	3	1	6	1	10	11	-	-	4
15%	15%	15%	18%	21%	15%	21%	12%	12%	28%	46%	14%	4%	20%	4%	17%	15%	-	-	24%
Yes - by email	90	81	9	3	75	6	3	5	3	2	3	7	4	10	13	21	11	2	5
23%	23%	23%	22%	22%	21%	38%	23%	40%	35%	5%	17%	22%	13%	38%	15%	29%	34%	81%	31%
Yes - by letter	34	31	3	2	30	1	2	1	*	2	-	6	-	-	14	6	2	-	1
9%	9%	9%	6%	12%	9%	3%	13%	11%	5%	4%	-	17%	-	-	17%	8%	5%	-	3%
Yes - on an online web forum	66	57	10	3	59	3	4	*	2	7	3	6	5	4	11	16	5	-	3
17%	16%	16%	25%	20%	17%	19%	26%	4%	19%	17%	13%	18%	15%	16%	12%	22%	15%	-	21%
Yes - via social media (Facebook, Twitter, etc)	56	55	2	*	53	1	1	2	-	2	3	4	7	3	20	12	3	*	*
14%	15%	15%	4%	1%	15%	3%	5%	14%	-	5%	14%	11%	22%	11%	23%	17%	10%	9%	3%
Yes - by other means (please specify)	16	14	2	*	15	1	*	*	-	3	4	2	3	1	-	-	2	*	1
4%	4%	4%	5%	1%	4%	5%	2%	3%	-	7%	20%	5%	10%	5%	-	-	5%	10%	4%
No - I haven't made a complaint to the Royal Mail	24	20	4	*	21	1	2	1	-	2	2	2	1	4	4	6	1	-	1
6%	6%	10%	3%	6%	6%	3%	12%	6%	-	5%	9%	6%	2%	13%	4%	8%	4%	-	4%
NET: Complained directly to Royal Mail	373	337	35	14	332	17	13	11	9	41	18	32	29	24	83	66	31	2	15
94%	94%	90%	97%	94%	97%	88%	94%	100%	95%	91%	94%	98%	87%	96%	92%	95%	100%	100%	96%

Proportions/Mean: Columns Yes/No (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QF2. And in the last 12 months, have you made a complaint directly to Royal Mail about any letters or cards you've sent or received?

Base : Those who had cause to complain to Royal Mail about its services in the last 12 months

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	311	100	17	54	102	121	36	31	19	223	50	108	117	42	26	15	225	41	-	-
Weighted Base	397	97*	22**	53*	150*	142*	56**	32**	15**	292	47*	131*	159*	65*	29**	9**	290	38**	..	..
Effective Base	190	55	11	30	65	69	26	23	9	133	32	62	72	31	18	6	134	25	-	-
Yes - in person (e.g. to the postman/woman)	59	12	2	6	20	15	5	7	2	35	9	16	18	14	2	*	33	2	-	-
15%	13%	11%	12%	14%	11%	9%	23%	13%	12%	20%	12%	11%	11%	22%	7%	5%	12%	6%	-	-
Yes - by telephone	61	6	3	3	19	18	18	4	3	36	7	14	22	16	6	3	36	9	-	-
15%	6%	14%	6%	12%	13%	13%	32%	13%	16%	12%	14%	11%	14%	24%	20%	34%	12%	23%	-	-
Yes - by email	90	22	6	11	31	31	15	4	8	61	12	29	36	12	12	1	65	13	-	-
23%	22%	26%	22%	21%	22%	27%	14%	52%	21%	26%	22%	22%	23%	18%	39%	12%	22%	33%	-	-
Yes - by letter	34	-	-	-	12	17	2	3	-	28	3	15	12	5	-	-	27	-	-	-
9%	-	-	-	8%	12%	3%	11%	-	10%	7%	16%	16%	7%	7%	1%	2%	9%	1%	-	-
Yes - on an online web forum	66	31	6	20	32	24	5	5	*	56	6	27	23	9	7	*	50	8	-	-
17%	33%	25%	39%	21%	17%	17%	9%	16%	3%	19%	12%	20%	15%	14%	24%	5%	17%	20%	-	-
Yes - via social media (Facebook, Twitter, etc)	56	5	-	*	25	20	5	4	2	45	6	17	31	3	1	3	48	5	-	-
14%	5%	-	1%	17%	14%	10%	11%	12%	15%	12%	13%	13%	20%	5%	4%	39%	17%	12%	-	-
Yes - by other means (please specify)	16	7	3	5	3	10	1	1	-	13	1	5	8	3	-	-	13	-	-	-
4%	7%	14%	10%	2%	7%	3%	3%	-	5%	2%	4%	4%	5%	4%	-	5%	-	-	-	-
No - I haven't made a complaint to the Royal Mail	24	13	2	6	9	7	4	3	1	16	3	9	9	4	1	*	18	2	-	-
6%	13%	10%	11%	6%	5%	7%	9%	4%	5%	7%	7%	7%	6%	6%	4%	6%	4%	4%	-	-
NET: Complained directly to Royal Mail	373	84	20	47	141	135	51	29	15	276	44	122	150	61	28	9	272	37	-	-
94%	87%	90%	89%	94%	95%	93%	91%	96%	95%	93%	93%	94%	94%	95%	96%	94%	96%	96%	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab/c - d/e/f/g/h/i - kl/mn/o/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



PRE\_QF2. And in the last 12 months, have you made a complaint directly to Royal Mail about any letters or cards you've sent or received?

Base : Those who had cause to complain to Royal Mail about its services in the last 12 months

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	311	44	260	7	136	153	22	287	19	4	1	310	-
Weighted Base	397	65**	326	5**	185*	182**	30**	362	29**	4**	2**	395	**
Effective Base	190	29	158	3	83	92	15	172	14	3	1	189	-
Yes - in person (e.g. to the postman/woman)	50	11	36	3	27	22	2	47	3	-	-	90	-
	15%	18%	11%	52%	14%	12%	5%	13%	9%	-	-	13%	-
Yes - by telephone	61	7	54	-	22	30	9	56	4	-	-	61	-
	15%	11%	16%	-	12%	16%	30%	16%	15%	-	-	15%	-
Yes - by email	90	23	66	1	47	38	6	82	6	-	2	88	-
	23%	35%	20%	12%	25%	21%	19%	23%	22%	-	100%	22%	-
Yes - by letter	34	7	27	-	12	18	4	30	4	-	-	34	-
	9%	10%	8%	-	6%	10%	13%	8%	14%	-	-	9%	-
Yes - on an online web forum	66	5	60	1	35	30	2	63	2	2	-	66	-
	17%	8%	18%	17%	19%	16%	7%	17%	6%	39%	-	17%	-
Yes - via social media (Facebook, Twitter, etc)	56	12	44	1	38	15	3	46	10	1	-	56	-
	14%	18%	13%	11%	23%	8%	11%	13%	34%	16%	-	14%	-
Yes - by other means (please specify)	16	-	16	-	3	10	3	16	-	-	-	16	-
	4%	-	5%	-	2%	5%	10%	4%	-	-	-	4%	-
No - I haven't made a complaint to the Royal Mail	24	*	23	*	2	21	1	22	-	2	-	24	-
	6%	*	7%	8%	1%	12%	4%	6%	-	45%	-	6%	-
NET: Complained directly to Royal Mail	373	65	303	5	183	181	28	339	29	2	2	371	-
	94%	100%	93%	92%	99%	88%	96%	94%	100%	55%	100%	94%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QF2. And in the last 12 months, have you made a complaint directly to Royal Mail about any letters or cards you've sent or received?

Table 145

Base : Those who had cause to complain to Royal Mail about its services in the last 12 months

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	311	150	161	-	-	55	40	55	51	57	63	-	-	-	-	-	-
Weighted Base	397	188*	209	**	**	65**	51**	72*	70*	76*	62*	**	**	**	**	**	**
Effective Base	190	85	105	-	-	30	23	32	33	38	35	-	-	-	-	-	-
Yes - in person (e.g. to the postman/woman)	50	19	31	-	-	5	4	10	14	13	4	-	-	-	-	-	-
13%	10%	15%	-	-	8%	7%	14%	19%	17%	7%	-	-	-	-	-	-	-
Yes - by telephone	61	26	35	-	-	8	2	16	6	14	15	-	-	-	-	-	-
15%	14%	17%	-	-	13%	4%	22%	9%	18%	24%	-	-	-	-	-	-	-
Yes - by email	90	50	40	-	-	16	20	13	14	12	14	-	-	-	-	-	-
23%	27%	19%	-	-	25%	40%	18%	20%	16%	22%	-	-	-	-	-	-	-
Yes - by letter	34	14	19	-	-	5	5	4	5	9	6	-	-	-	-	-	-
9%	8%	9%	-	-	8%	9%	6%	7%	12%	9%	-	-	-	-	-	-	-
Yes - on an online web forum	66	34	33	-	-	17	10	7	8	12	13	-	-	-	-	-	-
17%	18%	16%	-	-	26%	19%	10%	11%	16%	20%	-	-	-	-	-	-	-
Yes - via social media (Facebook, Twitter, etc)	56	25	32	-	-	12	5	7	17	8	7	-	-	-	-	-	-
14%	13%	15%	-	-	19%	11%	10%	24%	10%	11%	-	-	-	-	-	-	-
Yes - by other means (please specify)	16	7	9	-	-	-	3	4	4	4	*	-	-	-	-	-	-
4%	4%	4%	-	-	-	6%	6%	6%	5%	*	-	-	-	-	-	-	-
No - I haven't made a complaint to the Royal Mail	24	13	11	-	-	1	2	10	3	4	4	-	-	-	-	-	-
6%	7%	5%	-	-	2%	4%	14%	4%	5%	7%	-	-	-	-	-	-	-
NET: Complained directly to Royal Mail	373	175	198	-	-	64	49	62	67	72	58	-	-	-	-	-	-
94%	93%	95%	-	-	98%	96%	86%	96%	95%	93%	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF2. And in the last 12 months, have you made a complaint directly to Royal Mail about any letters or cards you've sent or received?

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	2580	2580	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Yes - in person (e.g. to the postman/woman)	80	80	27	53	46	33	12	27	11	9	11	8	2	38	20	21	10	63	17	72
3%	3%	3%	7% <b>d</b>	2%	4%	3%	3%	8% <b>h</b>	2%	3%	2%	3%	1%	6% <b>o</b>	2%	2%	2%	3%	6%	3%
Yes - by telephone	107	107	24	82	68	39	29	25	24	8	14	2	5	53	33	21	7	97	9	89
4%	4%	6%	4%	4%	6% <b>f</b>	3%	8% <b>h</b>	7% <b>h</b>	3% <b>d</b>	2%	3%	1%	2%	6% <b>o</b>	4% <b>o</b>	2%	1%	4%	3%	3%
Yes - by email	195	195	69	127	103	93	35	44	47	37	26	3	1	82	84	29	4	156	40	156
8%	8%	18% <b>d</b>	6%	6%	8%	7%	11% <b>h</b>	13% <b>h</b>	10% <b>h</b>	11% <b>h</b>	5% <b>h</b>	1%	-	12% <b>o</b>	10% <b>o</b>	3% <b>o</b>	1%	7%	13% <b>r</b>	6%
Yes - by letter	82	82	40	42	51	31	13	29	23	12	2	2	1	42	34	5	3	56	26	61
3%	3%	10% <b>d</b>	2%	2%	4%	2%	4% <b>h</b>	8% <b>h</b>	5% <b>h</b>	3% <b>h</b>	-	1%	-	6% <b>o</b>	4% <b>o</b>	-	1%	2%	8% <b>r</b>	2%
Yes - on an online web forum	84	84	33	51	43	41	23	19	19	9	8	3	3	43	27	14	6	66	18	75
3%	3%	9% <b>d</b>	2%	3%	3%	3%	8% <b>h</b>	6% <b>h</b>	4%	3%	2%	1%	1%	6% <b>o</b>	3% <b>o</b>	1%	1%	3%	6%	3%
Yes - via social media (Facebook, Twitter, etc)	58	58	25	34	36	23	11	25	16	4	-	-	-	37	21	-	-	49	9	48
2%	2%	6% <b>d</b>	2%	2%	3%	2%	3% <b>h</b>	7% <b>h</b>	3% <b>h</b>	1%	-	-	-	6% <b>o</b>	3% <b>o</b>	-	-	2%	3%	2%
Yes - by other means (please specify)	12	12	3	10	6	6	-	-	4	-	-	4	3	1	4	8	7	12	-	16
1%	1%	1%	1%	1%	1%	1%	-	-	1%	-	-	1%	1%	1%	1%	1% <b>h</b>	1% <b>h</b>	1%	-	1%
No - I haven't made a complaint to the Royal Mail	2095	2095	220	1875	982	1106	243	226	375	268	437	205	253	469	611	986	519	1848	229	2180
81%	81%	57%	65% <b>e</b>	78%	78%	84% <b>e</b>	71%	65%	74% <b>h</b>	63% <b>h</b>	69% <b>h</b>	63% <b>h</b>	61% <b>h</b>	68%	73% <b>h</b>	75% <b>h</b>	64% <b>h</b>	65% <b>e</b>	72%	84%
NET: Complained directly to Royal Mail	485	485	167	318	275	210	99	121	116	65	52	22	10	220	181	84	32	409	76	400
19%	19%	43% <b>e</b>	14%	22% <b>f</b>	16%	29% <b>h</b>	35% <b>h</b>	24% <b>h</b>	19% <b>h</b>	17% <b>h</b>	7%	4%	22% <b>o</b>	22% <b>o</b>	8%	6%	18%	25% <b>r</b>	16%	

Proportions/Mean: Columns Yes/No (5% risk level) - ab - cd - ef - gh/ij/kl/m - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF2. And in the last 12 months, have you made a complaint directly to Royal Mail about any letters or cards you've sent or received?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Yes - in person (e.g. to the postman/woman)	80	12	14	25	29	26	54	55	23	12	9	17	26	9	52	14	61	26	48	6
Yes - by telephone	107	21	29	38	18	50	57	65	20	12	14	25	34	21	73	12	95	31	71	4
Yes - by email	195	52	54	47	42	106	89	149	46	23	32	54	42	32	128	23	163	59	125	11
Yes - by letter	82	23	16	29	13	39	42	72	9	13	8	25	21	12	54	13	66	39	37	5
Yes - on an online web forum	84	22	24	20	18	47	38	56	28	22	2	29	15	11	46	22	55	33	47	4
Yes - via social media (Facebook, Twitter, etc)	58	16	18	19	5	34	24	49	9	10	4	15	15	14	34	10	48	20	38	-
Yes - by other means (please specify)	12	2	3	4	3	5	7	5	7	2	3	4	5	-	11	-	12	1	10	2
No - I haven't made a complaint to the Royal Mail	2095	365	712	413	605	1077	1018	1181	895	211	263	554	598	328	1415	213	1768	386	1601	109
NET: Complained directly to Royal Mail	486	104	136	140	105	240	245	364	117	67	63	136	126	74	325	69	402	144	317	23
	19%	23%	16%	21%	15%	18%	19%	24%	12%	24%	19%	20%	17%	18%	19%	24%	19%	27%	17%	17%

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QF2. And in the last 12 months, have you made a complaint directly to Royal Mail about any letters or cards you've sent or received?

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
Yes - in person (e.g. to the postman/woman)	80	70	10	1	61	11	6	2	3	10	9	3	8	8	5	10	4	*	11
Yes - by telephone	107	96	10	3	95	6	2	3	-	19	10	4	8	13	11	15	16	*	6
Yes - by email	195	173	23	4	173	13	6	3	7	21	17	10	28	15	33	25	16	1	12
Yes - by letter	82	70	12	1	74	4	1	3	4	20	2	4	16	1	7	15	3	*	4
Yes - on an online web forum	84	70	15	3	74	4	3	3	2	7	12	5	9	1	19	2	3	*	4
Yes - via social media (Facebook, Twitter, etc)	58	57	1	1	53	*	2	3	2	4	5	7	5	4	10	14	1	-	*
Yes - by other means (please specify)	12	9	4	1	11	*	*	1	1	2	2	4	-	1	-	5	-	*	*
No - I haven't made a complaint to the Royal Mail	2095	1790	305	67	1746	183	105	60	90	219	169	168	176	200	270	275	179	21	162
NET: Complained directly to Royal Mail	486	429	55	9	422	33	18	11	15	64	44	20	51	40	68	77	43	2	31
	19%	19%	15%	12%	18%	16%	15%	12%	14%	23%	24%	11%	23%	17%	20%	22%	19%	6%	16%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QF2. And in the last 12 months, have you made a complaint directly to Royal Mail about any letters or cards you've sent or received?

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Yes - in person (e.g. to the postman/woman)	80	19	3	10	32	28	20	-	1	58	2	24	34	10	8	3	58	12	57	23
Yes - by telephone	107	41	6	7	23	50	15	13	4	72	18	43	44	14	5	-	86	5	58	48
Yes - by email	195	43	7	11	46	79	44	16	7	125	23	63	81	34	11	7	143	18	137	59
Yes - by letter	82	17	3	3	33	23	15	7	3	56	10	26	35	8	9	3	61	12	71	10
Yes - on an online web forum	84	24	3	13	32	30	16	4	2	62	6	29	28	12	13	3	57	15	56	28
Yes - via social media (Facebook, Twitter, etc)	58	5	-	1	15	23	15	5	1	38	6	15	21	19	2	1	36	3	50	9
Yes - by other means (please specify)	12	8	-	4	6	-	6	-	-	7	-	3	10	-	-	-	12	-	4	9
No - I haven't made a complaint to the Royal Mail	2095	790	79	397	741	852	304	127	57	1593	184	920	837	214	86	24	1757	111	508	1587
NET: Complained directly to Royal Mail	485	133	16	37	134	187	102	40	18	321	57	160	198	81	31	15	355	46	325	160
	19%	14% <b>c</b>	17%	9%	15%	18%	20% <b>d</b> <b>e</b>	24% <b>d</b>	24%	17%	24% <b>d</b>	15%	19%	20% <b>k</b> <b>l</b>	26% <b>k</b>	39%	17%	29% <b>k</b> <b>l</b>	33% <b>s</b>	9%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF2. And in the last 12 months, have you made a complaint directly to Royal Mail about any letters or cards you've sent or received?

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Yes - in person (e.g. to the postman/woman)	89	4	73	3	27	45	8	70	7	3	-	80	-
	3%	3%	3%	7%	4%	3%	6%	3%	11% <sup>gh</sup>	5%	-	3%	-
Yes - by telephone	107	6	98	3	40	60	6	89	13	5	-	107	-
	4%	4%	4%	7%	6%	3%	5%	4%	20% <sup>gh</sup>	16%	-	4%	-
Yes - by email	195	13	171	11	67	107	21	172	17	4	-	193	3
	8%	9%	7%	27%	9% <sup>h</sup>	6%	15% <sup>h</sup>	7%	26% <sup>gh</sup>	13%	-	8%	19%
Yes - by letter	82	9	69	4	39	31	11	67	13	2	-	82	-
	3%	6%	3%	9%	13% <sup>h</sup>	2%	8% <sup>h</sup>	3%	20% <sup>gh</sup>	5%	-	3%	-
Yes - on an online web forum	84	9	70	5	38	41	5	72	9	3	-	84	-
	3%	6%	3%	12%	8% <sup>h</sup>	2%	4%	3%	14% <sup>gh</sup>	10%	-	3%	-
Yes - via social media (Facebook, Twitter, etc)	58	7	49	2	26	30	3	51	5	2	-	58	-
	2%	5%	2%	6%	4% <sup>h</sup>	2%	2%	2%	8% <sup>gh</sup>	5%	-	2%	-
Yes - by other means (please specify)	12	2	10	-	4	7	1	11	-	-	-	11	1
	1%	1%	-	-	1%	1%	1%	1%	-	-	-	1%	9%
No - I haven't made a complaint to the Royal Mail	2095	111	1967	17	525	1472	99	2053	12	15	5	2079	11
	81%	72%	82% <sup>h</sup>	44%	74%	85% <sup>gh</sup>	70%	83% <sup>h</sup>	19%	48%	100%	81% <sup>h</sup>	73%
NET: Complained directly to Royal Mail	485	44	419	22	183	260	41	413	52	16	-	481	4
	19%	25% <sup>hb</sup>	18%	56%	26% <sup>h</sup>	15%	30% <sup>h</sup>	17%	81% <sup>gh</sup>	52%	-	19%	27%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

***Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)***

**QF2. And in the last 12 months, have you made a complaint directly to Royal Mail about any letters or cards you've sent or received?**

**Base : All participants**

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Yes - in person (e.g. to the postman/woman)	80	-	-	41	39	-	-	-	-	-	-	-	21	20	9	19	11
Yes - by telephone	107	-	-	45	61	-	-	-	-	-	-	-	34	11	22	21	19
Yes - by email	195	-	-	92	103	-	-	-	-	-	-	-	59	33	36	33	34
Yes - by letter	82	-	-	31	51	-	-	-	-	-	-	-	20	10	13	23	15
Yes - on an online web forum	84	-	-	44	40	-	-	-	-	-	-	-	27	17	3	23	14
Yes - via social media (Facebook, Twitter, etc)	58	-	-	37	21	-	-	-	-	-	-	-	31	7	6	8	7
Yes - by other means (please specify)	12	-	-	9	3	-	-	-	-	-	-	-	6	3	-	1	2
No - I haven't made a complaint to the Royal Mail	2095	-	-	1055	1040	-	-	-	-	-	-	-	651	404	357	321	362
NET: Complained directly to Royal Mail	485	-	-	235	250	-	-	-	-	-	-	-	167	68	79	95	76
	19%	-	-	18%	19%	-	-	-	-	-	-	-	20%	14%	18%	23%	17%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



QF3. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	687	-	687	329	342	354	331	139	143	169	84	94	46	22	282	263	152	68	604	80	687
Weighted Base	857	**	857	323	409	496	359	174*	174*	233	108*	92*	44**	33**	348	341	168*	77*	716	139*	687
Effective Base	435	-	435	153	218	235	201	87	93	108	58	53	22	16	180	165	90	38	373	61	687
Didn't need this information	93	-	93	39	34	58	34	32	12	21	4	9	4	10	44	25	23	15	79	13	67
11%	-	-	11%	12%	8%	12%	10%	18% <sub>g</sub>	7%	9%	4%	9%	10%	31%	13%	7%	14%	19% <sub>o</sub>	11%	10%	10%
On Royal Mail's website	545	-	545	181	270	310	233	97	106	143	79	75	31	15	202	222	121	46	458	84	435
64%	-	-	64%	36%	66%	62%	65%	56%	61%	61%	23% <sub>g</sub>	25% <sub>h</sub>	11%	44%	58%	65%	72% <sub>n</sub>	60%	64%	61%	63%
Speaking to someone who works for Royal Mail over the phone	146	-	146	80	61	92	54	34	38	53	11	8	-	2	72	65	9	2	107	35	112
17%	-	-	17%	25% <sub>d</sub>	15%	19%	15%	20%	22% <sub>h</sub>	23% <sub>i</sub>	11%	8%	-	5%	21% <sub>q</sub>	19% <sub>q</sub>	6%	2%	15%	20% <sub>r</sub>	16%
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	153	-	153	85	56	89	64	21	46	54	15	4	8	4	66	70	17	12	125	27	126
18%	-	-	18%	26% <sub>d</sub>	14%	18%	18%	12%	23% <sub>g</sub>	23% <sub>h</sub>	14%	5%	18%	13%	19%	20% <sub>q</sub>	10%	16%	18%	20%	18%
Another way (please specify)	12	-	12	2	8	8	4	-	-	6	3	-	3	-	-	9	3	3	11	2	13
1%	-	-	1%	-	2%	2%	1%	-	-	2%	3%	-	9%	-	3% <sub>n</sub>	2%	4% <sub>n</sub>	1%	1%	1%	2%
I don't know	16	-	16	2	11	12	4	2	-	9	3	2	-	-	2	12	2	-	14	2	13
2%	-	-	2%	1%	3%	2%	1%	1%	-	4%	3%	2%	-	-	1%	3%	1%	-	2%	1%	2%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF3. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	687	196	196	158	137	392	295	461	218	91	81	185	176	120	442	92	571	120	259	21
Weighted Base	857	230	230	222	175*	460	397	625	224	115*	105*	230	208	165*	543	117*	716	144*	317	23**
Effective Base	435	109	123	108	96	231	203	299	136	61	57	120	109	71	285	62	359	75	172	13
Didn't need this information	93	38	15	17	23	52	40	60	32	22	16	17	23	11	55	24	69	18	29	2
On Royal Mail's website	845	123	148	155	113	272	274	390	149	71	62	142	134	113	338	71	456	75	188	14
Speaking to someone who works for Royal Mail over the phone	146	48	45	30	23	93	53	129	13	16	13	41	29	42	83	16	127	32	62	1
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	153	55	45	39	12	103	50	125	28	11	19	45	37	34	101	11	137	37	61	5
Another way (please specify)	12	3	3	6	-	7	6	9	3	-	-	4	6	3	9	-	12	1	7	-
I don't know	16	5	1	6	3	6	10	12	4	-	3	7	5	1	16	-	16	3	6	-
	2%	2%	1%	3%	2%	1%	2%	2%	2%	-	3%	3%	2%	1%	3%	-	2%	2%	2%	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF3. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	687	522	165	78	407	101	98	81	29	50	42	36	48	40	60	57	45	13	88
Weighted Base	857	766	91*	23**	754	50*	31*	22*	24**	105*	62*	52*	80*	64*	151*	143*	73*	4**	46*
Effective Base	435	386	50	21	353	51	51	49	25	47	39	34	45	37	57	52	42	4	46
Didn't need this information	93	80	13	*	78	7	3	5	4	8	13	6	7	10	14	14	3	2	5
On Royal Mail's website	545	480	65	17	485	29	18	13	13	83	33	26	51	28	91	103	55	2	27
Speaking to someone who works for Royal Mail over the phone	146	135	10	5	133	8	3	2	7	14	8	15	20	9	41	10	8	-	8
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	153	143	10	3	130	11	7	4	3	8	12	10	14	15	40	24	6	1	10
Another way (please specify)	12	10	3	*	10	1	1	1	1	-	2	2	2	1	-	2	-	-	1
I don't know	16	16	-	-	14	*	1	*	1	2	-	-	2	4	3	2	1	-	*
	2%	2%	*	1%	2%	*	4%	*	2%	2%	-	-	2%	7%	2%	3%	2%	-	*

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF3. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	687	210	31	92	205	272	111	65	29	477	94	227	285	101	45	26	512	71	257	143
Weighted Base	857	217	36**	84*	276	321	153*	69*	32**	597	101*	282	346	142*	59*	24**	627	83*	325	160*
Effective Base	435	124	19	50	128	169	78	41	17	296	58	142	172	71	34	16	313	49	174	86
Didn't need this information	93	27	8	17	40	33	14	5	1	73	6	36	36	11	5	3	73	8	28	21
11%	12%	22%	21%	14%	10%	9%	7%	3%	12%	6%	13%	10%	8%	6%	12%	12%	9%	9%	13%	
On Royal Mail's website	545	130	22	51	176	220	78	41	25	396	67	203	226	70	30	14	429	45	169	108
64%	60%	59%	61%	64%	65% <i>f</i>	65% <i>f</i>	51%	60%	78%	65% <i>f</i>	66%	72% <i>lmq</i>	65% <i>lm</i>	49%	52%	59%	65% <i>lmq</i>	54%	52%	65% <i>lr</i>
Speaking to someone who works for Royal Mail over the phone	146	30	2	4	64	39	29	14	1	102	15	48	45	31	17	5	93	22	76	19
17%	14%	6%	4%	23% <i>la</i>	12%	19%	21%	2%	17%	15%	17%	13%	22%	29% <i>lp</i>	21%	15%	27% <i>lp</i>	24% <i>ls</i>	12%	
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	153	36	5	12	59	47	32	8	6	106	14	38	65	36	10	2	103	11	80	24
18%	17%	14%	14%	21%	15%	21%	12%	19%	18%	14%	13%	19%	25% <i>ka</i>	17%	7%	16%	14%	24%	15%	
Another way (please specify)	12	5	-	1	3	3	6	-	-	6	-	4	4	-	4	-	8	4	4	3
1%	2%	-	1%	1%	1%	4% <i>l</i>	-	-	1%	-	2%	1%	-	6% <i>lmj</i>	-	1%	4%	1%	1%	2%
I don't know	16	2	-	2	2	3	9	1	-	4	1	-	7	9	-	-	7	-	7	2
2%	1%	-	2%	1%	1%	6% <i>ldm</i>	1%	-	1%	1%	-	-	2%	6% <i>lsp</i>	-	-	1%	-	2%	1%

Proportions/Mean: Columns Tested (5% risk level) - ab/c - d/e/f/g/h/i - kl/mn/o/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF3. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	687	75	595	17	267	354	66	608	56	18	1	682	4
Weighted Base	857	109*	721	27**	366	422	70*	752	81*	18**	2**	851	4**
Effective Base	435	51	370	14	175	222	39	379	41	12	1	431	3
Didn't need this information	93	9	82	2	36	50	7	86	3	4	-	93	-
	11%	8%	11%	7%	10%	12%	10%	11%	3%	22%	-	11%	-
On Royal Mail's website	545	62	463	20	226	276	43	498	40	2	2	540	3
	64%	57%	64%	72%	62%	65%	62%	66% <b>h</b>	49%	12%	100%	63%	69%
Speaking to someone who works for Royal Mail over the phone	146	26	118	2	80	51	15	115	26	5	-	146	-
	17%	24%	16%	6%	22% <b>h</b>	12%	22%	15%	32% <b>h</b>	25%	-	17%	-
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	153	30	120	3	82	61	10	131	15	6	-	152	1
	18%	28%	17%	10%	23% <b>h</b>	14%	14%	17%	18%	33%	-	18%	31%
Another way (please specify)	12	2	10	-	4	8	-	12	-	-	-	12	-
	1%	2%	1%	-	1%	2%	-	2%	-	-	-	1%	-
I don't know	16	2	13	1	6	9	-	12	2	2	-	16	-
	2%	2%	2%	5%	2%	2%	-	2%	2%	11%	-	2%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF3. Where did you find information about how to make a complaint, or did you not need this information?

Base : Those making a complaint to the Royal Mail

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	687	135	152	186	214	52	37	46	50	53	49	-	136	50	66	78	70
Weighted Base	857	175*	198*	235	250	64**	49**	62**	67*	72*	58*	**	167*	68*	79*	95*	76*
Effective Base	435	77	100	120	141	29	22	27	32	36	32	-	86	34	43	53	44
Didn't need this information	93	20	24	21	28	3	7	10	5	10	8	-	14	8	13	11	4
	11%	11%	12%	9%	11%	4%	15%	16%	8%	14%	14%	-	8%	12%	17%	11%	5%
On Royal Mail's website	645	134	133	130	147	57	34	43	45	45	43	-	88	42	39	56	52
	64%	77% <sup>abcd</sup>	67%	56%	59%	88%	71%	69%	67%	62%	73% <sup>ghij</sup>	-	53%	63%	50%	59%	68%
Speaking to someone who works for Royal Mail over the phone	146	14	37	59	36	3	5	6	17	13	6	-	43	16	8	18	10
	17%	8%	11% <sup>klm</sup>	23% <sup>abcd</sup>	15%	5%	10%	9%	25%	18%	11%	-	23% <sup>lmn</sup>	24%	10%	20%	14%
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	153	17	32	57	46	6	10	2	20	6	6	-	35	22	19	17	10
	18%	10%	16%	24% <sup>klm</sup>	18%	9%	20%	3%	30% <sup>ghij</sup>	9%	10%	-	21%	23% <sup>lmn</sup>	24%	18%	13%
Another way (please specify)	12	4	*	5	3	2	-	2	-	-	*	-	5	-	1	1	1
	1%	2%	*	2%	1%	3%	-	3%	*	-	*	-	3%	-	1%	1%	2%
I don't know	16	5	2	3	7	-	3	2	-	2	-	-	3	*	3	1	2
	2%	3%	1%	1%	3%	-	6%	3%	-	3%	-	-	2%	*	4%	1%	3%

Proportions/Mean: Columns Tested (5% risk level) - abc|cd - e|f|gh|ij|kl|mn|op  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QF4. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	687	-	687	239	342	354	331	139	143	169	84	84	46	22	282	253	152	68	604	80	687
Weighted Base	857	-**	857	323	409	496	359	174*	174*	233	108*	92*	44**	33**	348	341	168*	77*	716	139*	687
Effective Base	435	-	435	153	218	235	201	87	93	108	58	53	22	16	180	165	90	38	373	61	687
Very difficult (1)	86	-	86	11	51	43	41	5	8	18	24	16	7	9	13	41	31	16	78	8	85
	10%	-	10%	4%	13% <b>c</b>	9%	11%	3%	5%	8%	22% <b>ghl</b>	17% <b>ghl</b>	16%	26%	4%	12% <b>n</b>	19% <b>n</b>	21% <b>n</b>	11%	6%	12%
Fairly difficult (2)	88	-	88	17	56	46	42	22	22	16	9	12	6	1	44	25	19	8	74	13	91
	10%	-	10%	5%	14% <b>c</b>	9%	12%	13%	13%	7%	8%	13%	15%	4%	13%	7%	11%	10%	10%	10%	13%
Neither easy nor difficult (3)	155	-	155	51	91	87	69	33	32	45	19	19	5	3	65	64	26	8	136	19	122
	18%	-	18%	16%	22%	17%	19%	17%	18%	19%	18%	20%	11%	9%	19%	19%	16%	10%	19%	14%	18%
Fairly easy (4)	275	-	275	95	142	166	110	69	60	56	32	26	21	11	130	87	58	32	219	56	211
	32%	-	32%	29%	35%	33%	30%	40% <b>d</b>	35%	24%	30%	29%	48%	34%	37% <b>o</b>	26%	34%	42%	31%	40%	31%
Very easy (5)	242	-	242	149	59	150	92	44	52	67	19	19	3	9	96	116	30	12	200	40	171
	29%	-	29%	43% <b>d</b>	14%	30%	28%	23%	30%	32% <b>ghl</b>	16%	20%	6%	27%	28%	34% <b>o</b>	18%	15%	28%	29%	29%
I don't know	11	-	11	-	10	5	6	-	-	2	5	1	2	-	-	8	3	2	8	3	7
	1%	-	1%	-	3% <b>c</b>	1%	2%	-	-	1%	5% <b>ghl</b>	1%	4%	-	-	2%	2%	2%	1%	2%	1%
NET Very/fairly easy	517	-	517	244	200	316	202	113	112	153	51	45	23	20	225	204	88	44	419	96	382
	60%	-	60%	70% <b>d</b>	49%	64%	56%	63% <b>d</b>	64% <b>d</b>	63% <b>d</b>	47%	49%	53%	61%	65%	60%	53%	57%	59%	69%	56%
NET Very/fairly difficult	174	-	174	28	107	89	83	27	30	33	27	14	10	58	68	51	23	153	21	176	
	20%	-	20%	8%	26% <b>c</b>	19%	23%	16%	17%	14%	30% <b>ghl</b>	30% <b>ghl</b>	31%	30%	17%	19%	30% <b>n</b>	31% <b>n</b>	21%	15%	26%
Mean	3.59	-	3.59	4.09 <b>d</b>	3.25	3.68	3.48	3.72 <b>jk</b>	3.72 <b>jk</b>	3.86 <b>jk</b>	3.14	3.23	3.12	3.33	3.72 <b>op</b>	3.64 <b>p</b>	3.22	3.21	3.55	3.79	3.43
Std Dev.	1.28	-	1.28	1.07	1.24	1.24	1.31	1.07	1.16	1.25	1.44	1.38	1.27	1.58	1.11	1.35	1.39	1.41	1.30	1.14	1.33
Std Error	0.05	-	0.05	0.07	0.07	0.07	0.07	0.09	0.10	0.10	0.16	0.15	0.19	0.34	0.07	0.09	0.11	0.17	0.05	0.13	0.05

Proportions/Mean: Column Test(s) (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF4. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	687	196	196	158	137	392	295	461	218	91	81	185	176	120	442	92	571	120	259	21
Weighted Base	857	230	230	222	175*	460	397	625	224	115*	105*	230	208	165*	543	117*	716	144*	317	23**
Effective Base	435	109	123	108	96	231	203	299	136	61	57	120	109	71	285	62	359	75	172	13
Very difficult (1)	86	19	23	25	19	42	44	54	32	18	11	18	27	5	55	18	64	4	40	2
	10%	8%	10%	11%	11%	9%	11%	9%	14%	10%	10%	8%	13%	3%	10%	16%	9%	3%	13%	7%
Fairly difficult (2)	88	18	23	29	19	41	48	65	22	10	12	24	27	9	63	10	74	10	38	3
	10%	8%	10%	13%	11%	9%	10%	10%	10%	9%	12%	11%	13%	5%	12%	9%	10%	7%	12%	12%
Neither easy nor difficult (3)	155	34	37	41	44	70	85	105	47	24	13	61	35	14	109	24	125	36	71	5
	18%	15%	16%	18%	25%	15%	21%	17%	21%	21%	12%	27%	17%	8%	20%	21%	17%	25%	22%	23%
Fairly easy (4)	275	55	95	64	60	151	125	197	78	45	42	74	66	45	182	45	227	46	121	4
	32%	24%	27%	29%	34%	33%	31%	31%	35%	39%	40%	32%	32%	27%	34%	39%	32%	32%	38%	17%
Very easy (5)	242	104	52	69	28	166	87	105	41	17	27	61	51	92	128	19	221	47	45	2
	28%	45%	23%	26%	16%	34%	22%	18%	18%	15%	25%	22%	24%	66%	24%	16%	31%	32%	14%	9%
I don't know	11	-	1	5	5	1	10	7	4	-	-	2	3	-	5	-	5	1	2	7
	1%	-	-	2%	3%	-	3%	1%	2%	-	-	1%	1%	-	1%	-	1%	1%	1%	31%
NET Very/fairly easy	517	150	147	123	88	306	211	395	120	62	69	124	117	138	310	64	448	93	166	8
	60%	63%	63%	55%	50%	68%	53%	63%	53%	54%	66%	54%	56%	63%	57%	55%	63%	64%	52%	26%
NET Very/fairly difficult	174	37	46	54	38	83	91	118	54	28	23	42	53	14	118	28	138	15	78	4
	20%	16%	20%	24%	22%	18%	23%	19%	24%	25%	22%	18%	26%	8%	22%	24%	19%	10%	25%	19%
Mean	3.99	3.99	3.57	3.48	3.35	3.73	3.42	3.68	3.34	3.29	3.59	3.50	3.42	4.28	3.49	3.31	3.66	3.84	3.30	3.15
Std Dev.	1.28	1.29	1.23	1.32	1.21	1.27	1.27	1.26	1.30	1.28	1.27	1.18	1.34	1.03	1.26	1.29	1.26	1.06	1.22	1.19
Std Error	0.05	0.09	0.09	0.11	0.10	0.06	0.07	0.06	0.09	0.13	0.14	0.09	0.10	0.09	0.06	0.13	0.05	0.10	0.08	0.28

Proportions/Mean: Column Total (5% risk level) - ab/c/d - ef - gh - ij/kl/m/n - op - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QF4. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	687	522	165	78	407	101	98	81	29	50	42	36	48	40	60	57	45	13	88
Weighted Base	857	766	91*	23**	754	50*	31*	22*	24**	105*	62*	52*	80*	64*	151*	143*	73*	4**	46*
Effective Base	435	386	50	21	353	51	51	49	25	47	39	34	45	37	57	52	42	4	46
Very difficult (1)	86	63	23	5	72	3	6	4	1	14	10	3	13	7	2	19	3	*	2
	10%	8%	23% <b>a</b>	22%	10%	6%	20% <b>d</b>	20% <b>d</b>	6%	13% <b>n</b>	17% <b>n</b>	6%	10% <b>n</b>	12% <b>n</b>	1%	15% <b>n</b>	4%	10%	5%
Fairly difficult (2)	88	81	7	1	70	10	6	2	5	6	9	7	5	4	12	9	13	-	10
	10%	11%	8%	6%	9%	20% <b>d</b>	20% <b>d</b>	11%	21%	5%	14%	6%	7%	8%	8%	6%	18%	-	22% <b>mop</b>
Neither easy nor difficult (3)	155	134	21	3	136	12	4	3	2	24	14	14	17	16	7	30	12	*	11
	18%	17%	23%	14%	18%	23%	12%	14%	9%	23% <b>n</b>	23% <b>n</b>	27% <b>n</b>	21% <b>n</b>	25% <b>n</b>	4%	21% <b>n</b>	16% <b>n</b>	11%	24% <b>n</b>
Fairly easy (4)	275	249	26	8	241	21	8	5	9	37	11	14	20	24	43	53	31	3	18
	32%	32%	29%	36%	32%	42%	26%	29%	38%	35%	17%	26%	24%	37%	29%	37%	62% <b>j</b>	77%	53% <b>n</b>
Very easy (5)	242	222	13	5	224	5	7	7	6	23	16	14	25	12	82	33	14	*	5
	28%	30% <b>d</b>	14%	22%	30% <b>n</b>	10%	21%	30% <b>e</b>	24%	22%	26%	27%	31% <b>v</b>	19%	54% <b>klmnop</b>	23%	20%	1%	10%
I don't know	11	10	*	*	10	*	-	-	1	2	2	2	-	-	5	-	-	-	-
	1%	1%	*	*	1%	*	-	-	2%	2%	3%	-	1%	-	4%	-	-	-	-
NET Very/fairly easy	517	475	39	13	465	26	15	12	15	60	27	27	45	36	125	86	45	3	22
	60%	63% <b>b</b>	43%	58%	62%	51%	47%	55%	62%	57%	43%	53%	55%	56%	63% <b>klmnop</b>	60%	62%	79%	49%
NET Very/fairly difficult	174	144	30	6	142	13	12	7	6	19	19	10	18	12	14	28	16	*	12
	20%	19%	33% <b>a</b>	28%	19%	25%	40% <b>d</b>	31% <b>d</b>	27%	18%	31% <b>n</b>	20%	22%	18%	10%	19%	22%	10%	27% <b>n</b>
Mean	3.99	3.68 <b>b</b>	2.99	3.29	3.64 <b>f</b>	3.30	3.08	3.34	3.55	3.48	3.22	3.53	3.50	3.45	4.30 <b>klmnop</b>	3.50	3.56	3.59	3.28
Std Dev.	1.28	1.24	1.41	1.48	1.27	1.07	1.48	1.53	1.26	1.27	1.44	1.21	1.41	1.22	1.00	1.28	1.11	1.09	1.08
Std Error	0.05	0.05	0.11	0.17	0.06	0.11	0.15	0.17	0.24	0.18	0.22	0.20	0.21	0.19	0.13	0.17	0.17	0.30	0.12

Proportions/Mean: Column Test (5% risk level) - a-b/c - d/e/f - h/i/jklmnopqr  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QF4. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	687	210	31	92	205	272	111	65	29	477	94	227	285	101	45	26	512	71	257	143
Weighted Base	857	217	36**	84*	276	321	153*	69*	32**	597	101*	282	346	142*	59*	24**	627	83*	325	160*
Effective Base	435	124	19	50	128	169	78	41	17	296	58	142	172	71	34	16	313	49	174	86
Very difficult (1)	86	34	8	15	33	26	16	1	9	58	10	35	24	13	7	7	59	14	23	23
10%	10%	16%	22%	18%	12%	8%	10%	2%	28%	10%	10%	12%	7%	9%	11%	30%	9%	13%	7%	14%
Fairly difficult (2)	88	24	4	9	13	34	23	11	7	47	18	17	42	20	9	1	58	9	37	15
10%	11%	10%	11%	5%	11%	15% <sup>sd</sup>	15% <sup>sd</sup>	22%	8%	17% <sup>sd</sup>	6%	6%	12%	14% <sup>k</sup>	15%	3%	8%	11%	11%	9%
Neither easy nor difficult (3)	155	48	6	10	22	48	59	21	5	70	26	27	60	41	22	5	86	28	68	44
18%	22%	17%	12%	8%	75%	39% <sup>del</sup>	30% <sup>del</sup>	15%	12%	25% <sup>sd</sup>	10%	10%	17% <sup>sk</sup>	29% <sup>kip</sup>	39% <sup>kip</sup>	23%	14%	34% <sup>kip</sup>	21%	28%
Fairly easy (4)	275	88	11	26	61	135	45	25	7	186	32	72	130	47	14	9	202	22	118	53
32%	31%	29%	31%	22%	42% <sup>sd</sup>	29%	36%	21%	7%	33% <sup>sd</sup>	31%	36%	33%	23%	37%	32%	27%	36%	33%	33%
Very easy (5)	242	41	8	23	144	75	6	11	5	219	16	128	86	17	8	2	214	9	77	16
28%	19%	22%	28%	52% <sup>sd</sup> ( <sup>g</sup> )	23% <sup>f</sup>	4%	16% <sup>f</sup>	15%	37% <sup>sd</sup> ( <sup>g</sup> )	16% <sup>f</sup>	45% <sup>sd</sup> ( <sup>mp</sup> )	25% <sup>mp</sup>	12%	13%	7%	34% <sup>sd</sup> ( <sup>mn</sup> )	11%	24% <sup>sd</sup>	10%	10%
I don't know	11	1	-	1	3	3	5	1	-	5	1	4	4	3	-	-	7	-	2	9
1%	1%	-	1%	1%	1%	1%	3%	1%	-	1%	1%	1%	1%	2%	-	-	1%	-	1%	3%
NET Very/fairly easy	517	109	19	49	205	210	51	36	12	416	47	200	216	65	21	10	416	32	195	69
60%	50%	51%	59%	73% <sup>sd</sup> ( <sup>g</sup> )	65% <sup>sd</sup> ( <sup>g</sup> )	33%	52%	36%	70% <sup>sd</sup> ( <sup>g</sup> )	47%	71% <sup>sd</sup> ( <sup>mn</sup> )	63% <sup>sd</sup> ( <sup>mn</sup> )	45%	36%	44%	60% <sup>sd</sup> ( <sup>mn</sup> )	38%	60% <sup>sd</sup>	44%	44%
NET Very/fairly difficult	174	59	12	24	45	60	39	12	16	106	28	51	66	34	15	8	117	23	60	38
20%	27%	32%	28%	16%	19%	25%	17%	50%	18%	28%	18%	18%	19%	24%	26%	34%	19%	28%	18%	24%
Mean	3.59	3.26	3.19	3.41	4.00( <sup>sd</sup> ( <sup>g</sup> ))	3.62( <sup>f</sup> )	3.02	3.49( <sup>f</sup> )	2.73	3.80( <sup>f</sup> )	3.25	3.87( <sup>sd</sup> ( <sup>mn</sup> ))	3.62( <sup>mn</sup> )	3.25	3.12	2.87	3.73( <sup>sd</sup> ( <sup>mn</sup> ))	3.05	3.50( <sup>sd</sup> )	3.17
Std Dev	1.28	1.33	1.47	1.45	1.37	1.19	1.02	1.00	1.46	1.29	1.21	1.38	1.19	1.14	1.17	1.39	1.28	1.23	1.17	1.21
Std Error	0.05	0.09	0.26	0.15	0.10	0.07	0.10	0.13	0.27	0.06	0.13	0.09	0.07	0.11	0.17	0.27	0.06	0.15	0.07	0.10

Proportions/Mean: Column Test (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF4. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	687	75	595	17	267	354	66	608	56	18	1	682	4
Weighted Base	857	109*	721	27**	366	422	70*	752	81*	18**	2**	851	4**
Effective Base	435	51	370	14	175	222	39	379	41	12	1	431	3
Very difficult (1)	86	7	75	4	37	41	7	84	*	2	-	86	-
	19%	4%	10%	13%	10%	10%	11%	11% <sup>h</sup>	*	10%	-	10% <sup>h</sup>	-
Fairly difficult (2)	88	8	81	-	27	55	6	81	3	3	-	87	1
	10%	7%	11%	-	7%	13%	9%	11%	4%	16%	-	10%	33%
Neither easy nor difficult (3)	155	15	136	5	70	75	10	108	35	9	-	152	3
	18%	14%	19%	17%	19%	18%	15%	14%	44% <sup>g</sup>	48%	-	18%	67%
Fairly easy (4)	275	20	249	6	95	163	18	237	32	4	2	273	-
	32%	19%	34% <sup>h</sup>	23%	26%	33% <sup>h</sup>	26%	32%	39%	22%	100%	32%	-
Very easy (5)	242	59	173	10	134	86	22	232	11	*	-	242	-
	28%	54% <sup>h</sup>	24%	37%	37% <sup>h</sup>	20%	32%	31% <sup>h</sup>	13%	1%	-	28% <sup>h</sup>	-
I don't know	11	-	8	3	4	2	5	10	-	1	-	11	-
	1%	-	1%	10%	1%	*	8% <sup>h</sup>	1%	-	3%	-	1%	-
NET Very/fairly easy	517	70	422	16	228	249	40	469	43	4	2	516	-
	60%	73% <sup>h</sup>	58%	60%	62%	59%	58%	62%	52%	23%	100%	61%	-
NET Very/fairly difficult	174	15	156	4	64	96	14	165	3	5	-	173	1
	20%	14%	22%	13%	18%	23%	20%	22% <sup>h</sup>	4%	26%	-	20% <sup>h</sup>	33%
Mean	3.59	4.07 <sup>b</sup>	3.51	3.80	3.72	3.47	3.64	3.61	3.61	2.87	4.00	3.59	2.67
Std Dev.	1.28	1.25	1.26	1.39	1.31	1.23	1.36	1.33	0.77	0.93	-	1.28	0.54
Std Error	0.05	0.14	0.05	0.35	0.08	0.07	0.17	0.05	0.10	0.22	-	0.05	0.27

Proportions/Mean: Columns Tested (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF4. How easy or difficult did you find it to make a complaint about Royal Mail?

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	887	135	152	188	214	52	37	48	50	53	49	-	136	50	68	78	70
Weighted Base	857	175*	198*	235	250	64**	49**	62**	67*	72*	58*	**	167*	68*	79*	95*	76*
Effective Base	435	77	100	120	141	29	22	27	32	36	32	-	86	34	43	53	44
Very difficult (1)	86	25	15	24	21	6	10	10	4	4	7	-	13	11	-	15	6
	10%	15%	8%	10%	8%	9%	20%	16%	8%	6%	11% <u>h</u>	-	8%	17% <u>m</u>	-	16% <u>n</u>	8%
Fairly difficult (2)	88	14	23	26	26	7	2	6	7	13	3	-	18	8	7	7	13
	10%	8%	12%	11%	10%	10%	3%	9%	10%	18%	6%	-	17%	12%	8%	7%	17%
Neither easy nor difficult (3)	155	26	17	57	55	11	3	13	4	8	5	-	44	12	12	25	18
	18%	15%	8%	21% <u>b</u>	25% <u>d</u>	16%	6%	21%	6%	11%	9%	-	32% <u>l</u>	19%	15%	33% <u>n</u>	24% <u>h</u>
Fairly easy (4)	275	45	59	84	87	14	19	12	14	25	20	-	62	22	38	22	27
	32%	26%	30%	36%	35%	22%	40%	19%	21%	34%	35%	-	37%	32%	48% <u>h</u>	23%	36%
Very easy (5)	242	64	84	39	54	27	16	22	39	23	23	-	30	10	23	24	7
	28%	37% <u>d</u>	42% <u>c</u>	17%	22%	42%	32%	35%	59% <u>i</u>	31% <u>g</u>	39% <u>l</u>	-	16%	19%	29% <u>p</u>	23% <u>h</u>	9%
I don't know	11	-	-	4	6	-	-	-	-	-	-	-	1	4	-	2	5
	1%	-	-	2%	3%	-	-	-	-	-	-	-	1	6%	-	2%	9% <u>l</u>
NET Very/fairly easy	517	110	143	124	141	41	35	33	53	47	43	-	92	32	61	46	34
	60%	63%	72% <u>c</u>	53%	57%	64%	72%	54%	78% <u>i</u>	65%	74% <u>h</u>	-	55%	47%	77% <u>h</u>	49%	45%
NET Very/fairly difficult	174	39	38	50	47	12	11	16	11	17	10	-	31	20	7	22	19
	20%	22%	19%	21%	19%	19%	23%	25%	16%	24%	17%	-	18%	29% <u>h</u>	8%	23%	23% <u>h</u>
Mean	3.59	3.62	3.53 <u>d</u>	3.38	3.52	3.70	3.61	3.47	4.1 <u>i</u>	3.66	3.55 <u>h</u>	-	3.47	3.17	3.57 <u>h</u>	3.37	3.22
Std Dev.	1.28	1.42	1.26	1.20	1.20	1.34	1.47	1.46	1.25	1.27	1.32	-	1.13	1.34	0.89	1.37	1.12
Std Error	0.05	0.12	0.10	0.09	0.08	0.19	0.24	0.22	0.18	0.17	0.19	-	0.10	0.20	0.11	0.16	0.14

Proportions/Mean: Column Test(s) (5% risk level) - a|b|c|d - e|f|g|h|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QF5. What was difficult about making the complaint to Royal Mail?**

**Base : Those finding it difficult to make a complaint to the Royal Mail**

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	176	-	176	32	101	85	89	29	30	29	33	27	20	8	59	62	55	28	162	13	176
Weighted Base	174	**	174	28**	107*	89*	83*	27**	30**	33**	33**	27**	14**	10**	58*	66*	51**	23**	153*	21**	176
Effective Base	100	-	100	17	58	51	47	19	17	17	20	17	6	5	35	37	28	12	88	11	176
Finding out how to make a complaint	86	-	86	14	54	42	44	11	11	16	22	16	8	2	22	38	26	10	70	16	93
50%	-	-	50%	50%	50%	48%	53%	40%	37%	48%	67%	61%	61%	17%	39%	57%	52%	42%	46%	76%	53%
Getting through to the right person to speak to	93	-	93	14	61	49	42	21	21	11	13	16	5	6	42	24	27	12	82	11	97
53%	-	-	53%	49%	57%	55%	51%	75%	70%	34%	40%	57%	38%	65%	72**	37%	54%	50%	54%	55%	55%
Other (please specify)	15	-	15	3	5	8	7	-	-	4	4	2	2	3	-	9	6	4	15	-	21
9%	-	-	9%	4%	9%	8%	8%	-	-	13%	14%	7%	11%	29%	-	13**	12%	19%	10%	-	12%
I don't know	7	-	7	-	5	6	*	-	2	3	-	1	-	-	3	3	1	-	7	-	4
4%	-	-	4%	-	4%	7%	*	1%	8%	8%	-	5%	-	-	5%	4%	3%	-	4%	-	2%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF5. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complaint to the Royal Mail

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	176	54	50	38	34	104	72	110	65	28	23	44	42	24	109	28	139	20	72	5
Weighted Base	174	37**	46**	54**	38**	83*	91*	118*	54*	28**	23**	42**	53**	14**	118*	28**	138*	15**	78*	4**
Effective Base	100	25	28	26	22	53	48	63	38	16	14	25	26	13	64	16	79	9	41	3
Finding out how to make a complaint	86	23	23	28	12	46	40	61	25	14	13	25	24	5	63	14	71	9	40	2
50%	50%	61%	51%	52%	33%	56%	44%	52%	46%	49%	58%	60%	46%	36%	53%	49%	51%	62%	51%	35%
Getting through to the right person to speak to	93	23	23	24	24	46	47	61	30	14	9	17	34	12	80	14	75	7	44	4
53%	53%	62%	49%	44%	63%	55%	52%	52%	56%	51%	39%	40%	63%	89%	50%	51%	50%	45%	56%	100%
Other (please specify)	15	5	4	3	3	8	7	9	6	3	2	4	3	1	9	3	12	-	4	-
9%	9%	12%	9%	6%	8%	10%	7%	8%	11%	10%	10%	9%	6%	6%	8%	10%	9%	-	6%	-
I don't know	7	-	-	5	1	-	6	6	-	-	1	3	-	-	5	-	5	3	2	-
4%	4%	-	1%	9%	4%	-	7%	5%	1%	-	6%	8%	-	-	4%	-	3%	19%	2%	-

Proportions/Mears: Columns Tested (5% risk level) - a-b|c|d - e|f - g|h - i|j|k|l|m/n - o|p - q|r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF5. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complaint to the Royal Mail

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	176	116	60	32	84	31	39	22	8	9	14	7	9	7	7	13	10	3	28
Weighted Base	174	144*	30**	6**	142*	13**	12**	7**	6**	19**	19**	10**	18**	12**	14**	28**	16**	***	12**
Effective Base	100	83	17	8	73	12	18	9	7	9	13	6	8	6	7	11	9	3	11
Finding out how to make a complaint	86	70	17	4	70	7	7	3	3	9	14	3	9	2	8	12	10	*	7
Getting through to the right person to speak to	50%	48%	55%	67%	49%	56%	53%	42%	50%	47%	72%	25%	51%	21%	56%	44%	60%	66%	56%
Other (please specify)	93	79	14	5	75	7	8	2	5	6	9	6	12	9	10	15	8	*	7
I don't know	53%	55%	45%	73%	53%	58%	67%	36%	85%	30%	31%	55%	68%	79%	67%	55%	39%	100%	56%
	15	9	6	1	10	1	*	3	-	2	2	4	-	-	3	-	-	*	1
	9%	6%	21%	11%	7%	9%	3%	49%	-	10%	10%	35%	-	-	9%	-	-	50%	7%
	7	7	-	-	6	-	*	-	-	2	-	-	-	-	3	-	1	-	-
	4%	5%	-	-	5%	-	3%	-	-	12%	-	-	-	-	19%	-	8%	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF5. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complaint to the Royal Mail

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	176	71	13	35	51	61	31	15	16	112	31	55	69	26	14	12	124	26	53	44
Weighted Base	174	59*	12**	24**	45**	60*	39**	12**	16**	106*	28**	51*	66*	34**	15**	8**	117*	23**	60*	38**
Effective Base	100	36	6	16	26	34	21	9	60	18	31	36	18	11	5	67	16	33	21	
Finding out how to make a complaint	86	29	7	10	19	39	14	3	12	58	14	29	34	14	4	7	80	12	28	22
50%	50%	50%	57%	44%	42%	64%	36%	23%	72%	55%	51%	51%	52%	42%	29%	50%	51%	51%	48%	58%
Getting through to the right person to speak to	93	26	3	10	21	35	23	9	4	56	13	29	34	18	11	1	63	12	32	23
53%	45%	23%	43%	47%	58%	60%	78%	25%	53%	47%	58%	51%	53%	71%	13%	54%	51%	54%	61%	
Other (please specify)	15	10	3	4	7	3	1	1	3	10	4	7	3	4	1	10	1	2	3	
9%	17%	24%	18%	15%	4%	3%	17%	17%	9%	14%	13%	5%	12%	8%	-	8%	5%	3%	7%	
I don't know	7	-	-	-	2	-	3	-	2	-	-	5	2	-	-	5	-	3	1	
4%	1%	-	2%	5%	-	8%	-	-	2%	-	-	8%	5%	-	-	4%	-	5%	4%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QF5. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complaint to the Royal Mail

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	176	13	160	3	67	89	20	164	6	4	-	174	2
Weighted Base	174	15**	156*	4**	64*	96*	14**	165*	3**	5**	-**	173*	1**
Effective Base	100	10	88	3	40	51	9	93	3	3	-	99	1
Finding out how to make a complaint	86	8	76	2	40	39	7	85	-	-	-	85	1
50%	54%	49%	60%	53%	41%	51%	51%	51%	10%	-	-	49%	96%
Getting through to the right person to speak to	93	7	84	2	26	60	7	87	3	3	-	93	*
53%	48%	54%	43%	41%	53%	47%	53%	98%	62%	-	-	54%	4%
Other (please specify)	15	-	15	-	5	10	*	15	-	-	-	15	-
9%	-	10%	-	7%	11%	2%	9%	-	-	-	-	9%	-
I don't know	7	-	5	1	2	3	2	5	-	2	-	7	-
4%	-	4%	40%	3%	3%	16%	3%	-	38%	-	-	4%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF5. What was difficult about making the complaint to Royal Mail?

Base : Those finding it difficult to make a complaint to the Royal Mail

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	176	39	40	45	52	12	10	17	9	18	14	-	33	12	9	21	22
Weighted Base	174	39**	38**	50**	47**	12**	11**	16**	11**	17**	10**	**	31**	20**	7**	22**	19**
Effective Base	100	23	25	26	27	7	6	10	6	11	8	-	21	8	3	12	12
Finding out how to make a complaint	86	16	20	27	23	7	4	5	8	8	5	-	17	11	3	15	6
50%	50%	40%	54%	54%	50%	55%	33%	34%	71%	47%	46%	-	54%	54%	43%	68%	30%
Getting through to the right person to speak to	93	25	14	28	27	7	7	10	1	5	8	-	17	11	2	10	15
53%	53%	63%	36%	57%	56%	60%	61%	67%	7%	30%	76%	-	57%	57%	23%	47%	80%
Other (please specify)	15	4	7	3	1	1	1	2	2	4	1	-	3	-	-	-	1
9%	9%	16%	6%	6%	3%	4%	10%	14%	17%	23%	9%	-	9%	1%	-	-	7%
I don't know	7	-	2	*	4	-	-	-	2	-	-	-	-	-	3	1	-
4%	4%	-	6%	1%	9%	-	-	-	22%	-	-	-	1%	-	42%	6%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QF6\_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	887	-	687	239	342	354	331	139	143	169	84	84	46	22	282	253	152	68	604	80	687
Weighted Base	887	-	857	323	409	496	359	174*	174*	233	108*	92*	44**	33**	348	341	168*	77*	716	139*	687
Effective Base	435	-	435	153	218	235	201	87	93	108	58	53	22	16	180	165	90	38	373	61	687
Very dissatisfied (1)	77	-	77	16	39	46	29	11	9	22	20	6	4	7	19	41	17	11	70	8	90
	9%	-	9%	5%	9%	9%	8%	6%	5%	9%	18% <sup>gh</sup>	6%	10%	21%	6%	12% <sup>un</sup>	10%	14%	10%	5%	13%
Fairly dissatisfied (2)	121	-	121	16	89	71	50	29	22	30	16	17	6	1	51	45	24	8	99	22	88
	14%	-	14%	5%	23% <sup>bc</sup>	14%	14%	17%	13%	13%	15%	18%	15%	4%	15%	13%	14%	10%	14%	16%	13%
Neither satisfied or dissatisfied (3)	160	-	160	51	87	81	79	44	34	23	18	23	13	4	78	42	40	18	147	14	129
	19%	-	19%	16%	21%	16%	22%	26% <sup>gh</sup>	20%	10%	17%	25% <sup>kl</sup>	30%	13%	23% <sup>no</sup>	12%	24% <sup>op</sup>	23%	20%	10%	19%
Fairly satisfied (4)	261	-	261	100	131	157	104	51	61	66	31	26	13	13	112	97	52	66	210	51	215
	30%	-	30%	31%	32%	32%	29%	29%	35%	28%	29%	29%	29%	41%	32%	28%	31%	34%	29%	37%	31%
Very satisfied (5)	225	-	225	138	57	135	90	39	48	90	20	16	5	7	87	110	28	12	178	44	154
	26%	-	26%	43% <sup>bcde</sup>	14%	27%	25%	22%	28%	33% <sup>ghij</sup>	18%	17%	11%	22%	25%	32% <sup>opq</sup>	17%	16%	28%	35%	22%
Don't know	13	-	13	2	6	6	7	*	*	3	3	4	2	-	1	6	6	2	13	-	11
	1%	-	1%	1%	2%	1%	2%	*	*	1%	3%	4%	6%	-	*	2%	4% <sup>un</sup>	3% <sup>un</sup>	2%	-	2%
NET Very/fairly satisfied	486	-	486	238	188	282	194	90	109	156	51	42	17	21	198	207	80	38	388	95	369
	57%	-	57%	74% <sup>bcde</sup>	46%	59%	54%	52%	62%	47% <sup>ghij</sup>	47%	46%	40%	63%	57%	51% <sup>op</sup>	48%	50%	54%	60% <sup>qr</sup>	54%
NET Very/fairly dissatisfied	198	-	198	32	127	117	80	39	31	36	22	11	8	7	71	87	41	19	169	30	176
	23%	-	23%	10%	31% <sup>bc</sup>	24%	22%	23%	18%	22%	24% <sup>gh</sup>	24%	24%	24%	20%	25%	24%	24%	24%	22%	26%
Mean	3.52	-	3.52	4.02 <sup>cd</sup>	3.19	3.54	3.49	3.45	3.87 <sup>ij</sup>	3.76 <sup>ij</sup>	3.15	3.34	3.18	3.40	3.56	3.56	3.31	3.28	3.47	3.74	3.38
Std Dev.	1.27	-	1.27	1.12	1.21	1.29	1.25	1.18	1.16	1.34	1.40	1.17	1.15	1.44	1.17	1.39	1.22	1.28	1.28	1.22	1.32
Std Error	0.05	-	0.05	0.07	0.07	0.07	0.07	0.10	0.10	0.10	0.15	0.13	0.18	0.31	0.07	0.09	0.10	0.16	0.05	0.14	0.05

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF6\_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	687	196	196	158	137	392	295	461	218	91	81	185	176	120	442	92	571	120	259	21
Weighted Base	857	230	230	222	175*	460	397	625	224	115*	105*	230	208	165*	543	117*	716	144*	317	23**
Effective Base	435	109	123	108	96	231	203	299	136	61	57	120	109	71	285	62	359	75	172	13
Very dissatisfied (1)	77	20	32	13	13	52	25	47	30	10	9	22	25	7	55	10	65	5	30	6
	9%	9%	14%	6%	7%	11%	6%	7%	13%	8%	9%	9%	12%	4%	10%	8%	9%	3%	9%	26%
Fairly dissatisfied (2)	121	30	29	28	34	59	62	84	36	26	14	25	32	18	71	26	90	19	45	-
	14%	13%	12%	13%	20%	13%	16%	13%	16%	21% <sup>ab</sup>	13%	11%	15%	10%	13%	25% <sup>ab</sup>	13%	13%	14%	-
Neither satisfied or dissatisfied (3)	160	29	45	50	37	74	86	104	55	31	16	55	28	22	98	31	122	24	79	8
	19%	13%	20%	22%	21%	16%	22%	17%	24%	27% <sup>ab</sup>	15%	24% <sup>ab</sup>	13%	13%	18%	27%	17%	17%	25%	36%
Fairly satisfied (4)	261	55	81	69	57	136	125	204	56	26	42	85	69	37	196	26	233	55	114	3
	30%	24%	35%	31%	33%	29%	32%	33%	25%	22%	30% <sup>ab</sup>	31% <sup>ab</sup>	33%	23%	30% <sup>ab</sup>	22%	33%	38%	36%	13%
Very satisfied (5)	225	66	42	58	29	136	87	161	41	19	24	36	53	83	113	21	197	43	45	4
	26%	42% <sup>abc</sup>	18%	26%	17%	30%	22%	28% <sup>ab</sup>	18%	17%	23%	16%	26%	50% <sup>ab</sup>	27%	18%	28%	29% <sup>ab</sup>	14%	16%
Don't know	13	1	1	5	6	2	11	6	7	3	-	8	2	-	9	3	9	-	4	2
	1%	-	-	2%	3%	-	3% <sup>ab</sup>	1%	3%	3%	-	3%	1%	-	2%	3%	1%	-	1%	8%
NET Very/fairly satisfied	486	151	123	126	86	274	212	385	97	45	66	121	122	121	309	47	430	97	159	7
	57%	55% <sup>ab</sup>	54%	57%	49%	59%	53%	57% <sup>ab</sup>	43%	39%	53% <sup>ab</sup>	53%	53% <sup>ab</sup>	51% <sup>ab</sup>	51% <sup>ab</sup>	40%	50% <sup>ab</sup>	53% <sup>ab</sup>	50%	30%
NET Very/fairly dissatisfied	198	50	61	41	47	111	88	131	66	36	23	47	57	22	126	36	155	23	75	6
	23%	22%	26%	18%	27%	24%	22%	21%	30%	31% <sup>ab</sup>	22%	20%	27% <sup>ab</sup>	14%	30%	30%	22%	16%	24%	26%
Mean	3.52	3.77 <sup>ab</sup>	3.32	3.60	3.33	3.54	3.48	3.63 <sup>ab</sup>	3.19	3.17	3.56	3.40	3.45	4.08 <sup>ab</sup>	3.45	3.20	3.58 <sup>ab</sup>	3.78 <sup>ab</sup>	3.32	2.93
Std Dev.	1.27	1.34	1.30	1.18	1.19	1.34	1.19	1.24	1.30	1.22	1.23	1.18	1.34	1.18	1.25	1.23	1.27	1.11	1.17	1.45
Std Error	0.05	0.10	0.09	0.10	0.10	0.07	0.07	0.06	0.09	0.13	0.14	0.09	0.10	0.11	0.06	0.13	0.05	0.10	0.07	0.32

Proportions/Mean: Column Total (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF6\_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	687	522	165	78	407	101	98	81	29	50	42	36	48	40	60	57	45	13	88
Weighted Base	857	766	91*	23**	754	50*	31*	22*	24**	105*	62*	52*	80*	64*	151*	143*	73*	4**	46*
Effective Base	435	386	50	21	353	51	51	49	25	47	39	34	45	37	57	52	42	4	46
Very dissatisfied (1)	77	60	17	3	58	8	7	5	3	7	11	8	6	8	2	11	2	1	7
	9%	8%	13% <b>h</b>	15%	8%	16% <b>d</b>	22% <b>d</b>	22% <b>d</b>	12%	7%	18% <b>mp</b>	18% <b>mp</b>	7%	12% <b>un</b>	7%	8%	3%	26%	13% <b>h</b>
Fairly dissatisfied (2)	121	109	12	3	112	3	4	2	5	10	-	9	3	10	17	30	20	-	3
	14%	14%	13%	12%	15%	6%	14%	7%	21%	13% <b>h</b>	-	13% <b>h</b>	4%	16% <b>h</b>	11%	21% <b>h</b>	27% <b>h</b>	7%	6%
Neither satisfied or dissatisfied (3)	160	138	22	7	143	8	4	4	2	13	18	10	22	13	22	27	15	-	8
	19%	18%	25%	31%	19%	17%	13%	20%	9%	13%	30% <b>h</b>	20%	28%	20%	15%	19%	21%	8%	18%
Fairly satisfied (4)	261	233	28	8	227	19	8	7	7	36	18	11	30	17	35	52	21	-	19
	30%	30%	31%	37%	30%	38%	26%	31%	31%	34%	29%	21%	37%	27%	23%	36%	28%	8%	11% <b>h</b>
Very satisfied (5)	225	216	9	1	203	11	7	5	7	28	11	14	18	14	76	23	13	2	9
	26%	25% <b>h</b>	9%	5%	27%	22%	22%	21%	28%	27%	17%	26%	22%	22%	50% <b>h</b>	16%	18%	52%	19%
Don't know	13	10	3	-	12	1	1	-	-	2	4	-	1	2	-	3	3	-	1
	1%	1%	3%	1%	2%	1%	2%	-	-	2%	7% <b>h</b>	-	2%	3%	-	4%	-	-	1%
NET Very/fairly satisfied	486	449	37	10	430	30	15	11	14	64	29	24	48	32	111	75	34	2	28
	57%	55% <b>h</b>	41%	41%	57%	60%	48%	51%	58%	61%	46%	47%	59%	49%	53% <b>h</b>	52%	46%	59%	60%
NET Very/fairly dissatisfied	198	170	29	6	170	11	11	6	8	26	11	17	9	18	18	41	22	1	10
	23%	22%	31%	27%	22%	22%	37% <b>d</b>	29%	33%	24%	18%	33% <b>h</b>	11%	22% <b>h</b>	12%	29% <b>h</b>	30% <b>h</b>	32%	21%
Mean	3.52	3.57% <b>h</b>	3.00	3.04	3.55% <b>d</b>	3.44	3.10	3.20	3.41	3.58	3.30	3.24	3.64	3.32	4.10% <b>h</b>	3.32	3.33	3.53	3.44
Std Dev.	1.27	1.26	1.28	1.16	1.25	1.34	1.51	1.46	1.42	1.26	1.31	1.44	1.10	1.33	1.09	1.20	1.16	1.98	1.30
Std Error	0.05	0.06	0.10	0.13	0.06	0.13	0.15	0.16	0.26	0.18	0.21	0.24	0.16	0.21	0.14	0.16	0.17	0.55	0.14

Proportions/Mean: Columns Test(s) (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QF6\_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	687	210	31	92	205	272	111	65	29	477	94	227	285	101	45	26	512	71	257	143
Weighted Base	857	217	36**	84*	276	321	153*	69*	32**	597	101*	282	346	142*	59*	24**	627	83*	325	160*
Effective Base	435	124	19	50	128	169	78	41	17	296	58	142	172	71	34	16	313	49	174	86
Very dissatisfied (1)	77	30	2	14	22	22	12	13	9	44	22	30	19	10	9	8	49	17	23	18
	9%	14%	7%	16%	8%	7%	8%	11%el	28%	7%	21%del	11%	6%	7%	15%l	33%	8%	13%lmp	7%	11%
Fairly dissatisfied (2)	121	21	4	5	23	52	29	11	7	75	18	35	40	26	16	4	74	20	33	30
	14%	9%	12%	6%	8%	16%ld	19%ld	16%	21%	13%	17%	12%	11%	18%	26%lmp	17%	12%	25%lmp	10%	19%
Neither satisfied or dissatisfied (3)	160	50	15	21	13	52	65	23	6	65	29	25	58	16	3	83	19	71	41	
	19%	23%	42%	25%	5%	16%ld	42%del	33%del	20%	11%ld	29%del	9%	17%lk	41%lmp	28%lmp	12%	13%	23%lk	22%	26%
Fairly satisfied (4)	261	66	7	19	67	132	40	15	7	199	22	60	145	36	15	2	206	18	130	43
	30%	30%	16%	23%	24%	41%del	26%	22%	12%	33%	32%	21%	42%lmp	25%	26%	10%	33%lk	21%	40%lk	27%
Very satisfied (5)	225	44	5	22	146	60	7	6	3	206	9	127	80	11	2	4	207	6	64	27
	26%	20%	13%	26%	63%lefpj	19%ld	4%	9%	8%	34%lefpj	9%	46%lmpmpq	23%lmpq	8%	3%	17%	33%lmpq	7%	20%	17%
Don't know	13	7	3	3	6	3	2	1	*	9	2	5	4	1	-	2	9	2	4	2
	1%	3%	8%	4%	2%	1%	1%	2%	1%	2%	2%	2%	1%	1%	-	10%	1%	3%	1%	1%
NET Very/fairly satisfied	486	109	11	41	212	192	46	21	10	404	31	187	226	47	6	413	23	184	70	
	57%	50%	31%	49%	77%lefpj	60%lefpj	30%	31%	31%	65%lefpj	31%	60%lmpq	65%lmpq	33%	29%	27%	66%lmpq	28%	60%lk	44%
NET Very/fairly dissatisfied	198	51	7	19	45	74	40	23	16	119	39	65	59	36	25	12	123	37	57	47
	23%	23%	19%	23%	16%	23%	26%	34%ld	48%	20%	39%del	23%	17%	25%	43%lmp	50%	20%	45%lmpq	17%	30%lr
Mean	3.52	3.35	3.19	3.38	4.08lefpj	3.48lefpj	3.00	2.87	2.63	3.76lefpj	2.79	3.78lmpq	3.67lmpq	3.08	2.73	2.55	3.72lmpq	2.68	3.55lk	3.20
Std Dev	1.27	1.31	1.09	1.40	1.29	1.17	0.97	1.22	1.35	1.26	1.26	1.41	1.12	1.01	1.11	1.56	1.26	1.24	1.14	1.25
Std Error	0.05	0.09	0.20	0.15	0.09	0.07	0.09	0.15	0.26	0.06	0.13	0.09	0.07	0.10	0.17	0.33	0.06	0.15	0.07	0.10

Proportions/Mean: Columns Tested (5% risk level) - ab/c - de/f/g/h/i - kl/m/n/o/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF6\_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

	Housebound			Disability			Internet access					Don't know (l)	
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)		
Unweighted Base	687	75	595	17	267	354	66	608	56	18	1	682	4
Weighted Base	857	109*	721	27**	366	422	70*	752	81*	18**	2**	851	4**
Effective Base	435	51	370	14	175	222	39	379	41	12	1	431	3
Very dissatisfied (1)	77	9	65	3	29	44	5	71	3	3	-	77	-
	9%	8%	9%	13%	9%	10%	7%	9%	4%	19%	-	9%	-
Fairly dissatisfied (2)	121	9	108	4	50	63	8	107	10	3	-	121	-
	14%	8%	15%	14%	14%	15%	11%	14%	13%	19%	-	14%	-
Neither satisfied or dissatisfied (3)	160	13	140	7	58	85	18	125	26	5	2	156	3
	19%	12%	19%	25%	16%	20%	25%	17%	32% <sup>ab</sup>	25%	100%	18%	63%
Fairly satisfied (4)	261	27	228	5	104	133	23	227	28	4	-	259	1
	30%	23%	32%	20%	29%	32%	33%	30%	34%	24%	-	30%	37%
Very satisfied (5)	225	50	167	8	117	92	16	208	14	2	-	225	-
	26%	46% <sup>ab</sup>	23%	28%	32% <sup>ab</sup>	22%	23%	28%	17%	13%	-	26%	-
Don't know	13	-	12	-	8	5	-	12	-	-	-	13	-
	1%	-	2%	-	2%	1%	-	2%	-	-	-	1%	-
NET Very/fairly satisfied	486	77	395	13	221	225	40	436	42	7	-	484	1
	57%	71% <sup>ab</sup>	59%	48%	60%	53%	57%	58%	51%	37%	-	57%	37%
NET Very/fairly dissatisfied	198	18	173	7	79	107	13	178	13	7	-	198	-
	23%	16%	24%	27%	22%	25%	18%	24%	16%	38%	-	23%	-
Mean	3.52	3.93 <sup>ab</sup>	3.46	3.36	3.64	3.40	3.55	3.53	3.49	2.93	3.00	3.52	3.37
Std Dev.	1.27	1.29	1.26	1.38	1.28	1.27	1.17	1.30	1.04	1.34	-	1.28	0.56
Std Error	0.05	0.15	0.05	0.33	0.08	0.07	0.14	0.05	0.14	0.32	-	0.05	0.28

Proportions/Mean: Columns Tested (5% risk level) - a,b,c - d,e,f - g,h,i,j,k,l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF6\_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - How your complaint was handled

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	887	135	152	186	214	52	37	46	50	53	49	-	136	50	66	78	70
Weighted Base	857	175*	198*	235	250	64**	49**	62**	67*	72*	58*	**	167*	68*	79*	95*	76*
Effective Base	435	77	100	120	141	29	22	27	32	36	32	-	86	34	43	53	44
Very dissatisfied (1)	77	25	12	22	19	5	10	10	3	4	5	-	11	10	6	9	4
	9%	14%	8%	9%	8%	8%	20%	16%	5%	5%	8%	-	7%	15%	7%	10%	6%
Fairly dissatisfied (2)	121	25	33	38	25	8	3	14	8	14	10	-	32	7	5	11	9
	14%	14%	17%	16%	10%	13%	6%	22%	12%	20%	18%	-	19%	16%	6%	11%	12%
Neither satisfied or dissatisfied (3)	160	25	24	40	71	7	9	9	2	15	7	-	27	13	20	27	18
	19%	14%	12%	17%	23% <sup>ab</sup>	11%	19%	14%	3%	20% <sup>ah</sup>	12%	-	16%	20% <sup>il</sup>	33% <sup>ij</sup>	28% <sup>ih</sup>	23% <sup>ih</sup>
Fairly satisfied (4)	261	36	53	88	85	16	9	11	12	15	26	-	66	22	24	24	37
	30%	21%	27%	37% <sup>aa</sup>	34% <sup>aa</sup>	24%	19%	18%	18%	21%	44% <sup>ah</sup>	-	39% <sup>ah</sup>	32%	30%	25%	49% <sup>ah</sup>
Very satisfied (5)	225	61	72	45	46	25	18	18	40	22	10	-	31	14	19	22	6
	26%	33% <sup>ad</sup>	37% <sup>ad</sup>	19%	19%	39%	37%	29%	63% <sup>imnop</sup>	37% <sup>op</sup>	18%	-	19%	21%	24% <sup>op</sup>	23% <sup>op</sup>	7%
Don't know	13	3	4	2	4	3	-	-	1	2	-	-	-	2	-	2	2
	1%	2%	2%	1%	1%	5%	-	-	2%	3%	-	-	-	2%	-	2%	2%
NET Very/fairly satisfied	486	97	125	133	131	40	27	29	52	37	36	-	97	36	42	46	42
	57%	56%	63%	57%	52%	63%	56%	47%	77% <sup>imno</sup>	51%	62%	-	58%	53%	53%	49%	56%
NET Very/fairly dissatisfied	198	50	45	60	44	14	12	23	12	18	15	-	43	17	10	20	14
	23%	29%	23%	25%	16%	22%	23%	38%	19%	26%	25%	-	26%	23%	13%	21%	18%
Mean	3.52	3.49	3.73	3.42	3.46	3.75	3.48	3.24	4.15% <sup>imno</sup>	3.53	3.47	-	3.45	3.34	3.57	3.42	3.40
Std Dev	1.27	1.46	1.29	1.23	1.14	1.35	1.52	1.48	1.27	1.28	1.21	-	1.19	1.35	1.13	1.25	1.01
Std Error	0.05	0.13	0.11	0.09	0.08	0.19	0.25	0.22	0.18	0.18	0.17	-	0.10	0.19	0.14	0.14	0.12

Proportions/Mean: Columns Tested (5% risk level) - a-b|c|d - e|f|g|h|i|j|k|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QF6\_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	687	-	239	342	364	331	139	143	169	84	84	46	22	282	253	152	68	604	80	687
Weighted Base	887	**	857	409	496	359	174*	174*	233	108*	92*	44**	33**	348	341	168*	77*	716	139*	687
Effective Base	435	-	435	218	235	201	87	93	108	58	53	22	16	180	165	90	38	373	61	687
Very dissatisfied (1)	93	-	93	54	48	43	8	13	31	17	7	8	10	20	48	25	18	83	9	93
	11%	-	11%	13%	10%	12%	4%	7%	13%	16%	7%	19%	30%	6%	14%	15%	23%	12%	7%	14%
Fairly dissatisfied (2)	100	-	100	63	52	49	25	19	19	15	16	1	6	44	34	23	6	84	17	79
	12%	-	12%	15%	10%	14%	14%	11%	8%	13%	18%	2%	17%	13%	10%	13%	6%	12%	12%	11%
Neither satisfied or dissatisfied (3)	177	-	177	105	109	68	36	26	50	19	26	13	6	62	69	45	19	156	21	137
	21%	-	21%	26%	22%	19%	21%	15%	22%	18%	25%	29%	20%	18%	20%	27%	25%	22%	15%	20%
Fairly satisfied (4)	269	-	269	119	156	114	68	74	58	34	17	12	6	142	93	35	18	214	54	222
	31%	-	31%	29%	31%	32%	39%	42%	25%	32%	19%	27%	18%	41%	39%	27%	21%	30%	39%	32%
Very satisfied (5)	204	-	204	117	127	77	37	42	72	21	19	8	5	79	93	32	13	164	36	143
	24%	-	24%	29%	26%	21%	21%	24%	31%	20%	21%	16%	16%	23%	27%	19%	17%	23%	27%	21%
Don't know	14	-	14	-	4	10	-	-	3	2	6	2	-	1	5	8	2	14	-	13
	2%	-	2%	-	1%	3%	-	-	1%	2%	6%	6%	-	1%	5%	5%	3%	2%	-	2%
NET Very/fairly satisfied	474	-	474	177	283	191	105	116	130	56	36	20	11	221	186	67	31	379	92	365
	55%	-	55%	43%	57%	53%	60%	67%	56%	52%	40%	45%	33%	63%	64%	40%	40%	53%	66%	53%
NET Very/fairly dissatisfied	193	-	193	117	100	91	33	32	50	31	23	9	15	84	81	47	24	167	26	172
	23%	-	23%	29%	20%	25%	19%	18%	21%	29%	25%	20%	47%	18%	24%	28%	32%	23%	19%	25%
Mean	3.46	-	3.46	3.16	3.53	3.38	3.59	3.65	3.52	3.27	3.30	3.26	2.72	3.62%	3.44	3.17	3.02	3.42	3.68	3.36
Std Dev.	1.28	-	1.28	1.04	1.25	1.30	1.11	1.17	1.36	1.36	1.24	1.36	1.47	1.14	1.36	1.33	1.43	1.29	1.19	1.31
Std Error	0.05	-	0.05	0.07	0.07	0.07	0.09	0.10	0.11	0.15	0.14	0.21	0.31	0.07	0.09	0.11	0.18	0.05	0.13	0.05

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QF6\_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint**

Base : Those making a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	687	196	196	158	137	392	295	461	218	91	81	185	176	120	442	92	571	120	259	21
Weighted Base	857	230	230	222	175*	460	397	625	224	115*	105*	230	208	165*	543	117*	716	144*	317	23**
Effective Base	435	109	123	108	96	231	203	299	136	61	57	120	109	71	285	62	359	75	172	13
Very dissatisfied (1)	93	20	31	21	21	51	42	54	38	15	11	23	25	12	60	15	75	8	33	3
	17%	9%	13%	9%	12%	11%	11%	9%	17%	13%	11%	10%	12%	7%	11%	13%	11%	6%	10%	11%
Fairly dissatisfied (2)	100	21	29	23	27	50	50	67	33	21	13	28	23	9	64	21	75	12	38	2
	12%	9%	13%	10%	16%	11%	13%	11%	15%	12%	12%	11%	11%	5%	12%	18%	10%	9%	12%	8%
Neither satisfied or dissatisfied (3)	177	40	50	56	31	90	87	126	49	19	19	56	49	27	124	19	152	32	83	10
	21%	17%	22%	25%	18%	20%	22%	20%	22%	16%	18%	24%	24%	16%	23%	16%	21%	22%	26%	43%
Fairly satisfied (4)	289	72	77	60	59	150	120	213	54	43	34	73	73	47	180	43	226	49	106	3
	31%	31%	34%	27%	34%	33%	30%	33%	24%	37%	33%	32%	35%	28%	33%	37%	32%	34%	33%	14%
Very satisfied (5)	204	75	40	59	30	115	89	161	41	16	26	42	37	71	105	19	116	41	54	4
	24%	31%	16%	26%	17%	25%	22%	26%	18%	15%	25%	18%	18%	43%	19%	19	17%	28%	17%	15%
Don't know	14	1	3	4	6	4	10	1	9	*	2	7	2	1	11	*	*	2	2	2
	2%	1%	1%	2%	4%	1%	2%	1%	4%	*	2%	3%	1%	*	2%	*	2%	1%	1%	8%
NET Very/fairly satisfied	474	147	119	119	89	265	208	374	95	61	60	115	109	117	284	62	402	90	160	7
	55%	54%	51%	54%	51%	58%	52%	59%	42%	53%	57%	50%	53%	52%	52%	56%	56%	62%	50%	29%
NET Very/fairly dissatisfied	193	41	60	44	49	101	92	121	71	35	24	52	47	20	123	35	150	21	72	5
	23%	18%	26%	20%	28%	22%	23%	19%	32%	23%	23%	23%	23%	12%	23%	21%	21%	14%	23%	20%
Mean	3.46	3.70	3.30	3.52	3.29	3.50	3.42	3.58	3.12	3.24	3.49	3.37	3.36	3.85	3.39	3.27	3.50	3.71	3.35	3.14
Std Dev.	1.28	1.26	1.28	1.25	1.29	1.28	1.27	1.22	1.36	1.28	1.30	1.23	1.24	1.20	1.24	1.29	1.27	1.15	1.20	1.21
Std Error	0.05	0.09	0.09	0.10	0.11	0.07	0.07	0.06	0.09	0.13	0.14	0.09	0.09	0.11	0.06	0.14	0.05	0.11	0.08	0.27

Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - ef - gh - ij/kl/m/n - op - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF6\_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	687	522	165	78	407	101	98	81	29	50	42	36	48	40	60	57	45	13	88
Weighted Base	857	766	91*	23**	754	50*	31*	22*	24**	105*	62*	52*	80*	64*	151*	143*	73*	4**	46*
Effective Base	435	386	50	21	353	51	51	49	25	47	39	34	45	37	57	52	42	4	46
Very dissatisfied (1)	93	74	19	3	77	8	4	4	3	13	7	9	6	9	4	19	6	1	7
	11%	10%	21% <b>h</b>	15%	10%	15%	13%	20% <b>h</b>	14%	12%	12%	17% <b>h</b>	8%	14% <b>h</b>	3%	13% <b>h</b>	9%	26%	14% <b>h</b>
Fairly dissatisfied (2)	100	88	12	5	90	2	6	2	2	8	6	5	6	7	13	28	11	1	2
	12%	11%	13%	21%	12%	9%	18% <b>h</b>	9%	9%	8%	9%	10%	8%	11%	9%	23% <b>h</b>	20% <b>h</b>	13%	4%
Neither satisfied or dissatisfied (3)	177	159	17	7	159	5	8	4	2	15	18	16	21	16	29	37	5	1	5
	21%	21%	19%	30%	21%	11%	25%	20%	10%	14%	30% <b>h</b>	31% <b>h</b>	26% <b>h</b>	25% <b>h</b>	19%	26% <b>h</b>	7%	2%	11%
Fairly satisfied (4)	289	249	20	4	233	22	8	6	8	31	22	11	35	20	46	31	28	2	19
	31%	33%	22%	19%	31%	43%	27%	29%	34%	30%	35%	22%	48% <b>h</b>	31%	31%	22%	38%	56%	42% <b>h</b>
Very satisfied (5)	204	187	17	4	183	12	5	5	8	34	6	10	11	12	59	28	15	1	12
	24%	24%	19%	16%	24%	24%	16%	21%	32%	33% <b>h</b>	9%	19%	13%	19%	39% <b>h</b>	20%	20%	1%	26% <b>h</b>
Don't know	14	9	5	0	12	1	0	0	0	4	3	0	1	0	0	5	0	0	1
	2%	1%	5% <b>h</b>	0%	2%	2%	1%	0%	0%	3%	4%	0%	2%	0%	0%	6% <b>h</b>	0%	0%	2%
NET Very/fairly satisfied	474	437	37	8	416	34	13	11	16	66	28	21	46	32	105	60	43	2	31
	55%	57% <b>h</b>	41%	34%	55%	53% <b>h</b>	43%	51%	60%	53% <b>h</b>	45%	42%	57%	50%	51% <b>h</b>	42%	58%	59%	53% <b>h</b>
NET Very/fairly dissatisfied	193	162	31	8	167	10	10	7	6	21	13	14	12	16	17	47	21	2	8
	23%	21%	35% <b>h</b>	36%	22%	20%	31%	30%	23%	20%	21%	27% <b>h</b>	15%	25%	12%	32% <b>h</b>	23% <b>h</b>	39%	18%
Mean	3.46	3.51 <b>h</b>	3.04	3.00	3.48	3.57	3.14	3.22	3.61	3.65	3.22	3.17	3.49	3.30	3.54 <b>h</b>	3.16	3.44	2.96	3.63
Std Dev.	1.28	1.25	1.45	1.30	1.27	1.34	1.29	1.45	1.42	1.36	1.15	1.34	1.07	1.30	1.09	1.31	1.30	1.55	1.33
Std Error	0.05	0.06	0.11	0.15	0.06	0.14	0.13	0.16	0.26	0.20	0.18	0.22	0.16	0.21	0.14	0.17	0.20	0.43	0.14

Proportions/Mean: Columns Test(s) (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QF6\_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	687	210	31	92	205	272	111	65	29	477	94	227	285	101	45	26	512	71	257	143
Weighted Base	857	217	36**	84*	276	321	153*	69*	32**	597	101*	282	346	142*	59*	24**	627	83*	325	160*
Effective Base	435	124	19	50	128	169	78	41	17	296	58	142	172	71	34	16	313	49	174	86
Very dissatisfied (1)	93	41	5	16	30	28	17	8	9	59	18	26	34	13	6	60	18	21	23	
	11%	19%	16%	19%	11%	9%	11%	12%	28%	10%	17%	9%	10%	9%	24%	10%	6%	6%	14%	
Fairly dissatisfied (2)	100	22	6	9	24	28	27	12	8	52	20	29	34	19	13	3	63	16	35	19
	12%	10%	16%	11%	9%	9%	18% <i>nl</i>	18%	25%	9%	20% <i>de</i>	10%	10%	13%	22% <i>pl</i>	13%	10%	19%	11%	12%
Neither satisfied or dissatisfied (3)	177	50	8	16	21	78	53	15	7	99	23	35	70	51	17	4	105	21	81	43
	21%	23%	22%	18%	8%	24% <i>dl</i>	35% <i>dl</i>	22% <i>dl</i>	23%	17% <i>dl</i>	22% <i>dl</i>	13%	20%	38% <i>klmp</i>	28% <i>kl</i>	17%	17%	29% <i>kl</i>	25%	27%
Fairly satisfied (4)	269	50	10	17	74	119	43	26	5	193	31	64	148	38	13	6	212	19	116	42
	31%	23%	29%	20%	27%	37%	38%	38%	16%	32%	30%	23%	43% <i>klmpnl</i>	27%	22%	27%	34% <i>kl</i>	36%	36%	27%
Very satisfied (5)	204	48	7	23	120	65	11	4	2	185	6	121	55	18	4	4	177	8	70	28
	24%	22%	19%	27%	43% <i>nlpl</i>	20% <i>nlpl</i>	7%	6%	8%	31% <i>nlpl</i>	6%	43% <i>klmpnl</i>	16%	13%	7%	16%	25% <i>klmpnl</i>	10%	22%	18%
Don't know	14	6	-	3	6	2	2	3	*	9	3	6	4	3	-	1	10	1	2	4
	2%	3%	-	4%	2%	1%	1%	4%	1%	3%	3%	2%	1%	2%	-	2%	2%	1%	1%	2%
NET Very/fairly satisfied	474	98	17	40	104	184	54	30	7	370	37	185	203	56	17	10	389	27	188	70
	55%	45%	47%	48%	70% <i>nlpl</i>	37% <i>nlpl</i>	35%	44%	22%	63% <i>nl</i>	37%	59% <i>klmpnl</i>	69% <i>klmpnl</i>	40%	29%	44%	62% <i>klmpnl</i>	33%	57% <i>kl</i>	44%
NET Very/fairly dissatisfied	193	63	11	25	54	57	44	21	17	111	38	55	68	32	25	9	123	34	56	42
	23%	29%	31%	30%	20%	18%	29% <i>nl</i>	30%	53%	19%	35% <i>de</i>	20%	20%	23%	43% <i>klmp</i>	37%	20%	41% <i>klmp</i>	17%	26%
Mean	3.46	3.19	3.20	3.27	3.85 <i>nlpl</i>	3.52% <i>nlpl</i>	3.03	3.07	2.48	3.67% <i>nlpl</i>	2.88	3.82 <i>klmpnl</i>	3.46% <i>klmpnl</i>	3.21% <i>nl</i>	2.71	2.99	3.62% <i>klmpnl</i>	2.79	3.56% <i>kl</i>	3.21
Std Dev	1.28	1.41	1.34	1.49	1.37	1.17	1.10	1.16	1.28	1.28	1.23	1.35	1.17	1.13	1.23	1.47	1.26	1.30	1.14	1.29
Std Error	0.05	0.10	0.24	0.16	0.10	0.07	0.10	0.15	0.25	0.06	0.13	0.09	0.07	0.11	0.18	0.30	0.06	0.16	0.07	0.11

Proportions/Mean: Columns Tested (5% risk level) - ab/c - d/e/f/g/h/i - kl/mn/o/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF6\_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	687	75	595	17	267	354	66	608	56	18	1	682	4
Weighted Base	857	109*	721	27**	366	422	70*	752	81*	18**	2**	851	4**
Effective Base	435	51	370	14	175	222	39	379	41	12	1	431	3
Very dissatisfied (1)	93	11	80	1	29	58	6	86	2	4	-	93	-
	11%	10%	11%	5%	8%	14%	8%	11%	3%	22%	-	11%	-
Fairly dissatisfied (2)	100	7	90	4	47	46	7	87	11	-	-	99	1
	12%	6%	12%	14%	13%	11%	10%	12%	14%	1%	-	12%	33%
Neither satisfied or dissatisfied (3)	177	10	157	9	73	87	17	139	27	7	2	173	1
	21%	9%	22%	34%	20%	21%	24%	18%	34%	40%	100%	20%	37%
Fairly satisfied (4)	269	47	215	7	114	136	19	233	31	5	-	268	1
	31%	43%	30%	24%	31%	32%	28%	31%	38%	28%	-	31%	23%
Very satisfied (5)	204	34	165	6	95	89	21	193	9	2	-	204	-
	24%	31%	23%	22%	26%	21%	30%	26%	12%	9%	-	24%	-
Don't know	14	-	14	-	9	5	-	14	-	-	-	14	-
	2%	-	2%	-	2%	1%	-	2%	-	-	-	2%	-
NET Very/fairly satisfied	474	81	380	13	208	225	40	426	40	7	-	473	1
	55%	74%	53%	46%	57%	53%	57%	57%	49%	37%	-	55%	29%
NET Very/fairly dissatisfied	193	18	170	5	76	104	13	174	14	4	-	192	1
	23%	17%	24%	19%	21%	25%	18%	23%	17%	23%	-	23%	33%
Mean	3.46	3.78	3.42	3.44	3.55	3.36	3.61	3.49	3.41	3.01	3.00	3.47	2.96
Std Dev.	1.28	1.25	1.28	1.16	1.24	1.31	1.24	1.31	0.97	1.27	-	1.28	0.91
Std Error	0.05	0.14	0.05	0.28	0.08	0.07	0.15	0.05	0.13	0.30	-	0.05	0.46

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF6\_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The resolution to your complaint

Base : Those making a complaint to the Royal Mail

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	887	135	152	186	214	52	37	46	50	53	49	-	136	50	66	78	70
Weighted Base	857	175*	198*	235	250	64**	49**	62**	67*	72*	58*	**	167*	68*	79*	95*	76*
Effective Base	435	77	100	120	141	29	22	27	32	36	32	-	86	34	43	53	44
Very dissatisfied (1)	93	25	24	19	25	6	9	10	6	15	2	-	12	7	9	10	7
	11%	14%	12%	8%	10%	9%	19%	16%	9%	21% <b>h</b>	3%	-	7%	11%	11%	10%	9%
Fairly dissatisfied (2)	100	28	19	27	26	13	4	11	4	11	5	-	19	8	12	6	8
	12%	16%	10%	12%	11%	21%	7%	18%	5%	15%	8%	-	11%	12%	15%	7%	11%
Neither satisfied or dissatisfied (3)	177	29	23	57	67	9	8	12	2	10	12	-	43	14	19	27	22
	21%	16%	12%	24% <b>ab</b>	27% <b>ab</b>	13%	17%	15%	3%	13%	20% <b>h</b>	-	25% <b>h</b>	21% <b>h</b>	24% <b>h</b>	23% <b>h</b>	23% <b>h</b>
Fairly satisfied (4)	289	34	77	94	65	11	16	7	30	20	26	-	64	29	16	25	25
	31%	20%	39% <b>ad</b>	40% <b>ad</b>	26%	17%	34%	11%	45% <b>n</b>	28%	44% <b>n</b>	-	32% <b>n</b>	44% <b>n</b>	20%	26%	32%
Very satisfied (5)	204	56	50	38	61	23	11	22	23	15	12	-	29	9	24	24	13
	24%	32% <b>h</b>	25%	16%	24%	35%	23%	35%	23% <b>h</b>	21%	20%	-	17%	13%	31%	25%	17%
Don't know	14	3	5	-	6	3	-	-	2	1	2	-	-	-	-	4	2
	2%	2%	3%	-	2%	5%	-	-	3%	1%	3%	-	-	-	-	4%	2%
NET Very/fairly satisfied	474	90	127	131	126	34	28	29	54	35	38	-	93	38	40	48	37
	55%	51%	64% <b>g</b>	56%	50%	52%	57%	46%	60% <b>imnop</b>	49%	65%	-	56%	57%	50%	51%	49%
NET Very/fairly dissatisfied	193	53	42	46	52	19	13	21	10	26	7	-	31	15	21	16	15
	23%	30%	21%	20%	21%	30%	27%	34%	15%	15% <b>h</b>	12%	-	18%	23%	26%	17%	20%
Mean	3.46	3.39	3.58	3.44	3.45	3.51	3.34	3.32	3.53 <b>i</b>	3.14	3.72	-	3.47	3.36	3.44	3.51	3.39
Std Dev	1.28	1.45	1.31	1.13	1.26	1.42	1.43	1.51	1.22	1.47	1.01	-	1.12	1.18	1.36	1.25	1.17
Std Error	0.05	0.13	0.11	0.08	0.09	0.20	0.23	0.23	0.18	0.20	0.15	-	0.10	0.17	0.17	0.14	0.14

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF6\_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	887	-	687	239	342	354	331	139	143	169	84	84	46	22	282	253	152	68	604	80	687
Weighted Base	887	-	857	323	409	496	359	174*	174*	233	108*	92*	44**	33**	348	341	168*	77*	716	139*	687
Effective Base	435	-	435	153	218	235	201	87	93	108	58	53	22	16	180	165	90	38	373	61	687
Very dissatisfied (1)	96	-	96	12	62	59	34	14	15	28	19	10	4	5	29	47	20	10	79	16	90
	11%	-	11%	4%	15%	12%	10%	8%	8%	12%	17%	11%	10%	16%	8%	14%	12%	12%	11%	12%	13%
Fairly dissatisfied (2)	101	-	101	14	61	55	46	23	17	18	18	17	5	4	40	36	26	9	86	15	79
	12%	-	12%	4%	15%	11%	13%	13%	10%	8%	16%	14%	11%	13%	11%	10%	15%	12%	12%	11%	11%
Neither satisfied or dissatisfied (3)	163	-	163	69	84	90	73	37	41	39	15	16	8	7	77	54	32	16	140	22	135
	19%	-	19%	21%	20%	18%	20%	21%	23%	17%	14%	17%	19%	22%	22%	16%	19%	21%	20%	16%	20%
Fairly satisfied (4)	278	-	278	122	115	159	118	56	74	67	33	21	15	11	130	100	48	26	230	46	226
	32%	-	32%	38%	28%	32%	33%	32%	42%	29%	31%	23%	34%	34%	37%	29%	28%	34%	32%	33%	33%
Very satisfied (5)	191	-	191	106	66	118	73	43	28	76	19	16	5	3	71	95	24	8	154	37	133
	22%	-	22%	33%	16%	24%	20%	25%	16%	33%	16%	11%	9%	20%	30%	14%	10%	10%	22%	27%	19%
Don't know	29	-	29	-	21	14	15	1	1	5	4	11	6	1	1	9	19	8	26	3	24
	3%	-	3%	-	6%	3%	4%	*	*	2%	4%	12%	14%	4%	*	3%	11%	10%	4%	2%	3%
NET Very/fairly satisfied	468	-	468	229	180	277	191	99	101	144	52	38	20	14	201	196	72	34	384	83	359
	55%	-	55%	71%	44%	56%	53%	57%	63%	42%	48%	41%	46%	44%	63%	47%	43%	45%	54%	60%	52%
NET Very/fairly dissatisfied	197	-	197	26	123	115	90	37	31	46	37	27	9	10	69	83	46	19	166	31	169
	23%	-	23%	8%	30%	23%	22%	21%	18%	20%	34%	30%	21%	30%	20%	24%	27%	25%	23%	23%	23%
Mean	3.44	-	3.44	3.16	3.46	3.43	3.53	3.48	3.64	3.15	3.21	3.31	3.07	3.07	3.50	3.49	3.20	3.20	3.42	3.53	3.35
Std Dev.	1.28	-	1.28	1.02	1.32	1.31	1.24	1.23	1.13	1.34	1.39	1.33	1.20	1.27	1.18	1.37	1.28	1.23	1.28	1.32	1.30
Std Error	0.05	-	0.05	0.07	0.07	0.07	0.07	0.11	0.10	0.10	0.15	0.15	0.19	0.28	0.07	0.09	0.11	0.16	0.05	0.15	0.05

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF6\_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	687	196	196	158	137	392	295	461	218	91	81	185	176	120	442	92	571	120	259	21
Weighted Base	857	230	230	222	175*	460	397	625	224	115*	105*	230	208	165*	543	117*	716	144*	317	23**
Effective Base	435	109	123	108	96	231	203	299	136	61	57	120	109	71	285	62	359	75	172	13
Very dissatisfied (1)	96	28	34	22	15	59	36	65	30	13	16	21	30	10	66	13	79	10	40	4
Fairly dissatisfied (2)	177*	56	71	45	20	126	76	131	55	23	27	42	32	10	112	20	117	16	37	2
Neither satisfied or dissatisfied (3)	163	46	36	42	38	83	80	109	50	25	28	56	33	15	117	25	133	26	75	11
Fairly satisfied (4)	278	56	88	61	62	155	123	214	61	36	32	73	68	62	174	36	235	54	101	2
Very satisfied (5)	191	81	33	47	29	114	76	158	33	15	21	42	40	68	102	17	170	34	54	9
Don't know	29	2	5	10	11	7	22	11	18	7	2	14	4	1	19	7	20	3	9	2
NET Very/fairly satisfied	488	137	132	109	91	269	199	372	93	51	53	115	108	129	276	53	406	88	156	4
NET Very/fairly dissatisfied	197	44	56	61	35	101	96	133	62	33	22	46	62	20	130	33	167	27	78	6
Mean	3.44	3.65	3.33	3.34	3.43	3.49	3.38	3.54	3.16	3.19	3.35	3.42	3.27	4.02	3.35	3.22	3.49	3.61	3.30	2.87
Std Dev.	1.28	1.34	1.28	1.29	1.18	1.32	1.24	1.27	1.28	1.23	1.30	1.20	1.34	1.13	1.27	1.24	1.28	1.19	1.26	1.24
Std Error	0.05	0.10	0.09	0.11	0.10	0.07	0.07	0.06	0.09	0.13	0.15	0.09	0.10	0.10	0.06	0.13	0.05	0.11	0.08	0.28

Proportions/Mean: Column Total (5% risk level) - abc|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QF6\_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	687	522	165	78	407	101	98	81	29	50	42	36	48	40	60	57	45	13	88
Weighted Base	857	766	91*	23**	754	50*	31*	22*	24**	105*	62*	52*	80*	64*	151*	143*	73*	4**	46*
Effective Base	435	386	50	21	353	51	51	49	25	47	39	34	45	37	57	52	42	4	46
Very dissatisfied (1)	96	79	17	3	82	4	5	4	4	13	7	7	9	7	6	20	8	1	3
	11%	10%	18%	14%	11%	8%	18%	19%	17%	12%	12%	14%	12%	12%	4%	14%	11%	26%	6%
Fairly dissatisfied (2)	101	89	13	5	92	4	4	1	1	11	12	8	7	14	15	14	14	-	4
	12%	12%	14%	21%	12%	8%	14%	3%	4%	10%	19%	11%	9%	22%	10%	19%	19%	7%	8%
Neither satisfied or dissatisfied (3)	163	148	14	6	139	13	5	6	4	19	10	9	21	14	20	29	12	-	13
	19%	19%	16%	27%	18%	26%	16%	28%	17%	18%	17%	18%	26%	22%	13%	20%	17%	6%	28%
Fairly satisfied (4)	278	246	32	7	242	18	10	7	8	33	16	20	25	17	58	40	25	1	18
	32%	32%	35%	32%	32%	37%	33%	33%	34%	32%	29%	39%	31%	26%	38%	28%	34%	16%	38%
Very satisfied (5)	191	180	11	1	174	9	4	3	7	21	12	8	17	11	53	38	8	2	7
	22%	24%	12%	5%	23%	18%	13%	15%	28%	20%	20%	16%	21%	17%	35% <sup>ns</sup>	27%	11%	46%	15%
Don't know	29	24	5	-	26	2	2	-	-	8	4	1	1	1	-	7	-	-	2
	3%	3%	5%	1%	3%	4%	6%	-	-	8% <sup>ns</sup>	7% <sup>ns</sup>	2%	2%	2%	-	2%	9% <sup>ns</sup>	-	4% <sup>ns</sup>
NET Very/fairly satisfied	468	426	42	8	416	27	14	11	15	54	29	28	42	27	111	78	33	2	25
	55%	56%	47%	37%	55%	54%	47%	48%	62%	51%	46%	55%	52%	43%	33% <sup>ns</sup> (1)ns <sup>ns</sup>	55%	45%	62%	54%
NET Very/fairly dissatisfied	197	168	29	8	174	8	10	5	5	24	19	13	17	21	20	34	22	1	6
	23%	22%	32%	35%	23%	16%	32%	24%	21%	22%	30% <sup>ns</sup>	25%	21%	33% <sup>ns</sup>	13%	24%	30% <sup>ns</sup>	32%	14%
Mean	3.44	3.48 <sup>ns</sup>	3.08	2.93	3.46	3.51	3.11	3.20	3.52	3.39	3.26	3.32	3.41	3.15	3.61 <sup>ns</sup> (1)ns <sup>ns</sup>	3.44	3.16	3.50	3.51
Std Dev.	1.28	1.27	1.34	1.17	1.29	1.14	1.37	1.34	1.41	1.31	1.34	1.29	1.26	1.29	1.10	1.36	1.24	1.94	1.07
Std Error	0.05	0.06	0.11	0.13	0.06	0.12	0.14	0.15	0.26	0.19	0.21	0.22	0.18	0.21	0.14	0.18	0.19	0.54	0.12

Proportions/Mean: Columns Test(s) (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QF6\_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint**

Base : Those making a complaint to the Royal Mail

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	687	210	31	92	205	272	111	65	29	477	94	227	285	101	45	26	512	71	257	143
Weighted Base	857	217	36**	84*	276	321	153*	69*	32**	597	101*	282	346	142*	59*	24**	627	83*	325	160*
Effective Base	435	124	19	50	128	169	78	41	17	296	58	142	172	71	34	16	313	49	174	86
Very dissatisfied (1)	96	29	2	10	30	23	17	13	12	53	25	33	28	13	16	4	59	20	35	19
	11%	13%	7%	12%	11%	7%	11%	13% <i>de</i>	38%	9%	23% <i>de</i>	12%	8%	9%	12% <i>km</i>	18%	9%	11%	12%	11%
Fairly dissatisfied (2)	101	26	5	10	20	39	30	9	4	59	13	31	34	19	12	5	65	17	35	20
	12%	12%	14%	11%	7%	12%	19% <i>dl</i>	13%	14%	10%	13%	11%	10%	13%	21%	22%	10%	21% <i>lo</i>	11%	13%
Neither satisfied or dissatisfied (3)	163	45	10	20	11	67	50	26	7	78	33	22	56	65	12	8	78	20	75	36
	19%	21%	29%	23%	4%	21% <i>dl</i>	33% <i>del</i>	38% <i>de</i>	21%	13% <i>cd</i>	33% <i>dl</i>	8%	16% <i>ck</i>	46% <i>kmq</i>	20% <i>ka</i>	32%	12%	24% <i>kp</i>	23%	23%
Fairly satisfied (4)	278	60	13	18	79	135	46	14	4	214	18	82	157	26	11	2	238	13	109	47
	32%	28%	35%	21%	28%	42% <i>de</i>	30%	20%	11%	45% <i>l</i>	17%	29%	43% <i>kmad</i>	19%	16%	8%	40% <i>kmad</i>	16%	34%	30%
Very satisfied (5)	191	44	4	21	121	51	8	2	5	172	7	104	62	15	5	4	155	9	66	25
	22%	20%	12%	25%	44% <i>ke</i> <i>fn</i>	16% <i>fn</i>	5%	3%	14%	29% <i>ke</i> <i>fn</i>	7%	37% <i>kmnpa</i>	18%	11%	8%	17%	26% <i>kmnd</i>	11%	20%	16%
Don't know	29	14	1	6	15	6	3	5	*	20	5	11	11	5	3	1	21	3	11	11
	3%	7%	4%	7%	5%	2%	2%	7%	1%	3%	5%	4%	3%	5%	2%	3%	4%	4%	1%	7% <i>cr</i>
NET Very/fairly satisfied	468	104	17	39	200	186	54	16	8	385	25	185	218	42	16	6	403	22	176	73
	55%	48%	47%	46%	73% <i>ke</i> <i>fn</i>	83% <i>fn</i>	35%	24%	26%	85% <i>ml</i>	24%	69% <i>kmq</i>	63% <i>kmnd</i>	29%	27%	25%	64% <i>kmnd</i>	27%	54%	46%
NET Very/fairly dissatisfied	197	55	7	20	50	62	46	22	17	112	39	64	61	31	28	10	125	38	71	40
	23%	25%	20%	24%	18%	19%	39% <i>dl</i>	31%	52%	19%	38% <i>de</i>	23%	18%	22%	48% <i>kmnp</i>	40%	20%	45% <i>kmnp</i>	22%	25%
Mean	3.44	3.32	3.33	3.38	3.92 <i>ef</i> <i>fn</i>	3.48 <i>fn</i>	2.99	2.75	2.49	3.68 <i>fn</i>	2.67	3.71 <i>mnq</i>	3.57 <i>mnq</i>	3.10 <i>n</i>	2.59	2.84	3.63 <i>mnq</i>	2.66	3.42	3.26
Std Dev	1.28	1.33	1.10	1.35	1.36	1.13	1.08	1.12	1.48	1.26	1.25	1.39	1.14	1.07	1.33	1.35	1.26	1.33	1.24	1.27
Std Error	0.05	0.09	0.20	0.15	0.10	0.07	0.10	0.14	0.28	0.06	0.13	0.09	0.07	0.11	0.20	0.27	0.06	0.16	0.08	0.11

Proportions/Mean: Column Test (5% risk level) - ab/c - de/f/gh/i - kl/mn/op/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF6\_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

	Housebound			Disability			Internet access					Don't know (l)	
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)		
Unweighted Base	687	75	595	17	267	354	66	608	56	18	1	682	4
Weighted Base	857	109*	721	27**	366	422	70*	752	81*	18**	2**	851	4**
Effective Base	435	51	370	14	175	222	39	379	41	12	1	431	3
Very dissatisfied (1)	96	16	78	2	35	52	9	85	8	1	-	94	1
	11%	15%	11%	6%	10%	12%	12%	11%	10%	8%	-	11%	32%
Fairly dissatisfied (2)	101	5	95	2	40	57	4	87	14	*	-	101	*
	12%	5%	13%	7%	11%	14%	6%	12%	17%	3%	-	12%	1%
Neither satisfied or dissatisfied (3)	163	9	146	8	65	78	20	125	25	10	2	160	1
	19%	8%	20%	29%	18%	19%	28%	17%	30% <sup>h</sup>	55%	100%	19%	29%
Fairly satisfied (4)	278	41	229	7	118	141	19	244	27	5	-	276	1
	32%	38%	32%	26%	32%	33%	27%	32%	34%	26%	-	32%	37%
Very satisfied (5)	191	36	147	7	95	80	16	182	7	2	-	191	-
	22%	33% <sup>b</sup>	20%	28%	26%	19%	23%	24% <sup>h</sup>	9%	9%	-	22% <sup>h</sup>	-
Don't know	29	1	26	1	13	13	3	29	-	-	-	29	-
	3%	1%	4%	5%	4%	3%	4%	4%	-	-	-	3%	-
NET Very/fairly satisfied	468	77	377	14	212	222	34	426	34	6	-	467	1
	55%	71% <sup>b</sup>	52%	53%	58%	53%	49%	57%	42%	35%	-	55%	37%
NET Very/fairly dissatisfied	197	21	173	3	75	109	13	172	22	2	-	196	1
	23%	19%	24%	12%	21%	26%	18%	23%	27%	10%	-	23%	33%
Mean	3.44	3.71	3.39	3.66	3.56	3.34	3.43	3.49	3.14	3.26	3.00	3.45	2.72
Std Dev.	1.28	1.37	1.27	1.16	1.27	1.29	1.28	1.30	1.12	0.96	-	1.28	1.45
Std Error	0.05	0.16	0.05	0.29	0.08	0.07	0.16	0.05	0.15	0.23	-	0.05	0.73

Proportions/Mean: Columns Tested (5% risk level) - a,b,c - d,e,f - g,h,i,j,k,l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF6\_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - The time taken to resolve your complaint

Base : Those making a complaint to the Royal Mail

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	887	135	152	186	214	52	37	46	50	53	49	-	136	50	66	78	70
Weighted Base	857	175*	198*	235	250	64**	49**	62**	67*	72*	58*	-**	167*	68*	79*	95*	76*
Effective Base	435	77	100	120	141	29	22	27	32	36	32	-	86	34	43	53	44
Very dissatisfied (1)	96 11%	25 15%	15 8%	30 13%	25 10%	6 10%	9 19%	10 16%	3 5%	7 10%	4 7%	-	25 15%	5 7%	4 6%	11 12%	9 12%
Fairly dissatisfied (2)	101 12%	27 16%	19 10%	28 12%	27 11%	12 19%	7 14%	9 14%	5 7%	10 14%	4 7%	-	15 9%	13 19%	10 12%	7 7%	10 14%
Neither satisfied or dissatisfied (3)	163 19%	24 14%	28 14%	56 24%	55 22%	9 14%	6 12%	9 15%	4 6%	15 21%	8 15%	-	39 22%h	17 25%h	10 20%	22 23%h	17 22%
Fairly satisfied (4)	278 32%	50 29%	71 36%	79 34%	78 31%	14 22%	16 33%	20 32%	26 39%	14 20%	30 52%immo	-	65 39%	14 21%	21 27%	28 29%	29 38%
Very satisfied (5)	191 22%	43 25%	56 29%h	38 16%	53 21%	19 30%	11 23%	13 22%	27 42%h	20 28%	9 15%	-	23 14%	16 23%	23 23%h	22 23%	8 11%
Don't know	29 3%	5 3%	9 5%	3 1%	12 5%	4 6%	-	1 2%	2 3%	5 7%h	2 3%	-	-	2 3%	5 6%h	5 5%	3 4%
NET Very/fairly satisfied	468 55%	93 53%	127 64%h	118 50%	131 52%	33 52%	27 55%	33 54%	53 79%immo	34 48%	39 67%	-	88 52%	30 44%	45 56%	49 52%	37 49%
NET Very/fairly dissatisfied	197 23%	53 29%h	34 17%	58 25%	52 21%	18 28%	16 33%	18 30%	8 12%	17 24%	9 15%	-	40 24%	18 27%	14 18%	18 19%	20 26%
Mean	3.44	3.34	3.31h	3.29	3.45	3.46	3.25	3.30	3.44immo	3.44	3.62	-	3.27	3.35	3.66	3.46	3.22
Std Dev	1.28	1.40	1.22	1.25	1.25	1.39	1.46	1.39	1.12	1.35	1.09	-	1.25	1.26	1.22	1.29	1.21
Std Error	0.05	0.12	0.10	0.09	0.09	0.20	0.24	0.21	0.16	0.19	0.16	-	0.11	0.18	0.15	0.15	0.15

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QF6\_NET\_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	687	-	239	342	354	331	139	143	169	84	84	46	22	282	253	152	68	604	80	687	
Weighted Base	857	**	857	323	409	496	359	174*	174*	233	108*	92*	44**	33**	348	341	168*	77*	716	139*	687
Effective Base	435	-	435	153	218	235	201	87	93	108	58	53	22	16	180	165	90	38	373	61	687
How your complaint was handled	486	-	486	238	188	292	194	90	109	156	51	42	17	21	198	207	80	38	388	95	369
57%	-	57%	74% <sup>ud</sup>	46%	59%	54%	52%	62%	67% <sup>ud</sup>	47%	46%	40%	63%	57%	61% <sup>up</sup>	48%	50%	54%	69% <sup>ur</sup>	54%	54%
The resolution to your complaint	474	-	474	239	177	283	191	105	116	130	56	36	20	11	221	186	67	31	379	92	365
55%	-	55%	72% <sup>ud</sup>	42%	57%	53%	52%	62% <sup>uk</sup>	57% <sup>uk</sup>	56%	52%	40%	45%	33%	53% <sup>up</sup>	54% <sup>ur</sup>	40%	40%	53%	66%	53%
The time taken to resolve your complaint	468	-	468	229	180	277	191	99	101	144	52	38	20	14	201	196	72	34	384	83	359
55%	-	55%	71% <sup>ud</sup>	44%	56%	53%	57%	65% <sup>uk</sup>	62% <sup>uk</sup>	46%	41%	46%	44%	58% <sup>up</sup>	57% <sup>up</sup>	43%	45%	54%	60%	52%	52%

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF6\_NET\_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	687	196	196	158	137	392	295	461	218	91	81	185	176	120	442	92	571	120	259	21
Weighted Base	857	230	230	222	175*	460	397	625	224	115*	105*	230	208	165*	543	117**	716	144*	317	23**
Effective Base	435	109	123	108	96	231	203	299	136	61	57	120	109	71	285	62	359	75	172	13
How your complaint was handled	486	151	123	126	86	274	212	385	97	45	66	121	122	121	309	47	430	97	159	7
57%		63% <b></b>	54%	57%	49%	59%	53%	62% <b></b>	43%	39%	63% <b></b>	53%	63% <b></b>	73% <b></b>	67% <b></b>	40%	69% <b></b>	67% <b></b>	50%	30%
The resolution to your complaint	474	147	116	119	89	265	208	374	86	61	60	115	109	117	284	62	402	90	160	7
55%		64% <b></b>	51%	54%	61%	58%	52%	63% <b></b>	42%	53%	57%	50%	53%	71% <b></b>	62%	53%	56%	62%	50%	29%
The time taken to resolve your complaint	468	137	132	109	91	269	199	372	93	51	53	115	108	129	276	53	406	88	156	4
55%		60%	57%	49%	52%	58%	50%	68% <b></b>	42%	44%	51%	50%	52%	78% <b></b>	51%	45%	57%	61%	49%	19%

Proportions/Mears: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF6\_NET\_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	687	522	165	78	407	101	98	81	29	50	42	36	48	40	60	57	45	13	88
Weighted Base	857	766	91*	23**	754	50*	31*	22*	24**	105*	62*	52*	80*	64*	151*	143*	73*	4**	46*
Effective Base	435	386	50	21	353	51	51	49	25	47	39	34	45	37	57	52	42	4	46
How your complaint was handled	486	449	37	10	430	30	15	11	14	64	29	24	48	32	111	75	34	2	28
57%	57%	57%	47%	41%	57%	60%	48%	51%	58%	61%	46%	47%	59%	49%	73% <i>hmnop</i>	52%	46%	59%	60%
The resolution to your complaint	474	437	37	8	416	34	13	11	16	65	28	21	46	32	105	60	43	2	31
55%	55%	57% <i>h</i>	41%	34%	55%	61% <i>h</i>	43%	51%	65%	63% <i>io</i>	45%	42%	57%	50%	72% <i>h</i>	42%	58%	69%	83% <i>h</i>
The time taken to resolve your complaint	468	426	42	8	416	27	14	11	15	54	29	28	42	27	111	78	33	2	25
55%	55%	56%	47%	37%	55%	54%	47%	48%	62%	51%	46%	55%	52%	43%	73% <i>hmnop</i>	55%	45%	62%	54%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF6\_NET\_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	687	210	31	92	205	272	111	65	29	477	94	227	285	101	45	26	512	71	257	143
Weighted Base	857	217	36**	84*	276	321	153*	69*	32**	597	101*	282	346	142*	59*	24**	627	83*	325	160*
Effective Base	435	124	19	50	128	169	78	41	17	296	58	142	172	71	34	16	313	49	174	86
How your complaint was handled	486	109	11	41	212	192	46	21	10	404	31	187	226	47	17	6	413	23	194	70
57%	50%	31%	49%		77% <sup>(a)(g)</sup>	63% <sup>(b)(e)</sup>	30%	31%	31%	63% <sup>(i)(j)</sup>	31%	63% <sup>(m)(q)</sup>	65% <sup>(l)(p)</sup>	33%	29%	27%	62% <sup>(n)(r)</sup>	28%	62% <sup>(s)</sup>	44%
The resolution to your complaint	474	98	17	40	194	184	54	30	7	378	37	185	203	56	17	10	389	27	186	70
55%	45%	47%	46%		70% <sup>(a)(g)</sup>	57% <sup>(b)(e)</sup>	35%	44%	22%	63% <sup>(i)(j)</sup>	37%	66% <sup>(m)(q)</sup>	59% <sup>(l)(p)</sup>	40%	29%	44%	62% <sup>(n)(r)</sup>	33%	57% <sup>(s)</sup>	44%
The time taken to resolve your complaint	468	104	17	39	200	186	54	16	8	386	25	185	218	42	16	6	403	22	176	73
55%	48%	47%	46%		73% <sup>(a)(g)</sup>	58% <sup>(b)(e)</sup>	35%	24%	26%	65% <sup>(i)(j)</sup>	24%	66% <sup>(m)(q)</sup>	63% <sup>(l)(p)</sup>	29%	27%	25%	64% <sup>(n)(r)</sup>	27%	54%	46%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QF6\_NET\_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary

Base : Those making a complaint to the Royal Mail

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	687	75	595	17	267	354	66	608	56	18	1	682	4
Weighted Base	857	109*	721	27**	366	422	70*	752	81*	18**	2**	851	4**
Effective Base	435	51	370	14	175	222	39	379	41	12	1	431	3
How your complaint was handled	486	77	396	13	221	225	40	436	42	7	-	484	1
57%		33%	55%	48%	60%	53%	57%	58%	51%	37%	-	57%	37%
The resolution to your complaint	474	81	380	13	208	225	40	426	40	7	-	473	1
55%		74%	53%	46%	57%	53%	57%	57%	49%	37%	-	55%	29%
The time taken to resolve your complaint	468	77	377	14	212	222	34	426	34	6	-	467	1
55%		71%	52%	53%	58%	53%	49%	57%	42%	35%	-	55%	37%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QF6\_NET\_SATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly satisfied Summary**

**Base : Those making a complaint to the Royal Mail**

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	887	135	152	186	214	52	37	46	50	53	49	-	136	50	66	78	70
Weighted Base	857	175*	198*	235	250	64**	49**	62**	67*	72*	58*	**	167*	68*	79*	95*	76*
Effective Base	435	77	100	120	141	29	22	27	32	36	32	-	86	34	43	53	44
How your complaint was handled	486	97	125	133	131	40	27	29	52	37	36	-	97	36	42	46	42
57%	56%	63%	57%	52%	63%	56%	47%	51%	77% <i>unnsd</i>	51%	62%	-	58%	53%	53%	49%	56%
The resolution to your complaint	474	90	127	131	126	34	28	29	54	35	38	-	93	38	40	48	37
55%	51%	64% <i>sd</i>	56%	50%	52%	57%	46%	49%	89% <i>unmnsd</i>	49%	65%	-	56%	57%	50%	51%	49%
The time taken to resolve your complaint	468	93	127	118	131	33	27	33	53	34	39	-	88	30	45	49	37
53%	53%	67% <i>sd</i>	50%	52%	52%	55%	54%	73% <i>unmnsd</i>	48%	67%	-	52%	44%	56%	52%	49%	49%

Proportions/Mean: Columns Tested (5% risk level) - a-b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF6\_NET\_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	687	-	239	342	354	331	139	143	169	84	84	46	22	282	253	152	68	604	80	687	
Weighted Base	857	**	857	409	496	359	174*	174*	233	108*	92*	44**	33**	348	341	168*	77*	716	139*	687	
Effective Base	435	-	435	218	235	201	87	93	108	58	53	22	16	180	165	90	38	373	61	687	
How your complaint was handled	198	-	198	127	117	80	39	31	51	36	22	11	8	71	87	41	19	169	30	178	
	23%	-	23%	10%	24%	22%	23%	18%	22%	33% <b>h</b>	24%	24%	24%	20%	25%	24%	24%	24%	24%	22%	26%
The resolution to your complaint	193	-	193	117	100	91	33	32	50	31	23	9	15	64	81	47	24	167	26	172	
	23%	-	23%	10%	20%	25%	19%	18%	21%	29%	25%	20%	47%	18%	24%	28%	32%	23%	19%	25%	
The time taken to resolve your complaint	187	-	187	123	115	80	37	31	46	37	27	9	10	69	83	46	19	166	31	169	
	23%	-	23%	8%	23%	22%	21%	18%	20%	34% <b>h</b>	30%	21%	30%	20%	24%	27%	25%	23%	23%	25%	

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF6\_NET DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	687	196	196	158	137	392	295	461	218	91	81	185	176	120	442	92	571	120	259	21
Weighted Base	857	230	230	222	175*	460	397	625	224	115*	105*	230	208	165*	543	117**	716	144*	317	23**
Effective Base	435	109	123	108	96	231	203	299	136	61	57	120	109	71	285	62	359	75	172	13
How your complaint was handled	198	50	61	41	47	111	88	131	66	36	23	47	57	22	126	36	155	23	75	6
23%	22%	26%	18%	27%	24%	22%	21%	30%	31% <b></b>	22%	20%	27% <b></b>	14%	23%	30%	22%	16%	24%	26%	
The resolution to your complaint	193	41	60	44	49	101	92	121	71	35	24	52	47	20	123	35	150	21	72	5
23%	18%	26%	20%	28%	22%	23%	19%	28%	33% <b></b>	23%	23%	23%	12%	23%	30%	21%	14%	23%	20%	
The time taken to resolve your complaint	197	44	56	61	35	101	96	133	62	33	22	46	62	20	130	33	157	27	78	6
23%	19%	25%	28%	20%	22%	24%	21%	28%	28% <b></b>	21%	20%	30% <b></b>	12%	24% <b></b>	28%	22%	19%	24%	25%	

Proportions/Mears: Columns Tested (5% risk level) - a-b|c|d - e|f - g|h - i|j|k|l|m|n - o|p - q|r|s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QF6\_NET\_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	687	522	165	78	407	101	98	81	29	50	42	36	48	40	60	57	45	13	88
Weighted Base	857	766	91*	23**	754	50*	31*	22*	24**	105*	62*	52*	80*	64*	151*	143*	73*	4**	46*
Effective Base	435	386	50	21	353	51	51	49	25	47	39	34	45	37	57	52	42	4	46
How your complaint was handled	198	170	29	6	170	11	11	6	8	26	11	17	9	18	18	41	22	1	10
The resolution to your complaint	23%	22%	31%	27%	22%	22%	27%	29%	33%	24%	18%	33% <sup>ab</sup>	11%	23% <sup>ab</sup>	12%	22% <sup>ab</sup>	30% <sup>ab</sup>	32%	21%
The time taken to resolve your complaint	193	162	31	8	167	10	10	7	6	21	13	14	12	16	17	47	21	2	8
	23%	21%	35% <sup>ab</sup>	36%	22%	20%	31%	30%	23%	20%	27%	27% <sup>ab</sup>	15%	12%	32% <sup>ab</sup>	33% <sup>ab</sup>	39%	18%	
	197	168	29	8	174	8	10	5	5	24	19	13	17	21	20	34	22	1	6
	23%	22%	32%	35%	23%	16%	32%	24%	21%	22%	39% <sup>ab</sup>	25%	21%	33% <sup>ab</sup>	13%	24%	39% <sup>ab</sup>	32%	14%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF6\_NET\_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	687	210	31	92	205	272	111	65	29	477	94	227	285	101	45	26	512	71	257	143
Weighted Base	857	217	36**	84*	276	321	153*	69*	32**	597	101*	282	346	142*	59*	24**	627	83*	325	160*
Effective Base	435	124	19	50	128	169	78	41	17	296	58	142	172	71	34	16	313	49	174	86
How your complaint was handled	198	51	7	19	45	74	40	23	16	119	39	65	59	38	25	12	123	37	57	47
23%	23%	19%	19%	23%	16%	23%	26%	31% <b>td</b>	48%	20%	39% <b>td</b>	23%	17%	25%	43% <b>td</b>	50%	20%	43% <b>td</b>	17%	31% <b>td</b>
The resolution to your complaint	193	63	11	25	54	57	44	21	17	111	35	55	68	32	25	9	123	34	56	42
23%	29%	31%	30%	20%	18%	23% <b>td</b>	30%	53%	19%	38% <b>td</b>	20%	20%	23%	43% <b>td</b>	37%	20%	41% <b>td</b>	17%	26%	
The time taken to resolve your complaint	197	55	7	20	50	62	46	22	17	112	39	64	61	31	28	10	125	38	71	40
23%	25%	20%	24%	18%	19%	30% <b>td</b>	31%	52%	19%	38% <b>td</b>	23%	18%	22%	48% <b>td</b>	40%	20%	45% <b>td</b>	22%	25%	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF6\_NET\_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	687	75	595	17	267	354	66	608	56	18	1	682	4
Weighted Base	857	109*	721	27**	366	422	70*	752	81*	18**	2**	851	4**
Effective Base	435	51	370	14	175	222	39	379	41	12	1	431	3
How your complaint was handled	198	18	173	7	79	107	13	178	13	7	-	198	-
	23%	16%	24%	27%	22%	25%	18%	24%	16%	38%	-	23%	-
The resolution to your complaint	193	18	170	5	76	104	13	174	14	4	-	192	1
	23%	17%	24%	19%	21%	25%	18%	23%	17%	23%	-	23%	33%
The time taken to resolve your complaint	197	21	173	3	75	109	13	172	22	2	-	196	1
	23%	19%	24%	12%	21%	26%	18%	23%	27%	10%	-	23%	33%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF6\_NET\_DISSATISFIED. Thinking of Royal Mail's response to your complaint, how satisfied were you with... - Net Very/fairly dissatisfied Summary

Base : Those making a complaint to the Royal Mail

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	887	135	152	186	214	52	37	46	50	53	49	-	136	50	66	78	70
Weighted Base	857	175*	198*	235	250	64**	49**	62**	67*	72*	58*	**	167*	68*	79*	95*	76*
Effective Base	435	77	100	120	141	29	22	27	32	36	32	-	86	34	43	53	44
How your complaint was handled	198	50	45	60	44	14	12	23	12	18	15	-	43	17	10	20	14
	23%	28%	23%	25%	18%	22%	25%	38%	18%	25%	25%	-	26%	25%	13%	21%	18%
The resolution to your complaint	193	53	42	46	52	19	13	21	10	26	7	-	31	15	21	16	15
	23%	30%	21%	20%	21%	30%	27%	34%	15%	37**	12%	-	18%	23%	26%	17%	20%
The time taken to resolve your complaint	197	53	34	58	52	18	16	18	8	17	9	-	40	18	14	18	20
	23%	37**	17%	25%	21%	28%	33%	30%	12%	24%	15%	-	24%	27%	18%	19%	26%

Proportions/Mean: Columns Tested (5% risk level) - a-b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QF6\_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	687	-	239	342	354	331	139	143	169	84	84	46	22	282	253	152	68	604	80	687
Weighted Base	857	**	857	409	496	359	174*	174*	233	108*	92*	44**	33**	348	341	168*	77*	716	139*	687
Effective Base	435	-	435	218	235	201	87	93	108	58	53	22	16	180	165	90	38	373	61	687
How your complaint was handled	3.52	-	3.52	3.19	3.54	3.49	3.46j	3.67gkl	3.75gklm	3.15	3.34	3.18	3.40	3.58pq	3.58pq	3.31	3.28	3.47	3.74r	3.38
The resolution to your complaint	3.46	-	3.46	3.16	3.53f	3.38	3.59klm	3.65klm	3.52jn	3.27m	3.39m	3.26m	2.72	3.42opq	3.44pq	3.17	3.02	3.42	3.68r	3.36
The time taken to resolve your complaint	3.44	-	3.44	3.16	3.46	3.43	3.53	3.48	3.64	3.15	3.21	3.31	3.07	3.50	3.49	3.20	3.20	3.42	3.53	3.35

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

***Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)***

**QF6\_MEAN.** Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

**Base :** Those making a complaint to the Royal Mail

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	687	196	196	158	137	392	295	461	218	91	81	185	176	120	442	92	571	120	259	21
Weighted Base	857	230	230	222	175*	460	397	625	224	115*	105*	230	208	165*	543	117*	716	144*	317	23**
Effective Base	435	109	123	108	96	231	203	299	136	61	57	120	109	71	285	62	359	75	172	13
How your complaint was handled	3.52	3.77bcd	3.32	3.60bd	3.33	3.54	3.48	3.63h	3.19	3.17	3.66	3.40i	3.45i	4.06klm	3.45i	3.20	3.65o	3.76rs	3.32	2.93
The resolution to your complaint	3.46	3.70bcd	3.30	3.52bd	3.29	3.50	3.42	3.56h	3.12	3.24	3.49	3.37	3.36	3.95qrs	3.39	3.27	3.60o	3.71rs	3.35	3.14
The time taken to resolve your complaint	3.44	3.65	3.33	3.34	3.43	3.49	3.38	3.54h	3.16	3.19	3.35	3.42	3.27	4.02klm	3.35	3.22	3.49	3.61	3.30	2.87

Proportions/Mears: Columns Tested (5% risk level) - a-b/c/d - ef - gh - i/jk/l/m/n - op - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF6\_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	687	522	165	78	407	101	98	81	29	50	42	36	48	40	60	57	45	13	88
Weighted Base	857	766	91*	23**	754	50*	31*	22*	24**	105*	62*	52*	80*	64*	151*	143*	73*	4**	46*
Effective Base	435	386	50	21	353	51	51	49	25	47	39	34	45	37	57	52	42	4	46
How your complaint was handled	3.52	3.57b	3.00	3.04	3.55	3.44	3.10	3.20	3.41	3.58ko	3.30	3.24	3.64kmop	3.32	4.10jklmnop	3.32	3.33	3.53	3.44
The resolution to your complaint	3.46	3.51o	3.04	3.00	3.48	3.57	3.14	3.22	3.61	3.65jkmq	3.22	3.17	3.49o	3.30	3.94jklmnop	3.16	3.44o	2.96	3.63o
The time taken to resolve your complaint	3.44	3.48b	3.08	2.93	3.46	3.51	3.11	3.20	3.52	3.39	3.26	3.32	3.41	3.15	3.91jklmnop	3.44	3.16	3.50	3.51

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF6\_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	687	210	31	92	205	272	111	65	29	477	94	227	285	101	45	26	512	71	257	143
Weighted Base	857	217	36**	84*	276	321	153*	69*	32**	597	101*	282	346	142*	59*	24**	627	83*	325	160*
Effective Base	435	124	19	50	128	169	78	41	17	296	58	142	172	71	34	16	313	49	174	86
How your complaint was handled	3.52	3.35	3.19	3.38	4.06a[fmj]	3.49[fmj]	3.00t]	2.87	2.63	3.76e[fmj]	2.79	3.79m[mq]	3.67m[mq]	3.08nq	2.73	2.55	3.72m[mq]	2.68	3.55e	3.20
The resolution to your complaint	3.46	3.19	3.20	3.27	3.85a[fmj]	3.52[fmj]	3.03h	3.07h	2.48	3.67e[fmj]	2.88h	3.82l[mnopq]	3.46m[mopq]	3.21nd	2.71	2.99	3.62m[mnopq]	2.79	3.56e	3.21
The time taken to resolve your complaint	3.44	3.32	3.33	3.38	3.92a[fmj]	3.48[fmj]	2.99	2.75	2.49	3.68[fmj]	2.67	3.71m[mq]	3.57m[mq]	3.19n	2.59	2.84	3.63m[mq]	2.66	3.42	3.26

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF6\_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	687	75	595	17	267	354	66	608	56	18	1	682	4
Weighted Base	857	109*	721	27**	366	422	70*	752	81*	18**	2**	851	4**
Effective Base	435	51	370	14	175	222	39	379	41	12	1	431	3
How your complaint was handled	3.52	3.93bc	3.46	3.36	3.64a	3.40	3.55	3.53	3.49	2.93	3.00	3.52	3.37
The resolution to your complaint	3.46	3.78b	3.42	3.44	3.55a	3.36	3.61	3.49	3.41	3.01	3.00	3.47	2.96
The time taken to resolve your complaint	3.44	3.71	3.39	3.66	3.56	3.34	3.43	3.49	3.14	3.26	3.00	3.45	2.72

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF6\_MEAN. Thinking of Royal Mail's response to your complaint, how satisfied were you with... Mean summary

Base : Those making a complaint to the Royal Mail

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	687	135	152	186	214	52	37	46	50	53	49	-	136	50	65	78	70
Weighted Base	857	175*	198*	235	250	64**	49**	62**	67*	72*	58*	**	167*	68*	79*	95*	76*
Effective Base	435	77	100	120	141	29	22	27	32	36	32	-	86	34	43	53	44
How your complaint was handled	3.52	3.49	3.73acd	3.42	3.46	3.75gimop	3.48	3.24	4.16afghimnop	3.53	3.47	-	3.45	3.34	3.57n	3.42	3.40
The resolution to your complaint	3.46	3.39	3.58	3.44	3.45	3.51i	3.34	3.32	3.93afghimnop	3.14	3.72ghimn	-	3.47i	3.36	3.44	3.51i	3.39
The time taken to resolve your complaint	3.44	3.34	3.71c	3.29	3.45	3.46	3.25	3.30	4.04imop	3.44	3.62	-	3.27	3.35	3.66	3.46	3.22

Proportions/Mears: Columns Tested (5% risk level) - a-b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QF7. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	907	-	907	122	767	391	513	123	116	165	110	189	126	78	239	275	393	204	845	57	907
Weighted Base	846	**	846	109*	721	375	468	117*	101*	149*	97*	175	109*	98*	218	246	383	208	755	85*	907
Effective Base	498	-	498	64	423	218	277	73	60	93	59	103	64	49	133	151	215	112	448	46	907
Didn't know where to go/ who to complain to	82	-	82	7	69	41	41	14	9	10	13	9	11	15	23	23	36	26	78	4	92
10%	-	-	10%	6%	10%	11%	9%	12%	9%	7%	13%	5%	10%	15%	10%	9%	9%	13%	10%	4	10%
Didn't have the time	70	-	70	13	53	36	34	22	21	10	4	10	3	-	42	15	13	3	59	11	71
8%	-	-	8%	12%	7%	9%	7%	13% <sup>gh</sup> <sup>klmn</sup>	23% <sup>ghlm</sup>	7%	5%	5%	2%	-	17% <sup>opq</sup>	6%	3%	2%	8%	13%	8%
Not worth the hassle	307	-	307	36	265	131	174	59	35	47	32	69	35	32	95	78	134	67	275	32	335
36%	-	-	36%	33%	37%	35%	37%	31% <sup>ghlm</sup>	35%	31%	32%	39%	32%	32%	44% <sup>op</sup>	32%	35%	32%	36%	38%	37%
Wouldn't change anything anyway	183	-	183	13	160	89	93	27	25	30	19	43	21	18	51	49	83	39	171	8	193
22%	-	-	22%	12%	22%	24%	20%	23%	25%	20%	19%	25%	20%	18%	24%	20%	22%	19%	23% <sup>rs</sup>	10%	21%
The problem was sorted without needing to complain	146	-	146	24	122	58	88	15	12	30	19	26	29	15	27	50	70	44	131	15	159
17%	-	-	17%	22%	17%	15%	19%	13%	11%	20%	20%	15%	23% <sup>rs</sup>	16%	12%	20%	18%	21%	17%	16%	16%
Not a major issue	295	-	295	33	261	129	164	42	34	54	37	46	41	40	75	91	128	82	257	35	315
35%	-	-	35%	31%	36%	35%	35%	36%	34%	36%	36%	26%	36%	41%	35%	37%	33%	39%	34%	41%	35%
Any other reason (please specify)	52	-	52	6	45	27	24	-	2	3	4	23	9	11	2	8	43	19	45	5	50
6%	-	-	6%	5%	6%	7%	6%	-	2%	2%	4%	13% <sup>rst</sup> <sup>gh</sup>	7% <sup>rs</sup>	11% <sup>rst</sup> <sup>gh</sup>	1%	3%	11% <sup>rst</sup> <sup>opq</sup>	9% <sup>rst</sup> <sup>opq</sup>	6%	6%	6%
I don't know	39	-	39	3	36	18	20	6	5	15	5	3	3	2	11	20	8	5	34	5	45
5%	-	-	5%	3%	5%	5%	4%	5%	5%	10% <sup>rst</sup>	5%	2%	3%	2%	5%	8% <sup>rst</sup>	2%	2%	5%	5%	5%

Routing changed from Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QF7. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	907	243	299	160	205	542	365	522	377	82	111	236	268	158	615	84	778	178	668	37
Weighted Base	846	177	305	164*	201	482	364	489	349	76*	113*	233	246	119*	591	77*	717	162	605	55**
Effective Base	498	111	174	95	118	284	214	280	214	46	68	136	140	74	344	47	421	102	357	27
Didn't know where to go/ who to complain to	82	16	29	19	17	45	36	45	37	10	14	24	13	16	51	11	67	16	59	2
10%	10%	9%	9%	12%	9%	9%	10%	9%	11%	13%	12%	10%	5%	14%	9%	14%	9%	10%	10%	3%
Didn't have the time	70	12	38	7	15	48	22	51	19	-	13	23	19	11	55	1	67	10	52	4
8%	8%	7%	12%	4%	7%	10%	6%	10%	5%	-	11%	10%	8%	10%	1%	1%	9%	6%	9%	7%
Not worth the hassle	307	80	113	46	69	193	114	168	136	26	35	84	98	46	217	26	264	52	225	19
36%	36%	45%	37%	28%	34%	40%	31%	34%	39%	35%	31%	36%	40%	39%	37%	34%	37%	32%	37%	35%
Wouldn't change anything anyway	183	41	62	34	46	103	80	108	75	20	23	53	53	27	129	20	156	30	133	10
23%	23%	23%	20%	21%	23%	21%	22%	22%	21%	27%	20%	23%	22%	22%	22%	26%	22%	19%	22%	16%
The problem was sorted without needing to complain	146	34	61	18	34	95	52	75	68	14	27	36	38	18	101	14	122	29	111	7
17%	17%	19%	20%	11%	17%	20%	14%	15%	19%	18%	24%	16%	16%	15%	17%	18%	17%	18%	18%	12%
Not a major issue	295	61	111	58	65	172	123	164	127	31	39	75	96	41	209	31	250	69	202	23
35%	35%	34%	36%	36%	32%	36%	34%	34%	36%	41%	35%	32%	39%	34%	35%	40%	35%	43%	33%	41%
Any other reason (please specify)	52	7	19	11	15	25	26	22	30	6	10	12	13	2	34	6	39	5	39	5
6%	6%	4%	6%	7%	8%	5%	7%	4%	9%	8%	9%	5%	5%	2%	6%	8%	5%	3%	7%	8%
I don't know	39	5	15	5	13	20	18	27	11	4	4	10	8	5	23	4	28	9	28	1
5%	5%	3%	5%	3%	7%	4%	5%	6%	3%	5%	4%	4%	3%	5%	4%	5%	4%	5%	5%	3%

Routing changed from Q3 2022  
 Proportions: Mears, Columns: Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QF7. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	907	536	371	163	430	197	148	132	43	44	45	58	41	53	39	55	52	37	160
Weighted Base	846	699	147*	24*	708	72*	42*	25*	32*	86*	67*	75*	63*	86*	86*	132*	82*	7**	64*
Effective Base	498	414	84	37	378	66	64	89	41	42	41	54	39	51	37	52	50	11	57
Didn't know where to go/ who to complain to	82	76	6	1	67	8	3	4	5	15	2	11	7	5	6	11	4	-	8
Didn't have the time	70	52	18	4	59	5	4	2	1	17	1	2	8	7	5	14	4	-	5
Not worth the hassle	307	253	54	7	258	24	14	12	14	34	17	18	19	33	36	69	17	2	22
Wouldn't change anything anyway	183	144	39	5	158	15	7	3	3	17	13	17	17	12	11	37	30	-	15
The problem was sorted without needing to complain	146	126	20	4	120	11	12	4	9	15	12	9	10	16	13	27	9	1	10
Not a major issue	295	258	37	7	242	30	13	9	12	27	22	29	23	27	25	45	32	5	25
Any other reason (please specify)	52	39	13	4	44	5	2	1	1	2	6	5	4	4	7	8	7	-	5
I don't know	39	32	7	1	36	2	1	-	3	-	3	6	6	9	7	-	1	-	1

Routing changed from Q3 2022  
 Proportions: Nears; Columns: Tested (5% risk level) - ab/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QF7. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	907	361	38	182	330	380	112	55	25	710	80	429	346	81	34	13	775	47	227	656
Weighted Base	846	352	38**	169	287	359	134*	47*	16**	646	63*	377	339	88*	30**	8**	716	37**	231	592
Effective Base	498	205	23	104	169	210	74	32	11	379	43	228	192	50	19	6	419	26	127	358
Didn't know where to go/ who to complain to	82	41	9	17	35	32	8	3	2	67	5	44	27	3	3	2	71	5	23	53
10%	12%	23%	10%	12%	9%	6%	6%	12%	10%	8%	12%	8%	4%	10%	25%	10%	10%	10%	10%	9%
Didn't have the time	70	26	1	5	15	39	9	3	*	54	4	26	36	4	1	*	62	1	29	37
8%	7%	2%	3%	5%	11%	7%	7%	2%	8%	6%	7%	11%	4%	4%	2%	9%	4%	13%	6%	6%
Not worth the hassle	307	133	16	58	100	128	55	14	7	228	22	129	130	24	15	4	259	19	78	218
36%	38%	42%	34%	35%	36%	41%	30%	47%	35%	34%	34%	38%	27%	52%	51%	36%	52%	34%	37%	37%
Wouldn't change anything anyway	183	80	15	35	66	75	24	15	2	141	17	90	67	17	7	1	157	7	37	136
22%	23%	39%	21%	23%	21%	18%	31%	13%	22%	27%	24%	20%	20%	23%	7%	22%	20%	16%	23%	23%
The problem was sorted without needing to complain	146	58	7	24	65	62	12	6	1	128	7	75	53	11	5	*	128	5	43	103
17%	17%	19%	14%	23%	17%	9%	13%	5%	20%	11%	20%	16%	13%	17%	5%	18%	14%	19%	17%	17%
Not a major issue	295	115	15	59	117	114	44	12	7	231	19	136	127	22	6	3	262	9	71	223
35%	33%	40%	35%	41%	32%	33%	26%	47%	36%	31%	36%	37%	24%	22%	37%	37%	25%	31%	38%	38%
Any other reason (please specify)	52	37	2	22	13	24	11	4	-	37	4	20	15	14	2	1	35	2	13	36
6%	10%	6%	13%	5%	7%	8%	8%	-	6%	6%	5%	4%	16%	6%	10%	5%	7%	6%	6%	6%
I don't know	39	14	1	3	3	20	12	-	4	23	4	10	20	7	-	1	30	1	13	25
5%	4%	2%	2%	1%	9%	9%	-	23%	4%	13%	3%	6%	8%	-	16%	4%	3%	6%	4%	4%

Routing changed from Q3 2022  
 Proportions: Nears; Columns: Tested (5% risk level) - ab/c - d/e/f/g/h/i - kl/mn/o/p/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QF7. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	907	58	836	13	284	585	38	895	3	7	1	905	1
Weighted Base	846	54*	784	8**	253	560	33**	830	5**	9**	2**	844	1**
Effective Base	498	31	461	6	156	324	18	490	2	5	1	496	1
Didn't know where to go/ who to complain to	82	7	74	1	30	45	7	80	-	1	-	82	-
	10%	12%	9%	17%	12%	8%	20%	10%	-	15%	-	10%	-
Didn't have the time	70	3	64	3	22	41	7	66	2	1	-	70	-
	8%	5%	8%	36%	9%	7%	20%	8%	49%	14%	-	8%	-
Not worth the hassle	307	19	283	5	88	205	14	306	-	1	-	307	-
	36%	36%	36%	56%	35%	37%	41%	37%	-	15%	-	36%	-
Wouldn't change anything anyway	183	8	174	1	58	118	9	178	-	3	2	181	-
	22%	15%	22%	15%	22%	21%	23%	21%	-	37%	100%	21%	-
The problem was sorted without needing to complain	146	7	138	2	47	96	4	146	-	-	-	146	-
	17%	13%	18%	21%	19%	17%	12%	18%	-	-	-	17%	-
Not a major issue	295	10	281	4	81	207	6	290	2	1	-	294	1
	35%	19%	38% <b>b</b>	44%	32%	37%	19%	35%	50%	17%	-	35%	100%
Any other reason (please specify)	52	5	45	1	16	35	*	52	-	-	-	52	-
	6%	10%	6%	14%	7%	6%	*	6%	-	-	-	6%	-
I don't know	39	7	32	*	15	18	5	36	*	3	-	39	-
	5%	12% <b>b</b>	4%	*	6%	3%	15%	4%	1%	32%	-	5%	-

Routing changed from Q3 2022  
 Proportions: Nears; Columns: Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QF7. Why didn't you make a complaint to Royal Mail?

Base : Those who had cause but did not make a complaint to the Royal Mail

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	907	15	9	424	459	3	3	9	1	4	4	-	271	153	134	154	171
Weighted Base	846	13**	11**	388	434	1**	2**	10**	3**	4**	**	228	160*	128*	133*	173	
Effective Base	498	9	6	225	259	2	3	6	1	2	3	-	139	87	75	82	103
Didn't know where to go/ who to complain to	82	4	2	36	40	1	*	2	-	2	-	-	27	9	10	10	21
Didn't have the time	70	2	2	26	40	-	2	-	-	2	-	-	16	10	10	19	12
Not worth the hassle	307	4	7	139	157	-	2	2	3	2	2	-	92	48	49	54	54
Wouldn't change anything anyway	183	7	3	87	86	-	*	7	-	2	1	-	46	42	30	24	32
The problem was sorted without needing to complain	146	-	-	77	70	-	-	-	-	-	-	-	42	34	26	12	32
Not a major issue	295	-	-	135	160	-	-	*	-	-	-	-	75	60	55	53	52
Any other reason (please specify)	62	3	-	28	21	1	-	2	-	-	-	-	17	11	3	8	10
I don't know	39	-	-	20	19	-	-	-	-	-	-	-	12	8	5	4	10
	5%	-	-	5%	4%	-	-	-	-	-	-	-	5%	5%	4%	3%	6%

Routing changed from Q3 2022  
 Proportions: Nears; Columns: Tested (5% risk level) - a-b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QF8. In the last 12 months, have you made a complaint to anyone else about any letters or cards you've sent or received from the Royal Mail?

Base : Those who has cause to complain to Royal Mail about its services in the last 12 months

Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	311	-	311	102	85	166	143	54	49	82	37	45	28	16	103	119	89	44	275	33	311
Weighted Base	397	-**	397	156*	98*	234	160*	77*	57*	122*	45**	49**	22**	25**	134*	167*	95*	46**	327	67**	311
Effective Base	190	-	190	67	50	104	87	36	30	51	24	27	13	12	66	74	51	24	161	28	311
Yes - over the counter at the Post Office	143	-	143	94	18	103	40	34	25	68	9	3	-	4	59	77	6	4	108	33	95
	36%	-	36%	69% <sup>d</sup>	19%	44% <sup>f</sup>	25%	44%	44%	56%	20%	6%	-	15%	44% <sup>n</sup>	46% <sup>o</sup>	7%	8%	33%	49%	31%
Yes - by phone/ letter/ email to the Post Office	119	-	119	77	17	81	38	31	25	48	4	9	1	2	55	53	11	2	87	32	69
	30%	-	30%	52% <sup>d</sup>	17%	34%	24%	40%	43%	40%	9%	18%	4%	6%	41% <sup>n</sup>	31% <sup>o</sup>	12%	5%	27%	46%	22%
Yes - to the regulator (Ofcom)	25	-	25	13	7	17	8	5	8	5	3	4	-	-	13	8	4	-	19	5	16
	6%	-	6%	8%	7%	7%	5%	7%	14%	4%	6%	8%	-	-	10%	5%	4%	-	6%	8%	5%
Yes - to Citizens Advice Bureau	11	-	11	9	*	9	2	1	7	2	1	-	-	-	8	3	-	-	10	1	11
	3%	-	3%	6%	*	4%	1%	1%	12% <sup>h</sup>	2%	2%	-	-	-	6%	2%	-	-	3%	1%	4%
Yes - to someone else (please specify)	17	-	17	-	3	5	11	-	-	2	6	2	1	5	8	9	-	7	17	-	17
	4%	-	4%	-	3%	2%	7%	-	-	2%	14%	5%	5%	23%	-	5%	-	14%	5%	-	3%
No	146	-	146	14	57	74	72	14	14	29	22	33	20	14	27	51	67	34	135	10	135
	37%	-	37%	9%	59% <sup>c</sup>	31%	45%	18%	24%	24%	49%	68%	91%	57%	20%	31%	70% <sup>o</sup>	73%	41%	15%	43%
I don't know	1	-	1	-	*	*	1	-	-	1	-	-	-	-	1	-	-	-	1	-	2
	*	-	*	-	*	*	*	-	-	1%	-	-	-	-	1%	-	-	-	*	-	1%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QF8. In the last 12 months, have you made a complaint to anyone else about any letters or cards you've sent or received from the Royal Mail?

Table 157

Base : Those who has cause to complain to Royal Mail about its services in the last 12 months

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	311	107	93	58	53	200	111	197	111	40	30	84	76	61	190	40	259	-	-	-
Weighted Base	397	130*	101*	90*	76*	231	166*	276	117*	50**	42**	101*	92*	93*	235	50**	336	-**	-**	-**
Effective Base	190	57	55	40	39	111	79	120	72	27	22	52	43	36	117	27	157	-	-	-
Yes - over the counter at the Post Office	143	77	25	24	16	103	40	127	14	12	14	28	17	69	59	12	128	-	-	-
36%		69% <sup>abcde</sup>	25%	26%	22%	43% <sup>ef</sup>	24%	63% <sup>gh</sup>	12%	24%	33%	28%	19%	74% <sup>lmn</sup>	29%	24%	38%	-	-	-
Yes - by phone/ letter/ email to the Post Office	119	49	26	22	22	75	44	105	14	13	9	22	35	41	65	13	105	-	-	-
30%		38%	26%	25%	29%	32%	27%	37% <sup>gh</sup>	12%	26%	20%	22%	38%	44% <sup>lm</sup>	28%	26%	32%	-	-	-
Yes - to the regulator (Ofcom)	25	8	7	7	3	15	10	18	7	3	-	12	4	6	15	3	22	-	-	-
6%		6%	7%	7%	4%	6%	6%	7%	6%	6%	-	12%	4%	7%	6%	6%	6%	-	-	-
Yes - to Citizens Advice Bureau	11	2	2	6	-	4	6	10	1	-	-	4	1	4	6	-	9	-	-	-
3%		2%	2%	7%	-	2%	4%	4%	1%	1%	-	4%	1%	4%	2%	1%	3%	-	-	-
Yes - to someone else (please specify)	17	-	3	6	8	3	14	3	14	5	2	6	5	-	13	-	13	-	-	-
4%		-	3%	6%	11% <sup>ab</sup>	2%	8% <sup>ab</sup>	1%	12% <sup>gh</sup>	9%	4%	6%	5%	-	5%	9%	4%	-	-	-
No	146	27	47	43	30	73	72	76	70	21	23	42	38	7	103	21	118	-	-	-
37%		20%	46% <sup>abc</sup>	47% <sup>abc</sup>	39% <sup>abc</sup>	32%	44%	27%	60% <sup>gh</sup>	42%	56%	42% <sup>lm</sup>	41% <sup>lm</sup>	7%	44% <sup>lm</sup>	42%	35%	-	-	-
I don't know	1	-	-	-	1	-	1	-	1	1	-	-	-	-	-	1	-	-	-	-
*		-	-	-	1%	-	1%	-	1%	2%	-	-	-	-	-	2%	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - abc|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QF8. In the last 12 months, have you made a complaint to anyone else about any letters or cards you've sent or received from the Royal Mail?

Base : Those who has cause to complain to Royal Mail about its services in the last 12 months

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	311	236	75	34	183	39	47	42	10	21	15	21	17	18	33	29	19	3	36
Weighted Base	397	357	39**	15**	353	17**	14**	12**	9**	43**	20**	34**	30**	27**	87**	72**	32**	2**	15**
Effective Base	190	165	27	12	156	22	28	22	9	20	13	20	15	16	31	25	17	1	22
Yes - over the counter at the Post Office	143	136	7	3	127	7	5	4	2	10	4	18	8	-	56	15	12	2	5
36%	36%	38%	17%	21%	36%	41%	37%	33%	28%	24%	20%	54%	28%	-	65%	21%	38%	81%	35%
Yes - by phone/ letter/ email to the Post Office	119	112	7	4	111	3	1	3	2	5	5	7	13	4	46	25	3	-	3
30%	30%	31%	16%	25%	31%	20%	9%	28%	25%	13%	23%	20%	45%	16%	54%	35%	9%	-	22%
Yes - to the regulator (Ofcom)	25	23	2	-	23	2	-	-	2	2	-	1	7	3	8	-	-	-	2
6%	6%	6%	4%	1%	6%	11%	1%	-	17%	4%	-	4%	22%	11%	10%	-	-	-	12%
Yes - to Citizens Advice Bureau	11	10	-	-	9	1	1	-	1	-	1	-	5	2	-	-	-	-	1
3%	3%	-	-	-	2%	3%	7%	2%	10%	-	6%	-	16%	7%	-	-	-	-	4%
Yes - to someone else (please specify)	17	17	1	-	15	-	2	-	-	2	-	-	-	3	2	4	4	-	-
4%	4%	5%	2%	3%	4%	3%	14%	1%	-	4%	-	-	-	12%	2%	6%	11%	-	3%
No	146	119	26	8	128	6	5	6	3	24	10	11	9	18	5	34	14	-	6
37%	37%	33%	67%	53%	36%	38%	36%	47%	30%	55%	51%	33%	31%	66%	6%	47%	45%	19%	40%
I don't know	1	1	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	2%	-	6%	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QF8. In the last 12 months, have you made a complaint to anyone else about any letters or cards you've sent or received from the Royal Mail?

Base : Those who has cause to complain to Royal Mail about its services in the last 12 months

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	311	100	17	54	102	121	36	31	19	223	50	108	117	42	26	15	225	41	-	-
Weighted Base	397	97*	22**	53*	150*	142**	56**	32**	15**	292	47*	131*	159*	65*	29**	9**	290	38**	-**	-**
Effective Base	190	55	11	30	65	69	26	23	9	133	32	62	72	31	18	6	134	25	-	-
Yes - over the counter at the Post Office	143	20	5	6	88	40	8	5	1	128	6	62	61	14	4	-	123	5	-	-
36%	20%	23%	11%	53% <sup>ab</sup>	28%	14%	10%	6%	43% <sup>cd</sup>	13%	47% <sup>de</sup>	38%	21%	15%	5%	43% <sup>de</sup>	13%	-	-	
Yes - by phone/ letter/ email to the Post Office	119	13	4	2	58	32	17	12	1	90	13	38	57	11	8	3	95	11	-	-
30%	13%	18%	3%	38%	23%	30%	37%	4%	31%	27%	29%	36%	17%	28%	34%	33%	30%	-	-	
Yes - to the regulator (Ofcom)	25	-	-	-	11	5	6	3	-	16	3	3	13	5	3	-	16	3	-	-
Yes - to Citizens Advice Bureau	11	3	-	-	8	4	2	-	1	8	1	3	6	-	2	9	2	-	-	
3%	3%	-	-	6%	4%	4%	-	5%	3%	2%	2%	4%	-	-	19%	3%	4%	-	-	
Yes - to someone else (please specify)	17	10	1	9	9	8	-	1	-	16	1	11	3	1	2	14	2	-	-	
4%	10%	6%	16%	6%	5%	-	4%	-	6%	3%	8%	2%	2%	6%	1%	5%	5%	-	-	
No	146	59	14	36	33	60	28	11	13	93	25	36	57	33	15	4	93	19	-	-
37%	61%	62%	69%	22%	42% <sup>de</sup>	50%	35%	8%	32%	62% <sup>de</sup>	27%	36%	21% <sup>de</sup>	50%	46%	32%	49%	-	-	
I don't know	1	1	1	1	-	-	1	-	-	-	-	-	1	-	-	1	-	-	-	-
1	1%	2%	1%	-	-	1%	-	-	-	-	-	-	1%	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



PRE\_QF8. In the last 12 months, have you made a complaint to anyone else about any letters or cards you've sent or received from the Royal Mail?

Base : Those who has cause to complain to Royal Mail about its services in the last 12 months

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	311	44	260	7	136	153	22	287	19	4	1	310	-
Weighted Base	397	65**	326	5**	185*	182*	30**	362	29**	4**	2**	395	**
Effective Base	190	29	158	3	83	92	15	172	14	3	1	189	-
Yes - over the counter at the Post Office	143	39	104	-	93	43	7	139	4	-	-	143	-
36%	59%	32%	-	23%	23%	29%		38%	14%	-	-	36%	-
Yes - by phone/ letter/ email to the Post Office	119	32	84	3	62	48	9	99	18	-	2	117	-
30%	48%	26%	63%	34%	26%	29%		27%	62%	-	100%	30%	-
Yes - to the regulator (Ofcom)	25	10	15	-	16	7	2	16	5	1	2	23	-
6%	16%	4%	-	9%	4%	6%		5%	17%	36%	100%	6%	-
Yes - to Citizens Advice Bureau	11	3	8	-	9	2	-	8	2	1	-	11	-
3%	5%	2%	-	6%	1%	2%		2%	5%	16%	-	3%	-
Yes - to someone else (please specify)	17	5	13	-	11	6	-	17	-	-	-	17	-
4%	7%	4%	-	6%	3%	1%		5%	-	-	-	4%	-
No	146	8	136	2	46	88	12	141	2	2	-	146	-
37%	13%	42%	37%	25%	23%	40%		39%	8%	48%	-	37%	-
I don't know	1	-	1	-	1	-	-	1	-	-	-	1	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QF8. In the last 12 months, have you made a complaint to anyone else about any letters or cards you've sent or received from the Royal Mail?

Table 157

Base : Those who has cause to complain to Royal Mail about its services in the last 12 months

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	311	150	161	-	-	55	40	55	51	57	53	-	-	-	-	-
Weighted Base	397	188*	209	**	**	65**	51**	72*	70*	76*	62*	**	**	**	**	**
Effective Base	190	85	105	-	-	30	23	32	33	38	35	-	-	-	-	-
Yes - over the counter at the Post Office	143	64	79	-	-	22	17	25	30	30	19	-	-	-	-	-
	36%	34%	38%	-	-	33%	34%	35%	42%	39%	30%	-	-	-	-	-
Yes - by phone/ letter/ email to the Post Office	119	51	68	-	-	15	16	19	34	14	20	-	-	-	-	-
	30%	27%	33%	-	-	24%	32%	26%	40% <b>(i)</b>	19%	32%	-	-	-	-	-
Yes - to the regulator (Ofcom)	25	15	10	-	-	3	7	5	3	2	6	-	-	-	-	-
	6%	8%	5%	-	-	4%	14%	7%	4%	3%	9%	-	-	-	-	-
Yes - to Citizens Advice Bureau	11	4	6	-	-	4	-	-	3	1	3	-	-	-	-	-
	3%	2%	3%	-	-	7%	-	-	4%	1%	4%	-	-	-	-	-
Yes - to someone else (please specify)	17	13	5	-	-	7	3	3	*	1	3	-	-	-	-	-
	4%	7%	2%	-	-	10%	7%	4%	*	2%	5%	-	-	-	-	-
No	146	75	71	-	-	28	18	28	24	30	17	-	-	-	-	-
	37%	40%	34%	-	-	43%	36%	39%	34%	39%	27%	-	-	-	-	-
I don't know	1	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-
	*	-	*	-	-	-	-	1%	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Yes/No (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QF8. In the last 12 months, have you made a complaint to anyone else about any letters or cards you've sent or received from the Royal Mail?

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	2580	-	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Yes - over the counter at the Post Office	130	-	60	70	68	62	45	38	29	5	8	2	3	83	34	12	5	111	17	101
5%	-	5%	15% <sup>d</sup>	3%	5%	5%	12% <sup>kjklm</sup>	11% <sup>kjklm</sup>	6% <sup>kjklm</sup>	2%	2%	1%	1%	12% <sup>opq</sup>	4% <sup>opq</sup>	1%	1%	5%	6%	4%
Yes - by phone/ letter/ email to the Post Office	108	-	62	46	62	46	20	31	35	10	1	*	1	60	45	3	2	85	23	82
4%	-	4%	15% <sup>d</sup>	2%	5%	4%	3% <sup>kjklm</sup>	2% <sup>kjklm</sup>	1% <sup>kjklm</sup>	3% <sup>k</sup>	*	*	*	2% <sup>opq</sup>	2% <sup>opq</sup>	*	*	4%	3%	3%
Yes - to the regulator (Ofcom)	59	-	22	38	40	19	19	21	6	6	1	4	1	40	13	7	5	51	8	44
2%	-	2%	3% <sup>d</sup>	2%	3% <sup>f</sup>	1%	6% <sup>kjklm</sup>	6% <sup>kjklm</sup>	1%	2%	*	1%	*	6% <sup>opq</sup>	2%	1%	1%	2%	3%	2%
Yes - to Citizens Advice Bureau	60	-	36	24	47	13	10	29	16	4	*	*	1	39	20	2	1	48	13	50
2%	-	2%	9% <sup>d</sup>	1%	4% <sup>f</sup>	1%	3% <sup>k</sup>	6% <sup>kjklm</sup>	3% <sup>k</sup>	1%	*	*	*	6% <sup>opq</sup>	2% <sup>opq</sup>	*	*	2%	4%	2%
Yes - to someone else (please specify)	12	-	1	11	*	12	2	2	*	*	*	1	7	4	*	8	8	12	*	15
1	-	1	1%	1%	3% <sup>f</sup>	1%	*	1%	*	*	*	*	3% <sup>kjklm</sup>	1%	*	1%	1%	1%	*	1%
No	2170	-	248	1922	1046	1118	233	237	396	290	460	303	252	470	685	1014	554	1917	242	2240
84%	-	84%	64%	88% <sup>c</sup>	83%	85%	68%	68%	81% <sup>gh</sup>	87% <sup>gh</sup>	94% <sup>ghij</sup>	95% <sup>ghij</sup>	96% <sup>ghij</sup>	68%	83% <sup>klm</sup>	98% <sup>klm</sup>	98% <sup>klm</sup>	85%	80%	87%
I don't know	116	-	8	107	49	64	31	10	23	23	18	9	2	41	46	28	11	93	17	104
4%	-	4%	2%	5%	4%	5%	9% <sup>klm</sup>	3%	9% <sup>klm</sup>	7% <sup>klm</sup>	4%	3%	1%	9% <sup>opq</sup>	6% <sup>opq</sup>	3%	2%	4%	6%	4%

Proportions/Mean: Columns Yes/No (5% risk level) - ab - cd - ef - gh/ij/klm - no/pq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QF8. In the last 12 months, have you made a complaint to anyone else about any letters or cards you've sent or received from the Royal Mail?

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Yes - over the counter at the Post Office	130	52	28	28	21	80	50	101	25	21	23	42	19	21	84	23	105	50	75	6
Yes - by phone/ letter/ email to the Post Office	108	30	33	27	17	63	45	89	19	11	19	36	27	15	61	11	96	43	56	9
Yes - to the regulator (Ofcom)	59	18	22	13	7	40	20	48	11	4	8	17	17	12	42	4	54	14	43	2
Yes - to Citizens Advice Bureau	2%	4%	3%	2%	1%	3%	2%	3%	1%	1%	2%	2%	2%	3%	2%	1%	2%	3%	2%	2%
Yes - to someone else (please specify)	12	2	6	-	3	9	3	3	9	2	3	4	1	2	8	2	10	1	11	-
No	2170	362	732	453	623	1094	1076	1246	909	231	261	563	653	335	1477	233	1839	408	1664	98
I don't know	116	21	27	35	33	48	68	77	34	11	16	29	15	19	60	12	78	17	76	22
	4%	4%	3%	5%	5%	4%	5%	5%	3%	4%	5%	4%	2%	5%	3%	4%	4%	3%	4%	11%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QF8. In the last 12 months, have you made a complaint to anyone else about any letters or cards you've sent or received from the Royal Mail?

Base : All participants

	Rurality			Nation				Region											
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	136	144	140	133	24	166	
Yes - over the counter at the Post Office	130	120	10	3	117	5	4	3	4	17	11	10	13	5	32	16	10	1	4
Yes - by phone/ letter/ email to the Post Office	106	100	8	1	99	5	3	2	3	14	14	6	19	3	18	19	3	-	4
Yes - to the regulator (Ofcom)	59	59	1	*	49	8	1	1	2	8	9	1	5	3	8	13	-	-	8
Yes - to Citizens Advice Bureau	60	57	3	1	54	2	1	3	3	11	6	3	5	3	9	10	3	-	2
Yes - to someone else (please specify)	12	6	6	1	10	1	-	1	-	1	2	-	-	2	3	2	2	1	1
No	2170	1847	323	70	1809	190	109	62	89	231	178	161	185	217	255	284	200	22	168
I don't know	116	103	13	1	100	8	6	2	5	14	5	10	13	10	31	8	4	-	8
	4%	5%	4%	2%	5%	4%	5%	2%	4%	5%	3%	6%	6%	4%	7%	2%	2%	-	4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QF8. In the last 12 months, have you made a complaint to anyone else about any letters or cards you've sent or received from the Royal Mail?

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Yes - over the counter at the Post Office	130	26	2	9	39	56	22	7	6	95	13	37	43	33	15	2	80	17	102	28
Yes - by phone/ letter/ email to the Post Office	108	23	1	5	31	38	35	2	2	69	4	37	51	15	5	1	88	5	92	16
Yes - to the regulator (Ofcom)	49	9	*	2	11	20	19	8	2	31	9	11	31	14	3	1	41	5	54	5
Yes - to Citizens Advice Bureau	60	9	-	4	17	18	13	12	-	35	12	20	18	10	5	5	38	11	54	6
Yes - to someone else (please specify)	12	4	*	4	8	2	*	-	-	11	-	1	6	2	-	2	7	2	1	11
No	2170	843	89	411	774	900	296	127	57	1674	184	963	881	202	89	24	1844	113	564	1606
I don't know	116	23	4	4	20	31	38	14	10	52	24	39	35	33	3	4	73	7	32	83
	4%	2%	4%	1%	2%	3%	9%del	9%del	14%del	3%	10%del	4%	3%	11%del	3%	1%	3%	5%	4%	5%

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(o)(p)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF8. In the last 12 months, have you made a complaint to anyone else about any letters or cards you've sent or received from the Royal Mail?

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Yes - over the counter at the Post Office	130	12	114	3	62	53	14	98	18	11	2	127	1
	9%	8%	5%	8%	8%	3%	1%	4%	12%	35%	34%	5%	8%
Yes - by phone/ letter/ email to the Post Office	108	7	95	7	51	47	10	90	15	3	-	108	-
	4%	4%	4%	17%	7%	3%	7%	4%	24%	10%	-	4%	-
Yes - to the regulator (Ofcom)	59	4	54	2	18	34	7	42	14	4	-	59	-
	2%	3%	2%	4%	3%	2%	5%	2%	22%	13%	-	2%	-
Yes - to Citizens Advice Bureau	60	11	45	4	24	30	6	48	10	2	-	60	-
	2%	7%	2%	10%	3%	2%	4%	2%	15%	6%	-	2%	-
Yes - to someone else (please specify)	12	-	11	1	2	10	-	12	-	-	-	12	-
	-	-	3%	-	-	1%	-	-	-	-	-	-	-
No	2170	112	2038	20	559	1522	89	2136	14	14	4	2164	3
	84%	72%	83%	52%	78%	88%	64%	87%	22%	45%	66%	83%	19%
I don't know	116	9	100	6	23	68	24	101	-	4	-	105	11
	4%	6%	4%	16%	3%	4%	17%	4%	-	13%	-	4%	73%

Proportions/Mean: Columns Yes/No (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QF8. In the last 12 months, have you made a complaint to anyone else about any letters or cards you've sent or received from the Royal Mail?

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	1290	1290	-	-	-	-	-	-	-	850	430	430	430	430
Weighted Base	2580	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Yes - over the counter at the Post Office	130	-	66	64	-	-	-	-	-	-	-	46	20	27	18	18
	5%	-	5%	5%	-	-	-	-	-	-	-	6%	4%	6%	4%	4%
Yes - by phone/ letter/ email to the Post Office	108	-	57	51	-	-	-	-	-	-	-	33	24	11	23	17
	4%	-	4%	4%	-	-	-	-	-	-	-	4%	5%	3%	5%	4%
Yes - to the regulator (Ofcom)	59	-	35	25	-	-	-	-	-	-	-	13	22	5	10	9
	2%	-	3%	2%	-	-	-	-	-	-	-	2%	3%	1%	2%	2%
Yes - to Citizens Advice Bureau	60	-	33	27	-	-	-	-	-	-	-	27	6	11	9	8
	2%	-	3%	2%	-	-	-	-	-	-	-	3%	1%	2%	2%	2%
Yes - to someone else (please specify)	12	-	11	1	-	-	-	-	-	-	-	5	6	-	-	-
	*	-	1%	*	-	-	-	-	-	-	-	1%	1%	-	-	-
No	2170	-	1080	1090	-	-	-	-	-	-	-	689	391	375	352	363
	84%	-	84%	84%	-	-	-	-	-	-	-	84%	83%	86%	85%	83%
I don't know	116	-	55	60	-	-	-	-	-	-	-	31	25	19	16	26
	4%	-	4%	5%	-	-	-	-	-	-	-	4%	5%	4%	4%	6%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



QG1\_1. Approximately how many of the following have you sent in the last month?  
 Invitations, greetings cards and postcards

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5160	-	5160	618	2818	2460	2683	650	667	963	696	983	731	470	1317	1659	2184	1201	4780	346	5160
Weighted Base	5160	**	5160	699	2830	2513	2627	689	651	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5160
Effective Base	2868	-	2868	356	1606	1396	1460	375	379	549	403	553	349	266	753	952	1163	614	2589	262	5160
None	2613	-	2613	274	1515	1378	1218	409	357	566	361	465	268	188	766	926	921	456	2265	313	2708
51%	51%	-	51%	39%	54%	55%	46%	59%	55%	56%	50%	50%	42%	36%	57%	53%	44%	39%	49%	59%	52%
1-2	1601	-	1601	288	846	746	855	227	209	297	242	285	199	142	436	539	626	342	1450	147	1495
31%	31%	-	31%	31%	30%	30%	33%	33%	32%	29%	34%	31%	31%	27%	32%	31%	30%	29%	32%	28%	29%
3-4	443	-	443	70	222	181	260	31	48	78	61	75	73	77	79	139	225	150	410	33	446
9%	9%	-	9%	10%	8%	7%	10%	4%	7%	9%	8%	9%	12%	15%	6%	8%	11%	13%	9%	6%	9%
5-10	306	-	306	55	153	133	173	17	25	60	46	63	41	53	42	106	158	94	283	23	323
6%	6%	-	6%	8%	5%	5%	7%	3%	4%	6%	6%	7%	6%	10%	3%	6%	8%	8%	6%	4%	6%
11-20	89	-	89	8	43	42	46	4	10	10	18	21	23	13	13	62	44	76	18	12	85
2%	2%	-	2%	1%	2%	2%	2%	1%	1%	1%	2%	3%	3%	1%	1%	3%	4%	2%	2%	2%	2%
21+	108	-	108	3	51	33	75	2	3	4	4	20	31	42	5	9	94	74	106	2	103
2%	2%	-	2%	2%	3%	3%	3%	1%	1%	2%	2%	5%	6%	6%	1%	1%	5%	6%	2%	2%	2%
Any Sent (non-zero entry)	2547	-	2547	425	1315	1135	1409	280	294	451	356	461	366	338	574	807	1166	704	2324	218	2452
49%	49%	-	49%	61%	46%	45%	54%	41%	45%	44%	50%	50%	58%	64%	43%	47%	56%	61%	51%	41%	48%
<b>Total Mean (including those not Sending any)</b>																					
Mean	2.30	-	2.30	1.86	2.11	1.82	2.76e	0.90	1.53g	1.37g	1.56g	2.28gh	3.51ghijk	6.41ghijkl	1.21	1.46	3.70no	4.83nop	2.43s	1.35	2.16
Std Dev.	7.13	-	7.13	4.42	6.81	5.60	8.33	2.05	5.25	2.94	4.81	5.93	7.92	15.81	3.96	3.83	10.02	12.23	7.48	3.14	6.37
Std Error	0.10	-	0.10	0.18	0.13	0.11	0.16	0.08	0.20	0.09	0.18	0.19	0.29	0.73	0.11	0.09	0.21	0.35	0.11	0.17	0.09
<b>Sending Mean (excluding those not Sending any)</b>																					
Mean	4.66	-	4.66	3.07	4.54c	4.04	5.16e	2.21	3.39	3.09g	3.19	4.58gj	6.09ghj	9.97ghijkl	2.81	3.13	6.62no	7.95no	4.79	3.30	4.54
Std Dev.	9.60	-	9.60	5.34	9.42	7.79	10.83	2.73	7.41	3.77	6.44	7.76	9.65	18.80	5.66	5.12	12.66	14.89	9.95	4.20	8.64
Std Error	0.19	-	0.19	0.29	0.26	0.24	0.29	0.18	0.45	0.18	0.35	0.35	0.49	1.11	0.25	0.19	0.37	0.57	0.21	0.37	0.17

Proportions/Mean: Column Test (5% risk level) - ab - cd - eij - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG1\_1. Approximately how many of the following have you sent in the last month?  
Invitations, greetings cards and postcards

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5160	1262	1543	1046	1309	2805	2355	2833	2252	599	627	1307	1402	884	3336	607	4287	541	1930	108
Weighted Base	5160	945	1594	1177	1445	2539	2621	3074	2012	639	658	1339	1372	814	3369	647	4250	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1443	1593	1261	345	370	774	759	427	1903	350	2367	317	1096	69
None	2613	442	746	599	827	1188	1426	1633	945	347	347	657	692	388	1696	349	2116	292	1092	83
	51%	47%	47%	51%	47%	47%	47%	47%	47%	54%	53%	49%	50%	48%	50%	54%	50%	55%	57%	63%
1-2	1601	317	543	346	394	861	740	1002	581	174	189	439	432	260	1058	177	1361	148	566	33
	31%	34% <sup>ud</sup>	34% <sup>ud</sup>	29%	27%	34% <sup>ud</sup>	28%	33% <sup>uh</sup>	29%	27%	29%	33%	31%	24% <sup>ud</sup>	31%	27%	32%	28%	29%	25%
3-4	443	87	144	105	107	231	212	224	208	48	55	135	115	66	305	51	373	50	142	5
	9%	9%	9%	9%	7%	9%	8%	7%	10% <sup>uh</sup>	7%	7%	10%	8%	8%	9%	8%	9%	9%	7%	4%
5-10	306	72	79	76	78	152	154	156	146	42	43	69	66	56	179	42	239	21	75	8
	6%	6% <sup>uh</sup>	5%	6%	5%	6%	6%	5%	6% <sup>uh</sup>	5%	5%	7%	5%	7%	5%	6%	6%	4%	4%	6%
11-20	89	16	27	28	19	42	47	42	45	15	13	12	28	17	53	15	71	14	19	2
	2%	2%	2%	2%	1%	2%	2%	1%	2%	2%	2%	1%	2%	2%	2%	2%	2%	3% <sup>uh</sup>	1%	1%
21+	108	12	53	22	21	65	43	18	87	13	11	27	40	6	78	13	90	5	33	1
	2%	1%	3% <sup>uh</sup>	2%	1%	3%	2%	1%	4% <sup>uh</sup>	2%	2%	2%	3% <sup>uh</sup>	1%	2% <sup>uh</sup>	2%	2%	1%	2%	1%
Any Sent (non-zero entry)	2547	504	847	578	618	1351	1196	1441	1067	292	310	682	681	426	1673	298	2134	237	826	49
	49%	43% <sup>ud</sup>	43% <sup>ud</sup>	49% <sup>ud</sup>	43%	43% <sup>ud</sup>	46%	47%	43% <sup>uh</sup>	46%	47%	51%	50%	52%	50%	46%	50%	45%	43%	37%
Total Mean (including those not Sending any)	2.30	2.09	2.30 <sup>ud</sup>	2.25	1.92	2.09 <sup>ud</sup>	2.02	1.56	2.41 <sup>uh</sup>	2.16	1.99	2.13	2.16 <sup>uh</sup>	1.76	2.35	2.15	2.33	1.84	1.86	1.75
Mean	7.13	5.74	9.45	6.11	5.56	8.27	5.81	4.68	9.87	5.65	5.12	6.79	8.30	4.00	7.18	5.61	7.36	4.97	6.93	6.70
Std Dev	0.10	0.16	0.24	0.19	0.15	0.16	0.12	0.09	0.20	0.23	0.20	0.19	0.22	0.13	0.12	0.23	0.11	0.21	0.16	0.64
Std Error	4.66	3.91	5.42	4.59	4.27	4.86	4.42	3.32	6.43 <sup>uh</sup>	4.72 <sup>uh</sup>	4.22	4.16	5.64 <sup>uh</sup>	3.37	4.97 <sup>uh</sup>	4.67	4.64	4.11	4.33	4.70
Mean	9.60	7.39	12.42	8.06	7.56	10.84	7.97	6.40	12.53	7.61	6.80	9.05	11.11	5.02	9.62	7.54	9.86	6.70	10.05	10.41
Std Dev	0.19	0.29	0.45	0.36	0.34	0.29	0.25	0.18	0.37	0.48	0.40	0.35	0.42	0.25	0.24	0.47	0.22	0.46	0.35	1.71
Std Error																				

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QG1\_1. Approximately how many of the following have you sent in the last month?  
Invitations, greetings cards and postcards

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5160	3414	1746	783	2573	1047	851	689	278	283	285	283	287	288	294	291	284	176	871
Weighted Base	5160	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	380
Effective Base	2868	2431	440	154	2169	447	410	477	253	259	260	257	261	262	273	261	260	61	387
None	2613	2285	328	75	2202	210	121	81	112	289	197	197	257	218	345	365	223	19	190
	51%	31% <sup>abc</sup>	45%	39%	51%	48%	49%	37% <sup>def</sup>	33% <sup>gh</sup>	51%	46%	32% <sup>hij</sup>	33% <sup>klm</sup>	45%	51%	32% <sup>nop</sup>	50%	19	50%
1-2	1601	1377	224	83	1353	139	72	38	83	178	139	111	133	154	224	230	120	17	121
	31%	31%	31%	33%	41% <sup>abc</sup>	32%	29%	26%	30%	31%	33%	29%	32%	32%	33%	27%	27%	33%	32%
3-4	443	369	75	24	369	39	26	9	15	46	45	31	38	49	48	52	46	5	34
	9%	8%	10%	13%	8%	9%	11%	7%	7%	8%	11%	8%	8%	10%	7%	10%	10%	5	9%
5-10	306	264	42	14	242	33	22	8	9	31	30	28	11	34	41	27	33	7	26
	6%	6%	6%	7%	6%	8%	9%	6%	4%	6%	2%	2%	3%	4%	3%	4%	3%	1%	6%
11-20	89	72	17	5	75	6	4	4	5	12	8	5	1	13	11	13	7	2	5
	2%	2%	2%	3%	2%	2%	1%	3%	3%	2%	2%	1%	1%	3%	2%	2%	2%	4%	1%
21+	108	71	37	10	97	6	2	3	4	10	6	7	15	12	8	20	14	2	4
	2%	2%	3% <sup>abc</sup>	3% <sup>abc</sup>	2%	1%	1%	2%	2%	2%	1%	2%	3%	3%	3%	3%	3%	3%	1%
Any Sent (non-zero entry)	2547	2153	394	116	2136	223	126	62	98	277	228	179	198	262	332	342	220	33	190
	49%	49%	55% <sup>abc</sup>	61% <sup>abc</sup>	49% <sup>abc</sup>	52% <sup>abc</sup>	51% <sup>abc</sup>	43%	47%	49%	54% <sup>abc</sup>	48%	44%	55% <sup>abc</sup>	49%	48%	50%	33% <sup>abc</sup>	50%
<b>Total Mean (including those not Sending any)</b>																			
Mean	2.30	2.06	2.70 <sup>abc</sup>	3.37 <sup>abc</sup>	2.34	2.07	2.00	2.13	2.10	2.40	2.06	2.10	2.48	2.60	1.80	2.71	2.70	3.57 <sup>abc</sup>	1.85
Std Dev	7.13	6.17	11.27	10.39	7.41	5.08	5.13	6.75	5.80	8.59	4.55	6.37	10.75	6.18	4.61	8.94	7.34	7.85	4.54
Std Error	0.10	0.11	0.27	0.37	0.15	0.16	0.18	0.26	0.35	0.51	0.27	0.38	0.63	0.36	0.27	0.52	0.44	0.59	0.15
<b>Sending Mean (excluding those not Sending any)</b>																			
Mean	4.66	4.24	5.32 <sup>abc</sup>	6.52 <sup>abc</sup>	4.76	4.01	3.91	4.93	4.50	4.90	3.83	4.41	5.70	4.76	3.68	5.60	5.43	5.84	3.69
Std Dev	9.60	8.33	14.53	12.70	10.01	6.51	6.64	9.63	7.86	11.78	5.64	8.67	15.74	7.73	6.04	12.21	9.69	9.30	5.67
Std Error	0.19	0.21	0.49	0.64	0.29	0.28	0.33	0.57	0.71	1.01	0.46	0.77	1.44	0.63	0.51	1.03	0.82	0.94	0.28

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QG1\_1. Approximately how many of the following have you sent in the last month?  
Invitations, greetings cards and postcards

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5160	1853	217	967	1790	2081	747	334	173	3851	507	2068	2020	669	230	111	4088	341	744	1835
Weighted Base	5160	1805	237	880	1754	2020	817	354	165	3774	518	1961	2028	746	263	98*	3989	361	833	1746
Effective Base	2868	1012	121	530	946	1130	457	201	105	2075	305	1112	1108	402	144	67	2219	209	458	1024
None	2613	849	124	362	671	1000	541	230	132	1671	361	949	987	431	138	67	1936	205	445	1022
	51%	46%	52%	41%	38%	43%	43%	45%	44%	44%	43%	48%	49%	53%	52%	49%	49%	53%	53%	59%
1-2	1601	538	57	237	631	661	192	90	21	1292	111	635	651	204	85	15	1286	100	261	476
	37%	30%	24%	27%	38%	33%	23%	26%	13%	34%	21%	32%	32%	27%	15%	12%	32%	26%	31%	27%
3-4	443	168	18	106	201	181	39	20	2	382	22	174	178	55	22	9	352	31	65	131
	9%	9%	8%	12%	45%	41%	5%	6%	1%	10%	4%	9%	9%	7%	8%	9%	9%	8%	8%	8%
5-10	306	126	15	82	138	116	29	8	11	254	19	113	140	30	13	7	253	20	45	60
	6%	7%	7%	9%	45%	43%	4%	2%	7%	27%	4%	6%	6%	4%	5%	7%	6%	9%	5%	3%
11-20	89	53	15	35	47	33	7	2	-	80	2	39	39	7	3	1	78	3	12	22
	2%	3%	6%	4%	5%	4%	1%	1%	-	2%	-	2%	2%	1%	1%	1%	2%	1%	1%	1%
21+	108	71	8	57	67	29	8	3	-	96	4	52	32	19	2	*	84	3	4	35
	2%	4%	3%	6%	31%	27%	1%	1%	-	3%	1%	3%	2%	3%	1%	*	2%	1%	1%	23%
Any Sent (non-zero entry)	2547	956	114	518	1003	1020	275	124	33	2103	157	1013	1041	315	125	31	2053	166	388	725
	49%	53%	48%	59%	48%	48%	34%	35%	20%	56%	30%	52%	51%	42%	49%	32%	51%	43%	38%	47%
<b>Total Mean (including those not Sending any)</b>	<b>2.30</b>	<b>3.45</b>	<b>3.07</b>	<b>5.80a</b>	<b>3.66a(g,h)</b>	<b>1.31(h)</b>	1.14	1.41	0.69	<b>2.72a(g,h)</b>	1.18	2.65	2.13	2.23	1.81	1.14	2.39	1.63	1.49	2.03
Mean	7.13	10.14	6.98	12.71	10.19	4.86	3.86	6.36	2.10	7.85	5.39	8.01	5.69	8.96	5.71	3.37	6.93	5.19	3.82	7.52
Std Dev	0.10	0.24	0.47	0.41	0.24	0.11	0.14	0.35	0.16	0.13	0.24	0.18	0.13	0.35	0.38	0.32	0.11	0.28	0.14	0.18
Std Error	<b>Sending Mean (excluding those not Sending any)</b>	<b>4.66</b>	<b>6.52</b>	<b>6.43</b>	<b>8.49</b>	<b>5.32a(f)</b>	3.79	3.40	4.02	<b>4.88a</b>	3.89	5.13	4.15	5.28	3.80	3.57	4.63	3.76	3.21	<b>4.38a</b>
Mean	8.60	13.20	8.97	15.65	12.44	6.30	6.06	10.27	3.58	10.00	9.25	10.57	7.40	13.20	7.83	5.23	9.11	7.37	5.08	11.07
Std Dev	0.19	0.43	0.89	0.68	0.39	0.20	0.37	1.02	0.62	0.22	0.80	0.33	0.23	0.77	0.76	0.94	0.20	0.63	0.28	0.41
Std Error	Proportions: Means: Columns T tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s																			
	* small base																			

QG1\_1. Approximately how many of the following have you sent in the last month?  
Invitations, greetings cards and postcards

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5160	321	4763	76	1528	3306	326	5000	87	44	5	5131	24
Weighted Base	5160	335	4746	80*	1490	3348	322	4963	117**	47**	8**	5126	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2850	13
None	2613	156	2415	42	713	1720	180	2510	49	29	5	2589	20
	51%	47%	51%	53%	48%	51%	55%	51%	42%	63%	56%	51%	77%
1-2	1601	119	1459	24	471	1032	98	1524	55	13	4	1592	6
	31%	35%	31%	30%	32%	31%	30%	31%	47% <sup>sig</sup>	28%	44%	31%	23%
3-4	443	34	404	6	151	280	12	436	6	1	-	443	-
	9%	10%	9%	7%	10% <sup>sig</sup>	8% <sup>sig</sup>	4%	9%	5%	3%	-	9%	-
5-10	306	19	280	7	96	184	26	298	6	2	-	306	-
	6%	6%	6%	6%	6%	5%	8%	6%	6%	3%	-	6%	-
11-20	89	1	86	1	19	66	3	88	-	1	-	89	-
	2%	*	2%	2%	1%	2%	1%	2%	-	3%	-	2%	-
21+	108	6	102	-	40	65	2	108	-	-	-	108	-
	2%	2%	2%	-	3%	2%	1%	2%	-	-	-	2%	-
Any Sent (non-zero entry)	2547	178	2331	38	777	1826	142	2452	67	17	4	2537	6
	49%	53%	49%	47%	52% <sup>sig</sup>	49%	44%	49%	58%	37%	44%	49%	23%
<b>Total Mean (including those not Sending any)</b>													
Mean	2.30	2.13	2.33	1.36	2.85 <sup>sig</sup>	2.22	1.45	2.35	1.24	1.09	0.68	2.31	0.23
Std Dev	7.13	6.04	7.26	2.33	8.23	6.86	3.44	7.26	1.83	2.43	0.89	7.16	0.43
Std Error	0.10	0.34	0.11	0.27	0.21	0.12	0.19	0.10	0.20	0.37	0.40	0.10	0.09
<b>Sending Mean (excluding those not Sending any)</b>													
Mean	4.66	3.99	4.74	2.87	5.09	4.57	3.30	4.75	2.15	2.92	1.53	4.67	1.00
Std Dev	9.60	7.81	9.79	2.68	10.85	9.27	4.56	9.76	1.96	3.28	0.59	9.61	0.00
Std Error	0.19	0.61	0.21	0.47	0.39	0.24	0.38	0.20	0.28	0.88	0.41	0.19	0.00

Proportions/Mean: Column Test(s) (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QG1\_1. Approximately how many of the following have you sent in the last month?  
Invitations, greetings cards and postcards

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	5160	1290	1291	1290	1289	430	430	430	430	430	431	-	860	430	430	429	430
Weighted Base	5160	1290	1291	1290	1289	432	431	427	464	412	416	**	818	472	437	415	437
Effective Base	2868	661	732	726	755	215	220	226	251	240	242	-	475	253	249	248	259
None	2613	549	598	748	719	153	181	215	202	219	177	-	465	283	255	280	205
	51%	43%	46%	58%ab	56%ab	35%	42%	50%a	44%	53%ab	43%	-	57%efhjp	60%efghjp	59%efhjp	63%efghjip	47%e
1-2	1601	393	472	407	330	90	161	141	178	138	156	-	250	148	127	120	83
	31%	36%cd	37%abcd	32%cd	26%	21%	37%ef	33%ef	38%efnop	34%ef	37%efnop	-	32%ef	31%ef	29%ef	29%ef	19%
3-4	443	110	136	92	105	31	36	45	48	33	57	-	67	26	41	25	38
	9%	8%	11%bc	7%	8%	7%	8%	10%lm	10%	8%	14%eflmno	-	8%	5%	9%	6%	9%
5-10	306	123	78	39	66	67	34	22	36	17	25	-	27	12	9	10	48
	6%	10%abcd	6%bc	3%	9%bc	16%ghijklmno	6%lmno	5%	9%lmno	4%	6%bc	-	3%	2%	2%	2%	11%ghijklmno
11-20	89	53	2	4	31	41	8	4	1	1	1	-	*	3	3	*	27
	2%	4%abc	*	*	9%ghijklmno	2%hi	1%	-	*	*	*	-	*	1%	1%	*	8%ghijklmno
21+	108	63	6	*	39	50	13	-	2	4	*	-	*	-	3	-	37
	2%	5%abc	*	*	9%bc	12%ghijklmno	3%ghjlm	-	7	1%	*	-	*	-	1%	-	9%ghijklmno
Any Sent (non-zero entry)	2547	741	693	542	570	279	251	212	262	193	239	-	353	189	182	155	233
	49%	57%cd	54%cd	42%	44%	65%ghlmnop	58%lmno	50%lmo	56%lmno	47%o	57%lmno	-	43%	40%	42%	37%	53%lmno
<b>Total Mean (including those not Sending any)</b>																	
Mean	2.30	4.09bcd	1.40c	0.92	2.78bc	7.44ghijklmno	3.47ghjlmno	1.33lmo	1.63lmo	1.23o	1.41lmo	-	0.94	0.90	1.38	0.82	6.05ghijklmno
Std Dev.	7.13	10.29	2.88	1.76	9.02	12.48	11.73	2.15	3.16	2.72	1.97	-	1.54	2.08	5.79	1.50	13.72
Std Error	0.10	0.29	0.07	0.05	0.25	0.60	0.57	0.10	0.15	0.13	0.10	-	0.05	0.10	0.28	0.07	0.66
<b>Sending Mean (excluding those not Sending any)</b>																	
Mean	4.66	7.12bc	2.60	2.20	6.29bc	11.51ghijklmno	5.89ghjlmno	2.67i	2.71	2.63	2.46	-	2.17	2.26	3.30	2.19	11.38ghijklmno
Std Dev.	9.60	12.76	3.21	2.13	12.73	13.94	14.90	2.40	3.81	3.48	2.05	-	1.68	2.79	8.62	1.75	17.14
Std Error	0.19	0.48	0.12	0.09	0.54	0.85	0.96	0.17	0.25	0.25	0.13	-	0.09	0.22	0.67	0.14	1.13

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/fg/h/j/k/l/m/n/op  
\*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QG1\_2. Approximately how many of the following have you sent in the last month?  
Personal letters (e.g. to a friend or relative)

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5159	-	5159	617	2818	2460	2682	650	667	962	696	983	731	470	1317	1658	2184	1201	4779	346	5159
Weighted Base	5158	-**	5158	697	2830	2513	2625	689	651	1014	717	926	634	526	1341	1731	2087	1160	4588	531	5159
Effective Base	2867	-	2867	355	1606	1396	1459	375	379	548	403	553	349	266	753	951	1163	614	2588	262	5159
None	3797	-	3797	352	2196	1804	1977	456	452	752	546	738	469	386	907	1297	1593	855	3417	346	3898
74%	-	-	74%	51%	78% <b>u</b>	72%	75% <b>u</b>	66%	69%	74% <b>u</b>	76% <b>u</b>	80% <b>u</b>	74% <b>u</b>	73%	68%	75% <b>u</b>	76% <b>u</b>	74% <b>u</b>	74% <b>u</b>	65%	76%
1-2	1062	-	1062	234	515	554	508	177	165	183	143	144	138	112	342	328	394	250	921	137	1006
21%	-	-	21%	23% <b>u</b>	18%	22%	19%	23% <b>u</b>	23% <b>u</b>	18%	20%	16%	23% <b>u</b>	21% <b>u</b>	23% <b>u</b>	19%	19%	22%	20%	20% <b>u</b>	19%
3-4	179	-	179	57	74	95	80	35	22	33	18	30	21	59	51	69	39	157	22	148	
3%	-	-	3%	8% <b>u</b>	3%	4%	3%	5% <b>u</b>	3%	3%	3%	4%	3%	4%	3%	3%	3%	3%	3%	4%	3%
5-10	108	-	108	47	42	55	53	17	13	39	9	15	8	7	30	49	30	15	84	23	94
2%	-	-	2%	7% <b>u</b>	1%	2%	2%	2%	2%	4% <b>u</b>	1%	2%	1%	1%	2%	3% <b>u</b>	1%	1%	2%	4% <b>u</b>	2%
11-20	10	-	10	8	2	3	7	2	-	6	1	-	-	-	2	7	1	1	7	3	12
*	-	-	*	1% <b>u</b>	*	*	*	*	-	1%	*	-	-	-	*	*	*	*	*	*	*
21+	1	-	1	-	1	1	-	1	-	-	-	-	-	-	1	-	-	-	-	1	1
Any Sent (non-zero entry)	1361	-	1361	345	634	709	648	234	200	262	171	189	165	141	433	434	494	306	1171	185	1261
26%	-	-	26%	49% <b>u</b>	22%	28% <b>u</b>	25%	34% <b>u</b>	31% <b>u</b>	26% <b>u</b>	24%	20%	26% <b>u</b>	27% <b>u</b>	32% <b>u</b>	25%	24%	26%	26%	35% <b>u</b>	24%
<b>Total Mean (including those not Sending any)</b>																					
Mean	0.56	-	0.56	1.27 <b>d</b>	0.46	0.60	0.53	0.79 <b>kl</b>	0.60 <b>kl</b>	0.70 <b>kl</b>	0.43	0.39	0.48	0.53	0.70 <b>pp</b>	0.59 <b>p</b>	0.45	0.50	0.52	0.93 <b>r</b>	0.52
Std Dev.	1.45	-	1.45	2.27	1.43	1.48	1.92	1.20	1.94	1.17	1.02	1.13	1.19	1.61	1.67	1.10	1.16	1.30	2.37	1.43	
Std Error	0.02	-	0.02	0.09	0.02	0.03	0.08	0.05	0.06	0.04	0.03	0.04	0.05	0.04	0.04	0.02	0.03	0.02	0.13	0.02	
<b>Sending Mean (excluding those not Sending any)</b>																					
Mean	2.13	-	2.13	2.57 <b>d</b>	2.04	2.12	2.14	2.32	1.95	2.72 <b>hkl</b>	1.81	1.93	1.85	1.99	2.15	2.36 <b>p</b>	1.92	1.91	2.05	2.67 <b>r</b>	2.12
Std Dev.	2.16	-	2.16	2.66	2.06	2.00	2.32	2.70	1.43	3.02	1.81	1.47	1.55	1.56	2.21	2.64	1.52	1.56	1.87	3.40	2.22
Std Error	0.06	-	0.06	0.16	0.08	0.08	0.09	0.19	0.11	0.21	0.15	0.10	0.11	0.14	0.12	0.14	0.07	0.09	0.06	0.32	0.06

Proportions/Means: Columna Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QG1\_2. Approximately how many of the following have you sent in the last month?  
Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5159	1262	1543	1045	1309	2805	2354	2833	2251	599	627	1307	1401	884	3335	607	4286	541	1929	108
Weighted Base	5158	945	1594	1175	1445	2539	2620	3074	2010	639	658	1339	1371	814	3367	647	4248	530	1916	132*
Effective Base	2867	533	892	634	809	1425	1442	1593	1260	345	370	774	758	427	1902	350	2366	317	1095	69
None	3797	603	1228	811	1154	1832	1966	2219	1529	486	480	976	1021	564	2477	495	3089	408	1552	106
	74%	64%	77% <sup>ab</sup>	69%	69% <sup>bc</sup>	72%	75%	72%	74% <sup>cd</sup>	73%	73%	73%	75%	69%	74%	78%	73%	77%	81%	81%
1-2	1062	223	296	265	241	523	540	646	396	126	146	303	265	173	714	128	901	96	306	16
	21%	24% <sup>ab</sup>	19%	25% <sup>bc</sup>	17%	21%	21%	21%	20%	20%	23%	19%	21%	21%	21%	19%	21%	18%	16%	12%
3-4	179	70	45	35	29	115	64	119	57	16	27	34	49	41	109	16	154	22	42	5
	3%	7% <sup>ab</sup>	3%	3%	2%	8%	2%	4%	3%	2%	4%	3%	4%	5% <sup>ab</sup>	3%	2%	4%	4%	2%	4%
5-10	108	41	22	27	17	63	45	84	24	9	3	26	32	34	60	9	94	4	16	4
	2%	4% <sup>ab</sup>	7%	2%	1%	2%	2%	3% <sup>ab</sup>	1%	1%	+	2%	3%	4% <sup>ab</sup>	3%	1%	2%	1%	1%	3%
11-20	10	4	+	2	3	4	6	6	4	2	+	1	3	2	5	2	8	+	+	+
	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
21+	1	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
Any Sent (non-zero entry)	1361	342	365	363	291	707	654	856	481	153	178	363	349	250	890	153	1158	122	364	26
	26%	37% <sup>ab</sup>	23%	31% <sup>bc</sup>	20%	28%	25%	30% <sup>ab</sup>	24%	24%	27%	27%	25%	31% <sup>ab</sup>	26%	24%	27%	23%	19%	19%
<b>Total Mean (including those not Sending any)</b>																				
Mean	0.56	0.50 <sup>ab</sup>	0.47	0.53 <sup>bc</sup>	0.39	0.53 <sup>d</sup>	0.50	0.52 <sup>e</sup>	0.48	0.46	0.56	0.51	0.56	0.57 <sup>ab</sup>	0.54	0.45	0.59	0.41	0.35	0.45
Std Dev	1.46	1.88	1.33	1.45	1.20	1.57	1.32	1.50	1.38	1.24	1.71	1.21	1.47	1.73	1.43	1.23	1.50	0.91	0.86	1.23
Std Error	0.02	0.05	0.03	0.04	0.03	0.03	0.03	0.03	0.03	0.05	0.07	0.03	0.04	0.06	0.02	0.05	0.02	0.04	0.02	0.12
<b>Sending Mean (excluding those not Sending any)</b>																				
Mean	2.13	2.00 <sup>ab</sup>	2.04	2.04	1.95	2.26	2.00	2.21	2.00	1.91	2.08	1.90	2.20	2.20 <sup>ab</sup>	2.05	1.91	2.16	1.76	1.83	2.32
Std Dev	2.16	2.41	2.13	1.99	2.04	2.28	2.01	2.14	2.21	1.92	2.77	1.67	2.21	2.31	2.14	1.92	2.21	1.11	1.47	1.88
Std Error	0.06	0.12	0.12	0.12	0.13	0.09	0.09	0.08	0.10	0.17	0.22	0.09	0.12	0.16	0.07	0.17	0.07	0.10	0.08	0.46

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
+ small base



QG1\_2. Approximately how many of the following have you sent in the last month?  
Personal letters (e.g. to a friend or relative)

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5159	3413	1746	783	2572	1047	851	689	278	283	285	283	287	288	294	290	284	176	871
Weighted Base	5158	4436	722	191	4336	433	247	143	210	565	426	375	455	480	678	704	443	52*	380
Effective Base	2867	2430	440	154	2168	447	410	477	253	259	260	257	261	262	273	260	260	61	387
None	3797	3276	521	145	3175	333	187	102	155	406	325	288	339	366	454	523	321	36	297
	74%	74%	72%	76%	73%	77%	78%	72%	74%	72%	73%	74%	75%	74%	67%	74%	72%	69%	73%
1-2	1062	901	161	37	893	84	53	33	47	132	74	67	89	95	143	145	101	11	72
	21%	20%	22%	20%	21%	19%	21%	33%	22%	23%	17%	16%	20%	20%	21%	21%	23%	22%	19%
3-4	179	156	24	5	164	9	3	4	6	19	18	11	12	13	40	31	13	1	7
	3%	4%	3%	3%	4%	2%	1%	3%	3%	3%	4%	3%	3%	3%	6%	4%	3%	2%	2%
5-10	108	94	14	3	94	7	4	3	2	8	8	8	12	6	42	3	5	3	4
	2%	2%	2%	1%	2%	2%	2%	2%	1%	1%	2%	2%	3%	1%	6%	1%	1%	1%	1%
11-20	10	8	2	+	8	+	+	1	-	-	1	1	2	-	-	3	2	+	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
21+	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Any Sent (non-zero entry)	1361	1160	201	46	1161	100	60	41	55	160	101	88	116	114	224	182	122	16	84
	26%	26%	28%	24%	27%	23%	24%	28%	26%	28%	24%	23%	25%	24%	33%	26%	28%	31%	22%
<b>Total Mean (including those not Sending any)</b>																			
Mean	0.56	0.56	0.57	0.49	0.52	0.44	0.42	0.56	0.47	0.49	0.54	0.52	0.60	0.47	0.52	0.51	0.61	0.52	0.39
Std Dev	1.45	1.46	1.43	1.36	1.48	1.17	1.03	1.88	1.12	0.97	1.44	1.61	1.63	1.11	1.64	1.50	1.92	1.89	1.03
Std Error	0.02	0.02	0.03	0.05	0.03	0.04	0.04	0.07	0.07	0.06	0.09	0.10	0.10	0.07	0.10	0.09	0.11	0.14	0.03
<b>Sending Mean (excluding those not Sending any)</b>																			
Mean	2.13	2.15	2.03	2.07	2.17	1.93	1.74	2.53	1.78	1.74	2.30	2.22	2.35	2.00	2.50	1.98	2.19	2.61	1.80
Std Dev	2.16	2.17	2.09	2.14	2.19	1.76	1.46	2.91	1.58	1.09	2.18	2.71	2.51	1.46	1.91	2.40	3.15	2.68	1.52
Std Error	0.06	0.07	0.10	0.16	0.09	0.11	0.10	0.22	0.19	0.13	0.27	0.34	0.30	0.18	0.20	0.28	0.38	0.38	0.11

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
+ small base

QG1\_2. Approximately how many of the following have you sent in the last month?  
Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5199	1853	217	967	1790	2081	747	334	172	3851	506	2068	2019	669	230	111	4087	341	744	1834
Weighted Base	5158	1805	237	880	1754	2020	817	354	163	3774	517	1961	2026	746	263	98*	3987	361	833	1744
Effective Base	2867	1012	121	530	946	1130	457	201	104	2075	304	1112	1107	402	144	67	2218	209	458	1023
None	3797	1420	204	680	1183	1497	635	293	143	2679	436	1425	1456	568	206	86	2881	293	590	1475
	74%	79%	13% <sup>abc</sup>	77%	67%	74% <sup>cd</sup>	71% <sup>cd</sup>	63% <sup>de</sup>	63% <sup>de</sup>	71% <sup>de</sup>	61% <sup>de</sup>	73%	72%	76%	76%	8% <sup>almn</sup>	72%	61% <sup>klpq</sup>	71%	65% <sup>rs</sup>
1-2	1062	303	28	161	434	411	151	46	17	845	63	419	441	154	38	5	860	43	187	230
	21%	17%	12%	18%	25% <sup>efgh</sup>	20% <sup>ghj</sup>	18% <sup>ij</sup>	13%	11%	22% <sup>ghj</sup>	12%	21% <sup>oqq</sup>	22% <sup>noq</sup>	21% <sup>ooq</sup>	14%	6%	22% <sup>noq</sup>	12%	22% <sup>ks</sup>	13%
3-4	179	50	2	27	79	67	20	11	2	146	13	69	84	10	11	2	153	13	45	25
	3%	3%	1%	3%	5%	3%	2%	3%	1%	4%	3%	4% <sup>lm</sup>	4% <sup>lm</sup>	1%	4% <sup>lm</sup>	2%	4% <sup>lm</sup>	4%	5% <sup>ks</sup>	7%
5-10	108	30	2	11	50	44	10	3	*	94	4	43	40	13	7	4	84	11	10	13
	2%	2%	1%	1%	3% <sup>kl</sup>	2%	1%	1%	*	2%	1%	2%	2%	2%	3%	4%	2%	3%	1%	1%
11-20	10	2	2	1	7	2	1	-	-	9	-	4	5	1	-	-	9	-	*	*
	*	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
21+	1	-	-	-	1	-	-	-	-	1	-	-	-	-	1	-	-	1	-	-
	*	-	-	-	*	-	-	-	-	*	-	-	-	-	1% <sup>klpq</sup>	-	-	1% <sup>klpq</sup>	-	-
Any Sent (non-zero entry)	1361	385	33	200	571	524	182	61	20	1095	80	530	570	178	57	12	1106	69	243	269
	26%	21%	14%	23% <sup>ab</sup>	33% <sup>efghj</sup>	26% <sup>ghj</sup>	22% <sup>ghj</sup>	17%	12%	29% <sup>ghj</sup>	16%	27% <sup>ooq</sup>	28% <sup>ooq</sup>	24% <sup>oo</sup>	22%	2%	29% <sup>ooq</sup>	19%	29% <sup>ks</sup>	15%
<b>Total Mean (including those not Sending any)</b>																				
Mean	0.56	0.44	0.35	0.45	0.74 <sup>efghj</sup>	0.53 <sup>ghj</sup>	0.43	0.34	0.20	0.53 <sup>ghj</sup>	0.30	0.58	0.59 <sup>m</sup>	0.43	0.62	0.51	0.53 <sup>m</sup>	0.59	0.54 <sup>rs</sup>	0.28
Std Dev	1.45	1.24	1.52	1.15	1.80	1.32	1.19	0.91	0.63	1.56	0.83	1.40	1.43	1.23	2.22	1.82	1.42	2.12	1.08	0.90
Std Error	0.02	0.03	0.10	0.04	0.04	0.03	0.04	0.05	0.05	0.03	0.04	0.03	0.03	0.05	0.15	0.17	0.02	0.11	0.04	0.02
<b>Sending Mean (excluding those not Sending any)</b>																				
Mean	2.13	2.05	2.51	1.96	2.30	2.05	1.91	2.00	1.70	2.18	1.93	2.14	2.10	1.81	2.86	4.31	2.12	3.11 <sup>lmno</sup>	1.86	1.81
Std Dev	2.16	1.98	3.36	1.70	2.53	1.89	1.86	1.21	0.89	2.25	1.15	1.97	2.03	1.95	4.07	3.52	2.00	4.00	1.23	1.57
Std Error	0.06	0.10	0.55	0.11	0.11	0.09	0.15	0.17	0.18	0.07	0.13	0.09	0.09	0.16	0.58	0.91	0.06	0.50	0.09	0.09

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/gh/j/h - kl/mn/o/p/q - rs  
\* small base

QG1\_2. Approximately how many of the following have you sent in the last month?

Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5159	321	4762	76	1527	3306	326	5000	86	44	5	5130	24
Weighted Base	5158	335	4744	80*	1488	3346	322	4963	115*	47**	8**	5124	26**
Effective Base	2867	187	2635	45	849	1829	190	2763	59	28	5	2849	13
None	3797	204	3538	55	1026	2556	233	3681	54	37	6	3772	20
	74%	61%	75% <b>b</b>	69%	69%	78% <b>d</b>	72%	87% <b>h</b>	47%	78%	76%	87% <b>k</b>	75%
1-2	1062	93	952	18	346	644	72	998	45	10	2	1054	6
	21%	29% <b>b</b>	20%	22%	23% <b>e</b>	19%	22%	20%	40% <b>g</b>	22%	24%	21%	25%
3-4	179	28	151	1	69	101	9	167	12	-	-	179	-
	3%	8% <b>b</b>	3%	1%	5% <b>e</b>	3%	3%	3%	10% <b>g</b>	-	-	3%	-
5-10	108	8	94	6	39	61	8	106	2	-	-	106	-
	2%	2%	2%	7% <b>b</b>	3%	2%	2%	2%	2%	-	-	2%	-
11-20	10	2	8	-	6	3	1	10	-	-	-	10	-
	*	1%	*	-	*	*	*	*	-	-	-	*	-
21+	1	-	1	-	1	-	-	-	1	-	-	1	-
	*	-	*	-	*	-	-	-	1% <b>g</b>	-	-	*	-
Any Sent (non-zero entry)	1361	130	1206	25	462	810	90	1281	61	10	2	1353	6
	26%	39% <b>b</b>	25%	31%	31% <b>e</b>	24%	28%	26%	63% <b>g</b>	22%	24%	26%	25%
<b>Total Mean (including those not Sending any)</b>													
Mean	0.56	0.89% <b>b</b>	0.54	0.79	0.70% <b>e</b>	0.50	0.62	0.55	1.25% <b>g</b>	0.31	0.24	0.56	0.42
Std Dev.	1.45	1.75	1.42	1.77	1.68	1.31	1.64	1.41	2.91	0.63	0.45	1.46	0.78
Std Error	0.02	0.10	0.02	0.20	0.04	0.02	0.09	0.02	0.31	0.09	0.20	0.02	0.16
<b>Sending Mean (excluding those not Sending any)</b>													
Mean	2.13	2.28	2.11	2.56	2.25	2.06	2.22	2.13	2.34	1.40	1.00	2.14	1.70
Std Dev.	2.16	2.18	2.15	2.38	2.37	1.98	2.49	2.07	3.66	0.52	-	2.16	0.50
Std Error	0.06	0.20	0.06	0.51	0.11	0.07	0.27	0.06	0.56	0.16	-	0.06	0.25

Proportions/Mean: Column Test(s) (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG1\_2. Approximately how many of the following have you sent in the last month?  
Personal letters (e.g. to a friend or relative)

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5159	1290	1291	1289	1289	430	430	430	430	430	431	-	858	430	430	429	430
Weighted Base	5158	1290	1291	1288	1289	432	431	427	464	412	416	**	816	472	437	415	437
Effective Base	2867	661	732	725	755	215	220	226	251	240	242	-	474	253	249	248	259
None	3797	815	917	1042	1023	236	313	267	325	272	320	-	657	385	338	329	356
74%		63%	71%a	81%ab	79%ab	55%	72%ac	62%	70%a	69%a	77%agj	-	81%afghl	82%afghl	77%agj	79%afghl	81%afghl
1-2	1062	362	282	218	200	138	97	127	99	111	72	-	134	84	81	59	60
		28%bcd	22%cd	17%	16%	32%fglmnop	23%op	30%hlmnop	21%op	27%lmnop	17%	-	16%	18%	19%	14%	14%
3-4	179	62	47	22	43	28	12	22	21	19	7	-	19	3	14	23	12
	3%	3%c	4%c	2%	4%c	8%jlm	3%	5%jlm	4%lm	3%lm	2%	-	2%	1%	3%lm	4%lm	3%
5-10	108	49	36	6	17	30	8	11	15	8	13	-	6	*	4	5	9
	2%	4%cd	3%c	1%	1%	7%fglmnop	2%lm	3%lm	3%lm	2%lm	3%lm	-	1%	*	1%	1%	2%lm
11-20	10	1	8	*	-	*	1	-	4	-	4	-	*	*	-	-	-
	*	*	1%cd	-	-	*	*	-	1%	-	1%	-	*	*	-	-	-
21+	1	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Sent (non-zero entry)	1361	475	374	246	266	196	119	160	139	140	96	-	159	87	99	86	81
	26%	37%abcd	29%cd	19%	21%	45%fglmnop	28%lmop	38%fglmnop	30%lmop	34%lmnop	23%	-	19%	18%	23%	21%	19%
<b>Total Mean (including those not Sending any)</b>																	
Mean	0.56	0.81cd	0.71cd	0.32	0.41c	1.14fglmnop	0.57lm	0.71lmnop	0.78lmnop	0.74lmnop	0.61lm	-	0.34	0.27	0.40	0.42	0.42
Std Dev.	1.45	1.62	1.94	0.90	1.03	1.90	1.51	1.35	2.06	1.93	1.82	-	0.96	0.77	0.91	1.03	1.14
Std Error	0.02	0.05	0.05	0.02	0.03	0.09	0.07	0.07	0.10	0.09	0.09	-	0.03	0.04	0.04	0.05	0.05
<b>Sending Mean (excluding those not Sending any)</b>																	
Mean	2.13	2.20c	2.46c	1.65	2.01c	2.52gmn	2.08	1.88	2.63lm	2.18	2.63lm	-	1.75	1.46	1.79	2.01m	2.28m
Std Dev.	2.16	2.03	2.95	1.42	1.40	2.13	2.27	1.64	3.06	2.81	3.01	-	1.51	1.22	1.10	1.40	1.67
Std Error	0.06	0.10	0.16	0.09	0.09	0.17	0.21	0.14	0.28	0.25	0.29	-	0.12	0.14	0.12	0.16	0.18

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/fg/h/j/k/l/m/n/op  
\*\* very small base (under 30) ineligible for sig testing

QG1\_3. Approximately how many of the following have you sent in the last month?  
Formal letters to organisations or individuals

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5160	-	5160	618	2818	2461	2682	650	668	962	696	983	731	470	1318	1658	2184	1201	4780	346	5160
Weighted Base	5159	**	5159	698	2830	2513	2625	689	652	1014	717	926	634	526	1341	1731	2087	1160	4589	531	5160
Effective Base	2867	-	2867	356	1606	1396	1459	375	380	548	403	553	349	266	754	951	1163	614	2589	262	5160
None	3807	-	3807	366	2195	1773	2014	501	453	726	551	673	497	407	953	1277	1577	903	3446	332	3824
74%	-	-	74%	52%	78% <sup>u</sup>	71%	77% <sup>ue</sup>	73%	69%	72%	77% <sup>uh</sup>	73%	76% <sup>ui</sup>	77% <sup>um</sup>	71%	74%	78% <sup>up</sup>	78% <sup>uq</sup>	75% <sup>ur</sup>	62%	74%
1-2	1065	-	1065	220	522	567	497	137	161	208	142	201	115	100	298	350	416	215	914	142	1063
21%	-	-	21%	31% <sup>ud</sup>	18%	31% <sup>ue</sup>	19%	20%	23% <sup>uh</sup>	21%	20%	22%	18%	19%	22%	20%	20%	19%	20%	23% <sup>ur</sup>	21%
3-4	187	-	187	64	80	116	71	39	26	33	20	39	17	13	65	53	69	31	147	35	175
4%	-	-	4%	9% <sup>ud</sup>	3%	5% <sup>ue</sup>	3%	6% <sup>uh</sup>	4%	3%	3%	4%	3%	3%	5% <sup>ui</sup>	3%	3%	3%	3%	7% <sup>ur</sup>	3%
5-10	84	-	84	40	29	50	34	12	9	37	4	10	5	6	21	42	21	11	68	16	84
2%	-	-	2%	9% <sup>ud</sup>	1%	2%	1%	2%	1%	4% <sup>uh</sup>	1%	1%	1%	1%	2%	2% <sup>ui</sup>	1%	1%	1%	1%	2%
11-20	13	-	13	8	4	5	8	-	-	10	-	3	-	-	-	10	3	-	9	4	10
**	-	-	**	12% <sup>ud</sup>	*	*	*	-	-	13% <sup>uh</sup>	-	*	-	-	-	13% <sup>ui</sup>	*	-	*	1%	*
21+	4	-	4	-	-	2	2	-	4	-	-	-	-	-	4	-	-	-	4	-	4
*	-	-	*	-	-	*	*	-	1%	-	-	-	-	-	-	-	-	-	*	*	*
Any Sent (non-zero entry)	1352	-	1352	332	635	740	612	189	200	288	166	253	137	120	388	455	510	257	1143	199	1336
26%	-	-	26%	48% <sup>ud</sup>	22%	29% <sup>ue</sup>	23%	27%	31% <sup>uh</sup>	28%	23%	27%	22%	23%	29% <sup>ui</sup>	26%	24%	22%	25%	30% <sup>ur</sup>	26%
<b>Total Mean (including those not Sending any)</b>																					
Mean	0.61	-	0.61	1.30	0.50	0.65	0.58	0.91	0.76 <sup>u</sup>	0.75 <sup>uh</sup>	0.41	0.55 <sup>u</sup>	0.38	0.44	0.83	0.61 <sup>ui</sup>	0.47	0.41	0.53	1.33	0.78
Std Dev.	7.14	-	7.14	2.51	9.40	2.01	9.82	18.97	3.02	2.07	1.59	1.48	0.95	1.20	13.75	1.89	1.27	1.07	1.79	21.64	15.45
Std Error	0.10	-	0.10	0.10	0.18	0.04	0.19	0.74	0.12	0.07	0.06	0.05	0.04	0.06	0.38	0.05	0.03	0.03	0.03	1.16	0.22
<b>Sending Mean (excluding those not Sending any)</b>																					
Mean	2.34	-	2.34	2.73	2.22	2.21	2.50	3.34	2.45	2.65 <sup>u</sup>	1.79	2.03	1.75	1.93	2.88	2.33	1.93	1.84	2.14	3.56	3.00
Std Dev.	13.81	-	13.81	3.06	19.76	3.22	20.24	36.22	5.08	3.18	2.91	2.25	1.32	1.85	25.47	3.11	1.95	1.59	3.07	35.27	30.25
Std Error	0.38	-	0.38	0.19	0.78	0.12	0.82	2.99	0.38	0.20	0.22	0.14	0.09	0.17	1.41	0.15	0.08	0.09	0.09	3.23	0.83

Proportions/Means: Columna Testad (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QG1\_3. Approximately how many of the following have you sent in the last month?  
Formal letters to organisations or individuals

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5160	1262	1543	1046	1309	2805	2355	2834	2251	599	627	1307	1401	885	3335	607	4287	541	1930	108
Weighted Base	5159	945	1594	1176	1445	2539	2620	3075	2010	639	658	1339	1371	814	3367	647	4249	530	1917	132*
Effective Base	2867	533	892	634	809	1425	1443	1593	1260	345	370	774	758	428	1902	350	2366	317	1096	69
None	3807	590	1207	839	1171	1797	2010	2199	1550	501	481	989	1041	536	2511	508	3102	398	1584	108
	74%	62%	76%	71%	81%	71%	77%	72%	77%	72%	72%	74%	74%	66%	73%	73%	75%	75%	79%	82%
1-2	1065	251	307	275	232	558	507	688	396	107	134	291	263	201	691	108	906	109	272	21
	21%	21%	19%	25%	16%	22%	19%	22%	19%	17%	20%	22%	19%	25%	21%	17%	21%	21%	14%	16%
3-4	187	64	62	31	30	126	61	126	57	24	35	38	42	35	115	24	150	17	46	3
	4%	7%	4%	3%	2%	8%	2%	4%	3%	4%	8%	3%	3%	4%	3%	4%	3%	2%	2%	2%
5-10	84	37	11	28	10	47	37	66	18	5	5	16	18	35	39	6	76	4	12	-
	2%	4%	1%	2%	1%	2%	1%	2%	1%	1%	1%	1%	1%	4%	1%	1%	2%	1%	1%	-
11-20	13	4	3	4	2	7	6	13	-	2	2	2	5	3	9	2	11	1	2	-
	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-
21+	4	-	4	-	-	4	-	4	-	-	-	-	2	2	2	-	4	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Sent (non-zero entry)	1352	355	386	335	274	742	611	876	461	138	176	350	329	278	856	139	1146	132	333	23
	26%	31%	29%	33%	19%	29%	23%	30%	23%	22%	27%	26%	24%	31%	25%	21%	27%	25%	17%	16%
<b>Total Mean (including those not Sending any)</b>	0.61	0.54	0.61	0.51	0.67	0.56	0.68	0.52	0.80	0.53	0.47	0.55	0.52	0.52	0.80	0.59	0.48	0.32	0.27	0.27
Mean	7.14	2.15	2.12	1.69	13.11	2.14	9.80	2.17	11.12	19.70	1.36	1.14	1.81	3.07	149	19.57	1.90	1.36	1.06	0.67
Std Dev	0.10	0.06	0.05	0.05	0.36	0.04	0.20	0.04	0.23	0.80	0.05	0.03	0.05	0.10	0.03	0.79	0.03	0.06	0.02	0.06
Std Error	<b>Sending Mean (excluding those not Sending any)</b>																			
Mean	2.34	2.39	2.22	2.13	2.70	2.30	2.38	2.37	2.29	3.72	1.97	1.61	2.29	2.50	2.03	3.72	2.19	1.92	1.66	1.54
Std Dev	13.81	2.96	3.86	2.60	30.04	3.46	20.20	3.54	23.17	42.44	2.03	1.60	3.11	4.79	2.38	42.20	3.14	2.15	1.91	0.75
Std Error	0.38	0.15	0.20	0.15	1.85	0.12	0.86	0.13	0.87	3.71	0.15	0.09	0.16	0.30	0.08	3.66	0.09	0.19	0.10	0.18

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QG1\_3. Approximately how many of the following have you sent in the last month?  
Formal letters to organisations or individuals

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5160	3414	1746	783	2572	1048	851	689	278	283	285	283	287	288	294	290	284	176	872
Weighted Base	5159	4437	722	191	4336	433	247	143	210	565	426	375	455	480	678	704	443	52*	381
Effective Base	2867	2431	440	154	2168	448	410	477	253	259	260	257	261	262	273	260	260	61	388
None	3807	3259	548	133	3194	324	184	105	168	412	292	296	344	365	426	552	339	37	287
1-2	74%	73%	76%	70%	74%	75%	75%	73%	80% <sup>h</sup>	72% <sup>i</sup>	69%	72% <sup>j</sup>	76% <sup>k</sup>	74% <sup>l</sup>	63%	76% <sup>o</sup>	72% <sup>p</sup>	71%	70% <sup>r</sup>
3-4	187	152	34	7	154	20	8	5	2	26	21	5	16	7	44	22	11	4	16
5-10	84	78	6	5	70	7	3	4	2	9	2	6	3	6	25	11	4	2	5
11-20	13	11	2	1	12	-	-	1	-	-	-	2	1	-	5	3	2	-	-
21+	4	4	-	-	4	-	-	-	-	-	-	-	-	2	2	-	-	-	-
Any Sent (non-zero entry)	1352	1178	175	58	1142	110	63	38	41	153	134	79	111	115	252	153	104	15	94
	26%	27%	24%	30%	26%	25%	25%	27%	20%	27%	31% <sup>h</sup>	21%	24%	24%	37% <sup>h</sup>	22%	23%	29%	25%
<b>Total Mean (including those not Sending any)</b>	<b>0.61</b>	<b>0.63</b>	<b>0.53</b>	<b>0.68</b>	<b>0.57</b>	<b>0.51</b>	<b>1.44<sup>d</sup></b>	<b>0.67</b>	<b>0.37</b>	<b>0.52</b>	<b>0.55<sup>j</sup></b>	<b>0.48</b>	<b>0.47</b>	<b>0.57</b>	<b>0.57<sup>h</sup></b>	<b>0.51</b>	<b>0.46</b>	<b>0.53<sup>h</sup></b>	<b>0.47</b>
Mean	2.34	2.36	2.17	2.22	2.18	2.03	5.54 <sup>d</sup>	2.49	1.87	1.90	1.74	2.29	1.95	2.36	2.50	2.36	1.97	2.88	1.89
Std Dev	13.81	14.75	3.35	4.93	2.98	1.76	63.06	2.52	1.77	1.46	0.99	3.20	2.31	5.62	3.41	2.61	2.16	2.33	1.62
Std Error	0.38	0.50	0.16	0.34	0.12	0.11	4.10	0.18	0.24	0.17	0.11	0.42	0.28	0.67	0.33	0.33	0.26	0.34	0.11

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QG1\_3. Approximately how many of the following have you sent in the last month?  
Formal letters to organisations or individuals

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5160	1853	217	967	1790	2082	747	334	172	3852	506	2068	2019	669	230	112	4087	342	744	1835
Weighted Base	5159	1805	237	880	1754	2021	817	354	163	3775	517	1961	2026	746	263	99*	3987	362	833	1745
Effective Base	2867	1012	121	530	946	1130	457	201	104	2076	304	1112	1107	402	144	68	2218	210	458	1024
None	3807	1398	192	688	1242	1469	642	268	139	2711	407	1412	1490	582	190	80	2902	269	617	1473
		74%	77%	81%	71%	73%	0.78(d)	76%	0.55(d)	72%	0.53(d)	72%	74%	0.62(d)	72%	81%	73%	74%	74%	0.54(s)
1-2	1065	334	39	159	394	453	120	71	21	847	93	434	420	131	57	12	855	69	164	238
	21%	19%	17%	18%	22%(h)	22%(h)	15%	20%	13%	22%(h)	18%	22%	21%	18%	22%	12%	21%	19%	20%(s)	14%
3-4	187	47	3	25	73	65	34	12	3	138	15	60	78	30	12	6	139	19	44	23
	4%	3%	1%	3%	4%	3%	4%	4%	2%	4%	3%	3%	4%	4%	5%	6%	3%	5%	5%(s)	7%
5-10	84	21	1	10	34	29	20	2	-	62	2	41	35	3	4	-	75	5	7	9
	2%	1%	1%	1%	4%	1%	2%	*	-	2%	*	2%	2%	*	2%	*	2%	1%	1%	*
11-20	13	7	2	-	11	2	-	-	-	13	-	10	3	-	-	-	13	-	1	2
	*	*	1%	-	1%	*	-	-	-	1%	-	1%	*	-	-	-	1%	*	*	*
21+	4	-	-	-	-	4	-	-	-	4	-	4	*	-	-	4	-	-	-	-
	*	-	-	-	-	*	-	-	-	*	-	*	-	-	-	*	-	-	-	-
Any Sent (non-zero entry)	1352	409	45	194	512	552	174	85	24	1064	109	549	536	164	74	19	1085	92	216	272
	26%	23%	19%	22%	28%(h)	27%(h)	21%	24%	15%	38%(h)	21%	28%(h)	26%	22%	28%	19%	27%(h)	26%	26%(s)	16%
<b>Total Mean (including those not Sending any)</b>																				
Mean	0.61	0.48	0.42	0.43	0.67(h)	0.70	0.45(h)	0.44(h)	0.23	0.69	0.37	0.81	0.53	0.41	0.53	0.39	0.67	0.50	0.50%	0.28
Std Dev	7.14	1.65	1.56	1.15	1.81	11.26	1.09	0.98	0.61	8.33	0.89	11.47	1.44	0.92	1.07	1.08	8.11	1.07	1.26	1.03
Std Error	0.10	0.04	0.11	0.04	0.04	0.25	0.04	0.05	0.05	0.13	0.04	0.25	0.03	0.04	0.07	0.10	0.13	0.06	0.05	0.02
<b>Sending Mean (excluding those not Sending any)</b>																				
Mean	2.34	2.10	2.25	1.95	2.31	2.56	2.12	1.82	1.54	2.44	1.76	2.90	1.99	1.85	1.91	2.05	2.45	1.94	1.93	1.80
Std Dev	13.81	2.94	3.00	1.75	2.73	21.44	1.41	1.22	0.70	15.55	1.13	21.54	2.23	1.09	1.20	1.68	15.41	1.30	1.83	2.02
Std Error	0.38	0.14	0.46	0.11	0.12	0.92	0.11	0.14	0.13	0.48	0.11	0.91	0.10	0.09	0.16	0.36	0.47	0.14	0.13	0.12

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
\* small base



QG1\_3. Approximately how many of the following have you sent in the last month?  
Formal letters to organisations or individuals

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5160	321	4763	76	1527	3306	327	5001	86	44	5	5131	24
Weighted Base	5199	335	4745	80*	1488	3348	323	4964	115*	47**	8**	5125	26**
Effective Base	2867	187	2635	45	849	1829	190	2763	59	28	5	2850	13
None	3807	221	3529	57	1034	2852	221	3669	74	34	6	3779	23
	74%	66%	74% <b>a</b>	71%	69%	82% <b>d</b>	68%	74%	64%	73%	76%	74%	68%
1-2	1065	90	957	18	341	642	82	1030	24	6	2	1060	3
	21%	27% <b>b</b>	20%	23%	23% <b>e</b>	19%	25% <b>f</b>	21%	21%	13%	24%	21%	12%
3-4	187	17	169	1	75	96	16	167	14	6	-	187	-
	4%	5%	4%	1%	5% <b>e</b>	3%	5%	3%	12% <b>g</b>	13%	-	4%	-
5-10	84	6	76	2	36	46	2	81	3	-	-	84	-
	2%	2%	2%	2%	2% <b>e</b>	1%	-	2%	3%	-	-	2%	-
11-20	13	-	11	2	2	9	2	13	-	-	-	13	-
	*	-	-	3% <b>b</b>	*	1%	1%	*	-	-	-	*	-
21+	4	*	4	-	*	4	-	4	-	-	-	4	-
	*	*	-	-	*	*	-	*	-	-	-	*	-
Any Sent (non-zero entry)	1352	114	1216	23	454	796	102	1294	41	12	2	1347	3
	26%	34% <b>b</b>	26%	29%	31% <b>e</b>	24%	32% <b>f</b>	26%	36%	27%	24%	26%	12%
<b>Total Mean (including those not Sending any)</b>													
Mean	0.61	1.36	0.56	0.78	0.80	0.53	0.62	0.61	0.82	0.60	0.24	0.62	0.12
Std Dev	7.14	27.20	1.83	2.19	12.98	1.90	1.37	7.28	1.39	1.23	0.45	7.17	0.35
Std Error	0.10	1.52	0.03	0.25	0.33	0.03	0.08	0.10	0.15	0.18	0.20	0.10	0.07
<b>Sending Mean (excluding those not Sending any)</b>													
Mean	2.34	3.99	2.18	2.70	2.64	2.22	1.97	2.35	2.30	2.27	1.00	2.34	1.04
Std Dev	13.81	46.72	3.08	3.43	23.41	3.37	1.81	14.12	1.41	1.39	-	13.84	0.23
Std Error	0.38	4.47	0.09	0.75	1.09	0.12	0.18	0.39	0.26	0.38	-	0.38	0.13

Proportions/Means: Column Test(s) (5% risk level) - a:b:c - d:e:f - g:h:i/j:k  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QG1\_3. Approximately how many of the following have you sent in the last month?  
Formal letters to organisations or individuals

Base : All participants

Total	Quarter				Month													
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)		
Unweighted Base	5160	1290	1291	1289	1290	430	430	430	430	430	431	-	858	430	430	430	430	
Weighted Base	5159	1290	1291	1288	1290	432	431	427	464	412	416	**	816	472	437	416	437	
Effective Base	2867	661	732	725	756	215	220	226	251	240	242	-	474	253	249	248	259	
None	3807	897	820	1035	1055	300	310	287	297	266	257	-	651	384	351	335	369	
	74%	70%ab	64%	80%ab	82%ab	69%	72%	67%	64%	65%	62%	-	80%efghj	81%efghj	80%efghj	80%efghj	84%efghj	
1-2	1065	306	356	212	190	97	98	111	121	118	119	-	141	71	71	63	57	
	21%	24%cd	28%cd	16%	15%	23%mnop	23%mnop	26%lmnop	26%lmnop	26%lmnop	29%lmnop	-	17%	15%	16%	15%	13%	
3-4	187	45	74	35	32	15	17	14	30	16	29	-	21	14	12	14	7	
	4%	4%	6%acd	3%	2%	3%	4%	3%	7%lmn	4%	7%lmn	-	3%	3%	3%	3%	2%	
5-10	84	37	32	4	11	20	5	13	13	9	9	-	2	3	3	4	5	
	2%	3%cd	2%cd	*	1%	5%lmnop	1%	3%lm	3%lm	2%cd	2%	-	*	1%	1%	1%	1%	
11-20	13	2	7	2	2	-	-	2	3	2	2	-	2	-	-	-	1	
	1%	*	1%	*	*	-	-	*	1%	1%	*	-	*	-	-	-	*	
21+	4	2	2	-	-	-	2	*	-	2	-	-	-	-	-	-	-	
	*	*	*	-	-	-	*	*	-	1%	-	-	-	-	-	-	-	
Any Sent (non-zero entry)	1352	393	471	253	235	132	121	140	167	146	159	-	165	88	85	81	68	
	26%	30%cd	36%acd	20%	18%	31%lmnop	28%lmnop	33%lmnop	36%lmnop	35%lmnop	38%lmnop	-	20%	19%	20%	20%	16%	
<b>Total Mean (including those not Sending any)</b>	0.61	0.72cd	1.03	0.36	0.35	0.73lmnop	0.66lmnop	0.76lmnop	0.81lmnop	1.47	0.62lmnop	-	0.38	0.32	0.33	0.41	0.29	
Mean	7.14	2.18	14.02	1.14	1.08	1.62	2.24	2.58	1.65	24.71	1.74	-	1.28	0.86	0.90	1.41	0.88	
Std Dev.	0.10	0.06	0.39	0.03	0.03	0.08	0.11	0.12	0.08	1.19	0.08	-	0.04	0.04	0.04	0.07	0.04	
Std Error	2.34	2.36	2.82	1.83	1.90	2.37	2.34	2.37	2.26	4.16	2.16	-	1.88	1.74	1.71	2.11	1.88	
<b>Sending Mean (excluding those not Sending any)</b>	13.81	3.42	23.11	1.99	1.88	2.16	3.75	4.06	2.07	41.48	2.25	-	2.30	1.23	1.33	2.59	1.41	
Mean	0.38	0.17	1.09	0.13	0.12	0.19	0.33	0.35	0.17	3.47	0.18	-	0.18	0.14	0.14	0.28	0.16	
Std Dev.																		
Std Error																		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/j/k/l/m/n/op  
\*\* very small base (under 30) ineligible for sig testing

QG1\_4. Approximately how many of the following have you sent in the last month?  
Payments for Bills/ invoices/ statements

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	5159	-	5159	617	2818	2460	2682	650	667	962	696	983	731	470	1317	1658	2184	1201	4779	346	5159
Weighted Base	5158	**	5158	697	2830	2513	2625	689	651	1014	717	926	634	526	1341	1731	2087	1160	4588	531	5159
Effective Base	2867	-	2867	355	1606	1396	1459	375	379	548	403	553	349	266	753	951	1163	614	2588	262	5159
None	4194	-	4194	374	2402	1954	2223	507	481	763	594	828	570	451	988	1357	1849	1021	3791	369	4279
81%		-	81%	54%	65%	78%	85%	74%	74%	75%	83%	89%	90%	86%	74%	78%	89%	88%	83%	69%	83%
1-2	685	-	685	200	319	388	283	116	121	161	90	78	53	67	237	251	198	119	591	91	634
13%		-	13%	29%	11%	11%	11%	1%	1%	1%	1%	8%	8%	13%	1%	9%	10%	13%	13%	17%	
3-4	169	-	169	69	69	90	70	39	32	42	29	14	6	7	71	31	27	13	129	38	138
3%		-	3%	10%	2%	4%	3%	6%	5%	4%	4%	1%	1%	1%	5%	4%	1%	1%	3%	7%	
5-10	97	-	97	51	32	54	43	22	15	43	4	6	5	2	37	47	12	6	71	25	94
2%		-	2%	7%	1%	2%	2%	3%	2%	4%	1%	1%	1%	*	3%	3%	1%	1%	2%	5%	
11-20	11	-	11	3	7	7	4	4	1	5	-	1	-	-	5	5	1	-	4	7	9
*		-	*	*	*	*	*	3%	*	*	*	*	-	-	*	*	*	-	*	*	
21+	2	-	2	*	*	*	2	*	*	*	*	*	-	-	2	*	*	*	1	2	5
*		-	*	*	*	*	*	*	*	*	*	*	-	-	*	*	*	*	*	*	
Any Sent (non-zero entry)	964	-	964	323	428	558	402	182	171	251	123	98	64	75	353	374	238	139	796	163	880
19%		-	19%	46%	15%	22%	15%	20%	20%	20%	17%	11%	10%	14%	20%	22%	11%	12%	17%	31%	17%
<b>Total Mean (including those not Sending any)</b>																					
Mean	0.46	-	0.46	1.29d	0.34	0.52	0.41	0.69	0.75	0.71	0.35i	0.23	0.20	0.22	0.72	0.55	0.22	0.21	0.39	1.14r	0.44
Std Dev.	1.71	-	1.71	2.24	1.34	2.01	1.18	1.63	3.27	1.92	1.07	0.92	0.79	0.72	2.56	1.63	0.83	0.76	1.20	3.93	1.78
Std Error	0.02	-	0.02	0.09	0.02	0.03	0.04	0.06	0.13	0.06	0.04	0.03	0.03	0.03	0.07	0.04	0.02	0.02	0.02	0.21	0.02
<b>Sending Mean (excluding those not Sending any)</b>																					
Mean	2.47	-	2.47	2.79d	2.25	2.32	2.70	2.61m	2.84	2.55m	2.04	2.15	1.95	1.58	2.72	2.59	1.92	1.75	2.22	3.72r	2.55
Std Dev.	3.27	-	3.27	2.57	2.23	1.96	4.49	2.25	5.91	2.95	1.81	1.97	1.66	1.25	4.41	2.66	1.70	1.46	2.04	6.41	3.63
Std Error	0.11	-	0.11	0.17	0.11	0.09	0.22	0.19	0.49	0.21	0.18	0.18	0.17	0.15	0.26	0.15	0.10	0.11	0.07	0.65	0.12

Proportions/Mean: Column Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QG1\_4. Approximately how many of the following have you sent in the last month?  
Payments for Bills/ invoices/ statements

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5159	1262	1543	1045	1309	2805	2354	2833	2251	599	627	1307	1401	884	3335	607	4286	541	1929	108
Weighted Base	5158	945	1594	1175	1445	2539	2620	3074	2010	639	658	1339	1371	814	3367	647	4248	530	1916	132*
Effective Base	2867	533	892	634	809	1425	1442	1593	1260	345	370	774	758	427	1902	350	2366	317	1095	69
None	4194	679	1333	937	1245	2012	2182	2383	1752	541	516	1100	1111	634	2728	549	3422	448	1690	106
1-2	895	174	188	176	148	363	322	497	208	71	93	191	185	111	469	71	598	56	177	21
3-4	669	54	37	38	39	92	77	135	33	10	35	27	48	37	111	10	148	14	31	3
5-10	97	28	32	22	14	60	37	77	16	12	13	19	23	28	54	12	84	8	18	2
11-20	11	9	1	1	1	10	1	10	1	5	+	-	3	3	3	5	6	4	+	-
21+	2	-	2	-	-	2	-	2	-	-	-	2	1	-	2	-	2	-	-	-
Any Sent (non-zero entry)	964	266	260	235	200	526	438	691	258	98	141	239	259	180	639	98	826	82	225	26
Total Mean (including those not Sending any)	0.46	0.21	0.32	0.23	0.24	0.37	0.31	0.30	0.26	0.39	0.48	0.43	0.46	0.54	0.45	0.39	0.48	0.44	0.25	0.45
Std Dev	1.71	1.90	2.24	1.33	1.01	2.12	1.17	2.06	0.95	1.33	1.21	2.30	1.55	1.69	1.84	1.32	1.80	1.34	0.93	1.57
Std Error	0.02	0.05	0.06	0.04	0.03	0.04	0.02	0.04	0.02	0.05	0.05	0.06	0.04	0.06	0.03	0.05	0.03	0.06	0.02	0.15
Sending Mean (excluding those not Sending any)	2.47	2.58	2.67	2.31	2.14	2.68	2.23	2.50	2.00	2.57	2.23	2.40	2.45	2.89	2.38	2.56	2.49	2.64	2.09	2.31
Std Dev	3.27	2.77	4.99	2.12	1.85	4.02	2.00	3.66	1.88	2.45	1.70	5.01	2.80	2.54	3.63	2.45	3.42	2.41	1.88	2.92
Std Error	0.11	0.17	0.32	0.15	0.14	0.18	0.10	0.15	0.11	0.26	0.15	0.34	0.18	0.21	0.15	0.26	0.12	0.27	0.13	0.87

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
+ small base

QG1\_4. Approximately how many of the following have you sent in the last month?  
Payments for Bills/ invoices/ statements

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5159	3413	1746	783	2572	1047	851	689	278	283	285	283	287	288	294	290	284	176	871
Weighted Base	5158	4436	722	191	4336	433	247	143	210	565	426	375	455	480	678	704	443	52*	380
Effective Base	2867	2430	440	154	2168	447	410	477	253	259	260	257	261	262	273	260	260	61	387
None	4194	3574	620	156	3515	356	212	111	173	471	356	303	379	398	495	579	360	39	316
1-2	895	613	73	24	582	53	27	24	28	71	51	47	55	66	114	86	60	6	47
3-4	169	157	12	3	148	13	4	4	6	18	12	11	14	10	45	21	11	3	10
5-10	97	80	17	7	81	10	3	3	1	2	6	14	6	6	24	13	10	3	7
11-20	11	11	+	+	8	1	+	1	-	4	-	-	-	-	-	3	2	1	+
21+	2	2	+	+	2	+	-	+	-	-	-	-	2	-	-	-	-	-	-
Any Sent (non-zero entry)	966	862	103	35	821	77	35	32	36	95	69	72	76	82	183	125	82	13	64
Total Mean (including those not Sending any)	0.46	0.48	0.36	0.56	0.47	0.46	0.30	0.53†	0.30	0.38	0.35	0.51	0.58	0.32	0.50†	0.45	0.45	0.50†	0.40
Std Dev	1.71	1.75	1.42	2.12	1.73	1.54	1.03	2.40	0.80	1.22	1.02	1.42	1.71	0.89	1.49	1.62	1.30	2.74	1.28
Std Error	0.02	0.03	0.03	0.08	0.03	0.05	0.04	0.09	0.05	0.07	0.06	0.08	0.22	0.05	0.09	0.10	0.08	0.21	0.04
Sending Mean (excluding those not Sending any)	2.47	2.46	2.55	3.05	2.46	2.60	2.16	2.80	1.74	2.25	2.18	2.50†	3.47	1.85	2.57†	2.55	2.39	3.77	2.36
Std Dev	3.27	3.30	2.95	4.17	3.30	2.79	1.90	4.48	1.08	2.17	1.57	2.20	8.53	1.94	1.85	3.09	2.12	4.52	2.28
Std Error	0.11	0.13	0.18	0.38	0.16	0.22	0.17	0.36	0.16	0.34	0.24	0.31	1.27	0.19	0.22	0.45	0.30	0.80	0.20

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QG1\_4. Approximately how many of the following have you sent in the last month?  
Payments for Bills/ invoices/ statements

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5199	1853	217	967	1790	2081	747	334	172	3851	506	2068	2019	669	230	111	4087	341	744	1834
Weighted Base	5158	1805	237	880	1754	2020	817	354	163	3774	517	1961	2026	746	263	98*	3987	361	833	1744
Effective Base	2867	1012	121	530	946	1130	457	201	104	2075	304	1112	1107	402	144	67	2218	209	458	1023
None	4194	1593	214	797	1396	1637	664	293	155	3035	448	1613	1628	591	216	88	3242	305	644	1600
		81%	88%	90%	81%	81%	81%	83%	15% <sup>h</sup>	80%	14% <sup>h</sup>	62%	80%	79%	82%	33% <sup>m</sup>	81%	84%	77%	31% <sup>h</sup>
1-2	685	164	22	70	256	273	104	46	3	529	49	248	277	117	34	6	525	40	133	120
	13%	9%	9%	8%	15% <sup>h</sup>	13% <sup>h</sup>	13% <sup>h</sup>	13% <sup>h</sup>	2%	14% <sup>h</sup>	10% <sup>h</sup>	13%	14%	16% <sup>h</sup>	13%	6%	13%	11%	16% <sup>h</sup>	7%
3-4	169	31	2	10	62	69	26	7	4	132	12	64	71	26	3	3	135	6	29	19
	3%	2%	1%	1%	4%	3%	3%	2%	3%	3%	2%	3%	3%	4%	1%	3%	3%	2%	3% <sup>h</sup>	1%
5-10	97	16	-	2	30	36	22	7	1	66	8	33	44	12	6	1	77	7	22	5
	2%	1%	-	1%	2%	2%	3%	2%	-	2%	2%	2%	2%	2%	2%	1%	2%	2%	3% <sup>h</sup>	-
11-20	11	1	-	-	7	4	-	-	-	11	-	3	4	-	4	-	7	4	4	-
	*	-	-	-	*	-	-	-	-	-	-	*	-	-	2% <sup>h</sup>	-	*	1% <sup>h</sup>	*	-
21+	2	-	-	-	*	2	-	-	-	2	-	*	2	-	-	-	*	-	*	-
	*	-	-	-	*	*	-	-	-	*	-	*	*	-	-	-	*	-	*	-
Any Sent (non-zero entry)	964	212	24	83	356	384	153	61	8	740	69	348	398	155	47	10	745	56	189	144
	19%	12%	10%	9%	20% <sup>h</sup>	19% <sup>h</sup>	19% <sup>h</sup>	17% <sup>h</sup>	5%	30% <sup>h</sup>	19% <sup>h</sup>	18%	20%	21% <sup>h</sup>	18%	10%	19%	16%	23% <sup>h</sup>	8%
<b>Total Mean (including those not Sending any)</b>																				
Mean	0.46	0.24	0.15	0.16	0.49 <sup>h</sup>	0.49	0.45 <sup>h</sup>	0.40 <sup>h</sup>	0.13	0.49	0.32	0.42	0.52	0.45	0.51	0.22	0.47	0.43	0.57 <sup>h</sup>	0.16
Std Dev	1.71	0.92	0.54	0.59	1.56	2.10	1.29	1.11	0.62	1.87	0.99	1.30	2.19	1.26	1.62	0.79	1.81	1.45	1.52	0.73
Std Error	0.02	0.02	0.04	0.02	0.04	0.05	0.06	0.05	0.03	0.04	0.04	0.03	0.05	0.05	0.11	0.07	0.03	0.08	0.06	0.02
<b>Sending Mean (excluding those not Sending any)</b>																				
Mean	2.47	2.06	1.54	1.67	2.41	2.59	2.39	2.34	2.56	2.50	2.37	2.36	2.65	2.15	2.85	2.16	2.52	2.73	2.51	1.89
Std Dev	3.27	1.87	0.87	1.10	2.70	4.23	2.08	1.63	1.16	3.57	1.58	2.22	4.35	2.00	2.88	1.49	3.52	2.69	2.31	1.80
Std Error	0.11	0.12	0.18	0.10	0.15	0.22	0.19	0.22	0.39	0.14	0.19	0.12	0.23	0.18	0.51	0.40	0.13	0.40	0.18	0.14

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
\* small base

**QG1\_4. Approximately how many of the following have you sent in the last month?  
Payments for Bills/ invoices/ statements**

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5159	321	4762	76	1527	3306	326	5000	86	44	5	5130	24
Weighted Base	5158	335	4744	80*	1488	3348	322	4963	115*	47**	8**	5124	26**
Effective Base	2867	187	2635	45	849	1829	190	2763	59	28	5	2849	13
None	4194	226	3906	63	1128	2822	245	4074	62	35	5	4172	18
81%		57%	82% <b>b</b>	79%	76%	85% <b>d</b>	76%	83% <b>b</b>	54%	76%	55%	81% <b>b</b>	69%
1-2	685	71	603	11	243	378	65	630	36	8	4	674	8
13%		21% <b>b</b>	13%	16% <b>a</b>	17%	29% <b>a</b>	13%	13%	31% <b>g</b>	76%	45%	13%	31%
3-4	169	20	144	5	62	96	11	157	8	3	-	169	-
3%		6% <b>b</b>	3%	7%	4%	3%	3%	3%	7%	7%	-	3%	-
5-10	97	13	83	1	49	47	2	93	3	-	-	97	-
2%		4% <b>b</b>	2%	3% <b>a</b>	1%	*	*	2%	3%	1%	-	2%	-
11-20	11	5	6	-	5	6	-	7	4	-	-	11	-
*		1% <b>b</b>	-	-	*	*	-	*	3% <b>g</b>	-	-	*	-
21+	2	-	2	-	2	*	-	1	2	-	-	2	-
*		-	-	-	*	*	-	*	3% <b>g</b>	-	-	*	-
Any Sent (non-zero entry)	964	109	838	17	360	527	77	888	53	11	4	953	8
19%		33% <b>b</b>	18%	24% <b>a</b>	16%	24% <b>a</b>	24% <b>a</b>	18%	48% <b>g</b>	24%	45%	19%	31%
<b>Total Mean (including those not Sending any)</b>													
Mean	0.46	0.31 <b>b</b>	0.43	0.47	0.67 <b>a</b>	0.38	0.41	0.43	1.98 <b>g</b>	0.51	0.67	0.46	0.36
Std Dev	1.71	2.04	1.69	1.12	2.46	1.31	0.89	1.32	7.30	1.07	0.87	1.71	0.59
Std Error	0.02	0.11	0.02	0.13	0.06	0.02	0.05	0.02	0.79	0.16	0.39	0.02	0.12
<b>Sending Mean (excluding those not Sending any)</b>													
Mean	2.47	2.80	2.44	2.18	2.75	2.40	1.70	2.39	4.25	2.11	1.49	2.49	1.15
Std Dev	3.27	2.73	3.35	1.50	4.39	2.46	1.05	2.26	10.32	1.18	0.59	3.28	0.42
Std Error	0.11	0.29	0.12	0.35	0.25	0.11	0.12	0.08	1.72	0.33	0.41	0.11	0.17

Proportions/Mean: Column Y tested (5% risk level) - a/b/c - d(e) - g(h) - i(j)/k(l)  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QG1\_4. Approximately how many of the following have you sent in the last month?

Payments for Bills/ invoices/ statements

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5159	1290	1291	1289	1289	430	430	430	430	430	431	-	859	430	430	429	430
Weighted Base	5158	1290	1291	1288	1289	432	431	427	464	412	416	**	816	472	437	415	437
Effective Base	2867	661	732	725	755	215	220	226	251	240	242	-	474	253	249	248	259
None	4194	965	985	1114	1130	315	331	319	354	314	317	-	692	422	372	363	396
	81%	75%	76%	88%ab	88%ab	73%	77%	75%	76%	76%	76%	-	85%efghj	89%efghj	85%efghj	87%efghj	81%efghj
1-2	685	225	207	143	110	74	74	77	80	65	62	-	97	46	41	39	30
	73%	17%cd	16%cd	11%	9%	17%imnop	17%imnop	19%imnop	17%imnop	16%imnop	15%ip	-	12%ip	10%	9%	9%	7%
3-4	169	67	54	19	29	26	20	21	18	22	19	-	16	1	17	4	7
	3%	5%cd	4%cd	1%	2%	8%imop	8%imop	8%imop	8%im	8%imop	8%imop	-	2%im	-	4%imc	1%	2%
5-10	97	32	37	8	20	16	7	9	12	10	16	-	4	4	6	9	4
	2%	2%cd	3%cd	1%	2%	4%im	2%	2%j	3%j	2%j	4%imop	-	4	1%	1%	2%	1%
11-20	11	*	6	4	-	*	-	*	5	1	-	-	4	-	-	-	*
	1%	*	*	*	*	*	*	*	1%	*	*	-	*	-	-	-	*
21+	2	-	2	*	-	-	-	-	*	-	2	-	*	-	-	-	-
	1%	-	*	*	-	-	-	-	*	-	*	-	*	-	-	-	-
Any Sent (non-zero entry)	964	325	306	174	159	117	100	108	110	98	99	-	124	50	65	53	42
	19%	25%cd	24%cd	14%	12%	27%imnop	23%imnop	25%imnop	24%imnop	24%imnop	24%imnop	-	15%ip	11%	15%	13%	9%
<b>Total Mean (including those not Sending any)</b>	0.46	0.58cd	0.49cd	0.29	0.29	0.68imnop	0.50mp	0.56imop	0.65imnop	0.61imnop	0.62imop	-	0.34	0.20	0.35	0.31	0.21
Mean	1.71	1.35	2.73	1.13	1.01	1.52	1.19	1.32	2.15	1.58	3.94	-	1.31	0.72	1.06	1.07	0.87
Std Dev.	0.02	0.04	0.08	0.03	0.03	0.07	0.06	0.06	0.10	0.08	0.19	-	0.04	0.03	0.05	0.05	0.04
Std Error	2.47	2.29	2.91	2.15	2.34	2.51	2.13	2.21	2.75	2.57	3.45	-	2.27	1.87	2.35	2.48	2.16
Mean	3.27	1.82	5.00	2.34	1.86	1.99	1.61	1.79	3.72	2.35	7.52	-	2.64	1.32	1.73	1.94	1.97
Std Dev.	0.11	0.11	0.30	0.19	0.14	0.21	0.17	0.19	0.38	0.25	0.73	-	0.25	0.20	0.22	0.27	0.27
Std Error	Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/j/k/l/m/n/op																
** very small base (under 30) ineligible for sig testing																	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing



QG1\_5. Approximately how many of the following have you sent in the last month?  
Smaller parcels - that will fit through a letterbox

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5159	-	5159	617	2818	2460	2682	650	667	962	696	983	731	470	1317	1658	2184	1201	4779	346	5159
Weighted Base	5158	-	5158	697	2830	2513	2625	689	651	1014	717	926	634	526	1341	1731	2087	1160	4588	531	5159
Effective Base	2867	-	2867	355	1606	1396	1459	375	379	548	403	553	349	266	753	951	1163	614	2588	262	5159
None	3315	-	3315	214	1780	1623	1678	378	378	597	448	650	462	403	755	1044	1515	865	2972	314	3290
64%	-	-	64%	31%	63%	65%	64%	55%	58%	59%	62%	70%	73%	77%	56%	60%	73%	76%	65%	59%	64%
1-2	1371	-	1371	275	816	667	697	214	206	285	207	208	138	113	420	492	459	250	1205	156	1379
27%	-	-	27%	49%	29%	27%	27%	31%	33%	23%	22%	22%	21%	21%	31%	33%	22%	22%	26%	29%	27%
3-4	254	-	254	105	130	127	127	53	34	74	27	33	21	7	91	102	61	28	210	44	253
5%	-	-	5%	15%	5%	5%	5%	6%	5%	7%	4%	4%	3%	7%	7%	6%	3%	2%	5%	5%	5%
5-10	188	-	188	84	95	81	107	36	30	47	30	32	12	2	66	76	46	14	172	16	197
4%	-	-	4%	12%	3%	3%	4%	5%	5%	5%	4%	3%	2%	2%	5%	4%	2%	1%	4%	3%	4%
11-20	24	-	24	13	9	12	12	4	3	11	3	2	1	-	7	14	3	1	24	-	31
+	-	-	+	+	+	+	+	1%	+	1%	+	+	+	-	1%	+	+	+	1%	-	1%
21+	6	-	6	6	6	2	4	-	2	+	2	-	2	-	2	3	2	2	4	2	9
Any Sent (non-zero entry)	1843	-	1843	483	1050	890	947	312	274	418	269	276	172	123	585	687	571	295	1615	217	1869
36%	-	-	36%	69%	37%	35%	36%	46%	42%	41%	38%	30%	27%	23%	44%	40%	27%	25%	35%	41%	36%
<b>Total Mean (including those not Sending any)</b>																					
Mean	0.88	-	0.88	2.46d	0.81	0.83	0.93	1.10km	1.07km	1.15km	0.99im	0.71m	0.54	0.42	1.05po	1.05po	0.58	0.48	0.87	1.01	0.96
Std Dev.	2.20	-	2.20	4.27	1.67	2.02	2.36	1.88	2.49	2.59	2.90	1.71	1.32	1.66	2.20	2.72	1.59	1.49	2.20	2.24	2.93
Std Error	0.03	-	0.03	0.17	0.03	0.04	0.05	0.07	0.10	0.08	0.11	0.05	0.05	0.08	0.06	0.07	0.03	0.04	0.03	0.12	0.04
<b>Sending Mean (excluding those not Sending any)</b>																					
Mean	2.46	-	2.46	3.55d	2.19	2.35	2.58	2.42	2.55	2.79im	2.64	2.37	1.97	1.80	2.48q	2.73po	2.13	1.90	2.47	2.47	2.64
Std Dev.	3.10	-	3.10	4.74	2.13	2.82	3.34	2.15	3.33	3.42	4.24	2.43	1.90	3.05	2.76	3.76	2.45	2.45	3.13	2.95	4.38
Std Error	0.07	-	0.07	0.23	0.07	0.10	0.10	0.13	0.19	0.17	0.27	0.14	0.13	0.28	0.12	0.15	0.10	0.13	0.08	0.25	0.10

Proportions/Means: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QG1\_5. Approximately how many of the following have you sent in the last month?  
Smaller parcels - that will fit through a letterbox

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	1262	1543	1045	1309	2805	2354	2833	2251	599	627	1307	1401	884	3335	607	4286	541	1929	108	
Weighted Base	5158	945	1594	1175	1445	2539	2620	2010	639	658	1339	1371	814	3367	647	4248	530	1916	132*	
Effective Base	2867	533	892	634	809	1425	1442	1593	1260	345	370	774	758	427	1902	350	2366	317	1095	69
None	3315	526	1057	736	996	1582	1733	1800	1460	445	424	871	881	442	2176	454	2667	366	1399	93
1-2	64%	56%	60%	59%	62%	63%	59%	72%	70%	63%	63%	63%	54%	63%	70%	63%	69%	73%	70%	
3-4	1371	303	385	326	357	688	683	615	445	140	180	363	353	269	896	140	1176	130	395	37
5-10	27%	32%	24%	28%	25%	27%	26%	22%	22%	27%	27%	26%	29%	27%	22%	22%	24%	21%	26%	
11-20	254	65	80	57	53	145	109	62	32	32	57	63	58	151	32	58	151	211	68	2
21+	188	45	65	45	33	110	78	38	20	147	40	63	43	121	20	166	12	49	-	
Any Sent (non-zero entry)	1843	420	537	439	449	956	887	1274	550	193	233	468	490	371	1191	194	1581	164	517	39
Total Mean (including those not Sending any)	0.88	1.11	0.88	0.88	0.96	0.81	1.00	0.56	0.68	0.81	0.81	0.99	1.17	0.88	0.68	0.84	0.71	0.62	0.46	
Std Dev	2.20	2.70	2.08	2.31	1.80	2.34	2.05	2.52	1.55	1.89	1.81	1.92	2.69	2.45	1.88	2.29	1.96	1.80	0.95	
Std Error	0.03	0.08	0.05	0.07	0.05	0.04	0.04	0.05	0.03	0.08	0.07	0.05	0.07	0.08	0.08	0.03	0.08	0.04	0.09	
Total Mean (excluding those not Sending any)	2.46	2.50	2.57	2.20	2.54	2.30	2.64	2.04	2.26	2.28	2.33	2.77	2.55	2.50	2.26	2.52	2.29	2.29	1.56	
Std Dev	3.10	3.61	2.92	3.19	3.24	2.94	3.36	2.39	2.88	2.43	2.65	3.91	3.10	3.20	2.88	3.18	2.97	2.87	1.15	
Std Error	0.07	0.16	0.12	0.16	0.10	0.10	0.10	0.09	0.21	0.16	0.12	0.17	0.16	0.16	0.21	0.08	0.23	0.12	0.23	

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QG1\_5. Approximately how many of the following have you sent in the last month?

Smaller parcels - that will fit through a letterbox

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5159	3413	1746	783	2572	1047	851	689	278	283	285	283	287	288	294	290	284	176	871
Weighted Base	5158	4436	722	191	4336	433	247	143	210	565	426	375	455	480	678	704	443	52*	380
Effective Base	2867	2430	440	154	2168	447	410	477	253	259	260	257	261	262	273	260	260	61	387
None	3315	2833	482	118	2806	273	153	84	137	351	287	242	296	315	407	453	317	32	241
	64%	64%	67%	62%	63%	63%	62%	59%	65%	62%	67%	64%	65%	66%	60%	64%	72% <sup>ab</sup>	61%	63%
1-2	1371	1183	177	52	1131	120	69	44	52	163	95	99	119	131	182	198	92	14	113
	27%	27%	25%	27%	26%	29%	28%	31% <sup>cd</sup>	25%	23% <sup>ij</sup>	22%	22%	26%	27%	27%	28%	21%	26%	33% <sup>kl</sup>
3-4	254	231	23	10	220	17	10	7	12	29	26	19	25	20	43	23	22	2	15
	5%	5%	3%	5%	5%	4%	4%	5%	6%	5%	6%	5%	6%	4%	6%	3%	5%	4%	4%
5-10	188	157	31	9	156	12	14	6	8	13	13	12	14	12	48	31	7	3	10
	4%	4%	4%	5%	4%	3%	3%	5%	4%	2%	3%	3%	3%	2%	7% <sup>lmno</sup>	4%	2%	5%	3%
11-20	24	18	6	1	18	4	1	1	1	8	4	2	1	2	1	2	2	2	2
	1%	1%	1%	1%	1%	1%	1%	1%	1%	3% <sup>no</sup>	1%	1%	1%	1%	1%	1%	4% <sup>pqrst</sup>	1%	1%
21+	6	3	2	1	5	1	1	1	1	1	1	1	1	1	1	3	1	1	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Any Sent (non-zero entry)	1843	1603	240	73	1530	160	94	59	72	214	138	134	158	165	271	251	126	20	139
	36%	36%	33%	38%	36%	37%	38%	41% <sup>cd</sup>	35%	33% <sup>ij</sup>	33%	36%	35%	34%	43% <sup>kl</sup>	36%	29%	39%	37% <sup>lm</sup>
Total Mean (including those not Sending any)	0.85	0.87	0.95	1.12	0.87	0.91	0.94	1.14 <sup>cd</sup>	0.80	0.94	0.83	1.00	0.77	0.73	1.03	0.79	0.83	1.14 <sup>lmno</sup>	0.84
Std Dev	2.20	2.01	3.09	3.98	2.09	2.62	2.17	3.53	1.70	2.20	2.11	3.12	1.50	1.74	1.87	1.60	2.78	3.21	2.51
Std Error	0.03	0.03	0.07	0.14	0.04	0.08	0.07	0.13	0.10	0.13	0.13	0.19	0.09	0.10	0.11	0.09	0.16	0.24	0.09
Sending Mean (excluding those not Sending any)	2.46	2.40	2.96	2.91	2.45	2.47	2.47	2.75	2.33	2.48	2.57	2.79	2.21	2.14	2.56	2.21	2.92	3.71	2.29
Std Dev	3.10	2.74	4.83	6.04	2.92	3.53	2.93	5.08	2.21	3.00	3.05	4.74	1.82	2.41	2.19	2.01	4.60	4.36	3.74
Std Error	0.07	0.08	0.19	0.34	0.10	0.19	0.16	0.30	0.23	0.30	0.32	0.48	0.18	0.25	0.21	0.20	0.50	0.53	0.21

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QG1\_5. Approximately how many of the following have you sent in the last month?  
Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5199	1853	217	967	1790	2081	747	334	172	3851	506	2068	2019	669	230	111	4087	341	744	1834	
Weighted Base	5168	1805	237	880	1754	2020	817	354	163	3774	517	1961	2026	746	263	98*	3987	361	833	1744	
Effective Base	2867	1012	121	530	946	1130	457	201	104	2075	304	1112	1107	402	144	67	2218	209	458	1023	
None	3315	1208	164	651	1075	1281	573	234	109	2355	343	1168	1267	655	188	81	2436	269	509	1349	
	64%	67%	69%	74% <sup>a</sup>	61%	63%	70% <sup>b,c,d</sup>	65%	67%	62%	66%	50%	53%	74% <sup>k,l,p</sup>	72% <sup>k,l,p</sup>	83% <sup>k,l,p</sup>	61%	61%	61%	71% <sup>q</sup>	
1-2	1374	449	51	186	484	583	175	87	36	1067	123	585	563	151	55	10	1148	65	241	321	
	27%	25%	21%	21%	29% <sup>f</sup>	29% <sup>f</sup>	21%	25%	22%	28% <sup>f</sup>	24%	30% <sup>mmnnoq</sup>	26% <sup>mmnnoq</sup>	20%	21%	10%	23% <sup>mmnnoq</sup>	18%	25% <sup>ks</sup>	18%	
3-4	254	69	8	25	101	96	29	22	7	196	29	97	116	22	13	3	213	17	58	31	
	5%	4%	3%	3%	6%	5%	4%	6%	4%	5%	6%	5%	6% <sup>mm</sup>	3%	5%	4%	6% <sup>mm</sup>	5%	7% <sup>ks</sup>	2%	
5-10	188	66	13	17	78	54	34	11	11	132	22	92	69	17	6	3	161	10	23	39	
	4%	4%	3% <sup>c</sup>	2%	4% <sup>e</sup>	3%	4%	3%	3%	7% <sup>e</sup>	3%	4% <sup>mm</sup>	3%	2%	2%	4%	4%	3%	3%	2%	
11-20	24	11	2	1	13	7	4	-	-	20	-	16	8	-	-	-	23	-	1	2	
	*	1%	1%	*	1%	*	*	-	-	1%	-	1%	*	-	-	-	1%	*	*	*	
21+	6	2	*	-	4	*	2	-	-	4	-	4	2	-	-	-	6	-	2	2	
	*	*	*	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	
Any Sent (non-zero entry)	1843	597	73	229	679	740	243	120	54	1419	174	793	758	190	75	17	1551	92	324	396	
	36%	33% <sup>c</sup>	31%	26%	38% <sup>f</sup>	37% <sup>f</sup>	30%	34%	33%	38% <sup>f</sup>	34%	40% <sup>mmnnoq</sup>	37% <sup>mmnnoq</sup>	26%	28%	17%	39% <sup>mmnnoq</sup>	25%	39% <sup>ks</sup>	23%	
<b>Total Mean (including those not Sending any)</b>																					
Mean	0.88	0.83 <sup>c</sup>	0.83	0.51	1.05 <sup>e</sup>	0.78	0.86	0.74	0.83	0.91	0.77	1.09 <sup>mmnnoq</sup>	0.89 <sup>mmnnoq</sup>	0.49	0.63	0.46	0.93 <sup>mmnnoq</sup>	0.59	0.85 <sup>ks</sup>	0.51	
Std Dev	2.20	2.42	2.69	1.27	2.58	1.83	2.41	1.78	1.66	2.21	1.74	2.66	2.09	1.16	1.52	1.32	2.39	1.47	1.94	1.72	
Std Error	0.03	0.06	0.18	0.04	0.06	0.04	0.09	0.10	0.13	0.04	0.08	0.06	0.05	0.04	0.10	0.13	0.04	0.04	0.07	0.04	
<b>Sending Mean (excluding those not Sending any)</b>																					
Mean	2.46	2.52	2.69	1.95	2.72 <sup>e</sup>	2.14	2.83 <sup>e</sup>	2.19	2.54	2.42	2.30	2.70 <sup>mm</sup>	2.38	1.93	2.23	2.64	2.54	2.31	2.26	2.23	
Std Dev	3.10	3.66	4.31	1.83	3.56	2.49	3.71	2.49	2.03	3.06	2.36	3.84	2.86	1.57	2.14	2.09	3.28	2.12	2.56	3.03	
Std Error	0.07	0.14	0.52	0.11	0.14	0.09	0.24	0.24	0.28	0.08	0.18	0.13	0.10	0.12	0.28	0.46	0.08	0.24	0.15	0.14	

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
\* small base

QG1\_5. Approximately how many of the following have you sent in the last month?  
Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5159	321	4762	76	1527	3306	326	5000	86	44	5	5130	24
Weighted Base	5158	335	4744	80*	1488	3348	322	4963	115*	47**	8**	5124	26**
Effective Base	2867	187	2635	45	849	1829	190	2763	59	28	5	2849	13
None	3315	166	3093	56	922	2205	185	3199	54	37	4	3290	21
64%	50%	55% <b>a</b>	71% <b>b</b>	52%	57%	57%	57%	81% <b>g</b>	47%	79%	54%	81% <b>k</b>	60%
1-2	1371	118	1237	16	383	890	97	1315	42	6	4	1365	4
27%	35% <b>b</b>	26%	20%	26%	27%	30%	30%	27%	36%	12%	46%	27%	16%
3-4	254	28	222	4	101	136	17	234	17	3	-	254	-
5%	8% <b>b</b>	5%	5%	7% <b>a</b>	4%	5%	5%	5%	15% <b>g</b>	6%	-	5%	1%
5-10	188	21	163	4	70	95	23	184	2	1	-	188	1
4%	6%	3%	2%	2% <b>a</b>	3%	7% <b>a</b>	7% <b>a</b>	4%	2%	2%	-	4%	2%
11-20	24	-	24	-	11	12	-	24	-	-	-	24	-
21+	6	2	4	-	1	6	-	6	-	-	-	6	-
Any Sent (non-zero entry)	1843	109	1651	24	566	1140	137	1764	60	10	4	1835	5
36%	50% <b>b</b>	35%	30%	38% <b>a</b>	34%	43% <b>a</b>	36%	83% <b>g</b>	21%	46%	36%	20%	
<b>Total Mean (including those not Sending any)</b>													
Mean	0.88	1.33 <b>b</b>	0.85	0.78	1.00	0.82	0.99	0.88	1.17	0.56	0.46	0.88	0.38
Std Dev	2.20	2.65	2.17	1.64	2.23	2.22	1.72	2.22	1.52	1.53	0.53	2.20	1.00
Std Error	0.03	0.15	0.03	0.19	0.06	0.04	0.10	0.03	0.16	0.23	0.24	0.03	0.20
<b>Sending Mean (excluding those not Sending any)</b>													
Mean	2.46	2.63	2.45	2.57	2.62	2.40	2.34	2.48	2.22	2.62	1.00	2.47	1.93
Std Dev	3.10	3.25	3.09	2.09	2.98	3.26	1.95	3.15	1.44	2.45	0.00	3.10	1.53
Std Error	0.07	0.26	0.08	0.41	0.12	0.10	0.17	0.07	0.22	0.82	0.00	0.07	0.58

Proportions/Mean: Column Test(s) (5% risk level) - a:b:c - d:e(f - g:h(i)/k) \* small base, \*\* very small base (under 30) ineligible for sig testing

QG1\_5. Approximately how many of the following have you sent in the last month?

Smaller parcels - that will fit through a letterbox

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5159	1290	1291	1289	1289	430	430	430	430	430	431	-	858	430	430	429	430
Weighted Base	5158	1290	1291	1288	1289	432	431	427	464	412	416	**	816	472	437	415	437
Effective Base	2867	661	732	725	755	215	220	226	251	240	242	-	474	253	249	248	259
None	3315	760	698	631	627	247	260	253	253	209	235	-	581	350	328	286	312
64%	59%	54%	72%ab	72%ab	57%	60%	59%	55%	51%	57%	-	71%efghj	74%efghj	75%efghj	69%efghj	71%efghj	
1-2	1371	370	439	273	289	129	120	121	165	148	128	-	184	90	92	104	83
27%	29%cd	34%abcd	21%	22%	30%imnop	28%im	26%im	35%imnop	39%imnop	31%imnop	-	23%	19%	21%	25%	21%	
3-4	264	90	75	47	43	28	31	31	23	30	22	-	32	15	9	13	20
5%	7%cd	6%cd	4%	3%	8%hi	7%hi	7%imnop	5%	7%imnop	5%	-	4%	3%	2%	3%	4%	
5-10	188	58	69	33	29	22	16	19	19	25	26	-	18	15	7	11	11
4%	4%cd	5%cd	3%	2%	5%hi	4%	5%	4%	6%hi	6%hi	-	2%	3%	2%	3%	2%	
11-20	24	13	8	2	1	6	5	2	1	3	4	-	2	-	-	-	-
1%	1%cd	1%	-	-	1%	1%	1%	-	1%	1%	-	-	-	-	-	-	
21+	6	-	2	2	2	-	-	-	2	-	-	-	-	2	-	-	2
Any Sent (non-zero entry)	1843	530	593	357	363	185	172	174	210	203	180	-	236	122	109	129	125
36%	41%cd	46%cd	28%	28%	43%imnop	40%imnop	41%imnop	45%imnop	49%imnop	43%imnop	-	29%	26%	25%	31%	29%	
<b>Total Mean (including those not Sending any)</b>	0.88	1.10cd	1.16cd	0.64	0.62	1.16imnop	1.10imno	1.07im	1.08im	1.30imnop	1.10imnop	-	0.62	0.67	0.50	0.64	0.72
Mean	2.20	2.37	2.63	1.81	1.80	2.26	2.52	2.33	2.85	2.84	2.10	-	1.61	2.11	1.32	1.85	2.12
Std Dev	0.03	0.07	0.07	0.05	0.05	0.11	0.12	0.11	0.14	0.14	0.10	-	0.05	0.10	0.06	0.09	0.10
Std Error	2.46	2.69	2.53	2.30	2.19	2.68	2.76	2.62	2.41	2.64	2.53	-	2.15	2.60	2.00	2.05	2.50
Mean	3.10	3.07	3.41	2.83	2.83	2.80	3.37	3.04	3.85	3.59	2.56	-	2.38	3.52	2.01	2.86	3.36
Std Dev	0.07	0.13	0.14	0.15	0.14	0.20	0.26	0.23	0.28	0.25	0.19	-	0.15	0.33	0.18	0.24	0.29
Std Error																	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QG1\_6. Approximately how many of the following have you sent in the last month?  
Larger parcels - that will not fit through a letterbox

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5159	-	5159	617	2818	2460	2682	650	667	962	696	983	731	470	1317	1658	2184	1201	4779	346	5159
Weighted Base	5158	-	5158	697	2830	2513	2625	689	651	1014	717	926	634	526	1341	1731	2087	1160	4588	531	5159
Effective Base	2867	-	2867	355	1606	1396	1459	375	379	548	403	553	349	266	753	951	1163	614	2588	262	5159
None	3450	-	3450	272	1864	1720	1719	396	418	627	487	649	458	416	814	1114	1523	874	3104	318	3426
67%		-	67%	39%	66%	68%	65%	57%	64%	62%	68%	70%	72%	79%	61%	64%	73%	76%	65%	60%	66%
1-2	1288	-	1288	271	732	614	665	211	171	281	181	207	147	91	382	462	445	238	1124	154	1268
25%		-	25%	21%	26%	24%	25%	31%	23%	23%	22%	23%	23%	17%	23%	21%	21%	20%	25%	29%	25%
3-4	210	-	210	83	124	103	107	49	30	43	22	32	18	16	79	66	65	34	169	39	248
4%		-	4%	9%	4%	4%	4%	7%	5%	4%	3%	3%	3%	3%	6%	4%	3%	3%	4%	7%	5%
5-10	172	-	172	71	92	59	113	32	28	46	18	35	10	3	60	64	48	14	153	20	179
3%		-	3%	10%	3%	2%	4%	5%	4%	5%	2%	4%	2%	1%	4%	4%	2%	1%	3%	4%	3%
11-20	32	-	32	17	15	14	19	3	3	15	6	4	2	-	6	21	6	2	32	-	32
1%		-	1%	2%	1%	1%	1%	*	*	1%	1%	*	*	-	*	*	*	*	1%	-	1%
21+	6	-	6	3	3	3	3	-	-	2	3	-	-	-	-	5	-	-	6	-	6
Any Sent (non-zero entry)	1708	-	1708	425	966	792	907	294	233	388	230	277	177	110	527	618	564	286	1483	213	1733
33%		-	33%	61%	34%	32%	35%	42%	36%	38%	32%	36%	28%	21%	39%	36%	27%	25%	32%	40%	34%
<b>Total Mean (including those not Sending any)</b>																					
Mean	0.81	-	0.81	2.06d	0.81	0.74	0.88	0.99km	0.86km	1.12km	0.89	0.68m	0.69m	0.36	0.93po	1.02po	0.57	0.48	0.81	0.86	0.89
Std Dev.	2.46	-	2.46	4.98	2.02	2.74	2.17	1.81	1.92	2.84	4.44	1.57	1.50	0.85	1.86	3.59	1.41	1.25	2.57	1.41	4.00
Std Error	0.03	-	0.03	0.20	0.04	0.06	0.04	0.07	0.07	0.09	0.17	0.05	0.06	0.04	0.05	0.09	0.03	0.04	0.04	0.08	0.06
<b>Sending Mean (excluding those not Sending any)</b>																					
Mean	2.46	-	2.46	3.37d	2.37	2.36	2.56	2.33m	2.40m	2.92m	2.77	2.26	2.11	1.73	2.36	2.05po	2.11	1.96	2.51	2.14	2.66
Std Dev.	3.78	-	3.78	6.02	2.88	4.48	3.06	2.14	2.57	3.97	7.52	2.17	2.21	1.07	2.34	5.56	2.02	1.86	4.01	1.50	6.55
Std Error	0.09	-	0.09	0.31	0.09	0.16	0.10	0.14	0.16	0.21	0.49	0.13	0.15	0.10	0.10	0.23	0.08	0.10	0.10	0.13	0.16

Proportions/Mean: Column Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QG1\_6. Approximately how many of the following have you sent in the last month?  
Larger parcels - that will not fit through a letterbox

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5159	1262	1543	1045	1309	2805	2354	2833	2251	599	627	1307	1401	884	3335	607	4286	541	1929	108
Weighted Base	5158	945	1594	1175	1445	2539	2620	3074	2010	639	658	1339	1371	814	3367	647	4248	530	1916	132*
Effective Base	2867	533	892	634	809	1425	1442	1593	1260	345	370	774	758	427	1902	350	2366	317	1095	69
None	3450	526	1063	798	1063	1589	1862	1919	1473	454	456	927	902	470	2285	462	2802	392	1376	103
	67%	56%	67%	57%	69%	63%	71%	62%	72%	71%	69%	69%	69%	58%	67%	71%	66%	74%	72%	78%
1-2	1268	230	396	293	306	689	599	851	430	158	142	326	346	259	814	139	1087	97	414	23
	25%	31%	25%	25%	21%	22%	23%	21%	21%	22%	22%	24%	25%	24%	24%	21%	26%	18%	22%	17%
3-4	210	65	57	43	45	122	88	145	59	29	28	39	73	32	140	29	174	21	70	3
	4%	7%	4%	4%	3%	5%	3%	5%	3%	5%	4%	3%	6%	4%	4%	4%	4%	4%	4%	2%
5-10	172	51	65	30	26	116	56	127	43	16	26	36	37	46	99	16	150	19	47	3
	3%	3%	3%	3%	2%	3%	2%	4%	2%	3%	4%	3%	3%	4%	3%	2%	4%	4%	2%	2%
11-20	32	8	10	5	5	17	15	26	6	2	6	10	9	4	25	2	29	1	7	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
21+	6	3	3	-	-	5	-	6	-	-	-	-	3	2	3	-	5	-	2	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Any Sent (non-zero entry)	1708	419	531	376	382	950	758	1155	538	185	201	412	469	344	1082	186	1446	138	540	29
	33%	44%	43%	39%	26%	37%	29%	39%	27%	29%	31%	31%	34%	41%	32%	29%	44%	26%	28%	22%
<b>Total Mean (including those not Sending any)</b>																				
Mean	0.81	0.72	0.83	0.74	0.54	1.00	0.63	0.89	0.56	0.68	0.80	0.73	0.85	1.07	0.79	0.68	0.85	0.64	0.65	0.43
Std Dev	2.46	3.96	2.33	2.03	1.37	3.05	1.70	2.95	1.44	4.10	1.94	2.08	2.22	2.34	2.11	4.07	2.16	1.47	1.73	1.07
Std Error	0.03	0.11	0.06	0.06	0.04	0.06	0.04	0.06	0.03	0.17	0.08	0.06	0.06	0.08	0.04	0.17	0.03	0.06	0.04	0.10
<b>Sending Mean (excluding those not Sending any)</b>																				
Mean	2.46	2.73	2.50	2.32	2.05	2.60	2.19	2.53	2.09	2.36	2.61	2.38	2.49	2.54	2.47	2.36	2.49	2.47	2.31	1.95
Std Dev	3.78	5.58	3.44	3.03	2.01	4.51	2.57	4.35	2.13	7.36	2.74	3.18	3.21	3.04	3.12	7.35	3.09	1.95	2.61	1.53
Std Error	0.09	0.25	0.15	0.16	0.11	0.14	0.10	0.13	0.08	0.57	0.19	0.16	0.14	0.16	0.09	0.57	0.08	0.16	0.11	0.32

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base



QG1\_6. Approximately how many of the following have you sent in the last month?

Larger parcels - that will not fit through a letterbox

Base : All participants

	Rurality				Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	5159	3413	1746	783	2572	1047	851	689	278	283	285	283	287	288	294	290	284	176	871	
Weighted Base	5158	4436	722	191	4336	433	247	143	210	565	426	375	455	480	678	704	443	52*	380	
Effective Base	2867	2430	440	154	2168	447	410	477	253	259	260	257	261	262	273	260	260	61	387	
None	3450	2965	485	127	2918	277	161	95	143	384	274	260	318	327	423	487	302	28	249	
	67%	67%	67%	67%	67%	64%	65%	66%	63%	63%	64%	63%	63%	63%	62%	63%	63%	53%	66%	
1-2	1268	1123	185	41	1079	110	58	35	53	199	115	94	109	110	188	184	107	15	101	
	25%	25%	23%	22%	25%	27%	24%	25%	25%	25%	27%	25%	24%	23%	28%	23%	24%	28%	27%	
3-4	210	168	42	10	162	25	17	6	6	16	23	10	16	19	28	19	24	6	19	
	4%	4%	6%	5%	4%	6%	7%	4%	3%	3%	5%	3%	4%	4%	3%	5%	5%	12%	5%	
5-10	172	151	22	11	147	11	8	6	6	19	10	5	10	24	35	31	8	3	8	
	3%	3%	3%	6%	3%	3%	3%	4%	3%	3%	2%	1%	2%	5%	6%	4%	2%	6%	2%	
11-20	32	29	3	1	25	3	3	1	1	7	2	5	2	-	4	4	-	-	3	
	1%	1%	-	1%	1%	1%	1%	-	-	1%	-	1%	-	-	1%	-	-	1%	1%	
21+	6	-	5	-	5	-	-	-	-	-	3	-	-	-	-	-	2	-	-	
	-	-	1%	-	-	-	-	-	-	-	1%	-	-	-	-	-	1%	-	-	
Any Sent (non-zero entry)	1708	1471	238	84	1418	156	86	48	66	182	151	115	137	153	255	218	141	25	131	
	33%	33%	33%	33%	33%	36%	35%	34%	32%	32%	36%	31%	30%	32%	38%	31%	32%	4%	34%	
<b>Total Mean (including those not Sending any)</b>																				
Mean	0.81	0.79	0.98	1.18	0.78	0.87	1.05d	1.18d	0.65	0.82	0.88	0.74	0.68	0.72	0.90	0.79	0.74	1.10m	0.83	
Std Dev	2.46	1.93	4.53	7.55	1.99	2.08	2.62	8.60	1.57	2.04	2.42	2.25	1.82	1.50	1.97	2.10	1.93	1.92	2.10	
Std Error	0.03	0.03	0.11	0.27	0.04	0.06	0.09	0.33	0.09	0.12	0.14	0.13	0.11	0.09	0.11	0.12	0.11	0.14	0.07	
<b>Sending Mean (excluding those not Sending any)</b>																				
Mean	2.46	2.38	2.98	3.53c	2.40	2.43	2.94d	3.51c	2.07	2.54	2.47	2.42	2.27	2.27	2.39	2.55	2.32	2.52	2.41	
Std Dev	3.78	2.73	7.52	12.81	2.88	2.88	3.75	14.62	2.22	2.93	3.55	3.54	2.72	1.88	2.60	3.14	2.84	2.11	3.00	
Std Error	0.09	0.08	0.30	0.75	0.10	0.15	0.22	0.94	0.24	0.32	0.35	0.39	0.30	0.20	0.25	0.33	0.31	0.24	0.17	

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QG1\_6. Approximately how many of the following have you sent in the last month?  
Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5159	1853	217	967	1790	2081	747	334	172	3851	506	2068	2019	669	230	111	4087	341	744	1834
Weighted Base	5158	1805	237	880	1754	2020	817	354	163	3774	517	1961	2026	746	263	98*	3987	361	833	1744
Effective Base	2867	1012	121	530	946	1130	457	201	104	2075	304	1112	1107	402	144	67	2218	209	458	1023
None	3450	1239	162	651	1097	1377	595	230	113	2473	343	1171	1359	688	201	80	2530	281	564	1306
	67%	69%	68%	67% <b>a</b>	63%	65% <b>c</b>	67% <b>d</b>	65%	65%	66%	66%	60%	67% <b>g</b>	69% <b>h</b>	67% <b>i</b>	67% <b>j</b>	63% <b>k</b>	67% <b>l</b>	68%	65% <b>m</b>
1-2	1288	397	50	169	483	500	158	98	40	983	137	574	533	120	40	12	1107	52	192	342
	25%	22%	21%	19%	29% <b>f</b>	25% <b>f</b>	19%	28% <b>f</b>	24%	26% <b>f</b>	27% <b>f</b>	29% <b>nn</b>	26% <b>nn</b>	16%	15%	12%	22% <b>nn</b>	14%	23%	20%
3-4	210	82	18	27	73	88	28	17	4	161	21	107	63	27	7	5	170	12	43	51
	4%	5%	8% <b>c</b>	3%	4%	4%	3%	5%	2%	4%	4%	9% <b>o</b>	3%	4%	3%	5%	4%	3%	5% <b>c</b>	3%
5-10	172	69	6	29	83	48	26	9	5	131	14	89	57	10	15	1	145	16	30	40
	3%	4%	3%	3%	3% <b>a</b>	2%	3%	3%	3%	3%	3%	4% <b>nn</b>	3%	1%	6% <b>nn</b>	1%	4% <b>nn</b>	4% <b>nn</b>	4%	2%
11-20	32	17	2	3	16	7	8	-	2	23	2	20	9	2	1	-	29	1	1	6
	7%	1%	1%	-	1%	-	1%	-	1%	1%	-	1%	-	-	-	-	1%	-	-	-
21+	6	-	-	-	3	-	2	-	-	3	-	1	5	-	-	-	6	-	2	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any Sent (non-zero entry)	1708	566	75	229	657	643	222	123	50	1301	173	790	667	158	63	18	1457	80	269	438
	33%	31% <b>c</b>	32%	26%	37% <b>e</b>	32%	27%	33% <b>e</b>	31%	34% <b>f</b>	34%	40% <b>nn</b>	33% <b>nn</b>	21%	24%	18%	37% <b>nn</b>	22%	32% <b>a</b>	25%
<b>Total Mean (including those not Sending any)</b>																				
Mean	0.81	0.88	0.96	0.65	0.93% <b>e</b>	0.72	0.79	0.68	0.74	0.84	0.70	1.09% <b>m</b>	0.76% <b>m</b>	0.43	0.70	0.46	0.91% <b>m</b>	0.63	0.80% <b>a</b>	0.56
Std Dev	2.46	3.14	6.56	1.76	2.41	2.72	2.42	1.34	2.03	2.58	1.59	3.18	2.09	1.20	1.86	1.88	2.68	1.87	1.90	1.51
Std Error	0.03	0.07	0.45	0.06	0.06	0.06	0.09	0.07	0.15	0.04	0.07	0.07	0.05	0.05	0.12	0.18	0.04	0.10	0.07	0.04
<b>Sending Mean (excluding those not Sending any)</b>																				
Mean	2.46	2.79	3.03	2.50	2.62	2.25	2.89	1.96	2.39	2.44	2.09	2.63	2.32	2.04	2.93% <b>m</b>	2.51	2.49	2.84	2.47	2.24
Std Dev	3.78	5.11	11.44	2.69	3.35	4.44	3.95	1.63	3.09	3.93	2.15	4.58	3.11	1.89	2.84	3.87	3.98	3.07	2.66	2.32
Std Error	0.09	0.20	1.38	0.15	0.13	0.17	0.27	0.16	0.44	0.11	0.17	0.16	0.12	0.15	0.37	0.84	0.10	0.34	0.17	0.10

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
\* small base

QG1\_6. Approximately how many of the following have you sent in the last month?

Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5159	321	4762	76	1527	3306	326	5000	86	44	5	5130	24
Weighted Base	5158	335	4744	80*	1488	3348	322	4963	115*	47**	8**	5124	26**
Effective Base	2867	187	2635	45	849	1829	190	2763	59	28	5	2849	13
None	3450	201	3192	57	952	2293	205	3313	74	35	6	3422	21
47%		50%	67% <sup>a</sup>	72%	64%	69% <sup>b</sup>	63%	67%	65%	76%	79%	67%	63%
1-2	1288	98	1175	16	390	807	91	1258	21	4	2	1282	4
25%		29%	25%	19%	26%	24%	28%	4%	1%	9%	22%	25%	15%
3-4	210	17	191	2	74	127	9	198	10	2	-	210	-
4%		5%	4%	2%	5%	4%	3%	4%	9%	5%	-	4%	-
5-10	172	14	155	3	60	100	12	157	10	5	-	172	1
3%		4%	3%	4%	4%	3%	4%	3%	8% <sup>c</sup>	10%	-	3%	3%
11-20	32	4	26	2	12	14	6	32	-	-	-	32	-
1%		1%	3% <sup>b</sup>	1%	1%	1%	2% <sup>c</sup>	1%	-	-	-	1%	-
21+	6	-	6	-	-	-	-	6	-	-	-	6	-
*		-	-	-	-	-	-	-	-	-	-	-	-
Any Sent (non-zero entry)	1708	133	1552	23	536	1055	118	1650	41	11	2	1702	5
33%		40% <sup>b</sup>	33%	28%	36% <sup>a</sup>	32%	37%	33%	35%	24%	22%	33%	17%
<b>Total Mean (including those not Sending any)</b>													
Mean	0.81	0.98	0.80	1.20	0.92	0.74	1.05	0.81	1.00	0.95	0.22	0.82	0.29
Std Dev	2.46	2.15	2.45	3.93	3.25	1.98	2.74	2.49	1.73	2.20	0.44	2.47	0.95
Std Error	0.03	0.12	0.04	0.45	0.08	0.03	0.15	0.04	0.19	0.33	0.20	0.03	0.19
<b>Sending Mean (excluding those not Sending any)</b>													
Mean	2.46	2.45	2.43	4.24	2.57	2.36	2.87	2.44	2.82	3.94	1.00	2.46	1.65
Std Dev	3.78	2.84	3.79	6.52	5.01	2.94	3.93	3.82	1.81	2.94	-	3.79	1.88
Std Error	0.09	0.26	0.10	1.36	0.22	0.09	0.36	0.09	0.35	0.89	-	0.09	0.77

Proportions/Mean: Column Y tested (5% risk level) - a:b:c - d:e(f - g:h(i)/k) \* small base, \*\* very small base (under 30) ineligible for sig testing

QG1\_6. Approximately how many of the following have you sent in the last month?

Larger parcels - that will not fit through a letterbox

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5159	1290	1291	1289	1289	430	430	430	430	430	431	-	859	430	430	429	430
Weighted Base	5158	1290	1291	1288	1289	432	431	427	464	412	416	**	816	472	437	415	437
Effective Base	2867	661	732	725	755	215	220	226	251	240	242	-	474	253	249	248	259
None	3450	773	807	850	920	249	277	247	291	262	254	-	591	350	322	290	308
67%	60%	63%	74%ab	71%ab	58%	64%	58%	63%	64%	61%	-	72%efghij	76%efghij	74%efghij	70%efghj	71%efghj	
1-2	1288	402	352	263	271	144	125	133	116	119	117	-	184	79	92	88	91
25%	31%cd	27%cd	20%	21%	33%imnop	29%imnp	31%imnop	25%im	29%imnop	28%im	-	23%	17%	21%	21%	21%	
3-4	210	44	72	32	62	19	10	16	26	14	29	-	18	14	15	22	25
4%	3%	6%ic	3%	2%c	4%	2%	4%	5%il	3%	2%ilm	-	2%	3%	3%	4%	4%	
5-10	172	55	49	40	29	18	17	20	24	14	11	-	22	18	5	13	10
3%	4%de	4%	3%	2%	4%	4%	5%kn	5%kn	3%	3%	-	3%	4%	1%	3%	2%	
11-20	32	14	11	3	5	3	-	11	3	4	4	-	1	2	-	2	3
1%	1%cd	1%	-	-	1%	-	2%lmn	1%	1%	1%	-	-	-	-	-	-	
21+	6	3	1	-	2	-	3	-	-	-	-	-	-	-	2	-	-
	-	-	-	-	-	1%	-	-	-	-	-	-	-	1%	-	-	
Any Sent (non-zero entry)	1708	517	484	338	369	183	154	179	172	150	162	-	225	113	114	125	129
33%	40%cd	37%cd	26%	29%	42%imnop	36%imn	42%imnop	37%imn	38%imn	39%imnop	-	28%	24%	26%	30%	29%	
<b>Total Mean (including those not Sending any)</b>	0.81	1.04cd	0.94c	0.59	0.68	0.96im	0.92i	1.24imnp	0.96in	0.93	0.94im	-	0.57	0.64	0.57	0.79	0.69
Mean	2.46	2.59	3.46	1.49	1.80	1.85	2.61	3.16	2.14	5.22	2.27	-	1.35	1.72	1.81	1.98	1.58
Std Dev	0.03	0.07	0.10	0.04	0.05	0.09	0.13	0.15	0.10	0.25	0.11	-	0.05	0.08	0.09	0.10	0.08
Std Error																	
<b>Sending Mean (excluding those not Sending any)</b>																	
Mean	2.46	2.59	2.51	2.26	2.38	2.25	2.58	2.96i	2.57	2.55	2.41	-	2.05	2.69	2.18	2.61	2.34
Std Dev	3.78	3.57	5.29	2.17	2.69	2.27	3.85	4.32	2.86	8.42	3.11	-	1.88	2.63	3.00	2.88	2.16
Std Error	0.09	0.16	0.24	0.12	0.14	0.17	0.31	0.33	0.23	0.65	0.24	-	0.12	0.25	0.28	0.25	0.18

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

QG1\_7. Approximately how many of the following have you sent in the last month?  
Items requiring a signature

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5159	-	5159	617	2818	2460	2682	650	667	962	696	983	731	470	1317	1658	2184	1201	4779	346	5159
Weighted Base	5158	-	5158	697	2830	2513	2625	689	651	1014	717	926	634	526	1341	1731	2087	1160	4588	531	5159
Effective Base	2867	-	2867	355	1606	1396	1459	375	379	548	403	553	349	266	753	951	1163	614	2588	262	5159
None	4056	-	4056	386	2266	1900	2135	516	487	761	552	728	546	466	1003	1313	1740	1012	3658	364	4118
79%	-	79%	-	55%	80%	76%	81%	75%	75%	75%	77%	79%	86%	89%	75%	76%	83%	87%	80%	69%	80%
1-2	889	-	889	223	469	499	390	132	136	192	141	166	71	51	268	333	288	122	759	126	846
17%	-	17%	-	35%	16%	20%	15%	16%	16%	19%	13%	15%	11%	10%	23%	23%	14%	11%	17%	2%	16%
3-4	112	-	112	39	61	60	52	25	17	25	13	13	16	3	42	38	32	18	83	25	105
2%	-	2%	-	6%	2%	2%	2%	4%	3%	2%	2%	1%	2%	1%	3%	2%	2%	2%	2%	5%	2%
5-10	85	-	85	41	34	42	43	15	9	29	11	13	2	6	24	40	22	8	72	13	72
2%	-	2%	-	9%	1%	2%	2%	2%	1%	3%	2%	1%	*	1%	2%	2%	1%	1%	2%	2%	1%
11-20	14	-	14	5	9	10	5	*	3	6	-	5	-	-	3	6	5	-	14	-	15
*	-	*	-	1%	*	*	*	*	*	1%	-	1%	-	-	*	*	*	-	*	-	*
21+	3	-	3	3	*	2	*	-	*	*	*	*	-	-	*	2	-	-	3	-	3
*	-	*	-	d	*	*	*	-	*	*	*	*	-	-	*	*	-	-	*	-	*
Any Sent (non-zero entry)	1103	-	1103	311	564	613	490	173	164	254	165	198	89	60	337	419	347	149	930	167	1041
27%	-	21%	-	45%	20%	24%	19%	20%	20%	20%	23%	21%	14%	11%	20%	24%	17%	13%	20%	3%	20%
<b>Total Mean (including those not Sending any)</b>																					
Mean	0.47	-	0.47	1.32d	0.41	0.55	0.40	0.51m	0.53m	0.69m	0.47	0.45m	0.24	0.23	0.52pq	0.60pq	0.33	0.24	0.45	0.66	0.48
Std Dev.	2.10	-	2.10	4.80	1.36	2.71	1.28	1.21	1.49	2.60	3.81	1.49	0.75	1.01	1.35	3.16	1.19	0.88	2.18	1.33	3.66
Std Error	0.03	-	0.03	0.19	0.03	0.05	0.02	0.05	0.06	0.08	0.14	0.05	0.03	0.05	0.04	0.08	0.03	0.03	0.03	0.07	0.05
<b>Sending Mean (excluding those not Sending any)</b>																					
Mean	2.19	-	2.19	2.96d	2.04	2.24	2.14	2.05	2.09	2.75	2.05	2.08	1.69	2.05	2.07	2.47	1.98	1.84	2.21	2.10	2.35
Std Dev.	4.10	-	4.10	6.84	2.44	5.13	2.24	1.62	2.35	4.63	7.75	2.64	1.25	2.30	2.01	6.05	2.30	1.76	4.41	1.61	7.87
Std Error	0.13	-	0.13	0.43	0.10	0.23	0.10	0.14	0.19	0.31	0.63	0.19	0.11	0.30	0.12	0.31	0.12	0.13	0.14	0.16	0.24

Proportions/Mean: Column Y tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QG1\_7. Approximately how many of the following have you sent in the last month?  
Items requiring a signature

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5159	1262	1543	1045	1309	2805	2354	2833	2251	599	627	1307	1401	884	3335	607	4286	541	1929	108
Weighted Base	5158	945	1594	1175	1445	2539	2620	3074	2010	639	658	1339	1371	814	3367	647	4248	530	1916	132*
Effective Base	2867	533	892	634	809	1425	1442	1593	1260	345	370	774	758	427	1902	350	2366	317	1095	69
None	4056	689	1270	896	1201	1959	2096	2276	1721	534	508	1066	1068	592	2641	542	3297	437	1637	109
	79%	73%	80%	76%	77%	77%	80%	74%	86%	84%	77%	80%	78%	73%	84%	84%	78%	83%	85%	83%
1-2	889	102	253	204	204	446	443	639	240	79	115	231	241	121	591	80	764	73	239	20
	17%	20%	16%	20%	14%	18%	17%	21%	12%	12%	16%	17%	18%	21%	16%	12%	19%	14%	12%	16%
3-4	112	30	42	15	24	73	39	80	28	18	17	21	30	24	68	18	27	12	27	3
	2%	3%	3%	1%	2%	3%	1%	3%	1%	1%	3%	2%	3%	3%	2%	3%	2%	2%	1%	2%
5-10	85	32	20	19	13	52	32	64	20	7	11	15	26	26	52	7	78	8	10	*
	2%	3%	1%	2%	1%	2%	1%	2%	1%	1%	2%	1%	2%	2%	1%	1%	2%	1%	1%	*
11-20	14	1	7	3	3	8	6	13	1	2	3	6	4	*	13	2	13	*	3	*
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
21+	3	*	*	2	*	*	2	3	*	*	*	*	*	*	2	*	2	*	*	*
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Any Sent (non-zero entry)	1103	256	324	275	244	580	523	799	289	105	150	273	303	221	726	106	951	93	279	23
	21%	21%	20%	23%	17%	23%	20%	28%	14%	16%	23%	20%	23%	27%	25%	16%	25%	17%	15%	17%
<b>Total Mean (including those not Sending any)</b>	<b>0.47</b>	<b>0.34</b>	<b>0.45</b>	<b>0.33</b>	<b>0.33</b>	<b>0.52</b>	<b>0.42</b>	<b>0.50</b>	<b>0.28</b>	<b>0.39</b>	<b>0.50</b>	<b>0.44</b>	<b>0.54</b>	<b>0.55</b>	<b>0.49</b>	<b>0.39</b>	<b>0.50</b>	<b>0.37</b>	<b>0.26</b>	<b>0.34</b>
Mean	2.19	2.38	2.22	2.23	1.93	2.29	2.09	2.29	1.95	2.40	2.20	2.15	2.43	2.01	2.28	2.39	2.21	2.13	1.77	1.97
Std Dev	4.10	6.34	2.90	3.96	2.20	4.74	3.26	4.66	2.00	9.69	2.65	2.81	4.02	1.70	3.34	9.64	3.04	1.93	1.72	1.86
Std Error	0.13	0.37	0.17	0.26	0.15	0.20	0.15	0.18	0.10	0.99	0.22	0.18	0.23	0.12	0.13	0.97	0.10	0.20	0.10	0.52

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QG1\_7. Approximately how many of the following have you sent in the last month?  
Items requiring a signature

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5159	3413	1746	783	2572	1047	851	689	278	283	285	283	287	288	294	290	284	176	871
Weighted Base	5158	4436	722	191	4336	433	247	143	210	565	426	375	455	480	678	704	443	52*	380
Effective Base	2867	2430	440	154	2168	447	410	477	253	259	260	257	261	262	273	260	260	61	387
None	4056	3468	588	153	3390	354	200	112	165	437	344	294	352	382	481	571	365	42	312
	79%	78%	81%	80%	78%	82%	81%	78%	12% <sup>ab</sup>	77%	81% <sup>ab</sup>	78%	77%	80% <sup>ab</sup>	71%	81% <sup>ab</sup>	82% <sup>ab</sup>	81%	72% <sup>ab</sup>
1-2	889	776	112	31	765	64	34	26	38	117	60	70	78	88	143	103	61	6	58
	17%	16%	16%	16%	18%	15%	14%	18%	18%	21% <sup>ab</sup>	14%	19%	17%	18%	25% <sup>ab</sup>	15%	14%	1%	15%
3-4	112	103	9	1	96	6	7	3	4	7	17	5	15	4	31	8	5	2	4
	2%	2%	1%	1%	2%	1%	3%	2%	2%	1%	4% <sup>ab</sup>	1%	3%	1%	6% <sup>ab</sup>	1%	1%	4% <sup>ab</sup>	1%
5-10	85	74	11	5	72	7	3	2	1	2	5	4	10	6	17	16	10	2	5
	2%	2%	1%	2%	2%	2%	1%	2%	+	+	1%	1%	2%	1%	9%	2%	2%	3% <sup>ab</sup>	1%
11-20	14	13	2	+	11	2	1	+	1	3	-	-	-	-	-	6	2	+	1
	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	1%	-	-	1%
21+	3	2	+	+	2	-	+	+	-	-	-	2	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-
Any Sent (non-zero entry)	1105	968	135	38	946	79	47	31	44	129	82	82	103	98	197	134	78	10	69
	21%	22%	19%	20%	22%	18%	19%	22%	21%	23%	19%	22%	23%	20%	33% <sup>ab</sup>	19%	18%	19%	18%
<b>Total Mean (including those not Sending any)</b>	<b>0.47</b>	<b>0.47</b>	<b>0.46</b>	<b>0.67</b>	<b>0.47</b>	<b>0.38</b>	<b>0.50</b>	<b>0.70<sup>ab</sup></b>	<b>0.38</b>	<b>0.41</b>	<b>0.37</b>	<b>0.57</b>	<b>0.49</b>	<b>0.34</b>	<b>0.57<sup>ab</sup></b>	<b>0.56</b>	<b>0.40</b>	<b>0.54</b>	<b>0.36</b>
Mean	2.10	1.64	3.87	7.23	1.62	1.38	1.91	8.26	1.09	1.28	0.96	3.13	1.29	0.87	1.20	2.09	1.41	1.69	1.33
Std Dev	0.03	0.03	0.09	0.26	0.03	0.04	0.07	0.31	0.07	0.08	0.06	0.19	0.08	0.05	0.07	0.12	0.08	0.13	0.05
Std Error	<b>Sending Mean (excluding those not Sending any)</b>	<b>2.19</b>	<b>2.16</b>	<b>2.47</b>	<b>2.15</b>	<b>2.11</b>	<b>2.63</b>	<b>3.24<sup>ab</sup></b>	<b>1.81</b>	<b>1.80</b>	<b>1.93</b>	<b>2.64</b>	<b>2.16</b>	<b>1.64</b>	<b>1.98</b>	<b>2.56<sup>ab</sup></b>	<b>2.26</b>	<b>2.84</b>	<b>2.00</b>
Mean	4.10	2.95	8.70	16.16	2.90	2.63	3.71	17.72	1.77	2.18	1.35	6.33	1.93	1.25	1.48	4.00	2.67	3.00	2.57
Std Dev	0.13	0.11	0.47	1.35	0.13	0.18	0.29	1.44	0.23	0.28	0.18	0.85	0.24	0.17	0.17	0.57	0.38	0.54	0.20
Std Error																			

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
+ small base

QG1\_7. Approximately how many of the following have you sent in the last month?

Items requiring a signature

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5199	1853	217	967	1790	2081	747	334	172	3851	506	2068	2019	669	230	111	4087	341	744	1834
Weighted Base	5158	1805	237	880	1754	2020	817	354	163	3774	517	1961	2026	746	263	98*	3987	361	833	1744
Effective Base	2867	1012	121	530	946	1130	457	201	104	2075	304	1112	1107	402	144	67	2218	209	458	1023
None	4056	1525	212	786	1320	1625	648	282	138	2945	421	1481	1608	620	210	83	3089	293	641	1542
	79%	84%	89%	83%a	75%	83%a	79%	80%	85%a	78%	81%a	76%	82%a	83%a	80%	85%	77%	81%	77%	83%a
1-2	889	224	16	82	341	340	122	62	16	681	78	371	345	112	40	11	715	51	151	180
	17%	12%	7%	9%	19%h	17%	15%	17%	10%	18%h	15%	19%	17%	15%	15%	12%	18%	14%	16%a	10%
3-4	112	29	7	6	44	27	33	6	2	72	8	57	32	11	9	3	89	12	31	11
	2%	2%	3%	1%	3%	7%	4%a	2%	1%	2%	1%	3%	2%	1%	3%	3%	2%	3%	4%a	1%
5-10	85	21	2	5	40	25	9	4	7	64	11	42	34	3	5	-	77	5	10	8
	2%	1%	1%	1%	2%	1%	1%	1%	4%	2%	1%	2%	2%	1%	2%	-	21%h	1%	1%	1%
11-20	14	5	2	-	6	4	5	-	10	-	-	8	7	-	-	-	14	-	-	3
	*	*	1%	-	*	*	1%	-	-	-	-	*	*	-	-	-	14	-	-	3
21+	3	-	-	-	2	-	-	-	3	-	-	3	-	-	-	-	3	-	-	-
	*	*	-	-	*	-	-	-	*	-	-	*	-	-	-	-	3	-	-	-
Any Sent (non-zero entry)	1103	290	26	93	433	396	168	71	25	829	96	480	418	126	53	14	808	68	102	203
	21%	16%a	11%	11%	25%ah	20%	21%	20%	15%	22%	19%	24%ah	21%	17%	20%	15%	23%ah	19%	23%a	12%
<b>Total Mean (including those not Sending any)</b>																				
Mean	0.47	0.36	0.48	0.19	0.53%a	0.39	0.51	0.34	0.39	0.48	0.36	0.61m	0.44m	0.25	0.41m	0.26	0.52m	0.37	0.45%	0.21
Std Dev	2.10	2.62	6.47	0.76	2.00	2.49	1.79	0.90	1.18	2.28	1.00	2.97	1.51	0.70	1.05	0.90	2.34	1.01	1.11	0.88
Std Error	0.03	0.06	0.44	0.02	0.05	0.05	0.07	0.05	0.09	0.04	0.04	0.07	0.03	0.03	0.07	0.09	0.04	0.05	0.04	0.02
<b>Sending Mean (excluding those not Sending any)</b>																				
Mean	2.19	2.31	4.38	1.76	2.37	1.97	2.47	1.70	2.57	2.18	1.92	2.48	2.15	1.47	2.02	1.73	2.32	1.96	1.95	1.79
Std Dev	4.10	6.31	19.50	1.65	3.45	5.35	3.28	1.31	1.91	4.46	1.53	5.90	2.72	1.06	1.48	1.77	4.50	1.53	1.55	1.98
Std Error	0.13	0.37	3.98	0.15	0.17	0.26	0.28	0.17	0.40	0.16	0.17	0.26	0.14	0.10	0.24	0.47	0.15	0.21	0.12	0.13

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
\* small base



QG1\_7. Approximately how many of the following have you sent in the last month?

Items requiring a signature

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5159	321	4762	76	1527	3306	326	5000	86	44	5	5130	24
Weighted Base	5158	335	4744	80*	1488	3348	322	4963	115*	47**	8**	5124	26**
Effective Base	2867	187	2635	45	849	1829	190	2763	59	28	5	2849	13
None	4056	229	3768	59	1099	2724	232	3916	69	38	8	4023	24
	79%	68%	79%	74%	74%	81%	72%	81%	60%	61%	100%	81%	94%
1-2	889	70	794	16	283	531	75	848	34	5	-	887	2
	17%	14%	17%	19%	16%	16%	23%	17%	33%	10%	-	17%	6%
3-4	112	18	91	3	55	47	10	104	8	1	-	112	-
	2%	5%	2%	4%	1%	3%	3%	2%	7%	1%	-	2%	-
5-10	85	9	74	1	43	37	5	78	3	3	-	85	-
	2%	3%	2%	3%	1%	1%	1%	2%	3%	7%	-	2%	-
11-20	14	-	14	-	8	7	-	14	-	-	-	14	-
	*	-	*	-	1%	*	-	*	-	-	-	*	-
21+	3	-	3	-	*	2	-	3	-	-	-	3	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Any Sent (non-zero entry)	1103	106	976	21	389	624	99	1047	46	9	-	1101	2
	21%	32%	21%	26%	26%	19%	29%	21%	40%	19%	-	21%	6%
<b>Total Mean (including those not Sending any)</b>													
Mean	0.47	0.66	0.45	0.52	0.67*	0.38	0.48	0.46	0.83	0.66	0.00	0.47	0.07
Std Dev	2.10	1.34	2.15	1.23	3.09	1.55	1.15	2.12	1.41	1.95	0.00	2.11	0.34
Std Error	0.03	0.07	0.03	0.14	0.08	0.03	0.06	0.03	0.15	0.29	0.00	0.03	0.07
<b>Sending Mean (excluding those not Sending any)</b>													
Mean	2.19	2.09	2.21	2.02	2.56	2.03	1.72	2.19	2.09	3.51	-	2.20	1.14
Std Dev	4.10	1.65	4.32	1.70	5.63	3.08	1.62	4.19	1.55	3.32	-	4.11	-
Std Error	0.13	0.18	0.14	0.37	0.30	0.13	0.18	0.13	0.29	1.11	-	0.13	-

Proportions/Mean: Column Test (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG1\_7. Approximately how many of the following have you sent in the last month?

Items requiring a signature

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5159	1290	1291	1289	1289	430	430	430	430	430	431	-	858	430	430	429	430
Weighted Base	5158	1290	1291	1288	1289	432	431	427	464	412	416	**	816	472	437	415	437
Effective Base	2867	661	732	725	755	215	220	226	251	240	242	-	474	253	249	248	259
None	4056	938	935	1105	1077	294	325	319	336	305	294	-	693	412	368	348	361
79%		73%	72%	86%ab	84%ab	68%	75%	75%	72%	74%	71%	-	85%efghj	87%efghj	84%efghj	84%efghj	83%efghj
1-2	889	287	271	151	180	114	80	93	89	90	92	-	105	46	60	53	67
77%		22%cd	21%cd	12%	14%	28%imnop	19%im	22%imno	16%im	22%imno	22%imno	-	13%	10%	14%	14%	15%
3-4	112	29	41	25	17	9	15	5	21	7	13	-	11	14	6	8	3
2%		2%	3%cd	2%	1%	2%	4%ab	1%	5%lmno	2%	3%	-	1%	3%	1%	2%	1%
5-10	85	27	41	6	12	14	11	2	18	8	14	-	6	*	3	3	6
2%		2%cd	3%cd	*	1%	3%lmno	2%im	1%	4%lmno	2%im	3%lmno	-	1%	*	1%	1%	1%
11-20	14	8	4	1	2	2	-	6	-	1	2	-	1	-	-	2	*
*		1%	*	*	*	*	-	1%cd	-	*	1%	-	*	-	*	1%	*
21+	3	2	*	-	-	-	-	2	-	*	*	-	-	-	-	-	-
*		*	*	-	-	-	-	1%	-	*	*	-	-	-	-	-	-
Any Sent (non-zero entry)	1103	352	356	183	212	138	106	108	128	107	122	-	123	60	69	67	76
21%		27%cd	28%cd	14%	16%	32%imnop	25%imno	25%imnop	28%imnop	26%imnop	29%imnop	-	15%	13%	16%	16%	17%
<b>Total Mean (including those not Sending any)</b>	0.47	0.66cd	0.64cd	0.25	0.32	0.70imnop	0.53imn	0.77imn	0.64imnop	0.60	0.68imnop	-	0.26	0.24	0.26	0.39	0.32
Mean	2.10	2.43	3.12	0.82	1.10	1.74	1.42	3.56	1.43	5.01	1.78	-	0.87	0.71	0.80	1.39	1.04
Std Dev	0.03	0.07	0.09	0.02	0.03	0.08	0.07	0.17	0.07	0.24	0.09	-	0.03	0.03	0.04	0.07	0.05
Std Error																	
<b>Sending Mean (excluding those not Sending any)</b>	2.19	2.44	2.31	1.77	1.96	2.18	2.15	3.05	2.31	2.30	2.33	-	1.71	1.90	1.63	2.40	1.86
Mean	4.10	4.16	5.61	1.43	2.04	2.50	2.18	6.59	1.87	9.66	2.64	-	1.62	0.93	1.35	2.69	1.83
Std Dev	0.13	0.23	0.31	0.11	0.14	0.23	0.21	0.67	0.18	0.91	0.25	-	0.14	0.12	0.16	0.32	0.23
Std Error																	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

QG1\_8. Approximately how many of the following have you sent in the last month?  
Other important items which involve postal or delivery services

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age					Age NET				Ethnicity		Unweighted Total		
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)		NET White (r)	NET EMG (s)
Unweighted Base	5159	-	5159	617	2818	2460	2682	650	667	962	696	983	731	470	1317	1658	2184	1201	4779	346	5159
Weighted Base	5158	**	5158	697	2830	2513	2625	689	651	1014	717	926	634	526	1341	1731	2087	1160	4588	531	5159
Effective Base	2867	-	2867	355	1606	1396	1459	375	379	548	403	553	349	266	753	951	1163	614	2588	262	5159
None	4585	-	4585	503	2595	2194	2370	577	559	886	634	863	581	484	1136	1521	1928	1065	4128	423	4649
89%		-	89%	72%	92%	87%	90%	84%	86%	87%	88%	93% <sup>ghj</sup>	92% <sup>gh</sup>	92% <sup>gh</sup>	85%	88%	92% <sup>no</sup>	92% <sup>no</sup>	90% <sup>as</sup>	80%	90%
1-2	443	-	443	143	181	242	201	76	72	101	69	47	44	34	148	170	125	77	359	79	406
9%		-	9%	23% <sup>cd</sup>	6%	10%	8%	13% <sup>klm</sup>	11% <sup>klm</sup>	15% <sup>k</sup>	10% <sup>k</sup>	5%	7%	6%	11% <sup>opq</sup>	13% <sup>opq</sup>	6%	7%	8%	11% <sup>rs</sup>	8%
3-4	72	-	72	26	34	45	28	24	14	10	7	11	5	2	38	17	18	6	58	14	57
1%		-	1%	4% <sup>cd</sup>	1%	2%	1%	4% <sup>klm</sup>	2%	1%	1%	1%	1%	*	3% <sup>opq</sup>	1%	1%	1%	1%	3%	1%
5-10	54	-	54	23	18	31	23	10	7	17	6	4	3	7	17	23	14	10	39	15	42
1%		-	1%	3% <sup>cd</sup>	1%	1%	1%	1%	1%	2%	1%	*	*	1%	1%	1%	1%	1%	1%	3% <sup>rs</sup>	1%
11-20	4	-	4	1	3	1	3	2	-	-	-	-	-	2	2	-	2	2	4	-	3
*		-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
21+	*	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Any Sent (non-zero entry)	574	-	574	193	236	318	255	112	92	128	83	63	54	42	205	210	168	95	460	108	510
11%		-	11%	28% <sup>cd</sup>	8%	13% <sup>cd</sup>	10%	16% <sup>klm</sup>	14% <sup>klm</sup>	13% <sup>klm</sup>	12% <sup>kl</sup>	7%	8%	8%	19% <sup>opq</sup>	12% <sup>opq</sup>	8%	8%	10%	20% <sup>rs</sup>	10%
<b>Total Mean (including those not Sending any)</b>																					
Mean	0.24	-	0.24	0.64 <sup>d</sup>	0.18	0.27	0.21	0.39 <sup>klm</sup>	0.28 <sup>k</sup>	0.27 <sup>k</sup>	0.22	0.14	0.17	0.19	0.33 <sup>op</sup>	0.25 <sup>p</sup>	0.17	0.18	0.21	0.48 <sup>r</sup>	0.21
Std Dev.	0.95	-	0.95	1.45	0.84	0.95	0.96	1.26	0.93	0.92	0.88	0.75	0.96	0.97	1.11	0.90	0.87	0.96	0.91	1.24	0.99
Std Error	0.01	-	0.01	0.06	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.02	0.04	0.04	0.03	0.02	0.02	0.03	0.01	0.07	0.01
<b>Sending Mean (excluding those not Sending any)</b>																					
Mean	2.14	-	2.14	2.30	2.10	2.14	2.13	2.38	1.96	2.16	1.88	2.11	2.05	2.43	2.19	2.05	2.18	2.22	2.10	2.35	2.13
Std Dev.	2.03	-	2.03	1.93	2.10	1.77	2.32	2.26	1.67	1.61	1.90	2.06	2.66	2.53	2.02	1.73	2.39	2.60	2.09	1.79	2.41
Std Error	0.09	-	0.09	0.16	0.14	0.11	0.15	0.25	0.19	0.16	0.23	0.24	0.33	0.43	0.16	0.13	0.18	0.26	0.10	0.22	0.11

Proportions/Means: Column Y tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/p/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QG1\_8. Approximately how many of the following have you sent in the last month?  
Other important items which involve postal or delivery services

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5159	1262	1543	1045	1309	2805	2354	2833	2251	599	627	1307	1401	884	3335	607	4286	541	1929	108
Weighted Base	5158	945	1594	1175	1445	2539	2620	3074	2010	639	658	1339	1371	814	3367	647	4248	530	1916	132*
Effective Base	2867	533	892	634	809	1425	1442	1593	1260	345	370	774	758	427	1902	350	2366	317	1095	69
None	4585	794	1427	1039	1325	2221	2363	2693	1827	578	576	1191	1247	692	3015	587	3770	481	1804	108
	89%	84%	90%	89%	87%	89%	89%	88%	88%	88%	88%	89%	88%	85%	89%	91%	89%	81%	84%	82%
1-2	443	105	122	112	103	228	215	295	145	48	63	114	96	53	273	48	363	33	81	21
	9%	11%	8%	10%	7%	9%	8%	10%	7%	8%	10%	9%	7%	11%	8%	7%	9%	6%	4%	16%
3-4	72	17	30	13	12	47	25	44	23	6	22	14	25	14	49	6	64	8	24	3
	1%	2%	2%	1%	1%	2%	1%	1%	1%	1%	2%	1%	2%	2%	1%	1%	1%	2%	1%	2%
5-10	54	27	14	8	6	41	13	42	11	6	11	13	17	30	6	47	8	5	-	-
	1%	3%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	-	-
11-20	4	1	-	3	-	1	3	-	4	-	-	-	2	-	-	4	-	-	2	-
	1%	1%	-	1%	-	1%	1%	-	1%	-	-	-	1%	-	-	1%	-	-	1%	-
21+	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Any Sent (non-zero entry)	574	151	166	136	120	317	256	381	183	61	82	147	123	122	352	61	478	49	112	24
	11%	11%	10%	12%	8%	13%	10%	14%	9%	9%	12%	11%	9%	13%	10%	9%	11%	6%	6%	16%
<b>Total Mean (including those not Sending any)</b>	<b>0.24</b>	<b>0.24</b>	<b>0.22</b>	<b>0.24</b>	<b>0.14</b>	<b>0.20</b>	<b>0.19</b>	<b>0.20</b>	<b>0.19</b>	<b>0.19</b>	<b>0.25</b>	<b>0.23</b>	<b>0.19</b>	<b>0.37</b>	<b>0.22</b>	<b>0.19</b>	<b>0.25</b>	<b>0.24</b>	<b>0.12</b>	<b>0.27</b>
Mean	0.24	0.24	0.22	0.24	0.14	0.20	0.19	0.20	0.19	0.19	0.25	0.23	0.19	0.37	0.22	0.19	0.25	0.24	0.12	0.27
Std Dev	0.86	1.25	0.93	1.00	0.65	1.06	0.83	0.94	0.97	0.82	0.98	0.94	0.83	1.19	0.90	0.82	0.99	1.06	0.69	0.72
Std Error	0.01	0.04	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.03	0.04	0.03	0.02	0.04	0.02	0.03	0.02	0.05	0.02	0.07
<b>Sending Mean (excluding those not Sending any)</b>	<b>2.14</b>	<b>2.15</b>	<b>2.05</b>	<b>2.21</b>	<b>1.53</b>	<b>2.10</b>	<b>1.93</b>	<b>2.13</b>	<b>2.12</b>	<b>1.98</b>	<b>2.04</b>	<b>2.06</b>	<b>2.14</b>	<b>2.44</b>	<b>1.98</b>	<b>2.20</b>	<b>2.60</b>	<b>2.13</b>	<b>1.52</b>	
Mean	2.14	2.15	2.05	2.21	1.53	2.10	1.93	2.13	2.12	1.98	2.04	2.06	2.14	2.44	1.98	2.20	2.60	2.13	1.52	
Std Dev	2.63	2.15	2.05	2.21	1.53	2.10	1.93	2.13	2.12	1.98	2.04	2.06	2.14	2.44	1.98	2.20	2.60	2.13	1.52	
Std Error	0.09	0.18	0.17	0.21	0.14	0.12	0.13	0.10	0.18	0.26	0.24	0.18	0.17	0.22	0.11	0.26	0.10	0.36	0.19	0.26

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QG1\_8. Approximately how many of the following have you sent in the last month?  
Other important items which involve postal or delivery services

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5159	3413	1746	783	2572	1047	851	689	278	283	285	283	287	288	294	290	284	176	871
Weighted Base	5158	4436	722	191	4336	433	247	143	210	565	426	375	455	480	678	704	443	52*	380
Effective Base	2867	2430	440	154	2168	447	410	477	253	259	260	257	261	262	273	260	260	61	387
None	4585	3929	656	169	3847	385	225	128	188	509	387	328	402	439	563	629	402	42	342
	89%	89%	91%	89%	89%	89%	91%	90%	69%	90%	81%	88%	88%	91%	83%	89%	91%	81%	90%
1-2	443	393	50	14	375	41	16	12	18	39	29	45	47	28	80	57	31	6	35
	9%	9%	7%	7%	9%	9%	6%	8%	8%	7%	7%	15%	10%	6%	12%	8%	7%	1%	9%
3-4	72	59	13	6	61	6	5	1	2	8	4	-	-	9	16	14	8	4	2
	1%	1%	2%	3%	1%	1%	2%	1%	1%	1%	1%	-	-	2%	2%	2%	2%	0%	1%
5-10	54	53	2	1	50	1	1	2	3	10	2	2	6	3	18	4	2	-	1
	1%	1%	-	-	1%	-	1%	1%	1%	2%	1%	1%	1%	1%	3%	1%	-	-	-
11-20	4	2	2	-	3	-	-	-	-	-	3	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-
21+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	0	-	-	-	-	-	-	-	-	-	-	-
Any Sent (non-zero entry)	574	507	67	21	489	48	22	15	22	56	38	47	53	41	115	75	41	10	38
	11%	11%	9%	11%	11%	11%	9%	10%	10%	10%	9%	12%	12%	9%	13%	11%	9%	1%	10%
<b>Total Mean (including those not Sending any)</b>	<b>0.24</b>	<b>0.24</b>	<b>0.19</b>	<b>0.22</b>	<b>0.25</b>	<b>0.18</b>	<b>0.18</b>	<b>0.26</b>	<b>0.20</b>	<b>0.24</b>	<b>0.25</b>	<b>0.17</b>	<b>0.28</b>	<b>0.18</b>	<b>0.21</b>	<b>0.22</b>	<b>0.18</b>	<b>0.18</b>	<b>0.15</b>
Mean	0.24	0.24	0.19	0.22	0.25	0.18	0.18	0.26	0.20	0.24	0.25	0.17	0.28	0.18	0.21	0.22	0.18	0.18	0.15
Std Dev	0.95	0.96	0.92	0.85	0.96	0.82	0.74	1.33	0.76	0.99	1.32	0.52	1.14	0.82	1.14	0.84	0.65	1.17	0.76
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.05	0.05	0.06	0.08	0.03	0.07	0.05	0.07	0.05	0.04	0.09	0.03
<b>Sending Mean (excluding those not Sending any)</b>	<b>2.14</b>	<b>2.14</b>	<b>2.06</b>	<b>1.98</b>	<b>2.17</b>	<b>1.66</b>	<b>2.03</b>	<b>2.51</b>	<b>1.90</b>	<b>2.39</b>	<b>2.78</b>	<b>1.33</b>	<b>2.35</b>	<b>2.10</b>	<b>2.30</b>	<b>2.02</b>	<b>1.95</b>	<b>2.13</b>	<b>1.54</b>
Mean	2.14	2.14	2.06	1.98	2.17	1.66	2.03	2.51	1.90	2.39	2.78	1.33	2.35	2.10	2.30	2.02	1.95	2.13	1.54
Std Dev	2.63	2.00	2.30	1.79	2.00	1.93	1.58	3.49	1.53	2.20	3.54	0.60	2.52	1.96	1.70	1.71	1.07	1.94	1.94
Std Error	0.09	0.11	0.19	0.21	0.12	0.19	0.16	0.45	0.29	0.45	0.76	0.14	0.44	0.38	0.25	0.32	0.21	0.40	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QG1\_8. Approximately how many of the following have you sent in the last month?  
Other important items which involve postal or delivery services

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5199	1853	217	967	1790	2081	747	334	172	3851	506	2068	2019	669	230	111	4087	341	744	1834
Weighted Base	5158	1805	237	880	1754	2020	817	354	163	3774	517	1961	2026	746	263	98*	3987	361	833	1744
Effective Base	2867	1012	121	530	946	1130	457	201	104	2075	304	1112	1107	402	144	67	2218	209	458	1023
None	4595	1660	224	810	1529	1827	722	308	153	3357	481	1746	1777	679	238	88	3523	326	730	1662
	89%	92%	95%	92%	87%	93%	88%	87%	94%	89%	89%	89%	88%	91%	90%	90%	88%	90%	88%	93%
1-2	443	128	11	61	172	144	75	39	9	316	48	161	195	56	18	9	356	27	67	68
	9%	7%	5%	7%	10%	7%	9%	7%	6%	8%	9%	8%	10%	7%	7%	9%	9%	7%	9%	4%
3-4	72	9	2	3	22	29	11	6	1	51	7	28	31	9	1	1	59	2	30	5
	1%	-	1%	-	1%	1%	2%	-	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	4%	-
5-10	54	10	-	6	28	19	6	-	-	47	-	23	23	2	6	-	46	7	7	7
	1%	1%	-	1%	3%	1%	1%	-	-	1%	-	1%	1%	-	2%	-	1%	1%	1%	1%
11-20	4	-	-	-	3	-	1	-	-	3	-	3	-	-	-	-	4	-	-	2
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
21+	*	-	-	-	*	-	-	-	-	-	-	*	-	-	-	-	*	-	-	-
	*	-	-	-	*	-	-	-	-	-	-	*	-	-	-	-	*	-	-	-
	*	-	-	-	*	-	-	-	-	-	-	*	-	-	-	-	*	-	-	-
Any Sent (non-zero entry)	574	145	13	70	225	193	94	45	10	418	56	215	249	67	26	10	464	35	103	82
	11%	8%	5%	8%	13%	10%	12%	13%	6%	11%	7%	11%	12%	9%	10%	10%	12%	10%	12%	5%
<b>Total Mean (including those not Sending any)</b>																				
Mean	0.24	0.14	0.08	0.15	0.23%	0.21	0.24	0.20	0.09	0.25	0.16	0.27%	0.25%	0.14	0.24	0.18	0.26%	0.23	0.23%	0.10
Std Dev	0.95	0.69	0.36	0.74	1.09	0.89	0.99	0.58	0.41	0.99	0.54	1.11	0.92	0.55	1.03	0.67	1.01	0.94	0.94	0.69
Std Error	0.01	0.02	0.02	0.02	0.03	0.02	0.04	0.03	0.03	0.02	0.02	0.02	0.02	0.02	0.07	0.06	0.02	0.05	0.03	0.02
<b>Sending Mean (excluding those not Sending any)</b>																				
Mean	2.14	1.79	1.40	1.86	2.28	2.15	2.11	1.56	1.39	2.22	1.53	2.42%	2.01	1.60	2.51	1.81	2.20	2.31	2.23	2.11
Std Dev	2.03	1.72	0.74	1.93	2.19	2.03	2.15	0.74	0.98	2.12	0.78	2.45	1.81	1.04	2.32	1.28	2.14	2.09	1.67	2.45
Std Error	0.09	0.14	0.20	0.23	0.16	0.15	0.23	0.13	0.31	0.11	0.12	0.17	0.13	0.14	0.52	0.43	0.10	0.39	0.19	0.26

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
\* small base

QG1\_8. Approximately how many of the following have you sent in the last month?  
Other important items which involve postal or delivery services

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5199	321	4762	76	1527	3306	326	5000	86	44	5	5130	24
Weighted Base	5158	335	4744	80*	1488	3348	322	4963	115*	47**	8**	5124	26**
Effective Base	2867	187	2635	45	849	1829	190	2763	59	28	5	2849	13
None	4885	257	4258	70	1247	3050	287	4426	92	38	8	4556	21
	89%	77%	89%	89%	84%	91%	89%	83%	80%	81%	100%	89%	79%
1-2	443	60	376	7	165	246	32	420	14	4	-	438	5
	9%	15%	8%	9%	11%	7%	10%	8%	12%	9%	-	9%	21%
3-4	72	9	62	1	40	31	1	67	3	2	-	72	-
	1%	3%	1%	1%	3%	1%	-	1%	3%	5%	-	1%	-
5-10	54	8	44	1	34	18	2	46	6	3	-	54	-
	1%	3%	1%	2%	4%	1%	-	1%	3%	6%	-	1%	-
11-20	4	-	4	-	1	3	-	4	-	-	-	4	-
	*	-	-	-	*	*	-	*	-	-	-	*	-
21+	*	-	-	-	*	*	-	*	-	-	-	*	-
	*	-	-	-	*	*	-	*	-	-	-	*	-
Any Sent (non-zero entry)	574	76	486	10	241	298	35	537	22	9	-	568	5
	11%	23%	10%	12%	16%	9%	11%	11%	20%	19%	-	11%	21%
<b>Total Mean (including those not Sending any)</b>													
Mean	0.24	0.48%	0.22	0.31	0.40%	0.17	0.17	0.23	0.63%	0.63	0.00	0.24	0.21
Std Dev	0.85	1.20	0.92	1.39	1.28	0.78	0.62	0.91	1.83	1.71	0.00	0.96	0.41
Std Error	0.01	0.07	0.01	0.16	0.03	0.01	0.03	0.01	0.20	0.26	0.00	0.01	0.08
<b>Sending Mean (excluding those not Sending any)</b>													
Mean	2.14	2.07	2.14	2.54	2.45%	1.93	1.54	2.08	3.25	3.36	-	2.15	1.00
Std Dev	2.03	1.70	2.05	3.36	2.25	1.88	1.20	1.96	3.00	2.62	-	2.04	0.00
Std Error	0.09	0.22	0.10	0.90	0.16	0.11	0.19	0.09	0.73	0.87	-	0.09	0.00

Proportions/Mean: Column Test(s) (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QG1\_8. Approximately how many of the following have you sent in the last month?  
Other important items which involve postal or delivery services

Base : All participants

Total	Quarter				Month													
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)		
Unweighted Base	5159	1290	1291	1289	1289	430	430	430	430	430	431	-	858	430	430	429	430	
Weighted Base	5158	1290	1291	1288	1289	432	431	427	464	412	416	**	816	472	437	415	437	
Effective Base	2867	661	732	725	755	215	220	228	251	240	242	-	474	253	249	248	259	
None	4585	1113	1080	1206	1187	364	361	388	370	371	338	-	759	446	414	376	396	
89%	86%	84%	94%ab	92%ab	84%	84%	91%efh	80%	90%fh	81%	-	93%efhj	95%efhj	95%efhj	91%efhj	91%efhj		
1-2	443	145	164	59	75	55	56	33	68	37	59	-	40	19	19	26	31	
9%	11%cd	13%cd	5%	8%	13%imnop	13%imnop	8%	15%qimnop	9%imn	14%qimnop	-	5%	4%	4%	6%	7%		
3-4	72	14	23	13	21	4	6	4	10	3	9	-	7	7	4	11	7	
1%	1%	2%	1%	2%	1%	1%	2%	1%	2%	1%	2%	-	1%	1%	1%	3%	2%	
5-10	54	18	23	8	6	10	7	1	13	9	-	-	8	-	-	2	4	
1%	1%	2%cd	1%	-	2%qimn	2%imn	-	3%qimno	-	2%qimn	-	1%	-	-	-	1%	1%	
11-20	4	*	1	2	-	-	-	*	1	-	-	-	2	-	-	-	-	
+	+	+	-	-	-	-	-	+	-	-	-	-	-	-	-	-	-	
21+	+	-	-	-	-	-	-	+	-	-	-	-	-	-	-	-	-	
Any Sent (non-zero entry)	574	177	211	83	103	68	70	39	93	41	77	-	57	26	22	39	41	
11%	14%cd	16%cd	6%	8%	16%qimnop	16%qimnop	9%	20%qimnop	10%in	19%qimnop	-	7%	5%	5%	9%	9%		
<b>Total Mean (including those not Sending any)</b>	0.24	0.29cd	0.35cd	0.15	0.17	0.36imn	0.33imn	0.18	0.47qimno	0.15	0.41qimnop	-	0.18	0.10	0.08	0.22m	0.19	
Mean	0.95	1.05	1.13	0.82	0.75	1.12	1.16	0.82	1.42	0.57	1.16	-	0.97	0.46	0.47	0.88	0.84	
Std Dev.	0.01	0.03	0.03	0.02	0.02	0.05	0.06	0.04	0.07	0.03	0.06	-	0.03	0.02	0.02	0.04	0.04	
Std Error	<b>Sending Mean (excluding those not Sending any)</b>	2.14	2.12	2.11	2.30	2.08	2.28	2.05	1.95	2.32	1.48	2.19	-	2.53	1.80	1.65	2.38	2.03
Mean	2.03	2.04	2.02	2.36	1.77	1.90	2.21	2.00	2.41	1.13	1.82	-	2.75	0.92	1.33	1.80	1.92	
Std Dev.	0.09	0.17	0.15	0.27	0.19	0.27	0.28	0.33	0.27	0.17	0.22	-	0.36	0.21	0.28	0.32	0.32	
Std Error																		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
\*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QG1\_Post. Approximately how many of the following have you sent in the last month?  
All Post

Base : All participants

	Methodology			Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	5161	-	5161	619	2818	2461	2883	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
None	1077	-	1077	52	622	577	493	143	128	247	152	200	118	88	272	399	406	206	953	110	1097
21%	21%	-	21%	7%	22%	23%	19%	21%	20%	24%	21%	22%	19%	17%	20%	23%	19%	18%	21%	21%	21%
1-2	1385	-	1385	98	805	657	722	175	184	256	193	268	176	134	359	449	577	310	1231	141	1350
27%	27%	-	27%	14%	23%	26%	27%	25%	26%	25%	27%	29%	28%	25%	27%	26%	28%	27%	27%	27%	26%
3-4	811	-	811	81	456	392	417	90	85	164	116	139	124	94	174	280	357	218	739	65	821
16%	16%	-	16%	12%	16%	16%	16%	13%	13%	16%	16%	15%	20%	18%	13%	16%	17%	19%	16%	12%	16%
5-10	1070	-	1070	207	550	500	565	170	142	164	172	183	120	119	312	337	421	238	980	87	1095
21%	21%	-	21%	30%	19%	20%	21%	25%	22%	16%	24%	20%	19%	23%	23%	19%	20%	21%	21%	21%	21%
11-20	482	-	482	144	253	226	256	69	68	106	61	85	48	44	138	168	177	92	403	76	483
9%	9%	-	9%	23%	9%	9%	10%	10%	10%	10%	9%	9%	8%	8%	10%	10%	8%	8%	9%	13%	9%
21+	335	-	335	115	135	160	175	42	45	78	23	51	49	47	87	100	148	97	285	50	315
6%	6%	-	6%	17%	3%	6%	7%	6%	7%	8%	3%	6%	8%	8%	6%	6%	7%	8%	6%	9%	6%
Any Post Sent (non-zero entry)	4084	-	4084	647	2208	1936	2134	546	524	769	565	726	517	438	1070	1334	1681	955	3638	421	4064
79%	79%	-	79%	92%	78%	77%	81%	79%	80%	76%	79%	78%	81%	82%	80%	77%	81%	82%	79%	79%	79%
<b>Total Mean (including those not Sending any)</b>	6.34	-	6.34	12.17	5.61	5.98	6.70	6.28	6.35	6.76	5.35	5.43	6.10	8.52	6.32	6.17	6.49	7.33	6.20	7.77	6.42
Mean	13.41	-	13.41	16.90	13.67	11.12	15.32	20.97	9.86	12.62	12.40	8.64	9.55	17.40	16.52	12.54	11.79	13.74	11.48	24.60	20.32
Std Dev.	0.19	-	0.19	0.68	0.26	0.22	0.30	0.82	0.38	0.41	0.47	0.28	0.35	0.80	0.46	0.31	0.25	0.40	0.17	1.32	0.28
Std Error																					
<b>Sending Mean (excluding those not Sending any)</b>	8.01	-	8.01	13.15	7.19	7.77	8.25	7.94	7.90	8.92	6.79	6.93	7.49	10.59	7.92	8.02	8.05	8.91	7.83	9.80	8.15
Mean	14.63	-	14.63	17.20	15.10	12.11	16.62	23.29	10.43	13.83	13.61	9.22	10.08	18.57	18.16	13.77	12.65	14.68	12.40	27.28	22.59
Std Dev.	0.23	-	0.23	0.72	0.32	0.28	0.36	1.04	0.45	0.51	0.58	0.33	0.41	0.94	0.57	0.39	0.30	0.47	0.20	1.65	0.35
Std Error																					

Proportions/Means: Columns Test(s) (5% risk level) - ab - cd - ef - gh/ij/kl/m - nop/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QG1\_Post. Approximately how many of the following have you sent in the last month?  
All Post

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
None	1077	151	324	209	393	475	602	613	450	175	134	258	289	136	681	175	833	135	502	37
		16%	20%	18%	27%	17%	22%	20%	22%	27%	19%	19%	21%	17%	20%	27%	20%	26%	26%	28%
1-2	1385	204	444	321	410	648	737	815	553	155	181	371	388	201	940	159	1180	159	627	41
		22%	29%	27%	31%	26%	29%	27%	27%	24%	27%	28%	28%	25%	28%	24%	27%	30%	33%	31%
3-4	811	150	250	189	222	400	411	476	321	113	97	233	179	135	508	116	650	78	277	22
		16%	16%	16%	15%	16%	16%	15%	16%	14%	15%	17%	13%	17%	15%	18%	15%	15%	14%	16%
5-10	1070	225	329	260	255	555	515	652	403	106	133	302	295	168	731	108	911	81	324	17
		21%	26%	21%	19%	22%	20%	21%	20%	17%	20%	23%	22%	21%	22%	17%	21%	15%	17%	13%
11-20	482	112	124	123	118	242	240	317	161	59	68	114	115	68	296	59	401	47	120	9
		9%	12%	8%	10%	10%	9%	10%	8%	9%	10%	8%	8%	12%	9%	9%	9%	9%	6%	7%
21+	335	97	122	75	41	219	116	203	125	31	46	63	105	76	213	31	295	30	67	6
		6%	10%	6%	3%	9%	4%	7%	6%	5%	7%	5%	8%	9%	6%	5%	7%	6%	4%	5%
Any Post Sent (non-zero entry)	4084	794	1260	968	1052	2064	2020	2462	1563	464	524	1081	1084	679	2688	472	3417	395	1416	94
		19%	24%	23%	25%	31%	77%	60%	78%	73%	60%	61%	63%	63%	60%	73%	60%	74%	74%	72%
<b>Total Mean (including those not Sending any)</b>																				
Mean	6.34	6.06	6.76	6.43	4.72	7.21	5.49	6.39	6.28	5.76	5.93	5.76	6.89	7.23	6.25	5.72	6.52	5.10	4.43	4.42
Std Dev	13.41	13.96	12.39	10.85	15.68	13.01	13.75	11.35	16.19	23.52	8.31	10.00	13.08	10.67	11.09	23.37	11.45	7.98	8.72	8.81
Std Error	0.19	0.39	0.32	0.34	0.43	0.25	0.28	0.21	0.34	0.96	0.33	0.28	0.35	0.36	0.19	0.95	0.17	0.34	0.20	0.85
<b>Sending Mean (excluding those not Sending any)</b>																				
Mean	8.01	8.06	8.06	7.82	6.48	8.57	7.12	7.98	8.08	7.93	7.44	7.13	8.72	8.68	7.83	7.84	8.11	6.85	5.99	6.17
Std Dev	14.63	14.74	13.35	11.51	18.06	13.91	15.29	12.17	17.97	27.29	8.68	10.68	14.16	11.14	11.91	27.07	12.25	8.57	9.66	9.89
Std Error	0.23	0.45	0.38	0.40	0.59	0.29	0.36	0.26	0.43	1.32	0.39	0.33	0.42	0.41	0.23	1.29	0.21	0.43	0.26	1.17

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QG1\_Post. Approximately how many of the following have you sent in the last month?  
All Post

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
None	1077	948	129	21	907	89	49	31	52	99	80	77	118	82	156	142	102	7	83
	21%	27%	7%	3%	21%	9%	6%	4%	2%	4%	3%	3%	4%	3%	5%	5%	4%	0%	2%
1-2	1385	1201	184	43	1184	104	64	33	47	151	116	122	122	132	199	222	108	12	92
	27%	27%	5%	3%	27%	24%	8%	5%	22%	27%	27%	27%	27%	28%	23%	21%	24%	23%	24%
3-4	811	690	122	37	661	91	36	23	37	125	60	44	63	74	80	109	69	9	82
	16%	16%	7%	5%	15%	9%	4%	3%	14%	14%	14%	14%	14%	16%	12%	15%	16%	1%	10%
5-10	1070	914	155	51	894	85	60	30	46	100	108	73	87	115	139	128	97	12	73
	21%	21%	9%	4%	21%	20%	14%	7%	22%	18%	20%	20%	19%	24%	21%	18%	22%	23%	15%
11-20	482	414	69	23	402	39	25	16	18	54	30	30	40	48	73	65	38	5	34
	9%	9%	4%	3%	9%	9%	10%	11%	8%	10%	9%	9%	9%	10%	11%	9%	9%	9%	9%
21+	335	272	64	16	289	24	12	10	10	36	25	24	25	29	70	40	29	7	17
	6%	6%	3%	2%	7%	6%	5%	7%	5%	6%	6%	6%	6%	6%	10%	6%	7%	14%	5%
Any Post Sent (non-zero entry)	4084	3490	594	180	3430	344	198	112	158	486	346	296	337	398	522	564	341	46	298
	79%	79%	82%	62%	79%	79%	80%	76%	75%	82%	81%	79%	74%	83%	77%	80%	77%	81%	78%
<b>Total Mean (including those not Sending any)</b>																			
Mean	6.34	6.10	7.11	8.59	6.33	5.83	6.81	7.37	5.27	6.18	5.83	6.09	6.35	5.93	7.21	6.53	6.36	5.53	5.29
Std Dev	13.41	12.86	16.34	22.09	11.21	9.27	33.37	22.58	7.76	10.80	8.58	11.92	13.63	8.44	10.98	13.48	10.91	15.46	7.94
Std Error	0.19	0.22	0.39	0.79	0.22	0.29	1.14	0.86	0.47	0.64	0.51	0.71	0.80	0.50	0.64	0.79	0.65	1.17	0.27
<b>Sending Mean (excluding those not Sending any)</b>																			
Mean	8.01	7.75	8.54	10.00	8.00	7.35	8.51	9.41	6.99	7.50	7.18	7.66	8.57	7.14	8.39	8.18	8.27	11.20	6.75
Std Dev	14.63	14.05	17.58	23.20	12.06	9.86	37.13	25.16	8.24	11.47	9.00	12.92	15.23	8.78	11.67	14.64	11.79	16.05	8.41
Std Error	0.23	0.27	0.47	0.92	0.27	0.34	1.42	1.08	0.57	0.76	0.59	0.87	1.06	0.57	0.78	0.97	0.80	1.33	0.32

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QG1\_Post. Approximately how many of the following have you sent in the last month?

All Post

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
None	1077	340	40	160	281	383	237	112	63	643	175	344	397	205	68	38	740	107	154	520
	21%	19%	17%	18%	15%	21% <sup>d</sup>	23% <sup>d</sup>	13% <sup>d</sup>	33% <sup>d</sup>	17%	16%	18%	20%	21% <sup>k</sup>	18% <sup>k</sup>	31% <sup>k</sup>	19%	19% <sup>k</sup>	19%	30% <sup>k</sup>
1-2	1385	517	78	250	423	576	238	89	40	999	129	462	564	226	83	30	1026	113	262	564
	27%	29%	33%	28%	24%	29% <sup>d</sup>	23% <sup>d</sup>	25%	24%	26%	25%	24%	28% <sup>k</sup>	30% <sup>k</sup>	31% <sup>k</sup>	31%	26%	31% <sup>k</sup>	32%	32%
3-4	811	268	34	128	292	339	111	50	17	631	67	335	321	103	35	11	656	46	127	249
	16%	15%	14%	15%	17%	17%	14%	14%	10%	17%	13%	17%	14%	14%	13%	11%	16%	16%	15%	14%
5-10	1070	389	48	193	391	448	128	67	31	838	97	451	438	127	39	8	880	47	144	279
	21%	22%	20%	22%	22% <sup>d</sup>	23% <sup>d</sup>	16%	16%	19%	19%	15%	23% <sup>m</sup>	22% <sup>m</sup>	17%	16%	8%	22% <sup>m</sup>	13%	17%	16%
11-20	482	156	25	72	221	162	63	23	11	383	34	218	178	56	21	7	395	28	106	71
	9%	9%	11%	8%	13% <sup>g</sup>	8%	8%	7%	7%	10% <sup>g</sup>	7%	11% <sup>n</sup>	9%	8%	8%	7%	10%	8%	13% <sup>g</sup>	4%
21+	335	136	13	77	167	113	40	13	3	280	15	152	130	28	18	4	282	21	40	64
	6%	8%	5%	9%	10% <sup>g</sup>	6%	5%	4%	2%	7% <sup>g</sup>	3%	9% <sup>n</sup>	6% <sup>n</sup>	4%	7%	4%	7% <sup>n</sup>	6%	5%	4%
Any Post Sent (non-zero entry)	4084	1465	198	720	1403	1639	579	242	102	3102	344	1517	1631	541	195	60	3243	255	679	1227
	79%	81%	83%	82%	89% <sup>f</sup>	91% <sup>f</sup>	71%	68%	62%	83% <sup>f</sup>	66%	82% <sup>o</sup>	80% <sup>o</sup>	73%	74%	61%	81% <sup>o</sup>	71%	81% <sup>o</sup>	70%
<b>Total Mean (including those not Sending any)</b>	<b>6.34</b>	<b>6.82</b>	<b>6.35</b>	<b>7.52</b>	<b>6.48</b> <sup>f</sup>	<b>5.72</b>	<b>4.87</b>	<b>4.57</b>	<b>3.28</b>	<b>7.01</b> <sup>f</sup>	<b>4.16</b>	<b>7.48</b> <sup>o</sup>	<b>6.11</b> <sup>o</sup>	<b>4.83</b>	<b>5.45</b>	<b>3.58</b>	<b>6.79</b> <sup>o</sup>	<b>4.94</b>	<b>5.51</b>	<b>4.11</b>
Mean	6.34	6.82	6.35	7.52	6.48 <sup>f</sup>	5.72	4.87	4.57	3.28	7.01 <sup>f</sup>	4.16	7.48 <sup>o</sup>	6.11 <sup>o</sup>	4.83	5.45	3.58	6.79 <sup>o</sup>	4.94	5.51	4.11
Std Dev	13.41	13.50	17.68	14.17	14.34	15.03	9.00	8.57	5.24	14.78	7.69	17.55	10.02	10.58	9.48	7.54	14.25	9.02	7.75	8.92
Std Error	0.19	0.31	1.20	0.46	0.34	0.33	0.33	0.47	0.40	0.24	0.34	0.39	0.22	0.41	0.62	0.71	0.22	0.49	0.28	0.21
<b>Sending Mean (excluding those not Sending any)</b>	<b>8.01</b>	<b>8.41</b>	<b>7.64</b>	<b>9.19</b>	<b>8.98</b> <sup>f</sup>	<b>7.06</b>	<b>6.66</b>	<b>6.68</b>	<b>5.30</b>	<b>8.44</b> <sup>f</sup>	<b>6.27</b>	<b>9.08</b> <sup>o</sup>	<b>7.60</b>	<b>6.67</b>	<b>7.36</b>	<b>5.87</b>	<b>8.33</b>	<b>7.01</b>	<b>6.76</b>	<b>5.86</b>
Mean	8.01	8.41	7.64	9.19	8.98 <sup>f</sup>	7.06	6.66	6.68	5.30	8.44 <sup>f</sup>	6.27	9.08 <sup>o</sup>	7.60	6.67	7.36	5.87	8.33	7.01	6.76	5.86
Std Dev	14.63	14.54	19.14	15.17	15.05	16.41	10.02	9.66	5.81	15.85	8.71	18.95	10.66	11.92	10.36	8.95	15.37	10.05	8.08	10.15
Std Error	0.23	0.37	1.43	0.54	0.39	0.40	0.43	0.64	0.56	0.28	0.48	0.46	0.27	0.54	0.80	1.09	0.27	0.65	0.33	0.28

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base

QG1\_Post. Approximately how many of the following have you sent in the last month?

All Post

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
None	1077	54	1007	16	273	734	70	1032	20	15	1	1067	9
	21%	16%	21%	20%	18%	22%	22%	21%	17%	33%	11%	21%	36%
1-2	1385	71	1290	25	368	934	83	1337	26	11	4	1374	7
	27%	21%	27%	31%	25%	28%	26%	27%	22%	24%	43%	27%	27%
3-4	811	52	744	16	233	528	50	781	17	6	2	803	7
	16%	15%	16%	20%	16%	16%	15%	16%	14%	12%	22%	16%	26%
5-10	1070	19	979	13	315	692	64	1040	19	6	2	1065	3
	21%	23%	21%	16%	21%	21%	20%	21%	17%	12%	24%	21%	11%
11-20	482	52	424	6	175	267	40	456	21	5	-	482	*
	9%	16%	9%	8%	12%	8%	12%	9%	18%	12%	-	9%	*
21+	335	27	303	5	126	193	16	319	13	3	-	335	-
	6%	8%	6%	6%	9%	6%	5%	6%	11%	7%	-	7%	-
Any Post Sent (non-zero entry)	4084	280	3740	64	1217	2614	263	3932	97	31	7	4060	17
	79%	84%	79%	80%	82%	78%	78%	79%	83%	67%	89%	79%	64%
<b>Total Mean (including those not Sending any)</b>													
Mean	6.34	8.73b	6.17	6.20	7.81a	5.73	5.78	6.32	8.79	5.30	2.50	6.36	2.07
Std Dev	13.41	30.13	11.37	11.34	19.24	10.25	8.03	13.51	12.48	8.11	2.03	13.45	2.59
Std Error	0.19	1.68	0.16	1.30	0.49	0.18	0.44	0.19	1.34	1.22	0.91	0.19	0.53
<b>Sending Mean (excluding those not Sending any)</b>													
Mean	8.01	10.42a	7.83	7.72	9.56a	7.34	7.39	7.97	10.60	7.90	2.80	8.04	3.23
Std Dev	14.63	32.66	12.29	12.20	21.89	11.08	8.40	14.74	12.99	8.82	1.93	14.67	2.59
Std Error	0.23	1.98	0.20	1.57	0.59	0.22	0.52	0.23	1.51	1.54	0.97	0.23	0.65

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG1\_Post. Approximately how many of the following have you sent in the last month?

All Post

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
None	1077	197	206	342	332	47	83	67	78	62	66	-	200	142	121	102	110
21%	15%	16%	27% <sup>ab</sup>	26% <sup>ab</sup>		11%	19% <sup>bc</sup>	16%	17%	15%	16%	-	25% <sup>efghij</sup>	30% <sup>efghij</sup>	28% <sup>efghij</sup>	25% <sup>efghij</sup>	25% <sup>efghij</sup>
1-2	1385	262	296	430	397	75	91	96	106	89	101	-	261	169	148	152	96
27%	20%	23%	33% <sup>ab</sup>	31% <sup>ab</sup>		17%	21%	22%	23%	22%	24%	-	37% <sup>efghij</sup>	30% <sup>efghij</sup>	34% <sup>efghij</sup>	37% <sup>efghij</sup>	22%
3-4	811	209	226	219	157	51	71	67	60	77	58	-	160	99	99	46	53
16%	15% <sup>cd</sup>	17% <sup>cd</sup>	17% <sup>cd</sup>	12%		12%	17%	20% <sup>lmnop</sup>	19% <sup>lmnop</sup>	19% <sup>lmnop</sup>	14%	-	20% <sup>lmnop</sup>		12%	14%	11%
5-10	1070	294	354	197	226	76	113	105	108	121	125	-	134	63	75	73	78
21%	23% <sup>cd</sup>	27% <sup>abcd</sup>	15%	18%		18%	26% <sup>lmnop</sup>	25% <sup>lmn</sup>	23% <sup>lm</sup>	22% <sup>lmnop</sup>	30% <sup>lmnop</sup>	-	16%	13%	17%	17%	18%
11-20	482	172	134	76	101	80	43	49	51	45	38	-	46	30	24	30	47
9%	12% <sup>cd</sup>	10% <sup>cd</sup>	6%	8%		13% <sup>efghijlmnop</sup>	10% <sup>cd</sup>	12% <sup>lmn</sup>	11% <sup>lm</sup>	11% <sup>lm</sup>	9%	-	6%	6%	5%	7%	11% <sup>lm</sup>
21+	335	159	75	26	77	103	31	22	30	17	28	-	16	10	10	13	54
6%	12% <sup>abcd</sup>	6% <sup>cd</sup>	2%	6% <sup>cd</sup>		24% <sup>efghijlmnop</sup>	7% <sup>lmn</sup>	5% <sup>cd</sup>	7% <sup>lmn</sup>	4%	7% <sup>lmn</sup>	-	2%	2%	2%	3%	12% <sup>efghijlmno</sup>
Any Post Sent (non-zero entry)	4084	1093	1085	948	958	385	348	359	385	350	350	-	618	330	316	314	328
79%	85% <sup>abcd</sup>	84% <sup>abcd</sup>	73%	74%		89% <sup>efghijlmnop</sup>	81% <sup>lmn</sup>	84% <sup>efghijlmnop</sup>	83% <sup>efghijlmnop</sup>	85% <sup>efghijlmnop</sup>	84% <sup>efghijlmnop</sup>	-	75%	70%	72%	75%	75%
<b>Total Mean (including those not Sending any)</b>																	
Mean	6.34	9.30 <sup>abcd</sup>	6.92 <sup>cd</sup>	3.52	5.61 <sup>cd</sup>	13.14 <sup>efghijlmnop</sup>	8.05 <sup>lmno</sup>	6.63 <sup>lmno</sup>	6.93 <sup>lmno</sup>	7.04 <sup>lm</sup>	6.78 <sup>lmno</sup>	-	3.62	3.35	3.87	3.99	8.89 <sup>lmno</sup>
Std Dev.	13.41	14.60	18.55	5.30	10.82	15.67	15.28	11.70	11.81	28.48	10.58	-	5.40	5.11	7.80	6.08	15.28
Std Error	0.19	0.41	0.52	0.15	0.30	0.76	0.74	0.56	0.57	1.37	0.51	-	0.18	0.25	0.38	0.29	0.74
<b>Sending Mean (excluding those not Sending any)</b>																	
Mean	8.01	10.97 <sup>abcd</sup>	8.23 <sup>cd</sup>	4.79	7.56 <sup>cd</sup>	14.74 <sup>efghijlmno</sup>	10.00 <sup>lmno</sup>	7.88 <sup>lmno</sup>	6.34 <sup>lmno</sup>	6.23 <sup>cd</sup>	8.05 <sup>lmno</sup>	-	4.79	4.78	5.35	5.29	11.87 <sup>efghijlmno</sup>
Std Dev.	14.63	15.27	19.97	5.66	11.96	15.87	16.43	12.36	12.49	30.73	11.07	-	5.75	5.51	8.73	6.49	16.63
Std Error	0.23	0.46	0.61	0.19	0.38	0.82	0.89	0.64	0.66	1.61	0.59	-	0.23	0.32	0.49	0.36	0.91

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/fg/hij/kl/mnop  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QG1\_Services. Approximately how many of the following have you sent in the last month?

All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	-**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4990	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
None	1734	-	1734	150	1048	861	861	270	229	384	249	302	183	117	500	632	602	300	1523	191	1808
34%	-	-	34%	21%	37%	34%	33%	39% <i>klm</i>	35% <i>lm</i>	38% <i>lm</i>	35% <i>lm</i>	33% <i>lm</i>	29%	22%	37% <i>opq</i>	36% <i>opq</i>	29%	26%	33%	36%	35%
1-2	1660	-	1660	158	897	758	799	188	164	294	226	304	211	154	371	519	669	365	1414	130	1516
30%	-	-	30%	23%	53%	30%	30%	27%	28%	29%	31%	33%	30%	29%	28%	30%	32% <i>lm</i>	31%	31%	25%	29%
3-4	735	-	735	114	356	341	388	91	91	121	105	140	92	95	183	226	327	187	675	60	731
14%	-	-	14%	16%	13%	14%	15%	13%	14%	12%	15%	15%	15%	15%	14%	13%	16%	16%	15%	11%	14%
5-10	720	-	720	180	347	365	354	100	106	133	107	113	80	81	206	240	274	161	629	89	726
14%	-	-	14%	26% <i>d</i>	12%	75%	73%	75%	76%	73%	75%	75%	75%	75%	75%	74%	73%	73%	74%	74%	77%
11-20	232	-	232	65	110	113	119	27	18	55	25	41	31	37	45	79	108	67	196	33	207
4%	-	-	4%	28% <i>d</i>	4%	5%	5%	4%	3%	5%	3%	4%	5%	4%	3%	5%	5%	5%	4%	6%	4%
21+	179	-	179	32	72	74	105	13	24	30	6	26	37	43	37	36	106	80	152	28	171
3%	-	-	3%	18% <i>d</i>	3%	3%	4%	2%	4% <i>j</i>	3% <i>j</i>	1%	3% <i>j</i>	6% <i>opq</i>	8% <i>opq</i>	3%	2%	6% <i>no</i>	7% <i>no</i>	3%	5%	3%
Any Letters Sent (non-zero entry)	3427	-	3427	550	1783	1652	1766	419	423	632	468	624	451	409	842	1101	1484	860	3068	340	3353
66%	-	-	66%	79% <i>d</i>	63%	66%	67%	61%	65%	62%	65%	67% <i>opq</i>	71% <i>opq</i>	76% <i>opq</i>	63%	64%	71% <i>no</i>	74% <i>no</i>	67%	64%	65%
Total Mean (including those not Sending any)	3.94	-	3.94	5.71 <i>d</i>	3.40	3.59	4.29	3.29	3.62	3.53	2.78	3.46	4.57 <i>kl</i>	7.61 <i>ghlm</i>	3.45	3.22	4.64 <i>no</i>	5.95 <i>no</i>	3.86	4.76	3.89
Std Dev.	10.89	-	10.89	8.28	12.12	6.97	13.65	19.81	7.32	6.67	5.68	6.73	8.50	16.45	15.08	6.29	10.63	12.82	8.44	23.16	17.29
Std Error	0.15	-	0.15	0.33	0.23	0.14	0.26	0.78	0.28	0.21	0.22	0.21	0.31	0.76	0.42	0.15	0.23	0.37	0.12	1.25	0.24
Sending Mean (excluding those not Sending any)	5.93	-	5.93	7.27 <i>d</i>	5.41	5.46	6.38	5.41	5.58	5.69	4.26	5.13	6.43	9.76 <i>ghlm</i>	5.50	5.07	6.91 <i>no</i>	8.02 <i>no</i>	5.78	7.43	5.96
Std Dev.	12.92	-	12.92	8.71	14.92	7.98	16.24	25.18	8.47	7.70	6.57	7.66	9.47	18.08	18.75	7.27	12.06	14.32	9.77	28.62	21.16
Std Error	0.22	-	0.22	0.41	0.36	0.20	0.39	1.31	0.42	0.32	0.31	0.30	0.42	0.95	0.67	0.23	0.31	0.48	0.17	1.97	0.37

Proportions/Mean: Column: Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG1\_Services. Approximately how many of the following have you sent in the last month?

All Letter Post (invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108	
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*	
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69	
None	1734	272	510	357	594	783	951	1060	650	255	228	408	465	251	1101	256	1373	209	789	60	
	34%	29%	32%	30%	41% <b>ad</b>	31%	40% <b>ab</b>	34%	32%	40% <b>abmn</b>	35%	30%	34%	31%	33%	40% <b>cd</b>	32%	39%	39%	41%	45%
1-2	1860	227	523	370	431	759	801	925	617	184	191	428	424	236	1043	187	1302	158	630	41	
	30%	25%	33% <b>ba</b>	31% <b>ba</b>	30%	30%	31%	30%	31%	25%	25%	32%	31%	29%	31%	29%	31%	30%	33%	31%	
3-4	735	158	236	168	174	394	341	424	300	68	69	239	194	126	503	72	638	72	223	9	
	14%	17% <b>ad</b>	15%	14%	16%	13%	14%	14%	15%	11%	11%	16% <b>klm</b>	14%	15% <b>kl</b>	15% <b>kl</b>	11%	15%	14%	12%	7%	
5-10	720	170	196	187	168	366	354	446	262	74	121	183	174	117	478	75	600	54	192	14	
	14%	15% <b>abc</b>	12%	14%	14%	14%	14%	15%	13%	12%	13% <b>klm</b>	14%	13%	14%	14%	12%	14%	10%	10%	11%	
11-20	222	76	53	52	51	129	103	143	83	30	31	41	50	53	121	39	181	23	45	6	
	4%	9% <b>abcd</b>	3%	4%	4%	5%	4%	5%	4%	5% <b>klm</b>	5%	3%	4%	7% <b>klm</b>	4%	3%	4%	4%	2%	5%	
21+	179	32	76	44	27	108	71	76	100	19	18	39	66	26	123	19	156	15	40	2	
	3%	3%	9% <b>d</b>	4% <b>d</b>	2%	4% <b>d</b>	3%	2%	9% <b>d</b>	3%	3%	3%	5%	3%	4%	3%	4%	3%	2%	1%	
Any Letters Sent (non-zero entry)	3427	673	1083	820	851	1750	1671	2015	1362	384	430	931	908	563	2268	391	2877	321	1130	72	
	66%	61% <b>d</b>	65% <b>d</b>	70% <b>d</b>	59%	63% <b>d</b>	64%	66%	68%	60%	65%	70% <b>d</b>	66%	62% <b>d</b>	67% <b>d</b>	60%	63% <b>d</b>	61%	59%	55%	
Total Mean (including those not Sending any)	3.94	4.44 <b>d</b>	4.33 <b>d</b>	3.96	3.03	4.44 <b>d</b>	3.44	3.45	4.57 <b>d</b>	3.81	3.56	3.55	4.32	4.09	3.86	3.79	3.99	3.13	2.78	2.92	
Mean	10.89	8.11	10.37	7.48	14.67	9.59	12.00	6.71	15.25	20.99	6.14	7.75	9.69	6.78	8.34	20.84	8.63	6.01	7.44	7.37	
Std Dev	0.15	0.23	0.26	0.23	0.41	0.18	0.25	0.13	0.32	0.86	0.25	0.21	0.26	0.23	0.14	0.85	0.13	0.26	0.17	0.71	
Std Error	5.93	6.52	6.36	5.68	5.14	6.42	5.40	5.26	5.88 <b>d</b>	6.34	5.45	5.10	5.50 <b>d</b>	5.91	5.74	6.27	5.90	5.17	4.72	5.34	
Mean	12.92	8.96	12.05	8.40	18.84	10.97	14.67	7.69	18.12	26.79	6.89	8.86	11.29	7.47	9.62	26.55	9.94	7.01	9.22	9.32	
Std Dev	0.22	0.30	0.38	0.32	0.68	0.25	0.38	0.18	0.47	1.44	0.34	0.30	0.37	0.31	0.20	1.41	0.19	0.39	0.28	1.26	
Std Error																					

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - gh - i/j/k/l/m/n - op - q/r/s  
\* small base



QG1\_Services. Approximately how many of the following have you sent in the last month?

All Letter Post (invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	280	257	261	262	273	261	260	61	388
None	1734	1514	220	40	1458	147	76	52	75	186	129	136	190	143	214	243	142	13	135
1-2	1860	1341	219	66	1313	128	84	35	64	169	131	113	127	156	185	236	130	16	112
3-4	735	627	109	28	617	64	33	21	30	101	62	51	59	66	82	94	73	7	58
5-10	720	628	92	34	598	63	39	21	28	69	77	45	50	76	124	72	58	9	53
11-20	222	195	37	11	194	19	11	6	5	23	17	17	9	20	45	36	21	2	17
21+	179	134	45	12	158	12	4	5	7	17	10	14	19	19	28	26	19	5	7
Any Letters Sent (non-zero entry)	3427	2924	502	151	2880	286	171	90	134	379	297	239	265	337	464	464	301	39	247
	66%	66%	70%	19%	66%	66%	69%	63%	64%	67%	67%	64%	68%	72%	67%	66%	63%	7%	65%
<b>Total Mean (including those not Sending any)</b>	<b>3.94</b>	<b>3.73</b>	<b>5.02a</b>	<b>5.70a</b>	<b>3.96</b>	<b>3.48</b>	<b>4.16</b>	<b>4.08</b>	<b>3.23</b>	<b>3.78</b>	<b>3.50</b>	<b>3.61</b>	<b>4.14</b>	<b>3.96</b>	<b>4.32r</b>	<b>4.18</b>	<b>4.21</b>	<b>6.24hmm</b>	<b>3.10</b>
Std Dev	10.89	10.71	11.86	11.32	8.62	6.37	32.61	8.55	6.28	9.12	5.67	7.46	12.12	7.20	7.01	10.38	8.44	10.35	5.53
Std Error	0.15	0.18	0.28	0.40	0.17	0.20	1.12	0.33	0.38	0.54	0.34	0.44	0.72	0.42	0.41	0.61	0.50	0.78	0.19
<b>Sending Mean (excluding those not Sending any)</b>	<b>5.93</b>	<b>5.65</b>	<b>7.22a</b>	<b>7.20</b>	<b>5.97</b>	<b>5.27</b>	<b>6.03</b>	<b>6.45</b>	<b>5.04</b>	<b>5.64</b>	<b>5.02</b>	<b>5.67</b>	<b>7.10</b>	<b>5.64</b>	<b>6.32r</b>	<b>6.37</b>	<b>6.20</b>	<b>6.20br</b>	<b>4.79</b>
Std Dev	12.92	12.78	13.61	12.30	10.00	7.22	38.14	10.02	7.24	10.66	6.20	8.71	15.21	8.03	7.89	12.26	9.62	11.21	6.26
Std Error	0.22	0.27	0.40	0.54	0.25	0.28	1.63	0.48	0.55	0.78	0.44	0.66	1.19	0.57	0.55	0.89	0.70	1.03	0.26

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QG1\_Services. Approximately how many of the following have you sent in the last month?

All Letter Post (invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
None	1734	597	90	253	422	615	372	183	105	1035	288	624	633	293	93	55	1257	148	272	786
	34%	33%	38%	29%	24%	30%id	44%del	43%del	44%del	43%del	32%	32%	31%	33%del	35%	33%del	32%	33%del	33%	44%del
1-2	1560	569	80	265	532	667	240	80	33	1199	113	588	648	208	87	19	1234	106	270	550
	30%	32%	34%	30%	30%ghj	33%ghj	29%hj	23%	20%	32%ghj	22%	30%	32%o	28%	33%o	19%	31%o	29%	33%	31%
3-4	735	225	16	120	292	310	80	40	13	602	52	300	282	109	31	8	582	39	107	196
	14%	12%	7%	14%hd	17%hj	15%hj	10%	11%	8%	16%hj	10%	15%	14%	15%	12%	8%	15%	11%	13%	11%
5-10	720	246	25	130	299	286	85	34	12	585	46	268	312	91	32	12	590	43	129	131
	14%	14%	10%	15%	41%ghj	41%ghj	10%	10%	7%	35%ghj	9%	14%	14%	12%	12%	12%	15%	12%	13%	7%
11-20	232	80	16	45	112	77	28	12	3	189	14	95	93	25	13	4	189	17	31	43
	4%	4%	7%	5%	6%del	4%	3%	3%	2%	5%	3%	5%	5%	3%	5%	4%	5%	5%	4%	2%
21+	179	88	12	66	97	66	12	5	*	162	5	88	60	21	7	1	149	8	15	41
	3%	5%	5%	7%h	6%del	5%del	1%	1%	*	2%ghj	1%	5%	3%	3%	3%	1%	4%	2%	2%	2%
Any Letters Sent (non-zero entry)	3427	1208	148	627	1332	1406	444	170	60	2737	230	1337	1395	453	170	43	2732	213	561	961
	66%	67%	62%	71%	76%del	70%del	54%hj	48%	36%	73%ghj	44%	69%moq	69%moq	61%o	65%o	44%	65%moq	69%o	67%h	55%
<b>Total Mean (including those not Sending any)</b>																				
Mean	3.94	4.61	4.01	6.93h	5.57%ghj	3.63	2.47h	2.60	1.25	4.53%ghj	2.17	4.46	3.77	3.52	3.47	2.24	4.11	3.11	2.74	
Std Dev	10.89	10.80	7.90	13.33	11.38	12.88	5.19	7.09	2.63	12.24	6.07	14.62	7.24	9.57	7.14	4.59	11.48	6.56	5.19	7.94
Std Error	0.15	0.25	0.54	0.43	0.27	0.28	0.19	0.39	0.20	0.20	0.27	0.32	0.16	0.37	0.47	0.43	0.18	0.35	0.19	0.19
<b>Sending Mean (excluding those not Sending any)</b>																				
Mean	5.93	6.89	6.44	8.47	7.33o	5.23	4.54	5.39	3.42	6.25	4.88	6.54	5.48	5.80	5.36	5.11	6.00	5.31	4.61	4.98
Std Dev	12.92	12.60	9.21	15.13	12.55	15.17	6.34	9.46	3.42	14.00	8.35	17.32	8.17	11.74	8.29	5.79	13.46	7.84	5.75	10.17
Std Error	0.22	0.36	0.78	0.58	0.35	0.41	0.31	0.76	0.43	0.27	0.56	0.47	0.22	0.58	0.69	0.81	0.26	0.56	0.26	0.32

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/ghj/hj - kl/mn/op/q - rs  
 \* small base

QG1\_Services. Approximately how many of the following have you sent in the last month?

All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
None	1734	94	1616	24	466	1152	116	1673	28	21	1	1721	13
	34%	28%	34%	31%	31%	34%	36%	34%	23%	45%	11%	34%	48%
1-2	1560	88	1440	31	405	1059	95	1502	34	11	5	1547	7
	30%	26%	30%	39%	27%	32%	30%	30%	30%	24%	66%	30%	28%
3-4	735	60	666	9	235	462	38	706	16	6	2	727	6
	14%	18%	14%	12%	16%	14%	12%	14%	14%	12%	24%	14%	24%
5-10	720	64	649	7	239	425	56	688	26	6	-	720	+
	14%	13%	14%	9%	13%	17%	17%	14%	22%	13%	-	14%	-
11-20	232	19	208	5	83	139	10	219	11	3	-	232	-
	4%	6%	4%	6%	6%	4%	3%	4%	9%	7%	-	5%	-
21+	179	10	167	2	62	111	6	178	3	-	-	179	-
	3%	3%	4%	3%	4%	3%	2%	4%	3%	-	-	3%	-
Any Letters Sent (non-zero entry)	3427	241	3131	55	1024	2197	207	3280	90	26	7	3406	13
	66%	72%	66%	69%	69%	66%	64%	66%	77%	59%	89%	66%	52%
<b>Total Mean (including those not Sending any)</b>													
Mean	3.94	5.29	3.85	3.39	4.62*	3.62	3.10	3.94	5.21	2.51	1.82	3.95	1.12
Std Dev.	10.89	28.64	8.40	5.59	16.29	7.88	4.78	11.01	8.87	3.62	1.42	10.92	1.43
Std Error	0.15	1.60	0.12	0.64	0.42	0.14	0.26	0.16	0.95	0.55	0.64	0.15	0.29
<b>Sending Mean (excluding those not Sending any)</b>													
Mean	5.93	7.34	5.84	4.88	7.01*	5.52	4.84	5.94	6.73	4.55	2.04	5.95	2.18
Std Dev.	12.92	33.55	9.77	6.15	19.26	9.17	5.23	13.08	9.57	3.81	1.34	12.95	1.29
Std Error	0.22	2.19	0.18	0.89	0.60	0.20	0.36	0.23	1.19	0.73	0.67	0.22	0.39

Proportions/Mean: Column Test (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG1\_Services. Approximately how many of the following have you sent in the last month?

All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
None	1734	316	360	530	528	82	127	107	122	112	127	-	323	207	174	185	169
34%	25%	28%	41% <sup>ab</sup>	41% <sup>ab</sup>	19%	30% <sup>ac</sup>	25%	26%	27% <sup>ca</sup>	30% <sup>ca</sup>	-	39% <sup>efghij</sup>	44% <sup>efghij</sup>	40% <sup>efghij</sup>	44% <sup>efghij</sup>	39% <sup>efghij</sup>	
1-2	1560	339	393	443	386	90	117	131	153	125	115	-	272	171	148	150	91
30%	26%	30%	34% <sup>ca</sup>	30%	21%	27%	31% <sup>efgh</sup>	33% <sup>efgh</sup>	30% <sup>efgh</sup>	28%	-	33% <sup>efgh</sup>	30% <sup>efgh</sup>	33% <sup>efgh</sup>	36% <sup>efgh</sup>	21%	
3-4	735	210	222	181	123	44	75	92	76	71	74	-	130	51	59	25	36
74%	41% <sup>cd</sup>	47% <sup>cd</sup>	44% <sup>cd</sup>	10%	10%	17% <sup>lmnop</sup>	21% <sup>lmnop</sup>	16% <sup>lmnop</sup>	17% <sup>lmnop</sup>	14% <sup>lmnop</sup>	-	16% <sup>lmnop</sup>	11%	14% <sup>ca</sup>	6%	9%	
5-10	720	224	236	117	143	83	75	66	83	77	76	-	82	36	42	42	59
14%	17% <sup>cd</sup>	18% <sup>cd</sup>	9%	11%	19% <sup>lmno</sup>	17% <sup>lmno</sup>	15% <sup>lm</sup>	16% <sup>lmno</sup>	19% <sup>lmno</sup>	18% <sup>lmno</sup>	-	10%	8%	10%	10%	13% <sup>lm</sup>	
11-20	232	104	54	16	59	60	16	29	23	15	15	-	11	5	10	10	38
4%	6% <sup>bcde</sup>	3% <sup>bc</sup>	1%	5% <sup>bc</sup>	14% <sup>ghijklmno</sup>	4% <sup>d</sup>	7% <sup>lmno</sup>	3% <sup>lm</sup>	4% <sup>lm</sup>	4% <sup>lm</sup>	-	1%	1%	2%	2%	3% <sup>ghlmno</sup>	
21+	179	93	26	4	53	73	21	2	7	11	9	-	1	3	6	4	42
3%	7% <sup>bcde</sup>	2% <sup>bc</sup>	*	4% <sup>bc</sup>	17% <sup>ghijklmno</sup>	5% <sup>ghlmno</sup>	1%	2% <sup>d</sup>	3% <sup>d</sup>	2% <sup>d</sup>	-	*	1%	1% <sup>ca</sup>	1%	10% <sup>ghijklmno</sup>	
Any Letters Sent (non-zero entry)	3427	974	931	760	762	350	304	320	342	300	289	-	495	265	263	231	268
66%	75% <sup>cd</sup>	72% <sup>cd</sup>	59%	59%	61% <sup>ghlmno</sup>	70% <sup>lmnop</sup>	75% <sup>lmnop</sup>	74% <sup>lmnop</sup>	73% <sup>lmnop</sup>	70% <sup>lmno</sup>	-	61%	56%	60%	56%	61%	
<b>Total Mean (including those not Sending any)</b>	3.94	6.20 <sup>bcde</sup>	3.83 <sup>c</sup>	1.89	3.83 <sup>c</sup>	9.98 <sup>ghijklmno</sup>	6.20 <sup>ghlmno</sup>	3.37 <sup>lmno</sup>	3.78 <sup>lmno</sup>	4.06	3.66 <sup>lmno</sup>	-	2.00	1.70	2.46	1.96	6.97 <sup>ghlmno</sup>
Mean	10.89	11.31	15.37	3.06	9.57	13.54	12.47	4.63	7.14	25.37	6.38	-	3.08	3.01	6.34	3.64	14.23
Std Dev	0.15	0.32	0.43	0.09	0.27	0.65	0.60	0.22	0.34	1.22	0.31	-	0.11	0.15	0.31	0.18	0.69
Std Error																	
<b>Sending Mean (excluding those not Sending any)</b>	5.93	6.21 <sup>bcde</sup>	5.31 <sup>c</sup>	3.20	6.48 <sup>c</sup>	12.33 <sup>ghijklmno</sup>	7.38 <sup>ghlmno</sup>	4.50 <sup>lm</sup>	6.12 <sup>lmno</sup>	5.58	5.26 <sup>lmno</sup>	-	3.30	3.02	4.09	3.53	11.36 <sup>ghijklmno</sup>
Mean	12.92	12.37	17.89	3.42	11.74	14.05	14.31	4.85	7.89	29.61	7.08	-	3.38	3.49	7.76	4.28	16.75
Std Dev	0.22	0.40	0.59	0.13	0.42	0.77	0.83	0.27	0.45	1.71	0.41	-	0.15	0.23	0.48	0.28	1.01
Std Error																	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/fg/h/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QG1\_Parcel. Approximately how many of the following have you sent in the last month?  
Small & Large Parcels Combined

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	348	5161
Weighted Base	5161	-**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
None	2701	-	2701	156	1399	1357	1335	296	304	478	379	524	373	348	599	857	1246	721	2433	243	2632
52%		-	52%	22%	49%	54%	51%	43%	47%	47%	53%	57%	59%	66%	45%	49%	60%	62%	53%	46%	51%
1-2	1416	-	1416	180	853	673	734	191	199	274	189	259	178	125	391	463	562	303	1259	145	1449
27%		-	27%	26%	30%	27%	26%	28%	31%	27%	26%	28%	28%	24%	29%	27%	27%	26%	27%	24%	28%
3-4	545	-	545	150	327	269	273	97	73	135	82	68	49	42	170	216	159	91	471	73	555
11%		-	11%	21%	12%	11%	10%	14%	11%	11%	11%	7%	6%	8%	13%	12%	8%	8%	10%	14%	11%
5-10	378	-	378	148	201	165	213	89	58	87	53	53	29	9	147	140	91	38	313	63	385
7%		-	7%	21%	7%	7%	8%	13%	9%	9%	7%	6%	5%	2%	11%	10%	4%	3%	7%	12%	7%
11-20	84	-	84	42	39	31	53	14	12	25	8	20	4	*	27	33	24	4	78	6	100
2%		-	2%	2%	1%	1%	2%	2%	2%	2%	1%	2%	1%	*	2%	2%	1%	*	2%	1%	2%
21+	38	-	38	24	12	18	20	2	5	18	7	2	2	2	8	25	6	4	36	2	40
1%		-	1%	3%	*	1%	1%	*	1%	2%	1%	*	*	*	1%	1%	*	*	1%	*	1%
Any Parcels Sent (non-zero entry)	2459	-	2459	543	1431	1156	1292	394	348	538	338	402	261	178	742	877	841	439	2157	288	2529
48%		-	48%	78%	51%	46%	49%	57%	53%	53%	47%	43%	41%	34%	55%	51%	40%	38%	47%	54%	49%
<b>Total Mean (including those not Sending any)</b>	1.69	-	1.69	4.50d	1.62	1.58	1.81	2.09km	1.93km	2.26km	1.89m	1.39m	1.12	0.78	2.01pq	2.10pq	1.15	0.97	1.68	1.87	1.85
Std Dev.	4.09	-	4.09	8.06	3.24	4.28	3.92	3.25	3.61	4.84	6.73	2.84	2.34	2.11	3.43	5.70	2.53	2.24	4.21	3.06	6.09
Std Error	0.06	-	0.06	0.32	0.06	0.09	0.08	0.13	0.14	0.16	0.26	0.09	0.09	0.10	0.09	0.14	0.05	0.06	0.06	0.16	0.08
<b>Sending Mean (excluding those not Sending any)</b>	3.56	-	3.56	5.90d	3.21	3.43	3.68	3.66m	3.61m	4.26km	3.98	3.19m	2.72	2.31	3.64pq	4.16pq	2.86	2.56	3.58	3.44	3.77
Std Dev.	5.34	-	5.34	8.73	3.95	5.78	4.93	3.58	4.28	5.98	9.37	3.58	2.98	3.10	3.92	7.46	3.32	3.03	5.56	3.44	8.28
Std Error	0.11	-	0.11	0.39	0.10	0.17	0.13	0.19	0.22	0.26	0.52	0.17	0.17	0.23	0.15	0.25	0.11	0.14	0.12	0.25	0.16

Proportions/Means: Column Test(s) (5% risk level) - ab - cd - ef - gh/ij/klm - n/op/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QG1 Parcels. Approximately how many of the following have you sent in the last month?  
Small & Large Parcels Combined

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1643	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
None	2701	392	852	606	852	1244	1458	1438	1214	378	363	713	702	339	1778	386	2156	316	1158	82
52%		41%	53% <i>abc</i>	51% <i>abc</i>	59% <i>abcd</i>	49%	56% <i>abc</i>	47%	59% <i>bc</i>	59% <i>lmn</i>	55% <i>lmn</i>	59% <i>lmn</i>	51% <i>lmn</i>	42%	53% <i>lmn</i>	50% <i>op</i>	51%	60%	60%	62%
1-2	1416	276	416	342	376	696	720	877	528	153	164	392	369	255	925	154	1200	120	459	33
	27%	29%	29%	29%	29%	27%	27%	29%	26%	24%	25%	29%	27%	31% <i>lm</i>	29%	24%	23%	24%	25%	25%
3-4	545	141	164	116	124	305	240	377	160	54	67	130	156	107	353	54	461	50	173	14
	17%	16% <i>abcd</i>	10%	10%	9%	12% <i>bc</i>	9%	12% <i>bc</i>	8%	8%	10%	10%	11%	13% <i>lm</i>	10%	8%	11%	9%	9%	10%
5-10	378	104	121	84	70	224	154	284	88	48	49	75	109	85	233	48	319	36	101	3
	7%	11% <i>abcd</i>	7% <i>cd</i>	7%	5%	6% <i>bc</i>	6%	9% <i>bc</i>	4%	8%	7%	6%	8%	10% <i>lmn</i>	7%	7%	8%	7%	5%	2%
11-20	84	22	25	20	17	47	37	65	19	6	12	16	25	20	53	6	78	6	17	*
	2%	2%	2%	2%	1%	2% <i>bc</i>	1%	2% <i>bc</i>	1%	1%	2%	1%	2%	2%	5%	1%	2%	1%	1%	*
21+	38	10	13	10	5	23	14	34	4	*	4	14	10	8	28	*	36	2	11	*
	1%	1%	1%	1%	*	1%	1%	1% <i>bc</i>	*	*	1%	1%	1%	1%	1%	*	1%	*	1%	*
Any Parcels Sent (non-zero entry)	2459	554	741	572	593	1295	1164	1637	798	261	295	626	670	476	1591	262	2095	214	761	50
	48%	45% <i>abcd</i>	47% <i>cd</i>	46% <i>cd</i>	47%	51% <i>bc</i>	44%	53% <i>bc</i>	40%	41%	45%	47%	49% <i>cd</i>	45% <i>lmn</i>	47% <i>lm</i>	40%	43% <i>cd</i>	40%	40%	38%
Total Mean (including those not Sending any)	1.69	2.55% <i>abcde</i>	3.73% <i>cd</i>	4.70% <i>d</i>	1.22	4.66% <i>bc</i>	1.44	2.69% <i>bc</i>	1.12	1.37	1.61	1.55	1.84	2.24% <i>lm</i>	1.68	1.35	1.79	1.35	1.27	0.89
Mean	4.09	6.01	3.91	3.82	2.64	4.81	3.23	4.85	2.47	5.64	3.33	3.42	4.41	4.12	3.84	5.60	3.90	2.89	2.94	1.77
Std Dev	0.06	0.17	0.10	0.12	0.07	0.09	0.07	0.09	0.05	0.23	0.13	0.09	0.12	0.14	0.07	0.23	0.06	0.12	0.07	0.17
Std Error	3.56	4.0% <i>lm</i>	3.7% <i>lm</i>	3.59	2.98	3.64% <i>lm</i>	3.24	3.51% <i>lm</i>	2.82	3.35	3.59	3.31	3.77	3.83	3.55	3.34	3.62	3.35	3.19	2.37
Mean	5.34	7.42	5.06	4.87	3.42	6.18	4.20	6.10	3.26	8.44	4.20	4.39	5.70	4.79	4.95	6.43	4.92	3.74	3.96	2.20
Std Dev	0.11	0.28	0.18	0.21	0.15	0.16	0.13	0.16	0.10	0.54	0.24	0.18	0.21	0.21	0.12	0.54	0.11	0.25	0.14	0.37
Std Error																				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QG1\_Parcel. Approximately how many of the following have you sent in the last month?  
Small & Large Parcels Combined

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
None	2701	2322	379	94	2300	211	124	66	114	287	223	192	256	263	330	382	252	20	191
52%	52%	52%	49%	53%	49%	50%	47%	53%	51%	52%	51%	50%	53%	51%	49%	54%	51%	38%	50%
1-2	1416	1211	205	57	1174	133	66	43	96	165	121	128	105	122	167	197	113	17	116
27%	27%	28%	30%	27%	27%	31%	27%	30%	27%	29%	29%	34	31%	25%	28%	25%	33%	33%	30%
3-4	545	479	66	11	451	49	26	19	24	65	41	27	53	49	87	62	42	7	42
11%	11%	9%	6%	10%	11%	11%	13%	12%	11%	10%	7%	12%	10%	13%	9%	10%	13%	13%	11%
5-10	378	323	55	25	319	28	22	9	11	26	34	18	36	39	77	50	27	5	23
7%	7%	8%	13%	7%	6%	9%	6%	5%	5%	5%	8%	5%	8%	8%	11	7%	6%	9%	6%
11-20	84	75	9	2	65	6	5	4	3	19	2	6	4	5	14	11	3	2	7
2%	2%	1%	1%	2%	2%	2%	3%	1%	3%	3%	1%	2%	1%	2%	2%	1%	1%	3%	2%
21+	38	29	9	2	29	5	3	1	1	4	4	4	2	2	4	6	2	2	3
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	*	1%	1%	4%	4%	1%
Any Parcels Sent (non-zero entry)	2459	2116	343	97	2038	222	123	76	95	279	202	184	199	217	348	324	191	32	190
48%	48%	48%	51%	47%	51%	50%	45%	53%	45%	49%	48%	49%	44%	45%	51%	46%	43%	65%	50%
Total Mean (including those not Sending any)	1.69	1.66	1.93	2.30	1.65	1.79	1.97	2.33	1.46	1.76	1.71	1.74	1.45	1.45	1.93	1.57	1.57	2.63	1.67
Mean	4.09	3.43	6.88	10.60	3.60	3.86	4.04	11.75	2.95	3.61	4.28	5.05	2.88	2.70	3.41	3.33	3.90	4.77	3.71
Std Dev	0.06	0.06	0.16	0.38	0.07	0.12	0.14	0.45	0.18	0.21	0.25	0.30	0.17	0.16	0.20	0.20	0.23	0.36	0.13
Std Error	Sending Mean (excluding those not Sending any)	3.56	3.47	4.07	3.51	3.48	3.97	4.56	3.21	3.56	3.60	3.55	3.32	3.22	3.76	3.43	3.65	4.25	3.35
Mean	5.34	4.29	9.55	14.55	4.60	4.81	5.01	15.95	3.70	4.48	5.64	6.77	3.57	3.23	3.98	4.23	5.27	5.48	4.69
Std Dev	0.11	0.11	0.32	0.71	0.13	0.20	0.24	0.82	0.33	0.39	0.49	0.59	0.32	0.28	0.33	0.37	0.48	0.54	0.22
Std Error	Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r																		
	* small base																		

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QG1 Parcels. Approximately how many of the following have you sent in the last month?  
Small & Large Parcels Combined

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
None	2701	979	128	538	862	1057	473	179	95	1920	274	900	1024	489	162	78	1924	240	425	1131
	52%	54%	54%	51%	49%	52%	55%	51%	58%	51%	53%	46%	50%	55%	52%	51%	46%	55%	51%	53%
1-2	1416	474	63	219	478	584	205	102	34	1062	136	565	614	154	56	6	1170	62	218	394
	27%	26%	26%	25%	27%	29%	25%	29%	21%	28%	26%	29%	30%	22%	21%	6%	30%	17%	26%	23%
3-4	545	177	22	68	206	219	63	39	16	425	55	253	211	49	20	9	464	29	104	133
	11%	10%	9%	8%	12%	11%	8%	11%	10%	11%	11%	13%	10%	7%	8%	9%	12%	8%	12%	8%
5-10	378	127	20	41	152	123	54	30	17	274	47	174	133	40	22	5	307	27	73	67
	7%	7%	6%	6%	6%	7%	6%	6%	10%	7%	6%	14%	10%	7%	6%	6%	6%	7%	7%	4%
11-20	84	33	5	10	39	32	10	3	1	70	4	48	30	3	3	1	77	3	8	15
	2%	2%	2%	1%	2%	2%	1%	1%	1%	2%	1%	2%	1%	*	1%	1%	2%	1%	1%	1%
21+	38	15	*	2	17	7	12	*	2	24	2	21	18	-	1	*	36	1	5	7
	9%	1%	*	*	1%	*	*	*	1%	1%	*	1%	1%	-	*	*	1%	*	1%	*
Any Parcels Sent (non-zero entry)	2459	820	110	342	891	964	344	174	70	1855	244	1001	1004	257	101	21	2065	122	408	616
	49%	48%	46%	39%	51%	49%	42%	49%	42%	49%	47%	54%	50%	34%	38%	21%	52%	34%	49%	35%
<b>Total Mean (including those not Sending any)</b>	<b>1.69</b>	<b>1.71c</b>	1.79	1.16	<b>2.03d</b>	1.50	1.64	1.43	1.55	1.75	1.47	<b>2.18mg</b>	<b>1.65m</b>	0.92	1.33	0.91	<b>1.90mg</b>	1.22	<b>1.68s</b>	1.07
Mean	4.09	4.88	8.84	2.58	4.44	4.07	4.14	2.53	3.17	4.25	2.75	5.11	3.71	2.01	3.00	3.03	4.46	3.01	3.21	2.69
Std Dev	0.06	0.11	0.60	0.08	0.10	0.09	0.15	0.14	0.24	0.07	0.12	0.11	0.08	0.08	0.20	0.29	0.07	0.16	0.12	0.06
Std Error	<b>Sending Mean (excluding those not Sending any)</b>																			
Mean	3.56	3.74	3.88	2.99	<b>4.00c</b>	3.14	3.90	2.90	3.68	3.56	3.12	<b>3.87m</b>	3.34	2.69	3.48	4.33	<b>3.67m</b>	3.62	3.42	3.02
Std Dev	5.34	6.67	12.72	3.43	5.56	5.45	5.65	2.96	4.01	5.51	3.31	6.40	4.71	2.64	4.02	5.48	5.65	4.28	3.89	3.82
Std Error	0.11	0.22	1.26	0.17	0.18	0.17	0.32	0.23	0.47	0.12	0.21	0.19	0.15	0.17	0.43	1.03	0.12	0.40	0.20	0.14

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
\* small base



QG1 Parcels. Approximately how many of the following have you sent in the last month?  
Small & Large Parcels Combined

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
None	2701	144	2509	49	772	1782	148	2591	54	32	4	2677	20
52%		43%	53% <sup>abc</sup>	31% <sup>c</sup>	52%	53% <sup>cd</sup>	46%	52%	46%	69%	54%	52%	76%
1-2	1416	85	1318	14	352	957	107	1378	24	4	4	1407	5
27%		26%	28%	18%	24%	23% <sup>cd</sup>	33% <sup>cd</sup>	28%	20%	9%	46%	27%	21%
3-4	645	58	479	8	171	345	29	524	17	3	-	544	*
17%		17% <sup>ab</sup>	10%	10%	11%	10%	9%	11%	15%	7%	-	11%	1%
5-10	378	41	332	5	161	190	27	349	22	7	-	377	1
7%		12% <sup>ab</sup>	7%	7%	13% <sup>ab</sup>	6%	6%	7%	13% <sup>ab</sup>	14%	-	7%	2%
11-20	84	3	80	1	21	54	8	83	*	-	-	84	*
2%		1%	2%	1%	1%	2%	3%	2%	*	-	-	2%	*
21+	38	4	32	2	13	21	4	38	-	-	-	38	-
1%		1%	1%	3%	1%	1%	1%	1%	-	-	-	1%	-
Any Parcels Sent (non-zero entry)	2459	100	2238	31	718	1566	175	2372	83	14	4	2449	6
49%		57% <sup>abc</sup>	47%	39%	48%	47%	54% <sup>abc</sup>	48%	54%	31%	46%	48%	24%
<b>Total Mean (including those not Sending any)</b>													
Mean	1.69	2.30 <sup>bc</sup>	1.65	1.98	1.92 <sup>bc</sup>	1.56	2.04	1.69	2.14	1.51	0.68	1.70	0.67
Std Dev	4.09	4.05	4.07	5.30	4.92	3.68	3.90	4.14	2.94	2.93	0.87	4.10	1.80
Std Error	0.06	0.23	0.06	0.61	0.13	0.06	0.22	0.06	0.31	0.44	0.39	0.06	0.37
<b>Sending Mean (excluding those not Sending any)</b>													
Mean	3.56	4.05	3.49	5.11	3.99 <sup>abc</sup>	3.34	3.76	3.54	3.97	4.93	1.48	3.56	2.74
Std Dev	5.34	4.67	5.36	7.58	6.48	4.80	4.66	5.41	2.95	3.37	0.58	5.35	2.90
Std Error	0.11	0.35	0.11	1.32	0.24	0.12	0.35	0.11	0.44	0.90	0.41	0.11	0.97

Proportions/Mean: Columns Tested (5% risk level) - abc/c - d/ef - g/hij/kl  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QG1 Parcels. Approximately how many of the following have you sent in the last month?  
Small & Large Parcels Combined

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
None	2701	578	568	786	770	183	205	190	212	163	194	-	476	310	278	237	254
52%	45%	44%	61%ab	60%ab	42%	46%	44%	46%	40%	47%	-	55%atphj	66%atphjto	64%atphji	57%atphji	58%atphji	
1-2	1416	404	399	320	292	134	130	141	135	139	125	-	222	98	99	92	101
27%	31%bcd	31%bcd	25%	23%	31%imno	30%im	33%imnop	29%im	34%imnop	30%im	-	27%	21%	23%	22%	23%	
3-4	545	144	164	91	145	57	49	38	61	61	42	-	68	24	45	45	52
17%	11%c	13%c	7%	11%c	13%im	11%im	9%	13%im	15%ipim	10%im	-	8%	5%	10%im	12%im	15%im	
5-10	378	116	122	73	66	41	34	40	45	35	43	-	45	29	10	34	22
7%	9%bcd	9%bcd	6%	5%	10%im	8%im	9%im	10%im	8%im	10%im	-	5%	6%im	2%	6%im	5%	
11-20	84	35	26	16	8	16	8	11	8	10	8	-	5	10	1	3	4
2%	3%bcd	2%cd	1%	1%	4%imnop	2%	3%im	2%	2%im	2%	-	1%	2%	*	1%	1%	
21+	38	14	11	4	9	1	5	3	2	5	4	-	2	2	3	2	4
1%	1%	1%	1%	1%	1%	1%	1%	2%il	1%	1%	1%	-	1%	1%	1%	1%	
Any Parcels Sent (non-zero entry)	2459	712	723	504	520	249	226	237	252	249	222	-	342	162	158	179	183
48%	55%bcd	56%bcd	39%	40%	58%imnop	52%imnop	56%imnop	54%imnop	60%imnop	53%imnop	-	42%im	34%	36%	43%im	42%	
<b>Total Mean (including those not Sending any)</b>																	
Mean	1.69	2.14cd	2.10cd	1.23	1.30	2.10imnop	2.02in	2.31imnop	2.05imn	2.23in	2.03imn	-	1.18	1.31	1.07	1.42	1.41
Std Dev.	4.09	4.49	5.43	2.76	3.00	3.51	4.74	5.09	4.52	7.32	3.99	-	2.48	3.18	2.82	3.00	3.16
Std Error	0.06	0.13	0.15	0.08	0.08	0.17	0.23	0.25	0.22	0.35	0.19	-	0.08	0.15	0.14	0.14	0.15
<b>Sending Mean (excluding those not Sending any)</b>																	
Mean	3.56	3.88	3.76	3.15	3.22	3.65i	3.85	4.16i	3.77	3.69	3.81i	-	2.83	3.62i	2.95	3.31	3.36
Std Dev.	5.34	5.46	6.82	3.66	4.02	3.97	5.99	6.24	5.57	9.13	4.80	-	3.17	4.47	4.06	3.84	4.17
Std Error	0.11	0.20	0.25	0.16	0.17	0.25	0.40	0.40	0.37	0.56	0.32	-	0.17	0.35	0.31	0.28	0.30

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
\*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QG1\_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	5161	-	5161	619	2818	2461	2883	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161	
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161	
Effective Base	2868	-	2868	357	1606	1306	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	2868	
Invitations, greetings cards and postcards	2547	-	2547	425	1315	1135	1409	280	294	451	356	461	366	338	574	807	1166	704	2324	224	2547	
49%	-	49%	61% <sup>td</sup>	46%	46%	45%	54% <sup>td</sup>	41%	45%	44%	50% <sup>td</sup>	50% <sup>td</sup>	59% <sup>td</sup>	64% <sup>td</sup>	43%	47%	56% <sup>td</sup>	61% <sup>td</sup>	61% <sup>td</sup>	61% <sup>td</sup>	41%	48%
Personal letters (e.g. to a friend or relative)	1361	-	1361	345	634	709	648	234	200	262	171	189	165	141	433	434	494	306	1171	185	1361	
26%	-	26%	42% <sup>td</sup>	22%	25%	25%	25%	34% <sup>td</sup>	31% <sup>td</sup>	31% <sup>td</sup>	24%	20%	23% <sup>td</sup>	21% <sup>td</sup>	23% <sup>td</sup>	25%	24%	26%	26%	26%	24%	24%
Formal letters to organisations or individuals	1352	-	1352	332	635	740	612	189	200	285	166	253	137	120	389	455	519	257	1143	199	1352	
26%	-	26%	47% <sup>td</sup>	22%	23%	25%	23%	27%	31% <sup>td</sup>	33% <sup>td</sup>	23%	27%	22%	23%	29% <sup>td</sup>	26%	24%	22%	25%	38% <sup>td</sup>	26%	26%
Payments for Bills/ invoices/ statements	964	-	964	323	428	558	402	182	171	251	123	98	64	75	353	374	238	139	796	163	964	
19%	-	19%	45% <sup>td</sup>	15%	15%	25% <sup>td</sup>	15%	34% <sup>td</sup>	33% <sup>td</sup>	31% <sup>td</sup>	14% <sup>td</sup>	11%	10%	14%	33% <sup>td</sup>	33% <sup>td</sup>	23%	11%	17%	31% <sup>td</sup>	17%	17%
Smaller parcels - that will fit through a letterbox	1843	-	1843	483	1050	890	947	312	274	418	269	276	172	123	585	687	571	295	1615	217	1843	
36%	-	36%	69% <sup>td</sup>	37%	36%	36%	36%	45% <sup>td</sup>	42% <sup>td</sup>	41% <sup>td</sup>	38% <sup>td</sup>	30%	27%	23%	44% <sup>td</sup>	40% <sup>td</sup>	27%	25%	35%	41%	36%	36%
Larger parcels - that will not fit through a letterbox	1708	-	1708	425	966	792	907	294	233	388	230	277	177	110	527	618	564	286	1483	213	1708	
33%	-	33%	61% <sup>td</sup>	34%	35%	32%	35%	43% <sup>td</sup>	35% <sup>td</sup>	31% <sup>td</sup>	31% <sup>td</sup>	33% <sup>td</sup>	23% <sup>td</sup>	21%	33% <sup>td</sup>	33% <sup>td</sup>	27%	25%	32%	40% <sup>td</sup>	34%	34%
Items requiring a signature	1103	-	1103	311	564	613	490	173	164	254	165	198	89	60	337	419	347	149	930	167	1103	
21%	-	21%	44% <sup>td</sup>	20%	19%	23% <sup>td</sup>	19%	23% <sup>td</sup>	23% <sup>td</sup>	23% <sup>td</sup>	22% <sup>td</sup>	24% <sup>td</sup>	14%	11%	23% <sup>td</sup>	24% <sup>td</sup>	17% <sup>td</sup>	13%	20%	31% <sup>td</sup>	20%	20%
Other important items which involve postal or delivery services	574	-	574	103	236	319	255	112	92	128	83	63	54	42	205	210	158	95	460	108	574	
11%	-	11%	28% <sup>td</sup>	8%	10%	13% <sup>td</sup>	10%	16% <sup>td</sup>	14% <sup>td</sup>	13% <sup>td</sup>	12% <sup>td</sup>	7%	8%	8%	11% <sup>td</sup>	12% <sup>td</sup>	8%	8%	10%	20% <sup>td</sup>	10%	10%
All Post	4084	-	4084	647	2208	1936	2134	546	524	769	565	726	517	438	1070	1334	1681	955	3638	421	4084	
79%	-	79%	25% <sup>td</sup>	78%	77%	77%	77% <sup>td</sup>	79%	80%	76%	79%	78%	31% <sup>td</sup>	23% <sup>td</sup>	80%	77%	31% <sup>td</sup>	32% <sup>td</sup>	79%	79%	79%	79%
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	3427	-	3427	550	1783	1652	1759	419	423	632	468	624	451	409	842	1101	1424	800	3068	340	3427	
66%	-	66%	79% <sup>td</sup>	63%	66%	67%	67%	61%	65%	62%	65%	67% <sup>td</sup>	71% <sup>td</sup>	78% <sup>td</sup>	63%	64%	71% <sup>td</sup>	74% <sup>td</sup>	67%	64%	65%	65%
Small & Large Parcels Combined	2459	-	2459	543	1431	1156	1292	394	348	538	338	402	261	178	742	877	841	439	2157	288	2459	
48%	-	48%	78% <sup>td</sup>	51%	46%	49%	49%	57% <sup>td</sup>	53% <sup>td</sup>	53% <sup>td</sup>	47% <sup>td</sup>	43% <sup>td</sup>	41%	34%	55% <sup>td</sup>	51% <sup>td</sup>	40%	38%	47%	54% <sup>td</sup>	49%	49%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG1\_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Invitations, greetings cards and postcards	2547	504	847	578	618	1351	1196	1441	1067	292	310	682	681	426	1673	298	2134	237	826	49
49%		39%cd	53%cd	49%cd	43%	33%cd	46%	47%	39%cd	46%	47%	51%	50%	52%	50%	46%	50%	45%	43%	37%
Personal letters (e.g. to a friend or relative)	1361	342	365	363	291	707	654	856	481	153	179	363	349	250	890	153	1158	122	364	26
26%		35%bcd	23%	31%bcd	20%	28%	25%	25%cd	24%	24%	27%	27%	25%	21%cd	24%	24%	27%	23%	19%	19%
Formal letters to organisations or individuals	1352	355	386	336	274	742	611	876	461	138	176	350	329	278	856	139	1146	132	333	23
26%		38%bcd	24%cd	29%cd	19%	29%cd	23%	23%cd	23%	22%	27%	26%	24%	34%ijklm	25%	21%	27%cd	25%cd	17%	18%
Payments for Bills/ invoices/ statements	964	256	260	238	200	526	438	691	258	98	141	239	259	180	639	98	826	82	225	26
19%		28%bcd	16%	28%cd	14%	21%cd	17%	22%cd	13%	15%	21%	18%	19%	22%cd	19%	15%	19%	15%	12%	19%
Smaller parcels - that will fit through a letterbox	1843	420	537	439	449	956	887	1274	550	193	233	468	490	371	1191	194	1581	164	517	39
36%		44%bcd	34%	37%cd	31%	38%cd	34%	41%cd	27%	30%	35%	35%	36%	46%ijklm	35%	30%	37%cd	31%	27%	30%
Larger parcels - that will not fit through a letterbox	1708	419	531	376	382	950	758	1155	538	185	201	412	469	344	1082	186	1446	138	540	29
33%		44%bcd	33%cd	32%cd	26%	37%cd	29%	35%cd	27%	29%	31%	31%	34%	42%ijklm	32%	29%	34%cd	26%	28%	22%
Items requiring a signature	1103	256	324	279	244	580	523	790	289	105	150	273	303	221	726	106	951	93	279	23
21%		39%bcd	20%	34%cd	17%	23%	20%	23%cd	14%	16%	23%cd	20%	22%cd	23%cd	23%cd	16%	23%cd	17%	15%	17%
Other important items which involve postal or delivery services	574	151	166	136	120	317	256	381	183	61	82	147	123	122	352	61	478	49	112	24
11%		18%bcd	10%	12%cd	8%	13%cd	10%	12%cd	9%	9%	12%	11%	9%	15%ijklm	10%	9%	11%	9%cd	6%	18%cd
All Post	4084	794	1269	968	1052	2064	2020	2462	1563	464	524	1081	1084	679	2688	472	3417	395	1416	94
79%		43%bcd	59%cd	52%cd	73%	51%cd	77%	60%	78%	73%	59%cd	61%cd	62%cd	63%cd	60%cd	73%	69%cd	74%	74%	72%
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	3427	673	1083	820	851	1756	1671	2015	1362	384	430	931	908	563	2268	391	2877	321	1130	72
66%		71%cd	68%cd	70%cd	59%	69%cd	64%	66%	68%	60%	65%	70%cd	66%	69%cd	67%cd	60%	68%cd	61%	59%	55%
Small & Large Parcels Combined	2459	554	741	572	593	1295	1164	1837	798	261	295	626	670	476	1591	262	2095	214	761	50
48%		59%bcd	47%cd	49%cd	41%	51%cd	44%	53%cd	40%	41%	45%	47%	49%cd	55%ijklm	41%cd	40%	49%cd	40%	40%	38%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QG1\_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Invitations, greetings cards and postcards	2547	2153	394	116	2136	223	126	62	98	277	228	179	198	262	332	342	220	33	190
49%	48%	50% <b>a</b>	51% <b>a</b>	42% <b>g</b>	51% <b>g</b>	51% <b>a</b>	43%	47%	49%	54% <b>h</b>	48%	44%	50% <b>a</b>	49%	48%	50%	53% <b>h</b>	50%	
Personal letters (e.g. to a friend or relative)	1361	1160	201	46	1161	100	60	41	55	160	101	88	116	114	224	182	122	16	84
26%	25%	29%	24%	27%	23%	24%	28%	26%	26%	28%	24%	23%	25%	24%	33% <b>h</b>	26%	28%	31%	22%
Formal letters to organisations or individuals	1352	1178	175	58	1142	110	63	38	41	153	134	79	111	115	252	153	104	15	94
26%	27%	24%	30%	26%	25%	25%	27%	20%	20%	27%	31% <b>h</b>	30%	24%	37% <b>h</b>	31% <b>h</b>	22%	23%	29%	25%
Payments for Bills/ invoices/ statements	964	852	103	35	821	77	35	32	36	95	69	72	76	82	183	125	82	13	64
19%	19% <b>b</b>	14%	18%	19% <b>a</b>	16%	14%	22% <b>d</b>	17%	17%	17%	16%	19%	17%	27% <b>h</b>	27% <b>h</b>	18%	19%	25%	17%
Smaller parcels - that will fit through a letterbox	1843	1603	240	73	1530	160	94	59	72	214	138	134	158	165	271	251	126	20	139
36%	36%	33%	38%	35%	37%	38%	41% <b>d</b>	35%	35%	36% <b>p</b>	33%	36%	38%	34%	40% <b>p</b>	36%	28%	39%	37% <b>p</b>
Larger parcels - that will not fit through a letterbox	1708	1471	238	64	1418	156	86	48	66	182	151	115	137	153	255	218	141	25	131
33%	33%	33%	33%	33%	36%	35%	34%	32%	32%	32%	36%	31%	30%	32%	38%	31%	32%	47% <b>h</b>	34%
Items requiring a signature	1103	968	135	38	946	79	47	31	44	129	82	82	103	98	197	134	78	10	69
21%	22%	19%	20%	22%	18%	19%	22%	21%	21%	23%	19%	22%	23%	20%	31% <b>h</b>	19%	18%	19%	18%
Other important items which involve postal or delivery services	574	507	67	21	489	48	22	15	22	56	38	47	53	41	115	75	41	10	38
11%	11%	9%	11%	11%	11%	9%	10%	10%	10%	10%	9%	12%	9%	17% <b>h</b>	11%	9%	19% <b>h</b>	10%	
All Post	4084	3490	584	169	3430	344	198	112	158	466	346	298	337	398	522	564	341	46	298
79%	79%	82%	83% <b>a</b>	79%	79%	80%	76%	75%	75%	81% <b>h</b>	81%	79%	74%	83% <b>h</b>	77%	80%	77%	82% <b>h</b>	76%
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	3427	2924	502	151	2880	286	171	90	134	379	297	239	265	337	464	464	301	39	247
66%	66%	70%	79% <b>a</b>	66%	66%	66%	63%	64%	64%	67% <b>h</b>	70% <b>h</b>	64%	58%	70% <b>h</b>	68% <b>h</b>	66%	68% <b>h</b>	76% <b>h</b>	65%
Small & Large Parcels Combined	2459	2116	343	97	2038	222	123	76	95	279	202	184	199	217	348	324	191	32	190
48%	48%	48%	57%	47%	51%	50%	53% <b>d</b>	45%	49%	48%	48%	49%	44%	45%	51%	46%	43%	64% <b>h</b>	50%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QG1\_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <€11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Invitations, greetings cards and postcards	2547	956	114	518	1083	1020	275	124	33	2103	157	1013	1041	315	125	31	2053	196	388	725
49%	49%	53%	48%	52%ab	62%efghij	53%efghj	61%h	33%cd	20%	68%efghj	93%cd	53%lmnoq	51%lmnoq	42%	43%op	32%	61%lmnoq	43%	47%	41%
Personal letters (e.g. to a friend or relative)	1361	385	33	200	571	524	182	61	20	1095	80	536	570	178	57	12	1105	69	243	289
26%	21%	14%	23%b	33%efghij	28%efghj	22%h	17%	12%	29%efghj	80	27%opq	28%opq	24%op	22%	12%	22%opq	19%	29%rs	15%	
Formal letters to organisations or individuals	1352	409	45	194	512	552	174	85	24	1064	109	549	536	164	74	19	1085	92	216	272
26%	23%	19%	22%	29%efghj	27%efghj	21%	24%	15%	28%efghj	21%	28%lm	26%	22%	28%	19%	27%lm	26%	26%rs	16%	
Payments for Bills/ invoices/ statements	964	212	24	83	356	384	153	61	8	740	69	348	398	155	47	10	745	56	189	144
19%	12%	10%	9%	20%h	19%h	19%h	17%h	5%	20%h	13%h	18%	20%op	21%op	18%	10%	19%	16%	23%rs	8%	
Smaller parcels - that will fit through a letterbox	1843	597	73	229	679	740	243	120	54	1419	174	793	758	190	75	17	1551	92	324	396
36%	23%cd	31%	26%	39%ef	37%ef	30%	34%	32%	38%ef	33%	40%lmnoq	37%lmnoq	26%	28%	17%	39%lmnoq	25%	29%rs	23%	
Larger parcels - that will not fit through a letterbox	1708	566	75	229	657	643	222	123	50	1301	173	790	667	158	63	18	1457	80	269	438
33%	31%cd	32%	26%	37%ef	32%	27%	35%ef	30%	34%ef	33%	46%lmnopq	33%lmnoq	21%	24%	18%	37%lmnoq	22%	32%rs	25%	
Items requiring a signature	1103	280	26	93	433	396	168	71	25	829	96	490	418	126	53	14	808	68	192	203
21%	16%cd	11%	11%	23%efghj	20%	20%	15%	15%	22%	19%	24%lm	21%	17%	20%	15%	23%lm	19%	23%rs	12%	
Other important items which involve postal or delivery services	574	145	13	70	225	193	94	45	10	418	56	215	249	67	26	10	464	35	103	82
11%	8%	5%	8%	13%ae	10%	12%	13%	6%	11%	11%	11%	11%	12%	9%	10%	12%	10%	12%rs	5%	
All Post	4084	1465	198	720	1493	1639	579	242	102	3132	344	1617	1631	541	195	60	3248	255	679	1227
79%	81%	83%	82%	85%efghij	81%efghj	71%	68%	62%	63%efghj	66%	82%lmnoq	80%lmnoq	73%	74%	61%	81%lmnoq	71%	81%rs	70%	
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	3427	1208	148	627	1332	1406	444	170	60	2737	230	1337	1395	453	170	43	2732	213	561	961
66%	67%	62%	71%	76%efghij	70%efghj	54%h	48%	36%	73%efghj	44%	68%lmnoq	69%lmnoq	61%op	65%op	44%	68%lmnoq	59%op	67%rs	55%	
Small & Large Parcels Combined	2459	826	110	342	891	964	344	174	70	1855	244	1061	1004	257	101	21	2065	122	408	616
48%	44%cd	46%	39%	51%ef	45%ef	42%	49%	42%	43%ef	47%	54%lmnoq	50%lmnoq	34%op	31%op	21%	51%lmnoq	34%	41%rs	35%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
 \* small base

QG1\_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Invitations, greetings cards and postcards	2547	178	2331	38	777	1628	142	2452	67	17	4	2537	6
	49%	53%	49%	47%	51%	49%	44%	49%	58%	37%	44%	49%	23%
Personal letters (e.g. to a friend or relative)	1361	130	1206	25	462	810	90	1281	61	10	2	1353	6
	26%	39%	25%	31%	31%	24%	28%	26%	53%	22%	24%	26%	25%
Formal letters to organisations or individuals	1352	114	1216	23	454	796	102	1294	41	12	2	1347	3
	26%	34%	26%	29%	30%	24%	32%	26%	35%	27%	24%	26%	12%
Payments for Bills/ invoices/ statements	964	109	838	17	360	527	77	888	53	11	4	953	8
	19%	33%	18%	21%	24%	16%	24%	18%	45%	24%	45%	19%	31%
Smaller parcels - that will fit through a letterbox	1843	169	1651	24	566	1140	137	1764	60	10	4	1835	5
	36%	50%	35%	30%	30%	34%	42%	36%	52%	21%	46%	36%	20%
Larger parcels - that will not fit through a letterbox	1708	133	1552	23	536	1055	118	1650	41	11	2	1702	5
	33%	46%	33%	28%	30%	32%	36%	33%	35%	24%	22%	33%	17%
Items requiring a signature	1103	106	976	21	389	624	90	1047	46	9	-	1101	2
	21%	32%	21%	26%	26%	19%	25%	21%	39%	19%	-	21%	6%
Other important items which involve postal or delivery services	574	78	486	10	241	298	35	537	22	9	-	568	5
	11%	23%	10%	12%	16%	9%	11%	11%	19%	19%	-	11%	21%
All Post	4084	290	3740	64	1217	2614	253	3932	97	31	7	4060	17
	79%	84%	79%	80%	82%	78%	76%	79%	83%	67%	89%	79%	64%
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	3427	241	3131	55	1024	2197	207	3290	90	26	7	3406	13
	66%	72%	66%	69%	69%	66%	64%	66%	77%	55%	89%	66%	52%
Small & Large Parcels Combined	2459	190	2238	31	718	1566	175	2372	63	14	4	2449	6
	48%	57%	47%	39%	46%	47%	54%	46%	54%	31%	46%	46%	24%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG1\_Any. Approximately how many of the following have you sent in the last month? - Any Sent Summary

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Invitations, greetings cards and postcards	2547	741	693	542	570	279	251	212	262	193	239	-	353	189	182	155	233
49%	57% <i>abcd</i>	54% <i>cd</i>	42%	44%	65% <i>ghlmnop</i>	55% <i>lmno</i>	50% <i>no</i>	55% <i>lmno</i>	47% <i>o</i>	57% <i>lmno</i>	-	43%	40%	42%	37%	53% <i>lmno</i>	
Personal letters (e.g. to a friend or relative)	1361	475	374	246	266	198	119	160	139	140	96	-	159	87	99	86	81
26%	37% <i>abcd</i>	29% <i>cd</i>	19%	21%	45% <i>ghlmnop</i>	29% <i>lmop</i>	39% <i>ghlmnop</i>	39% <i>lmop</i>	34% <i>ghlmno</i>	23%	-	19%	18%	23%	21%	19%	
Formal letters to organisations or individuals	1352	393	471	253	235	132	121	140	167	148	159	-	165	88	85	81	68
29%	7% <i>abcd</i>	3% <i>abcd</i>	20%	19%	13% <i>lmnop</i>	23% <i>lmnop</i>	33% <i>lmnop</i>	33% <i>lmnop</i>	33% <i>lmnop</i>	33% <i>lmnop</i>	33% <i>lmnop</i>	-	20%	19%	20%	16%	
Payments for Bills/ invoices/ statements	964	325	306	174	159	117	100	108	110	98	99	-	124	50	65	53	42
19%	25% <i>abcd</i>	24% <i>cd</i>	14%	12%	27% <i>lmnop</i>	25% <i>lmnop</i>	25% <i>lmnop</i>	24% <i>lmnop</i>	24% <i>lmnop</i>	24% <i>lmnop</i>	24% <i>lmnop</i>	-	13% <i>o</i>	7%	15%	13%	9%
Smaller parcels - that will fit through a letterbox	1843	530	593	357	363	185	172	174	210	203	180	-	236	122	109	129	125
36%	41% <i>abcd</i>	46% <i>abcd</i>	28%	28%	43% <i>lmnop</i>	46% <i>lmnop</i>	41% <i>lmnop</i>	45% <i>lmnop</i>	49% <i>lmnop</i>	49% <i>lmnop</i>	49% <i>lmnop</i>	-	29%	26%	25%	31%	29%
Larger parcels - that will not fit through a letterbox	1708	517	484	338	369	183	154	179	172	150	162	-	225	113	114	125	129
33%	46% <i>abcd</i>	37% <i>cd</i>	26%	29%	42% <i>lmnop</i>	39% <i>lmno</i>	42% <i>lmnop</i>	37% <i>lmno</i>	39% <i>lmno</i>	39% <i>lmnop</i>	-	28%	24%	26%	30%	29%	
Items requiring a signature	1103	352	356	183	212	138	106	108	128	107	122	-	123	60	69	67	76
21%	27% <i>abcd</i>	26% <i>cd</i>	14%	16%	32% <i>lmnop</i>	25% <i>lmno</i>	26% <i>lmnop</i>	28% <i>lmnop</i>	26% <i>lmnop</i>	29% <i>lmnop</i>	-	15%	13%	16%	16%	17%	
Other important items which involve postal or delivery services	574	177	211	83	103	68	70	39	93	41	77	-	57	26	22	39	41
71%	14% <i>abcd</i>	10% <i>cd</i>	6%	8%	10% <i>ghlmnop</i>	10% <i>ghlmnop</i>	9%	23% <i>ghlmnop</i>	13% <i>o</i>	13% <i>ghlmnop</i>	-	7%	5%	5%	9%	9%	
All Post	4084	1093	1085	948	958	385	348	359	385	350	350	-	618	330	316	314	328
79%	85% <i>abcd</i>	84% <i>abcd</i>	73%	74%	89% <i>lmnop</i>	81% <i>lmno</i>	84% <i>lmnop</i>	89% <i>lmnop</i>	89% <i>lmnop</i>	84% <i>lmnop</i>	-	75%	70%	72%	75%	75%	
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	3427	974	931	760	762	350	304	320	342	300	289	-	495	265	263	231	268
66%	16% <i>abcd</i>	12% <i>cd</i>	59%	59%	14% <i>ghlmnop</i>	10% <i>lmnop</i>	12% <i>lmnop</i>	14% <i>lmnop</i>	13% <i>lmnop</i>	12% <i>lmnop</i>	-	61%	56%	60%	56%	61%	
Small & Large Parcels Combined	2459	712	723	504	520	249	226	237	252	249	222	-	342	162	158	179	183
48%	55% <i>abcd</i>	56% <i>abcd</i>	39%	40%	58% <i>lmnop</i>	52% <i>lmnop</i>	56% <i>lmnop</i>	54% <i>lmnop</i>	60% <i>lmnop</i>	53% <i>lmnop</i>	-	42% <i>lm</i>	34%	36%	43% <i>lm</i>	42%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/gh/hj/k/ln/mnop  
 \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QG1\_Mean\_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Invitations, greetings cards and postcards	2.30	-	2.30	1.86	2.11	1.82	2.76a	0.90	1.53g	1.37g	1.58g	2.23ghj	3.51ghijk	6.41ghlm	1.21	1.46n	3.70no	4.83nop	2.43r	1.35	2.16
Personal letters (e.g. to a friend or relative)	0.56	-	0.56	1.27d	0.46	0.60f	0.53	0.79hijk	0.60kl	0.70klm	0.43	0.39	0.48k	0.53jk	0.70opq	0.59pq	0.45	0.50	0.52	0.93t	0.52
Formal letters to organisations or individuals	0.61	-	0.61	1.30	0.50	0.65	0.58	0.91	0.75i	0.75jlm	0.41	0.55j	0.38	0.44	0.83	0.61pq	0.47	0.41	0.53	1.33	0.78
Payments for Bills/ invoices/ statements	0.46	-	0.46	1.23d	0.34	0.52	0.41	0.69kilm	0.75klm	0.71klm	0.35l	0.23	0.20	0.22	0.72pq	0.59pq	0.22	0.21	0.39	1.14t	0.44
Smaller parcels - that will fit through a letterbox	0.88	-	0.88	2.46d	0.81	0.83	0.93	1.10kilm	1.07klm	1.15klm	0.80ilm	0.71im	0.54	0.42	1.08op	1.08op	0.58	0.48	0.87	1.01	0.96
Larger parcels - that will not fit through a letterbox	0.81	-	0.81	2.66d	0.81	0.74	0.88	0.99kilm	0.86ilm	1.12klm	0.89	0.65im	0.59im	0.36	0.93pq	1.02pq	0.57	0.48	0.81	0.86	0.89
Items requiring a signature	0.47	-	0.47	1.32d	0.41	0.55	0.40	0.51ilm	0.53ilm	0.69ilm	0.47	0.45im	0.24	0.23	0.52pq	0.60pq	0.33	0.24	0.45	0.66	0.48
Other important items which involve postal or delivery services	0.24	-	0.24	0.64d	0.18	0.27	0.21	0.39kilm	0.28k	0.27k	0.22	0.14	0.17	0.19	0.33pq	0.25p	0.17	0.18	0.21	0.40	0.21
All Post	6.34	-	6.34	12.17d	5.61	5.98	6.70	6.28	6.35	6.76a	5.35	5.43	6.10	8.82hlm	6.32	6.17	6.49	7.33	6.20	7.77	6.42
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	3.94	-	3.94	5.71d	3.40	3.59	4.29	3.29	3.62	3.53	2.78	3.46	4.57jkl	7.61ghilm	3.45	3.22	4.84no	5.95no	3.86	4.76	3.89
Small & Large Parcels Combined	1.69	-	1.69	4.56d	1.62	1.58	1.81	2.09kilm	1.83kilm	2.26klm	1.88ilm	1.38im	1.12	0.78	2.01pq	2.10pq	1.15	0.97	1.68	1.87	1.85

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG1\_Mean\_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Invitations, greetings cards and postcards	2.30	2.09	2.68bcd	2.26d	1.82	2.59f	2.02	1.56	3.41g	2.16m	1.99	2.13	2.76jklmn	1.76	2.35m	2.15	2.33	1.84	1.86	1.75
Personal letters (e.g. to a friend or relative)	0.56	0.90bcd	0.47d	0.63bd	0.39	0.63f	0.50	0.62h	0.48	0.46	0.56	0.51	0.56i	0.77jklm	0.54	0.45	0.59o	0.41	0.35	0.45
Formal letters to organisations or individuals	0.61	0.90bc	0.54	0.61	0.51	0.67	0.56	0.68	0.52	0.80	0.53	0.47	0.55	0.92jlm	0.52	0.80	0.59	0.46r	0.32	0.27
Payments for Bills/ invoices/ statements	0.46	0.75bcd	0.44	0.47d	0.30	0.55f	0.37	0.60h	0.26	0.39	0.48	0.43	0.46	0.54i	0.45	0.39	0.48	0.41r	0.25	0.45
Smaller parcels - that will fit through a letterbox	0.88	1.11d	0.86	0.96d	0.68	0.96	0.81	1.10h	0.56	0.68	0.81	0.81	0.99	1.17jkm	0.88	0.68	0.94o	0.71	0.62	0.46
Larger parcels - that will not fit through a letterbox	0.81	1.23bcd	0.86d	0.74d	0.54	1.00f	0.63	0.89h	0.56	0.68	0.80	0.73	0.85	1.07km	0.79	0.68	0.85	0.64	0.65	0.43
Items requiring a signature	0.47	0.64d	0.45	0.63d	0.33	0.52	0.42	0.69h	0.28	0.39	0.50	0.44	0.54	0.55	0.49	0.39	0.50	0.37	0.26	0.34
Other important items which involve postal or delivery services	0.24	0.40bcd	0.23d	0.24d	0.14	0.29f	0.19	0.28h	0.19	0.19	0.25	0.23	0.19	0.37klm	0.22	0.19	0.25	0.24r	0.12	0.27
All Post	6.34	6.03cd	6.73d	6.43d	4.72	7.21f	5.49	6.39	6.26	5.76	5.93	5.76	6.89	7.23k	6.25	5.72	6.52	5.10	4.43	4.42
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	3.94	4.64d	4.32d	3.96	3.03	4.48f	3.44	3.45	4.07g	3.81	3.56	3.55	4.32	4.09	3.86	3.79	3.99	3.13	2.78	2.92
Small & Large Parcels Combined	1.69	2.35bcd	1.73d	1.70d	1.22	1.96f	1.44	2.08h	1.12	1.37	1.61	1.55	1.84	2.24jkm	1.68	1.35	1.79	1.35	1.27	0.89

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QG1\_Mean\_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Invitations, greetings cards and postcards	2.30	2.06	3.78a	3.97a	2.34	2.07	2.00	2.13	2.10	2.40n	2.06	2.10	2.48n	2.60nr	1.80	2.71er	2.70nr	3.67nr	1.85
Personal letters (e.g. to a friend or relative)	0.56	0.56	0.57	0.49	0.58	0.44	0.42	0.66	0.47	0.49	0.54	0.52	0.60r	0.47	0.88hjkmpqr	0.51	0.61r	0.60r	0.39
Formal letters to organisations or individuals	0.61	0.63	0.53	0.68	0.57	0.51	1.44d	0.67	0.37	0.52	0.56h	0.48	0.47	0.57	0.97hjkopqr	0.51	0.46	0.83nr	0.47
Payments for Bills/ invoices/ statements	0.46	0.46	0.36	0.56	0.47	0.46	0.30	0.63f	0.30	0.38	0.35	0.51	0.58	0.32	0.69hjkmpqr	0.45	0.45	0.84hjkmpqr	0.40
Smaller parcels - that will fit through a letterbox	0.88	0.87	0.95	1.12	0.87	0.91	0.94	1.14d	0.80	0.94	0.83	1.00	0.77	0.73	1.03	0.79	0.83	1.44hlm	0.84
Larger parcels - that will not fit through a letterbox	0.81	0.79	0.98	1.18	0.78	0.87	1.03d	1.18d	0.65	0.82	0.88	0.74	0.68	0.72	0.90	0.79	0.74	1.19hlm	0.83
Items requiring a signature	0.47	0.47	0.46	0.67	0.47	0.38	0.50	0.70d	0.38	0.41	0.37	0.57	0.49	0.34	0.57jmr	0.56	0.40	0.54	0.36
Other important items which involve postal or delivery services	0.24	0.24	0.19	0.22	0.25	0.18	0.18	0.26	0.20	0.24	0.25	0.17	0.28	0.18	0.41hkmopqr	0.22	0.18	0.41hkr	0.15
All Post	6.34	6.10	7.81a	8.83a	6.33	5.83	6.81	7.37	5.27	6.18	5.83	6.09	6.35	5.93	7.23nr	6.53	6.36	8.31hjkmpqr	5.29
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	3.94	3.73	5.22a	6.70a	3.96	3.48	4.16	4.08	3.23	3.78	3.50	3.61	4.14	3.96	4.33r	4.18	4.21	6.24hjkmpqr	3.10
Small & Large Parcels Combined	1.69	1.66	1.93	2.30	1.65	1.79	1.97	2.03d	1.46	1.76	1.71	1.74	1.45	1.45	1.93	1.57	1.57	2.63hlm	1.67

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QG1\_Mean\_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Invitations, greetings cards and postcards	2.30	3.45	3.07	5.09ab	3.66afghj	1.91fghj	1.14	1.41	0.69	2.72efghj	1.18	2.65mq	2.13oq	2.23	1.81	1.14	2.39oq	1.63	1.49	2.03r
Personal letters (e.g. to a friend or relative)	0.56	0.44	0.35	0.45	0.75efghj	0.53fghj	0.43h	0.34h	0.20	0.63efghj	0.30	0.58m	0.59m	0.43	0.62m	0.51	0.59m	0.59m	0.54e	0.28
Formal letters to organisations or individuals	0.61	0.48	0.42	0.43	0.67hj	0.70	0.45h	0.44h	0.23	0.69	0.37	0.81	0.53	0.41	0.53	0.39	0.67	0.50	0.50s	0.28
Payments for Bills/ invoices/ statements	0.46	0.24	0.15	0.16	0.49h	0.49	0.45h	0.40h	0.13	0.49	0.32	0.42	0.52	0.45	0.51	0.22	0.47	0.43	0.57c	0.16
Smaller parcels - that will fit through a letterbox	0.88	0.83c	0.83	0.51	1.05e	0.78	0.86	0.74	0.83	0.91	0.77	1.09mmq	0.89mq	0.49	0.63	0.46	0.99mq	0.59	0.88s	0.51
Larger parcels - that will not fit through a letterbox	0.81	0.88	0.96	0.65	0.99e	0.72	0.79	0.68	0.74	0.84	0.70	1.06m	0.76m	0.43	0.70	0.46	0.91m	0.63	0.90s	0.56
Items requiring a signature	0.47	0.36	0.48	0.19	0.59e	0.39	0.51	0.34	0.39	0.48	0.36	0.61m	0.44m	0.25	0.41m	0.26	0.52m	0.37	0.45e	0.21
Other important items which involve postal or delivery services	0.24	0.14	0.08	0.15	0.29e	0.21	0.24	0.20	0.09	0.25	0.16	0.27m	0.25m	0.14	0.24	0.18	0.26m	0.23	0.28e	0.10
All Post	6.34	6.82	6.35	7.52	6.48afghj	5.72	4.87	4.57	3.28	7.01efghj	4.16	7.48mq	6.11mq	4.83	5.45	3.58	6.78m	4.94	5.51c	4.11
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	3.94	4.61	4.01	6.63a	5.57efghj	3.63	2.47h	2.60	1.25	4.53ghj	2.17	4.46	3.77	3.52	3.47	2.24	4.11	3.13	3.11	2.74
Small & Large Parcels Combined	1.69	1.71c	1.79	1.16	2.03e	1.50	1.64	1.43	1.55	1.75	1.47	2.15mq	1.65m	0.92	1.33	0.91	1.80mq	1.22	1.68s	1.07

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
\* small base

QG1\_Mean\_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

Total	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Invitations, greetings cards and postcards	2.30	2.13	2.33	1.36	2.65df	2.22f	1.45	2.35m	1.24l	1.09l	0.68	2.31n	0.23
Personal letters (e.g. to a friend or relative)	0.56	0.58b	0.54	0.79b	0.70e	0.50	0.62e	0.55	1.35qkl	0.31	0.24	0.56	0.42
Formal letters to organisations or individuals	0.61	1.36	0.56	0.78	0.80	0.53	0.62	0.61	0.82	0.60	0.24	0.62	0.12
Payments for Bills/ invoices/ statements	0.46	0.91b	0.43	0.47	0.67e	0.38	0.41	0.43	1.96q	0.51	0.67	0.46	0.36
Smaller parcels - that will fit through a letterbox	0.88	1.33b	0.85	0.78	1.00	0.82	0.99	0.88	1.17	0.56	0.46	0.88	0.38
Larger parcels - that will not fit through a letterbox	0.81	0.98	0.80	1.20	0.92	0.74	1.05	0.81	1.00	0.95	0.22	0.82	0.29
Items requiring a signature	0.47	0.66	0.45	0.52	0.67e	0.38	0.48	0.46	0.63	0.66	0.00	0.47	0.07
Other important items which involve postal or delivery services	0.24	0.48b	0.22	0.31	0.48ef	0.17	0.17	0.23	0.63q	0.63	0.00	0.24	0.21
All Post	6.34	6.13b	6.17	6.20	7.51e	5.73	5.78	6.32	8.79	5.30	2.50	6.36	2.07
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	3.94	5.29	3.85	3.39	4.52e	3.62	3.10	3.94	5.21	2.51	1.82	3.95	1.12
Small & Large Parcels Combined	1.69	2.39b	1.65	1.98	1.92e	1.56	2.04	1.69	2.14	1.51	0.68	1.70	0.67

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG1\_Mean\_Total. Approximately how many of the following have you sent in the last month? - Total Mean (including those not Sending any) Summary

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Invitations, greetings cards and postcards	2.30	4.68bcd	1.48c	0.92	2.78bc	7.44fgjklmnop	3.47ghijlmno	1.33imo	1.53imo	1.23imo	1.41imo	-	0.94	0.90	1.38imo	0.82	6.85fgjklmnop
Personal letters (e.g. to a friend or relative)	0.56	0.91cd	0.71cd	0.32	0.41c	1.14fgjklmnop	0.57mnop	0.71mnop	0.78mnop	0.74mnop	0.61mnop	-	0.34	0.27	0.40m	0.42m	0.42m
Formal letters to organisations or individuals	0.61	0.72cd	1.03	0.36	0.35	0.73mnop	0.65mnop	0.78mnop	0.51mnop	1.47	0.82mnop	-	0.38	0.32	0.33	0.41	0.29
Payments for Bills/ invoices/ statements	0.46	0.58cd	0.69cd	0.29	0.29	0.68mnop	0.50mp	0.66mnop	0.65mnop	0.61mnop	0.82mnp	-	0.34	0.20	0.35	0.31	0.21
Smaller parcels - that will fit through a letterbox	0.88	1.16cd	1.16cd	0.64	0.62	1.16mnop	1.18imno	1.07im	1.09im	1.30mnop	1.10mnop	-	0.62	0.67	0.50	0.64	0.72
Larger parcels - that will not fit through a letterbox	0.81	1.04cd	0.94c	0.59	0.68	0.96in	0.92i	1.24mnop	0.96in	0.93	0.94in	-	0.57	0.64	0.57	0.79	0.69
Items requiring a signature	0.47	0.66cd	0.64cd	0.25	0.32	0.70mnop	0.53imn	0.77imn	0.64mnop	0.60	0.65mnop	-	0.26	0.24	0.26	0.39	0.32
Other important items which involve postal or delivery services	0.24	0.29cd	0.35cd	0.15	0.17	0.36imnp	0.33imn	0.18	0.47ghimnop	0.15	0.41ghimnop	-	0.18	0.10	0.08	0.22mn	0.19
All Post	6.34	9.39bcd	6.92c	3.52	5.61c	13.14fgjklmnop	6.98imno	6.63imno	6.93imno	7.04in	6.72imno	-	3.62	3.35	3.87	3.99	6.89imno
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	3.94	6.29bcd	3.83c	1.89	3.93c	9.98fgjklmnop	5.26ghimno	3.37imn	3.78imn	4.06	3.66imno	-	2.00	1.70	2.46	1.96	6.97ghimno
Small & Large Parcels Combined	1.69	2.14cd	2.10cd	1.23	1.30	2.10mnop	2.02in	2.31mnop	2.05imn	2.23in	2.93imn	-	1.18	1.31	1.07	1.42	1.41

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/fg/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

QG1\_Mean\_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1306	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Invitations, greetings cards and postcards	4.66	-	4.66	3.07	4.54c	4.04	5.16e	2.21	3.39g	3.09g	3.19g	4.53kg	6.09ghjk	9.97ghlm	2.81	3.13	6.62no	7.95nop	4.79s	3.30	4.54
Personal letters (e.g. to a friend or relative)	2.13	-	2.13	2.67d	2.04	2.12	2.14	2.32	1.95	2.72hkl	1.81	1.93	1.85	1.99	2.15	2.36p	1.92	1.91	2.05	2.67t	2.12
Formal letters to organisations or individuals	2.34	-	2.34	2.73	2.22	2.21	2.50	3.34	2.45	2.65j	1.79	2.03	1.75	1.93	2.88	2.33	1.93	1.84	2.14	3.56	3.00
Payments for Bills/ invoices/ statements	2.47	-	2.47	2.78d	2.25	2.32	2.70	2.61m	2.84	2.86pn	2.04	2.15	1.95	1.58	2.72	2.59pq	1.92	1.75	2.22	3.72z	2.55
Smaller parcels - that will fit through a letterbox	2.46	-	2.46	3.53d	2.19	2.35	2.58	2.42	2.55	2.73kn	2.64	2.37	1.97	1.80	2.48q	2.73pq	2.13	1.90	2.47	2.47	2.64
Larger parcels - that will not fit through a letterbox	2.46	-	2.46	3.37d	2.37	2.36	2.56	2.33m	2.40m	2.92m	2.77	2.26	2.11	1.73	2.36	2.86pq	2.11	1.96	2.51	2.14	2.66
Items requiring a signature	2.19	-	2.19	2.98d	2.04	2.24	2.14	2.05	2.09	2.75	2.05	2.08	1.69	2.05	2.07	2.47	1.98	1.84	2.21	2.10	2.35
Other important items which involve postal or delivery services	2.14	-	2.14	2.30	2.10	2.14	2.13	2.38	1.96	2.16	1.88	2.11	2.05	2.43	2.19	2.05	2.18	2.22	2.10	2.35	2.13
All Post	8.01	-	8.01	13.15d	7.19	7.77	8.25	7.94	7.90	6.92k	6.79	6.93	7.49	10.59hkl	7.92	8.02	8.05	8.91	7.83	9.80	8.15
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	5.93	-	5.93	7.27d	5.41	5.46	6.38	5.41	5.58	5.65	4.26	5.13	6.43j	9.75ghklm	5.50	5.07	6.61o	8.02no	5.78	7.43	5.98
Small & Large Parcels Combined	3.56	-	3.56	5.86d	3.21	3.43	3.68	3.66lm	3.61lm	4.32klm	3.98	3.18m	2.72	2.31	3.64pq	4.16pq	2.86	2.56	3.58	3.44	3.77

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - efi - ghijklm - nopqr - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG1\_Mean\_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Invitations, greetings cards and postcards	4.66	3.91	6.42a	4.59	4.27	4.86	4.42	3.32	6.43g	4.72m	4.22	4.18	6.54mn	3.37	4.74n	4.67	4.64	4.11	4.33	4.70
Personal letters (e.g. to a friend or relative)	2.13	2.49cd	2.04	2.04	1.95	2.26	2.00	2.21	2.00	1.91	2.08	1.90	2.20	2.22kn	2.05	1.91	2.16	1.76	1.83	2.32
Formal letters to organisations or individuals	2.34	2.39	2.22	2.13	2.70	2.30	2.38	2.37	2.29	3.72	1.97	1.81	2.29	2.68k	2.03	3.72	2.19	1.92	1.86	1.54
Payments for Bills/ invoices/ statements	2.47	2.66	2.67	2.31	2.14	2.68	2.23	2.60h	2.00	2.57	2.23	2.40	2.45	2.89	2.38	2.56	2.49	2.64	2.09	2.31
Smaller parcels - that will fit through a letterbox	2.46	2.50	2.57	2.57	2.20	2.54	2.38	2.64h	2.04	2.26	2.28	2.33	2.77	2.55	2.50	2.26	2.52	2.29	2.29	1.56
Larger parcels - that will not fit through a letterbox	2.46	2.78	2.59d	2.32	2.05	2.68f	2.19	2.63h	2.09	2.36	2.61	2.38	2.49	2.54	2.47	2.36	2.49	2.47	2.31	1.95
Items requiring a signature	2.19	2.38	2.22	2.23	1.93	2.29	2.09	2.29	1.95	2.40	2.20	2.15	2.43	2.01	2.28	2.39	2.21	2.13	1.77	1.97
Other important items which involve postal or delivery services	2.14	2.48d	2.14	2.08	1.73	2.31	1.92	2.13	2.12	1.98	2.04	2.06	2.14	2.44	2.08	1.98	2.20	2.60	2.13	1.52
All Post	8.01	9.55cd	8.45d	7.82	6.48	8.97f	7.12	7.98	8.06	7.93	7.44	7.13	8.72k	8.68k	7.83	7.84	8.11	6.85	5.99	6.17
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	5.93	6.52	6.36	5.68	5.14	6.42	5.40	5.26	6.89g	6.34	5.45	5.10	6.53k	5.91	5.74	6.27	5.90	5.17	4.72	5.34
Small & Large Parcels Combined	3.56	4.01d	3.72d	3.50	2.98	3.84f	3.24	3.91h	2.82	3.35	3.59	3.31	3.77	3.83	3.55	3.34	3.62	3.35	3.19	2.37

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base



QG1\_Mean\_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Invitations, greetings cards and postcards	4.66	4.24	6.92a	6.53a	4.76	4.01	3.91	4.93	4.50	4.90	3.83	4.41	5.70m	4.76m	3.68	6.60jn	5.43jn	5.84	3.69
Personal letters (e.g. to a friend or relative)	2.13	2.15	2.03	2.07	2.17	1.93	1.74	2.33	1.78	1.74	2.30	2.22	2.35	2.00	2.60mm	1.98	2.19	2.61	1.80
Formal letters to organisations or individuals	2.34	2.36	2.17	2.22	2.18	2.03	5.64d	2.49	1.87	1.90	1.74	2.29	1.95	2.36	2.60j	2.36	1.97	2.88	1.89
Payments for Bills/ invoices/ statements	2.47	2.46	2.55	3.05	2.46	2.60	2.16	2.80	1.74	2.25	2.18	2.60mm	3.47	1.85	2.57mm	2.55	2.39	3.77	2.36
Smaller parcels - that will fit through a letterbox	2.46	2.40	2.86	2.91	2.45	2.47	2.47	2.75	2.33	2.48	2.57	2.79	2.21	2.14	2.58	2.21	2.92	3.71	2.29
Larger parcels - that will not fit through a letterbox	2.46	2.38	2.98	3.53b	2.40	2.43	2.94d	3.51d	2.07	2.54	2.47	2.42	2.27	2.27	2.39	2.55	2.32	2.52	2.41
Items requiring a signature	2.19	2.16	2.47	3.39	2.15	2.11	2.63	3.24d	1.81	1.80	1.93	2.64	2.16	1.64	1.98	2.96m	2.26	2.84	2.00
Other important items which involve postal or delivery services	2.14	2.14	2.08	1.98	2.17	1.66	2.03	2.51	1.90	2.39	2.78	1.33	2.35	2.10	2.30j	2.02	1.95	2.13	1.54
All Post	8.01	7.75	8.51a	10.00	8.00	7.35	8.51	9.41	6.99	7.50	7.18	7.66	8.57	7.14	8.39jmm	8.18	8.27	11.23ijmm	6.75
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	5.93	5.65	7.52a	7.20	5.97	5.27	6.03	6.45	5.04	5.64	5.02	5.67	7.10	5.64	6.32j	6.37	6.20	8.26ijj	4.79
Small & Large Parcels Combined	3.56	3.47	4.07	4.51	3.51	3.48	3.97	4.95d	3.21	3.56	3.60	3.55	3.32	3.22	3.76	3.43	3.65	4.25	3.35

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QG1\_Mean\_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <€11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Invitations, greetings cards and postcards	4.66	6.52	6.43	2.49a	5.92dfi	3.79	3.40	4.02	3.43	4.09e	3.89	5.13i	4.15	5.28	3.80	3.57	4.63	3.76	3.21	4.88r
Personal letters (e.g. to a friend or relative)	2.13	2.05	2.51	1.96	2.30	2.05	1.91	2.00	1.70	2.18	1.93	2.14	2.10	1.81	2.86	4.31	2.12	3.11	1.86	1.81
Formal letters to organisations or individuals	2.34	2.10	2.25	1.95	2.31	2.56	2.12	1.82	1.54	2.44	1.76	2.90	1.99	1.85	1.91	2.05	2.45	1.94	1.93	1.80
Payments for Bills/ invoices/ statements	2.47	2.06	1.54	1.67	2.41	2.59	2.39	2.34	2.56	2.50	2.37	2.36	2.65	2.15	2.85	2.16	2.52	2.73	2.51	1.89
Smaller parcels - that will fit through a letterbox	2.46	2.52	2.69	1.95	2.72a	2.14	2.89a	2.19	2.54	2.42	2.30	2.70m	2.38	1.93	2.23	2.64	2.54	2.31	2.26	2.23
Larger parcels - that will not fit through a letterbox	2.46	2.79	3.03	2.50	2.62	2.25	2.89	1.96	2.39	2.44	2.09	2.63	2.32	2.04	2.93m	2.51	2.49	2.84	2.47	2.24
Items requiring a signature	2.19	2.31	4.38	1.76	2.37	1.97	2.47	1.70	2.57	2.18	1.92	2.48	2.15	1.47	2.02	1.73	2.32	1.96	1.95	1.79
Other important items which involve postal or delivery services	2.14	1.79	1.40	1.86	2.28	2.15	2.11	1.56	1.39	2.22	1.53	2.42m	2.01	1.60	2.51	1.81	2.20	2.31	2.23	2.11
All Post	8.01	8.41	7.64	9.19	8.98dfhijl	7.06	6.86	6.68	5.30	8.44a	6.27	8.08m	7.60	6.67	7.36	5.87	8.33	7.01	6.76	5.86
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	5.93	6.89	6.44	8.47	7.33efj	5.23	4.54	5.39	3.42	6.25	4.88	6.54	5.48	5.80	5.36	5.11	6.00	5.31	4.61	4.98
Small & Large Parcels Combined	3.56	3.74	3.88	2.99	4.00a	3.14	3.90	2.90	3.68	3.56	3.12	3.97m	3.34	2.69	3.48	4.33	3.67m	3.62	3.42	3.02

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
\* small base

QG1\_Mean\_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

Total	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Invitations, greetings cards and postcards	4.66	3.99	4.74	2.87	5.09	4.57	3.30	4.76n	2.15	2.92	1.53	4.67n	1.00
Personal letters (e.g. to a friend or relative)	2.13	2.28	2.11	2.56	2.25	2.06	2.22	2.13	2.34	1.40	1.00	2.14	1.70
Formal letters to organisations or individuals	2.34	3.99	2.18	2.70	2.64	2.22	1.97	2.35	2.30	2.27	1.00	2.34	1.04
Payments for Bills/ invoices/ statements	2.47	2.80	2.44	2.18	2.75	2.40	1.70	2.39	4.25	2.11	1.49	2.49	1.15
Smaller parcels - that will fit through a letterbox	2.46	2.63	2.45	2.57	2.62	2.40	2.34	2.48	2.22	2.62	1.00	2.47	1.93
Larger parcels - that will not fit through a letterbox	2.46	2.45	2.43	4.24	2.57	2.36	2.87	2.44	2.82	3.94	1.00	2.46	1.65
Items requiring a signature	2.19	2.09	2.21	2.02	2.56	2.03	1.72	2.19	2.09	3.51	-	2.20	1.14
Other important items which involve postal or delivery services	2.14	2.07	2.14	2.54	2.48n	1.93	1.54	2.08	3.25	3.36	-	2.15	1.00
All Post	8.01	10.42b	7.83	7.72	9.56n	7.34	7.39	7.97	10.60	7.90	2.80	8.04	3.23
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	5.93	7.34	5.84	4.88	7.61n	5.52	4.84	5.94	6.73	4.55	2.04	5.95	2.18
Small & Large Parcels Combined	3.56	4.05	3.49	5.11	3.99n	3.34	3.76	3.54	3.97	4.93	1.48	3.56	2.74

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG1\_Mean\_Sending. Approximately how many of the following have you sent in the last month? - Sending Mean (excluding those not Sending any) Summary

Base : All sending at least one of each type of post

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2668	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Invitations, greetings cards and postcards	4.66	7.12bcd	2.68c	2.20	6.29bc	11.51ghjklmno	6.58ghjklmno	2.67i	2.71i	2.63	2.46	-	2.17	2.26	3.30	2.19	11.36ghjklmno
Personal letters (e.g. to a friend or relative)	2.13	2.20c	2.48c	1.65	2.01	2.52ghlm	2.08	1.88	2.63ghlm	2.18	2.63m	-	1.75	1.46	1.79	2.01	2.28
Formal letters to organisations or individuals	2.34	2.36	2.82	1.83	1.90	2.37	2.34	2.37	2.26	4.16	2.16	-	1.88	1.74	1.71	2.11	1.88
Payments for Bills/ invoices/ statements	2.47	2.29	2.91	2.15	2.34	2.51	2.13	2.21	2.75	2.57	3.45	-	2.27	1.87	2.35	2.48	2.16
Smaller parcels - that will fit through a letterbox	2.46	2.69	2.53	2.30	2.19	2.68	2.76	2.62	2.41	2.64	2.53	-	2.15	2.60	2.00	2.05	2.50
Larger parcels - that will not fit through a letterbox	2.46	2.59	2.51	2.26	2.38	2.25	2.58	2.61	2.57	2.55	2.41	-	2.05	2.69	2.18	2.61	2.34
Items requiring a signature	2.19	2.44	2.31	1.77	1.96	2.18	2.15	3.05	2.31	2.30	2.33	-	1.71	1.90	1.63	2.40	1.86
Other important items which involve postal or delivery services	2.14	2.12	2.11	2.30	2.08	2.28	2.05	1.95	2.32	1.48	2.19	-	2.53	1.80	1.65	2.38	2.03
All Post	8.01	10.97bcd	9.23c	4.79	7.56c	14.74ghjklmno	10.00lmno	7.09lmno	9.34lmno	6.26i	9.05lmno	-	4.79	4.78	5.35	5.29	11.67ghjklmno
All Letter Post (Invitations/ greetings cards/ postcards, Personal letters, Formal letters to organisations or individuals, Payments for Bills/ invoices/ statements)	5.93	9.21bcd	5.31c	3.20	6.48c	12.33ghjklmno	7.39ghlmno	4.59lm	5.12lmno	5.58	6.26lmno	-	3.30	3.02	4.09	3.53	11.36ghjklmno
Small & Large Parcels Combined	3.56	3.88	3.76	3.15	3.22	3.65i	3.85	4.10i	3.77	3.69	3.81i	-	2.83	3.02i	2.95	3.31	3.36

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QG2\_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?

Base : All participants Q1-Q2 2022 only

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	2581	-	241	616	1242	1329	309	319	492	369	481	377	234	628	861	1092	611	2411	149	2581
Weighted Base	2581	-**	2581	312	638	1256	1312	347	305	527	384	438	317	652	912	1017	579	2333	227	2581
Effective Base	1390	-	1390	144	342	676	706	180	181	269	211	264	162	360	480	551	291	1271	108	2581
Yes	577	-	577	173	167	321	249	128	87	166	74	60	33	215	240	121	61	468	104	477
22%	-	22%	55% <sup>cd</sup>	26%	28% <sup>l</sup>	19%	37% <sup>klm</sup>	29% <sup>klm</sup>	31% <sup>klm</sup>	19% <sup>klm</sup>	14%	11%	10%	33% <sup>opq</sup>	26% <sup>opq</sup>	12%	10%	20%	46% <sup>rs</sup>	18%
No	1885	-	1885	129	442	883	997	192	195	334	299	362	272	386	632	866	504	1767	106	1989
73%	-	73%	41% <sup>bc</sup>	66% <sup>cd</sup>	70%	74% <sup>rs</sup>	55%	64%	63%	71% <sup>ghj</sup>	75% <sup>ghj</sup>	83% <sup>ghjlm</sup>	83% <sup>ghjlm</sup>	59%	63% <sup>op</sup>	65% <sup>opq</sup>	72% <sup>opq</sup>	67% <sup>rs</sup>	47%	77%
I don't know	119	-	119	10	28	52	66	27	23	27	11	15	12	50	39	30	14	98	17	116
5%	-	5%	3%	4%	4%	5%	8% <sup>klm</sup>	8% <sup>klm</sup>	6% <sup>klm</sup>	3%	4%	4%	1%	6% <sup>opq</sup>	4%	3%	2%	4%	7%	4%

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**PRE\_QG2\_1.** In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?

Base : All participants Q1-Q2 2022 only

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2581	635	760	544	642	1395	1186	1356	1178	327	323	658	663	425	1644	331	2109	-	-	-
Weighted Base	2581	475	746	625	735	1221	1360	1530	1000	361	332	649	649	412	1629	366	2081	**	**	**
Effective Base	1390	255	425	317	396	679	712	749	639	182	183	372	348	203	902	184	1126	-	-	-
Yes	577	154	139	141	142	294	283	415	146	85	83	136	121	128	341	85	472	-	-	-
	22%	32% <sup>ab</sup>	19%	23%	19%	24%	21%	32% <sup>gh</sup>	15%	24%	25%	21%	19%	31% <sup>lm</sup>	21%	23%	23%	-	-	-
No	1885	304	560	490	541	864	1001	1045	813	251	234	485	500	276	1219	256	1531	-	-	-
	73%	54%	73% <sup>ab</sup>	74% <sup>bc</sup>	74% <sup>cd</sup>	72%	74%	68%	81% <sup>gh</sup>	70%	71%	73%	71% <sup>lm</sup>	68%	75% <sup>mn</sup>	70%	74%	-	-	-
I don't know	119	17	26	24	52	43	76	70	42	25	14	28	27	6	70	25	78	-	-	-
	5%	4%	4%	4%	7% <sup>ab</sup>	4%	6%	5%	4%	7% <sup>gh</sup>	4%	4%	4%	1%	4% <sup>lm</sup>	7%	4%	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing

PRE\_QG2\_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?

Base : All participants Q1-Q2 2022 only

	Rurality			Nation				Region											
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	2581	1784	797	332	1281	523	440	337	139	141	142	140	144	143	144	144	144	84	439
Weighted Base	2581	2219	362	115*	2169	217	124	71	105	283	213	188	227	240	339	354	221	29*	188
Effective Base	1390	1169	225	73	1037	274	252	239	123	125	125	123	126	126	130	123	127	37	237
Yes	577	523	54	18	507	32	24	14	24	51	33	32	61	33	156	82	36	8	24
	22%	29%	15%	16%	23%	15%	19%	19%	23%	18%	16%	7%	27%	14%	43%	23%	16%	28%	13%
No	1885	1589	296	92	1558	177	95	55	76	219	169	143	157	203	166	250	175	21	156
	73%	72%	85%	72%	72%	82%	77%	77%	72%	78%	82%	83%	83%	49%	71%	73%	74%	83%	87%
I don't know	119	107	12	5	104	7	4	3	5	13	11	13	9	4	17	22	10	-	7
	5%	5%	3%	4%	5%	3%	3%	4%	5%	5%	5%	7%	4%	2%	5%	6%	5%	-	4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

PRE\_QG2\_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?

Base : All participants Q1-Q2 2022 only

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2581	908	118	495	857	1021	391	172	102	1878	274	908	1012	413	126	74	1920	200	-	-
Weighted Base	2581	881	142*	445	879	982	411	187	90*	1861	277	882	995	451	146*	59*	1876	205	-**	-**
Effective Base	1390	480	64	261	448	531	227	106	62	978	166	471	530	240	79	45	1001	120	-	-
Yes	577	135	24	55	215	228	78	35	18	443	53	214	236	82	22	12	451	34	-	-
	22%	15%	17%	12%	24%	23%	19%	19%	20%	24%	19%	24%	24%	18%	15%	20%	24%	16%	-	-
No	1885	716	106	381	651	716	298	138	68	1367	206	649	713	332	122	47	1361	169	-	-
	73%	81%	75%	86% <b>d</b>	74%	73%	73%	74%	75%	74%	74%	74%	72%	74%	64% <b>d</b>	79%	73%	82% <b>d</b>	-	-
I don't know	119	31	12	9	13	38	35	13	5	51	18	19	45	37	2	*	64	2	-	-
	5%	4%	9% <b>e</b>	2%	1%	4% <b>d</b>	9% <b>d</b>	7% <b>d</b>	8% <b>d</b>	3%	6% <b>d</b>	2%	6% <b>d</b>	6% <b>d</b>	7%	1%	3%	7%	-	-

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



PRE\_QG2\_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?

Base : All participants Q1-Q2 2022 only

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2581	175	2363	43	812	1599	170	2512	38	19	2	2569	10
Weighted Base	2581	180*	2361	40**	782	1616	183	2498	52**	16**	3**	2567	11**
Effective Base	1390	99	1268	23	435	849	108	1345	27	12	2	1383	5
Yes	577	83	482	12	256	282	60	544	28	4	-	576	1
	22%	46% <sup>ab</sup>	20%	30%	33% <sup>ab</sup>	16%	33% <sup>ab</sup>	22%	53%	28%	-	22%	5%
No	1885	85	1778	22	498	1284	103	1848	21	11	-	1880	5
	73%	47%	75% <sup>ab</sup>	54%	64%	74% <sup>ab</sup>	56%	74%	40%	66%	-	73%	47%
I don't know	119	12	101	7	28	70	21	106	4	1	3	111	5
	5%	6%	4%	17%	4%	4%	11% <sup>ab</sup>	4%	7%	6%	100%	4%	47%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QG2\_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?

Base : All participants Q1-Q2 2022 only

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2581	1290	1291	-	-	430	430	430	430	430	431	-	-	-	-	-
Weighted Base	2581	1290	1291	**	**	432	431	427	464	412	416	**	**	**	**	**
Effective Base	1390	661	732	-	-	215	220	226	251	240	242	-	-	-	-	-
Yes	577	252	325	-	-	89	79	84	119	97	109	-	-	-	-	-
	22%	20%	25%	-	-	21%	18%	20%	26%	24%	26%	-	-	-	-	-
No	1885	968	917	-	-	323	327	317	331	300	286	-	-	-	-	-
	73%	75%	71%	-	-	75%	76%	74%	72%	73%	69%	-	-	-	-	-
I don't know	119	70	49	-	-	20	25	25	15	15	20	-	-	-	-	-
	5%	5%	4%	-	-	5%	6%	6%	3%	4%	5%	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**PRE\_QG2\_2.** In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?

Base : All participants Q1-Q2 2022 only

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	2581	2581	241	616	1242	1329	309	319	492	369	481	377	234	628	861	1092	611	2411	149	2581
Weighted Base	2581	**	2581	638	1256	1312	347	305	527	384	438	317	263	652	912	1017	579	2333	227	2581
Effective Base	1390	-	144	342	676	706	180	181	269	211	264	162	129	360	480	551	291	1271	108	2581
Yes	415	-	415	132	253	159	92	78	147	45	32	17	4	170	192	53	21	341	68	313
16%	-	16%	46% <sup>sd</sup>	21%	20% <sup>l</sup>	12%	27% <sup>klm</sup>	26% <sup>klm</sup>	28% <sup>klm</sup>	12% <sup>lm</sup>	7% <sup>m</sup>	5%	2%	26% <sup>pq</sup>	21% <sup>mn</sup>	5%	4%	15%	30% <sup>rs</sup>	12%
No	2057	-	2057	486	956	1092	223	211	355	327	304	291	256	435	682	941	547	1909	136	2169
80%	-	80%	49% <sup>sd</sup>	71% <sup>sd</sup>	76%	52% <sup>rs</sup>	64%	69%	67%	43% <sup>ghj</sup>	50% <sup>ghj</sup>	41% <sup>ghj</sup>	47% <sup>ghjkl</sup>	67%	43% <sup>no</sup>	33% <sup>no</sup>	24% <sup>no</sup>	63% <sup>rs</sup>	60%	84%
I don't know	108	-	108	17	47	61	32	15	25	12	12	8	3	47	38	23	11	82	23	99
4%	-	4%	4%	3%	4%	5%	9% <sup>klm</sup>	9% <sup>m</sup>	9% <sup>m</sup>	3%	3%	3%	1%	7% <sup>opq</sup>	4%	2%	2%	4%	10% <sup>rs</sup>	4%

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QG2\_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?

Base : All participants Q1-Q2 2022 only

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2581	635	760	544	642	1395	1186	1356	1178	327	323	658	663	425	1644	331	2109	-	-	-
Weighted Base	2581	475	746	625	735	1221	1360	1530	1000	361	332	649	649	412	1629	366	2081	**	**	**
Effective Base	1390	255	425	317	396	679	712	749	639	182	183	372	348	203	902	184	1126	-	-	-
Yes	415	115	90	122	88	205	210	330	73	54	42	103	92	112	236	54	349	-	-	-
	76%	24% <sup>ab</sup>	12%	19% <sup>abd</sup>	12%	17%	15%	22% <sup>ab</sup>	7%	15%	13%	16%	14%	27% <sup>ablm</sup>	15%	15%	17%	-	-	-
No	2067	346	633	478	600	979	1078	1134	894	274	279	518	541	293	1338	279	1667	-	-	-
	80%	73%	83% <sup>abc</sup>	76%	87% <sup>abc</sup>	80%	79%	74%	88% <sup>ab</sup>	76%	84% <sup>lm</sup>	80% <sup>lm</sup>	83% <sup>lm</sup>	71%	82% <sup>lm</sup>	76%	80%	-	-	-
I don't know	108	15	22	25	47	37	72	66	34	32	11	29	16	8	55	32	65	-	-	-
	4%	3%	3%	4%	6% <sup>ab</sup>	3%	5% <sup>ab</sup>	4%	3%	9% <sup>ablm</sup>	3%	4%	2%	2%	3%	9% <sup>ab</sup>	3%	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - ef - gh - i/j/k/l/m/n - op - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing

*Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)*

PRE\_QG2\_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?

Base : All participants Q1-Q2 2022 only

	Rurality			Nation				Region											
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	2581	1784	797	332	1281	523	440	337	139	141	142	140	144	143	144	144	144	84	439
Weighted Base	2581	2219	362	115*	2169	217	124	71	105	283	213	188	227	240	339	354	221	29*	188
Effective Base	1390	1169	225	73	1037	274	252	239	123	125	125	123	126	126	130	123	127	37	237
Yes	415	383	32	13	369	24	12	10	18	47	25	27	38	28	92	69	24	6	18
	16%	17%	9%	12%	17%	11%	10%	14%	10%	17%	12%	14%	17%	11%	27%	19%	11%	2%	10%
No	2057	1735	323	97	1710	583	105	60	84	226	177	148	179	210	231	264	181	23	190
	80%	78%	19%	84%	79%	84%	84%	84%	80%	82%	83%	79%	79%	87%	68%	74%	65%	78%	85%
I don't know	108	101	7	5	91	10	6	1	2	9	11	13	10	3	16	21	6	-	10
	4%	5%	2%	4%	4%	5%	5%	2%	2%	3%	5%	7%	5%	1%	5%	6%	3%	-	5%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

PRE\_QG2\_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?

Base : All participants Q1-Q2 2022 only

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2581	908	118	495	857	1021	391	172	102	1878	274	908	1012	413	126	74	1920	200	-	-
Weighted Base	2581	881	142*	445	879	982	411	187	90*	1861	277	882	995	451	146*	59*	1876	205	**	**
Effective Base	1390	480	64	261	448	531	227	106	62	978	166	471	530	240	79	45	1001	120	-	-
Yes	415	70	16	25	140	167	73	24	10	307	34	142	185	60	21	5	327	26	-	-
16%	8%	11%	6%	16%	17%	18%	13%	11%	16%	12%	16%	19%	13%	14%	9%	17%	13%	-	-	
No	2067	777	112	415	727	788	295	153	76	1515	229	726	778	351	119	51	1504	169	-	-
80%	82%	79%	93%	83%	80%	72%	82%	84%	81%	83%	82%	78%	78%	81%	86%	80%	83%	-	-	
I don't know	108	35	15	6	12	28	43	10	4	39	14	14	31	39	7	3	45	10	-	-
4%	4%	10%	1%	1%	3%	10%	5%	2%	5%	2%	3%	9%	5%	6%	2%	5%	-	-		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QG2\_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?

Base : All participants Q1-Q2 2022 only

Total	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	2581	175	2363	43	812	1599	170	2512	38	19	2	2569	10
Weighted Base	2581	180*	2361	40**	782	1616	183	2498	52**	16**	3**	2567	11**
Effective Base	1390	99	1268	23	435	849	108	1345	27	12	2	1383	5
Yes	415	58	350	7	164	201	50	387	25	1	2	413	*
16%	33%	15%	18%	33%	12%	23%	15%	49%	4%	68%	16%	1%	1%
No	2067	111	1918	29	592	1355	111	2015	22	14	-	2051	6
80%	62%	81%	71%	76%	84%	60%	81%	43%	87%	-	80%	53%	53%
I don't know	108	11	93	4	26	60	22	96	5	1	1	102	5
4%	8%	4%	11%	3%	4%	12%	4%	8%	9%	32%	4%	45%	45%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QG2\_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?

Base : All participants Q1-Q2 2022 only

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2581	1290	1291	-	-	430	430	430	430	430	431	-	-	-	-	-
Weighted Base	2581	1290	1291	**	**	432	431	427	464	412	416	**	**	**	**	**
Effective Base	1390	661	732	-	-	215	220	226	251	240	242	-	-	-	-	-
Yes	415	190	225	-	-	73	62	54	83	71	71	-	-	-	-	-
16%	15%	17%	-	-	17%	14%	13%	18%	17%	17%	-	-	-	-	-	-
No	2057	1032	1026	-	-	338	350	344	372	320	333	-	-	-	-	-
80%	80%	79%	-	-	78%	81%	81%	81%	80%	78%	80%	-	-	-	-	-
I don't know	108	68	40	-	-	21	19	26	8	21	11	-	-	-	-	-
4%	5%	3%	-	-	4%	4%	7%	2%	3%	3%	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QG2\_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	2590	-	2580	378	2202	1219	1354	341	349	471	327	502	354	238	690	798	1092	590	2370	197	2580
Weighted Base	2590	-**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Yes	603	-	603	154	449	265	333	83	117	138	72	94	51	48	200	210	192	99	497	106	541
23%	-	23%	49% <sup>cd</sup>	20%	21%	25%	24% <sup>kl</sup>	34% <sup>lm</sup>	29% <sup>klm</sup>	22%	19%	16%	18%	29% <sup>opq</sup>	26% <sup>opq</sup>	18%	17%	22%	35% <sup>rs</sup>	21%	21%
No	1873	-	1873	219	1654	944	927	232	218	329	244	374	264	212	450	574	849	476	1678	183	1935
73%	-	73%	57% <sup>bc</sup>	75% <sup>cd</sup>	69%	70%	68%	63%	67%	73% <sup>kl</sup>	77% <sup>ghl</sup>	81% <sup>ghij</sup>	83% <sup>ghij</sup>	65%	70%	79% <sup>opq</sup>	82% <sup>opq</sup>	74% <sup>rs</sup>	60%	75%	75%
I don't know	104	-	104	14	90	48	55	27	12	22	16	21	3	4	39	38	28	7	83	16	104
4%	-	4%	4%	4%	4%	4%	4%	8% <sup>klm</sup>	3%	4% <sup>kl</sup>	5% <sup>kl</sup>	4% <sup>kl</sup>	1%	2%	6% <sup>opq</sup>	5% <sup>opq</sup>	3%	1%	4%	5%	4%

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG2\_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Yes	603	127	172	134	169	299	303	401	194	75	93	191	151	76	435	76	514	185	385	33
	23%	27%	20%	24%	24%	23%	24%	26%	19%	27%	29%	28%	21%	19%	25%	27%	24%	33%	20%	25%
No	1873	327	644	401	500	971	902	1071	792	188	215	475	550	321	1246	180	1591	319	1473	81
	73%	70%	76%	73%	70%	74%	71%	73%	76%	68%	66%	69%	72%	79%	72%	67%	72%	60%	77%	61%
I don't know	104	15	32	17	40	47	57	73	26	15	18	24	16	5	59	15	65	26	60	18
	4%	3%	4%	3%	6%	4%	5%	5%	3%	5%	5%	4%	2%	1%	3%	5%	3%	5%	3%	14%

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QG2\_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	136	144	140	133	24	166	
Yes	603	512	91	18	526	36	26	14	22	65	54	50	58	55	100	68	55	3	33
	23%	23%	25%	23%	24% <sup>ab</sup>	17%	21%	20%	21%	23%	25%	27%	25%	23%	29% <sup>cd</sup>	19%	25%	3%	17%
No	1873	1611	262	57	1553	175	91	53	80	200	155	133	159	172	212	271	169	19	156
	73%	73%	73%	75%	72%	81% <sup>def</sup>	74%	74%	74% <sup>gh</sup>	71%	73%	71%	70%	74% <sup>hij</sup>	63%	77% <sup>klm</sup>	75% <sup>lmn</sup>	63%	81% <sup>opqr</sup>
I don't know	104	97	8	1	90	5	6	4	3	18	4	5	11	7	27	13	1	1	4
	4%	4%	2%	2%	4%	2%	5%	6%	3%	6% <sup>p</sup>	2%	3%	6% <sup>q</sup>	3%	6% <sup>r</sup>	4%	1%	5%	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QG2\_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Yes	603	218	26	90	207	253	97	32	14	460	46	252	257	64	18	11	509	30	603	-
	23%	24%	27%	21%	24%	24%	24%	19%	19%	24%	19%	23%	25%	22%	15%	29%	24%	19%	63%	-
No	1873	686	67	340	651	758	273	125	56	1409	181	815	727	203	98	20	1543	117	201	1671
	73%	74%	71%	78%	74%	73%	67%	75%	75%	74%	75%	76%	70%	69%	53%	50%	73%	75%	24%	95%
I don't know	104	20	2	4	17	29	36	11	4	45	15	12	49	27	2	8	61	10	29	76
	4%	2%	2%	1%	2%	3%	9% <sup>del</sup>	8% <sup>del</sup>	6%	2%	9% <sup>del</sup>	1%	5% <sup>del</sup>	9% <sup>del</sup>	7%	21%	9% <sup>del</sup>	6% <sup>del</sup>	3%	4%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG2\_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?

Base : All participants

Total	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Yes	603	52	533	18	201	380	42	563	28	9	-	600	3
	23%	35%h	22%	45%	28%h	21%	30%	23%	43%g	28%	-	23%	19%
No	1873	94	1763	16	473	1320	80	1817	32	15	5	1864	4
	73%	61%	74%h	41%	67%	76%df	57%	74%h	49%	49%	100%	73%h	27%
I don't know	104	9	90	6	34	52	18	85	5	7	-	97	8
	4%	6%	4%	15%	5%	3%	12%de	3%	7%	23%	-	4%	53%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG2\_1. In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2590	-	-	1290	1290	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2590	**	**	1290	1290	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	475	253	249	248	259
Yes	603	-	-	289	314	-	-	-	-	-	-	189	100	93	101	119
23%	-	-	-	22%	24%	-	-	-	-	-	-	23%	21%	21%	24%	27%
No	1873	-	-	951	921	-	-	-	-	-	-	600	352	335	293	294
73%	-	-	-	74%	71%	-	-	-	-	-	-	73%	74%	77%	70%	67%
I don't know	104	-	-	50	55	-	-	-	-	-	-	29	21	9	22	24
4%	-	-	-	4%	4%	-	-	-	-	-	-	4%	4%	2%	3%	3%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

**QG2\_1.** In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?  
**BY QG2\_3** Reduce the number of parcels you send so that you can afford essentials?

Base : All participants

		<b>QG2_3. In the last three months have you had to... - Reduce the number of parcels you send so that you can afford essentials?</b>		
		Yes	No	I don't know
	<b>Total Base</b>			
Unweighted Base	2580	518	1958	104
Weighted Base	2580	582	1888	110
Effective Base	1482	320	1108	56
Yes	603	332	447	141
	23%	77%	7%	14%
No	1873	1091	118	1717
	73%	20%	91%	34%
I don't know	104	59	17	30
	4%	3%	2%	52%

**QG2\_1.** In the last three months have you had to... - Reduce the number of letters and cards you send so that you can afford essentials?

**BY QG2B\_1** Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?

Base : All participants

		QG2b_1. In the last three months have you had to ... - Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?		
Eff.		Yes	No	I don't know
<b>Total Base</b>				
Unweighted Base	1290	315	937	38
Weighted Base	1290	348	896	46
Effective Base	756	198	534	24
Yes	314	174	210	87
	24%	60%	10%	37%
No	921	551	119	790
	71%	34%	88%	26%
I don't know	55	32	19	17
	4%	5%	2%	37%



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QG2\_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	2590	-	2580	378	2202	1219	1354	341	349	471	327	502	354	238	690	798	1092	590	2370	197	2580
Weighted Base	2590	-**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Yes	434	-	434	129	305	230	204	87	95	101	40	68	21	22	182	141	111	44	361	73	363
17%	-	17%	33% <sup>cd</sup>	14%	18%	16%	25% <sup>klm</sup>	27% <sup>klm</sup>	21% <sup>klm</sup>	12%	14%	7%	8%	26% <sup>opq</sup>	17% <sup>opq</sup>	10%	8%	16%	24% <sup>rs</sup>	14%	14%
No	2051	-	2051	238	1813	978	1068	222	244	364	281	409	293	238	467	645	939	531	1825	213	2124
79%	-	79%	61%	83% <sup>cd</sup>	78%	81%	65%	70%	74% <sup>kl</sup>	83% <sup>klm</sup>	54% <sup>klm</sup>	72% <sup>klm</sup>	63% <sup>klm</sup>	68%	73% <sup>kl</sup>	83% <sup>opq</sup>	71% <sup>opq</sup>	81% <sup>opq</sup>	70%	82%	82%
I don't know	95	-	95	21	74	51	43	33	8	24	11	12	3	4	41	36	19	7	71	18	93
4%	-	4%	5%	3%	4%	3%	10% <sup>hijklm</sup>	2%	5% <sup>kl</sup>	3%	2%	1%	1%	6% <sup>opq</sup>	4% <sup>opq</sup>	2%	1%	3%	6%	6%	4%

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/pq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG2\_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108	
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*	
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69	
Yes	434	104	121	102	107	225	209	316	109	53	71	132	104	61	307	55	371	133	274	27	
	17%	22% <sup>ab</sup>	14%	16%	15%	17%	17%	20% <sup>cd</sup>	11%	19%	22% <sup>ef</sup>	19%	14%	15%	18%	19%	17%	23% <sup>gh</sup>	14%	21%	21%
No	2051	340	708	426	576	1049	1002	1164	876	210	248	535	601	326	1385	212	1738	379	1585	87	
	79%	72%	83% <sup>ab</sup>	77%	81% <sup>cd</sup>	80%	79%	75%	82% <sup>ef</sup>	76%	76%	78%	81% <sup>gh</sup>	81%	80%	75%	80%	72%	83% <sup>ij</sup>	66%	66%
I don't know	95	25	19	25	25	44	52	65	27	15	9	22	16	13	47	15	61	18	60	17	
	4%	6%	2%	5%	4%	3%	4%	4%	3%	5%	3%	3%	2%	3%	3%	5%	3%	3%	3%	13% <sup>kl</sup>	

Proportions: Means: Columns Tested (5% risk level) - a-b/c/d - ef - gh - ij/kl/mn - op - q/rs  
 \* small base

QG2\_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
Yes	434	387	47	10	384	21	17	12	18	56	44	26	44	44	72	44	36	1	20
	17%	17%	13%	13%	13%	10%	14%	19%	17%	20%	20%	14%	19%	19%	21%	12%	16%	5%	10%
No	2051	1742	308	65	1702	190	101	57	85	215	161	155	171	186	246	303	181	21	169
	79%	79%	85%	86%	78%	88%	82%	80%	81%	76%	76%	82%	75%	78%	72%	85%	81%	90%	85%
I don't know	95	90	5	1	83	6	5	2	2	13	8	7	12	10	21	5	5	1	4
	4%	4%	2%	2%	4%	3%	4%	3%	2%	4%	4%	4%	5%	4%	6%	2%	2%	4%	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QG2\_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Yes	434	137	14	37	125	188	75	32	11	313	43	161	182	53	21	13	344	34	434	-
	17%	15%	1%	14%	14%	18%	19%	19%	1%	16%	16%	15%	16%	18%	34%	16%	22%	35%	-	-
No	2051	763	80	388	739	810	304	130	59	1549	189	902	804	221	94	20	1707	114	366	1685
	79%	83%	8%	89%	85%	78%	75%	78%	4%	81%	78%	84%	78%	75%	80%	52%	81%	73%	44%	95%
I don't know	95	24	1	10	11	41	27	5	4	52	9	16	47	22	2	6	62	8	33	62
	4%	3%	2%	2%	1%	4%	7%	3%	6%	3%	4%	1%	5%	7%	2%	14%	3%	5%	4%	4%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG2\_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?

Base : All participants

Total	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Yes	434	54	366	13	156	242	36	389	33	6	2	428	4
	17%	35%h	15%	34%	22%h	14%	23%h	16%	23%h	19%	35%	17%	27%
No	2051	92	1940	19	528	1437	86	1996	25	20	4	2041	6
	79%	59%	81%h	48%	75%h	83%h	61%	81%h	40%	67%	65%	80%h	40%
I don't know	95	9	80	7	24	53	18	80	6	4	-	91	5
	4%	6%	3%	18%	3%	3%	13%h	3%	9%	14%	-	4%	33%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG2\_2. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?

Table 178

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	1290	1290	-	-	-	-	-	-	-	360	430	430	430	430
Weighted Base	2580	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Yes	434	-	214	219	-	-	-	-	-	-	-	141	74	68	72	79
	17%	-	17%	17%	-	-	-	-	-	-	-	17%	16%	16%	17%	18%
No	2051	-	1013	1037	-	-	-	-	-	-	-	644	370	363	333	341
	79%	-	79%	80%	-	-	-	-	-	-	-	79%	78%	83%	80%	78%
I don't know	95	-	62	33	-	-	-	-	-	-	-	33	26	6	11	17
	4%	-	5%	3%	-	-	-	-	-	-	-	4%	5%	1%	3%	4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

**QG2\_2.** In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?  
**BY QG2\_4** Cut back on essentials so that you can afford to send the same number of parcels?

Base : All participants

		<b>QG2_4. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of parcels ?</b>		
		Yes	No	I don't know
	<b>Total Base</b>			
	Eff.			
Unweighted Base	2580 2580	368	2111	101
Weighted Base	2580 1482	438	2028	114
Effective Base	1482 4493	240	1181	61
Yes	434 235	314	101	19
	17%	72%	5%	17%
No	2051 1195	104	1904	42
	79%	24%	84%	37%
I don't know	95 53	20	22	53
	4%	5%	1%	46%

**QG2\_2.** In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of letters and cards?  
**BY QG2B\_2** Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?

Base : All participants

		QG2b_2. In the last three months have you had to ... - Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?			
Eff.		Yes	No	I don't know	
<b>Total Base</b>					
Unweighted Base	1290	192	1057	41	
Weighted Base	1290	219	1021	50	
Effective Base	756	130	601	25	
Yes	219	129	137	69	14
		17%	62%	7%	28%
No	1037	606	68	945	25
		80%	31%	93%	49%
I don't know	33	21	15	7	12
		3%	7%	1%	23%



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QG2\_3. In the last three months have you had to... - Reduce the number of parcels you send so that you can afford essentials?

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	2590	-	2590	378	2202	1219	1354	341	349	471	327	502	354	238	690	798	1092	590	2370	197	2580
Weighted Base	2590	-**	2590	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Yes	582	-	582	161	421	269	311	99	119	137	68	80	42	37	217	205	159	79	469	110	518
23%	-	23%	42% <sup>cd</sup>	19%	24%	21%	24%	29% <sup>klm</sup>	34% <sup>klm</sup>	29% <sup>klm</sup>	21%	16%	13%	14%	32% <sup>opq</sup>	25% <sup>rst</sup>	15%	14%	21%	36% <sup>rst</sup>	20%
No	1888	-	1888	207	1681	927	956	205	218	333	255	387	268	222	423	588	877	490	1703	175	1958
73%	-	73%	53% <sup>bc</sup>	77% <sup>cd</sup>	74%	73%	60%	63%	68%	72% <sup>ghj</sup>	77% <sup>ghj</sup>	64% <sup>ghj</sup>	63% <sup>ghj</sup>	61% <sup>ghj</sup>	61%	73% <sup>rst</sup>	65% <sup>rst</sup>	64% <sup>rst</sup>	67% <sup>rst</sup>	57% <sup>rst</sup>	76%
I don't know	110	-	110	20	90	61	48	38	10	19	9	21	8	5	40	28	33	12	86	19	104
4%	-	4%	5%	4%	5%	4%	4%	11% <sup>hijklm</sup>	3%	4%	3%	4%	2%	2%	7% <sup>opq</sup>	3%	3%	2%	4%	6%	4%

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG2\_3. In the last three months have you had to... - Reduce the number of parcels you send so that you can afford essentials?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Yes	582	126	172	123	161	298	284	402	175	70	91	166	163	77	420	73	496	171	377	34
	23%	27%	20%	22%	23%	22%	23%	23%	17%	25%	28%	24%	22%	19%	24%	26%	23%	32%	20%	26%
No	1898	323	637	404	524	960	926	1070	805	197	221	491	541	317	1253	197	1597	333	1476	79
	73%	69%	75%	73%	74%	73%	73%	69%	78%	71%	68%	71%	75%	73%	72%	70%	74%	63%	77%	60%
I don't know	110	20	39	26	25	60	51	73	32	11	14	32	20	8	67	12	77	26	66	18
	4%	4%	5%	5%	4%	5%	4%	5%	3%	4%	4%	5%	3%	2%	4%	4%	4%	5%	3%	14%

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QG2\_3. In the last three months have you had to... - Reduce the number of parcels you send so that you can afford essentials?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	136	144	140	133	24	166	
Yes	582	491	91	17	500	44	24	14	23	66	51	36	63	50	82	75	53	3	41
	23%	22%	25%	22%	23%	20%	20%	19%	22%	23%	24%	19%	28%	21%	24%	21%	24%	12%	21%
No	1888	1625	262	56	1574	165	94	54	79	198	156	143	159	182	232	263	161	20	145
	73%	73%	73%	74%	73%	76%	76%	76%	75%	70%	73%	76%	70%	75%	69%	73%	73%	85%	75%
I don't know	110	103	8	3	94	8	5	4	3	18	6	8	5	8	24	14	8	1	7
	4%	5%	2%	4%	4%	4%	4%	2%	3%	7%	3%	4%	2%	3%	7%	4%	4%	3%	4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QG2\_3. In the last three months have you had to... - Reduce the number of parcels you send so that you can afford essentials?

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Yes	582	197	28	75	194	247	93	37	11	441	48	236	246	64	21	12	481	34	582	-
23%	21%	33%	17%	22%	24%	23%	22%	15%	23%	20%	22%	24%	22%	16%	31%	23%	21%	50%	-	-
No	1888	696	65	351	665	758	277	121	51	1423	172	827	740	198	89	21	1567	111	208	1679
73%	75%	68%	81%	76%	73%	68%	73%	69%	74%	71%	77%	72%	67%	76%	54%	74%	71%	25%	95%	95%
I don't know	110	30	3	8	16	34	9	12	50	21	17	47	32	7	6	64	12	43	68	68
4%	3%	3%	2%	2%	3%	9%	8%	16%	3%	9%	2%	5%	11%	6%	15%	3%	8%	5%	4%	4%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG2\_3. In the last three months have you had to... - Reduce the number of parcels you send so that you can afford essentials?

Base : All participants

Total	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Yes	582	54	510	18	207	343	32	537	29	9	2	575	5
23%	35%h	21%	46%	33%h	20%	23%	22%	43%g	30%	34%	2%	22%	34%
No	1888	85	1785	18	458	1338	92	1850	20	12	4	1882	2
73%	55%	75%h	46%	65%	77%df	65%	75%h	37%	39%	66%	74%h	13%	1%
I don't know	110	16	91	3	43	52	16	78	15	10	-	103	8
4%	10%h	4%	8%	6%h	3%	12%e	3%	24%g	31%	-	4%	53%	5%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG2\_3. In the last three months have you had to... - Reduce the number of parcels you send so that you can afford essentials?

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2590	-	-	1290	1290	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2590	**	**	1290	1290	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	475	253	249	248	259
Yes	582	-	-	277	305	-	-	-	-	-	-	173	104	91	114	99
23%		-	-	21%	24%	-	-	-	-	-	-	21%	22%	21%	27%	23%
No	1888	-	-	947	940	-	-	-	-	-	-	609	338	327	291	322
73%		-	-	73%	73%	-	-	-	-	-	-	74%	72%	75%	70%	74%
I don't know	110	-	-	65	45	-	-	-	-	-	-	36	26	18	11	16
4%		-	-	5%	3%	-	-	-	-	-	-	4%	6%	4%	3%	4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QG2\_4. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of parcels ?

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	2590	-	2580	378	2202	1219	1354	341	349	471	327	502	354	238	690	798	1092	590	2370	197	2580
Weighted Base	2590	-**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Yes	438	-	438	131	307	236	202	93	102	101	41	59	24	18	195	142	100	42	340	95	368
17%	-	17%	-	34% <sup>cd</sup>	14%	19%	15%	27% <sup>klm</sup>	30% <sup>klm</sup>	21% <sup>klm</sup>	12%	12%	8%	7%	28% <sup>opq</sup>	17% <sup>opq</sup>	9%	7%	15%	31% <sup>r</sup>	14%
No	2028	-	2028	244	1784	978	1045	232	228	365	279	409	282	233	460	645	923	515	1826	192	2111
79%	-	79%	-	63% <sup>cd</sup>	78%	79%	68%	66%	29% <sup>klm</sup>	34% <sup>klm</sup>	24% <sup>klm</sup>	32% <sup>klm</sup>	23% <sup>klm</sup>	67%	13% <sup>n</sup>	25% <sup>opq</sup>	12% <sup>opq</sup>	11% <sup>opq</sup>	61% <sup>r</sup>	63%	82%
I don't know	114	-	114	12	102	45	68	17	17	23	12	21	12	13	34	35	46	25	91	18	101
4%	-	4%	-	3%	5%	4%	5%	5%	5%	5%	4%	4%	4%	5%	5%	4%	4%	4%	4%	6%	4%

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG2\_4. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of parcels ?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Yes	438	103	121	95	118	225	213	324	107	58	76	121	101	67	298	61	367	133	274	30
		17%	12%	14%	17%	17%	17%	21%	11%	21%	23%	18%	14%	17%	17%	22%	17%	23%	14%	23%
No	2028	358	688	431	553	1044	984	1155	862	209	235	534	602	331	1371	211	1726	371	1573	84
		75%	76%	81%	78%	79%	78%	75%	83%	75%	72%	77%	83%	81%	79%	75%	80%	70%	81%	64%
I don't know	114	11	38	26	39	49	65	66	43	10	15	35	21	4	71	10	77	26	71	17
	4%	2%	5%	5%	5%	4%	5%	4%	4%	4%	5%	5%	3%	1%	4%	4%	4%	5%	4%	13%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base



QG2\_4. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of parcels ?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
Yes	438	391	47	10	383	26	19	9	20	54	40	30	41	38	83	43	32	1	25
	17%	18%	13%	13%	18%	12%	16%	13%	19%	19%	19%	18%	18%	23%opp	12%	15%	15%	5%	13%
No	2028	1732	296	63	1695	186	98	58	82	222	168	147	190	185	229	293	181	21	166
	79%	78%	82%	83%	78%	83% <sup>ns</sup>	79%	82%	78%	73% <sup>ns</sup>	76%	73% <sup>ns</sup>	74% <sup>ns</sup>	77%	68%	83% <sup>ns</sup>	82% <sup>ns</sup>	92%	83% <sup>ns</sup>
I don't know	114	97	18	3	101	4	6	4	3	7	7	10	6	17	27	16	8	1	3
	4%	4%	5%	4%	5%	2%	5%	6% <sup>ns</sup>	3%	2%	3%	5%	3%	7% <sup>ns</sup>	8% <sup>ns</sup>	4%	4%	4%	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QG2\_4. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of parcels ?

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Yes	438	120	16	33	122	196	68	31	21	318	52	147	194	61	20	14	341	35	438	-
	17%	13% <b>cd</b>	16% <b>cd</b>	6%	14%	16% <b>cd</b>	17%	19%	23% <b>cd</b>	17%	23% <b>cd</b>	14%	13% <b>cd</b>	23% <b>cd</b>	17%	36%	16%	23% <b>cd</b>	33% <b>cd</b>	-
No	2028	770	77	384	735	807	301	124	47	1542	172	911	788	202	93	21	1699	114	351	1677
	79%	83%	80%	88%	64% <b>efgh</b>	76% <b>gh</b>	74%	75%	63%	81% <b>fm</b>	71%	64% <b>lmopq</b>	76% <b>lm</b>	68%	79%	52%	80% <b>lm</b>	73%	42%	95% <b>r</b>
I don't know	114	33	3	17	18	36	36	11	6	54	18	21	51	33	4	5	72	8	44	70
	4%	4%	3%	4%	2%	3%	9% <b>del</b>	7% <b>del</b>	9% <b>del</b>	3%	7% <b>del</b>	2%	5% <b>k</b>	11% <b>lmp</b>	3%	12%	3%	5% <b>k</b>	5%	4%

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)fg(h) - kl(mn)op(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG2\_4. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of parcels ?

Base : All participants

Total	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Yes	438	53	372	13	158	247	33	388	34	8	4	430	4
	17%	34%h	16%	34%	22%h	14%	23%h	16%	24%h	25%	68%	17%	26%
No	2028	90	1920	17	510	1433	84	1981	29	11	2	2021	5
	79%	58%	80%h	44%	72%h	83%h	60%	80%h	45%	37%	32%	79%h	34%
I don't know	114	11	94	9	39	52	23	96	1	12	-	108	6
	4%	7%	4%	23%	6%h	3%	16%h	4%	1%	38%	-	4%	40%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG2\_4. In the last three months have you had to... - Cut back on essentials so that you can afford to send the same number of parcels ?

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2590	-	-	1290	1290	-	-	-	-	-	-	360	430	430	430	430
Weighted Base	2590	**	**	1290	1290	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	475	253	249	248	259
Yes	438	-	-	214	223	-	-	-	-	-	-	145	69	59	77	87
	17%	-	-	17%	17%	-	-	-	-	-	-	16%	15%	14%	19%	20%
No	2028	-	-	1021	1007	-	-	-	-	-	-	641	380	354	322	331
	79%	-	-	79%	78%	-	-	-	-	-	-	78%	81%	81%	77%	76%
I don't know	114	-	-	54	60	-	-	-	-	-	-	32	22	24	16	20
	4%	-	-	4%	5%	-	-	-	-	-	-	4%	5%	5%	4%	5%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QG2\_NET. In the last three months have you had to... - NET: Yes

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	2580	-	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	394	474	613	325	1323	154	2580
Reduce the number of letters and cards you send so that you can afford essentials?	603	-	603	154	449	265	333	83	117	138	72	94	51	200	210	192	99	497	106	541
	23%	-	23%	40% <b>td</b>	20%	21%	25%	24% <b>td</b>	34% <b>td</b>	25% <b>td</b>	22%	19%	16%	18%	28% <b>td</b>	26% <b>td</b>	18%	22%	35% <b>td</b>	21%
Cut back on essentials so that you can afford to send the same number of letters and cards?	434	-	434	129	305	230	204	87	95	101	40	68	21	182	141	111	44	361	73	363
	17%	-	17%	33% <b>td</b>	14%	18%	16%	25% <b>td</b>	27% <b>td</b>	21% <b>td</b>	12%	14% <b>td</b>	7%	8%	28% <b>td</b>	17% <b>td</b>	10%	16%	24% <b>td</b>	14%
Reduce the number of parcels you send so that you can afford essentials?	582	-	582	161	421	269	311	99	119	137	68	80	42	217	205	159	79	469	110	518
	23%	-	23%	42% <b>td</b>	19%	21%	24%	29% <b>td</b>	34% <b>td</b>	25% <b>td</b>	21%	16%	13%	14%	32% <b>td</b>	25% <b>td</b>	15%	21%	36% <b>td</b>	20%
Cut back on essentials so that you can afford to send the same number of parcels?	438	-	438	131	307	236	202	93	102	101	41	59	24	195	142	100	42	340	95	368
	17%	-	17%	34% <b>td</b>	14%	19%	15%	27% <b>td</b>	30% <b>td</b>	21% <b>td</b>	12%	12%	8%	7%	28% <b>td</b>	17% <b>td</b>	9%	15%	31% <b>td</b>	14%
NET: Affordability challenges when sending letters and cards	711	-	711	179	531	337	369	123	144	154	77	110	52	267	232	212	102	583	128	629
	28%	-	28%	46% <b>td</b>	24%	27%	28%	36% <b>td</b>	42% <b>td</b>	32% <b>td</b>	23%	23%	16%	19%	39% <b>td</b>	28% <b>td</b>	20%	26%	42% <b>td</b>	24%
NET: Affordability challenges when sending parcels	702	-	702	187	515	345	355	138	146	156	77	96	51	284	234	185	89	559	140	618
	27%	-	27%	48% <b>td</b>	23%	27%	27%	40% <b>td</b>	42% <b>td</b>	32% <b>td</b>	23% <b>td</b>	20%	16%	15%	41% <b>td</b>	28% <b>td</b>	17%	25%	46% <b>td</b>	24%
NET: Had to cut back on post to afford essentials	738	-	738	194	553	333	400	120	147	175	83	102	58	267	258	212	110	598	137	657
	29%	-	29%	49% <b>td</b>	25%	27%	30%	35% <b>td</b>	42% <b>td</b>	36% <b>td</b>	28%	21%	18%	20%	39% <b>td</b>	31% <b>td</b>	20%	26%	49% <b>td</b>	25%
NET: Had to cut back on essentials to afford any post	558	-	558	165	394	303	256	126	127	121	57	76	27	253	178	127	52	443	112	478
	22%	-	22%	42% <b>td</b>	18%	24% <b>td</b>	19%	37% <b>td</b>	38% <b>td</b>	22% <b>td</b>	17% <b>td</b>	15% <b>td</b>	8%	10%	37% <b>td</b>	22% <b>td</b>	12%	20%	37% <b>td</b>	19%
NET: ANY Affordability challenges when sending any post	833	-	833	203	630	401	427	156	168	186	91	117	61	324	277	231	114	673	157	744
	32%	-	32%	52% <b>td</b>	29%	32%	32%	46% <b>td</b>	46% <b>td</b>	39% <b>td</b>	27%	24%	19%	20%	47% <b>td</b>	34% <b>td</b>	22%	30%	52% <b>td</b>	29%
None of these	1747	-	1747	185	1562	856	888	186	179	302	242	372	257	365	544	838	467	1584	148	1836
	68%	-	68%	48%	71% <b>td</b>	68%	68%	54%	52%	62% <b>td</b>	73% <b>td</b>	76% <b>td</b>	61% <b>td</b>	60% <b>td</b>	66% <b>td</b>	78% <b>td</b>	80% <b>td</b>	70% <b>td</b>	48%	71%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG2\_NET. In the last three months have you had to... - NET: Yes

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Reduce the number of letters and cards you send so that you can afford essentials?	603	127	172	134	169	299	303	401	194	75	93	191	151	76	435	76	514	185	385	33
	23%	27%	20%	24%	24%	23%	24%	20%	19%	27%	26%	28%	21%	19%	25%	27%	24%	35%	20%	25%
Cut back on essentials so that you can afford to send the same number of letters and cards?	434	104	121	102	107	225	209	316	109	53	71	132	104	61	307	55	371	133	274	27
	17%	22%	14%	16%	15%	17%	17%	20%	11%	19%	22%	19%	14%	15%	19%	19%	17%	25%	14%	21%
Reduce the number of parcels you send so that you can afford essentials?	582	126	172	123	161	298	284	402	175	70	91	166	163	77	420	73	496	171	377	34
	23%	27%	20%	22%	23%	23%	22%	26%	17%	25%	26%	24%	22%	19%	24%	26%	23%	32%	20%	26%
Cut back on essentials so that you can afford to send the same number of parcels?	438	103	121	95	118	225	213	324	107	58	76	121	101	67	298	61	367	133	274	30
	17%	22%	14%	17%	17%	17%	17%	21%	11%	21%	23%	18%	14%	17%	17%	22%	17%	25%	14%	23%
NET: Affordability challenges when sending letters and cards	711	154	200	163	194	355	358	474	227	90	112	220	178	90	510	91	604	210	460	41
	28%	33%	24%	29%	27%	27%	28%	31%	22%	32%	34%	32%	29%	22%	35%	33%	28%	40%	24%	31%
NET: Affordability challenges when sending parcels	702	158	204	148	192	362	340	494	201	91	114	194	190	93	499	94	593	199	462	41
	27%	34%	24%	27%	27%	27%	27%	32%	20%	33%	35%	28%	26%	23%	29%	33%	27%	38%	24%	31%
NET: Had to cut back on post to afford essentials	738	160	217	162	198	377	361	501	230	86	114	218	199	99	531	89	633	207	492	39
	29%	34%	26%	29%	28%	29%	29%	32%	23%	31%	35%	32%	28%	25%	31%	32%	29%	39%	26%	30%
NET: Had to cut back on essentials to afford any post	558	135	154	126	143	289	269	409	140	68	84	163	134	81	391	71	475	159	363	36
	22%	23%	18%	23%	20%	22%	21%	26%	14%	25%	28%	24%	18%	20%	23%	25%	22%	31%	19%	28%
NET: ANY Affordability challenges when sending any post	833	185	242	182	225	427	407	568	256	104	134	238	219	112	591	108	707	229	554	49
	32%	39%	29%	33%	32%	32%	32%	37%	25%	33%	41%	35%	30%	28%	34%	38%	33%	43%	29%	37%
None of these	1747	285	606	371	485	891	856	977	756	173	192	452	504	291	1148	174	1462	301	1364	82
	68%	61%	71%	67%	69%	68%	68%	63%	70%	62%	59%	65%	69%	72%	66%	62%	67%	57%	71%	63%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QG2\_NET. In the last three months have you had to... - NET: Yes

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	136	144	140	133	24	24	166
Reduce the number of letters and cards you send so that you can afford essentials?	603	512	91	18	526	36	26	14	22	65	54	50	58	55	100	68	55	3	33
	23%	23%	25%	23%	24%	17%	21%	20%	21%	23%	25%	27%	25%	23%	30%	19%	25%	13%	17%
Cut back on essentials so that you can afford to send the same number of letters and cards?	434	387	47	10	384	21	17	12	18	56	44	26	44	44	72	44	36	1	20
	17%	17%	13%	13%	16%	10%	14%	16%	17%	20%	20%	14%	19%	19%	21%	12%	16%	5%	10%
Reduce the number of parcels you send so that you can afford essentials?	582	491	91	17	500	44	24	14	23	66	51	36	63	50	82	75	53	3	41
	23%	22%	25%	22%	23%	20%	20%	19%	22%	23%	24%	19%	26%	21%	24%	21%	24%	12%	21%
Cut back on essentials so that you can afford to send the same number of parcels?	438	391	47	10	383	26	19	9	20	54	40	30	41	38	83	43	32	1	25
	17%	18%	13%	13%	18%	12%	16%	13%	19%	19%	19%	16%	18%	16%	23%	12%	15%	5%	13%
NET: Affordability challenges when sending letters and cards	711	612	99	20	620	43	29	19	28	81	58	52	66	72	113	82	68	3	40
	28%	28%	27%	26%	28%	20%	24%	26%	27%	29%	27%	28%	29%	30%	33%	23%	31%	13%	21%
NET: Affordability challenges when sending parcels	702	605	98	19	609	49	29	16	31	94	58	44	75	60	99	85	63	3	46
	27%	27%	27%	25%	28%	22%	23%	23%	29%	33%	27%	23%	33%	25%	29%	24%	29%	13%	24%
NET: Had to cut back on post to afford essentials	738	631	106	20	638	50	32	18	30	78	63	55	71	64	108	98	70	3	47
	29%	28%	30%	26%	29%	23%	26%	25%	28%	28%	30%	29%	31%	32%	28%	28%	31%	13%	24%
NET: Had to cut back on essentials to afford any post	558	499	60	11	488	32	23	14	26	68	48	37	53	48	65	65	47	2	31
	22%	22%	17%	14%	23%	15%	19%	20%	25%	24%	23%	20%	23%	20%	25%	19%	21%	7%	16%
NET: ANY Affordability challenges when sending any post	833	718	115	22	719	56	37	22	35	100	65	58	79	74	123	106	78	3	53
	32%	32%	32%	29%	33%	26%	30%	31%	33%	35%	31%	31%	35%	31%	36%	30%	35%	14%	27%
None of these	1747	1502	245	54	1450	161	87	49	70	183	147	130	149	166	216	246	143	20	141
	68%	68%	68%	71%	67%	74%	70%	69%	67%	65%	69%	69%	65%	69%	64%	70%	65%	86%	73%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QG2\_NET. In the last three months have you had to... - NET: Yes

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Reduce the number of letters and cards you send so that you can afford essentials?	603	218	26	90	207	253	97	32	14	460	46	252	257	64	18	11	509	30	603	-
	23%	24%	27%	21%	24%	24%	24%	19%	19%	24%	19%	23%	25%	22%	15%	29%	24%	19%	73% <i>rs</i>	-
Cut back on essentials so that you can afford to send the same number of letters and cards?	434	137	14	37	125	188	75	32	11	313	43	161	182	53	21	13	344	34	434	-
	17%	13% <i>rc</i>	15%	8%	14%	18%	19%	19%	15%	16%	18%	15%	18%	18%	34%	16%	22%	16%	83% <i>rs</i>	-
Reduce the number of parcels you send so that you can afford essentials?	582	197	28	75	194	247	93	37	11	441	48	236	246	64	21	12	481	34	582	-
	23%	21%	31% <i>rc</i>	17%	22%	24%	23%	22%	15%	23%	20%	22%	24%	22%	16%	31%	23%	21%	77% <i>rs</i>	-
Cut back on essentials so that you can afford to send the same number of parcels?	438	120	16	33	122	198	68	31	21	318	52	147	194	61	20	14	341	35	438	-
	17%	13% <i>rc</i>	17% <i>rc</i>	8%	14%	19% <i>rd</i>	17%	19%	28% <i>rd</i>	17%	21% <i>rd</i>	14%	19% <i>rc</i>	21% <i>rc</i>	17%	36%	16%	22% <i>rc</i>	83% <i>rs</i>	-
NET: Affordability challenges when sending letters and cards	711	246	30	99	230	299	116	46	16	530	62	286	293	85	27	17	579	44	711	-
	28%	27%	31%	23%	26%	29%	29%	28%	22%	28%	26%	26%	28%	29%	23%	44%	27%	28%	85% <i>rs</i>	-
NET: Affordability challenges when sending parcels	702	231	33	83	220	289	120	50	23	509	73	266	294	92	30	15	561	46	702	-
	27%	25%	34% <i>rc</i>	19%	25%	28%	30%	30%	30%	27%	30%	25%	28%	31%	26%	39%	27%	29%	84% <i>rs</i>	-
NET: Had to cut back on post to afford essentials	738	255	32	102	237	310	125	48	16	548	64	295	312	84	27	17	606	44	738	-
	29%	28%	33%	23%	27%	30%	31%	29%	22%	29%	27%	27%	30%	29%	23%	42%	29%	28%	89% <i>rs</i>	-
NET: Had to cut back on essentials to afford any post	558	163	17	44	148	242	98	46	21	390	68	189	244	77	28	17	433	44	558	-
	22%	18% <i>rc</i>	18%	10%	17%	23% <i>rd</i>	24% <i>rd</i>	28% <i>rd</i>	29%	20%	28% <i>rd</i>	18%	24% <i>rc</i>	26% <i>rc</i>	24%	42%	20%	26% <i>rc</i>	87% <i>rs</i>	-
NET: ANY Affordability challenges when sending any post	833	278	35	110	257	342	148	60	24	599	84	320	343	110	36	19	663	55	833	-
	32%	30%	36%	25%	29%	33%	36%	32%	31%	28%	35%	30%	33%	37%	30%	48%	31%	35%	100% <i>rs</i>	-
None of these	1747	648	61	324	618	697	258	107	51	1315	157	759	690	185	82	20	1449	102	1747	-
	68%	70%	64%	75%	71%	67%	64%	64%	68%	69%	65%	70%	67%	63%	70%	52%	69%	65%	-	100% <i>rs</i>

Proportions/Mean: Columns Tested (5% risk level) - abc/c - d/e/f/g/h/i - kl/m/n/o/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QG2\_NET. In the last three months have you had to... - NET: Yes

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Reduce the number of letters and cards you send so that you can afford essentials?	603	52	533	16	201	360	42	563	28	9	-	600	3
	23%	14%b	22%	45%	23%e	21%	30%	23%	43%g	28%	-	23%	19%
Cut back on essentials so that you can afford to send the same number of letters and cards?	434	54	366	13	156	242	36	389	33	6	2	428	4
	77%	33%b	15%	34%	23%e	14%	23%e	16%	31%g	19%	33%	17%	27%
Reduce the number of parcels you send so that you can afford essentials?	582	54	510	16	207	343	32	537	29	9	2	575	5
	23%	13%b	21%	46%	7%e	20%	23%	22%	45%g	30%	34%	22%	34%
Cut back on essentials so that you can afford to send the same number of parcels?	438	53	372	13	158	247	33	388	34	8	4	430	4
	77%	34%b	16%	34%	7%e	14%	23%e	16%	34%g	26%	68%	17%	26%
NET: Affordability challenges when sending letters and cards	711	64	628	20	238	420	53	646	47	10	2	704	5
	28%	41%b	26%	50%	34%e	24%	39%e	26%	74%g	33%	35%	27%	37%
NET: Affordability challenges when sending parcels	702	63	620	19	247	414	42	636	46	11	4	694	5
	27%	41%b	26%	49%	35%e	24%	30%	26%	72%g	35%	68%	27%	34%
NET: Had to cut back on post to afford essentials	738	62	655	21	243	444	51	686	36	9	2	731	5
	29%	40%b	27%	54%	34%e	26%	36%e	28%	55%g	30%	34%	29%	35%
NET: Had to cut back on essentials to afford any post	558	63	479	17	193	317	49	491	49	8	4	548	6
	22%	40%b	20%	42%	27%e	18%	35%e	20%	77%g	26%	68%	21%	43%
NET: ANY Affordability challenges when sending any post	833	68	744	21	272	499	62	756	55	11	4	822	8
	32%	44%b	31%	54%	33%e	29%	41%e	31%	63%g	35%	68%	32%	50%
None of these	1747	87	1642	18	435	1233	78	1709	9	20	2	1738	7
	68%	36%	69%b	48%	62%	71%e	56%	69%g	14%	65%	32%	68%h	48%

Proportions/Mean: Column Test (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG2\_NET. In the last three months have you had to... - NET: Yes

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Reduce the number of letters and cards you send so that you can afford essentials?	603	-	-	289	314	-	-	-	-	-	-	-	189	100	93	101	119
	23%	-	-	22%	24%	-	-	-	-	-	-	-	23%	21%	21%	24%	27%
Cut back on essentials so that you can afford to send the same number of letters and cards?	434	-	-	214	219	-	-	-	-	-	-	-	141	74	68	72	79
	17%	-	-	17%	17%	-	-	-	-	-	-	-	17%	16%	16%	17%	18%
Reduce the number of parcels you send so that you can afford essentials?	582	-	-	277	305	-	-	-	-	-	-	-	173	104	91	114	99
	23%	-	-	21%	24%	-	-	-	-	-	-	-	21%	22%	21%	27%	23%
Cut back on essentials so that you can afford to send the same number of parcels?	438	-	-	214	223	-	-	-	-	-	-	-	145	69	59	77	87
	17%	-	-	17%	17%	-	-	-	-	-	-	-	18%	15%	14%	19%	20%
NET: Affordability challenges when sending letters and cards	711	-	-	339	372	-	-	-	-	-	-	-	218	121	118	117	137
	28%	-	-	26%	29%	-	-	-	-	-	-	-	27%	26%	27%	28%	31%
NET: Affordability challenges when sending parcels	792	-	-	343	359	-	-	-	-	-	-	-	222	121	107	127	125
	27%	-	-	27%	28%	-	-	-	-	-	-	-	27%	26%	25%	30%	29%
NET: Had to cut back on post to afford essentials	738	-	-	353	385	-	-	-	-	-	-	-	216	137	119	126	141
	29%	-	-	27%	30%	-	-	-	-	-	-	-	26%	29%	27%	30%	32%
NET: Had to cut back on essentials to afford any post	558	-	-	276	282	-	-	-	-	-	-	-	181	95	85	89	109
	22%	-	-	21%	22%	-	-	-	-	-	-	-	22%	20%	19%	21%	25%
NET: ANY Affordability challenges when sending any post	833	-	-	400	433	-	-	-	-	-	-	-	250	150	138	135	160
	32%	-	-	31%	34%	-	-	-	-	-	-	-	31%	32%	32%	33%	37%
None of these	1747	-	-	890	857	-	-	-	-	-	-	-	568	322	299	281	277
	68%	-	-	69%	66%	-	-	-	-	-	-	-	69%	68%	68%	67%	63%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QG2b\_1. In the last three months have you had to ... - Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	1290	1290	201	1089	619	670	165	167	242	157	271	171	117	332	399	559	288	1177	108	1290
Weighted Base	1290	1290	202	1088	630	658	171	181	236	151*	260	159*	132*	352	387	550	290	1114	172*	1290
Effective Base	756	756	117	639	379	377	108	102	145	89	153	97	65	209	234	313	160	667	88	1290
Yes	348	348	89	259	172	176	41	57	82	33	75	34	27	98	115	135	60	285	63	315
27%	-	27%	44% <sup>td</sup>	24%	27%	27%	24%	31%	35% <sup>lm</sup>	22%	29%	21%	20%	28%	30% <sup>q</sup>	24%	21%	26%	36% <sup>rs</sup>	24%
No	896	896	100	796	441	453	119	114	142	114	180	123	104	233	256	407	227	795	97	937
69%	-	69%	50%	72% <sup>td</sup>	70%	69%	69%	63%	60%	73% <sup>lm</sup>	69%	72% <sup>lm</sup>	72% <sup>lm</sup>	66%	66%	74% <sup>op</sup>	73% <sup>op</sup>	71% <sup>rs</sup>	57%	73%
I don't know	46	46	13	33	17	28	11	10	12	4	5	2	1	21	16	8	3	34	12	39
4%	-	4%	6%	3%	3%	4%	6%	6%	5%	3%	2%	1%	1%	6% <sup>np</sup>	4%	2%	1%	3%	7%	3%

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG2b\_1. In the last three months have you had to ... - Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1290	330	382	256	322	712	578	746	532	129	151	315	385	241	851	131	1098	283	958	49
Weighted Base	1290	247	419	275	349	666	624	774	506	130*	174*	321	377	216	871	133*	1093	268	961	61*
Effective Base	756	151	240	165	201	390	366	445	304	79	98	196	217	124	511	80	639	164	558	35
Yes	348	72	109	68	99	181	167	237	104	49	47	89	98	46	234	51	282	107	217	24
	27%	29%	26%	25%	28%	27%	27%	31% <sup>ab</sup>	21%	33% <sup>ab</sup>	27%	28%	26%	22%	27%	38% <sup>ab</sup>	26%	40% <sup>ab</sup>	33% <sup>ab</sup>	33% <sup>ab</sup>
No	896	160	287	200	240	457	440	503	301	79	124	219	272	163	615	80	775	196	712	29
	69%	65%	71%	73%	69%	69%	70%	65%	72% <sup>ab</sup>	61%	71%	68%	72%	70% <sup>ab</sup>	71% <sup>ab</sup>	60%	71% <sup>ab</sup>	68%	74% <sup>ab</sup>	48%
I don't know	46	15	13	7	10	28	17	35	11	2	3	12	7	8	22	2	32	5	32	8
	4%	6%	3%	3%	3%	4%	3%	4%	2%	2%	4%	2%	3%	4%	3%	2%	3%	2%	3%	14% <sup>ab</sup>

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QG2b\_1. In the last three months have you had to ... - Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1290	818	472	229	660	257	203	170	71	72	75	74	73	74	75	74	72	42	215
Weighted Base	1290	1109	181	38*	1084	108*	62*	36	52*	141*	106*	94*	114*	120*	170*	177*	111*	16**	92*
Effective Base	756	651	105	51	584	93	73	115	69	69	71	71	70	70	73	71	69	13	81
Yes	348	304	44	9	300	28	11	8	14	40	40	22	33	35	45	43	27	4	25
	27%	27%	24%	25%	28%	26%	19%	22%	27%	28%	38%	23%	29%	29%	27%	24%	24%	23%	27%
No	896	761	136	29	741	80	45	27	38	97	65	70	80	79	106	125	81	13	67
	69%	69%	73%	73%	68%	74%	35% <sup>id</sup>	75%	72%	69%	61%	74%	71%	68%	63%	71%	74%	77%	73%
I don't know	46	45	1	1	44	-	1	1	1	4	1	2	-	6	18	9	2	-	-
	4%	4%	1%	2%	4%	-	2%	3%	2%	3%	1%	2%	-	5%	11% <sup>jr</sup>	5%	2%	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG2b\_1. In the last three months have you had to ... - Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1290	491	48	248	449	516	196	86	36	965	122	552	504	146	63	19	1056	82	387	903
Weighted Base	1290	483	52**	235	407	514	228	94*	39**	922	132*	526	495	172*	70*	21**	1021	90*	433	857
Effective Base	756	277	29	138	239	305	127	55	24	545	79	317	288	93	41	14	604	54	246	511
Yes	348	143	15	53	115	139	61	25	7	255	32	135	143	51	11	6	278	17	262	85
	27%	30%	30%	23%	28%	27%	27%	26%	18%	28%	24%	26%	29%	30%	16%	28%	27%	19%	33%	10%
No	896	327	34	182	289	362	146	67	26	651	95	382	333	61%	54**	13	716	72	141	755
	69%	68%	66%	77**	71%	70%	64%	72%	71%	72%	73**	67%	67%	61%	54**	65%	70%	80**	33%	88**
I don't know	46	13	2	-	3	13	21	2	4	16	6	9	18	16	-	1	27	1	29	16
	4%	3%	4%	-	1%	2%	9**	2%	9%	2%	4**	2%	4%	9**	-	7%	3%	7**	7**	2%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG2b\_1. In the last three months have you had to ... - Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1290	72	1202	16	360	855	75	1242	29	15	1	1286	3
Weighted Base	1290	70*	1197	24**	378	854	58*	1228	36**	20**	2**	1284	5**
Effective Base	756	42	702	13	219	500	37	723	20	9	1	752	3
Yes	348	27	310	11	125	200	23	315	21	7	2	343	3
	27%	38%	26%	45%	33% <sup>df</sup>	23%	29% <sup>df</sup>	26%	58%	37%	100%	27%	67%
No	896	41	847	9	236	632	29	877	10	8	-	895	1
	69%	58%	71%	39%	62%	74% <sup>df</sup>	50%	71%	29%	39%	-	70%	33%
I don't know	46	2	40	4	17	23	6	37	4	5	-	46	-
	4%	3%	3%	16%	5%	3%	10% <sup>df</sup>	3%	13%	24%	-	4%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG2b\_1. In the last three months have you had to ... - Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?

Table 184

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1290	-	-	1290	-	-	-	-	-	-	-	-	-	430	430	430
Weighted Base	1290	**	**	1290	**	**	**	**	**	**	**	**	**	437	416	437
Effective Base	756	-	-	756	-	-	-	-	-	-	-	-	-	249	248	259
Yes	348	-	-	348	-	-	-	-	-	-	-	-	-	115	114	119
	27%	-	-	27%	-	-	-	-	-	-	-	-	-	26%	27%	27%
No	896	-	-	896	-	-	-	-	-	-	-	-	-	309	293	295
	69%	-	-	69%	-	-	-	-	-	-	-	-	-	71%	70%	67%
I don't know	46	-	-	46	-	-	-	-	-	-	-	-	-	14	9	23
	4%	-	-	4%	-	-	-	-	-	-	-	-	-	3%	2%	5%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



**QG2b\_1.** In the last three months have you had to ... - Reduce the number of letters and cards you send by 1st class post so that you can afford essentials?

Base : All participants

		QG2b_2. In the last three months have you had to ... - Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?		
Eff.		Yes	No	I don't know
Total	Base			
Unweighted Base	1290	192	1057	41
Weighted Base	1290	219	1021	50
Effective Base	756	2201	130	601
Yes	348	198	174	162
	27%	79%	16%	23%
No	896	534	39	850
	69%	18%	83%	14%
I don't know	46	24	6	31
	4%	3%	1%	62%

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QG2b\_2. In the last three months have you had to ... - Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	1290	-	201	1089	619	670	165	167	242	157	271	171	117	332	399	559	288	1177	108	1290
Weighted Base	1290	**	1290	1088	630	658	171	181	236	151*	260	159*	132*	352	387	550	290	1114	172*	1290
Effective Base	756	-	756	639	379	377	108	102	145	89	153	97	65	209	234	313	160	667	88	1290
Yes	219	-	219	73	147	116	104	36	37	58	22	38	13	73	81	65	27	177	42	192
17%	-	17%	36% <sup>cd</sup>	13%	18%	16%	21% <sup>kl</sup>	20% <sup>kl</sup>	25% <sup>klm</sup>	15%	15%	8%	11%	21% <sup>opq</sup>	21% <sup>opq</sup>	12%	9%	16%	25% <sup>rst</sup>	15%
No	1021	-	1021	122	898	498	521	125	139	169	123	210	144	265	291	465	254	890	118	1057
79%	-	79%	61%	83% <sup>cd</sup>	79%	79%	73%	77%	71%	81%	81%	84%	73%	75%	54% <sup>opq</sup>	53% <sup>opq</sup>	61% <sup>rst</sup>	69%	82%	82%
I don't know	50	-	50	7	44	17	33	9	6	9	6	11	2	15	15	21	9	39	12	41
4%	-	4%	3%	4%	3%	5%	5%	3%	4%	4%	4%	1%	5%	4%	4%	4%	3%	3%	7%	3%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG2b\_2. In the last three months have you had to ... - Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1290	330	382	256	322	712	578	746	532	129	151	315	385	241	851	131	1098	283	958	49
Weighted Base	1290	247	419	275	349	666	624	774	506	130*	174*	321	377	216	871	133*	1093	268	961	61*
Effective Base	756	151	240	165	201	390	366	445	304	79	98	196	217	124	511	80	639	164	558	35
Yes	219	54	66	49	50	120	99	153	60	26	40	53	55	33	148	29	181	76	121	22
	17%	22%	16%	15%	14%	16%	16%	17%	12%	20%	23%	16%	15%	17%	22%	17%	23%	23%	13%	33%
No	1021	163	340	218	280	523	486	588	430	102	127	299	311	174	689	102	877	166	803	32
	79%	74%	81%	79%	80%	79%	80%	76%	83%	78%	73%	81%	81%	80%	77%	80%	77%	70%	83%	52%
I don't know	50	11	12	8	19	23	27	33	17	2	6	9	9	9	24	2	35	5	37	8
	4%	4%	3%	3%	5%	3%	4%	4%	3%	1%	4%	3%	2%	4%	3%	1%	3%	2%	4%	13%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QG2b\_2. In the last three months have you had to ... - Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1290	818	472	229	660	257	203	170	71	72	75	74	73	74	75	74	72	42	215
Weighted Base	1290	1109	181	38*	1084	108*	62*	36	52*	141*	106*	94*	114*	120*	170*	177*	111*	16**	92*
Effective Base	756	651	105	51	584	93	73	115	69	69	71	71	70	70	73	71	69	13	81
Yes	219	196	23	5	197	11	6	5	8	22	24	21	30	22	32	21	18	1	10
	17%	18%	13%	13%	18%	10%	10%	14%	16%	16%	22%	22%	27% <sup>1</sup>	18%	19%	12%	16%	6%	11%
No	1021	867	153	32	840	97	55	29	42	116	81	71	82	89	121	147	92	15	81
	79%	78%	83%	84%	77%	83% <sup>1</sup>	83% <sup>1</sup>	62%	80%	82%	77%	75%	72%	74%	71%	83%	83%	94%	83% <sup>1</sup>
I don't know	50	46	5	1	47	1	1	1	2	4	1	2	1	9	17	9	1	-	1
	4%	4%	3%	3%	4%	1%	2%	4%	4%	2%	1%	2%	1%	8%	10% <sup>1</sup>	5%	1%	-	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG2b\_2. In the last three months have you had to ... - Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1290	491	48	248	449	516	196	86	36	965	122	552	504	146	63	19	1056	82	387	903
Weighted Base	1290	483	52**	235	407	514	228	94*	39**	922	132*	526	495	172*	70*	21**	1021	90*	433	857
Effective Base	756	277	29	138	239	305	127	55	24	545	79	317	288	93	41	14	604	54	246	511
Yes	219	82	5	24	61	100	35	15	8	161	23	78	93	34	6	6	171	12	191	28
	17%	17%	9%	10%	15%	19%	15%	16%	21%	17%	17%	15%	19%	20%	6%	28%	17%	13%	84%	3%
No	1021	389	46	206	341	398	171	77	29	739	106	437	378	124	64	15	815	79	212	809
	79%	80%	88%	88%	84%	77%	75%	82%	75%	80%	80%	63%	76%	72%	92%	72%	80%	87%	49%	84%
I don't know	50	12	1	5	5	16	22	2	2	21	3	12	23	14	-	35	-	31	20	
	4%	3%	3%	2%	1%	3%	10%	2%	4%	2%	3%	2%	5%	6%	-	3%	-	7%	2%	

Proportions/Mean: Columns Test(s) (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG2b\_2. In the last three months have you had to ... - Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1290	72	1202	16	360	855	75	1242	29	15	1	1286	3
Weighted Base	1290	70*	1197	24**	378	854	58*	1228	36**	20**	2**	1284	5**
Effective Base	766	42	702	13	219	500	37	723	20	9	1	752	3
Yes	219	26	182	11	86	111	22	187	20	6	2	213	5
	17%	33% <sup>ab</sup>	15%	45%	23% <sup>ab</sup>	13%	33% <sup>abcd</sup>	15%	55%	30%	100%	17%	100%
No	1021	41	969	10	275	715	30	993	16	11	-	1021	-
	79%	59%	81% <sup>a</sup>	44%	73% <sup>d</sup>	84% <sup>def</sup>	53%	81%	45%	56%	-	80%	-
I don't know	60	2	45	3	16	29	5	47	-	3	-	50	-
	4%	3%	4%	11%	4%	3%	8%	4%	-	14%	-	4%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/ef - g/h/i/j/kl  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG2b\_2. In the last three months have you had to ... - Cut back on essentials so that you can afford to send the same number of letters and cards by 1st class post?

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1290	-	-	1290	-	-	-	-	-	-	-	-	-	430	430	430
Weighted Base	1290	**	**	1290	**	**	**	**	**	**	**	**	**	437	416	437
Effective Base	756	-	-	756	-	-	-	-	-	-	-	-	-	249	248	259
Yes	219	-	-	219	-	-	-	-	-	-	-	-	-	58	87	75
17%	17%	-	-	17%	-	-	-	-	-	-	-	-	-	13%	21%	17%
No	1021	-	-	1021	-	-	-	-	-	-	-	-	-	362	319	339
79%	79%	-	-	79%	-	-	-	-	-	-	-	-	-	83%	77%	78%
I don't know	50	-	-	50	-	-	-	-	-	-	-	-	-	17	10	23
4%	4%	-	-	4%	-	-	-	-	-	-	-	-	-	4%	2%	5%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QG3\_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Invitations, greetings cards and postcards

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Much less (1)	493	-	493	77	309	229	262	61	43	110	83	91	59	46	103	193	197	105	414	73	520
Slightly less (2)	647	-	647	82	440	287	360	82	84	116	92	128	72	72	167	208	272	144	573	72	667
No change (3)	2268	-	2268	248	1513	1124	1135	272	235	421	329	438	322	252	507	750	1012	574	2041	221	2275
Slightly more (4)	289	-	289	75	183	158	131	64	73	73	20	27	19	13	137	93	59	32	253	33	276
Much more (5)	102	-	102	52	45	58	44	15	37	35	7	2	2	4	52	42	8	6	85	16	81
Don't know	51	-	51	4	39	33	19	20	13	13	3	3	4	3	26	16	9	6	34	12	53
NET Much/Slightly more	391	-	391	127	227	216	175	80	110	108	27	29	21	17	190	135	67	38	338	49	357
NET Much/Slightly less	1140	-	1140	158	750	515	622	143	127	226	175	219	131	119	270	401	469	249	987	145	1187
Mean	2.70	-	2.70	2.9nd	2.68	2.76f	2.66	2.76jk	2.85qiklm	2.74ik	2.58	2.59	2.65	2.63	2.86oqp	2.68	2.62	2.64	2.71	2.63	2.67
Std Dev.	0.89	-	0.89	1.12	0.85	0.89	0.88	0.93	1.00	0.98	0.85	0.78	0.77	0.77	0.97	0.93	0.77	0.77	0.87	0.99	0.88
Std Error	0.01	-	0.01	0.05	0.02	0.02	0.02	0.04	0.05	0.04	0.04	0.03	0.03	0.04	0.03	0.03	0.02	0.03	0.01	0.06	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QG3\_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Invitations, greetings cards and postcards

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Much less (1)	493	111	121	145	116	232	261	310	181	53	58	146	112	89	316	54	412	58	215	13
	73%	10% <b>ab</b>	10%	13% <b>abc</b>	11%	12%	13%	13%	12%	12%	12%	14%	11%	15%	12%	12%	13%	11%	11%	10%
Slightly less (2)	647	136	194	168	149	330	317	406	226	66	77	178	175	112	429	68	552	88	316	15
	17%	19% <b>cd</b>	17%	18%	14%	18%	16%	19%	15%	14%	16%	17%	17%	18%	17%	14%	17%	13%	16%	17%
No change (3)	2268	355	710	523	680	1065	1203	1257	989	291	286	583	633	326	1501	295	1848	304	1179	80
	59%	50%	62% <b>abc</b>	56%	65% <b>abc</b>	57%	61%	55%	66% <b>abc</b>	60%	57%	57%	61% <b>abc</b>	54%	59%	63%	58%	57%	61%	61%
Slightly more (4)	289	60	96	74	59	156	133	219	64	21	37	72	90	54	200	22	258	51	146	10
	8%	8%	8%	8%	6%	8%	7%	10% <b>gh</b>	4%	5%	8%	7%	9%	9%	8%	5%	8%	10%	8%	8%
Much more (5)	102	31	27	21	23	58	44	72	25	17	14	29	14	24	56	19	80	37	42	5
	3%	4%	2%	2%	2%	3%	2%	3% <b>h</b>	2%	1%	4% <b>d</b>	3%	1%	4% <b>d</b>	2%	4%	3%	7% <b>ef</b>	2%	4%
Don't know	51	18	6	9	19	24	28	30	19	9	4	12	14	3	29	9	32	12	21	8
	1%	2% <b>d</b>	1%	1%	2% <b>d</b>	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	2%	1%	6% <b>ef</b>
NET Much/Slightly more	391	90	124	95	82	214	177	297	88	39	51	101	104	77	256	41	338	89	188	15
	10%	13% <b>cd</b>	11%	10%	8%	11% <b>cd</b>	9%	13% <b>cd</b>	6%	8%	11%	10%	10%	13%	10%	9%	11%	11% <b>cd</b>	10%	12%
NET Much/Slightly less	1140	267	314	312	266	562	578	719	407	119	135	324	287	201	746	122	964	126	531	28
	30%	35% <b>abcde</b>	27%	33% <b>abcde</b>	25%	30%	29%	31% <b>gh</b>	27%	26%	28%	32%	28%	33%	29%	26%	30%	24%	28%	21%
Mean	2.70	2.66	2.78 <b>cd</b>	2.63	2.73	2.72	2.68	2.71	2.68	2.74	2.73	2.66	2.73	2.69	2.70	2.75	2.70	2.67	2.73	2.84
Std Dev.	0.89	0.99	0.84	0.92	0.82	0.90	0.87	0.94	0.81	0.87	0.88	0.91	0.82	0.96	0.87	0.88	0.89	0.98	0.84	0.88
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.02	0.04	0.02	0.04	0.02	0.09

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QG3\_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Invitations, greetings cards and postcards

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3861	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Much less (1)	493 13%	426 13%	67 12%	17 12%	411 13%	41 13%	26 14%	14 13%	20 13%	47 11%	35 11%	36 13%	52 15%	34 9%	92 13%mp	54 10%	39 12%	3 8%	38 13%
Slightly less (2)	647 17%	569 17%	77 14%	28 20%	521 16%	70 23%mp	29 15%	21 20%	26 17%	73 17%	38 12%	39 14%	56 17%	51 14%	102 20%j	89 17%	47 14%	11 28%jkmp	65 22%jkmop
No change (3)	2268 59%	1930 58%	339 63%	80 59%	1916 59%	183 56%	111 59%	58 55%	93 59%un	257 60%un	199 64%un	166 59%un	198 59%un	246 68%un	233 46%	311 60%un	213 65%un	23 57%	161 56%un
Slightly more (4)	289 8%	251 8%	38 7%	10 7%	243 8%	24 7%	12 7%	10 9%	14 9%	31 7%	24 8%	35 13%mp	19 5%	23 6%	36 7%	42 8%	20 6%	3 6%	21 7%
Much more (5)	102 3%	92 3%	10 2%	1 1%	91 3%	3 1%	6 3%	2 2%	3 2%	11 3%	5 2%	2 1%	8 2%	4 1%	36 7%hjkmp	17 3%	5 2%	*	3 1%
Don't know	51 1%	45 1%	7 1%	2 1%	47 1%	1 2%a	4 2%	1 1%	1 1%	8 2%	8 2%r	1 *	6 2%	4 1%	8 2%	8 2%	3 1%	*	*
NET Much/Slightly more	391 10%	343 10%	48 9%	11 8%	334 10%	27 8%	18 10%	11 11%	16 10%	42 10%	30 10%	37 13%	27 8%	27 7%	72 14%mp	59 11%	25 8%	3 7%	25 9%
NET Much/Slightly less	1140 30%	995 30%	145 27%	44 32%	932 29%	117 36%j	55 29%	35 33%	47 30%	120 28%	73 24%	75 27%	108 32%	86 24%	194 38%jkmp	143 27%	88 26%	14 36%	103 36%jkmop
Mean	2.70	2.70	2.71	2.64	2.71	2.61	2.69	2.65	2.69	2.73	2.76	2.74	2.62	2.75	2.64	2.76	2.71	2.62	2.61
Std Dev.	0.89	0.89	0.85	0.82	0.89	0.84	0.91	0.88	0.87	0.85	0.83	0.87	0.90	0.76	1.09	0.87	0.82	0.75	0.85
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.04	0.04	0.06	0.06	0.06	0.06	0.06	0.05	0.07	0.06	0.06	0.07	0.03

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QG3\_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Invitations, greetings cards and postcards

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Total	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3861	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2167	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Much less (1)	493	184	24	91	140	184	89	39	33	324	77	217	174	57	26	16	392	42	133	153
	13%	14%	14%	14%	11%	12%	14%	15%	31%defn	11%	20%defn	14%	11%	11%	14%	21%defn	13%	16%	15%	9%
Slightly less (2)	647	275	36	110	208	256	102	56	19	464	76	253	261	81	30	15	515	45	150	239
	17%	20%	20%	17%	16%	17%	17%	22%	16%	16%	20%	17%	17%	15%	16%	19%	17%	17%	19%	14%
No change (3)	2268	787	109	411	785	883	375	153	56	1667	209	874	879	341	117	35	1753	153	328	1234
	58%	58%	61%	63%	60%ch	59%ch	61%ch	59%	46%	59%ch	55%	58%	58%	64%defn	63%	47%	58%	58%	39%	71%r
Slightly more (4)	289	72	7	31	105	146	30	5	2	250	8	97	150	32	6	4	247	10	131	76
	8%	5%	4%	8%	8%cd	11%ch	9%	2%	2%	10%ch	2%	6%	10%ch	6%	3%	6%	8%	4%	11%ch	4%
Much more (5)	102	20	2	6	57	29	11	4	*	86	4	53	33	13	1	2	87	2	70	14
	3%	2%	1%	1%	4%ef	2%	2%	1%	*	3%	1%	4%	2%	3%	*	2%	3%	1%	8%	1%
Don't know	51	12	*	3	11	17	8	*	6	28	6	8	21	5	8	4	29	11	11	30
	1%	1%	*	*	1%	1%	1%	*	3	1%	2%	1%	1%	1%	5	1%	4%chmp	5%chmp	1%	2%
NET Much/Slightly more	391	92	8	37	162	175	42	9	3	337	12	150	184	48	6	6	333	12	201	90
	10%	7%	5%	6%	12%ch	13%ch	7%	4%	2%	12%ch	3%	10%ch	12%ch	9%	3%	8%	11%ch	5%	24%ch	5%
NET Much/Slightly less	1140	459	60	201	348	440	191	98	57	788	153	471	436	139	56	30	906	86	293	392
	30%	34%	34%	31%	27%	29%	31%	37%cd	47%defn	28%	40%defn	31%	29%	26%	30%	40%ch	30%	33%	35%	22%
Mean	2.70	2.60	2.58	2.62	2.78%ch	2.72%ch	2.63%ch	2.63%ch	2.21	2.75%ch	2.43	2.68	2.74%ch	2.74%ch	2.58	2.46	2.71%ch	2.55	2.81	2.74
Std Dev.	0.89	0.85	0.80	0.82	0.90	0.87	0.86	0.83	0.94	0.89	0.88	0.92	0.87	0.83	0.78	0.98	0.90	0.84	1.14	0.71
Std Error	0.01	0.02	0.06	0.03	0.02	0.02	0.04	0.05	0.09	0.02	0.05	0.02	0.02	0.04	0.06	0.11	0.02	0.05	0.04	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - j/k/l/m/n/o/p/q - r/s  
\* small base

QG3\_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Invitations, greetings cards and postcards

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3861	229	3561	61*	1096	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2167	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Much less (1)	493	28	456	11	162	296	36	482	8	4	-	493	-
	13%	12%	13%	16%	15%	12%	15%	13%	8%	10%	-	13%	-
Slightly less (2)	647	26	612	9	193	400	54	607	26	6	2	639	6
	17%	11%	17%	15%	18%	16%	23% <sup>a</sup>	16%	28% <sup>gh</sup>	15%	30%	17%	29%
No change (3)	2268	122	2117	29	576	1583	110	2215	26	16	3	2256	9
	59%	53%	59%	48%	52%	63% <sup>def</sup>	47%	60% <sup>gh</sup>	28%	42%	41%	59% <sup>gh</sup>	45%
Slightly more (4)	289	38	253	-	105	167	18	260	20	7	-	267	2
	8%	15% <sup>bc</sup>	7%	-	10% <sup>a</sup>	7%	8%	7%	23% <sup>gh</sup>	19%	-	8%	11%
Much more (5)	102	12	82	9	45	47	10	87	8	5	2	100	-
	3%	5% <sup>b</sup>	2%	14% <sup>ab</sup>	4% <sup>a</sup>	2%	4%	2%	8% <sup>gh</sup>	14%	29%	3%	-
Don't know	51	6	43	3	18	28	8	42	6	-	-	48	3
	1%	3%	1%	5%	2%	1%	3% <sup>a</sup>	1%	6% <sup>gh</sup>	-	-	1%	16%
NET Much/Slightly more	391	49	334	9	150	214	27	347	23	13	2	387	2
	10%	21% <sup>bc</sup>	9%	14% <sup>a</sup>	8%	12%	12%	9%	30% <sup>gh</sup>	33%	29%	10%	11%
NET Much/Slightly less	1140	52	1067	20	354	696	90	1088	34	10	2	1132	6
	30%	23%	30%	33%	32% <sup>ae</sup>	28%	38% <sup>ae</sup>	29%	36%	25%	30%	30%	29%
Mean	2.70	2.82 <sup>bd</sup>	2.69	2.75	2.70	2.71	2.61	2.69	2.93	3.12	3.28	2.70	2.78
Std Dev.	0.89	0.98	0.87	1.21	0.98	0.83	0.98	0.87	1.11	1.15	1.28	0.89	0.67
Std Error	0.01	0.07	0.01	0.17	0.03	0.02	0.06	0.01	0.14	0.21	0.64	0.01	0.15

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG3\_1. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Invitations, greetings cards and postcards

Base : All participants

Total	Quarter				Month												
	Q1 2022 (g)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3870	430	1290	1290	430	-	430	-	430	-	-	850	430	430	430	430	
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2167	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Much less (1)	493	148	60	135	151	88	-	60	-	60	-	-	90	45	49	45	57
13%	17%bcd	14%	10%	12%	20%klmnop	-	14%	-	14%	-	-	-	11%	10%	11%	11%	13%
Slightly less (2)	647	172	75	160	239	97	-	76	-	75	-	-	82	78	88	73	79
17%	20%bc	16%cd	12%	19%cd	22%cd	-	19%cd	-	19%cd	-	-	-	10%	17%cd	20%cd	17%cd	18%cd
No change (3)	2268	465	240	823	742	211	-	264	-	240	-	-	534	280	249	244	249
59%	54%	58%	64%abcd	56%	49%	-	60%abc	-	59%bc	-	-	-	65%abcd	61%bc	57%	58%abc	57%
Slightly more (4)	289	56	27	113	94	27	-	29	-	27	-	-	71	42	30	27	37
8%	6%	6%	9%	7%	6%	-	7%	-	6%	-	-	-	9%	9%	7%	6%	9%
Much more (5)	102	11	6	33	52	6	-	5	-	6	-	-	26	7	19	21	11
3%	1%	2%	3%	6%abc	1%	-	1%	-	2%	-	-	-	3%	1%	4%abcd	3%abcd	3%
Don't know	51	7	4	28	13	4	-	3	-	4	-	-	14	14	2	7	4
1%	1%	1%	2%	1%	1%	-	1%	-	1%	-	-	-	2%	3%abc	-	2%	1%
NET Much/Slightly more	391	67	33	146	145	33	-	34	-	33	-	-	97	49	49	48	49
10%	8%	8%	11%abc	11%	8%	-	8%	-	8%	-	-	-	12%	10%	11%	11%	11%
NET Much/Slightly less	1140	320	135	295	390	185	-	135	-	135	-	-	172	123	137	118	136
30%	17%bcd	13%cd	23%	29%cd	33%klmnop	-	29%cd	-	29%cd	-	-	-	21%	20%	23%cd	23%cd	23%cd
Mean	2.70	2.54	2.62	2.80abc	2.73%	2.45	-	2.63%	-	2.62	-	-	2.83abc	2.76%	2.72%	2.77%	2.68%
Std Dev.	0.89	0.90	0.87	0.84	0.91	0.93	-	0.85	-	0.87	-	-	0.86	0.81	0.91	0.91	0.90
Std Error	0.01	0.03	0.04	0.02	0.03	0.05	-	0.04	-	0.04	-	-	0.03	0.04	0.04	0.04	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

QG3\_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Personal letters (e.g. to a friend or relative)

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Much less (1)	597	-	597	57	397	246	350	53	53	118	93	120	91	70	105	211	280	160	518	75	652
	16%	-	16%	11%	16%	13%	18%	10%	11%	16%	17%	17%	19%	18%	11%	16%	18%	19%	15%	18%	17%
Slightly less (2)	611	-	611	75	414	285	324	83	83	86	85	107	75	93	168	171	275	168	537	72	614
	16%	-	16%	14%	16%	15%	17%	16%	17%	11%	16%	16%	16%	23%	17%	13%	19%	19%	16%	17%	16%
No change (3)	2207	-	2207	236	1501	1123	1078	284	236	430	332	434	292	219	500	762	945	511	2010	190	2227
	57%	-	57%	44%	59%	59%	55%	51%	49%	56%	62%	63%	61%	56%	50%	59%	61%	59%	59%	44%	58%
Slightly more (4)	293	-	293	110	147	156	134	80	69	93	10	19	16	6	148	103	41	22	230	58	250
	8%	-	8%	21%	6%	8%	7%	15%	14%	12%	2%	3%	3%	1%	15%	8%	3%	3%	7%	14%	6%
Much more (5)	87	-	87	48	36	55	32	21	31	28	8	1	-	-	51	35	1	-	66	20	74
	2%	-	2%	3%	3%	3%	2%	4%	6%	6%	1%	-	-	-	13%	3%	-	-	2%	3%	2%
Don't know	55	-	55	11	35	23	32	14	8	12	7	8	3	3	22	19	14	6	37	12	53
	1%	-	1%	2%	1%	1%	2%	3%	2%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	3%	1%
NET Much/Slightly more	380	-	380	159	183	212	167	100	82	100	121	18	19	16	200	139	41	22	297	78	324
	10%	-	10%	30%	7%	11%	9%	19%	21%	16%	3%	3%	3%	1%	20%	11%	3%	3%	9%	13%	8%
NET Much/Slightly less	1208	-	1208	132	811	531	675	198	138	204	178	227	160	102	271	382	555	328	1056	147	1286
	31%	-	31%	25%	32%	28%	33%	20%	28%	27%	33%	33%	30%	42%	27%	29%	30%	30%	31%	34%	33%
Mean	2.65	-	2.65	3.04	2.60	2.73	2.57	2.87	2.88	2.77	2.54	2.52	2.49	2.42	2.87	2.87	2.49	2.46	2.64	2.70	2.60
Std Dev.	0.91	-	0.91	1.08	0.87	0.90	0.92	0.95	1.01	0.98	0.86	0.81	0.84	0.80	0.98	0.94	0.82	0.82	0.89	1.07	0.91
Std Error	0.01	-	0.01	0.05	0.02	0.02	0.02	0.04	0.05	0.04	0.04	0.03	0.04	0.04	0.03	0.03	0.02	0.03	0.01	0.07	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG3\_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Much less (1)	597	108	183	155	151	291	307	347	248	73	75	161	149	95	385	77	491	68	276	18
	16%	15%	16%	17%	14%	16%	15%	15%	17%	16%	16%	16%	14%	16%	15%	17%	15%	13%	14%	14%
Slightly less (2)	611	135	175	143	158	311	300	354	251	54	103	156	172	89	431	55	528	89	313	22
	16%	15%	15%	15%	15%	17%	15%	17%	17%	12%	22% <b>gh</b>	15%	17%	15%	14% <b>kl</b>	12%	17%	13%	16%	17%
No change (3)	2207	327	680	548	651	1008	1200	1277	905	282	256	593	606	322	1455	282	1798	292	1138	77
	57%	46%	59% <b>a</b>	58% <b>a</b>	62% <b>a</b>	54%	60% <b>a</b>	55%	60% <b>a</b>	62% <b>km</b>	54%	58%	58%	53%	57%	61%	57%	55%	59%	58%
Slightly more (4)	293	92	90	64	47	182	110	222	63	29	26	72	92	67	189	29	258	62	133	9
	8%	10% <b>cd</b>	9% <b>d</b>	7%	4%	6% <b>d</b>	6%	10% <b>gh</b>	4%	6%	5%	7%	9%	11% <b>km</b>	7%	6%	8%	12% <b>qr</b>	7%	7%
Much more (5)	87	34	10	20	17	50	37	73	14	13	7	23	11	29	42	15	72	23	32	1
	2%	3% <b>cd</b>	1%	2%	2%	3%	2%	3% <b>h</b>	1%	3%	2%	2%	1%	5% <b>klm</b>	2%	3%	2%	5% <b>qr</b>	2%	1%
Don't know	55	13	10	9	23	23	32	31	21	7	9	14	8	5	30	7	35	10	27	5
	1%	2%	1%	1%	2% <b>d</b>	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	4%
NET Much/Slightly more	380	126	100	84	64	233	147	295	77	43	33	95	103	66	231	45	330	91	164	10
	10%	11% <b>cd</b>	9% <b>d</b>	9%	6%	11% <b>d</b>	7%	13% <b>d</b>	5%	9%	7%	9%	10%	10% <b>klm</b>	9%	10%	10%	11% <b>qr</b>	9%	8%
NET Much/Slightly less	1208	243	358	298	309	601	607	700	500	127	178	317	321	184	816	133	1019	137	589	40
	31%	34%	31%	32%	30%	32%	31%	30%	33%	28%	38% <b>kl</b>	31%	31%	30%	32%	28%	32%	26%	31%	31%
Mean	2.65	2.73	2.63	2.62	2.63	2.67	2.63	2.70 <b>h</b>	2.56	2.68	2.54	2.64	2.65	2.74% <b>km</b>	2.63	2.67	2.65	2.64	2.65	2.62
Std Dev.	0.91	1.03	0.89	0.91	0.85	0.95	0.88	0.95	0.85	0.92	0.88	0.91	0.87	1.01	0.89	0.94	0.92	0.99	0.87	0.84
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.02	0.05	0.02	0.04	0.02	0.08

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QG3\_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3861	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Much less (1)	597 16%	510 15%	87 16%	22 16%	475 15%	71 22% <sup>ab</sup>	32 17%	19 18%	25 16%	60 14%	45 15%	48 17%	49 14%	59 16%	89 18%	62 12%	39 12%	7 18%	64 22% <sup>opqr</sup>
Slightly less (2)	611 16%	524 16%	87 16%	27 20%	506 16%	55 17%	32 17%	19 18%	26 13% <sup>ab</sup>	75 18%	37 12%	31 11%	44 13%	73 20% <sup>ab</sup>	70 14%	95 18%	53 16%	8 20%	47 16%
No change (3)	2207 57%	1888 57%	319 59%	80 58%	1867 58%	174 53%	108 58%	58 55%	88 56%	247 58%	192 62% <sup>kmr</sup>	170 61% <sup>km</sup>	211 62% <sup>km</sup>	199 55%	248 49%	302 58%	210 64% <sup>km</sup>	23 58%	151 52%
Slightly more (4)	293 8%	258 8%	34 6%	7 5%	253 8%	21 7%	10 6%	8 7%	10 6%	29 7%	30 10%	16 6%	16 5%	21 6%	63 12% <sup>kmnp</sup>	49 9%	19 6%	1 3%	20 7%
Much more (5)	87 2%	82 2%	6 1%	1 1%	79 2%	4 1%	3 1%	2 2%	4 2% <sup>op</sup>	10 2%	1 -	14 5% <sup>opqr</sup>	10 3% <sup>op</sup>	7 2%	22 5% <sup>opqr</sup>	6 1%	1 -	1 -	4 1%
Don't know	55 1%	50 2%	5 1%	1 1%	49 2%	3 1%	2 1%	1 1%	2 1%	5 1%	4 1%	2 1%	9 3%	6 2%	11 2%	7 1%	4 1%	1 -	3 1%
NET Much/Slightly more	390 10%	340 10%	40 7%	7 5%	332 10%	25 8%	13 7%	10 9%	14 9%	39 9%	31 10%	30 11%	25 9%	27 8%	90 18% <sup>hilmopqr</sup>	56 11%	21 6%	1 4%	24 8%
NET Much/Slightly less	1208 31%	1034 31%	174 32%	49 36%	961 30%	126 39% <sup>ad</sup>	64 34%	37 35%	53 34%	135 32%	82 27%	78 28%	93 28%	131 36% <sup>ab</sup>	159 31%	157 30%	92 28%	15 38%	111 38% <sup>opqr</sup>
Mean	2.65	2.66	2.60	2.53	2.67 <sup>a</sup>	2.48	2.56	2.58	2.61	2.65	2.69 <sup>bc</sup>	2.70 <sup>bc</sup>	2.68 <sup>bc</sup>	2.56	2.74 <sup>cd</sup>	2.68 <sup>bc</sup>	2.68 <sup>bc</sup>	2.48	2.48
Std Dev.	0.91	0.92	0.87	0.84	0.91	0.94	0.89	0.94	0.91	0.89	0.86	0.98	0.89	0.90	1.06	0.85	0.78	0.84	0.96
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.04	0.04	0.06	0.06	0.06	0.07	0.06	0.06	0.07	0.06	0.05	0.07	0.04

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base



QG\_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Personal letters (e.g. to a friend or relative)

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
	Total																			
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1502	1508	481	170	82	3100	252	744	1836
Weighted Base	3861	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2167	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Much less (1)	597	252	37	121	188	220	97	46	42	408	86	261	212	68	33	19	473	52	152	210
	16%	19%	21%	19%	14%	15%	16%	18%	33% <i>dejm</i>	14%	25% <i>dejm</i>	17%	14%	12%	18%	25% <i>dejm</i>	16%	29% <i>dejm</i>	13%	12%
Slightly less (2)	611	234	23	109	199	252	100	47	9	451	56	239	256	63	37	13	495	50	163	241
	16%	17%	13%	17%	15%	17%	16%	19%	16%	17%	16%	17%	12%	20%	17%	16%	19%	20%	20%	14%
No change (3)	2207	785	114	399	761	859	359	151	61	1620	212	840	879	336	100	32	1718	133	305	1201
	57%	58%	64%	61%	58%	57%	58%	59%	50%	57%	56%	56%	58%	63% <i>dejm</i>	54%	43%	57%	51%	37%	69% <i>dejm</i>
Slightly more (4)	293	57	3	19	102	138	39	9	1	240	10	101	133	44	7	8	234	15	160	44
	8%	4%	2%	3%	7% <i>dejm</i>	9% <i>dejm</i>	6%	4%	1%	9% <i>dejm</i>	3%	7%	8%	8%	4%	11%	8%	6%	11% <i>dejm</i>	3%
Much more (5)	87	9	*	2	45	30	8	3	1	75	4	50	24	8	5	-	74	5	49	12
	2%	1%	*	*	3% <i>dejm</i>	2%	1%	1%	*	3%	1%	3%	2%	2%	3%	-	2%	2%	6% <i>dejm</i>	1%
Don't know	55	14	*	2	10	15	12	2	8	25	9	12	16	13	5	3	28	8	4	38
	1%	1%	*	*	1%	1%	2%	1%	3% <i>dejm</i>	1%	2% <i>dejm</i>	1%	1%	3% <i>dejm</i>	3%	1%	1%	3% <i>dejm</i>	1%	2% <i>dejm</i>
NET Much/Slightly more	380	65	4	22	148	169	47	12	2	315	14	151	168	52	12	8	308	20	209	57
	10%	5%	2%	3%	11% <i>dejm</i>	11% <i>dejm</i>	8% <i>dejm</i>	5%	1%	11% <i>dejm</i>	4%	10%	10%	6%	11%	10%	10%	8%	23% <i>dejm</i>	3%
NET Much/Slightly less	1208	486	60	230	388	472	197	93	51	859	144	500	467	129	70	32	968	102	315	451
	31%	36%	34%	35%	30%	31%	32%	36%	42% <i>dejm</i>	30%	35% <i>dejm</i>	33% <i>dejm</i>	31% <i>dejm</i>	24%	38% <i>dejm</i>	42% <i>dejm</i>	32% <i>dejm</i>	39% <i>dejm</i>	38%	26%
Mean	2.65	2.50	2.47	2.50	2.70% <i>dejm</i>	2.67% <i>dejm</i>	2.60% <i>dejm</i>	2.52% <i>dejm</i>	2.20	2.69% <i>dejm</i>	2.42	2.62	2.67% <i>dejm</i>	2.74% <i>dejm</i>	2.53	2.41	2.65	2.49	2.75	2.65
Std Dev.	0.91	0.87	0.85	0.84	0.93	0.90	0.88	0.87	0.98	0.92	0.92	0.96	0.88	0.84	0.93	1.00	0.92	0.95	1.14	0.75
Std Error	0.01	0.02	0.07	0.03	0.03	0.02	0.04	0.06	0.09	0.02	0.05	0.02	0.02	0.04	0.07	0.11	0.02	0.06	0.04	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
\* small base

QG3\_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Housebound			Disability			Internet access					Don't know (l)
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3861	229	3561	61*	1096	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2167	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Much less (1)	597	23	569	5	174	378	45	581	13	1	2	595	*
	16%	10%	16%	9%	16%	15%	19%	16%	14%	3%	30%	16%	1%
Slightly less (2)	611	23	575	12	181	395	35	587	21	3	-	611	*
	16%	10%	16%	20%	17%	16%	15%	16%	23%	9%	-	16%	*
No change (3)	2207	119	2059	29	574	1520	113	2134	32	23	3	2190	15
	57%	52%	58%	48%	52%	59% <sup>ns</sup>	48%	58% <sup>ns</sup>	35%	61%	41%	57% <sup>ns</sup>	72%
Slightly more (4)	293	44	241	7	106	164	23	284	19	5	2	288	2
	8%	19% <sup>ns</sup>	7%	11%	10% <sup>ns</sup>	6%	10%	7%	21% <sup>ns</sup>	13%	29%	8%	11%
Much more (5)	87	14	72	1	42	40	6	80	6	2	-	87	-
	2%	6% <sup>ns</sup>	2%	2%	4% <sup>ns</sup>	2%	3%	2%	6%	4%	-	2%	-
Don't know	55	5	44	6	21	22	12	47	2	3	-	52	3
	1%	2%	1%	10% <sup>ns</sup>	2%	1%	5% <sup>ns</sup>	1%	2%	9%	-	1%	16%
NET Much/Slightly more	380	59	313	8	145	203	29	344	25	7	2	376	2
	10%	26% <sup>ns</sup>	9%	13%	13% <sup>ns</sup>	8%	12%	9%	27% <sup>ns</sup>	16%	29%	10%	11%
NET Much/Slightly less	1208	46	1144	18	355	773	80	1168	34	5	2	1206	*
	31%	20%	32% <sup>ns</sup>	29%	32%	31%	34%	32%	37%	12%	30%	32%	1%
Mean	2.65	3.01 <sup>b</sup>	2.62	2.75	2.68	2.64	2.59	2.64	2.83	3.07	2.70	2.65	3.10
Std Dev.	0.91	0.98	0.90	0.88	0.99	0.87	1.01	0.91	1.12	0.77	1.28	0.91	0.42
Std Error	0.01	0.07	0.02	0.13	0.03	0.02	0.06	0.01	0.14	0.14	0.64	0.01	0.10

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG3\_2. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Personal letters (e.g. to a friend or relative)

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (g)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2157	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Much less (1)	597	152	83	158	204	87	-	65	-	83	-	-	101	57	73	55	76
16%		18% <i>bc</i>	20% <i>bc</i>	12%	16% <i>bc</i>	20% <i>lmno</i>	-	15%	-	20% <i>lmno</i>	-	-	12%	12%	17%	13%	17%
Slightly less (2)	611	144	63	179	225	70	-	73	-	63	-	-	106	73	75	86	64
16%		17%	15%	14%	17%	16%	-	17%	-	15%	-	-	13%	15%	17%	21% <i>lm</i>	15%
No change (3)	2207	468	233	789	717	226	-	242	-	233	-	-	509	284	242	224	251
57%		54%	57%	81% <i>abcd</i>	56%	52%	-	57%	-	57%	-	-	62% <i>bcde</i>	60%	55%	54%	57%
Slightly more (4)	293	60	28	112	92	25	-	35	-	28	-	-	74	39	33	27	32
8%		7%	7%	9%	7%	6%	-	8%	-	7%	-	-	9%	8%	7%	7%	7%
Much more (5)	87	22	4	25	36	16	-	6	-	4	-	-	20	5	12	16	8
2%		3%	1%	2%	3%	4%	-	1%	-	1%	-	-	2%	1%	3%	6% <i>lmno</i>	2%
Don't know	55	13	*	26	15	7	-	6	-	*	-	-	12	15	2	0	5
1%		2%	*	3% <i>bd</i>	1%	2%	-	1%	-	*	-	-	1%	3% <i>lm</i>	1%	2%	1%
NET Much/Slightly more	380	83	32	137	128	42	-	41	-	32	-	-	93	44	45	43	40
10%		10%	8%	11%	10%	10%	-	10%	-	8%	-	-	11%	9%	10%	10%	9%
NET Much/Slightly less	1208	296	146	337	429	157	-	138	-	146	-	-	207	130	148	141	140
31%		34% <i>bc</i>	33% <i>bc</i>	26%	33% <i>bc</i>	33% <i>lm</i>	-	32% <i>bc</i>	-	33% <i>bc</i>	-	-	25%	20%	24% <i>bc</i>	24% <i>bc</i>	23% <i>bc</i>
Mean	2.66	2.59	2.53	2.74 <i>abcd</i>	2.63	2.56	-	2.63	-	2.53	-	-	2.76 <i>abcd</i>	2.70	2.62	2.66	2.61
Std Dev	0.91	0.95	0.92	0.86	0.93	1.00	-	0.89	-	0.92	-	-	0.87	0.84	0.95	0.93	0.93
Std Error	0.01	0.03	0.04	0.02	0.03	0.05	-	0.04	-	0.04	-	-	0.03	0.04	0.05	0.05	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QG3\_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Formal letters to organisations or individuals

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Much less (1)	552	-	552	55	347	244	308	58	44	99	91	106	94	59	102	190	259	153	483	65	601
	14%	-	14%	10%	14%	13%	16%	11%	9%	13%	17% <sup>gh</sup>	15% <sup>hi</sup>	20% <sup>ghl</sup>	15% <sup>hi</sup>	10%	15% <sup>hi</sup>	17% <sup>hi</sup>	18% <sup>hi</sup>	14%	15%	16%
Slightly less (2)	582	-	582	78	374	274	304	58	76	102	79	113	86	68	135	181	267	154	500	81	584
	15%	-	15%	14%	15%	15%	16%	11%	16%	13%	15%	16%	13% <sup>gh</sup>	17%	14%	14%	17%	16%	15%	19%	15%
No change (3)	2243	-	2243	226	1564	1105	1131	288	236	439	328	443	277	233	524	766	953	510	2045	188	2292
	58%	-	58%	42%	62% <sup>bc</sup>	59%	58%	56%	49%	57% <sup>hi</sup>	61% <sup>hi</sup>	64% <sup>gh</sup>	58% <sup>hi</sup>	60% <sup>hi</sup>	53%	59% <sup>hi</sup>	61% <sup>hi</sup>	59%	60% <sup>bc</sup>	59%	44%
Slightly more (4)	285	-	285	102	155	168	117	79	76	78	19	10	12	10	155	98	32	21	225	59	227
	7%	-	7%	19% <sup>cd</sup>	6%	9% <sup>ef</sup>	6%	15% <sup>ijklm</sup>	16% <sup>ijklm</sup>	10% <sup>ijklm</sup>	4%	1%	2%	2%	16% <sup>opq</sup>	8% <sup>opq</sup>	2%	2%	7%	14% <sup>rs</sup>	6%
Much more (5)	112	-	112	74	29	62	49	17	31	40	13	4	-	6	48	53	10	6	91	19	83
	3%	-	3%	14% <sup>cd</sup>	3%	3%	3%	3% <sup>kl</sup>	6% <sup>ijklm</sup>	6% <sup>ijklm</sup>	2% <sup>kl</sup>	1%	-	2%	13% <sup>opq</sup>	14% <sup>opq</sup>	1%	1%	3%	4%	2%
Don't know	76	-	76	3	61	35	42	14	14	9	4	12	9	14	28	13	35	23	56	15	83
	2%	-	2%	*	2% <sup>c</sup>	2%	2%	3%	3%	1%	1%	2%	2%	4% <sup>kl</sup>	3% <sup>op</sup>	1%	2%	3% <sup>cd</sup>	2%	4% <sup>rs</sup>	2%
NET Much/Slightly more	397	-	397	176	183	231	166	96	107	119	32	14	12	16	204	151	42	28	316	78	310
	10%	-	10%	33% <sup>cd</sup>	7%	12% <sup>ef</sup>	9%	19% <sup>ijklm</sup>	22% <sup>ijklm</sup>	15% <sup>ijklm</sup>	6% <sup>kl</sup>	2%	3%	4%	21% <sup>opq</sup>	12% <sup>opq</sup>	3%	3%	9%	13% <sup>rs</sup>	8%
NET Much/Slightly less	1134	-	1134	133	722	518	612	116	121	201	170	215	173	129	237	371	526	307	983	146	1185
	29%	-	29%	29% <sup>c</sup>	29%	27%	31% <sup>bc</sup>	11%	23%	25%	26%	32% <sup>gh</sup>	36% <sup>gh</sup>	33% <sup>gh</sup>	24%	24%	28%	34% <sup>lmno</sup>	29%	34%	31%
Mean	2.69	-	2.69	3.11 <sup>d</sup>	2.65	2.76 <sup>f</sup>	2.63	2.88 <sup>klm</sup>	2.84 <sup>klm</sup>	2.81 <sup>klm</sup>	2.59 <sup>i</sup>	2.55	2.44	2.56	2.91 <sup>opq</sup>	2.72 <sup>op</sup>	2.52	2.50	2.68	2.72	2.63
Std Dev.	0.91	-	0.91	1.14	0.84	0.91	0.91	0.93	0.99	0.97	0.90	0.79	0.84	0.84	0.96	0.95	0.82	0.84	0.90	1.04	0.90
Std Error	0.01	-	0.01	0.05	0.02	0.02	0.02	0.04	0.05	0.04	0.04	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.06	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG3\_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Formal letters to organisations or individuals

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Much less (1)	552	95	176	143	138	270	281	304	246	69	68	143	138	88	350	72	449	61	253	8
	74%	13%	15%	15%	13%	14%	14%	13%	19%	15%	14%	14%	13%	15%	14%	15%	14%	12%	13%	6%
Slightly less (2)	562	124	166	124	168	290	232	330	247	70	80	156	169	79	405	72	469	70	261	19
	15%	18%	14%	13%	16%	16%	15%	14%	16%	15%	17%	15%	16%	13%	16%	15%	15%	13%	15%	15%
No change (3)	2243	339	698	559	648	1037	1207	1317	901	272	272	590	617	342	1479	272	1845	293	1190	84
	58%	48%	60%	60%	62%	56%	61%	57%	60%	59%	57%	58%	60%	56%	58%	58%	58%	55%	62%	64%
Slightly more (4)	285	87	80	65	52	167	118	223	53	27	42	73	73	58	188	27	247	54	125	13
	7%	12%	7%	7%	5%	8%	6%	10%	3%	6%	9%	7%	7%	9%	7%	6%	8%	13%	6%	10%
Much more (5)	112	42	21	27	15	70	42	91	21	16	9	32	18	34	59	18	94	43	30	*
	3%	7%	2%	3%	1%	4%	2%	4%	1%	4%	2%	3%	2%	6%	2%	4%	3%	9%	2%	*
Don't know	76	16	14	20	26	30	46	37	36	5	5	25	22	7	52	6	58	9	41	7
	2%	2%	1%	2%	3%	2%	2%	2%	2%	1%	1%	2%	2%	1%	2%	1%	2%	2%	2%	2%
NET Much/Slightly more	397	137	101	82	67	237	159	314	73	43	50	106	91	92	247	45	340	97	154	13
	10%	19%	9%	10%	6%	13%	8%	14%	3%	9%	11%	10%	9%	13%	10%	10%	11%	11%	8%	10%
NET Much/Slightly less	1134	219	341	268	306	500	574	634	493	138	149	299	307	167	755	143	938	131	534	28
	29%	31%	30%	29%	29%	30%	29%	28%	33%	30%	31%	29%	30%	28%	30%	31%	29%	25%	28%	21%
Mean	2.69	2.62	2.65	2.68	2.65	2.71	2.66	2.78	2.56	2.67	2.66	2.69	2.67	2.78	2.68	2.67	2.69	2.55	2.68	2.82
Std Dev.	0.91	1.05	0.89	0.92	0.83	0.95	0.87	0.94	0.86	0.92	0.90	0.92	0.86	1.00	0.89	0.94	0.92	1.01	0.85	0.72
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02	0.04	0.02	0.07

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QG3\_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Formal letters to organisations or individuals

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3861	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Much less (1)	552	475	77	20	447	56	30	19	31	47	51	50	54	38	79	66	32	7	49
	14%	14%	14%	14%	14%	17%	16%	18%	20%imop	11%	10%ip	10%imop	16%	11%	16%	13%	10%	18%	17%im
Slightly less (2)	562	484	88	24	475	62	28	18	17	82	40	31	53	57	40	83	66	9	53
	15%	15%	18%	18%	15%	19%	15%	17%	11%	19%im	13%	11%	16%im	16%im	8%	17%im	20%im	23%im	18%im
No change (3)	2243	1921	322	87	1890	185	111	57	90	243	181	161	199	234	302	208	23	162	
	58%	58%	60%	63%	59%	56%	59%	54%	57%	57%	59%	58%	59%	64%im	54%	58%	64%im	58%	56%
Slightly more (4)	285	261	23	2	249	20	9	7	11	39	22	25	13	17	60	46	15	*	19
	7%	8%im	4%	1%	8%	6%	5%	7%	7%	8%im	7%	8%im	4%	5%	17%imop	9%im	5%	1%	7%
Much more (5)	112	105	7	2	104	3	2	3	5	11	9	5	14	5	38	13	3	-	3
	3%	3%	1%	1%	3%	1%	1%	3%	3%	3%	3%	2%	4%ip	1%	8%imop	3%	1%	-	1%
Don't know	76	66	10	2	66	2	6	2	4	5	7	7	6	11	17	7	3	*	2
	2%	2%	2%	1%	2%	1%	3%	2%	2%	1%	2%	3%	2%	3%	3%	1%	1%	*	1%
NET Much/Slightly more	397	366	30	4	352	23	11	10	16	60	31	30	27	22	88	60	18	*	23
	10%	11%im	6%	3%	11%im	7%	6%	9%	10%	13%im	10%	11%im	9%	6%	11%im	11%im	5%	1%	8%
NET Much/Slightly less	1134	959	176	44	921	118	58	37	48	129	90	82	107	96	119	98	16	102	
	29%	29%	33%	32%	29%	36%im	31%	35%im	30%	30%	29%	29%	32%	26%	23%	29%	30%	41%im	35%im
Mean	2.69	2.70b	2.59	2.57	2.71efh	2.55	2.59	2.59	2.62	2.73iv	2.67	2.65	2.64	2.69g	2.67ijklop	2.72g	2.66	2.42	2.56
Std Dev.	0.91	0.93	0.84	0.81	0.92	0.88	0.87	0.96	0.99	0.87	0.94	0.95	0.95	0.78	1.07	0.89	0.75	0.80	0.89
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.07	0.06	0.06	0.07	0.06	0.05	0.07	0.06	0.05	0.07	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QG\_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Formal letters to organisations or individuals

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)		
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836	
Weighted Base	3861	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747	
Effective Base	2167	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025	
Much less (1)	552	206	30	111	173	204	98	35	39	377	74	217	204	76	27	24	421	50	136	187	
	14%	15%	17%	17%	13%	13%	16%	14%	3% <b>de</b>	13%	3% <b>de</b>	14%	13%	14%	14%	31% <b>klmm</b>	14%	19%	15%	11%	
Slightly less (2)	552	241	31	111	194	248	78	48	13	441	59	203	264	62	41	5	467	46	149	221	
	15%	18%	17%	17%	15%	16%	13%	18%	11%	16%	16%	13%	17% <b>klm</b>	12%	22% <b>klmm</b>	7%	15%	17%	18%	13%	
No change (3)	2243	811	110	395	763	865	380	161	55	1627	216	897	863	325	109	32	1760	141	323	1244	
	58%	60%	62%	61%	58% <b>h</b>	57% <b>h</b>	62% <b>h</b>	62% <b>h</b>	45%	58% <b>h</b>	57%	60% <b>h</b>	57%	61% <b>h</b>	58%	43%	58% <b>h</b>	54%	39%	71% <b>h</b>	3%
Slightly more (4)	285	53	5	14	93	139	36	9	6	232	15	94	133	42	8	6	228	14	141	50	
	7%	4%	3%	2%	7%	9% <b>h</b>	6%	4%	0%	13% <b>h</b>	4%	6%	8%	8%	4%	6%	8%	2%	17% <b>h</b>	3%	
Much more (5)	112	17	2	10	65	34	8	5	-	99	5	66	29	12	1	4	95	5	69	4	
	3%	1%	1%	2%	6% <b>h</b>	2%	1%	2%	-	4% <b>h</b>	1%	4%	2%	2%	1%	5%	3%	2%	8% <b>h</b>	*	
Don't know	78	21	1	11	19	25	15	2	9	44	11	25	25	13	2	5	51	7	15	41	
	2%	2%	1%	2%	1%	2%	2%	1%	0%	2% <b>h</b>	2%	2%	2%	2%	1%	0% <b>klmm</b>	2%	3%	2%	2%	
NET Much/Slightly more	397	71	6	24	158	173	44	14	8	331	20	160	163	53	9	9	323	19	211	54	
	10%	5%	3%	4%	12% <b>h</b>	11% <b>h</b>	7%	5%	5%	12% <b>h</b>	5%	11%	11%	10%	5%	13%	11%	7%	25% <b>h</b>	3%	
NET Much/Slightly less	1134	447	60	222	366	452	177	81	52	818	133	419	468	138	67	29	888	96	284	408	
	29%	33%	34%	34%	28%	30%	29%	31%	42% <b>de</b>	29%	35% <b>de</b>	28%	31%	26%	36%	38%	29%	37% <b>klm</b>	34% <b>h</b>	23%	
Mean	2.69	2.57	2.54	2.53	2.70% <b>h</b>	2.70% <b>h</b>	2.63% <b>h</b>	2.62% <b>h</b>	2.25	2.72% <b>h</b>	2.51% <b>h</b>	2.72% <b>h</b>	2.68% <b>h</b>	2.71% <b>h</b>	2.55	2.44	2.70% <b>h</b>	2.52	2.63% <b>h</b>	2.69	
Std Dev.	0.91	0.84	0.83	0.86	0.95	0.90	0.87	0.84	0.99	0.92	0.90	0.94	0.89	0.89	0.82	1.19	0.92	0.93	1.15	0.71	
Std Error	0.01	0.02	0.07	0.03	0.03	0.02	0.04	0.05	0.09	0.02	0.05	0.02	0.02	0.04	0.06	0.13	0.02	0.06	0.04	0.02	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - kl/mn/o/p/q - rs  
\* small base

QG3\_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Formal letters to organisations or individuals

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3861	229	3561	61*	1096	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2167	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Much less (1)	562 14%	21 9%	516 15%	13 21%	161 15%	355 14%	36 15%	537 15%	10 11%	4 10%	-	562 14%	1*
Slightly less (2)	582 15%	20 9%	554 16% <b></b>	8 13%	152 14%	394 16%	36 15%	562 15%	13 14%	7 19%	-	582 15%	*
No change (3)	2243 58%	125 55%	2092 59% <b></b>	26 42%	598 54%	1530 61% <b></b>	116 49%	2177 59% <b></b>	34 37%	21 55%	3 41%	2232 58% <b></b>	9 43%
Slightly more (4)	285 7%	38 17% <b></b>	243 7%	4 7%	104 9%	147 6%	34 1%	245 7%	25 28% <b></b>	5 13%	2 30%	275 7%	8 40%
Much more (5)	112 3%	19 8% <b></b>	86 2%	7 11% <b></b>	65 6% <b></b>	44 2%	3 1%	98 3%	10 11% <b></b>	2 4%	2 29%	110 3%	-
Don't know	76 2%	5 2%	69 2%	3 5%	18 2%	49 2%	10 4%	73 2%	-	-	-	73 2%	3 16%
NET Much/Slightly more	397 10%	57 25% <b></b>	325 9%	11 18%	169 15% <b></b>	190 8%	37 16% <b></b>	343 9%	35 39% <b></b>	6 17%	4 59%	385 10%	8 40%
NET Much/Slightly less	1134 29%	42 18%	1072 30% <b></b>	21 35% <b></b>	314 29%	748 30%	72 31%	1099 30%	24 26%	11 28%	-	1134 30%	1*
Mean	2.69	3.06 <b></b>	2.66	2.73	2.78 <b></b>	2.65	2.70	2.67	3.12 <b></b>	2.83	3.87	2.68	3.44
Std Dev.	0.91	0.99	0.90	1.24	1.01	0.86	0.95	0.90	1.14	0.93	0.90	0.91	0.59
Std Error	0.01	0.07	0.02	0.17	0.03	0.02	0.06	0.01	0.14	0.17	0.45	0.01	0.14

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QG3\_3. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Formal letters to organisations or individuals

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2167	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Much less (1)	562	152	78	160	162	86	-	68	-	78	-	-	111	49	58	41	63
14%		18%cd	19%cd	12%	13%	20%klmno	-	15%	-	19%lmno	-	-	14%	10%	13%	10%	14%
Slightly less (2)	582	144	69	166	205	65	-	79	-	69	-	-	94	71	81	64	60
15%		17%	17%	13%	16%	15%	-	19%cd	-	17%	-	-	12%	15%	13%	15%	14%
No change (3)	2243	459	217	787	780	221	-	239	-	217	-	-	502	284	292	258	269
58%		53%	53%	61%ab	60%ab	51%	-	56%	-	53%	-	-	61%ai	60%a	56%	62%ai	62%ai
Slightly more (4)	285	61	32	114	77	29	-	31	-	32	-	-	66	48	23	21	33
7%		7%	8%	9%cd	6%	7%	-	7%	-	8%	-	-	8%	10%no	5%	5%	7%
Much more (5)	112	26	13	30	43	21	-	5	-	13	-	-	24	6	17	23	4
3%		3%	3%	2%	3%	10%ghjklm	-	1%	-	3%	-	-	3%	1%	6%op	6%ghjklm	1%
Don't know	76	17	3	34	23	10	-	7	-	3	-	-	21	13	6	9	8
2%		2%	1%	3%	2%	2%	-	2%	-	1%	-	-	3%	3%	1%	2%	2%
NET Much/Slightly more	397	87	45	144	121	51	-	36	-	45	-	-	90	54	40	44	37
10%		10%	11%	11%	9%	12%	-	8%	-	11%	-	-	11%	11%	9%	11%	8%
NET Much/Slightly less	1134	295	147	326	366	151	-	144	-	147	-	-	205	121	139	105	123
29%		34%cd	33%cd	25%	28%	13%klmno	-	34%klmno	-	33%klmno	-	-	25%	20%	32%	25%	28%
Mean	2.69	2.60	2.59	2.72ab	2.74a	2.61	-	2.60	-	2.59	-	-	2.75op	2.76op	2.68	2.60op	2.66
Std Dev	0.91	0.96	0.98	0.88	0.89	1.04	-	0.88	-	0.88	-	-	0.90	0.83	0.91	0.89	0.85
Std Error	0.01	0.03	0.05	0.02	0.02	0.05	-	0.04	-	0.05	-	-	0.03	0.04	0.04	0.04	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

QG3\_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Payments for bills/ invoices/ statements

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	788	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Much less (1)	651	-	651	47	415	271	380	43	55	104	107	129	127	86	98	211	343	214	573	172	735
	17%	-	17%	9%	16%	14%	19%	8%	11%	13%	19%	20%	27%	22%	10%	16%	22%	25%	17%	23%	19%
Slightly less (2)	480	-	480	69	307	254	225	64	62	83	70	108	51	43	128	153	201	93	424	56	495
	12%	-	12%	13%	12%	13%	12%	13%	13%	11%	13%	15%	11%	11%	13%	12%	13%	11%	12%	13%	13%
No change (3)	2238	-	2238	237	1559	1086	1143	285	248	430	321	425	285	244	533	751	954	529	2020	210	2257
	58%	-	58%	44%	62%	57%	59%	55%	52%	56%	60%	62%	60%	63%	54%	58%	61%	61%	59%	61%	58%
Slightly more (4)	281	-	281	95	154	165	114	80	69	87	17	14	8	6	150	104	28	14	222	56	224
	7%	-	7%	16%	6%	9%	6%	16%	14%	11%	3%	2%	2%	2%	15%	8%	2%	2%	7%	13%	6%
Much more (5)	125	-	125	82	38	73	53	26	35	49	11	3	-	2	61	60	5	2	102	23	87
	3%	-	3%	18%	2%	4%	3%	6%	7%	6%	2%	1%	-	1%	13%	5%	1%	1%	3%	5%	2%
Don't know	75	-	75	8	58	39	36	16	10	16	9	10	6	25	3%	24	25	15	58	9	72
	2%	-	2%	2%	2%	2%	2%	3%	2%	2%	2%	1%	1%	2%	3%	2%	2%	2%	2%	2%	2%
NET Much/Slightly more	406	-	406	176	192	238	166	106	105	136	28	17	8	8	211	163	32	16	324	79	311
	11%	-	11%	33%	8%	13%	9%	21%	22%	18%	5%	2%	2%	2%	21%	13%	2%	2%	10%	13%	8%
NET Much/Slightly less	1131	-	1131	116	722	526	605	107	116	188	177	237	178	129	224	353	544	307	997	128	1230
	29%	-	29%	22%	29%	28%	31%	21%	24%	24%	33%	34%	37%	33%	23%	28%	35%	35%	29%	32%	32%
Mean	2.67	-	2.67	3.18d	2.63	2.74f	2.60	2.86klm	2.83klm	2.86klm	2.53l	2.49	2.37	2.46	2.86omq	2.73pm	2.44	2.41	2.66	2.77	2.59
Std Dev.	0.96	-	0.96	1.12	0.89	0.95	0.96	0.92	1.02	1.01	0.92	0.84	0.90	0.87	0.97	0.99	0.87	0.89	0.94	1.06	0.94
Std Error	0.02	-	0.02	0.05	0.02	0.02	0.02	0.04	0.05	0.04	0.04	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.06	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG\_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Payments for bills/ invoices/ statements

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3881	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Much less (1)	651	113	196	174	167	310	342	337	312	75	93	176	159	94	428	79	538	69	289	13
	17%	16%	17%	19%	16%	17%	17%	15%	19%	16%	20%	17%	15%	15%	17%	17%	17%	13%	15%	10%
Slightly less (2)	490	101	156	103	118	259	221	306	167	57	48	131	145	81	324	58	408	36	255	12
	12%	14%	14%	11%	11%	14%	11%	13%	11%	12%	10%	13%	14%	13%	13%	12%	13%	7%	13%	9%
No change (3)	2238	354	678	540	667	1031	1206	1280	927	273	285	588	615	325	1488	274	1837	312	1179	89
	58%	50%	59%	57%	64%	55%	61%	56%	62%	60%	60%	58%	59%	54%	59%	59%	58%	59%	59%	67%
Slightly more (4)	281	69	75	86	51	144	137	223	54	36	31	74	70	62	174	37	236	58	124	11
	7%	7%	7%	9%	5%	8%	7%	10%	4%	8%	7%	7%	7%	7%	7%	8%	7%	11%	6%	8%
Much more (5)	125	55	36	20	14	92	34	111	14	11	12	34	27	35	73	13	109	43	37	3
	3%	6%	3%	2%	1%	5%	2%	5%	1%	2%	2%	3%	3%	6%	3%	3%	3%	5%	2%	3%
Don't know	75	17	11	17	30	29	46	43	28	6	7	17	21	9	45	6	55	12	34	5
	2%	2%	1%	2%	3%	2%	2%	2%	2%	1%	1%	2%	2%	2%	2%	1%	2%	2%	2%	4%
NET Much/Slightly more	406	125	112	105	65	236	170	334	68	47	43	108	97	68	248	50	346	101	161	14
	11%	14%	10%	11%	6%	13%	9%	15%	4%	10%	9%	11%	9%	10%	10%	11%	11%	11%	8%	11%
NET Much/Slightly less	1131	214	354	278	285	568	563	646	479	132	141	306	305	175	752	137	944	105	544	24
	29%	30%	31%	30%	27%	30%	28%	28%	32%	29%	30%	30%	29%	29%	30%	29%	30%	20%	28%	18%
Mean	2.67	2.78	2.65	2.65	2.63	2.70	2.64	2.78	2.52	2.67	2.62	2.66	2.67	2.77	2.65	2.67	2.67	2.84	2.66	2.85
Std Dev.	0.96	1.08	0.95	0.96	0.86	1.00	0.91	0.99	0.90	0.93	0.96	0.96	0.91	1.03	0.94	0.95	0.96	1.02	0.88	0.81
Std Error	0.02	0.04	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02	0.04	0.02	0.08

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QG3\_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Payments for bills/ invoices/ statements

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3861	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Much less (1)	651 17%	560 17%	92 17%	22 16%	516 16%	73 23% <sup>ab</sup>	38 20%	25 23% <sup>cd</sup>	24 15%	59 14%	54 17%	51 18%	54 16%	54 15%	82 16%	85 16%	53 15%	7 19%	66 23% <sup>gh</sup>
Slightly less (2)	480 12%	400 12%	80 15%	17 12%	399 12%	49 15%	19 10%	13 12%	26 15% <sup>ij</sup>	72 17% <sup>kl</sup>	32 10%	35 13%	26 9%	55 15% <sup>mn</sup>	53 10%	75 14% <sup>op</sup>	26 8%	8 21% <sup>qr</sup>	41 14% <sup>st</sup>
No change (3)	2238 58%	1917 58%	321 60%	84 61%	1888 58%	184 56%	110 59%	57 54%	91 58%	250 59%	182 59%	156 56%	228 67% <sup>uv</sup>	218 60%	267 53%	291 56%	205 63% <sup>wx</sup>	23 58%	161 56%
Slightly more (4)	281 7%	254 8%	27 5%	10 7%	248 8%	16 5%	11 6%	5 5%	13 8%	26 6%	25 8%	26 9%	15 5%	20 6%	52 10% <sup>yz</sup>	41 8%	31 9%	1 2%	16 5%
Much more (5)	125 3%	117 4%	9 2%	2 2%	113 3%	5 1%	4 2%	4 4% <sup>ab</sup>	3 2%	12 3%	8 2%	8 3%	10 3%	2 1%	48 9% <sup>cd</sup>	21 4% <sup>ef</sup>	3 1%	-	5 2%
Don't know	75 2%	65 2%	10 2%	3 2%	67 2% <sup>gh</sup>	1	5	2	2	8	10	4	5	15	6	9	9	*	1
NET Much/Slightly more	406 11%	370 11% <sup>ab</sup>	36 7%	12 8%	361 11% <sup>cd</sup>	21 6%	15 8%	9 9%	16 10%	38 9%	34 10%	34 12% <sup>ef</sup>	25 7%	22 6%	100 20% <sup>gh</sup>	62 11% <sup>ij</sup>	33 10%	1	20 7%
NET Much/Slightly less	1131 29%	960 29%	172 32%	39 28%	914 28%	122 37% <sup>kl</sup>	57 30%	38 36% <sup>mn</sup>	49 31%	131 31%	85 28%	86 31%	80 24%	108 30%	134 26%	160 31%	79 24%	16 40% <sup>op</sup>	107 37% <sup>qr</sup>
Mean	2.67	2.68	2.59	2.65	2.70 <sup>st</sup>	2.48	2.58	2.53	2.65	2.66 <sup>uv</sup>	2.67 <sup>wx</sup>	2.65	2.70 <sup>yz</sup>	2.60	2.68 <sup>ab</sup>	2.68 <sup>cd</sup>	2.70 <sup>ef</sup>	2.43	2.49
Std Dev.	0.96	0.97	0.89	0.89	0.95	0.94	0.96	1.03	0.90	0.89	0.95	0.98	0.90	0.83	1.11	0.98	0.89	0.82	0.96
Std Error	0.02	0.02	0.02	0.04	0.02	0.03	0.04	0.05	0.06	0.06	0.07	0.07	0.06	0.06	0.07	0.07	0.06	0.07	0.04

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QG3\_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Payments for bills/ invoices/ statements

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
	Total																			
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3861	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2167	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Much less (1)	651	255	143	143	217	245	95	49	44	461	93	272	238	84	30	22	510	52	148	224
	17%	19%	18%	22%	17%	16%	15%	19%	33%defn	16%	23%defn	18%	16%	16%	16%	23%defn	17%	20%	13%	13%
Slightly less (2)	490	185	26	74	144	206	79	37	10	350	47	183	213	46	24	11	395	35	110	193
	12%	14%	15%	11%	11%	14%	13%	14%	8%	12%	12%	12%	14%	9%	13%	15%	13%un	13%	13%	11%
No change (3)	2238	808	112	406	776	875	364	149	57	1651	206	869	881	325	118	28	1750	146	346	1234
	58%	60%	63%	62%	59%un	58%	59%un	58%	46%	59%un	54%	58%no	58%no	61%no	63%no	37%	58%no	56%no	42%	71%un
Slightly more (4)	281	59	7	15	67	134	54	18	4	201	22	85	132	37	14	11	217	24	151	41
	7%	4%	4%	2%	5%	3%un	8%un	7%	3%	7%	6%	6%	8%un	7%	7%	14%un	7%	9%	13%un	2%
Much more (5)	125	16	*	4	78	35	7	4	-	113	4	69	33	23	-	-	103	-	72	12
	3%	1%	*	1%	6%un	2%	1%	2%	-	4%un	1%	9%un	2%	4%un	-	-	3%un	-	9%un	1%
Don't know	75	26	2	11	25	19	16	*	8	44	8	25	23	16	2	3	48	5	7	44
	2%	2%	1%	2%	2%	1%	3%	*	2%	2%	2%	2%	1%	3%	1%	5%	2%	2%	1%	3%un
NET Much/Slightly more	406	76	7	19	144	169	62	22	4	314	26	154	165	60	14	11	319	24	223	53
	11%	6%un	4%	3%	11%un	11%un	10%	9%	3%	11%un	7%	10%	11%	11%	7%	14%	14%	11%	9%	3%
NET Much/Slightly less	1131	440	58	217	380	451	174	86	53	811	139	455	451	129	54	33	905	87	257	416
	29%	33%	33%	33%	28%	30%	28%	33%	44%defn	29%	37%defn	30%	30%	24%	29%	44%un	30%	33%	31%un	24%
Mean	2.67	2.54	2.52	2.47	2.72un	2.67un	2.67un	2.58un	2.19	2.70un	2.46un	2.66	2.67no	2.75no	2.62	2.38	2.67no	2.55	2.67no	2.66
Std Dev.	0.96	0.89	0.83	0.88	1.00	0.93	0.89	0.93	1.00	0.97	0.97	0.99	0.92	0.96	0.84	1.08	0.96	0.92	1.17	0.76
Std Error	0.02	0.02	0.07	0.03	0.03	0.02	0.04	0.06	0.09	0.02	0.05	0.03	0.02	0.04	0.06	0.12	0.02	0.06	0.04	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
\* small base

QG3\_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Payments for bills/ invoices/ statements

Base : All participants

	Total	Housebound			Disability			Internet access					Don't know (l)
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3861	229	3561	61*	1096	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2167	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Much less (1)	651	33	609	10	196	421	36	638	11	3	-	651	*
	17%	14%	17%	16%	18%	17%	16%	17%	12%	7%	-	17%	*
Slightly less (2)	490	16	454	9	121	322	38	457	14	9	-	480	*
	12%	7%	13%	15%	11%	13%	16%	12%	15%	23%	-	13%	1%
No change (3)	2238	120	2088	30	597	1535	106	2172	28	18	4	2219	15
	58%	53%	59%	49%	54% <sup>d</sup>	51% <sup>d</sup>	45%	59% <sup>gh</sup>	30%	48%	71%	58% <sup>gh</sup>	69%
Slightly more (4)	281	38	240	3	104	151	26	242	28	8	2	277	3
	7%	17% <sup>ab</sup>	7%	5%	9% <sup>a</sup>	6%	11% <sup>ae</sup>	7%	33% <sup>gh</sup>	16%	29%	7%	13%
Much more (5)	125	17	102	6	61	54	11	113	11	2	-	125	-
	3%	7% <sup>b</sup>	3%	10% <sup>ab</sup>	6% <sup>a</sup>	2%	5% <sup>a</sup>	3%	14% <sup>gh</sup>	4%	-	3%	-
Don't know	75	4	68	3	21	37	17	70	1	-	-	72	3
	2%	2%	2%	5%	2%	1%	7% <sup>de</sup>	2%	2%	-	-	2%	16%
NET Much/Slightly more	406	55	342	9	165	204	33	355	39	8	2	402	3
	11%	24% <sup>ab</sup>	10%	16% <sup>a</sup>	15% <sup>a</sup>	8%	18% <sup>ae</sup>	10%	42% <sup>gh</sup>	21%	29%	11%	13%
NET Much/Slightly less	1131	49	1063	19	315	743	74	1095	25	12	-	1131	*
	29%	21%	30% <sup>aa</sup>	31%	29%	29%	32%	30%	27%	31%	-	30%	1%
Mean	2.67	2.86 <sup>b</sup>	2.65	2.78	2.74 <sup>a</sup>	2.63	2.72	2.65	3.15 <sup>gh</sup>	2.87	3.29	2.67	3.14
Std Dev.	0.96	1.06	0.94	1.14	1.04	0.91	1.05	0.95	1.18	0.94	0.49	0.96	0.42
Std Error	0.02	0.07	0.02	0.16	0.03	0.02	0.07	0.02	0.15	0.17	0.25	0.02	0.10

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG3\_4. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Payments for bills/ invoices/ statements

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (g)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2157	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Much less (1)	651	182	98	192	180	97	-	85	-	98	-	-	134	57	54	54	72
17%		21%cd	24%cd	15%	14%	22%lmno	-	20%lmno	-	24%lmnop	-	-	16%	12%	12%	13%	16%
Slightly less (2)	480	124	53	125	177	60	-	65	-	53	-	-	74	51	76	51	51
12%		14%bc	13%	10%	14%bc	14%	-	15%cd	-	13%	-	-	9%	11%	17%lmn	12%	12%
No change (3)	2238	436	222	815	764	208	-	228	-	222	-	-	511	304	250	249	265
58%		51%	54%	63%ab	59%a	48%	-	53%	-	54%	-	-	62%kl	64%klm	57%	59%a	61%a
Slightly more (4)	281	68	21	92	100	38	-	30	-	21	-	-	53	38	35	26	40
7%		8%	5%	7%	8%	9%	-	7%	-	5%	-	-	7%	8%	8%	6%	9%
Much more (5)	125	28	14	36	47	16	-	12	-	14	-	-	28	9	19	24	4
3%		3%	3%	3%	4%	4%	-	3%	-	3%	-	-	3%	2%	4%bc	4%bc	1%
Don't know	75	20	4	30	21	14	-	6	-	4	-	-	17	13	2	13	6
2%		2%	1%	2%	2%	3%lm	-	1%	-	1%	-	-	2%	3%	1%	3%lm	1%
NET Much/Slightly more	406	96	35	128	148	54	-	42	-	35	-	-	81	47	54	49	44
11%		11%	8%	10%	11%	12%	-	10%	-	8%	-	-	10%	10%	12%	12%	10%
NET Much/Slightly less	1131	306	151	317	357	156	-	150	-	151	-	-	208	108	130	104	123
29%		35%cd	31%cd	25%	28%	35%lmno	-	33%lmno	-	34%lmnop	-	-	25%	23%	30%	25%	28%
Mean	2.67	2.56	2.51	2.73ab	2.73ab	2.56	-	2.57	-	2.51	-	-	2.71l	2.76kl	2.75kl	2.73kl	2.66
Std Dev	0.96	1.02	1.02	0.91	0.93	1.06	-	0.98	-	1.02	-	-	0.94	0.85	0.93	0.96	0.90
Std Error	0.02	0.04	0.05	0.03	0.03	0.05	-	0.05	-	0.05	-	-	0.03	0.04	0.05	0.05	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QG3\_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Smaller parcels - that will fit through a letterbox

Base : All participants

	Methodology			Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	788	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Much less (1)	381	-	381	28	249	166	215	33	42	60	67	72	53	53	75	128	178	106	332	44	379
	10%	-	10%	5%	10%	9%	11%	6%	9%	8%	13%	10%	11%	14%	8%	10%	11%	12%	10%	10%	10%
Slightly less (2)	455	-	455	53	304	213	240	77	63	90	55	89	54	27	140	148	169	81	388	65	450
	12%	-	12%	10%	12%	11%	12%	13%	13%	12%	10%	10%	11%	7%	14%	11%	11%	9%	11%	15%	12%
No change (3)	2356	-	2356	237	1609	1176	1173	256	224	424	351	452	346	293	490	774	1101	639	2146	205	2398
	61%	-	61%	44%	64%	62%	60%	50%	47%	55%	66%	67%	72%	75%	48%	59%	71%	74%	63%	48%	62%
Slightly more (4)	444	-	444	122	272	214	228	101	98	125	38	51	19	13	199	163	82	32	371	67	452
	12%	-	12%	23%	11%	11%	12%	20%	20%	16%	7%	7%	4%	3%	20%	13%	5%	4%	11%	16%	12%
Much more (5)	164	-	164	94	62	92	73	33	48	59	16	7	2	-	81	75	9	2	127	36	134
	4%	-	4%	1%	2%	4%	4%	4%	1%	1%	3%	1%	1%	-	1%	1%	1%	1%	4%	3%	3%
Don't know	51	-	51	3	34	29	23	14	4	9	7	9	4	4	18	16	17	8	35	10	57
	1%	-	1%	1%	1%	2%	1%	3%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%
NET Much/Slightly more	608	-	608	216	334	306	301	134	146	184	54	58	21	13	279	238	91	33	498	103	586
	16%	-	16%	16%	13%	16%	15%	23%	20%	24%	10%	10%	4%	3%	23%	13%	6%	4%	15%	24%	15%
NET Much/Slightly less	836	-	836	81	553	379	455	110	105	151	123	161	107	80	215	274	347	186	721	109	829
	22%	-	22%	15%	22%	20%	23%	21%	22%	20%	23%	23%	22%	20%	22%	21%	22%	22%	21%	26%	21%
Mean	2.88	-	2.88	3.33	2.84	2.92	2.85	3.05	3.10	3.04	2.77	2.75	2.71	2.69	3.07	2.93	2.72	2.70	2.87	2.97	2.87
Std Dev.	0.89	-	0.89	1.05	0.84	0.88	0.90	0.94	1.04	0.96	0.87	0.78	0.73	0.75	0.99	0.93	0.76	0.74	0.87	1.04	0.87
Std Error	0.01	-	0.01	0.05	0.02	0.02	0.02	0.04	0.05	0.04	0.04	0.03	0.03	0.04	0.03	0.03	0.02	0.02	0.01	0.06	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QG3\_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Smaller parcels - that will fit through a letterbox

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Much less (1)	381	57	111	99	114	167	213	213	165	55	61	93	76	61	230	59	298	58	179	12
	70%	8%	10%	11%	11%	9%	11%	9%	11%	12% <b>h</b>	13% <b>h</b>	9%	7%	10%	9%	13%	9%	11%	9%	9%
Slightly less (2)	455	83	127	133	113	209	246	295	148	50	63	112	139	66	314	50	363	52	209	15
	12%	12%	11%	14%	11%	11%	12%	13% <b>h</b>	10%	11%	13%	11%	13%	11%	12%	11%	12%	10%	11%	17%
No change (3)	2356	378	740	559	679	1118	1237	1296	1035	282	282	640	657	341	1579	283	1948	300	1269	79
	61%	53%	64% <b>h</b>	59%	65% <b>h</b>	60%	62%	56%	69% <b>h</b>	62%	59%	63%	65% <b>h</b>	56%	62% <b>h</b>	61%	61%	57%	66% <b>h</b>	60%
Slightly more (4)	444	113	133	104	94	246	198	327	113	46	55	96	142	83	293	46	380	66	187	15
	12%	12% <b>h</b>	11%	11%	9%	13% <b>h</b>	10%	14% <b>h</b>	8%	10%	12%	9%	12% <b>h</b>	11%	12%	10%	12%	13%	10%	11%
Much more (5)	164	62	35	35	27	102	62	141	23	20	6	63	17	51	87	23	139	45	55	4
	4%	10% <b>h</b>	3%	4%	3%	5% <b>h</b>	3%	6% <b>h</b>	2%	1%	6% <b>h</b>	2%	6% <b>h</b>	3% <b>h</b>	5%	5%	4%	5% <b>h</b>	3%	3%
Don't know	51	12	10	9	21	22	29	29	19	5	7	15	7	5	29	5	34	8	20	6
	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	6% <b>h</b>
NET Much/Slightly more	608	181	167	139	121	348	260	466	136	66	62	159	159	134	380	69	518	111	242	20
	16%	19% <b>h</b>	14% <b>h</b>	15%	12%	16% <b>h</b>	13% <b>h</b>	20% <b>h</b>	9%	15%	13%	16%	16%	15% <b>h</b>	15%	15%	16%	15%	13%	15%
NET Much/Slightly less	836	139	237	233	226	377	459	509	313	104	124	205	215	128	544	109	681	111	388	27
	22%	20%	21%	25%	22%	20%	23%	22%	21%	23%	26% <b>h</b>	20%	21%	21%	21%	23%	21%	21%	20%	21%
Mean	2.88	3.07% <b>h</b>	2.87	2.83	2.81	2.95	2.82	2.95% <b>h</b>	2.79	2.84	2.75	2.92% <b>h</b>	2.89% <b>h</b>	3.00% <b>h</b>	2.88% <b>h</b>	2.84	2.90	2.97% <b>h</b>	2.86	2.88
Std Dev.	0.89	0.99	0.85	0.90	0.85	0.91	0.87	0.95	0.80	0.92	0.88	0.91	0.79	1.00	0.86	0.94	0.89	1.01	0.83	0.87
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.02	0.04	0.02	0.05	0.02	0.04	0.02	0.09

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QG3\_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3861	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	338	188	194	199	193	197	196	207	198	195	46	269
Much less (1)	381	335	46	12	318	36	16	11	14	34	38	27	31	33	66	48	28	2	34
	10%	10%	8%	8%	10%	11%	8%	10%	9%	8%	12%	10%	9%	9%	13%	9%	9%	5%	12%
Slightly less (2)	455	386	67	25	380	46	17	12	18	62	27	24	45	44	55	59	42	8	38
	12%	12%	12%	11%	12%	14%	9%	12%	12%	15%	9%	8%	14%	12%	11%	13%	13%	21%	13%
No change (3)	2356	2005	350	88	1971	205	119	60	92	266	207	181	208	234	246	320	218	26	178
	61%	61%	65%	65%	61%	62%	64%	57%	58%	62%	67%	65%	61%	65%	48%	61%	67%	67%	62%
Slightly more (4)	444	393	51	8	366	34	26	17	24	46	31	28	27	42	76	64	27	2	32
	12%	12%	9%	6%	11%	10%	14%	15%	15%	11%	10%	10%	8%	12%	13%	12%	8%	6%	11%
Much more (5)	164	146	18	2	149	6	6	4	7	13	6	14	20	5	57	22	4	-	6
	4%	4%	3%	2%	5%	2%	3%	3%	5%	3%	2%	5%	6%	1%	11%	4%	1%	-	2%
Don't know	51	45	6	1	46	1	3	1	1	5	2	6	5	4	8	9	7	-	-
	1%	1%	1%	1%	1%	-	2%	1%	1%	1%	1%	2%	1%	1%	2%	2%	2%	1%	-
NET Much/Slightly more	608	530	69	11	515	41	32	21	32	99	36	42	47	48	133	86	31	2	38
	16%	16%	13%	8%	16%	12%	17%	10%	16%	14%	12%	15%	14%	13%	13%	11%	10%	6%	13%
NET Much/Slightly less	836	723	112	37	698	82	33	23	32	96	65	50	79	77	120	107	71	11	71
	22%	22%	21%	27%	22%	25%	17%	22%	21%	22%	21%	18%	23%	21%	24%	21%	22%	27%	25%
Mean	2.88	2.89	2.87	2.74	2.89	2.78	2.94	2.92	2.92	2.87	2.80	2.93	2.87	2.84	3.01	2.91	2.80	2.74	2.79
Std Dev.	0.89	0.90	0.83	0.77	0.90	0.85	0.84	0.91	0.91	0.83	0.85	0.89	0.90	0.80	1.12	0.88	0.76	0.66	0.87
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.06	0.06	0.06	0.06	0.06	0.05	0.08	0.06	0.05	0.06	0.03

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QG3\_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Smaller parcels - that will fit through a letterbox

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)		
	Total																				
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836	
Weighted Base	3861	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747	
Effective Base	2167	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025	
Much less (1)	381	178	23	85	110	142	70	24	33	252	56	154	122	59	20	20	276	40	118	132	
	10%	13%	13%	13%	8%	9%	11%	9%	23% <i>de</i>	15% <i>de</i>	10%	10%	8%	11%	10%	23% <i>klmop</i>	9%	15% <i>lp</i>	14% <i>ss</i>	8%	
Slightly less (2)	455	170	20	66	127	188	75	51	9	315	60	148	205	67	26	8	351	34	142	134	
	12%	13%	11%	10%	10%	12%	12%	20% <i>de</i>	7%	11%	16% <i>di</i>	10%	13%	14%	11%	12%	13%	17% <i>sa</i>	13%	8%	
No change (3)	2366	847	115	443	831	902	402	143	61	1733	205	914	931	340	118	34	1845	152	319	1328	
	61%	63%	65%	68%	64% <i>hh</i>	60%	65% <i>gh</i>	56%	50%	61% <i>hh</i>	54%	61% <i>ho</i>	61% <i>ho</i>	64% <i>ho</i>	63% <i>ho</i>	45%	61% <i>oo</i>	58%	38%	76% <i>vr</i>	6%
Slightly more (4)	444	122	17	46	144	221	43	25	9	364	34	185	195	40	14	8	380	22	162	106	
	12%	9%	9%	7%	11% <i>fd</i>	15% <i>cd</i>	7%	10%	6%	13% <i>o</i>	9%	12% <i>om</i>	13% <i>om</i>	8%	8%	11%	13% <i>um</i>	8%	17% <i>ss</i>	12% <i>ss</i>	6%
Much more (5)	164	18	2	7	82	47	16	14	4	130	18	87	52	16	7	2	140	9	86	18	
	4%	1%	1%	1%	6% <i>et</i>	3%	3%	6%	3%	5%	5%	8% <i>et</i>	3%	3%	4%	3%	5%	3%	10% <i>sa</i>	1%	
Don't know	51	15	1	6	11	16	10	1	6	28	6	15	15	9	2	3	30	5	7	28	
	1%	1%	*	1%	1%	1%	2%	*	*	1%	2%	1%	1%	2%	1%	3% <i>klmp</i>	1%	2%	1%	2%	
NET Much/Slightly more	608	141	19	53	226	269	59	39	13	494	52	273	247	56	21	10	520	31	248	125	
	16%	10%	11%	8%	17% <i>fd</i>	19% <i>cd</i>	10%	15%	11%	18% <i>o</i>	14%	18% <i>om</i>	16% <i>om</i>	10%	11%	13%	17% <i>um</i>	12%	30% <i>ss</i>	7%	
NET Much/Slightly less	836	348	43	150	238	329	145	75	42	567	117	300	327	125	46	28	627	74	260	266	
	22%	26%	24%	23%	18%	22%	24% <i>fd</i>	29% <i>de</i>	34% <i>de</i>	20%	31% <i>de</i>	20%	22%	24%	24%	37% <i>klmp</i>	21%	28% <i>klp</i>	31% <i>sa</i>	15%	
Mean	2.88	2.72	2.75	2.73	2.97% <i>hh</i>	2.90% <i>gh</i>	2.77% <i>hh</i>	2.82% <i>hh</i>	2.50	2.93% <i>hh</i>	2.72	2.94% <i>oo</i>	2.90% <i>oo</i>	2.76% <i>oo</i>	2.80	2.50	2.92% <i>oo</i>	2.72	2.95	2.85	
Std Dev.	0.89	0.86	0.84	0.82	0.90	0.88	0.84	0.93	1.08	0.89	0.99	0.93	0.85	0.85	0.87	1.11	0.89	0.95	1.16	0.68	
Std Error	0.01	0.02	0.07	0.03	0.02	0.02	0.04	0.06	0.10	0.02	0.05	0.02	0.02	0.04	0.07	0.12	0.02	0.06	0.04	0.02	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - kl/m/n/o/p/q - rs  
\* small base

QG3\_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	Housebound			Disability			Internet access					Don't know (l)
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3861	229	3561	61*	1096	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2167	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Much less (1)	381	18	356	7	116	238	27	370	4	5	2	379	*
	10%	8%	10%	12%	11%	9%	11%	10%	4%	12%	30%	10%	*
Slightly less (2)	455	19	426	10	130	301	24	429	23	2	-	454	1
	12%	8%	12%	17%	12%	12%	10%	12%	24% <sup>gh</sup>	6%	-	12%	7%
No change (3)	2356	124	2202	29	629	1604	123	2286	30	26	3	2341	12
	61%	54%	62%	48%	57%	64% <sup>def</sup>	52%	62% <sup>gh</sup>	32%	67%	41%	61% <sup>gh</sup>	58%
Slightly more (4)	444	41	400	3	141	271	32	409	28	3	-	440	4
	12%	13% <sup>b</sup>	11%	6%	13%	11%	14%	11%	33% <sup>gh</sup>	8%	-	12%	16%
Much more (5)	164	26	130	8	72	76	16	151	9	3	2	163	-
	4%	11% <sup>b</sup>	4%	13% <sup>b</sup>	7% <sup>ce</sup>	3%	7% <sup>ce</sup>	4%	10%	7%	29%	4%	-
Don't know	51	1	47	3	11	27	13	48	-	-	-	48	3
	1%	*	1%	5%	1%	1%	3% <sup>def</sup>	1%	-	*	-	1%	16%
NET Much/Slightly more	608	67	530	11	213	347	48	560	37	6	2	602	4
	16%	29% <sup>b</sup>	15%	19% <sup>ce</sup>	14%	21% <sup>ce</sup>	15%	15%	39% <sup>gh</sup>	15%	29%	16%	19%
NET Much/Slightly less	836	37	781	18	245	539	51	799	27	7	2	832	2
	22%	16%	22%	29%	22%	21%	22%	22%	29%	18%	30%	22%	7%
Mean	2.88	3.17 <sup>b</sup>	2.86	2.90	2.93	2.86	2.94	2.87	3.16 <sup>g</sup>	2.92	2.99	2.88	3.13
Std Dev.	0.89	1.00	0.88	1.14	0.97	0.85	1.01	0.89	1.05	0.97	1.67	0.89	0.57
Std Error	0.01	0.07	0.01	0.16	0.03	0.02	0.07	0.01	0.13	0.18	0.83	0.01	0.13

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG3\_5. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Smaller parcels - that will fit through a letterbox

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (g)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2157	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Much less (1)	361	83	48	108	142	52	-	30	-	48	-	-	68	40	57	32	53
	10%	10%	12%	8%	11%	12%	-	7%	-	12%	-	-	8%	8%	13% <sup>abc</sup>	8%	12%
Slightly less (2)	455	123	56	117	159	71	-	52	-	56	-	-	70	47	71	44	44
	12%	14% <sup>bc</sup>	14% <sup>bc</sup>	9%	12% <sup>bc</sup>	17% <sup>abcd</sup>	-	12%	-	14% <sup>cd</sup>	-	-	9%	10%	13% <sup>cdm</sup>	11%	10%
No change (3)	2388	485	224	872	775	220	-	265	-	224	-	-	553	309	240	269	267
	61%	56%	54%	67% <sup>abcd</sup>	60%	51%	-	63% <sup>abc</sup>	-	54%	-	-	69% <sup>almop</sup>	63% <sup>alm</sup>	55%	65% <sup>alm</sup>	61% <sup>lm</sup>
Slightly more (4)	444	115	60	135	133	53	-	62	-	60	-	-	78	57	44	36	53
	12%	13%	15%	10%	10%	12%	-	15% <sup>kl</sup>	-	15% <sup>klm</sup>	-	-	9%	12%	10%	9%	12%
Much more (5)	164	40	20	37	67	29	-	11	-	20	-	-	29	8	25	29	14
	4%	5%	5%	3%	5% <sup>bc</sup>	7% <sup>cdm</sup>	-	3%	-	5% <sup>cdm</sup>	-	-	3%	2%	5% <sup>cdm</sup>	5% <sup>cdm</sup>	3%
Don't know	51	13	4	22	13	6	-	7	-	4	-	-	10	11	-	8	7
	1%	2%	1%	2%	1%	2%	-	2%	-	1%	-	-	1%	2% <sup>kl</sup>	-	1%	2%
NET Much/Slightly more	608	155	80	172	201	82	-	73	-	80	-	-	106	66	68	65	67
	16%	18% <sup>bc</sup>	19% <sup>bc</sup>	13%	16%	19% <sup>kl</sup>	-	17%	-	19% <sup>kl</sup>	-	-	13%	14%	16%	16%	15%
NET Much/Slightly less	836	206	104	225	301	124	-	82	-	104	-	-	138	87	128	76	97
	22%	24% <sup>bc</sup>	23% <sup>bc</sup>	17%	23% <sup>bc</sup>	29% <sup>ghlmno</sup>	-	19%	-	23% <sup>kl</sup>	-	-	17%	18%	23% <sup>ghlmno</sup>	18%	22%
Mean	2.88	2.89	2.87	2.90	2.86	2.85	-	2.93	-	2.87	-	-	2.91	2.89	2.79	2.87	2.84
Std Dev.	0.89	0.92	0.97	0.80	0.93	1.02	-	0.81	-	0.97	-	-	0.81	0.79	0.98	0.89	0.91
Std Error	0.01	0.03	0.05	0.02	0.03	0.05	-	0.04	-	0.05	-	-	0.03	0.04	0.05	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QG3\_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Larger parcels - that will not fit through a letterbox

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	788	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Much less (1)	438	-	438	27	288	179	256	37	32	70	69	81	82	66	69	139	230	149	390	42	453
	11%	-	11%	5%	11%	10%	13%	7%	7%	9%	13%	12%	17%	17%	7%	11%	15%	17%	11%	10%	12%
Slightly less (2)	414	-	414	55	278	209	205	43	76	81	54	85	51	25	118	135	161	76	355	59	405
	11%	-	11%	10%	11%	11%	11%	8%	16%	11%	10%	12%	11%	6%	12%	10%	10%	9%	10%	14%	10%
No change (3)	2363	-	2363	258	1585	1179	1177	274	232	457	355	457	305	274	506	812	1046	578	2137	219	2377
	61%	-	61%	48%	63%	62%	60%	53%	48%	59%	60%	69%	64%	70%	51%	62%	67%	67%	63%	51%	61%
Slightly more (4)	436	-	436	131	272	217	217	100	103	112	34	43	22	22	203	146	87	44	365	64	433
	11%	-	11%	24%	11%	12%	11%	19%	22%	16%	6%	6%	5%	6%	20%	11%	6%	5%	11%	15%	17%
Much more (5)	130	-	130	63	55	72	58	43	31	40	10	3	2	-	75	49	6	2	100	30	131
	3%	-	3%	15%	2%	4%	3%	6%	7%	6%	2%	-	-	-	18%	13%	-	-	3%	3%	3%
Don't know	70	-	70	3	51	32	37	17	5	8	13	9	15	3	22	20	27	18	52	13	71
	2%	-	2%	1%	2%	2%	2%	3%	1%	1%	2%	1%	3%	1%	2%	2%	2%	2%	2%	3%	2%
NET Much/Slightly more	565	-	565	194	327	289	275	143	134	152	43	46	25	22	277	195	93	46	465	94	564
	15%	-	15%	30%	13%	15%	14%	28%	28%	20%	8%	7%	5%	6%	28%	16%	6%	5%	14%	22%	15%
NET Much/Slightly less	852	-	852	82	567	388	461	80	108	151	124	165	133	91	187	274	391	225	745	101	858
	22%	-	22%	15%	23%	21%	24%	16%	22%	20%	23%	24%	20%	23%	19%	21%	23%	23%	22%	24%	22%
Mean	2.84	-	2.84	3.28d	2.81	2.89f	2.80	3.14ijkm	3.05iklm	2.96iklm	2.73	2.71	2.59	2.65	3.18oqs	2.87pq	2.66	2.62	2.83	2.95	2.84
Std Dev.	0.89	-	0.89	0.97	0.86	0.87	0.91	0.96	0.95	0.91	0.84	0.78	0.85	0.83	0.96	0.89	0.81	0.84	0.88	1.00	0.90
Std Error	0.01	-	0.01	0.04	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.04	0.03	0.03	0.02	0.03	0.01	0.06	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG\_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Larger parcels - that will not fit through a letterbox

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Much less (1)	438	62	133	122	121	195	243	224	212	62	69	113	103	50	285	66	343	68	212	16
	11%	9%	12%	13%	12%	10%	12%	10%	13%	14%	15%	11%	10%	8%	11%	14%	11%	13%	11%	12%
Slightly less (2)	414	68	123	112	112	199	224	264	140	41	61	108	113	69	282	41	366	45	201	10
	11%	10%	11%	12%	11%	10%	11%	11%	9%	9%	13%	11%	11%	11%	11%	9%	11%	8%	10%	7%
No change (3)	2363	400	709	582	673	1108	1255	1368	972	280	278	613	682	359	1573	282	1956	290	1226	80
	61%	56%	61%	62%	64%	59%	63%	59%	65%	61%	58%	60%	66%	59%	62%	60%	61%	55%	64%	60%
Slightly more (4)	436	104	144	91	96	248	188	300	129	49	48	124	107	89	279	49	372	81	209	10
	11%	13%	12%	10%	9%	13%	9%	12%	9%	11%	10%	12%	10%	15%	10%	10%	12%	13%	11%	7%
Much more (5)	130	53	22	25	24	80	49	112	17	19	9	43	20	32	72	21	106	35	39	8
	3%	5%	2%	3%	2%	4%	2%	5%	1%	4%	2%	4%	2%	5%	3%	4%	3%	7%	2%	6%
Don't know	70	19	24	7	20	43	27	34	32	8	10	18	13	8	41	8	49	11	32	9
	2%	3%	2%	1%	2%	2%	1%	1%	2%	2%	2%	2%	1%	1%	2%	2%	2%	2%	2%	7%
NET Much/Slightly more	565	162	166	117	121	328	237	412	147	68	57	167	127	121	351	69	477	117	247	17
	15%	17%	14%	12%	12%	18%	12%	15%	10%	15%	12%	16%	12%	14%	14%	15%	15%	13%	13%	13%
NET Much/Slightly less	852	130	256	234	233	386	467	488	352	103	130	221	216	120	567	108	700	113	413	26
	22%	18%	22%	25%	22%	21%	23%	21%	23%	22%	27%	22%	21%	20%	22%	23%	22%	21%	22%	19%
Mean	2.84	3.04	2.82	2.77	2.80	2.91	2.78	2.92	2.73	2.82	2.71	2.89	2.83	2.97	2.83	2.82	2.85	2.85	2.82	2.87
Std Dev	0.89	0.97	0.87	0.89	0.85	0.91	0.87	0.91	0.86	0.94	0.91	0.92	0.82	0.90	0.88	0.96	0.89	1.02	0.85	0.96
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.02	0.04	0.02	0.10

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QG3\_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3861	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	338	188	194	199	193	197	196	207	198	195	46	269
Much less (1)	438	375	63	20	365	42	19	12	18	53	47	32	39	42	64	37	34	5	37
	11%	11%	12%	15%	11%	13%	10%	7%	12%	12%	19% <b>a</b>	11%	12%	13%	7%	10%	13%	13%	13% <b>a</b>
Slightly less (2)	414	364	61	20	353	32	14	15	19	50	28	23	34	50	42	70	37	4	28
	11%	11%	11%	15%	11%	10%	8%	14% <b>a</b>	12%	12%	9%	8%	10%	14%	8%	13%	11%	11%	10%
No change (3)	2363	2022	341	83	1982	204	117	60	90	256	192	185	214	219	278	330	218	27	177
	61%	61%	63%	61%	61%	62%	63%	56%	57%	60%	62%	66% <b>a</b>	63%	60%	55%	63%	67% <b>a</b>	69%	61%
Slightly more (4)	436	382	53	11	362	39	24	12	21	44	30	25	36	39	74	61	31	3	36
	11%	12%	10%	8%	11%	12%	13%	11%	13%	10%	10%	9%	11%	15%	12%	10%	7%	13%	13%
Much more (5)	130	119	11	1	108	8	8	5	7	18	8	9	11	6	30	8	3	*	8
	3%	4%	2%	1%	3%	2%	4%	5%	4% <b>a</b>	4% <b>a</b>	3%	3%	3%	2%	8% <b>a</b>	2%	1%	*	3%
Don't know	70	61	9	1	60	3	4	3	2	5	5	6	5	8	10	15	4	*	3
	2%	2%	2%	1%	2%	1%	2%	3% <b>a</b>	1%	1%	2%	2%	2%	2%	2%	3%	1%	*	1%
NET Much/Slightly more	565	501	64	12	470	47	32	17	27	82	38	34	47	45	113	70	34	3	44
	15%	15% <b>a</b>	12%	9%	15%	14%	17%	16%	13% <b>a</b>	15%	12%	12%	14%	12%	12% <b>a</b>	10%	10%	7%	15%
NET Much/Slightly less	852	729	124	40	719	74	33	26	37	103	75	55	73	92	106	107	71	10	65
	22%	22%	23%	23% <b>a</b>	22%	23%	18%	25% <b>a</b>	24%	24%	24%	20%	22%	25%	21%	20%	22%	24%	22%
Mean	2.84	2.85 <sup>c</sup>	2.79	2.65	2.84	2.81	2.94	2.84	2.86	2.82	2.75	2.84	2.84	2.77	2.86 <sup>m</sup>	2.87	2.79	2.69	2.83
Std Dev.	0.89	0.90	0.85	0.86	0.89	0.90	0.90	0.95	0.94	0.93	0.93	0.86	0.88	0.86	1.03	0.77	0.79	0.80	0.91
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.04	0.04	0.07	0.06	0.06	0.06	0.06	0.06	0.07	0.05	0.05	0.07	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base



QG3\_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Larger parcels - that will not fit through a letterbox

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3861	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2167	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Much less (1)	439	188	30	100	144	162	89	28	32	306	61	175	151	61	23	24	325	47	160	196
	11%	14%	17%	15%	11%	11%	11%	11%	23% <i>de</i> de	11%	15% <i>de</i> de	12%	10%	11%	13%	31% <i>kl</i> mmpe	11%	14% <i>kl</i> kl	10%	8%
Slightly less (2)	414	154	18	60	100	170	85	44	9	270	53	129	185	67	22	6	314	28	113	143
	11%	11%	10%	9%	8%	11% <i>ud</i>	14% <i>ud</i>	17% <i>de</i> de	8%	10%	14% <i>ud</i>	9%	12% <i>kl</i>	13%	12%	8%	10%	11%	14% <i>sa</i>	8%
No change (3)	2363	856	115	434	825	927	389	146	64	1751	210	915	939	336	125	32	1854	157	307	1289
	61%	63%	65%	67%	63% <i>q</i>	61%	63%	57%	52%	62%	55%	61% <i>no</i>	62% <i>no</i>	63% <i>no</i>	67% <i>no</i>	43%	61% <i>no</i>	60% <i>no</i>	37%	74% <i>nr</i>
Slightly more (4)	436	109	12	46	143	196	46	36	9	339	45	190	181	49	4	9	372	13	177	122
	11%	8%	7%	7%	11%	15% <i>ud</i>	8%	14% <i>ud</i>	7%	13% <i>ud</i>	12%	13% <i>no</i> q	14% <i>no</i> q	13% <i>no</i>	2%	13% <i>no</i>	12% <i>no</i>	9%	11% <i>sa</i>	7%
Much more (5)	130	23	2	4	73	36	15	3	2	109	5	74	37	9	7	2	112	9	59	22
	3%	2%	1%	1%	6% <i>ud</i> kl	2%	2%	1%	2%	4%	1%	8% <i>no</i> kl	2%	2%	4%	2%	4%	3%	7% <i>sa</i>	1%
Don't know	70	21	1	8	21	24	12	1	5	45	6	19	26	8	6	3	45	9	17	35
	2%	2%	1%	1%	2%	2%	2%	*	1%	2%	2%	1%	2%	1%	3%	4%	1%	4% <i>sa</i>	2%	2%
NET Much/Slightly more	565	132	14	50	216	232	62	39	11	448	50	265	219	58	11	11	483	22	237	144
	15%	10%	8%	8%	17% <i>ud</i>	15% <i>ud</i>	10%	15%	9%	16% <i>ud</i>	13%	13% <i>no</i> noq	14% <i>no</i> nd	11%	6%	14%	16% <i>no</i> noq	8%	28% <i>sa</i>	8%
NET Much/Slightly less	852	341	48	161	244	332	154	72	42	576	114	304	335	128	45	30	639	75	273	278
	22%	25%	27%	25%	19%	22%	25% <i>ud</i>	28% <i>ud</i>	34% <i>ud</i> de	20%	30% <i>ud</i> de	20%	22%	24%	24%	39% <i>kl</i> mmq	21%	29% <i>kl</i> ep	33% <i>sa</i>	16%
Mean	2.84	2.72	2.65	2.68	2.92% <i>h</i>	2.85% <i>h</i>	2.76% <i>h</i>	2.77% <i>h</i>	2.48	2.68% <i>h</i>	2.68	2.91% <i>no</i> q	2.85% <i>no</i> q	2.77% <i>o</i>	2.72	2.43	2.86% <i>no</i> q	2.64	2.83	2.86
Std Dev.	0.89	0.87	0.87	0.84	0.93	0.87	0.85	0.86	1.04	0.90	0.93	0.94	0.85	0.84	0.86	1.14	0.90	0.96	1.19	0.71
Std Error	0.01	0.02	0.07	0.03	0.03	0.02	0.04	0.05	0.09	0.02	0.05	0.02	0.02	0.04	0.07	0.13	0.02	0.06	0.04	0.02

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - kl/m/n/o/p/q - rs  
\* small base

QG3\_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3851	229	3561	61*	1096	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2167	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Much less (1)	439	21	410	7	129	284	25	423	12	1	2	436	*
	11%	9%	12%	12%	12%	11%	11%	11%	13%	4%	30%	11%	*
Slightly less (2)	414	16	387	11	109	283	22	392	12	10	-	414	*
	11%	7%	11%	18%a	10%	11%	10%	11%	13%	25%	-	11%	1%
No change (3)	2363	133	2200	30	642	1602	119	2293	34	21	3	2348	12
	61%	58%	62%	49%	58%	64%df	51%	62%h	36%	56%	41%	61%h	58%
Slightly more (4)	436	42	386	5	139	257	39	404	21	3	2	429	5
	11%	18%b	11%	9%	13%	10%	17%e	11%	23%g	9%	29%	11%	25%
Much more (5)	130	16	109	4	59	53	18	115	12	2	-	130	-
	3%	7%b	3%	7%	5%a	2%	7%e	3%	13%g	5%	-	3%	-
Don't know	70	1	66	3	19	39	11	65	1	-	-	67	3
	2%	1%	2%	5%	2%	2%	5%de	2%	1%	1%	-	2%	16%
NET Much/Slightly more	565	57	486	10	105	311	57	520	33	5	2	568	5
	15%	25%b	14%	16%	15%a	12%	24%e	14%	36%g	14%	29%	15%	25%
NET Much/Slightly less	852	37	797	19	239	566	47	815	25	11	2	850	*
	22%	16%	22%	31%	22%	22%	20%	22%	27%	29%	30%	22%	1%
Mean	2.84	3.07b	2.83	2.79	2.90a	2.80	3.01e	2.83	3.09	2.87	2.70	2.84	3.28
Std Dev.	0.89	0.95	0.89	1.03	0.96	0.85	1.02	0.89	1.20	0.84	1.28	0.90	0.51
Std Error	0.01	0.06	0.01	0.14	0.03	0.02	0.07	0.01	0.15	0.15	0.64	0.01	0.12

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG3\_6. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Larger parcels - that will not fit through a letterbox

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2167	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Much less (1)	438	100	42	134	161	65	-	35	-	42	-	-	86	49	61	48	52
	11%	12%	10%	10%	13%	15% <sup>ab</sup>	-	8%	-	10%	-	-	10%	10%	14% <sup>ab</sup>	12%	12%
Slightly less (2)	414	110	49	106	150	54	-	56	-	49	-	-	61	45	58	36	55
	11%	13% <sup>bc</sup>	12%	8%	12% <sup>bc</sup>	13% <sup>cd</sup>	-	13% <sup>cd</sup>	-	12%	-	-	7%	10%	13% <sup>cd</sup>	9%	13% <sup>cd</sup>
No change (3)	2363	509	299	837	756	243	-	266	-	259	-	-	530	301	247	250	262
	61%	59%	63%	63% <sup>cd</sup>	59%	56%	-	62%	-	63%	-	-	63% <sup>cd</sup>	64%	56%	60%	60%
Slightly more (4)	436	94	42	149	150	41	-	53	-	42	-	-	98	51	53	51	47
	11%	11%	10%	12%	12%	10%	-	12%	-	10%	-	-	12%	11%	12%	12%	11%
Much more (5)	130	32	16	37	45	22	-	10	-	16	-	-	22	15	14	24	7
	3%	4%	4%	3%	3%	3% <sup>ab</sup>	-	2%	-	4%	-	-	3%	3%	3%	3% <sup>ab</sup>	2%
Don't know	70	13	5	27	25	6	-	7	-	5	-	-	15	11	4	7	14
	2%	2%	1%	2%	2%	1%	-	2%	-	1%	-	-	2%	2%	1%	2%	3%
NET Much/Slightly more	565	126	58	186	195	63	-	63	-	58	-	-	120	66	66	75	54
	15%	15%	14%	14%	15%	15%	-	15%	-	14%	-	-	15%	14%	15%	18%	12%
NET Much/Slightly less	852	210	91	240	311	120	-	91	-	91	-	-	146	94	119	84	108
	22%	24% <sup>bc</sup>	22%	19%	24% <sup>bc</sup>	28% <sup>cd</sup>	-	21%	-	22%	-	-	19%	20%	28% <sup>cd</sup>	20%	25% <sup>cd</sup>
Mean	2.84	2.82	2.85	2.88	2.82	2.77	-	2.87	-	2.85	-	-	2.89	2.87	2.77	2.92	2.76
Std Dev	0.89	0.91	0.88	0.86	0.93	1.00	-	0.82	-	0.88	-	-	0.85	0.86	0.95	0.96	0.87
Std Error	0.01	0.03	0.04	0.02	0.03	0.05	-	0.04	-	0.04	-	-	0.03	0.04	0.05	0.05	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QG3\_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Items requiring a signature

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Much less (1)	446	-	446	40	296	194	248	37	43	82	70	76	81	57	80	152	214	138	392	48	463
Slightly less (2)	421	-	421	65	278	214	207	77	66	88	50	75	31	35	143	137	141	67	348	73	398
No change (3)	2387	-	2387	244	1627	1159	1220	270	248	454	349	469	331	265	518	803	1065	596	2162	216	2474
Slightly more (4)	376	-	376	113	216	214	162	105	76	91	30	54	12	8	181	121	73	19	317	54	343
Much more (5)	118	-	118	71	36	68	50	15	37	39	17	3	2	4	52	56	10	7	98	20	99
Don't know	103	-	103	5	78	38	65	10	8	14	18	12	21	20	18	32	53	41	82	15	93
NET Much/Slightly more	494	-	494	183	253	282	211	120	114	130	47	57	14	12	234	177	83	26	415	74	442
NET Much/Slightly less	867	-	867	105	574	409	455	114	109	170	120	150	112	93	222	290	355	205	740	122	861
Mean	2.81	-	2.81	3.2nd	2.76	2.86f	2.77	2.97kilm	3.00klm	2.89klm	2.76	2.78i	2.61	2.64	2.98own	2.83pd	2.68	2.63	2.81	2.81	2.79
Std Dev.	0.88	-	0.88	1.06	0.83	0.88	0.88	0.88	0.99	0.93	0.88	0.77	0.82	0.81	0.94	0.91	0.80	0.82	0.87	0.97	0.87
Std Error	0.01	-	0.01	0.05	0.02	0.02	0.02	0.04	0.05	0.04	0.04	0.03	0.04	0.04	0.03	0.03	0.02	0.03	0.01	0.06	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG\_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Items requiring a signature

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Much less (1)	446	73	132	118	123	205	242	240	204	62	55	124	105	55	285	66	349	73	222	12
	12%	10%	11%	13%	12%	11%	12%	10%	14%	13%	12%	12%	10%	9%	11%	14%	11%	14%	12%	9%
Slightly less (2)	421	76	126	113	104	203	218	255	160	54	57	99	119	75	275	54	353	45	219	10
	11%	11%	11%	12%	10%	11%	11%	11%	11%	12%	12%	10%	12%	12%	11%	12%	11%	8%	11%	7%
No change (3)	2387	389	747	558	693	1136	1251	1368	996	268	293	627	685	356	1605	270	1991	293	1253	78
	62%	55%	65%	59%	68%	61%	63%	59%	66%	59%	62%	62%	66%	59%	63%	58%	63%	55%	65%	60%
Slightly more (4)	376	115	97	99	65	212	164	295	75	48	51	108	77	80	236	48	317	54	152	13
	10%	12%	9%	11%	6%	11%	8%	13%	5%	11%	11%	11%	7%	13%	10%	10%	10%	10%	8%	10%
Much more (5)	118	42	23	29	25	66	52	99	19	15	8	34	25	22	66	17	98	50	24	3
	3%	5%	2%	3%	2%	4%	3%	4%	1%	3%	2%	3%	2%	3%	3%	4%	3%	5%	1%	2%
Don't know	103	13	29	23	37	43	60	46	48	11	12	27	27	9	65	11	75	15	49	15
	3%	2%	3%	2%	4%	2%	3%	2%	3%	2%	2%	3%	3%	2%	3%	2%	2%	3%	3%	12%
NET Much/Slightly more	494	157	120	127	89	278	216	395	94	64	59	142	101	112	302	65	415	104	176	16
	13%	16%	10%	13%	9%	15%	11%	17%	6%	14%	12%	14%	10%	13%	12%	14%	13%	10%	9%	12%
NET Much/Slightly less	867	151	257	232	228	408	459	494	364	116	112	223	224	130	560	120	702	118	441	22
	23%	21%	22%	25%	22%	22%	23%	21%	24%	25%	24%	22%	22%	21%	22%	26%	22%	22%	23%	17%
Mean	2.81	2.97	2.78	2.79	2.77	2.85	2.78	2.89	2.69	2.78	2.78	2.83	2.80	2.93	2.81	2.77	2.83	2.83	2.75	2.87
Std Dev.	0.88	0.97	0.84	0.91	0.84	0.89	0.87	0.91	0.82	0.93	0.86	0.90	0.82	0.92	0.86	0.95	0.87	1.07	0.81	0.85
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02	0.05	0.02	0.08

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QG3\_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Items requiring a signature

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3861	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Much less (1)	446 12%	381 12%	65 12%	17 13%	366 17%	43 13%	23 12%	14 14%	17 11%	49 12%	38 12%	42 15%	37 11%	38 11%	63 12%	48 9%	34 10%	5 12%	38 13%
Slightly less (2)	421 11%	372 11%	49 9%	17 12%	357 11%	33 10%	17 9%	14 14%	16 10%	55 13%	32 10%	29 10%	42 12%	43 12%	42 8%	67 13%	30 9%	4 11%	26 10%
No change (3)	2387 62%	2030 61%	357 66%	89 65%	2001 62%	204 62%	120 64%	61 58%	94 60%	256 60%	191 62%	178 63%	208 61%	234 65%	281 55%	326 62%	233 71% njpw	29 73% n	176 61%
Slightly more (4)	376 10%	344 10%	32 6%	8 6%	319 10%	31 9%	16 9%	10 9%	18 12% ic	44 10%	32 10%	17 10%	41 12% an	31 9%	69 14% ape	46 9%	21 6%	1 1%	30 11% ic
Much more (5)	118 3%	101 3%	17 3%	1 1%	103 3%	6 2%	5 3%	3 3%	6 4% om	12 3%	8 3%	7 3%	5 2%	2 2%	30 6% ijmopr	18 4% m	6 2%	6 1%	6 2%
Don't know	103 3%	85 3%	18 3%	5 4%	83 3%	12 4%	5 3%	3 3%	5 3%	10 2%	8 3%	7 3%	6 2%	14 4% up	14 3%	17 3%	3 1%	1 2%	11 4% p
NET Much/Slightly more	494 13%	445 13% ic	49 9%	9 7%	422 13%	37 11%	22 12%	13 12%	25 14% kmpa	86 13% ic	40 13% p	24 9%	46 12% ic	33 9%	108 21% ijklmoppr	64 13% ic	27 8%	1 2%	36 13% ic
NET Much/Slightly less	867 23%	753 23%	114 21%	34 25%	723 22%	75 23%	40 22%	29 27%	33 21%	104 25%	71 23%	71 25%	79 23%	82 23%	105 21%	115 22%	64 20%	9 23%	66 23%
Mean	2.81	2.82	2.78	2.69	2.82	2.76	2.80	2.74	2.87	2.79	2.80	2.70	2.81	2.75	2.84 2.96nmr	2.84	2.80	2.67	2.78
Std Dev.	0.88	0.89	0.86	0.80	0.88	0.87	0.88	0.93	0.91	0.89	0.89	0.90	0.85	0.78	1.02	0.85	0.78	0.74	0.89
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.04	0.04	0.06	0.06	0.06	0.06	0.06	0.05	0.07	0.06	0.05	0.06	0.04

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QG3\_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Items requiring a signature

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)		
	Total																				
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836	
Weighted Base	3861	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747	
Effective Base	2167	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025	
Much less (1)	446	200	31	105	138	186	62	36	21	324	56	177	158	63	25	17	336	42	137	170	
	12%	15%	17%	16%	11%	12%	10%	14%	17%	15%	12%	12%	10%	12%	13%	23% <i>klmn</i>	11%	15%	10%	10%	
Slightly less (2)	421	144	29	65	109	185	71	38	15	294	53	140	187	61	23	9	326	31	122	151	
	11%	11%	16%	10%	8%	12% <i>ud</i>	12%	15% <i>ud</i>	12%	10%	14% <i>ud</i>	9%	12% <i>kl</i>	12%	12%	11%	12%	11%	12%	15% <i>sa</i>	9%
No change (3)	2387	844	105	425	843	908	396	159	63	1751	222	953	923	331	128	34	1876	161	334	1290	
	62%	63%	59%	65%	65% <i>gh</i>	60%	64% <i>gh</i>	62%	51%	62%	58%	63% <i>no</i>	61% <i>no</i>	62% <i>no</i>	68% <i>no</i>	45%	62% <i>no</i>	61% <i>no</i>	40%	74% <i>vr</i>	
Slightly more (4)	376	93	9	27	126	157	57	17	16	282	33	135	167	51	10	12	302	22	157	61	
	10%	7%	4%	4%	10%	10%	8%	7%	13%	10%	9%	8%	11%	10%	6%	13% <i>lmn</i>	10%	8%	12% <i>sa</i>	3%	
Much more (5)	118	18	*	7	62	37	11	6	-	100	6	72	33	10	1	*	105	1	63	14	
	3%	1%	*	1%	6% <i>efl</i>	2%	2%	2%	-	4%	2%	9% <i>lmn</i>	2%	2%	*	*	3% <i>ud</i>	*	8% <i>sa</i>	1%	
Don't know	103	51	4	23	27	42	18	2	7	70	9	28	51	13	2	3	77	5	19	61	
	3%	4%	2%	4%	2%	3%	3%	1%	1%	2%	2%	2%	3% <i>kl</i>	2%	1%	4%	3%	2%	2%	3%	
NET Much/Slightly more	494	111	10	34	188	194	69	23	16	382	39	207	200	61	10	13	407	23	220	75	
	13%	8%	5%	5%	14%	13%	11%	9%	13%	14%	10%	14% <i>un</i>	13% <i>un</i>	12%	6%	17% <i>un</i>	13% <i>un</i>	26% <i>sa</i>	26% <i>sa</i>	4%	
NET Much/Slightly less	867	344	60	171	247	371	133	74	36	618	110	317	345	124	47	26	662	73	260	321	
	23%	25%	33%	26%	19%	24% <i>ud</i>	22%	29% <i>ud</i>	30% <i>ud</i>	22%	29% <i>ud</i>	21%	23%	23%	25%	34% <i>klp</i>	22%	28%	31% <i>sa</i>	18%	
Mean	2.81	2.68	2.54	2.63	2.89 <sup>gh</sup>	2.78	2.81	2.69	2.64	2.63	2.67	2.65 <sup>noq</sup>	2.62 <sup>no</sup>	2.78	2.67	2.58	2.84 <sup>noq</sup>	2.65	2.66 <sup>sa</sup>	2.76	
Std Dev.	0.88	0.87	0.85	0.85	0.90	0.89	0.82	0.88	0.95	0.89	0.90	0.92	0.85	0.86	0.79	1.05	0.89	0.87	1.14	0.71	
Std Error	0.01	0.02	0.07	0.03	0.02	0.02	0.03	0.06	0.09	0.02	0.05	0.02	0.02	0.04	0.06	0.12	0.02	0.05	0.04	0.02	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - kl/mn/o/p/q - rs  
\* small base

QG3\_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Items requiring a signature

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3861	229	3561	61*	1096	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2167	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Much less (1)	448	18	420	8	127	287	32	428	14	4	-	446	*
	12%	8%	12%	13%	12%	11%	14%	12%	16%	10%	-	12%	*
Slightly less (2)	421	25	385	11	120	277	24	400	10	5	2	415	4
	11%	11%	11%	18%	11%	11%	10%	11%	11%	13%	30%	11%	21%
No change (3)	2387	127	2234	26	629	1640	118	2320	33	24	3	2376	8
	62%	55%	63% <sup>ac</sup>	43%	57%	65% <sup>ad</sup>	50%	63% <sup>ah</sup>	35%	62%	41%	62% <sup>ak</sup>	38%
Slightly more (4)	376	34	332	9	126	209	38	340	25	4	2	369	5
	10%	15% <sup>ab</sup>	9%	16%	15% <sup>ae</sup>	8%	13% <sup>af</sup>	8%	17% <sup>ah</sup>	10%	29%	10%	23%
Much more (5)	118	19	96	3	65	45	8	105	11	2	-	118	-
	3%	8% <sup>b</sup>	3%	5%	6% <sup>ae</sup>	2%	3%	3%	14% <sup>ah</sup>	4%	-	3%	-
Don't know	103	6	95	3	29	69	15	99	-	-	-	100	3
	3%	3%	3%	5%	3%	2%	5% <sup>af</sup>	3%	-	1%	-	3%	16%
NET Much/Slightly more	494	53	428	13	193	254	46	445	36	5	2	487	5
	13%	23% <sup>b</sup>	12%	21%	18% <sup>ae</sup>	10%	20% <sup>af</sup>	12%	39% <sup>ah</sup>	14%	29%	15%	25%
NET Much/Slightly less	867	43	805	19	247	564	56	828	24	9	2	861	4
	23%	19%	23%	31%	23%	22%	24%	22%	26%	23%	30%	23%	21%
Mean	2.81	3.05 <sup>b</sup>	2.80	2.80	2.89 <sup>e</sup>	2.78	2.85	2.80	3.10 <sup>g</sup>	2.86	2.99	2.81	3.05
Std Dev.	0.88	0.96	0.87	1.06	0.97	0.83	0.99	0.87	1.21	0.89	0.83	0.88	0.77
Std Error	0.01	0.07	0.01	0.15	0.03	0.02	0.06	0.01	0.15	0.16	0.42	0.01	0.18

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QG3\_7. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Items requiring a signature

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2167	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Much less (1)	446	98	40	153	154	63	-	35	-	40	-	-	101	52	64	37	53
	12%	11%	10%	12%	12%	15% <b>ab</b>	-	8%	-	10%	-	-	12%	11%	15% <b>ab</b>	9%	12%
Slightly less (2)	421	107	41	132	141	56	-	52	-	41	-	-	84	48	61	40	40
	11%	12%	10%	10%	11%	13%	-	12%	-	10%	-	-	10%	10%	14%	10%	9%
No change (3)	2387	497	266	812	812	231	-	267	-	266	-	-	508	308	262	275	275
	62%	58%	64%	63%	63%	53%	-	62%	-	61% <b>ac</b>	-	-	62% <b>a</b>	63% <b>a</b>	60%	65% <b>a</b>	63% <b>a</b>
Slightly more (4)	376	106	51	102	116	53	-	54	-	51	-	-	65	37	35	37	45
	10%	12% <b>ac</b>	12% <b>ac</b>	8%	9%	12%	-	13%	-	12%	-	-	8%	8%	8%	9%	10%
Much more (5)	118	31	10	42	35	21	-	10	-	10	-	-	35	7	10	15	10
	3%	4%	2%	3%	3%	5% <b>ab</b>	-	2%	-	2%	-	-	4% <b>ab</b>	1%	2%	4%	2%
Don't know	103	19	5	49	31	9	-	10	-	5	-	-	27	22	5	11	14
	3%	2%	1%	4% <b>b</b>	2%	2%	-	2%	-	1%	-	-	3%	5% <b>ab</b>	1%	3%	3%
NET Much/Slightly more	494	137	61	144	152	74	-	64	-	61	-	-	100	44	45	52	55
	13%	16% <b>acd</b>	15%	11%	12%	17% <b>abcd</b>	-	15%	-	15%	-	-	12%	9%	10%	12%	13%
NET Much/Slightly less	867	206	81	285	296	110	-	87	-	81	-	-	185	100	125	78	93
	23%	24%	20%	22%	23%	28% <b>cd</b>	-	20%	-	20%	-	-	23%	21%	23% <b>cd</b>	19%	21%
Mean	2.81	2.84	2.87	2.80	2.79	2.79	-	2.83 <b>bc</b>	-	2.83 <b>bc</b>	-	-	2.81	2.78	2.69	2.85 <b>cd</b>	2.81
Std Dev.	0.88	0.92	0.84	0.88	0.87	1.01	-	0.82	-	0.84	-	-	0.92	0.81	0.90	0.83	0.87
Std Error	0.01	0.03	0.04	0.02	0.02	0.05	-	0.04	-	0.04	-	-	0.03	0.04	0.04	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QG3\_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	788	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Much less (1)	376	-	376	24	258	157	219	31	33	82	61	71	63	54	65	123	189	117	331	101	396
	10%	-	10%	4%	10%	8%	11%	6%	7%	8%	11%	10%	13%	14%	7%	9%	12%	14%	70%	10%	10%
Slightly less (2)	414	-	414	58	278	202	210	59	70	99	58	54	52	22	129	158	128	74	347	65	381
	11%	-	11%	11%	11%	11%	11%	11%	11%	11%	8%	11%	8%	6%	13%	12%	8%	9%	10%	10%	10%
No change (3)	2325	-	2325	228	1575	1147	1169	259	232	431	345	472	317	269	491	776	1059	586	2112	205	2370
	60%	-	60%	42%	62%	61%	60%	50%	48%	55%	55%	62%	62%	69%	49%	60%	65%	65%	62%	48%	61%
Slightly more (4)	481	-	481	142	282	243	238	105	92	118	52	66	21	27	197	170	114	48	419	60	501
	12%	-	12%	25%	11%	13%	12%	20%	19%	15%	10%	10%	4%	7%	20%	13%	7%	6%	12%	14%	13%
Much more (5)	170	-	170	80	78	98	72	42	45	47	12	15	5	4	87	59	24	9	127	42	142
	4%	-	4%	15%	3%	5%	4%	5%	5%	5%	2%	2%	1%	1%	13%	5%	2%	1%	4%	4%	4%
Don't know	84	-	84	5	59	41	43	19	6	10	6	11	18	14	25	16	43	32	64	14	80
	2%	-	2%	1%	2%	2%	2%	4%	1%	1%	1%	2%	2%	4%	2%	1%	3%	4%	2%	3%	2%
NET Much/Slightly more	651	-	651	222	359	341	310	147	137	165	64	81	26	31	283	229	138	58	546	101	643
	17%	-	17%	11%	14%	18%	16%	23%	20%	22%	12%	12%	6%	8%	23%	18%	9%	7%	16%	16%	17%
NET Much/Slightly less	790	-	790	82	536	359	429	90	104	161	119	125	115	76	194	280	316	101	678	196	777
	21%	-	21%	15%	21%	19%	22%	18%	22%	21%	22%	18%	24%	20%	20%	22%	20%	22%	20%	20%	20%
Mean	2.91	-	2.91	3.37d	2.86	2.86f	2.86	3.13jkkm	3.09klm	2.99klm	2.80	2.83i	2.68	2.75	3.12omn	2.91pq	2.77	2.71	2.90	2.99	2.90
Std Dev.	0.90	-	0.90	1.01	0.87	0.89	0.91	0.95	1.00	0.93	0.85	0.81	0.81	0.83	0.97	0.90	0.82	0.82	0.88	1.05	0.89
Std Error	0.01	-	0.01	0.05	0.02	0.02	0.02	0.04	0.05	0.04	0.04	0.03	0.03	0.04	0.03	0.03	0.02	0.03	0.01	0.06	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG3\_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Much less (1)	376	56	119	107	94	175	201	197	178	48	50	116	80	47	245	52	296	59	192	5
	10%	8%	10%	11%	9%	9%	10%	9%	12%	11%	10%	11%	8%	8%	10%	11%	9%	11%	10%	4%
Slightly less (2)	414	74	126	97	115	203	212	273	138	53	63	110	95	77	288	54	349	51	194	17
	11%	10%	11%	10%	11%	11%	11%	12%	9%	12%	13%	11%	8%	13%	11%	12%	11%	10%	10%	13%
No change (3)	2325	374	707	565	680	1081	1245	1323	970	275	274	612	682	323	1567	276	1921	303	1217	81
	60%	53%	61%	60%	65%	58%	63%	57%	65%	60%	58%	66%	66%	53%	62%	59%	60%	57%	63%	62%
Slightly more (4)	481	130	140	114	96	270	211	354	122	51	61	120	128	101	309	52	413	62	215	7
	12%	10%	12%	12%	9%	11%	11%	12%	8%	11%	13%	12%	12%	11%	12%	11%	12%	12%	11%	5%
Much more (5)	170	59	38	42	32	97	73	125	45	18	16	43	37	20	96	19	147	44	64	8
	4%	5%	3%	4%	3%	5%	4%	5%	3%	4%	3%	4%	4%	5%	4%	4%	5%	5%	3%	6%
Don't know	84	17	22	15	30	39	45	32	49	13	12	18	16	9	46	13	55	12	36	13
	2%	2%	2%	2%	3%	2%	2%	1%	3%	3%	3%	2%	2%	2%	2%	3%	2%	2%	2%	10%
NET Much/Slightly more	651	189	179	156	128	367	284	476	167	68	77	164	165	151	406	71	560	105	278	15
	17%	19%	16%	16%	12%	19%	14%	14%	11%	15%	16%	16%	16%	15%	16%	15%	16%	15%	15%	12%
NET Much/Slightly less	790	130	247	204	209	377	413	470	318	101	113	226	175	124	513	106	645	109	386	22
	21%	18%	21%	22%	20%	20%	21%	20%	21%	22%	24%	22%	17%	20%	20%	23%	20%	21%	20%	17%
Mean	2.91	3.09	2.87	2.88	2.86	2.95	2.87	2.97	2.81	2.86	2.85	2.87	2.95	3.05	2.90	2.85	2.92	2.96	2.87	2.97
Std Dev.	0.90	0.97	0.88	0.93	0.83	0.92	0.88	0.92	0.87	0.90	0.90	0.92	0.82	0.97	0.88	0.92	0.90	1.00	0.86	0.81
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.02	0.04	0.02	0.04	0.02	0.08

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QG3\_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3861	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	207	198	195	46	269	
Much less (1)	376 10%	333 10%	43 8%	13 9%	303 9%	43 13% <sup>ab</sup>	18 10%	13 12%	14 9%	45 10%	39 13%	22 8%	25 7%	37 10%	44 9%	47 9%	30 9%	2 6%	40 14% <sup>ab</sup>
Slightly less (2)	414 11%	353 11%	81 11%	18 13%	357 11%	30 9%	17 9%	10 10%	14 9%	54 13%	33 11%	36 13%	46 14%	29 8%	51 10%	60 11%	34 10%	6 15%	24 8%
No change (3)	2325 60%	1958 59%	358 65% <sup>ab</sup>	91 67%	1944 60%	206 63% <sup>ab</sup>	118 63% <sup>ab</sup>	58 55%	95 60%	242 57%	187 60%	164 58%	203 60%	250 69% <sup>ab</sup>	271 53%	319 61%	213 65% <sup>ab</sup>	28 72% <sup>ab</sup>	177 61%
Slightly more (4)	481 12%	432 12%	49 9%	13 9%	403 12%	37 11%	25 13%	16 15%	22 14% <sup>ab</sup>	75 18% <sup>ab</sup>	32 10%	32 12%	40 12%	28 8%	80 15% <sup>ab</sup>	56 11%	37 11%	2 4%	35 12%
Much more (5)	170 4%	151 5%	19 4%	1 1%	152 5%	7 2%	6 3%	5 5%	10 6%	2 1%	13 4%	15 5%	13 4%	11 3%	40 10% <sup>ab</sup>	31 6%	6 2%	7 3%	
Don't know	84 2%	75 2%	9 1%	1 1%	72 2%	6 2%	3 2%	4 3%	3 2%	9 2%	6 2%	8 3%	10 3%	8 2%	12 2%	9 2%	6 2%	1 3%	5 2%
NET Much/Slightly more	651 17%	583 17%	68 13%	14 10%	555 17%	44 14%	31 16%	21 19%	32 20% <sup>ab</sup>	77 19% <sup>ab</sup>	45 15%	50 17%	53 16%	39 11%	120 23% <sup>ab</sup>	86 16%	43 13%	2 4%	43 15%
NET Much/Slightly less	790 21%	687 21%	104 19%	30 22%	659 20%	72 22%	35 19%	23 22%	27 17%	99 23%	71 23%	58 21%	72 21%	66 18%	95 19%	107 20%	64 20%	8 21%	64 22%
Mean	2.91	2.91	2.89	2.80	2.92 <sup>ab</sup>	2.80	2.91	2.91	3.00 <sup>ab</sup>	2.85	2.83	2.96	2.91	2.85	3.08 <sup>ab</sup>	2.93	2.86	2.77	2.81
Std Dev.	0.90	0.91	0.81	0.77	0.90	0.89	0.86	0.98	0.92	0.86	0.93	0.91	0.85	0.82	1.01	0.91	0.81	0.63	0.92
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.06	0.06	0.06	0.06	0.06	0.06	0.07	0.06	0.06	0.06	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QG3\_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3861	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2167	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Much less (1)	378	180	26	91	109	139	83	33	29	248	62	133	132	64	25	17	265	43	124	132
	10%	13%	15%	14%	8%	9%	10%	13%	24% <i>de</i>	9%	25% <i>de</i>	9%	9%	12%	13%	23% <i>klm</i>	9%	15% <i>klp</i>	10% <i>ks</i>	8%
Slightly less (2)	414	155	28	61	105	174	84	37	9	279	47	132	170	70	20	8	311	28	139	123
	11%	12%	15%	9%	8%	12% <i>ud</i>	14% <i>udl</i>	14% <i>ud</i>	8%	10%	12%	9%	12% <i>k</i>	13% <i>o</i>	11%	11%	10%	11%	17% <i>sa</i>	7%
No change (3)	2325	834	110	429	816	900	376	157	60	1716	217	909	908	327	126	38	1817	164	308	1294
	60%	62%	62%	66%	53% <i>gh</i>	59%	61%	67%	49%	61% <i>gh</i>	57%	61%	60%	62%	67% <i>ko</i>	50%	60%	62%	37%	74% <i>kr</i>
Slightly more (4)	481	119	11	46	169	223	57	22	9	382	31	219	196	50	10	6	415	16	162	121
	12%	8%	6%	7%	13%	15% <i>ghl</i>	9%	9%	7%	13% <i>gh</i>	9%	13% <i>mnoq</i>	13% <i>lno</i>	8%	6%	6%	14% <i>lno</i>	6%	11% <i>sa</i>	7%
Much more (5)	170	33	2	10	84	46	23	7	8	131	16	91	62	8	6	3	153	8	90	25
	4%	2%	1%	2%	6% <i>sa</i>	3%	4%	3%	7%	5%	4%	8% <i>sa</i>	4% <i>sa</i>	2%	3%	4%	5% <i>sa</i>	3%	11% <i>sa</i>	1%
Don't know	84	30	1	16	23	32	13	1	6	55	7	18	43	11	1	3	61	4	10	51
	2%	2%	*	2%	2%	2%	2%	*	1%	2%	2%	1%	3% <i>kl</i>	2%	*	3%	2%	1%	3% <i>kr</i>	1%
NET Much/Slightly more	651	151	13	57	253	269	80	30	17	522	47	310	298	59	9	9	508	24	252	147
	17%	11%	8%	9%	19% <i>ghj</i>	19% <i>gh</i>	13%	17%	14%	19% <i>gh</i>	12%	21% <i>mnoq</i>	17% <i>mnno</i>	11%	8%	12%	19% <i>mnno</i>	9%	30% <i>sa</i>	8%
NET Much/Slightly less	790	335	54	151	213	313	147	70	39	527	109	265	310	133	45	26	576	71	263	255
	21%	25%	30%	23%	16%	21% <i>ud</i>	24% <i>udl</i>	27% <i>udl</i>	32% <i>dekl</i>	19%	29% <i>dekl</i>	18%	20%	25% <i>klp</i>	24%	34% <i>klp</i>	19%	27% <i>klp</i>	32% <i>sa</i>	15%
Mean	2.91	2.75	2.64	2.73	3.01 <i>efghj</i>	2.91 <i>ghj</i>	2.82	2.74	2.63	2.96 <i>efghj</i>	2.71	3.00 <i>mnoq</i>	2.92 <i>mnoq</i>	2.75	2.74	2.56	2.96 <i>mnoq</i>	2.69	2.95	2.87
Std Dev.	0.90	0.89	0.85	0.85	0.90	0.87	0.88	0.89	1.16	0.89	0.98	0.92	0.88	0.85	0.87	1.07	0.90	0.93	1.19	0.71
Std Error	0.01	0.02	0.07	0.03	0.02	0.02	0.04	0.06	0.10	0.02	0.05	0.02	0.02	0.04	0.07	0.12	0.02	0.06	0.04	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - rs  
\* small base

QG3\_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?  
Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants

	Total	Housebound			Disability			Internet access					Don't know (l)
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3861	229	3561	61*	1096	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2167	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Much less (1)	376	16	352	8	101	252	23	360	9	5	2	374	*
	10%	7%	10%	13%	9%	10%	10%	10%	9%	12%	30%	10%	1%
Slightly less (2)	414	21	382	11	122	263	30	388	23	3	-	414	-
	11%	9%	11%	19%	11%	10%	13%	11%	25% <sup>gh</sup>	8%	-	11%	-
No change (3)	2325	121	2177	28	595	1629	101	2265	24	20	3	2309	13
	60%	53%	61%	45%	54% <sup>df</sup>	65% <sup>df</sup>	43%	61% <sup>gh</sup>	26%	53%	41%	60% <sup>gh</sup>	64%
Slightly more (4)	481	51	421	9	183	243	45	441	28	10	-	478	3
	12%	22% <sup>ab</sup>	12%	16%	13% <sup>ae</sup>	10%	13% <sup>ie</sup>	12%	33% <sup>gh</sup>	26%	-	13%	13%
Much more (5)	170	16	149	4	63	89	18	158	9	*	2	167	1
	4%	7%	4%	7%	6% <sup>ae</sup>	4%	6% <sup>ae</sup>	4%	10%	*	29%	4%	6%
Don't know	84	4	79	1	24	43	17	80	-	17	-	81	3
	2%	2%	2%	2%	2%	2%	2%	2%	-	1%	-	2%	16%
NET Much/Slightly more	651	67	571	13	256	332	62	598	37	10	2	645	4
	17%	29% <sup>ab</sup>	16%	22%	23% <sup>ae</sup>	13%	27% <sup>ie</sup>	16%	40% <sup>gh</sup>	26%	29%	17%	19%
NET Much/Slightly less	790	37	735	19	222	514	53	749	32	8	2	788	*
	21%	16%	21%	31% <sup>ae</sup>	20%	20%	23%	20%	34% <sup>gh</sup>	20%	30%	21%	1%
Mean	2.91	3.14 <sup>ab</sup>	2.89	2.85	3.00 <sup>ae</sup>	2.86	3.02 <sup>ae</sup>	2.90	3.06	2.93	2.99	2.91	3.29
Std Dev.	0.90	0.94	0.89	1.06	0.95	0.86	1.05	0.89	1.15	0.92	1.67	0.90	0.64
Std Error	0.01	0.06	0.02	0.15	0.03	0.02	0.07	0.01	0.14	0.17	0.83	0.01	0.15

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QG3\_8. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Tracked post, e.g. items that you can track where they are in the delivery process

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2167	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Much less (1)	376	79	40	117	139	49	-	31	-	40	-	-	82	35	51	35	53
10%	10%	9%	10%	9%	11%	11%	-	7%	-	10%	-	-	10%	7%	12%	8%	12%
Slightly less (2)	414	100	53	104	158	59	-	41	-	53	-	-	64	40	55	56	47
11%	11%	12%ab	13%bc	8%	12%bc	14%cd	-	9%	-	13%cd	-	-	8%	8%	13%cd	13%cd	11%
No change (3)	2325	496	228	832	770	223	-	232	-	228	-	-	527	305	247	250	273
60%	60%	58%	55%	64%ab	60%	52%	-	63%a	-	55%	-	-	64%ab	63%ab	57%	60%	62%a
Slightly more (4)	481	127	71	144	140	63	-	63	-	71	-	-	87	56	52	44	44
12%	12%	15%cd	17%cd	11%	15%	15%	-	15%	-	17%bcd	-	-	11%	12%	12%	11%	10%
Much more (5)	170	41	13	59	57	29	-	13	-	13	-	-	39	20	22	21	15
4%	4%	5%	3%	5%	4%	7%	-	3%	-	3%	-	-	5%	4%	5%	5%	3%
Don't know	84	16	7	35	27	9	-	7	-	7	-	-	18	17	10	11	6
2%	2%	2%	2%	3%	2%	2%	-	2%	-	2%	-	-	2%	4%	2%	3%	1%
NET Much/Slightly more	651	168	84	202	197	92	-	76	-	84	-	-	126	76	73	65	59
17%	17%	20%	20%	16%	15%	21%cd	-	18%	-	20%cd	-	-	15%	16%	17%	16%	13%
NET Much/Slightly less	790	179	93	221	297	106	-	71	-	93	-	-	147	74	106	91	100
21%	21%	21%	23%	17%	23%bc	23%bcd	-	17%	-	23%	-	-	18%	16%	23%bcd	22%	23%bcd
Mean	2.91	2.94	2.91	2.94	2.86	2.91	-	2.97	-	2.91	-	-	2.92	2.87a	2.85	2.90	2.81
Std Dev	0.90	0.92	0.91	0.87	0.91	1.01	-	0.81	-	0.91	-	-	0.89	0.83	0.96	0.89	0.90
Std Error	0.01	0.03	0.04	0.02	0.03	0.05	-	0.04	-	0.04	-	-	0.03	0.04	0.05	0.04	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

QG3\_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Other types of mail

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	1290	-	1290	114	336	624	664	150	141	241	193	243	206	116	291	434	565	322	1205	76	1290
Weighted Base	1271	**	1271	149*	337	632	635	172*	132*	279	201	200	160*	126*	304	480	487	286	1142	123*	1290
Effective Base	678	-	678	66	185	333	343	90	81	134	114	128	79	60	171	246	262	139	622	54	1290
Much less (1)	52	-	52	2	16	34	18	13	6	15	4	4	7	4	19	19	15	11	45	7	57
	4%	-	4%	1%	5%	5%	3%	8%	4%	5%	2%	2%	4%	3%	6%	4%	3%	4%	3%	4%	5%
Slightly less (2)	53	-	53	10	23	20	33	11	7	15	11	6	1	2	18	26	9	3	47	6	56
	4%	-	4%	7%	7%	3%	5%	6%	5%	5%	5%	3%	1%	2%	14% <sup>ns</sup>	13% <sup>ns</sup>	2%	15%	4%	5%	4%
No change (3)	300	-	300	28	89	164	134	33	33	67	54	43	47	22	66	121	112	69	267	31	256
	24%	-	24%	19%	26%	26%	21%	19%	25%	24%	27%	21%	29%	17%	22%	25%	23%	24%	23%	25%	20%
Slightly more (4)	64	-	64	35	20	47	17	11	12	29	6	6	-	1	23	35	7	1	56	9	45
	5%	-	5%	27% <sup>nd</sup>	6%	7% <sup>d</sup>	3%	7% <sup>d</sup>	9% <sup>nm</sup>	10% <sup>plm</sup>	3%	3%	-	-	8% <sup>pd</sup>	7% <sup>pd</sup>	1%	-	5%	7%	3%
Much more (5)	35	-	35	26	4	25	10	7	1	16	6	4	-	1	8	22	5	1	25	9	23
	3%	-	3%	19% <sup>nd</sup>	1%	4%	2%	4%	-	6% <sup>kl</sup>	3%	2%	-	1%	3%	17% <sup>nm</sup>	15%	1%	23%	8% <sup>kr</sup>	2%
Don't know	766	-	766	45	184	341	423	96	74	137	120	138	104	97	170	257	339	201	702	60	853
	60%	-	60%	32%	55% <sup>kc</sup>	54%	67% <sup>ka</sup>	56%	56%	49%	60%	69% <sup>kl</sup>	69% <sup>kl</sup>	77% <sup>nlm</sup>	56%	54%	79% <sup>lao</sup>	79% <sup>lao</sup>	61%	49%	66%
NET Much/Slightly more	99	-	99	61	24	72	27	18	12	45	12	10	-	2	31	57	12	2	81	18	68
	8%	-	8%	44% <sup>pd</sup>	7%	11% <sup>kl</sup>	4%	11% <sup>klm</sup>	9% <sup>klm</sup>	13% <sup>plm</sup>	6% <sup>kl</sup>	6% <sup>kl</sup>	-	1%	19% <sup>pd</sup>	12% <sup>pd</sup>	2%	1%	7%	13% <sup>kr</sup>	5%
NET Much/Slightly less	105	-	105	12	39	54	51	24	13	30	15	10	8	6	37	45	24	14	92	13	113
	8%	-	8%	8%	12%	9%	8%	14% <sup>kl</sup>	10%	11%	7%	5%	5%	5%	12% <sup>pd</sup>	9%	5%	5%	8%	11%	9%
Mean	2.95	-	2.95	3.73 <sup>nd</sup>	2.82	3.03	2.85	2.84	2.91	3.11	3.00	2.99	2.73	2.79	2.87	3.07	2.85	2.75	2.93	3.12	2.82
Std Dev.	0.96	-	0.96	1.02	0.89	1.03	0.86	1.16	0.87	1.08	0.85	0.83	0.70	0.86	1.04	1.00	0.79	0.75	0.93	1.13	0.97
Std Error	0.05	-	0.05	0.13	0.08	0.07	0.06	0.15	0.11	0.11	0.10	0.10	0.10	0.17	0.10	0.08	0.07	0.09	0.05	0.19	0.05

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nlo/pq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QG3\_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Other types of mail

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1290	335	344	311	300	679	611	667	600	161	151	328	331	215	810	164	1046	-	-	-
Weighted Base	1271	240	307	386	337	547	724	758	491	180*	150*	330	314	205*	793	185*	1012	**	**	**
Effective Base	678	121	188	192	182	306	373	365	318	86	86	182	176	96	444	88	547	-	-	-
Much less (1)	52	15	11	18	8	26	26	38	14	4	10	10	11	16	30	4	46	-	-	-
	4%	6%	4%	5%	3%	5%	4%	5%	3%	2%	6%	3%	4%	8%	4%	2%	5%	-	-	-
Slightly less (2)	53	7	12	13	22	19	35	36	16	5	6	18	18	5	42	5	47	-	-	-
	4%	3%	4%	3%	6%	3%	5%	3%	3%	3%	4%	6%	6%	2%	5%	3%	5%	-	-	-
No change (3)	300	55	75	83	87	129	170	203	94	38	39	88	73	56	201	38	258	-	-	-
	24%	23%	24%	22%	26%	24%	24%	27%	19%	21%	26%	27%	23%	27%	25%	21%	25%	-	-	-
Slightly more (4)	64	24	11	21	8	35	30	59	5	2	*	21	18	23	39	2	62	-	-	-
	5%	10% <sup>ns</sup>	4%	6%	2%	6%	4%	9%	1%	1%	*	6%	5%	11%	5%	1%	6%	-	-	-
Much more (5)	35	21	3	6	4	24	11	30	4	2	1	8	5	19	13	2	32	-	-	-
	3%	9% <sup>ns</sup>	1%	2%	1%	4%	1%	4%	1%	1%	*	2%	2%	9%	3%	1%	3%	-	-	-
Don't know	766	120	194	244	208	314	452	392	358	129	95	184	189	87	468	133	567	-	-	-
	60%	50%	63% <sup>ns</sup>	63% <sup>ns</sup>	62% <sup>ns</sup>	57%	63%	52%	73% <sup>ns</sup>	71% <sup>ns</sup>	63% <sup>ns</sup>	58% <sup>ns</sup>	60% <sup>ns</sup>	42%	59% <sup>ns</sup>	72% <sup>ns</sup>	56%	-	-	-
NET Much/Slightly more	99	45	14	28	12	59	40	88	9	5	1	29	22	42	52	5	94	-	-	-
	8%	15% <sup>ns</sup>	4%	7%	4%	11% <sup>ns</sup>	6%	13% <sup>ns</sup>	2%	3%	1%	9%	7%	10% <sup>ns</sup>	14% <sup>ns</sup>	3%	10% <sup>ns</sup>	-	-	-
NET Much/Slightly less	105	21	23	31	30	45	61	74	30	9	15	28	29	20	72	9	93	-	-	-
	8%	9%	8%	8%	9%	8%	8%	10%	6%	5%	10%	8%	9%	10%	9%	5%	9%	-	-	-
Mean	2.95	3.28 <sup>ns</sup>	2.84	2.90	2.83	3.06	2.87	3.02	2.76	2.88	2.58	3.00	2.89	3.21 <sup>ns</sup>	2.89	2.88	2.97	-	-	-
Std Dev.	0.96	1.18	0.83	0.96	0.78	1.04	0.88	1.00	0.80	0.81	0.82	0.87	0.89	1.18	0.88	0.81	0.98	-	-	-
Std Error	0.05	0.11	0.08	0.09	0.08	0.07	0.06	0.06	0.07	0.13	0.11	0.08	0.08	0.12	0.05	0.13	0.05	-	-	-

Proportions/Mean: Columna Tested (5% risk level) - ab/c/d - ef - gh - ij/kl/mn - op - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG3\_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Other types of mail

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1290	879	411	181	638	261	231	160	68	70	71	69	72	71	72	73	72	42	219
Weighted Base	1271	1093	178	61*	1061	111	64	35*	52*	143*	97*	92*	111*	123*	169*	169*	105*	16**	95
Effective Base	678	565	118	48	502	130	136	100	58	60	64	59	62	60	64	59	62	23	108
Much less (1)	52	47	5	1	40	8	3	2	3	6	2	3	7	4	9	6	-	*	8
	4%	4%	3%	1%	4%	7%	4%	2%	3%	4%	2%	3%	6%	4%	5%	4%	-	1%	8%
Slightly less (2)	53	46	8	6	44	6	1	2	4	3	1	5	9	3	7	6	6	-	6
	4%	4%	4%	9%	4%	6%	2%	5%	7%	2%	1%	6%	8%	3%	4%	3%	5%	-	7%
No change (3)	300	260	39	13	256	24	15	5	13	34	27	17	31	31	39	54	24	4	20
	24%	24%	22%	21%	24%	21%	24%	15%	25%	24%	28%	18%	15%	25%	23%	32%	23%	25%	21%
Slightly more (4)	64	62	3	*	58	3	1	2	2	8	-	2	7	-	20	14	4	*	3
	5%	6%	2%	*	5%	3%	2%	5%	3%	6%	-	2%	7%	-	12%	9%	4%	2%	3%
Much more (5)	35	32	3	1	32	*	1	2	1	-	-	5	-	1	20	-	4	-	*
	3%	3%	2%	2%	3%	*	1%	2%	1%	-	-	5%	-	1%	12%	-	4%	-	1%
Don't know	766	646	120	40	632	70	42	22	30	92	66	60	71	82	74	89	67	12	59
	60%	59%	68%	66%	60%	63%	67%	64%	57%	64%	69%	65%	64%	67%	44%	53%	64%	71%	62%
NET Much/Slightly more	99	94	6	2	90	3	2	4	3	8	-	7	7	1	40	14	9	-	3
	8%	9%	3%	3%	8%	3%	3%	4%	3%	6%	-	6%	6%	1%	24%	11%	6%	2%	3%
NET Much/Slightly less	105	93	13	7	83	14	4	4	7	9	3	8	15	8	16	12	6	*	14
	8%	8%	7%	11%	8%	13%	7%	11%	12%	6%	4%	9%	14%	6%	9%	7%	5%	1%	15%
Mean	2.95	2.97	2.85	2.79	3.00	2.57	2.81	3.02	2.73	2.88	2.82	3.06	2.63	2.77	3.37	2.95	3.19	2.98	2.51
Std Dev.	0.96	0.97	0.84	0.85	0.95	0.93	0.88	1.28	0.92	0.82	0.54	1.12	0.98	0.79	1.18	0.74	0.84	0.60	0.96
Std Error	0.05	0.05	0.08	0.12	0.06	0.11	0.11	0.16	0.18	0.17	0.12	0.23	0.20	0.16	0.19	0.13	0.17	0.19	0.12

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QG\_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Other types of mail

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1290	453	68	252	420	494	212	86	56	914	142	432	500	225	66	44	932	110	-	-
Weighted Base	1271	427	82*	218	431	475	210	91*	48*	906	139*	423	486	235	70*	36**	910	106*	-**	-**
Effective Base	678	229	35	129	222	248	114	51	35	470	85	228	252	123	39	26	480	64	-	-
Much less (1)	52	17	2	5	13	21	5	3	4	34	13	12	22	9	4	5	34	9	-	-
	4%	4%	3%	2%	3%	4%	2%	10%kl	9%	4%	3%kl	3%	4%	4%	5%	14%	4%	8%kl	-	-
Slightly less (2)	53	15	4	2	5	17	12	10	4	22	14	8	19	14	8	4	27	12	-	-
	4%	3%	4%	1%	1%	4%	6%kl	11%kl	9%kl	2%	10%kl	2%	4%	6%kl	11%kl	11%	3%	11%kl	-	-
No change (3)	300	102	19	36	100	116	51	27	5	216	32	91	122	63	14	9	213	23	-	-
	24%	24%	23%	76%	23%	25%	24%	39%kl	11%	24%	23%	21%	25%	27%	21%	25%	23%	22%	-	-
Slightly more (4)	64	6	1	2	35	16	13	2	-	49	2	34	24	4	-	2	58	2	-	-
	5%	1%	2%	1%	8%kl	3%	6%	2%	-	5%	2%	13%kl	8%	-	-	7%	6%	2%	-	-
Much more (5)	35	5	2	3	18	14	1	2	-	32	2	20	8	4	2	-	28	2	-	-
	3%	1%	2%	1%	4%	3%	1%	2%	-	4%	1%	8%	2%	2%	3%	-	3%	2%	-	-
Don't know	766	282	55	170	282	290	123	41	34	552	76	259	291	139	42	16	550	57	-	-
	60%	66%	66%	73%kl	61%kl	63%kl	59%	45%	72%kl	61%kl	55%	61%	60%	59%	60%	44%	60%	54%	-	-
NET Much/Slightly more	99	11	3	5	51	30	14	4	-	81	4	54	32	9	2	2	85	5	-	-
	8%	3%	4%	2%	12%kl	6%	7%	4%	-	9%	3%	13%kl	7%	4%	3%	7%	9%kl	5%	-	-
NET Much/Slightly less	105	32	6	7	18	38	22	19	8	56	27	20	41	24	11	9	61	21	-	-
	8%	7%	7%	3%	4%	8%	10%kl	21%kl	17%kl	6%	20%kl	5%	8%	10%	16%kl	25%	7%	19%kl	-	-
Mean	2.95	2.77	2.87	2.90	3.22kl	2.92	2.87	2.55	2.05	3.06	2.44	3.25kl	2.88	2.79	2.63	2.42	3.05	2.54	-	-
Std Dev.	0.96	0.83	0.86	0.86	0.95	0.97	0.78	0.95	0.87	0.97	0.95	0.99	0.91	0.85	1.02	1.01	0.96	1.01	-	-
Std Error	0.05	0.07	0.20	0.12	0.08	0.08	0.09	0.15	0.20	0.06	0.12	0.08	0.07	0.09	0.21	0.21	0.06	0.15	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab/c - d/e(f/g/h/i) - kl/mn/o/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG3\_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Other types of mail

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1290	78	1190	22	392	803	95	1260	17	6	1	1283	6
Weighted Base	1271	74*	1176	21**	390	786	95*	1227	29**	7**	1**	1263	6**
Effective Base	678	44	621	14	211	410	59	658	14	5	1	677	2
Much less (1)	52	5	47	-	19	29	4	50	2	-	-	52	-
4%		7%	4%	-	3%	4%	5%	4%	6%	-	-	4%	-
Slightly less (2)	53	6	45	2	19	28	6	49	4	-	-	53	-
4%		8%	4%	12%	5%	4%	7%	4%	13%	-	-	4%	-
No change (3)	300	21	278	1	89	202	9	293	1	6	-	299	1
24%		28%	24%	3%	23%	23%	9%	24%	3%	77%	-	24%	5%
Slightly more (4)	64	7	57	-	27	26	11	57	7	-	-	64	-
5%		9%	5%	1%	7%	3%	12%	5%	24%	-	-	5%	-
Much more (5)	35	5	29	-	18	15	3	33	2	-	-	35	-
3%		7%	3%	-	4%	2%	3%	3%	8%	-	-	3%	-
Don't know	766	30	718	18	218	487	61	744	13	2	1	759	6
60%		41%	34%	85%	56%	62%	85%	61%	46%	23%	100%	60%	95%
NET Much/Slightly more	99	12	87	-	45	40	14	90	9	-	-	99	-
8%		17%	7%	1%	12%	5%	15%	7%	32%	-	-	8%	-
NET Much/Slightly less	105	10	92	2	38	57	10	100	5	-	-	105	-
8%		14%	8%	12%	10%	7%	11%	8%	19%	-	-	8%	-
Mean	2.95	3.05	2.95	2.29	3.03	2.90	3.06	2.94	3.27	3.00	-	2.95	3.00
Std Dev.	0.96	1.12	0.95	0.67	1.06	0.87	1.18	0.95	1.32	0.00	-	0.96	-
Std Error	0.05	0.19	0.05	0.33	0.09	0.05	0.22	0.05	0.42	0.00	-	0.05	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG3\_9. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Other types of mail

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1290	860	430	-	-	430	-	430	-	430	-	-	-	-	-	-	-
Weighted Base	1271	859	412	**	**	432	**	427	**	412	**	**	**	**	**	**	**
Effective Base	678	441	240	-	-	215	-	226	-	240	-	-	-	-	-	-	-
Much less (1)	52	32	20	-	-	19	-	13	-	20	-	-	-	-	-	-	-
	4%	4%	5%	-	-	4%	-	3%	-	5%	-	-	-	-	-	-	-
Slightly less (2)	53	33	20	-	-	23	-	10	-	20	-	-	-	-	-	-	-
	4%	4%	5%	-	-	5%	-	2%	-	5%	-	-	-	-	-	-	-
No change (3)	300	188	101	-	-	89	-	110	-	101	-	-	-	-	-	-	-
	24%	23%	25%	-	-	21%	-	26%	-	25%	-	-	-	-	-	-	-
Slightly more (4)	64	51	13	-	-	30	-	22	-	13	-	-	-	-	-	-	-
	5%	6%	3%	-	-	7%	-	5%	-	3%	-	-	-	-	-	-	-
Much more (5)	35	25	10	-	-	17	-	8	-	10	-	-	-	-	-	-	-
	3%	3%	2%	-	-	4%	-	2%	-	2%	-	-	-	-	-	-	-
Don't know	766	519	248	-	-	255	-	264	-	249	-	-	-	-	-	-	-
	60%	60%	60%	-	-	59%	-	62%	-	60%	-	-	-	-	-	-	-
NET Much/Slightly more	99	76	23	-	-	46	-	30	-	23	-	-	-	-	-	-	-
	8%	9%	6%	-	-	11%	-	7%	-	6%	-	-	-	-	-	-	-
NET Much/Slightly less	105	65	40	-	-	42	-	24	-	40	-	-	-	-	-	-	-
	8%	8%	10%	-	-	10%	-	6%	-	10%	-	-	-	-	-	-	-
Mean	2.95	3.01	2.83	-	-	3.02	-	3.01	-	2.83	-	-	-	-	-	-	-
Std Dev.	0.96	0.96	0.95	-	-	1.05	-	0.85	-	0.95	-	-	-	-	-	-	-
Std Error	0.05	0.06	0.08	-	-	0.09	-	0.07	-	0.08	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QG3\_NET\_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Much/Slightly more Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Invitations, greetings cards and postcards	391	-	391	127	227	216	175	80	110	108	27	29	21	17	190	135	67	38	338	49	357
10%	-	10%	-	24% <i>td</i>	9%	11%	9%	18% <i>tkim</i>	23% <i>gijkim</i>	14% <i>jkim</i>	5%	4%	4%	4%	19% <i>oppa</i>	10% <i>ppd</i>	4%	4%	10%	11%	9%
Personal letters (e.g. to a friend or relative)	389	-	389	159	183	212	167	100	100	121	18	19	16	6	200	139	41	22	297	78	324
10%	-	10%	-	20% <i>td</i>	7%	11%	9%	18% <i>tkim</i>	21% <i>jkim</i>	13% <i>jkim</i>	3%	3%	3%	1%	23% <i>oppa</i>	11% <i>ppd</i>	3%	3%	9%	13% <i>tr</i>	8%
Formal letters to organisations or individuals	397	-	397	176	183	231	166	96	107	119	32	14	12	16	204	151	42	28	316	75	310
10%	-	10%	-	33% <i>td</i>	7%	12% <i>td</i>	9%	19% <i>tkim</i>	22% <i>jkim</i>	15% <i>jkim</i>	6% <i>td</i>	2%	3%	4%	21% <i>oppa</i>	12% <i>ppd</i>	3%	3%	9%	15% <i>tr</i>	8%
Payments for bills/ invoices/ statements	406	-	406	176	192	238	166	106	105	136	28	17	8	8	211	163	32	16	324	79	311
11%	-	11%	-	23% <i>td</i>	8%	13% <i>td</i>	9%	24% <i>tkim</i>	22% <i>jkim</i>	11% <i>jkim</i>	3% <i>td</i>	2%	2%	2%	24% <i>oppa</i>	13% <i>ppd</i>	2%	2%	10%	11% <i>tr</i>	8%
Smaller parcels - that will fit through a letterbox	608	-	608	216	334	306	301	134	146	184	54	58	21	13	279	238	91	33	498	103	586
16%	-	16%	-	40% <i>td</i>	13%	16%	15%	26% <i>tkim</i>	30% <i>jkim</i>	24% <i>jkim</i>	10% <i>tkm</i>	8% <i>tkm</i>	4%	3%	28% <i>oppa</i>	18% <i>ppd</i>	6%	4%	15%	24% <i>tr</i>	15%
Larger parcels - that will not fit through a letterbox	565	-	565	184	327	289	275	143	134	152	43	46	25	22	277	195	93	48	465	94	564
15%	-	15%	-	36% <i>td</i>	13%	15%	14%	28% <i>tkim</i>	28% <i>jkim</i>	20% <i>jkim</i>	8%	7%	5%	6%	28% <i>oppa</i>	15% <i>ppd</i>	6%	5%	14%	22% <i>tr</i>	15%
Items requiring a signature	494	-	494	183	253	282	211	120	114	130	47	57	14	12	234	177	83	26	415	74	442
13%	-	13%	-	24% <i>td</i>	10%	13% <i>td</i>	11%	23% <i>tkim</i>	24% <i>jkim</i>	17% <i>jkim</i>	3% <i>tkm</i>	3% <i>tkm</i>	3%	3%	24% <i>oppa</i>	13% <i>ppd</i>	5%	3%	12%	17% <i>tr</i>	11%
Tracked post, e.g. items that you can track where they are in the delivery process	651	-	651	222	359	341	310	147	137	165	64	61	26	31	283	229	138	58	548	101	643
17%	-	17%	-	41% <i>td</i>	14%	18%	16%	28% <i>tkim</i>	29% <i>jkim</i>	22% <i>jkim</i>	12% <i>td</i>	12% <i>td</i>	6%	8%	33% <i>oppa</i>	18% <i>ppd</i>	9%	7%	16%	24% <i>tr</i>	17%
Other types of mail	99	-	99	61	24	72	27	18	12	45	12	10	2	2	31	57	12	2	81	18	69
3%	-	3%	-	11% <i>td</i>	1%	4% <i>td</i>	1%	4% <i>tkm</i>	3% <i>td</i>	9% <i>hjkim</i>	2% <i>td</i>	1%	1%	1%	3% <i>ppd</i>	4% <i>ppd</i>	1%	1%	2%	4%	2%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG3\_NET\_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Much/Slightly more Summary

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Invitations, greetings cards and postcards	391	90	124	95	82	214	177	297	88	39	51	101	104	77	256	41	338	89	188	15
10%		19% <b>cd</b>	17%	10%	8%	11% <b>f</b>	9%	12% <b>gh</b>	6%	8%	11%	10%	10%	13%	10%	9%	11%	17% <b>qr</b>	10%	12%
Personal letters (e.g. to a friend or relative)	399	120	108	84	64	233	147	295	77	43	33	95	103	96	231	45	330	91	164	10
10%		19% <b>cd</b>	19% <b>cd</b>	9%	6%	12% <b>f</b>	7%	15% <b>gh</b>	5%	9%	7%	9%	10%	16% <b>klmn</b>	9%	10%	10%	17% <b>qr</b>	9%	8%
Formal letters to organisations or individuals	397	137	101	92	67	237	159	314	73	43	50	106	91	92	247	45	340	97	154	13
10%		19% <b>cd</b>	9%	14% <b>g</b>	6%	13% <b>f</b>	8%	14% <b>h</b>	5%	9%	11%	10%	9%	15% <b>klmn</b>	10%	11%	11%	16% <b>qr</b>	8%	10%
Payments for bills/ invoices/ statements	406	125	112	105	65	236	170	334	68	47	43	108	97	98	248	50	346	101	161	14
11%		18% <b>cd</b>	10% <b>d</b>	11% <b>d</b>	6%	13% <b>f</b>	9%	14% <b>h</b>	5%	10%	9%	11%	9%	16% <b>klmn</b>	10%	11%	11%	19% <b>qr</b>	8%	11%
Smaller parcels - that will fit through a letterbox	608	181	167	139	121	348	260	468	136	66	62	159	159	134	380	69	518	111	242	20
16%		25% <b>cd</b>	14%	15%	12%	19% <b>f</b>	13%	20% <b>h</b>	9%	15%	13%	16%	15%	22% <b>klmn</b>	15%	16%	16%	21% <b>qr</b>	13%	15%
Larger parcels - that will not fit through a letterbox	565	162	166	117	121	328	237	412	147	68	57	167	127	121	351	89	477	117	247	17
15%		23% <b>cd</b>	14%	12%	12%	18% <b>f</b>	12%	18% <b>h</b>	10%	15%	12%	16% <b>f</b>	12%	20% <b>kl</b>	14%	15%	15%	22% <b>qr</b>	13%	13%
Items requiring a signature	494	157	120	127	89	278	216	395	94	64	59	142	101	112	302	65	415	104	178	16
13%		23% <b>cd</b>	10%	13% <b>d</b>	9%	15% <b>f</b>	11%	17% <b>h</b>	6%	14%	12%	14% <b>d</b>	10%	13% <b>kl</b>	12%	14%	13%	20% <b>qr</b>	9%	12%
Tracked post, e.g. items that you can track where they are in the delivery process	651	189	179	156	128	367	284	478	167	68	77	164	165	151	406	71	560	105	278	15
17%		27% <b>cd</b>	15%	17% <b>g</b>	12%	20% <b>f</b>	14%	21% <b>h</b>	11%	15%	16%	16%	16%	25% <b>klmn</b>	16%	15%	16%	20% <b>qr</b>	15%	12%
Other types of mail	99	45	14	28	12	59	40	89	9	5	1	29	22	42	52	5	94	-	-	-
3%		6% <b>cd</b>	1%	3% <b>cd</b>	1%	3%	2%	4% <b>h</b>	1%	1%	-	3% <b>j</b>	2% <b>j</b>	7% <b>klmn</b>	2% <b>j</b>	1%	3%	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QG3\_NET\_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Much/Slightly more Summary

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East of England/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3851	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Invitations, greetings cards and postcards	391	343	48	11	334	27	18	11	16	42	30	37	27	27	72	59	25	3	25
10%	10%	10%	9%	8%	10%	8%	10%	11%	10%	10%	10%	13%	8%	7%	13% <sup>ab</sup>	11%	8%	7%	9%
Personal letters (e.g. to a friend or relative)	390	340	40	7	332	25	13	10	14	39	31	30	25	27	90	59	21	1	24
10%	10%	10%	7%	5%	10%	8%	7%	8%	9%	9%	10%	11%	8%	7%	13% <sup>hijlmnopqr</sup>	11%	6%	4%	8%
Formal letters to organisations or individuals	397	366	30	4	352	23	11	10	16	50	31	30	27	22	98	60	18	*	23
10%	10%	11% <sup>bc</sup>	6%	3%	11% <sup>def</sup>	7%	6%	9%	10%	12% <sup>gh</sup>	10%	11% <sup>ij</sup>	8%	6%	19% <sup>klmnopqr</sup>	11% <sup>st</sup>	5%	1%	8%
Payments for bills/ invoices/ statements	406	370	36	12	361	21	15	9	16	38	32	34	25	22	100	62	33	1	20
11%	11% <sup>bc</sup>	7%	8%	11% <sup>d</sup>	6%	8%	9%	10%	10%	9%	10%	12% <sup>lmn</sup>	7%	6%	20% <sup>hijklmnopqr</sup>	12% <sup>st</sup>	10%	2%	7%
Smaller parcels - that will fit through a letterbox	608	539	69	11	515	41	32	21	32	59	36	42	47	48	133	86	31	2	38
16%	16% <sup>bc</sup>	13%	8%	16%	12%	17%	20% <sup>de</sup>	20% <sup>fg</sup>	20% <sup>gh</sup>	14%	12%	15%	14%	13%	26% <sup>ijklmnopqr</sup>	17% <sup>st</sup>	10%	6%	13%
Larger parcels - that will not fit through a letterbox	565	501	64	12	470	47	32	17	27	62	38	34	47	45	113	70	34	3	44
15%	15% <sup>bc</sup>	12%	9%	15%	14%	17%	16%	16%	17% <sup>de</sup>	15%	12%	12%	14%	12%	22% <sup>ijklmnopqr</sup>	13%	10%	7%	15%
Items requiring a signature	494	445	49	9	422	37	22	13	25	56	40	24	46	33	108	64	27	1	36
13%	13% <sup>bc</sup>	9%	7%	13%	11%	12%	12%	12%	11% <sup>klmnop</sup>	13% <sup>q</sup>	13% <sup>r</sup>	9%	13% <sup>s</sup>	9%	21% <sup>hijklmnopqr</sup>	13% <sup>st</sup>	8%	2%	12% <sup>uv</sup>
Tracked post, e.g. items that you can track where they are in the delivery process	651	583	68	14	555	44	31	21	32	77	45	50	53	39	129	86	43	2	43
17%	17% <sup>bc</sup>	13%	10%	17%	14%	16%	20% <sup>de</sup>	20% <sup>fg</sup>	20% <sup>gh</sup>	18% <sup>h</sup>	15%	15% <sup>ij</sup>	16%	11%	25% <sup>ijklmnopqr</sup>	17% <sup>st</sup>	13%	4%	15%
Other types of mail	99	94	6	2	90	3	2	4	3	8	-	7	7	1	40	14	9	*	3
3%	3%	1%	1%	3%	1%	1%	4% <sup>def</sup>	4% <sup>gh</sup>	2% <sup>ij</sup>	2%	-	3% <sup>kl</sup>	2% <sup>lm</sup>	-	8% <sup>hijklmnopqr</sup>	3% <sup>st</sup>	3% <sup>uv</sup>	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base



QG3\_NET\_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Much/Slightly more Summary

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3851	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2157	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Invitations, greetings cards and postcards	391	92	8	37	162	175	42	9	3	337	12	150	144	48	6	8	333	12	201	90
	10%	7%	5%	6%	13% <sup>dgh</sup>	11% <sup>dgh</sup>	7%	4%	2%	13% <sup>dgh</sup>	3%	10% <sup>kmq</sup>	10% <sup>kmq</sup>	9%	3%	8%	11% <sup>kmq</sup>	5%	24% <sup>rs</sup>	5%
Personal letters (e.g. to a friend or relative)	380	65	4	22	148	158	47	12	2	315	14	151	158	52	12	8	308	20	209	57
	10%	5%	2%	3%	11% <sup>ghj</sup>	11% <sup>ghj</sup>	8% <sup>h</sup>	5%	1%	11% <sup>ghj</sup>	4%	10%	10%	10%	6%	11%	10%	8%	25% <sup>rs</sup>	3%
Formal letters to organisations or individuals	397	71	6	24	158	173	44	14	6	331	20	160	163	53	9	9	323	19	211	54
	10%	5%	3%	4%	12% <sup>dgh</sup>	11% <sup>dgh</sup>	7%	5%	5%	12% <sup>dgh</sup>	5%	11%	11%	10%	5%	13%	11%	7%	25% <sup>rs</sup>	3%
Payments for bills/ invoices/ statements	406	76	7	19	144	169	62	22	4	314	26	154	165	60	14	11	319	24	223	53
	11%	6% <sup>c</sup>	4%	3%	11% <sup>h</sup>	11% <sup>h</sup>	10%	9%	3%	11% <sup>h</sup>	7%	10%	11%	11%	7%	14%	11%	9%	27% <sup>rs</sup>	3%
Smaller parcels - that will fit through a letterbox	608	141	19	53	226	268	59	39	13	494	52	273	247	56	21	10	520	31	248	125
	16%	10%	11%	8%	17% <sup>f</sup>	19% <sup>f</sup>	10%	15%	11%	19% <sup>f</sup>	14%	19% <sup>kmq</sup>	16% <sup>kmq</sup>	10%	11%	13%	17% <sup>kmq</sup>	12%	29% <sup>rs</sup>	7%
Larger parcels - that will not fit through a letterbox	565	132	14	50	216	232	62	39	11	448	50	265	219	58	11	11	483	22	237	144
	15%	10%	8%	8%	17% <sup>f</sup>	19% <sup>f</sup>	10%	15%	9%	16% <sup>f</sup>	13%	18% <sup>kmq</sup>	14% <sup>kmq</sup>	11%	6%	14%	16% <sup>kmq</sup>	8%	29% <sup>rs</sup>	8%
Items requiring a signature	494	111	10	34	188	194	69	23	16	382	39	207	200	61	10	13	407	23	220	75
	13%	8%	5%	5%	14%	13%	11%	9%	13%	14%	10%	14% <sup>un</sup>	13% <sup>un</sup>	12%	6%	17% <sup>un</sup>	13% <sup>un</sup>	9%	25% <sup>rs</sup>	4%
Tracked post, e.g. items that you can track where they are in the delivery process	651	151	13	57	253	269	80	30	17	522	47	310	258	59	15	9	568	24	252	147
	17%	11%	8%	9%	19% <sup>dgh</sup>	19% <sup>dgh</sup>	13%	11%	14%	19% <sup>dgh</sup>	12%	21% <sup>mmq</sup>	17% <sup>mmq</sup>	11%	8%	12%	19% <sup>mmq</sup>	9%	30% <sup>rs</sup>	8%
Other types of mail	99	11	3	5	51	30	14	4	-	81	4	54	32	9	2	2	86	5	-	-
	3%	1%	2%	1%	4% <sup>en</sup>	2%	2%	1%	-	3%	1%	4%	2%	2%	1%	3%	3%	2%	-	-

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
 \* small base

QG3\_NET\_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Much/Slightly more Summary

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3851	229	3561	61*	1098	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2157	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Invitations, greetings cards and postcards	391	49	334	9	150	214	27	347	28	13	2	387	2
10%		21% <b>b</b>	9%	14%	4% <b>d</b>	8%	12%	9%	8% <b>h</b>	33%	29%	10%	11%
Personal letters (e.g. to a friend or relative)	380	58	313	8	148	203	29	344	25	7	2	376	2
10%		26% <b>b</b>	9%	13%	13% <b>d</b>	8%	12%	9%	27% <b>h</b>	18%	29%	10%	11%
Formal letters to organisations or individuals	397	57	329	11	169	190	37	343	35	6	4	385	8
10%		25% <b>b</b>	9%	18%	19% <b>d</b>	8%	16% <b>e</b>	9%	18% <b>h</b>	17%	59%	10%	40%
Payments for bills/ invoices/ statements	406	55	342	9	165	204	38	355	39	8	2	402	3
11%		24% <b>b</b>	10%	16%	15% <b>d</b>	8%	16% <b>e</b>	10%	42% <b>h</b>	21%	29%	11%	13%
Smaller parcels - that will fit through a letterbox	608	67	530	11	213	347	48	560	37	6	2	602	4
16%		29% <b>b</b>	15%	18%	19% <b>d</b>	14%	21% <b>e</b>	15%	39% <b>h</b>	15%	29%	16%	19%
Larger parcels - that will not fit through a letterbox	565	57	498	10	198	311	57	520	33	5	2	558	5
15%		25% <b>b</b>	14%	16%	18% <b>d</b>	12%	24% <b>e</b>	14%	36% <b>h</b>	14%	29%	15%	25%
Items requiring a signature	494	53	428	13	193	254	46	445	36	5	2	487	5
13%		23% <b>b</b>	12%	21%	18% <b>d</b>	10%	20% <b>e</b>	12%	39% <b>h</b>	14%	29%	13%	25%
Tracked post, e.g. items that you can track where they are in the delivery process	651	67	571	13	256	332	62	598	37	10	2	645	4
17%		28% <b>b</b>	16%	22%	23% <b>d</b>	13%	27% <b>e</b>	16%	40% <b>h</b>	26%	29%	17%	19%
Other types of mail	99	12	87	*	45	40	14	90	9	-	-	99	-
3%		9% <b>b</b>	2%	*	4% <b>d</b>	2%	9% <b>e</b>	2%	10% <b>h</b>	-	-	3%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG\_NET\_MORE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Much/Slightly more Summary

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2157	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Invitations, greetings cards and postcards	391	67	33	146	145	33	-	34	-	33	-	-	97	49	49	48	49
10%	8%	8%	11%	11%	11%	8%	-	8%	-	8%	-	-	12%	10%	11%	11%	11%
Personal letters (e.g. to a friend or relative)	380	83	32	137	128	42	-	41	-	32	-	-	93	44	45	43	40
10%	10%	8%	11%	10%	10%	10%	-	10%	-	8%	-	-	11%	9%	10%	10%	9%
Formal letters to organisations or individuals	397	87	45	144	121	51	-	36	-	45	-	-	90	54	40	44	37
10%	10%	11%	11%	9%	12%	-	-	8%	-	11%	-	-	11%	11%	9%	11%	8%
Payments for bills/ invoices/ statements	406	96	35	128	148	54	-	42	-	35	-	-	81	47	54	49	44
11%	11%	8%	10%	11%	12%	-	-	10%	-	8%	-	-	10%	10%	12%	12%	10%
Smaller parcels - that will fit through a letterbox	608	155	80	172	201	82	-	73	-	80	-	-	106	66	68	65	67
16%	19%	19%	13%	16%	19%	-	-	17%	-	19%	-	-	13%	14%	16%	16%	15%
Larger parcels - that will not fit through a letterbox	565	126	58	186	195	63	-	63	-	58	-	-	120	66	66	75	54
15%	15%	14%	14%	15%	15%	-	-	15%	-	14%	-	-	15%	14%	15%	18%	12%
Items requiring a signature	494	137	61	144	152	74	-	64	-	61	-	-	100	44	45	52	55
13%	16%	15%	11%	12%	17%	-	-	15%	-	15%	-	-	12%	9%	10%	12%	13%
Tracked post, e.g. items that you can track where they are in the delivery process	651	168	84	202	197	92	-	76	-	84	-	-	126	76	73	65	59
17%	20%	20%	16%	15%	23%	-	-	18%	-	23%	-	-	15%	16%	17%	16%	13%
Other types of mail	99	78	23	-	-	46	-	30	-	23	-	-	-	-	-	-	-
3%	9%	6%	-	-	15%	-	-	9%	-	9%	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QG3\_NET\_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

No change Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Invitations, greetings cards and postcards	2268	-	2268	248	1513	1124	1135	272	235	421	329	438	322	252	507	750	1012	574	2041	221	2273
59%	-	59%	46%	69%	60%	58%	58%	53%	49%	55%	62%	64%	67%	65%	51%	58%	65%	66%	60%	52%	59%
Personal letters (e.g. to a friend or relative)	2207	-	2207	236	1501	1123	1078	264	236	430	332	434	292	219	500	762	945	511	2010	190	2227
57%	-	57%	44%	63%	55%	55%	51%	51%	49%	56%	63%	63%	61%	56%	50%	59%	61%	52%	51%	44%	56%
Formal letters to organisations or individuals	2243	-	2243	226	1564	1105	1131	288	236	439	328	443	277	233	524	786	953	510	2045	188	2292
58%	-	58%	42%	63%	59%	58%	56%	56%	49%	57%	61%	64%	59%	50%	53%	59%	61%	59%	60%	44%	59%
Payments for bills/ invoices/ statements	2238	-	2238	237	1559	1086	1143	285	248	430	321	425	285	244	533	751	954	529	2020	210	2257
58%	-	58%	44%	63%	57%	59%	55%	52%	56%	61%	63%	60%	63%	58%	54%	58%	63%	61%	53%	49%	56%
Smaller parcels - that will fit through a letterbox	2356	-	2356	237	1609	1176	1173	296	224	424	351	452	346	293	490	774	1101	639	2146	205	2396
61%	-	61%	44%	64%	62%	60%	60%	50%	47%	55%	66%	67%	72%	70%	48%	59%	71%	74%	63%	48%	62%
Larger parcels - that will not fit through a letterbox	2363	-	2363	258	1585	1179	1177	274	232	457	355	467	305	274	508	812	1046	578	2137	219	2377
61%	-	61%	48%	63%	62%	60%	60%	43%	46%	59%	66%	66%	64%	70%	51%	62%	67%	61%	63%	41%	61%
Items requiring a signature	2387	-	2387	244	1627	1159	1220	270	248	454	349	469	331	265	518	803	1065	596	2182	216	2474
62%	-	62%	45%	64%	61%	63%	63%	53%	52%	59%	65%	67%	67%	63%	52%	62%	69%	69%	64%	51%	64%
Tracked post, e.g. items that you can track where they are in the delivery process	2325	-	2325	228	1575	1147	1169	259	232	431	345	472	317	209	491	776	1059	596	2112	205	2370
60%	-	60%	42%	62%	61%	60%	60%	50%	48%	56%	65%	65%	66%	60%	49%	60%	68%	68%	62%	48%	61%
Other types of mail	300	-	300	28	89	164	134	33	33	67	54	43	47	22	66	121	112	69	267	31	256
8%	-	8%	5%	4%	4%	9%	7%	6%	7%	9%	10%	6%	10%	6%	7%	9%	7%	8%	8%	7%	7%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG3\_NET\_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

No change Summary

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Invitations, greetings cards and postcards	2268	355	710	523	680	1065	1203	1257	989	291	286	583	633	326	1501	295	1848	304	1179	80
59%	50%	57% <i>ab</i>	58%	56%	63% <i>abc</i>	57%	61%	55%	60% <i>gh</i>	59% <i>ij</i>	60%	57%	61% <i>klm</i>	54%	59%	63%	58%	57%	61%	61%
Personal letters (e.g. to a friend or relative)	2207	327	680	548	651	1008	1200	1277	905	282	256	593	606	322	1455	282	1798	292	1138	77
57%	46%	53% <i>a</i>	53% <i>ab</i>	52% <i>a</i>	54% <i>a</i>	54%	62% <i>abc</i>	55%	60% <i>gh</i>	62% <i>ij</i>	54%	58%	58%	53%	57%	61%	55%	59%	59%	58%
Formal letters to organisations or individuals	2243	339	698	559	648	1037	1207	1317	901	272	272	590	617	342	1479	272	1845	293	1190	84
58%	48%	60% <i>ab</i>	60% <i>ab</i>	64% <i>ab</i>	56%	61% <i>ab</i>	57%	60%	59%	57%	58%	60%	60%	56%	58%	58%	55%	62% <i>ab</i>	64%	64%
Payments for bills/ invoices/ statements	2238	354	678	540	667	1031	1205	1280	927	273	285	588	615	325	1488	274	1637	312	1179	89
58%	50%	59% <i>a</i>	57% <i>a</i>	64% <i>abc</i>	55%	61% <i>ab</i>	56%	60% <i>gh</i>	56%	60%	58%	59%	54%	59%	59%	59%	58%	59%	61%	67%
Smaller parcels - that will fit through a letterbox	2356	378	740	559	679	1118	1237	1296	1035	282	282	640	657	341	1579	283	1948	300	1269	79
61%	53%	64% <i>ab</i>	59%	65% <i>ab</i>	60%	62%	56%	60% <i>gh</i>	62%	59%	59%	63%	63% <i>lm</i>	56%	62% <i>lm</i>	61%	57%	66% <i>ab</i>	60%	60%
Larger parcels - that will not fit through a letterbox	2363	400	709	582	673	1108	1255	1368	972	280	278	613	682	359	1573	282	1956	290	1226	80
61%	56%	61%	62%	64% <i>a</i>	59%	63%	59%	60% <i>gh</i>	61%	61%	58%	60%	60% <i>klm</i>	59%	62%	60%	55%	64% <i>ab</i>	60%	60%
Items requiring a signature	2387	389	747	558	693	1136	1251	1366	990	268	293	627	685	356	1605	270	1991	293	1253	78
62%	53%	63% <i>a</i>	59%	65% <i>abc</i>	61%	63%	59%	60% <i>gh</i>	60% <i>gh</i>	60%	62%	62%	63% <i>klm</i>	59%	63%	58%	63%	56%	63% <i>ab</i>	60%
Tracked post, e.g. items that you can track where they are in the delivery process	2326	374	707	565	680	1081	1245	1323	970	275	274	612	682	323	1567	276	1921	303	1217	81
60%	53%	61% <i>ab</i>	60% <i>ab</i>	65% <i>ab</i>	58%	63% <i>ab</i>	57%	60% <i>gh</i>	60% <i>gh</i>	60%	58%	60% <i>lm</i>	60% <i>lm</i>	53%	62% <i>lm</i>	59%	60%	57%	63% <i>ab</i>	62%
Other types of mail	300	55	75	83	87	129	170	203	94	38	39	88	73	56	201	38	258	-	-	-
8%	8%	6%	9%	8%	7%	9%	9% <i>ab</i>	6%	6%	8%	8%	9%	7%	9%	8%	8%	8%	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QG3\_NET\_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

No change Summary

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3851	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Invitations, greetings cards and postcards	2268	1930	339	80	1916	183	111	58	93	257	199	166	198	246	233	311	213	23	161
59%	58%	63%	59%	59%	59%	56%	59%	55%	59%	60%	54%	59%	59%	60%	60%	60%	59%	57%	59%
Personal letters (e.g. to a friend or relative)	2207	1868	319	80	1867	174	108	58	88	247	192	170	215	199	248	302	210	23	151
57%	57%	59%	58%	58%	58%	53%	58%	55%	56%	58%	62%	61%	62%	55%	49%	58%	64%	58%	52%
Formal letters to organisations or individuals	2243	1921	322	87	1890	185	111	57	90	243	181	161	199	234	273	302	208	23	162
58%	58%	60%	63%	59%	59%	56%	59%	54%	57%	57%	59%	58%	59%	64%	54%	58%	64%	58%	56%
Payments for bills/ invoices/ statements	2238	1917	321	84	1888	184	110	57	91	250	182	156	228	218	267	291	205	23	161
58%	58%	60%	61%	58%	58%	56%	59%	54%	58%	59%	59%	56%	67%	60%	53%	56%	63%	58%	56%
Smaller parcels - that will fit through a letterbox	2356	2005	350	88	1971	205	119	60	92	266	207	181	208	234	246	320	218	26	178
61%	61%	65%	65%	61%	61%	62%	64%	57%	58%	62%	67%	65%	61%	65%	48%	61%	67%	67%	62%
Larger parcels - that will not fit through a letterbox	2363	2022	341	83	1982	204	117	60	90	256	192	185	214	219	278	330	218	27	177
61%	61%	63%	61%	61%	61%	62%	63%	56%	57%	60%	62%	65%	63%	60%	55%	63%	67%	69%	61%
Items requiring a signature	2387	2030	357	89	2001	204	120	61	94	256	191	178	208	234	281	326	233	29	176
62%	61%	66%	65%	62%	62%	64%	58%	60%	60%	60%	62%	63%	61%	65%	58%	62%	63%	63%	61%
Tracked post, e.g. items that you can track where they are in the delivery process	2325	1968	358	91	1944	206	118	58	95	242	187	164	203	250	271	319	213	28	177
60%	59%	66%	67%	60%	63%	63%	55%	60%	60%	57%	60%	58%	60%	69%	53%	61%	65%	72%	61%
Other types of mail	300	250	39	13	256	24	15	5	13	34	27	17	17	31	39	54	24	4	20
8%	8%	7%	9%	8%	7%	8%	5%	8%	8%	9%	6%	6%	5%	9%	8%	10%	7%	10%	7%

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QG3\_NET\_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

No change Summary

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)		
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836	
Weighted Base	3861	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747	
Effective Base	2157	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025	
Invitations, greetings cards and postcards	2268	767	109	411	785	883	376	153	56	1667	209	874	879	341	117	35	1753	153	328	1234	
	59%	58%	61%	63%	62% <sup>h</sup>	63% <sup>h</sup>	61% <sup>h</sup>	59%	46%	59% <sup>h</sup>	55%	58%	58%	61% <sup>h</sup>	63%	47%	58%	58%	39%	71% <sup>h</sup>	
Personal letters (e.g. to a friend or relative)	2207	785	114	399	761	859	359	151	61	1620	212	840	879	336	100	32	1718	133	305	1201	
	57%	58%	64%	61%	58%	57%	58%	59%	50%	57%	56%	56%	58% <sup>h</sup>	63% <sup>h</sup>	60% <sup>h</sup>	54%	43%	57%	51%	37%	69% <sup>h</sup>
Formal letters to organisations or individuals	2243	811	110	395	763	865	380	161	55	1627	216	897	863	325	109	32	1760	141	323	1244	
	58%	60%	62%	61%	58% <sup>h</sup>	57% <sup>h</sup>	62% <sup>h</sup>	62% <sup>h</sup>	45%	58% <sup>h</sup>	57%	60% <sup>h</sup>	57%	61% <sup>h</sup>	58%	43%	58% <sup>h</sup>	54%	39%	71% <sup>h</sup>	
Payments for bills/ invoices/ statements	2238	808	112	406	776	875	364	149	57	1651	206	869	881	325	118	28	1750	146	346	1234	
	58%	60%	63%	62%	59% <sup>h</sup>	58%	59% <sup>h</sup>	58%	46%	59% <sup>h</sup>	54%	58% <sup>h</sup>	58% <sup>h</sup>	61% <sup>h</sup>	63% <sup>h</sup>	37%	58% <sup>h</sup>	56% <sup>h</sup>	42%	71% <sup>h</sup>	
Smaller parcels - that will fit through a letterbox	2356	847	115	443	831	902	402	143	61	1733	205	914	931	340	118	34	1845	152	319	1328	
	61%	63%	65%	68%	64% <sup>h</sup>	60%	65% <sup>h</sup>	56%	50%	61% <sup>h</sup>	54%	61% <sup>h</sup>	61% <sup>h</sup>	64% <sup>h</sup>	63% <sup>h</sup>	45%	61% <sup>h</sup>	58%	38%	76% <sup>h</sup>	
Larger parcels - that will not fit through a letterbox	2363	856	115	434	825	927	389	146	64	1751	210	915	939	336	125	32	1854	157	307	1289	
	61%	63%	65%	67%	63% <sup>h</sup>	61%	63%	57%	52%	62%	55%	61% <sup>h</sup>	62% <sup>h</sup>	63% <sup>h</sup>	67% <sup>h</sup>	43%	61% <sup>h</sup>	60% <sup>h</sup>	37%	74% <sup>h</sup>	
Items requiring a signature	2387	844	105	425	843	908	396	159	63	1751	222	953	923	331	128	34	1876	161	334	1290	
	62%	63%	69%	65%	59% <sup>h</sup>	60%	64% <sup>h</sup>	62%	51%	62%	58%	63% <sup>h</sup>	61% <sup>h</sup>	62% <sup>h</sup>	68% <sup>h</sup>	45%	62% <sup>h</sup>	61% <sup>h</sup>	40%	74% <sup>h</sup>	
Tracked post, e.g. items that you can track where they are in the delivery process	2325	834	110	429	816	900	376	157	60	1716	217	909	908	327	126	38	1817	164	308	1294	
	60%	62%	62%	66%	63% <sup>h</sup>	59%	61%	61%	49%	61% <sup>h</sup>	57%	61% <sup>h</sup>	60%	62%	67% <sup>h</sup>	50%	60%	62%	37%	74% <sup>h</sup>	
Other types of mail	300	102	19	36	100	116	51	27	5	216	32	91	122	63	14	9	213	23	-	-	
	8%	8%	11%	6%	8%	8%	8%	10%	4%	8%	8%	6%	8%	12% <sup>h</sup>	8%	12%	7%	9%	-	-	

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base

QG3\_NET\_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

No change Summary

Base : All participants

	Housebound			Disability			Internet access					Don't know (l)	
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)		NET: Have access to the internet (k)
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3851	229	3561	61*	1098	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2157	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Invitations, greetings cards and postcards	2268	122	2117	29	576	1883	110	2215	26	18	3	2286	9
	59%	53%	59%	48%	52%	53% <i>df</i>	47%	50% <i>gh</i>	28%	42%	41%	50% <i>gh</i>	45%
Personal letters (e.g. to a friend or relative)	2207	119	2059	29	574	1520	113	2134	32	23	3	2190	15
	57%	52%	58%	48%	52%	59% <i>df</i>	48%	58% <i>gh</i>	35%	61%	41%	57% <i>gh</i>	72%
Formal letters to organisations or individuals	2243	125	2092	26	598	1530	116	2177	34	21	3	2232	9
	58%	55%	59% <i>bc</i>	42%	54%	61% <i>df</i>	49%	59% <i>gh</i>	37%	55%	41%	58% <i>gh</i>	43%
Payments for bills/ invoices/ statements	2238	120	2088	30	597	1535	106	2172	28	18	4	2219	15
	58%	53%	59%	49%	54% <i>kl</i>	61% <i>df</i>	45%	59% <i>gh</i>	30%	48%	71%	58% <i>gh</i>	69%
Smaller parcels - that will fit through a letterbox	2356	124	2202	29	629	1604	123	2286	30	26	3	2341	12
	61%	54%	62%	48%	57%	64% <i>df</i>	52%	62% <i>gh</i>	32%	67%	41%	61% <i>gh</i>	58%
Larger parcels - that will not fit through a letterbox	2363	133	2200	30	642	1602	119	2293	34	21	3	2348	12
	61%	58%	62%	49%	58%	64% <i>df</i>	51%	62% <i>gh</i>	36%	56%	41%	61% <i>gh</i>	58%
Items requiring a signature	2387	127	2234	26	629	1640	118	2320	33	24	3	2376	8
	62%	55%	63% <i>bc</i>	43%	57%	65% <i>df</i>	50%	63% <i>gh</i>	35%	62%	41%	62% <i>gh</i>	38%
Tracked post, e.g. items that you can track where they are in the delivery process	2325	121	2177	28	595	1629	101	2265	24	20	3	2309	13
	60%	53%	61%	45%	54% <i>kl</i>	65% <i>df</i>	43%	61% <i>gh</i>	26%	53%	41%	60% <i>gh</i>	64%
Other types of mail	300	21	278	1	89	202	9	293	1	6	-	299	*
	8%	9%	8%	1%	8%	8%	4%	8%	1%	15%	-	8%	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/kl  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QG\_NET\_NOCHANGE. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

No change Summary

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3870	3870	3870	3870	3870	-	3870	-	3870	-	-	3870	3870	3870	3870	3870	
Weighted Base	3851	3851	3851	3851	3851	-	3851	-	3851	-	-	3851	3851	3851	3851	3851	
Effective Base	2167	2167	2167	2167	2167	-	2167	-	2167	-	-	2167	2167	2167	2167	2167	
Invitations, greetings cards and postcards	2268	465	240	821	742	211	-	254	-	240	-	-	534	286	249	244	249
59%	54%	58%	64%ab	58%	49%	-	69%a	-	58%a	-	-	-	65%abp	61%a	57%	59%a	57%
Personal letters (e.g. to a friend or relative)	2207	468	233	789	717	228	-	242	-	233	-	-	506	284	242	224	251
57%	54%	57%	61%ab	56%	52%	-	57%	-	57%	-	-	-	62%abp	60%	58%	54%	57%
Formal letters to organisations or individuals	2243	459	217	787	780	221	-	239	-	217	-	-	502	284	252	258	269
58%	53%	53%	61%ab	60%ab	51%	-	56%	-	53%	-	-	-	61%ab	60%a	56%	60%ab	60%ab
Payments for bills/ invoices/ statements	2238	436	222	815	764	208	-	228	-	222	-	-	511	304	250	249	265
58%	51%	54%	62%abp	60%ab	48%	-	53%	-	54%	-	-	-	62%abp	60%abp	57%	60%ab	61%ab
Smaller parcels - that will fit through a letterbox	2356	485	224	872	775	220	-	265	-	224	-	-	523	309	240	239	267
61%	56%	54%	65%abp	60%	51%	-	62%a	-	54%	-	-	-	69%abp	65%abp	55%	60%abp	61%a
Larger parcels - that will not fit through a letterbox	2363	509	259	837	758	243	-	266	-	259	-	-	536	301	247	250	262
61%	59%	63%	65%cd	59%	56%	-	62%	-	63%	-	-	-	60%abp	64%	56%	60%	60%
Items requiring a signature	2387	497	266	812	812	231	-	267	-	266	-	-	506	306	262	275	275
62%	58%	64%	63%	63%	53%	-	62%	-	64%a	-	-	-	62%a	65%a	60%	66%a	63%a
Tracked post, e.g. items that you can track where they are in the delivery process	2325	496	228	832	770	223	-	273	-	228	-	-	527	305	247	250	273
60%	56%	55%	65%ab	60%	52%	-	64%a	-	55%	-	-	-	64%abp	65%abp	57%	60%	65%ab
Other types of mail	300	188	101	-	-	89	-	110	-	101	-	-	-	-	-	-	-
8%	6%cd	6%cd	-	-	6%abp	-	6%abp	-	6%abp	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QG3\_NET\_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Much/Slightly less Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Invitations, greetings cards and postcards	1140	-	1140	158	750	515	622	27%	143	127	226	175	219	131	270	401	469	249	987	145	1187
30%	-	30%	29%	30%	27%	31%	28%	27%	29%	33%	32%	27%	30%	27%	31%	30%	29%	29%	29%	34%	31%
Personal letters (e.g. to a friend or relative)	1208	-	1208	132	811	531	675	136	135	204	179	227	166	162	271	382	555	328	1056	147	1266
31%	-	31%	25%	25%	28%	28%	31%	26%	26%	27%	33%	23%	23%	23%	27%	29%	31%	31%	31%	34%	33%
Formal letters to organisations or individuals	1134	-	1134	133	722	518	612	116	121	201	170	219	179	128	237	371	526	307	983	146	1185
29%	-	29%	25%	29%	27%	31%	23%	25%	26%	32%	32%	38%	35%	33%	24%	28%	34%	35%	29%	29%	31%
Payments for bills/ invoices/ statements	1131	-	1131	116	722	526	605	107	116	186	177	237	178	129	224	363	544	307	997	128	1230
28%	-	28%	22%	23%	28%	28%	31%	21%	24%	24%	33%	28%	28%	28%	23%	30%	33%	33%	29%	30%	32%
Smaller parcels - that will fit through a letterbox	836	-	836	81	553	379	455	110	105	151	123	161	107	80	215	274	347	186	721	109	829
22%	-	22%	15%	15%	20%	20%	23%	21%	22%	20%	23%	23%	22%	20%	22%	21%	22%	22%	21%	21%	26%
Larger parcels - that will not fit through a letterbox	852	-	852	82	567	388	461	80	108	151	124	165	133	91	187	274	391	225	745	101	858
22%	-	22%	15%	15%	21%	21%	24%	16%	23%	20%	23%	24%	23%	21%	19%	21%	23%	23%	22%	22%	22%
Items requiring a signature	867	-	867	105	574	409	455	114	109	170	120	150	112	93	222	290	355	205	740	122	861
23%	-	23%	20%	23%	22%	22%	23%	22%	23%	22%	22%	22%	23%	24%	22%	22%	23%	24%	22%	23%	22%
Tracked post, e.g. items that you can track where they are in the delivery process	790	-	790	82	535	359	429	90	104	161	119	125	115	78	194	280	316	191	678	106	777
21%	-	21%	15%	15%	19%	19%	22%	16%	22%	21%	22%	18%	24%	20%	20%	22%	20%	22%	20%	20%	20%
Other types of mail	105	-	105	12	39	54	51	24	13	30	15	10	8	6	37	45	24	14	92	13	113
3%	-	3%	2%	2%	3%	3%	3%	5%	3%	4%	3%	3%	2%	1%	4%	3%	2%	2%	3%	3%	3%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG\_NET\_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Much/Slightly less Summary

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Invitations, greetings cards and postcards	1140	247	314	312	266	562	578	719	407	119	135	324	287	201	746	122	964	126	531	28
30%		30%	27%	23%	25%	30%	29%	31%	27%	26%	28%	32%	28%	33%	29%	26%	30%	24%	28%	21%
Personal letters (e.g. to a friend or relative)	1208	243	358	298	309	601	607	700	500	127	179	317	321	184	816	133	1019	137	589	40
31%		34%	31%	32%	30%	32%	31%	32%	33%	28%	33%	31%	31%	30%	32%	28%	32%	26%	31%	31%
Formal letters to organisations or individuals	1134	219	341	268	306	560	574	634	493	138	149	299	307	167	755	143	938	131	534	28
29%		31%	30%	29%	29%	30%	29%	28%	33%	30%	31%	29%	30%	28%	30%	31%	29%	25%	28%	21%
Payments for bills/ invoices/ statements	1131	214	354	278	285	568	563	646	479	132	141	306	305	175	752	137	944	105	544	24
29%		30%	31%	30%	27%	30%	28%	28%	32%	29%	30%	30%	29%	29%	30%	29%	30%	20%	28%	18%
Smaller parcels - that will fit through a letterbox	836	139	237	233	226	377	459	509	313	104	124	205	215	126	544	109	681	111	388	27
22%		20%	21%	25%	22%	20%	23%	22%	21%	23%	26%	20%	21%	21%	21%	23%	21%	21%	20%	21%
Larger parcels - that will not fit through a letterbox	852	130	256	234	233	386	467	488	352	103	130	221	216	120	567	108	700	113	413	26
22%		18%	22%	25%	22%	21%	23%	21%	23%	22%	27%	22%	21%	20%	22%	23%	22%	21%	22%	19%
Items requiring a signature	867	151	257	232	228	408	459	494	364	116	112	223	224	130	560	120	702	118	441	22
23%		21%	22%	23%	23%	22%	23%	21%	24%	20%	24%	22%	22%	21%	22%	26%	22%	22%	23%	17%
Tracked post, e.g. items that you can track where they are in the delivery process	790	130	247	204	209	377	413	470	316	101	113	226	175	124	513	106	645	109	386	22
21%		18%	21%	22%	20%	20%	21%	20%	21%	22%	24%	22%	17%	20%	20%	23%	20%	21%	20%	17%
Other types of mail	105	21	23	31	30	45	61	74	30	9	15	28	29	20	72	9	93	-	-	-
3%		3%	2%	3%	3%	2%	3%	3%	2%	2%	3%	3%	3%	3%	2%	2%	3%	-	-	-

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QG3\_NET\_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Much/Slightly less Summary

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3851	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Invitations, greetings cards and postcards	1140	995	145	44	932	117	55	35	47	120	73	75	108	86	194	143	86	14	103
30%	30%	27%	32%	29%	36% <sup>d</sup>	29%	33%	33%	30%	28%	24%	27%	32%	24%	38% <sup>g</sup> <sup>h</sup> <sup>i</sup> <sup>j</sup> <sup>k</sup> <sup>l</sup> <sup>m</sup> <sup>n</sup> <sup>o</sup> <sup>p</sup> <sup>q</sup> <sup>r</sup>	27%	26%	36%	
Personal letters (e.g. to a friend or relative)	1208	1034	174	49	981	120	64	37	53	135	82	78	93	131	199	157	92	15	111
31%	31%	32%	36%	30%	33% <sup>d</sup>	34%	35%	35%	34%	32%	27%	28%	28%	34%	31%	30%	28%	38%	39% <sup>h</sup> <sup>i</sup> <sup>j</sup> <sup>k</sup> <sup>l</sup> <sup>m</sup> <sup>n</sup> <sup>o</sup> <sup>p</sup> <sup>q</sup> <sup>r</sup>
Formal letters to organisations or individuals	1134	959	176	44	921	118	58	37	48	129	90	82	107	96	119	153	98	16	102
29%	29%	33%	32%	29%	36% <sup>d</sup>	31%	35% <sup>d</sup>	35% <sup>d</sup>	30%	30%	29%	29%	32%	26%	23%	29%	30%	41% <sup>h</sup> <sup>i</sup> <sup>j</sup> <sup>k</sup> <sup>l</sup> <sup>m</sup> <sup>n</sup> <sup>o</sup> <sup>p</sup> <sup>q</sup> <sup>r</sup>	35% <sup>h</sup> <sup>i</sup> <sup>j</sup> <sup>k</sup> <sup>l</sup> <sup>m</sup> <sup>n</sup> <sup>o</sup> <sup>p</sup> <sup>q</sup> <sup>r</sup>
Payments for bills/ invoices/ statements	1131	960	172	39	914	122	57	30	49	131	85	85	80	108	134	160	79	16	107
29%	29%	32%	28%	28%	37% <sup>d</sup>	33	35% <sup>d</sup>	35% <sup>d</sup>	31%	31%	28%	31%	24%	30%	26%	31%	24%	40% <sup>h</sup> <sup>i</sup> <sup>j</sup> <sup>k</sup> <sup>l</sup> <sup>m</sup> <sup>n</sup> <sup>o</sup> <sup>p</sup> <sup>q</sup> <sup>r</sup>	37% <sup>h</sup> <sup>i</sup> <sup>j</sup> <sup>k</sup> <sup>l</sup> <sup>m</sup> <sup>n</sup> <sup>o</sup> <sup>p</sup> <sup>q</sup> <sup>r</sup>
Smaller parcels - that will fit through a letterbox	836	723	112	37	698	82	33	23	32	96	65	50	79	77	120	107	71	11	71
22%	22%	21%	27%	22%	26% <sup>d</sup>	22%	17%	22%	21%	22%	21%	18%	23%	21%	24%	21%	22%	27%	25%
Larger parcels - that will not fit through a letterbox	852	729	124	40	719	74	33	26	37	103	75	55	73	92	106	107	71	10	65
22%	22%	23%	23% <sup>a</sup>	22%	23%	23%	18%	25% <sup>f</sup>	24%	24%	24%	20%	22%	25%	21%	20%	22%	24%	22%
Items requiring a signature	867	753	114	34	723	75	40	29	33	104	71	71	79	82	105	115	64	9	66
23%	23%	21%	29%	22%	23%	23%	22%	27%	21%	28%	23%	25%	23%	23%	21%	22%	20%	23%	23%
Tracked post, e.g. items that you can track where they are in the delivery process	790	687	104	30	659	72	35	23	27	99	71	58	72	66	95	107	64	8	64
21%	21%	19%	22%	20%	22%	19%	22%	22%	17%	23%	23%	21%	21%	18%	19%	20%	20%	21%	22%
Other types of mail	105	93	13	7	83	14	4	4	7	9	3	8	15	8	16	12	6	*	14
3%	3%	2%	5%	3%	4%	2%	4%	4%	4% <sup>h</sup>	2%	1%	3%	4% <sup>j</sup>	2%	3%	2%	2%	1%	5% <sup>h</sup>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QG3\_NET\_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Much/Slightly less Summary

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <€11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3861	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2167	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Invitations, greetings cards and postcards	1140	459	60	201	348	440	191	86	87	798	153	471	436	139	56	30	906	86	293	392
	30%	34%	34%	31%	27%	29%	31%	31% <b>ci</b>	43% <b>del</b>	28%	49% <b>del</b>	31%	29%	26%	30%	43% <b>del</b>	30%	33%	33% <b>del</b>	22%
Personal letters (e.g. to a friend or relative)	1298	486	60	230	388	472	197	93	51	859	144	500	467	129	70	32	968	102	315	451
	31%	36%	34%	35%	30%	31%	32%	36%	43% <b>del</b>	30%	38% <b>del</b>	33% <b>del</b>	31% <b>del</b>	24%	38% <b>del</b>	42% <b>del</b>	32% <b>del</b>	39% <b>del</b>	38% <b>del</b>	26%
Formal letters to organisations or individuals	1134	447	60	222	366	452	177	81	52	818	133	419	468	138	67	29	888	96	284	408
	29%	33%	34%	34%	28%	30%	29%	31%	42% <b>del</b>	29%	39% <b>del</b>	28%	31%	26%	36%	38%	29%	37% <b>del</b>	34% <b>del</b>	23%
Payments for bills/ invoices/ statements	1131	440	58	217	360	451	174	86	53	811	139	455	451	129	54	33	905	87	257	416
	29%	33%	33%	33%	28%	30%	28%	33%	44% <b>del</b>	29%	37% <b>del</b>	30%	30%	24%	29%	44% <b>del</b>	30%	33%	31% <b>del</b>	24%
Smaller parcels - that will fit through a letterbox	836	348	43	150	238	329	145	75	42	567	117	300	327	125	46	28	627	74	260	266
	22%	26%	24%	23%	18%	22%	24% <b>del</b>	29% <b>del</b>	34% <b>del</b>	20%	31% <b>del</b>	20%	22%	24%	24%	37% <b>del</b>	21%	28% <b>del</b>	31% <b>del</b>	15%
Larger parcels - that will not fit through a letterbox	852	341	48	161	244	332	154	72	42	576	114	304	335	128	45	30	639	75	273	278
	22%	25%	27%	25%	19%	22%	25% <b>del</b>	28% <b>del</b>	34% <b>del</b>	20%	30% <b>del</b>	20%	22%	24%	24%	39% <b>del</b>	21%	29% <b>del</b>	33% <b>del</b>	16%
Items requiring a signature	867	344	60	171	247	371	133	74	36	618	110	317	345	124	47	26	662	73	260	321
	23%	25%	33%	26%	19%	24% <b>del</b>	22%	29% <b>del</b>	30% <b>del</b>	22%	29% <b>del</b>	21%	23%	23%	25%	34% <b>del</b>	22%	28%	31% <b>del</b>	18%
Tracked post, e.g. items that you can track where they are in the delivery process	790	335	54	151	213	313	147	70	39	527	109	265	310	133	45	26	576	71	263	255
	21%	25%	30%	23%	16%	21% <b>del</b>	24% <b>del</b>	27% <b>del</b>	32% <b>del</b>	19%	29% <b>del</b>	18%	20%	25% <b>del</b>	24%	34% <b>del</b>	19%	27% <b>del</b>	32% <b>del</b>	15%
Other types of mail	105	32	6	7	18	38	22	19	8	56	27	20	41	24	11	9	61	21	-	-
	3%	2%	3%	1%	7%	3%	4% <b>del</b>	7% <b>del</b>	7% <b>del</b>	2%	7% <b>del</b>	1%	3% <b>del</b>	4% <b>del</b>	6% <b>del</b>	12% <b>del</b>	2%	8% <b>del</b>	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base

QG3\_NET\_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Much/Slightly less Summary

Base : All participants

	Housebound			Disability			Internet access					Don't know (l)	
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)		NET: Have access to the internet (k)
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3851	229	3561	61*	1098	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2157	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Invitations, greetings cards and postcards	1140	52	1067	20	354	698	90	1088	34	10	2	1132	6
	30%	23%	30%	33%	27% <b>a</b>	28%	33% <b>a</b>	29%	36%	25%	30%	30%	29%
Personal letters (e.g. to a friend or relative)	1208	46	1144	18	355	773	80	1168	34	5	2	1206	*
	31%	20%	32% <b>a</b>	29%	32%	31%	34%	32%	37%	12%	30%	32%	1%
Formal letters to organisations or individuals	1134	42	1072	21	314	748	72	1099	24	11	-	1134	*
	29%	18%	30% <b>a</b>	35% <b>a</b>	29%	30%	31%	30%	26%	28%	-	30%	1%
Payments for bills/ invoices/ statements	1131	49	1063	19	315	743	74	1095	25	12	-	1131	*
	29%	21%	30% <b>a</b>	31%	29%	29%	32%	30%	27%	31%	-	30%	1%
Smaller parcels - that will fit through a letterbox	836	37	781	18	245	539	51	799	27	7	2	832	2
	22%	16%	22%	29%	22%	21%	22%	22%	29%	18%	30%	22%	7%
Larger parcels - that will not fit through a letterbox	852	37	797	19	239	566	47	815	25	11	2	850	*
	22%	16%	22%	31%	22%	22%	20%	22%	27%	29%	30%	22%	1%
Items requiring a signature	867	43	805	19	247	564	56	828	24	9	2	861	4
	23%	19%	23%	31%	23%	22%	24%	22%	26%	23%	30%	23%	21%
Tracked post, e.g. items that you can track where they are in the delivery process	790	37	735	19	222	514	53	749	32	8	2	788	*
	21%	16%	21%	31% <b>a</b>	20%	20%	23%	20%	34% <b>a</b>	20%	30%	21%	1%
Other types of mail	105	10	92	2	38	57	10	100	5	-	-	105	-
	3%	5%	3%	4%	3%	2%	4%	3%	6%	-	-	3%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG\_NET\_LESS. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?

Much/Slightly less Summary

Base : All participants

Total	Quarter				Month												
	Q1 2022 (g)	Q2 2022 (h)	Q3 2022 (i)	Q4 2022 (j)	Jan 2022 (k)	Feb 2022 (l)	Mar 2022 (m)	Apr 2022 (n)	May 2022 (o)	Jun 2022 (p)	Jul 2022 (q)	Aug 2022 (r)	Sep 2022 (s)	Oct 2022 (t)	Nov 2022 (u)	Dec 2022 (v)	
Unweighted Base	3870	3860	430	1290	1290	430	-	430	-	430	-	-	880	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2167	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Invitations, greetings cards and postcards	1140	320	135	295	390	185	-	135	-	135	-	-	172	123	137	118	136
30%		37% <i>cd</i>	33% <i>cd</i>	23%	30% <i>cd</i>	43% <i>klmnoop</i>	-	32% <i>kl</i>	-	33% <i>kl</i>	-	-	21%	26%	31% <i>kl</i>	28% <i>kl</i>	31% <i>kl</i>
Personal letters (e.g. to a friend or relative)	1208	296	146	337	429	157	-	138	-	148	-	-	207	130	148	141	140
31%		34% <i>cd</i>	35% <i>cd</i>	26%	33% <i>cd</i>	39% <i>klm</i>	-	33% <i>kl</i>	-	39% <i>kl</i>	-	-	25%	28%	34% <i>kl</i>	34% <i>kl</i>	32% <i>kl</i>
Formal letters to organisations or individuals	1134	295	147	326	366	151	-	144	-	147	-	-	205	121	139	105	123
29%		34% <i>cd</i>	35% <i>cd</i>	28%	35% <i>klmcd</i>	35% <i>klmcd</i>	-	34% <i>klmcd</i>	-	35% <i>klmcd</i>	-	-	25%	26%	32% <i>kl</i>	25% <i>kl</i>	28%
Payments for bills/ invoices/ statements	1131	306	151	317	357	156	-	150	-	151	-	-	208	108	130	104	123
29%		35% <i>cd</i>	37% <i>cd</i>	25%	28% <i>cd</i>	35% <i>klmcd</i>	-	35% <i>klmcd</i>	-	37% <i>klmcd</i>	-	-	25%	23%	30%	25% <i>kl</i>	28% <i>kl</i>
Smaller parcels - that will fit through a letterbox	836	205	104	225	301	124	-	82	-	104	-	-	138	87	128	76	87
22%		24% <i>cd</i>	25% <i>cd</i>	17%	23% <i>cd</i>	29% <i>klmcd</i>	-	19%	-	26% <i>kl</i>	-	-	17%	16%	23% <i>klmcd</i>	18% <i>kl</i>	22%
Larger parcels - that will not fit through a letterbox	852	210	91	240	311	120	-	91	-	91	-	-	146	94	119	84	108
22%		25% <i>cd</i>	22% <i>cd</i>	19%	24% <i>cd</i>	27% <i>klm</i>	-	21%	-	22% <i>cd</i>	-	-	18%	20%	27% <i>klm</i>	20% <i>kl</i>	25% <i>kl</i>
Items requiring a signature	867	206	81	285	296	119	-	87	-	81	-	-	185	100	125	78	93
23%		24% <i>cd</i>	20% <i>cd</i>	22%	23% <i>cd</i>	28% <i>klcd</i>	-	20% <i>cd</i>	-	20% <i>cd</i>	-	-	23%	21%	28% <i>klcd</i>	19% <i>kl</i>	21% <i>kl</i>
Tracked post, e.g. items that you can track where they are in the delivery process	790	179	93	221	297	108	-	71	-	93	-	-	147	74	106	91	100
21%		21% <i>cd</i>	23% <i>cd</i>	17%	23% <i>klm</i>	23% <i>klm</i>	-	17% <i>cd</i>	-	23% <i>kl</i>	-	-	18%	16%	24% <i>klm</i>	22% <i>kl</i>	23% <i>klm</i>
Other types of mail	105	65	40	-	-	42	-	24	-	40	-	-	-	-	-	-	-
3%		6% <i>cd</i>	10% <i>cd</i>	-	-	13% <i>klmnoop</i>	-	6% <i>klmnoop</i>	-	11% <i>klmnoop</i>	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QG3\_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Invitations, greetings cards and postcards	2.70	-	2.70	2.98d	2.68	2.79f	2.66	2.78jkm	2.95gklm	2.74jkm	2.58	2.59	2.65	2.63	2.88opq	2.88p	2.62	2.64	2.71r	2.63	2.67
Personal letters (e.g. to a friend or relative)	2.65	-	2.65	3.04d	2.60	2.73f	2.57	2.97jkm	2.88jkm	2.77jkm	2.64m	2.52m	2.49	2.42	2.97opq	2.97pq	2.49	2.46	2.64	2.70	2.60
Formal letters to organisations or individuals	2.69	-	2.69	3.11d	2.65	2.75f	2.63	2.88jkm	2.84jkm	2.81jkm	2.59l	2.55	2.44	2.56	2.91opq	2.72pq	2.52	2.50	2.68	2.72	2.63
Payments for bills/ invoices/ statements	2.67	-	2.67	3.18d	2.63	2.74f	2.60	2.99jkm	2.93jkm	2.86jkm	2.53l	2.49	2.37	2.46	2.95opq	2.73pq	2.44	2.41	2.66	2.77	2.59
Smaller parcels - that will fit through a letterbox	2.88	-	2.88	3.38d	2.84	2.92	2.85	3.05jkm	3.10jkm	3.04jkm	2.77	2.75	2.71	2.69	3.07opq	2.83pq	2.72	2.70	2.87	2.97	2.87
Larger parcels - that will not fit through a letterbox	2.84	-	2.84	3.25d	2.81	2.89f	2.80	3.14jkm	3.05jkm	2.96jkm	2.73	2.71	2.59	2.65	3.10opq	2.87pq	2.66	2.62	2.83	2.95	2.84
Items requiring a signature	2.81	-	2.81	3.20d	2.76	2.86f	2.77	2.97jkm	3.00jkm	2.89jkm	2.76	2.78l	2.61	2.64	2.98opq	2.83pq	2.68	2.63	2.81	2.81	2.79
Tracked post, e.g. items that you can track where they are in the delivery process	2.91	-	2.91	3.37d	2.86	2.96f	2.86	3.13jkm	3.09jkm	2.99jkm	2.80	2.85l	2.68	2.75	3.12opq	2.91pq	2.77	2.71	2.90	2.99	2.90
Other types of mail	2.95	-	2.95	3.73d	2.82	3.03	2.85	2.84	2.91	3.11	3.00	2.99	2.73	2.79	2.87	3.07	2.85	2.75	2.83	3.12	2.82

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QG3\_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Invitations, greetings cards and postcards	2.70	2.66	2.78ac	2.63	2.73ac	2.72	2.68	2.71	2.68	2.74k	2.73	2.66	2.73k	2.69	2.70	2.75	2.70	2.89r	2.73	2.84
Personal letters (e.g. to a friend or relative)	2.65	2.72bcd	2.63	2.62	2.63	2.67	2.63	2.70h	2.56	2.68j	2.54	2.64j	2.68j	2.74mn	2.63j	2.67	2.65	2.64m	2.65	2.62
Formal letters to organisations or individuals	2.69	2.63bcd	2.65	2.68	2.65	2.71	2.66	2.76h	2.56	2.67	2.66	2.69	2.67	2.78	2.68	2.67	2.69	2.90r	2.68	2.82
Payments for bills/ invoices/ statements	2.67	2.73bcd	2.65	2.65	2.63	2.70	2.64	2.76h	2.52	2.67	2.62	2.66	2.67	2.77n	2.65	2.67	2.67	2.84r	2.66	2.85
Smaller parcels - that will fit through a letterbox	2.88	3.07bcd	2.87	2.83	2.81	2.95f	2.82	2.95h	2.79	2.84	2.75	2.92j	2.89j	3.00n	2.88j	2.84	2.90	2.97r	2.86	2.88
Larger parcels - that will not fit through a letterbox	2.84	3.04bcd	2.82	2.77	2.80	2.91f	2.78	2.92h	2.73	2.82	2.71	2.88j	2.83	2.97n	2.83	2.82	2.85	2.95r	2.82	2.87
Items requiring a signature	2.81	2.97bcd	2.78	2.79	2.77	2.89f	2.78	2.89h	2.69	2.78	2.78	2.83	2.80	2.93n	2.81	2.77	2.83	2.93r	2.75	2.87
Tracked post, e.g. items that you can track where they are in the delivery process	2.91	3.08bcd	2.87	2.88	2.86	2.98f	2.87	2.97h	2.81	2.86	2.85	2.87	2.95	3.00n	2.90	2.85	2.92	2.96	2.87	2.97
Other types of mail	2.95	3.25bd	2.84	2.90	2.83	3.06	2.87	3.02	2.76	2.88	2.58	3.00	2.89	3.41n	2.89	2.88	2.97	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QG3\_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3851	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Invitations, greetings cards and postcards	2.70	2.70	2.71	2.64	2.71e	2.61	2.69	2.65	2.69	2.73v	2.78lnr	2.74vr	2.62	2.75nr	2.64	2.78nr	2.71	2.62	2.61
Personal letters (e.g. to a friend or relative)	2.65	2.66	2.60	2.53	2.67e	2.48	2.56	2.58	2.61	2.65r	2.69nr	2.70nr	2.60nr	2.56	2.74nr	2.69nr	2.66nr	2.48	2.48
Formal letters to organisations or individuals	2.69	2.70b	2.59	2.57	2.71efg	2.55	2.59	2.59	2.62	2.73vr	2.67	2.65	2.64	2.68q	2.87hklpqr	2.72q	2.66	2.42	2.56
Payments for bills/ invoices/ statements	2.67	2.68	2.59	2.65	2.70efg	2.48	2.58	2.53	2.65	2.66r	2.67r	2.65	2.70r	2.60	2.86nmqr	2.68r	2.70r	2.43	2.49
Smaller parcels - that will fit through a letterbox	2.88	2.89	2.87	2.74	2.89	2.78	2.84a	2.92	2.86r	2.87	2.80	2.93	2.87	2.84	3.01jpr	2.91	2.80	2.74	2.79
Larger parcels - that will not fit through a letterbox	2.84	2.85b	2.79	2.65	2.84	2.81	2.94	2.84	2.86	2.82	2.75	2.84	2.84	2.77	2.86jm	2.87	2.79	2.69	2.83
Items requiring a signature	2.81	2.82	2.78	2.69	2.82	2.76	2.80	2.74	2.87	2.79	2.80	2.70	2.81	2.75	2.96kmr	2.84	2.80	2.67	2.78
Tracked post, e.g. items that you can track where they are in the delivery process	2.91	2.91	2.89	2.80	2.92a	2.80	2.91	2.91	3.00r	2.85	2.83	2.96	2.91	2.85	3.00jnpqr	2.93	2.86	2.77	2.81
Other types of mail	2.95	2.97	2.85	2.79	3.00e	2.57	2.81	3.02a	2.73	2.88	2.82	3.06	2.63	2.77	3.37r	2.95	3.19	2.98	2.51

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QG3\_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <€11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3851	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2167	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Invitations, greetings cards and postcards	2.70	2.60	2.58	2.62	2.76a(fg h)	2.72(fg h)	2.63(fg h)	2.63h	2.21	2.75(fg h)	2.43h	2.68oq	2.74(mnoq)	2.74(mnoq)	2.58	2.46	2.71(mnoq)	2.55	2.61e	2.74
Personal letters (e.g. to a friend or relative)	2.65	2.50	2.47	2.50	2.70(fg h)	2.67(fg h)	2.60h	2.62h	2.20	2.68(fg h)	2.42h	2.62oq	2.67(mnoq)	2.74(lmnop)	2.53	2.41	2.65(mnoq)	2.49	2.75e	2.65
Formal letters to organisations or individuals	2.69	2.57	2.54	2.53	2.75(fg h)	2.70h	2.63h	2.62h	2.25	2.72h	2.51h	2.72oq	2.68q	2.71q	2.55	2.44	2.70q	2.52	2.93e	2.69
Payments for bills/ invoices/ statements	2.67	2.54	2.52	2.47	2.72h	2.67h	2.67h	2.58h	2.19	2.70h	2.46h	2.66	2.67a	2.75oq	2.62	2.38	2.67a	2.55	2.87e	2.66
Smaller parcels - that will fit through a letterbox	2.88	2.72	2.75	2.73	2.97(fg h)	2.90(fg h)	2.77h	2.82h	2.50	2.93h	2.72	2.94(moq)	2.90(moq)	2.78a	2.80	2.50	2.92(moq)	2.72	2.95	2.85
Larger parcels - that will not fit through a letterbox	2.84	2.72	2.65	2.68	2.92(fg h)	2.85(fg h)	2.76h	2.77h	2.48	2.88(fg h)	2.68	2.91(moq)	2.85oq	2.77a	2.72	2.43	2.83oq	2.64	2.83	2.86
Items requiring a signature	2.81	2.68	2.54	2.63	2.89(fg h)	2.78	2.81	2.69	2.64	2.83	2.67	2.85oq	2.82a	2.78	2.67	2.58	2.84oq	2.65	2.86e	2.76
Tracked post, e.g. items that you can track where they are in the delivery process	2.91	2.75	2.64	2.73	3.01o(fg h)	2.91(fg h)	2.82	2.74	2.63	2.96(fg h)	2.71	3.00(mnoq)	2.92(mnoq)	2.75	2.74	2.56	2.96(mnoq)	2.69	2.95	2.87
Other types of mail	2.95	2.77	2.87	2.90	3.22(fg h)	2.92	2.87	2.55	2.05	3.06	2.44	3.23(fg h)	2.88	2.79	2.63	2.42	3.05	2.54	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e(fg|h/i) - kl(mn)op(q) - rs  
 \* small base

QG3\_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants

Total	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3851	229	3561	61*	1098	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2157	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Invitations, greetings cards and postcards	2.70	2.92b	2.69	2.75	2.70	2.71f	2.61	2.69	2.93gk	3.12m	3.28	2.70	2.78
Personal letters (e.g. to a friend or relative)	2.65	3.01bc	2.62	2.75	2.68	2.64	2.59	2.64	2.83gk	3.07m	2.70	2.65	3.10pk
Formal letters to organisations or individuals	2.69	3.05b	2.66	2.73	2.78e	2.65	2.70	2.67	3.12gk	2.83	3.87	2.68	3.44
Payments for bills/ invoices/ statements	2.67	2.98b	2.65	2.78	2.74e	2.63	2.72	2.65	3.15gk	2.87	3.29	2.67	3.14
Smaller parcels - that will fit through a letterbox	2.88	3.17b	2.86	2.90	2.93	2.86	2.94	2.87	3.16gk	2.92	2.99	2.88	3.13
Larger parcels - that will not fit through a letterbox	2.84	3.07b	2.83	2.79	2.90e	2.80	3.01e	2.83	3.09	2.87	2.70	2.84	3.28
Items requiring a signature	2.81	3.05b	2.80	2.80	2.89e	2.78	2.85	2.80	3.10gk	2.86	2.99	2.81	3.05
Tracked post, e.g. items that you can track where they are in the delivery process	2.91	3.14b	2.89	2.85	3.00e	2.86	3.02e	2.90	3.06	2.93	2.99	2.91	3.29
Other types of mail	2.95	3.05	2.95	2.29	3.03	2.90	3.06	2.94	3.27	3.00	-	2.95	3.00

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QG3\_MEAN. Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change? Mean Summary

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2157	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Invitations, greetings cards and postcards	2.70	2.54	2.62	2.68abd	2.73ab	2.45	-	2.63a	-	2.63a	-	-	2.63sepmp	2.76sep	2.73sep	2.77sep	2.68a
Personal letters (e.g. to a friend or relative)	2.65	2.59	2.53	2.74abd	2.63b	2.56	-	2.63l	-	2.53	-	-	2.76sepmp	2.70sep	2.62	2.66sep	2.61
Formal letters to organisations or individuals	2.69	2.60	2.59	2.75abd	2.71a	2.61	-	2.60	-	2.59	-	-	2.75sep	2.75sep	2.68	2.80sep	2.66
Payments for bills/ invoices/ statements	2.67	2.56	2.51	2.72abd	2.72ab	2.56	-	2.57	-	2.51	-	-	2.71l	2.76sep	2.75sep	2.79sep	2.66
Smaller parcels - that will fit through a letterbox	2.88	2.89	2.87	2.90	2.86	2.85	-	2.93	-	2.87	-	-	2.91	2.89	2.79	2.87n	2.84
Larger parcels - that will not fit through a letterbox	2.84	2.82	2.85	2.88	2.82	2.77	-	2.87	-	2.85	-	-	2.89	2.87	2.77	2.92	2.76
Items requiring a signature	2.81	2.84	2.87	2.80	2.79	2.79	-	2.88n	-	2.87n	-	-	2.81	2.78	2.69	2.88n	2.81
Tracked post, e.g. items that you can track where they are in the delivery process	2.91	2.94	2.91	2.94	2.86	2.91	-	2.97	-	2.91	-	-	2.92	2.97p	2.85	2.90	2.81
Other types of mail	2.95	3.01	2.83	-	-	3.02	-	3.01	-	2.83	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Table 199

Base : Sent any letters in the last month

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	1613	-	1613	273	1340	765	844	175	212	258	213	339	240	176	387	471	755	416	1487	118	1613
Weighted Base	1643	-**	1643	291	1352	800	840	184	226	268	222	331	216	195	411	490	742	411	1446	188*	1613
Effective Base	934	-	934	160	774	459	473	101	124	157	127	196	129	102	225	284	425	230	837	94	1613
I haven't spent anything on postage for Letters and Cards in the last month (0)	135	-	135	19	116	71	64	18	14	15	21	28	16	23	32	36	67	39	115	19	150
Up to £1.00 (0.5)	111	-	111	*	110	47	64	15	7	12	19	26	19	12	22	31	57	31	101	9	104
£1.01 to £2.00 (1.5)	233	-	233	17	217	89	143	25	28	34	40	35	46	25	54	74	105	71	204	30	205
£2.01 to £4.00 (3)	315	-	315	57	258	155	160	43	45	54	30	70	36	35	91	83	141	71	278	37	291
£4.01 to £6.00 (5)	253	-	253	60	193	147	105	36	46	39	41	44	18	29	82	80	91	47	223	28	245
£6.01 to £10.00 (8)	219	-	219	46	173	102	116	17	33	32	26	50	36	25	50	58	111	61	195	22	219
£10.01 to £20.00 (15)	158	-	158	34	123	68	89	8	19	38	25	38	15	14	26	64	68	30	142	15	174
£20.01 to £30.00 (25)	54	-	54	16	38	28	26	8	5	14	3	14	2	9	13	16	25	11	44	10	69
£30.01 to £40.00 (35)	37	-	37	11	26	22	15	3	8	8	4	4	7	3	11	12	14	9	34	3	32
£40.01 to £50.00 (45)	17	-	17	4	13	12	5	2	5	7	-	3	-	-	7	7	3	-	11	4	14
Over £50 (55)	19	-	19	9	11	11	9	-	3	4	2	2	6	3	5	11	8	18	2	22	
I don't know	84	-	84	76	8	45	39	10	9	9	8	17	14	19	19	17	48	31	74	9	79
I prefer not to say	8	-	8	3	5	3	5	*	*	3	3	-	2	*	*	5	3	3	6	-	9
Mean	7.22	-	7.22	11.55c	6.25	7.70	6.77	5.67	8.23	11.25g	5.98	7.06	6.09	7.54	7.09	7.77	6.91	6.78	7.15	7.44	7.54
Std Dev	9.83	-	9.83	13.68	8.44	10.53	9.11	7.85	11.11	11.43	7.97	8.90	8.84	11.36	9.87	10.14	9.59	10.14	9.70	10.34	10.01
Std Error	0.24	-	0.24	0.83	0.23	0.38	0.31	0.59	0.76	0.71	0.55	0.48	0.57	0.88	0.50	0.47	0.35	0.50	0.25	0.85	0.25

Proportions/Mean: Column Test (5% risk level) - ab - cd - ef - gh/ij/kl/m - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : Sent any letters in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1613	414	496	321	382	910	703	889	707	157	191	411	484	283	1086	160	1383	346	1204	63
Weighted Base	1643	312	563	361	406	875	768	956	676	168*	208	447	473	254	1128	171*	1395	343	1216	84*
Effective Base	934	185	306	208	236	490	444	522	407	94	116	260	270	143	645	96	795	201	693	41
I haven't spent anything on postage for Letters and Cards in the last month (0)	135	25	41	31	38	66	69	68	65	13	14	32	47	22	92	13	115	26	105	4
Up to £1.00 (0.5)	111	19	44	23	25	63	48	61	49	12	9	23	34	21	66	12	94	16	91	4
£1.01 to £2.00 (1.5)	233	31	70	50	52	101	132	127	104	43	24	67	63	20	154	43	175	43	172	18
£2.01 to £4.00 (3)	315	49	103	73	91	151	164	182	131	36	45	92	90	37	227	37	264	66	234	15
£4.01 to £6.00 (5)	253	42	100	65	47	141	112	157	95	31	39	71	69	35	179	32	214	65	181	7
£6.01 to £10.00 (8)	219	59	51	60	49	110	109	125	91	16	33	74	48	43	155	16	199	44	162	13
£10.01 to £20.00 (15)	158	34	71	24	28	105	52	120	38	7	21	42	57	27	120	7	148	25	128	4
£20.01 to £30.00 (25)	54	16	23	7	8	40	15	32	22	1	9	11	22	11	41	1	53	16	38	-
£30.01 to £40.00 (35)	37	7	12	11	2	24	13	24	13	-	-	7	14	13	21	-	36	5	29	3
£40.01 to £50.00 (45)	17	11	2	1	2	13	4	15	2	-	2	1	2	12	4	-	16	9	7	-
Over £50 (55)	19	8	5	3	3	13	7	11	8	2	-	6	3	3	13	1	16	4	14	1
I don't know	84	10	37	10	27	47	37	28	55	6	14	19	22	9	55	6	66	23	49	11
I prefer not to say	8	-	2	3	3	2	6	6	2	-	-	-	-	-	-	-	-	-	5	3
Mean	7.22	8.99bcd	7.45d	6.45	5.37	8.39f	5.89	7.89g	6.26	4.67	6.34	6.78	7.83i	10.24klmn	7.01l	4.70	7.62o	7.96	7.04	6.70
Std Dev	8.83	12.82	9.43	8.69	7.92	10.86	8.31	10.22	9.17	7.63	6.97	8.96	10.00	12.94	9.10	7.58	10.03	10.92	9.47	10.32
Std Error	0.24	0.63	0.42	0.49	0.40	0.36	0.31	0.34	0.35	0.61	0.50	0.44	0.45	0.77	0.28	0.60	0.27	0.59	0.27	1.30

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : Sent any letters in the last month

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1613	1010	603	287	821	326	253	213	89	88	100	89	78	102	98	88	89	58	268
Weighted Base	1643	1400	242	53*	1388	132	80	43	69*	183*	152*	119*	124*	171*	217*	213*	141*	16**	115*
Effective Base	934	791	144	64	724	113	103	147	84	83	94	83	74	96	94	84	84	15	98
I haven't spent anything on postage for Letters and Cards in the last month (0)	135	123	12	2	113	10	6	6	5	20	10	10	2	15	23	14	15	*	10
Up to £1.00 (0.5)	111	89	21	6	97	6	5	2	2	8	6	13	12	19	17	11	9	*	6
£1.01 to £2.00 (1.5)	233	208	26	6	201	22	7	3	10	36	17	25	17	18	40	23	15	4	18
£2.01 to £4.00 (3)	746	285	30	10	263	30	16	6	18	37	37	21	16	29	26	53	26	3	27
£4.01 to £6.00 (5)	253	206	46	9	216	16	13	7	11	33	19	16	27	33	27	28	22	2	14
£6.01 to £10.00 (8)	219	177	42	6	183	18	12	5	9	17	32	11	15	25	15	35	23	1	17
£10.01 to £20.00 (15)	158	127	31	7	127	14	10	7	8	15	18	12	13	13	30	13	6	3	11
£20.01 to £30.00 (25)	54	48	6	1	43	6	2	2	2	6	5	1	5	5	6	13	1	1	5
£30.01 to £40.00 (35)	37	30	7	1	32	2	1	1	2	2	-	3	4	4	6	6	6	*	2
£40.01 to £50.00 (45)	17	15	2	*	16	-	-	*	1	-	2	-	5	8	-	-	-	*	1
Over £50 (55)	19	15	5	1	14	3	2	1	-	3	-	3	-	1	-	2	5	*	2
I don't know	84	72	12	1	74	4	4	2	2	5	7	5	7	9	13	15	11	1	3
I prefer not to say	8	6	3	3	5	3	4	5	3	3	4	4	6	5	6	7	8	5	3
Mean	7.22	7.02	8.38	7.56	7.12	7.35	8.00	8.60	6.73	6.16	6.55	6.37	8.94	6.40	7.97	7.26	7.66	9.10	7.11
Std Dev	9.83	9.69	10.55	10.28	9.73	10.01	10.89	10.38	8.23	9.10	8.92	10.29	11.22	8.52	11.00	9.14	11.97	11.73	9.79
Std Error	0.24	0.30	0.43	0.61	0.34	0.55	0.68	0.71	0.87	0.97	0.69	1.09	1.27	0.84	1.11	0.97	1.27	1.54	0.60

Proportions: Means: Column Totals (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : Sent any letters in the last month

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1613	609	60	327	671	659	190	72	16	1330	88	757	630	143	61	18	1387	79	528	1085
Weighted Base	1643	600	62*	305	635	686	215	81*	21**	1321	102*	708	666	168*	72*	24**	1373	96*	605	1038
Effective Base	934	346	36	187	359	394	119	48	11	752	59	417	370	91	39	15	786	54	331	604
I haven't spent anything on postage for Letters and Cards in the last month (0)	135	48	5	22	42	50	30	8	2	92	10	57	51	14	12	1	108	13	41	94
	8%	8%	8%	7%	7%	7%	10%	10%	10%	7%	10%	8%	8%	8%	16%	5%	8%	13%	7%	9%
Up to £1.00 (0.5)	111	58	8	31	34	50	21	5	1	84	6	37	47	18	5	3	84	8	21	90
	7%	10%	13%	10%	5%	7%	10%	6%	6%	6%	6%	5%	7%	11%	7%	13%	6%	9%	3%	10%
£1.01 to £2.00 (1.5)	233	88	17	53	97	106	21	8	-	203	8	87	105	33	6	2	192	8	72	162
	14%	15%	27%	17%	15%	16%	10%	10%	-	15%	8%	12%	16%	20%	9%	8%	14%	9%	12%	16%
£2.01 to £4.00 (3)	315	116	10	58	118	131	31	28	7	249	35	132	122	31	21	9	254	30	127	188
	19%	19%	16%	19%	19%	19%	14%	35%	34%	19%	34%	19%	18%	18%	29%	39%	19%	31%	21%	18%
£4.01 to £8.00 (5)	283	91	10	38	87	114	38	9	4	201	14	108	105	23	10	5	213	15	117	136
	18%	15%	17%	12%	14%	17%	18%	12%	20%	15%	13%	15%	16%	14%	22%	16%	16%	16%	13%	13%
£8.01 to £10.00 (8)	219	69	5	35	93	101	21	*	4	194	4	105	90	17	6	-	194	6	76	142
	13%	11%	9%	12%	15%	15%	10%	*	18%	15%	4%	15%	13%	10%	9%	-	14%	6%	13%	14%
£10.01 to £20.00 (15)	158	54	1	21	61	63	21	12	1	124	13	70	68	17	3	-	138	3	69	88
	10%	9%	2%	7%	10%	9%	10%	19%	3%	9%	12%	10%	10%	10%	5%	-	10%	3%	11%	9%
£20.01 to £30.00 (25)	54	17	1	11	24	23	5	4	-	46	4	34	14	4	3	-	48	3	27	28
	3%	3%	2%	4%	4%	3%	2%	4%	-	4%	3%	5%	2%	2%	4%	-	3%	3%	4%	3%
£30.01 to £40.00 (35)	37	22	-	9	22	7	6	2	-	29	2	17	17	1	-	2	34	2	16	21
	2%	4%	-	3%	3%	1%	3%	2%	-	2%	2%	2%	3%	1%	-	7%	2%	2%	3%	2%
£40.01 to £50.00 (45)	17	4	-	1	8	6	2	-	1	14	1	8	6	-	2	-	14	2	14	3
	1%	1%	-	*	1%	1%	1%	-	4%	1%	1%	1%	1%	-	3%	-	1%	3%	2%	3%
Over £50 (55)	19	5	-	5	10	5	2	3	-	15	3	13	6	-	-	-	19	-	4	16
	1%	1%	-	2%	2%	1%	1%	4%	-	1%	3%	2%	1%	-	-	-	1%	-	1%	2%
I don't know	84	30	4	20	36	28	16	1	1	64	3	37	32	9	4	1	69	5	23	61
	5%	5%	6%	7%	6%	4%	7%	2%	6%	5%	3%	5%	5%	5%	5%	5%	5%	5%	4%	6%
I prefer not to say	6	-	-	-	2	3	3	2	-	5	-	3	2	3	-	-	6	-	-	8
	1%	-	-	-	1	1	2%	-	-	*	-	*	*	2%	-	-	*	-	*	1%
Mean	7.22	6.96	3.56	6.91	6.19%	6.48	6.62	8.00	6.14	7.29	7.62	6.24%	6.93	4.91	5.99	5.01	7.60%	5.74	6.20%	6.62
Std Dev.	9.83	9.67	4.44	10.25	10.95	8.46	9.45	11.96	9.19	9.76	11.44	10.92	9.39	5.84	9.46	8.51	10.22	9.19	10.21	9.55
Std Error	0.24	0.39	0.57	0.57	0.42	0.33	0.69	1.41	2.30	0.27	1.22	0.40	0.37	0.49	1.21	2.01	0.27	1.03	0.44	0.29

Proportions/Mean: Column Test (5% risk level) - abc - d(e)(gh) - kl(mn)(op)q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : Sent any letters in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1613	99	1492	22	469	1053	91	1552	34	17	3	1603	7
Weighted Base	1643	102*	1513	27**	481	1084	77*	1567	46**	18**	5**	1631	6**
Effective Base	934	57	861	16	274	613	47	892	24	11	3	926	5
I haven't spent anything on postage for Letters and Cards in the last month (0)	136	6	129	-	41	86	8	131	2	-	-	133	2
	8%	6%	9%	1%	8%	8%	10%	8%	4%	-	-	8%	37%
Up to £1.00 (0.5)	111	6	104	-	27	80	3	110	-	-	-	111	-
	7%	6%	7%	-	6%	7%	4%	7%	-	-	-	7%	-
£1.01 to £2.00 (1.5)	233	12	212	10	54	168	11	222	5	4	2	230	1
	14%	12%	14%	37%	11%	15%	15%	14%	11%	21%	35%	14%	20%
£2.01 to £4.00 (3)	315	21	292	2	89	209	17	298	13	1	2	312	1
	19%	21%	19%	7%	18%	19%	22%	19%	28%	6%	32%	19%	18%
£4.01 to £8.00 (5)	253	16	237	-	61	190	12	230	15	6	2	251	-
	15%	16%	16%	1%	17%	16%	16%	15%	32%	32%	34%	15%	-
£8.01 to £10.00 (8)	219	22	195	1	72	142	5	211	4	4	-	219	-
	13%	21%	13%	6%	15%	13%	6%	13%	9%	20%	-	13%	-
£10.01 to £20.00 (15)	158	10	148	2	48	109	2	151	3	4	-	157	-
	10%	10%	10%	7%	10%	10%	3%	10%	6%	20%	-	10%	2%
£20.01 to £30.00 (25)	54	6	48	2	15	39	-	54	1	-	-	54	-
	3%	6%	3%	8%	3%	4%	-	3%	2%	-	-	3%	-
£30.01 to £40.00 (35)	37	-	35	1	8	26	3	33	3	-	-	37	-
	2%	-	2%	5%	2%	2%	4%	2%	8%	-	-	2%	-
£40.01 to £50.00 (45)	17	-	17	-	9	8	-	17	-	-	-	17	-
	1%	-	1%	-	2%	1%	-	1%	-	-	-	1%	-
Over £50 (55)	19	4	16	-	7	11	2	19	-	-	-	19	-
	1%	4%	1%	-	1%	1%	2%	1%	-	-	-	1%	-
I don't know	84	-	79	5	30	46	7	82	-	-	-	82	1
	5%	-	5%	18%	6%	4%	10%	5%	-	-	-	5%	23%
I prefer not to say	8	-	6	3	3	-	6	8	-	-	-	8	-
	1%	-	1%	10%	1%	-	7%	1%	-	-	-	1%	1%
Mean	7.22	8.20	7.13	8.69	7.68	7.06	6.52	7.25	7.37	6.71	3.16	7.25	1.44
Std Dev.	9.83	11.00	9.72	11.05	10.42	9.47	11.18	9.92	9.04	4.82	1.61	9.85	2.69
Std Error	0.24	1.11	0.25	2.35	0.48	0.29	1.17	0.25	1.55	1.17	0.93	0.25	1.02

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e) - f(gh) - i(jk)l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Table 199

Base : Sent any letters in the last month

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1613	-	781	832	-	-	-	-	-	-	-	531	250	274	265	293
Weighted Base	1643	**	810	832	**	**	**	**	**	**	**	529	281	280	261	291
Effective Base	934	-	449	485	-	-	-	-	-	-	-	299	151	156	156	174
I haven't spent anything on postage for Letters and Cards in the last month (0)	135	-	69	66	-	-	-	-	-	-	-	36	33	32	17	16
	8%	-	9%	8%	-	-	-	-	-	-	-	7%	12% <sup>up</sup>	12% <sup>up</sup>	7%	6%
Up to £1.00 (0.5)	111	-	63	47	-	-	-	-	-	-	-	35	29	24	14	9
	7%	-	8%	6%	-	-	-	-	-	-	-	7%	10% <sup>up</sup>	9% <sup>up</sup>	5%	3%
£1.01 to £2.00 (1.5)	233	-	120	114	-	-	-	-	-	-	-	78	41	32	49	32
	14%	-	15%	14%	-	-	-	-	-	-	-	15%	15%	12%	19% <sup>up</sup>	11%
£2.01 to £4.00 (3)	315	-	192	123	-	-	-	-	-	-	-	129	64	52	42	29
	19%	-	24% <sup>up</sup>	15%	-	-	-	-	-	-	-	24% <sup>up</sup>	23% <sup>up</sup>	19% <sup>up</sup>	16%	10%
£4.01 to £6.00 (5)	253	-	103	150	-	-	-	-	-	-	-	71	32	46	51	54
	15%	-	13%	18% <sup>up</sup>	-	-	-	-	-	-	-	13%	11%	16%	19% <sup>up</sup>	18%
£6.01 to £10.00 (8)	219	-	114	105	-	-	-	-	-	-	-	78	36	36	31	39
	13%	-	14%	13%	-	-	-	-	-	-	-	15%	13%	13%	12%	13%
£10.01 to £20.00 (15)	158	-	79	78	-	-	-	-	-	-	-	62	17	21	23	35
	10%	-	10%	9%	-	-	-	-	-	-	-	12%	6%	7%	9%	12%
£20.01 to £30.00 (25)	54	-	13	41	-	-	-	-	-	-	-	5	8	6	9	26
	3%	-	2%	9% <sup>up</sup>	-	-	-	-	-	-	-	1%	3%	2%	3%	9% <sup>up</sup> <sup>mm</sup>
£30.01 to £40.00 (35)	37	-	16	21	-	-	-	-	-	-	-	15	2	6	3	12
	2%	-	2%	2%	-	-	-	-	-	-	-	3%	1%	2%	1%	8% <sup>up</sup>
£40.01 to £50.00 (45)	17	-	4	13	-	-	-	-	-	-	-	3	1	7	3	2
	1%	-	1%	2%	-	-	-	-	-	-	-	1%	*	2%	1%	1%
Over £50 (55)	19	-	4	15	-	-	-	-	-	-	-	*	4	2	2	11
	1%	-	1%	2%	-	-	-	-	-	-	-	*	4% <sup>up</sup>	1%	1%	4% <sup>up</sup>
I don't know	84	-	26	56	-	-	-	-	-	-	-	14	12	16	17	24
	5%	-	3%	7% <sup>up</sup>	-	-	-	-	-	-	-	3%	4%	6%	7% <sup>up</sup>	6% <sup>up</sup>
I prefer not to say	8	-	6	3	-	-	-	-	-	-	-	3	2	*	*	3
	1%	-	1%	*	-	-	-	-	-	-	-	1%	1%	*	*	1%
Mean	7.22	-	6.06	6.39 <sup>up</sup>	-	-	-	-	-	-	-	6.28	5.64	6.86	6.67	11.46 <sup>up</sup> <sup>mm</sup>
Std Dev.	9.83	-	8.05	11.23	-	-	-	-	-	-	-	7.59	8.85	10.09	9.04	13.33
Std Error	0.24	-	0.29	0.39	-	-	-	-	-	-	-	0.33	0.56	0.61	0.56	0.78

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : All Participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	-**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
I haven't spent anything on postage for Letters and Cards in the last month (0)	1072	-	1072	115	957	527	540	175	135	236	132	186	118	91	310	368	395	209	927	135	1117
Up to £1.00 (0.5)	111	-	111	*	110	47	64	15	7	12	19	26	19	12	22	31	57	31	101	9	104
£1.01 to £2.00 (1.5)	233	-	233	17	217	89	143	25	28	34	40	35	46	25	54	74	105	71	204	30	205
£2.01 to £4.00 (3)	315	-	315	57	258	155	160	43	45	54	30	70	36	35	91	83	141	71	278	37	291
£4.01 to £6.00 (5)	253	-	253	60	193	147	105	36	46	39	41	44	18	29	82	80	91	47	223	28	245
£6.01 to £10.00 (8)	219	-	219	46	173	102	116	17	33	32	26	50	36	25	50	58	111	61	195	22	219
£10.01 to £20.00 (15)	158	-	158	34	123	68	89	8	19	38	25	38	15	14	26	64	68	30	142	15	174
£20.01 to £30.00 (25)	54	-	54	16	38	28	26	8	5	14	3	14	2	9	13	16	25	11	44	10	69
£30.01 to £40.00 (35)	37	-	37	11	26	22	15	3	8	8	4	4	7	3	11	12	14	9	34	3	32
£40.01 to £50.00 (45)	17	-	17	14	3	12	5	2	5	7	-	3	-	-	7	7	3	-	11	4	14
Over £50 (55)	19	-	19	9	11	11	9	-	3	4	2	2	2	6	3	5	11	8	18	2	22
I don't know	84	-	84	8	76	45	39	10	9	9	8	17	17	14	19	17	48	31	74	9	79
I prefer not to say	8	-	8	-	8	3	5	*	*	3	3	-	2	-	-	5	3	3	6	-	9
Mean	4.50	-	4.50	3.62d	3.75	4.79	4.24	2.98	3.29g	4.97g	3.91	4.70g	4.02	5.47g	4.14	4.54	4.69	4.68	4.48	4.51	4.62
Std Dev.	8.51	-	8.51	12.84	7.22	9.11	7.92	6.35	9.74	9.56	7.04	7.99	7.74	10.24	8.31	8.64	8.53	8.99	8.42	8.82	8.65
Std Error	0.17	-	0.17	0.66	0.15	0.26	0.22	0.34	0.52	0.44	0.39	0.38	0.41	0.67	0.32	0.31	0.26	0.37	0.17	0.63	0.17

Proportions/Mean: Column Total (5% risk level) - ab - cd - ef - ghij/klm - nop/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : All Participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108	
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*	
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69	
I haven't spent anything on postage for Letters and Cards in the last month	1072	182	326	222	342	508	564	657	401	123	132	275	298	170	704	123	890	213	807	52	
(0)	42%	39%	38%	40%	40% <sup>abcd</sup>	39%	45% <sup>bcde</sup>	43%	40%	44%	40%	40%	41%	42%	40%	44%	41%	40%	42%	39%	
Up to £1.00	(0.5)	111	19	44	23	25	63	48	61	49	12	9	23	34	21	66	12	94	16	91	4
(0.5)	4%	4%	5%	4%	4%	5%	4%	4%	5%	4%	4%	3%	5%	5%	4%	4%	4%	3%	5%	3%	
£1.01 to £2.00	(1.5)	233	31	70	50	82	101	132	127	104	43	24	67	63	20	154	43	175	43	172	18
(1.5)	9%	7%	8%	9%	10% <sup>abc</sup>	8%	10%	9%	10%	9%	10% <sup>klmno</sup>	7%	10% <sup>lmn</sup>	9%	9%	9%	10% <sup>pqr</sup>	8%	9%	8%	14%
£2.01 to £4.00	(3)	315	49	103	73	91	151	164	182	131	36	45	92	90	37	227	37	264	66	234	15
(3)	12%	10%	12%	13%	13%	11%	13%	12%	13%	13%	13%	14%	13%	12%	9%	13%	13%	13%	12%	15%	
£4.01 to £6.00	(5)	253	42	100	65	47	141	112	157	95	31	39	71	69	35	179	32	214	65	181	7
(5)	10%	9%	12% <sup>abcd</sup>	10% <sup>bcde</sup>	7%	11%	9%	10%	9%	9%	11%	12%	10%	9%	10%	12%	10%	10%	12%	9%	
£6.01 to £10.00	(8)	219	50	51	60	49	110	109	125	91	16	33	74	48	43	155	16	199	44	162	13
(8)	9%	13% <sup>abcd</sup>	6%	11% <sup>bcde</sup>	7%	8%	9%	8%	9%	9%	6%	10%	11% <sup>klm</sup>	7%	11%	9%	6%	9%	8%	6%	
£10.01 to £20.00	(15)	158	34	71	24	28	105	52	120	38	7	21	42	57	27	120	7	148	25	128	4
(15)	6%	7%	8% <sup>abcd</sup>	4%	4%	8% <sup>bcde</sup>	4%	4%	6% <sup>gh</sup>	4%	2%	6%	6%	8% <sup>ijkl</sup>	7%	7% <sup>klm</sup>	3%	7% <sup>lmn</sup>	5%	7%	
£20.01 to £30.00	(25)	54	16	23	7	8	40	15	32	22	1	8	11	22	11	41	1	53	16	38	-
(25)	2%	3% <sup>abcd</sup>	3%	1%	1%	3% <sup>bcde</sup>	1%	1%	2%	2%	1%	2%	3%	3%	2%	2%	1%	2%	3%	2%	
£30.01 to £40.00	(35)	37	7	17	11	2	24	13	24	13	-	2	14	13	21	-	-	36	5	29	3
(35)	1%	2%	2% <sup>abcd</sup>	2% <sup>bcde</sup>	-	2%	1%	2%	1%	1%	-	1%	2%	3% <sup>gh</sup>	1%	-	2%	1%	1%		
£40.01 to £50.00	(45)	17	11	2	1	2	13	4	15	2	1	2	1	12	4	1	16	9	7	-	
(45)	1%	2% <sup>abcd</sup>	-	-	-	1%	-	1%	-	-	-	-	-	3% <sup>klm</sup>	-	-	1%	2% <sup>lmn</sup>	-		
Over £50	(55)	19	8	5	3	3	13	7	11	8	2	-	6	6	3	13	2	16	4	14	1
(55)	1%	2%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	
I don't know	84	10	37	10	27	47	37	28	55	6	14	19	22	9	55	6	66	23	49	11	
(84)	3%	2%	4% <sup>abcd</sup>	2%	4%	4%	3%	2%	5% <sup>bcde</sup>	2%	4%	3%	3%	2%	3%	2%	3%	4%	3%	3%	
I prefer not to say	8	-	2	3	3	2	6	6	2	-	-	-	-	-	-	-	-	-	5	3	
(8)	-	-	1%	1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Mean	4.50	6.57 <sup>abcd</sup>	4.93 <sup>abcd</sup>	4.16 <sup>abcd</sup>	2.97	8.46 <sup>abcd</sup>	3.50	4.82	4.06	2.78	3.94	4.31 <sup>klm</sup>	4.83 <sup>klm</sup>	6.42 <sup>klm</sup>	4.46 <sup>klm</sup>	2.82	4.32 <sup>klm</sup>	5.02	4.39	3.97	
Std Dev	8.51	11.42	8.38	7.63	6.46	9.83	7.03	8.86	7.97	6.31	6.30	7.86	8.78	11.36	8.01	6.30	8.78	9.48	8.22	8.59	
Std Error	0.17	0.46	0.30	0.34	0.25	0.26	0.21	0.23	0.24	0.38	0.36	0.31	0.32	0.53	0.19	0.38	0.19	0.41	0.19	0.83	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : All Participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	136	144	140	133	24	166	
I haven't spent anything on postage for Letters and Cards in the last month (0)	1072	942	130	25	893	95	50	34	41	120	71	79	105	84	145	153	95	7	88
Up to £1.00 (0.5)	111	89	21	6	97	6	5	2	2	8	6	13	12	19	17	11	9	-	6
£1.01 to £2.00 (1.5)	233	208	26	6	201	22	7	3	10	36	17	25	17	10	40	23	15	4	18
£2.01 to £4.00 (3)	815	285	30	10	263	30	16	6	18	37	37	21	16	29	6	53	26	3	27
£4.01 to £6.00 (5)	253	206	46	9	216	16	13	7	11	33	19	16	27	33	27	28	22	2	14
£6.01 to £10.00 (8)	219	177	42	6	183	18	12	5	9	17	32	11	15	25	15	35	23	1	17
£10.01 to £20.00 (15)	158	127	31	7	127	14	10	7	8	15	18	12	13	13	30	13	6	3	11
£20.01 to £30.00 (25)	54	48	6	1	43	6	2	2	2	6	5	1	5	5	6	13	1	1	5
£30.01 to £40.00 (35)	37	30	7	1	32	2	1	1	2	2	2	3	4	4	6	6	6	-	2
£40.01 to £50.00 (45)	17	15	2	-	16	-	-	-	1	-	2	-	5	-	8	-	-	-	1
Over £50 (55)	19	15	5	1	14	3	2	1	-	3	-	3	-	1	-	2	5	-	2
I don't know	84	72	12	1	74	4	4	2	2	5	7	5	7	9	13	15	11	1	3
I prefer not to say	8	6	3	3	8	-	1	-	-	-	-	-	-	5	-	2	-	-	-
Mean	4.50	4.33	5.52	5.18	4.46	4.42	5.06	5.03	4.38	3.95	4.61	3.98	4.74	4.49	4.04	4.25	4.69	6.36	4.19
Std Dev	8.51	8.34	9.44	9.19	8.44	8.55	9.47	8.99	7.36	7.86	6.53	8.69	9.30	7.71	9.48	7.86	10.07	10.61	8.28
Std Error	0.17	0.21	0.31	0.43	0.23	0.37	0.47	0.48	0.62	0.66	0.56	0.73	0.78	0.64	0.77	0.65	0.85	1.11	0.40

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Table 200

Base : All Participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
I haven't spent anything on postage for Letters and Cards in the last month (0)	1072	370	39	152	283	403	221	94	55	686	150	429	418	141	57	17	847	74	269	803
	42%	40%	41%	35%	32%	33% <b>d</b>	33% <b>d</b>	30% <b>d</b>	7% <b>d</b>	36%	62% <b>d</b>	40%	40%	48%	49%	42%	40%	47%	32%	45% <b>d</b>
Up to £1.00 (0.5)	111	58	8	31	34	50	21	5	1	84	6	37	47	18	5	3	84	8	21	90
	4%	6%	8%	7%	4%	9%	5%	3%	2%	4%	3%	3%	5%	6%	4%	8%	4%	5%	3%	5% <b>d</b>
£1.01 to £2.00 (1.5)	233	88	17	53	97	106	21	8	-	203	8	87	105	33	6	2	192	8	72	162
	9%	10%	17%	12%	11% <b>d</b>	10% <b>d</b>	5%	5%	-	11% <b>d</b>	3%	8%	10%	11%	5%	5%	9%	5%	9%	9%
£2.01 to £4.00 (3)	315	116	10	58	118	131	31	28	7	249	35	132	122	31	21	9	254	30	127	188
	12%	13%	11%	13%	14% <b>d</b>	13% <b>d</b>	8%	11% <b>d</b>	10%	13% <b>d</b>	15% <b>d</b>	12%	12%	10%	18%	24%	12%	19%	15% <b>d</b>	11%
£4.01 to £8.00 (5)	253	91	10	38	87	114	38	9	4	201	14	108	105	23	10	5	213	15	117	136
	10%	10%	11%	10%	10%	11%	9%	6%	6%	11%	6%	10%	10%	8%	13%	10%	10%	10%	14% <b>d</b>	8%
£8.01 to £10.00 (8)	219	69	5	35	93	101	21	*	4	194	4	105	90	17	6	-	194	6	76	142
	8%	7%	6%	8%	11% <b>d</b>	10% <b>d</b>	5% <b>d</b>	*	4	10% <b>d</b>	2%	10%	9%	6%	5%	-	9%	4%	9%	8%
£10.01 to £20.00 (15)	158	54	1	21	61	63	21	12	1	124	13	70	68	17	3	-	138	3	69	88
	6%	6%	1%	5%	7%	6%	5%	7%	1%	6%	5%	8%	7%	6%	3%	-	7%	2%	5% <b>d</b>	5%
£20.01 to £30.00 (25)	54	17	1	11	24	23	5	4	-	46	4	34	14	4	3	-	48	3	27	28
	2%	2%	1%	3%	3%	2%	1%	2%	-	2%	1%	3%	1%	1%	3%	-	2%	2%	3% <b>d</b>	2%
£30.01 to £40.00 (35)	37	22	-	9	22	7	6	2	-	29	2	17	17	1	-	2	34	2	16	21
	1%	2%	-	2%	2% <b>d</b>	1%	2%	1%	-	2%	1%	2%	2%	1	-	4%	2%	1%	2%	1%
£40.01 to £50.00 (45)	17	4	-	1	8	6	2	-	1	14	1	8	6	-	2	-	14	2	14	3
	1%	-	-	-	1%	1%	*	-	1%	1%	-	1%	1%	-	2%	-	1%	2%	2% <b>d</b>	*
Over £50 (55)	19	5	-	1%	10	5	2	3	-	15	3	13	6	-	-	-	19	-	4	16
	1%	1%	-	1%	1%	*	*	2%	-	1%	1%	1%	1%	-	-	-	1%	-	*	1%
I don't know	84	30	4	20	36	28	16	1	1	64	3	37	32	9	4	1	69	5	23	61
	3%	3%	4%	5%	4%	3%	4%	1%	2%	3%	1%	3%	3%	3%	3%	3%	3%	3%	3%	4%
I prefer not to say	8	-	-	-	2	3	3	-	-	5	-	3	2	3	-	-	6	-	-	8
	*	-	-	-	*	*	1%	-	-	*	-	*	*	-	-	-	*	-	*	*
Mean	4.50	4.44	2.25	4.74 <b>d</b>	5.84 <b>d</b>	4.21 <b>d</b>	3.35	3.84	1.67	4.95 <b>d</b>	3.17	5.29 <b>d</b>	4.38 <b>d</b>	2.72	3.59	2.99	4.84 <b>d</b>	3.44	5.03 <b>d</b>	3.82
Std Dev.	8.51	8.41	3.92	9.08	9.96	7.49	7.49	9.18	5.44	8.73	8.27	9.60	8.18	4.98	7.88	6.98	8.94	7.64	9.41	7.96
Std Error	0.17	0.27	0.39	0.42	0.33	0.23	0.40	0.72	0.65	0.20	0.54	0.28	0.26	0.31	0.77	1.13	0.19	0.64	0.34	0.19

Proportions/Mean: Column Test (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : All Participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
I haven't spent anything on postage for Letters and Cards in the last month (0)	1072	58	1002	13	267	734	71	1029	20	13	-	1062	10
	42%	38%	42%	32%	38%	42%	4%	42%	31%	41%	-	41%	72%
Up to £1.00 (0.5)	111	6	104	-	27	80	3	110	-	-	-	111	-
	4%	4%	4%	-	4%	5%	2%	4%	-	-	-	4%	-
£1.01 to £2.00 (1.5)	233	12	212	10	54	168	11	222	5	4	2	230	1
	9%	8%	9%	25%	8%	10%	8%	9%	8%	12%	35%	9%	9%
£2.01 to £4.00 (3)	315	21	292	2	89	209	17	298	13	1	2	312	1
	12%	14%	12%	5%	13%	12%	12%	12%	20%	4%	32%	12%	8%
£4.01 to £8.00 (5)	253	16	237	-	81	160	12	230	15	6	2	251	-
	10%	10%	10%	1%	11%	8%	9%	9%	23%	19%	34%	10%	-
£8.01 to £10.00 (8)	219	22	195	1	72	142	5	211	4	4	-	219	-
	8%	14%	8%	4%	10%	8%	3%	9%	7%	12%	-	9%	-
£10.01 to £20.00 (15)	158	10	148	2	48	109	2	151	3	4	-	157	-
	6%	6%	6%	5%	7%	6%	2%	6%	4%	12%	-	6%	1%
£20.01 to £30.00 (25)	54	6	48	2	15	39	-	54	1	-	-	54	-
	2%	4%	2%	6%	2%	2%	-	2%	1%	-	-	2%	-
£30.01 to £40.00 (35)	37	-	35	1	8	26	3	33	3	-	-	37	-
	1%	-	1%	4%	1%	1%	2%	1%	5%	-	-	1%	-
£40.01 to £50.00 (45)	17	-	17	-	9	8	-	17	-	-	-	17	-
	1%	-	1%	-	1%	-	-	1%	-	-	-	1%	-
Over £50 (55)	19	4	16	-	7	11	2	19	-	-	-	19	-
	1%	2%	1%	-	1%	1%	1%	1%	-	-	-	1%	-
I don't know	84	-	79	5	30	46	7	82	-	-	-	82	1
	3%	-	3%	12%	4%	3%	5%	3%	-	-	-	3%	10%
I prefer not to say	8	-	6	3	3	-	6	8	-	-	-	8	-
	0%	-	0%	7%	0%	-	4%	0%	-	-	-	0%	-
Mean	4.50	5.42	4.42	5.29	5.10	4.34	3.30	4.51	5.29	3.93	3.16	4.52	0.55
Std Dev.	8.51	9.74	8.41	9.56	9.24	8.18	8.57	8.58	8.33	4.96	1.61	8.53	1.70
Std Error	0.17	0.81	0.17	1.66	0.35	0.20	0.68	0.17	1.19	0.99	0.93	0.17	0.45

Proportions/Mean: Column Test (5% risk level) - abc - def - ghijkl  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QH1. In total, how much have you spent on postage for the letters and cards you've sent in the last month

Base : All Participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	1290	1290	-	-	-	-	-	-	-	350	430	430	430	430
Weighted Base	2580	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
I haven't spent anything on postage for Letters and Cards in the last month (0)	1072	-	549	523	-	-	-	-	-	-	-	325	224	189	173	162
	42%	-	43%	41%	-	-	-	-	-	-	-	40%	47%op	43%	41%	37%
Up to £1.00 (0.5)	111	-	63	47	-	-	-	-	-	-	-	35	29	24	14	9
	4%	-	5%	4%	-	-	-	-	-	-	-	4%	6%op	6%op	3%	2%
£1.01 to £2.00 (1.5)	233	-	120	114	-	-	-	-	-	-	-	78	41	32	49	32
	9%	-	9%	9%	-	-	-	-	-	-	-	10%	9%	7%	12%	7%
£2.01 to £4.00 (3)	315	-	192	123	-	-	-	-	-	-	-	129	61	52	42	29
	12%	-	15%od	10%	-	-	-	-	-	-	-	16%op	14%op	12%od	10%	7%
£4.01 to £6.00 (5)	253	-	103	150	-	-	-	-	-	-	-	71	32	46	51	54
	10%	-	8%	12%oc	-	-	-	-	-	-	-	9%	7%	10%	12%om	12%om
£6.01 to £10.00 (8)	219	-	114	105	-	-	-	-	-	-	-	78	36	36	31	39
	8%	-	9%	8%	-	-	-	-	-	-	-	10%	8%	8%	7%	9%
£10.01 to £20.00 (15)	158	-	79	78	-	-	-	-	-	-	-	62	17	21	23	35
	6%	-	6%	6%	-	-	-	-	-	-	-	6%om	4%	5%	5%	6%om
£20.01 to £30.00 (25)	54	-	13	41	-	-	-	-	-	-	-	5	8	6	9	26
	2%	-	1%	3%oc	-	-	-	-	-	-	-	1%	2%	1%	2%	6%ommm
£30.01 to £40.00 (35)	37	-	16	21	-	-	-	-	-	-	-	15	2	6	3	12
	1%	-	1%	2%	-	-	-	-	-	-	-	2%	*	1%	1%	3%om
£40.01 to £50.00 (45)	17	-	4	13	-	-	-	-	-	-	-	3	1	7	3	2
	1%	-	*	1%	-	-	-	-	-	-	-	*	*	2%	1%	1%
Over £50 (55)	19	-	4	15	-	-	-	-	-	-	-	*	4	2	2	11
	1%	-	*	1%	-	-	-	-	-	-	-	*	1%	*	1%	3%om
I don't know	84	-	26	56	-	-	-	-	-	-	-	14	12	16	17	24
	3%	-	2%	4%oc	-	-	-	-	-	-	-	2%	3%	4%	4%od	6%od
I prefer not to say	8	-	6	3	-	-	-	-	-	-	-	3	2	*	-	3
	*	-	*	*	-	-	-	-	-	-	-	*	*	*	-	1%
Mean	4.50	-	3.75	5.4%oc	-	-	-	-	-	-	-	4.01	3.29	4.31	4.07	7.38ommm
Std Dev.	8.51	-	6.98	9.78	-	-	-	-	-	-	-	6.78	7.31	8.65	7.77	12.02
Std Error	0.17	-	0.19	0.27	-	-	-	-	-	-	-	0.23	0.35	0.42	0.37	0.58

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QH2\_1. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Low cost

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	820	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	768	834	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Not at all important (1)	19	-	19	5	8	10	9	4	3	5	1	4	1	2	7	6	6	3	18	-	22
	-	-	*	1%	*	1%	*	1%	*	1%	*	1%	*	*	1%	*	*	3%	1%	-	1%
Not very important (2)	90	-	90	15	59	61	29	21	13	12	3	18	12	11	34	15	41	23	73	17	83
	2%	-	2%	3%	2%	3%	1%	3%	2%	1%	3%	2%	3%	3%	1%	3%	2%	3%	2%	4%	2%
Neither important nor unimportant (3)	496	-	496	88	326	285	205	67	64	115	57	100	48	45	131	172	194	93	454	38	487
	13%	-	13%	16%	13%	15%	11%	13%	13%	15%	11%	10%	12%	12%	13%	13%	12%	11%	13%	9%	13%
Important (4)	1751	-	1751	210	1222	841	908	228	225	359	232	291	225	191	454	591	707	416	1546	196	1758
	45%	-	45%	39%	48%	45%	47%	44%	47%	47%	43%	42%	47%	49%	46%	45%	45%	48%	45%	46%	45%
Very important (5)	1480	-	1480	214	890	667	787	184	166	271	234	276	190	139	350	505	605	329	1282	171	1486
	38%	-	38%	40%	35%	35%	41%	36%	33%	33%	41%	40%	36%	33%	33%	39%	39%	38%	38%	40%	33%
Don't know	34	-	34	5	25	22	12	10	7	6	7	-	2	2	17	13	4	4	26	4	34
	1%	-	1%	1%	1%	1%	1%	2%	1%	1%	1%	-	1%	1%	2%	1%	1%	1%	1%	1%	1%
NET Not at all important/ Not very important	109	-	109	20	67	71	38	25	16	17	4	22	12	13	41	21	47	25	92	17	105
	3%	-	3%	4%	3%	4%	2%	5%	3%	2%	1%	3%	3%	3%	2%	3%	3%	3%	3%	4%	3%
NET Important / Very important	3211	-	3211	424	2112	1508	1695	413	391	630	466	566	415	330	804	1096	1311	745	2828	368	3244
	83%	-	83%	79%	83%	80%	87%	80%	82%	82%	87%	82%	87%	80%	81%	84%	84%	86%	83%	86%	84%
Mean	4.19	-	4.19	4.15	4.17	4.12	4.20	4.13	4.14	4.15	4.32	4.19	4.24	4.17	4.13	4.22	4.20	4.21	4.19	4.23	4.20
Std Dev.	0.78	-	0.78	0.86	0.76	0.82	0.74	0.85	0.80	0.78	0.70	0.82	0.74	0.78	0.82	0.75	0.79	0.76	0.79	0.78	0.78
Std Error	0.01	-	0.01	0.04	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.03	0.04	0.03	0.02	0.02	0.03	0.01	0.05	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH2\_1. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Low cost

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Not at all important (1)	19	2	8	5	4	10	9	10	9	*	4	6	6	*	15	*	15	1	11	1
Not very important (2)	90	25	29	25	10	55	35	55	33	9	12	21	21	21	54	9	75	18	47	2
Neither important nor unimportant (3)	496	97	151	106	142	249	248	315	177	75	62	138	120	66	320	75	388	71	268	17
Important (4)	1751	296	570	419	466	866	885	1054	682	163	211	461	523	297	1196	165	1514	246	946	54
Very important (5)	1469	282	385	377	414	669	781	849	590	207	181	389	380	217	931	214	1165	180	636	48
Don't know	34	6	10	7	11	16	18	19	12	4	6	5	7	6	17	4	23	4	11	9
NET Not at all important/ Not very important	109	28	37	30	14	65	44	65	42	2	16	27	27	21	69	9	90	20	58	3
NET Important / Very important	3211	579	956	797	880	1535	1677	1903	1272	370	393	850	884	514	2126	379	2680	436	1581	103
Mean	4.19	4.18	4.13	4.22	4.23b	4.15	4.23a	4.17	4.21	4.25	4.18	4.19	4.18	4.18	4.18	4.26	4.18	4.15	4.13	4.20
Std Dev.	0.78	0.82	0.79	0.79	0.75	0.80	0.77	0.78	0.78	0.80	0.81	0.79	0.75	0.76	0.78	0.80	0.77	0.80	0.78	0.79
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.02	0.03	0.02	0.04	0.01	0.03	0.02	0.08

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QH2\_1. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Low cost

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3851	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Not at all important (1)	19	15	4	2	17	1	-	-	2	-	2	1	-	1	2	4	5	-	1
	0%	0%	1%	1%	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%	2%	2%	0%	0%
Not very important (2)	90	85	5	1	73	11	3	2	3	16	4	6	4	6	18	10	4	1	10
	2%	3%	1%	1%	2%	3%	2%	2%	2%	4%	1%	2%	1%	2%	4%	2%	1%	3%	4%
Neither important nor unimportant (3)	496	434	63	18	418	34	30	14	21	43	32	43	54	52	69	60	44	7	28
	13%	13%	12%	13%	13%	10%	16%	13%	13%	10%	10%	15%	10%	14%	11%	14%	17%	10%	10%
Important (4)	1751	1509	243	56	1459	164	84	45	74	201	136	125	166	151	197	258	152	22	142
	45%	46%	45%	41%	45%	50%	45%	42%	47%	47%	44%	45%	42%	39%	42%	49%	47%	43%	44%
Very important (5)	1460	1243	217	58	1234	115	67	44	56	160	136	102	109	150	216	196	118	10	106
	38%	38%	40%	42%	38%	35%	36%	41%	36%	38%	44%	36%	32%	41%	43%	36%	36%	24%	37%
Don't know	34	27	7	2	29	2	2	1	1	6	-	3	5	3	6	3	2	-	2
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	1%
NET Not at all important/ Not very important	109	100	9	3	90	13	3	2	5	16	6	8	4	8	20	14	9	1	12
	3%	3%	2%	2%	3%	4%	2%	2%	3%	4%	2%	3%	1%	2%	4%	3%	3%	3%	4%
NET Important / Very important	3211	2751	460	114	2693	279	151	88	130	361	272	227	275	300	413	444	270	32	247
	83%	83%	85%	83%	83%	85%	87%	83%	83%	85%	88%	81%	87%	83%	81%	85%	83%	80%	86%
Mean	4.19	4.18	4.25	4.24	4.19	4.17	4.16	4.24	4.15	4.20	4.20	4.16	4.14	4.22	4.21	4.18	4.15	4.02	4.19
Std Dev.	0.78	0.79	0.76	0.82	0.79	0.78	0.77	0.77	0.81	0.77	0.75	0.79	0.72	0.79	0.84	0.77	0.82	0.73	0.79
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.03	0.06	0.05	0.05	0.05	0.05	0.05	0.06	0.05	0.06	0.06	0.03

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QH2\_1. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Low cost

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3851	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2157	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Not at all important (1)	19	6	-	2	4	5	2	3	5	8	6	3	6	1	3	9	4	5	8	-
Not very important (2)	90	18	3	12	19	34	22	11	4	52	15	17	39	14	17	3	56	20	29	39
Neither important nor unimportant (3)	496	135	17	60	146	164	136	30	9	310	39	145	171	131	31	6	315	38	103	252
Important (4)	1751	620	61	298	547	773	258	125	40	1321	166	653	780	212	75	25	1432	100	343	903
Very important (5)	1460	562	97	279	586	529	191	85	55	1115	140	675	516	161	62	33	1191	95	345	529
Don't know	34	10	-	2	4	10	6	-	9	14	9	8	11	5	1	6	19	6	7	17
NET Not at all important/ Not very important	109	24	3	13	22	38	24	15	9	24	24	23	42	20	18	6	65	24	34	46
NET Important / Very important	3211	1181	158	577	1134	1302	450	213	95	2436	308	1328	1296	373	138	58	2624	195	688	1431
Mean	4.19	4.28	4.42	4.29	4.33	4.37	4.01	4.03	4.21	4.12	4.12	4.23	4.19	3.97	3.97	4.16	4.02	4.02	4.10	4.10
Std Dev	0.78	0.73	0.73	0.73	0.75	0.74	0.85	0.86	1.03	0.74	0.91	0.72	0.74	0.88	0.95	1.05	0.74	0.98	0.84	0.76
Std Error	0.01	0.02	0.06	0.03	0.02	0.02	0.04	0.05	0.09	0.01	0.05	0.02	0.02	0.04	0.07	0.12	0.01	0.06	0.03	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
\* small base

QH2\_1. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Low cost

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3851	229	3561	61*	1098	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2157	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Not at all important (1)	19	2	17	-	11	8	*	15	2	2	-	19	*
		1%	-	-	1% <sup>ab</sup>	*	*	*	2%	5%	-	*	*
Not very important (2)	90	7	77	6	27	56	7	74	15	1	-	90	-
	2%	3%	2%	10% <sup>ab</sup>	2%	2%	3%	2%	16% <sup>gh</sup>	4%	-	2%	-
Neither important nor unimportant (3)	496	37	451	8	140	316	41	446	29	14	1	489	7
	13%	16%	13%	13%	13%	13%	17%	12%	32% <sup>gh</sup>	36%	14%	13%	31%
Important (4)	1751	101	1630	20	452	1225	74	1708	31	6	2	1745	4
	45%	44%	46%	32%	41% <sup>cd</sup>	49% <sup>cd</sup>	32%	46%	33%	17%	29%	46%	21%
Very important (5)	1460	80	1355	24	460	893	107	1420	15	15	4	1450	7
	38%	35%	38%	40%	42% <sup>de</sup>	35%	46% <sup>de</sup>	38% <sup>gh</sup>	16%	39%	57%	38% <sup>gh</sup>	31%
Don't know	34	-	31	3	9	20	5	29	2	-	-	31	3
	1%	-	1%	3% <sup>ab</sup>	1%	1%	2%	1%	2%	-	-	1%	16%
NET Not at all important/ Not very important	109	9	93	6	38	64	7	89	16	3	-	109	*
	3%	4%	3%	10% <sup>ab</sup>	3%	3%	3%	2%	18% <sup>gh</sup>	9%	-	3%	*
NET Important / Very important	3211	182	2986	44	911	2119	181	3128	46	21	5	3195	11
	83%	80%	84%	72%	83%	73% <sup>de</sup>	77%	83% <sup>gh</sup>	49%	55%	86%	83% <sup>gh</sup>	53%
Mean	4.19	4.10	4.20	4.07	4.21	4.19	4.23	4.21	3.46	3.79	4.43	4.19	3.99
Std Dev.	0.78	0.85	0.78	1.00	0.84	0.75	0.85	0.76	1.01	1.17	0.79	0.78	0.91
Std Error	0.01	0.06	0.01	0.14	0.03	0.02	0.05	0.01	0.12	0.21	0.40	0.01	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH2\_1. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Low cost

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2157	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Not at all important (1)	19	-	5	2	11	-	-	-	-	5	-	-	2	-	8	1	2
			1%ab		1%					1%					2%atn		
Not very important (2)	90	6	16	38	30	3	-	4	-	16	-	-	27	11	5	19	5
		1%	4%a	3%a	2%a	1%		1%		4%app			3%a	2%	1%	5%agmp	1%
Neither important nor unimportant (3)	496	102	39	173	183	47	-	56	-	39	-	-	116	57	61	42	79
	13%	12%	9%	13%	14%	11%	-	13%	-	9%	-	-	14%	12%	14%	10%	13%atn
Important (4)	1751	343	162	648	598	171	-	172	-	162	-	-	422	226	217	180	201
	45%	40%	39%	50%ab	46%a	40%	-	40%	-	39%	-	-	52%apud	48%	50%apd	43%	46%
Very important (5)	1460	397	190	415	458	207	-	190	-	190	-	-	246	169	144	170	144
	38%	46%bcd	46%bcd	32%	36%	46%impp	-	46%impp	-	46%impp	-	-	30%	36%	33%	41%bc	33%
Don't know	34	9	1	14	10	4	-	4	-	1	-	-	5	9	1	3	6
	1%	1%		1%	1%	1%		1%		1%			1%	2%		1%	1%
NET Not at all important/ Not very important	109	7	21	40	40	3	-	4	-	21	-	-	29	11	13	20	7
	3%	1%	5%a	3%a	3%a	1%		1%		5%app			4%a	2%	3%	5%app	2%
NET Important / Very important	3211	741	351	1063	1057	378	-	362	-	351	-	-	668	395	361	350	348
	83%	86%	85%	82%	82%	88%b	-	85%	-	85%	-	-	82%	84%	83%	84%	79%
Mean	4.19	4.33cd	4.25c	4.12	4.14	4.36imppd	-	4.30impp	-	4.28i	-	-	4.09	4.19	4.11	4.21i	4.12
Std Dev.	0.78	0.72	0.88	0.76	0.80	0.70	-	0.74	-	0.88	-	-	0.77	0.74	0.82	0.82	0.77
Std Error	0.01	0.02	0.04	0.02	0.02	0.03	-	0.04	-	0.04	-	-	0.03	0.04	0.04	0.04	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QH2\_2. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Fast delivery

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	820	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Not at all important (1)	58	-	58	11	37	33	24	12	4	7	4	13	8	8	17	11	30	17	56	2	51
	1%	-	1%	2%	1%	2%	1%	2%	1%	1%	1%	2%	2%	2%	2%	1%	2%	2%	2%	-	1%
Not very important (2)	147	-	147	20	101	94	54	16	21	19	16	34	19	23	37	34	76	42	130	16	157
	4%	-	4%	4%	4%	4%	3%	3%	4%	2%	3%	5%	4%	5%	4%	3%	8%	5%	4%	4%	4%
Neither important nor unimportant (3)	732	-	732	82	525	387	343	79	79	128	99	138	109	100	158	227	347	209	663	63	675
	19%	-	19%	15%	21%	18%	16%	15%	16%	17%	19%	20%	23%	20%	16%	17%	22%	16%	20%	15%	17%
Important (4)	1700	-	1700	224	1137	782	916	223	204	338	226	307	229	174	427	564	710	403	1528	168	1772
	44%	-	44%	42%	45%	41%	47%	43%	43%	44%	42%	45%	48%	45%	43%	43%	46%	46%	45%	39%	46%
Very important (5)	1192	-	1192	198	712	576	608	175	170	270	186	197	110	83	344	457	391	193	1005	177	1193
	31%	-	31%	19%	28%	31%	31%	24%	24%	39%	29%	29%	23%	21%	33%	33%	29%	22%	30%	15%	31%
Don't know	22	-	22	1	18	16	6	9	1	6	3	-	2	2	10	8	4	3	17	1	22
	1%	-	1%	-	1%	1%	-	2%	1%	1%	-	-	-	-	1%	1%	-	-	1%	-	1%
NET Not at all important/ Not very important	205	-	205	31	138	127	78	29	25	26	20	47	28	31	53	46	106	59	186	18	208
	5%	-	5%	6%	5%	7%	4%	6%	5%	3%	4%	7%	6%	8%	5%	4%	7%	7%	5%	4%	5%
NET Important / Very important	2892	-	2892	422	1849	1359	1523	398	374	608	412	504	339	257	771	1020	1100	596	2533	345	2965
	75%	-	75%	79%	73%	72%	78%	77%	78%	79%	77%	73%	71%	66%	78%	78%	71%	69%	75%	81%	77%
Mean	4.00	-	4.00	4.08	3.95	3.95	4.04	4.05	4.08	4.11	4.08	4.08	3.87	3.77	4.06	4.10	3.87	3.83	3.97	4.18	4.01
Std Dev.	0.89	-	0.89	0.93	0.88	0.93	0.84	0.92	0.88	0.83	0.85	0.92	0.87	0.92	0.90	0.84	0.91	0.90	0.89	0.85	0.88
Std Error	0.01	-	0.01	0.04	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.02	0.02	0.03	0.01	0.05	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



QH2\_2. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Fast delivery

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Not at all important (1)	58	10	11	21	16	21	37	27	25	7	11	19	13	3	44	7	46	9	34	3
	1%	1%	1%	2%	2%	1%	2%	1%	2%	1%	2%	2%	1%	*	2%	1%	2%	2%	2%	2%
Not very important (2)	147	29	46	44	28	75	72	81	65	13	15	39	42	27	96	13	125	22	89	1
	4%	4%	4%	5%	3%	4%	4%	4%	4%	3%	3%	4%	4%	5%	4%	3%	4%	4%	5%	1%
Neither important nor unimportant (3)	732	110	247	160	214	358	375	404	319	80	117	230	169	83	516	81	606	102	418	33
	19%	16%	21% <sup>a</sup>	17%	20%	19%	19%	18%	21% <sup>a</sup>	17%	17%	23% <sup>a</sup>	16%	14%	20% <sup>a</sup>	17%	19%	19%	22%	25%
Important (4)	1700	323	533	395	448	856	844	999	688	192	175	418	507	300	1101	194	1420	230	868	64
	44%	45%	48%	42%	43%	46%	42%	43%	46%	42%	37%	41%	43% <sup>a</sup>	32% <sup>a</sup>	43% <sup>a</sup>	42%	45%	43%	45%	49%
Very important (5)	1192	234	313	310	335	547	645	781	398	163	156	305	304	199	765	168	973	161	501	27
	31%	33% <sup>b</sup>	27%	33% <sup>b</sup>	32%	29%	32%	34% <sup>b</sup>	27%	36%	33%	30%	29%	32%	30%	36%	37%	30%	26%	20%
Don't know	22	4	4	8	6	8	14	12	7	3	-	9	2	1	10	3	11	6	9	4
	1%	1%	*	1%	1%	*	1%	1%	*	1%	-	1%	*	*	1%	1%	*	1%	*	3% <sup>r</sup>
NET Not at all important/ Not very important	205	39	57	65	44	96	109	108	90	20	27	57	66	30	140	20	171	31	123	4
	5%	5%	5%	7%	4%	5%	5%	5%	6%	4%	6%	6%	5%	5%	6%	4%	5%	6%	6%	3%
NET Important / Very important	2892	557	846	706	783	1403	1489	1780	1087	355	332	723	812	493	1866	362	2393	391	1368	91
	75%	78%	73%	75%	75%	75%	75%	77% <sup>b</sup>	72%	70% <sup>b</sup>	70%	71%	78% <sup>b</sup>	61% <sup>b</sup>	74%	78%	75%	74%	71%	69%
Mean	4.00	4.05	3.95	4.00	4.02	3.99	4.01	4.06 <sup>b</sup>	3.92	4.04	4.01	3.94	4.01	4.00	3.97	4.09	3.99	3.98	3.90	3.86
Std Dev.	0.89	0.88	0.86	0.95	0.88	0.87	0.91	0.87	0.89	0.88	0.96	0.92	0.86	0.82	0.90	0.88	0.89	0.91	0.90	0.84
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.02	0.04	0.02	0.04	0.02	0.08

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QH2\_2. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Fast delivery

Table 202

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3851	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Not at all important (1)	58	49	8	6	52	2	2	1	1	9	7	6	2	8	11	6	2	*	2
	1%	1%	2%	4%	2%	1%	1%	1%	1%	2%	2%	2%	*	2%	2%	1%	1%	1%	1%
Not very important (2)	147	127	20	4	119	17	7	5	8	9	12	10	15	9	22	14	24	3	14
	4%	4%	4%	3%	4%	5%	3%	4%	3%	2%	4%	4%	4%	4%	3%	3%	7%	7%	5%
Neither important nor unimportant (3)	732	619	113	23	636	51	28	16	34	86	52	56	72	65	93	120	59	6	45
	19%	19%	21%	17%	20%	16%	15%	16%	22%	20%	17%	20%	21%	18%	23%	18%	15%	15%	16%
Important (4)	1700	1452	248	63	1388	170	93	49	66	175	136	126	161	174	180	214	156	21	149
	44%	44%	46%	46%	43%	33%	33%	46%	42%	41%	44%	45%	43%	43%	35%	41%	43%	33%	32%
Very important (5)	1192	1044	148	41	1015	85	60	35	46	143	100	83	88	105	106	163	85	9	76
	31%	32%	27%	30%	31%	26%	30%	33%	30%	34%	32%	30%	26%	29%	32%	26%	24%	24%	26%
Don't know	22	20	2	*	19	2	1	*	-	4	2	-	1	4	-	1	-	-	2
	1%	1%	*	*	1%	*	1%	*	-	1%	1%	-	*	1%	1%	-	-	-	1%
NET Not at all important/ Not very important	205	177	28	10	171	19	9	5	9	18	19	16	17	14	33	20	26	3	16
	5%	5%	5%	7%	5%	6%	5%	8%	6%	4%	6%	6%	5%	4%	6%	4%	8%	8%	6%
NET Important / Very important	2892	2497	395	103	2404	256	149	84	114	318	236	208	249	280	376	382	240	30	225
	75%	75%	73%	75%	74%	78%	80%	79%	73%	75%	76%	75%	74%	77%	74%	73%	74%	77%	78%
Mean	4.00	4.01	3.94	3.93	4.00	3.98	4.04	4.07	3.97	4.03	4.01	3.97	3.95	4.01	4.05	4.00	3.91	3.91	3.99
Std Dev.	0.89	0.89	0.88	0.99	0.90	0.83	0.83	0.86	0.89	0.91	0.93	0.90	0.83	0.87	0.97	0.87	0.89	0.88	0.83
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.03	0.04	0.06	0.06	0.06	0.06	0.06	0.07	0.06	0.06	0.06	0.08	0.03

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QH2\_2. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Fast delivery

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3851	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2157	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Not at all important (1)	58	25	3	11	18	12	11	5	11	30	16	19	16	8	8	7	34	15	15	31
	1%	2%	2%	2%	1%	1%	2%	2%	1%	1%	1%	1%	1%	2%	4%klp	3%klp	1%	3%klp	2%	2%
Not very important (2)	147	79	9	43	44	64	20	11	5	109	16	49	50	21	20	5	99	25	34	79
	4%	6%	5%	7%	3%	4%	3%	4%	4%	4%	4%	3%	3%	4%	11%klmp	7%	3%	10%klmp	4%	4%
Neither important nor unimportant (3)	732	328	35	178	204	259	187	55	18	463	73	215	259	186	44	15	474	59	165	388
	19%	24%	20%	27%	16%	17%	30%degij	21%	15%	16%	19%	14%	17%	35%klmpq	24%klp	20%	16%	23%klp	20%	22%
Important (4)	1700	605	76	289	520	741	255	131	42	1261	174	622	757	201	86	22	1379	108	324	838
	44%	45%	43%	44%	40%	49%cdh	41%	31%cdl	35%	45%cd	46%	41%	49%klmpq	38%	45%kl	29%	47%klmp	41%	38%	45%klr
Very important (5)	1192	310	54	129	518	434	137	55	40	952	95	594	430	112	27	23	1025	49	289	399
	31%	23%	31%bc	20%	40%efghj	29%kl	22%	21%	33%kl	34%efgh	25%	40%klmpq	28%klmn	21%	14%	30%kl	34%klmno	19%	35%kl	23%
Don't know	22	3	-	2	2	3	5	-	5	5	5	4	7	2	2	4	11	6	7	13
	1%	-	-	-	1%	1%	1%	-	1%	1%	1%	1%	1%	2%	1%	3%klmp	1%	2%klmp	1%	1%
NET Not at all important/ Not very important	205	104	12	55	62	77	31	16	10	139	32	67	66	29	28	12	133	40	49	109
	5%	8%	7%	8%	5%	5%	5%	6%	10%def	5%	6%cdl	4%	4%	5%	15%klmp	16%klmno	4%	15%klmp	6%	6%
NET Important / Very important	2892	915	131	418	1038	1175	392	186	83	2213	269	1216	1187	313	113	45	2404	158	613	1237
	75%	68%	73%	64%	73%gh	72%gh	64%	72%	69%	77%gh	71%	71%klmnoq	73%klmnoq	59%	60%	59%	80%klmnoq	60%	74%	71%
Mean	4.00	3.81	3.85bc	3.74	3.82ghij	3.83gh	3.80	3.85	3.83	3.84	3.84	4.00klmpq	4.00klmn	3.73	3.66	3.69	4.00klmnoq	3.59	4.01r	3.86
Std Dev	0.89	0.92	0.93	0.91	0.89	0.84	0.89	0.87	1.22	0.87	0.99	0.87	0.83	0.89	1.01	1.25	0.85	1.08	0.94	0.88
Std Error	0.01	0.02	0.07	0.03	0.02	0.02	0.04	0.06	0.11	0.02	0.05	0.02	0.02	0.04	0.08	0.14	0.02	0.07	0.03	0.02

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/gh/h/j - kl/mn/op/q - rs  
 \* small base

QH2\_2. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Fast delivery

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3851	229	3561	61*	1098	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2157	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Not at all important (1)	58	6	51	1	23	30	4	49	7	1	-	58	*
	1%	2%	1%	2%	2%	1%	2%	1%	7% <b>ab</b>	4%	-	2%	*
Not very important (2)	147	8	134	6	41	92	14	133	11	3	-	147	-
	4%	3%	4%	10%	4%	4%	6%	4%	12% <b>ab</b>	8%	-	4%	-
Neither important nor unimportant (3)	732	25	697	10	176	497	59	692	21	11	1	724	8
	19%	11%	20% <b>ab</b>	17%	16%	20% <b>cd</b>	25% <b>cd</b>	19%	22%	28%	14%	19%	37%
Important (4)	1700	105	1574	21	458	1156	86	1647	32	15	2	1684	5
	44%	46%	44%	33%	42%	45% <b>ab</b>	37%	46%	34%	39%	29%	44%	22%
Very important (5)	1192	85	1084	23	395	729	68	1153	22	8	4	1183	5
	31%	37%	30%	37%	36% <b>ab</b>	29%	29%	31%	24%	21%	57%	31%	25%
Don't know	22	-	22	-	5	13	4	18	*	-	-	19	3
	1%	-	1%	-	*	1%	2%	*	*	-	-	*	16%
NET Not at all important/ Not very important	205	13	184	7	64	122	18	182	18	5	-	205	*
	5%	6%	5%	12%	6%	5%	8%	5%	30% <b>ab</b>	12%	-	5%	*
NET Important / Very important	2892	190	2858	44	853	1885	154	2800	54	23	5	2877	10
	75%	83% <b>ab</b>	75%	72%	76% <b>cd</b>	75% <b>cd</b>	66%	75% <b>ab</b>	58%	60%	86%	72% <b>cd</b>	47%
Mean	4.00	4.12	3.99	3.95	4.02 <b>ab</b>	3.98	3.86	4.00 <b>ab</b>	3.55	3.65	4.43	4.00 <b>ab</b>	3.86
Std Dev.	0.89	0.91	0.89	1.06	0.93	0.86	0.97	0.88	1.19	1.02	0.79	0.89	0.89
Std Error	0.01	0.06	0.01	0.14	0.03	0.02	0.06	0.01	0.15	0.18	0.40	0.01	0.20

Proportions/Mean: Columns Yestest (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH2\_2. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Fast delivery

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2157	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Not at all important (1)	58	7	5	18	28	2	-	4	-	5	-	-	16	2	6	13	9
	1%	1%	1%	1%	2%	1%	-	1%	-	1%	-	-	2%	-	1%	3%	2%
Not very important (2)	147	21	14	59	54	8	-	14	-	14	-	-	30	29	22	20	13
	4%	2%	3%	5%	4%	2%	-	3%	-	3%	-	-	4%	6%	5%	5%	3%
Neither important nor unimportant (3)	732	126	53	276	276	57	-	69	-	53	-	-	169	108	100	64	110
	19%	15%	13%	22%ab	21%ab	13%	-	16%	-	13%	-	-	23%cd	23%cd	23%cd	15%	23%cd
Important (4)	1700	372	166	616	546	174	-	198	-	166	-	-	404	212	182	180	185
	44%	43%	40%	48%bc	42%	40%	-	46%	-	40%	-	-	49%efgh	45%	42%	43%	42%
Very important (5)	1192	330	173	312	377	189	-	142	-	173	-	-	196	115	123	137	116
	31%	38%cd	42%cd	24%	32%bc	44%ghmnop	-	32%lm	-	42%lmnop	-	-	24%	24%	28%	32%lm	27%
Don't know	22	3	-	9	11	3	-	-	-	-	-	-	3	6	4	2	4
	1%	-	-	1%	1%	1%	-	-	-	-	-	-	1%	1%	-	-	1%
NET Not at all important/ Not very important	205	28	19	76	82	10	-	18	-	19	-	-	46	31	27	33	22
	5%	3%	5%	6%a	6%a	2%	-	4%	-	5%	-	-	6%	6%a	6%a	6%a	5%
NET Important / Very important	2892	702	339	927	923	363	-	340	-	339	-	-	600	327	305	317	301
	75%	82%cd	82%cd	72%	72%	84%lmnop	-	82%lmnop	-	82%lmnop	-	-	73%	69%	70%	76%	69%
Mean	4.00	4.17cd	4.19cd	3.89	3.93	4.26ghmnop	-	4.08lmnop	-	4.19lmnop	-	-	3.90	3.88	3.91	3.98	3.89
Std Dev.	0.89	0.82	0.88	0.87	0.93	0.79	-	0.84	-	0.88	-	-	0.87	0.87	0.91	0.98	0.90
Std Error	0.01	0.03	0.04	0.02	0.03	0.04	-	0.04	-	0.04	-	-	0.03	0.04	0.04	0.05	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QH2\_3. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Next day delivery option

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	820	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	-	3851	537	2530	1888	1951	514	479	768	834	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Not at all important (1)	139	-	139	21	91	71	68	8	10	23	24	35	25	14	18	48	74	39	134	6	137
	4%	-	4%	4%	4%	4%	4%	2%	2%	3%	6% <i>kl</i>	6% <i>kl</i>	6% <i>kl</i>	4%	2%	4% <i>kl</i>	5% <i>kl</i>	4% <i>kl</i>	4%	1%	4%
Not very important (2)	358	-	358	36	258	171	187	45	38	40	32	68	65	71	83	72	204	136	330	22	377
	9%	-	9%	7%	10%	9%	10%	9%	8%	9%	6%	10% <i>kl</i>	10% <i>kl</i>	10% <i>kl</i>	8%	6%	11% <i>kl</i>	11% <i>kl</i>	10%	5%	10%
Neither important nor unimportant (3)	1054	-	1054	121	723	505	547	109	99	212	134	223	152	129	208	346	500	277	957	95	1024
	27%	-	27%	23%	29% <i>kl</i>	27%	28%	21%	21%	25% <i>kl</i>	23%	33% <i>kl</i>	32% <i>kl</i>	32% <i>kl</i>	21%	27% <i>kl</i>	32% <i>kl</i>	32% <i>kl</i>	28%	22%	26%
Important (4)	1456	-	1456	199	968	707	740	204	194	302	223	237	167	129	398	525	533	296	1259	192	1478
	38%	-	38%	37%	38%	37%	38%	40%	41%	39%	42% <i>kl</i>	42% <i>kl</i>	34%	33%	40% <i>kl</i>	40% <i>kl</i>	34%	34%	37%	45% <i>kl</i>	38%
Very important (5)	817	-	817	157	468	420	396	141	135	184	119	125	65	50	275	303	239	115	700	110	828
	21%	-	21%	20% <i>kl</i>	19%	22%	20%	21% <i>kl</i>	20% <i>kl</i>	20% <i>kl</i>	20% <i>kl</i>	18%	14%	13%	23% <i>kl</i>	23% <i>kl</i>	19%	13%	21%	22%	21%
Don't know	27	-	27	3	20	14	13	8	3	7	3	2	4	2	11	9	7	5	20	3	26
	1%	-	1%	*	1%	1%	1%	1%	1%	1%	*	*	1%	2	1%	1%	*	1%	1%	1%	1%
NET Not at all important/ Not very important	498	-	498	57	350	242	255	53	48	63	56	103	90	85	101	119	277	175	464	28	514
	13%	-	13%	11%	14%	13%	13%	10%	10%	8%	11%	10% <i>kl</i>	10% <i>kl</i>	10% <i>kl</i>	10%	9%	18% <i>kl</i>	20% <i>kl</i>	14% <i>kl</i>	6%	13%
NET Important / Very important	2272	-	2272	357	1436	1127	1136	344	329	485	342	362	232	178	673	827	772	410	1959	302	2306
	59%	-	59%	66% <i>kl</i>	57%	60%	58%	67% <i>kl</i>	69% <i>kl</i>	63% <i>kl</i>	64% <i>kl</i>	53%	49%	46%	68% <i>kl</i>	64% <i>kl</i>	50%	47%	58%	71% <i>kl</i>	60%
Mean	3.64	-	3.64	3.82 <sup>d</sup>	3.58	3.66	3.62	3.84 <sup>kl</sup>	3.85 <sup>kl</sup>	3.77 <sup>kl</sup>	3.51	3.38	3.33	3.64 <sup>kl</sup>	3.74 <sup>kl</sup>	3.43	3.36	3.61	3.69 <sup>kl</sup>	3.65	3.65
Std Dev.	1.03	-	1.03	1.05	1.02	1.04	1.02	0.98	0.99	0.98	1.02	1.06	1.05	1.03	0.99	1.00	1.05	1.04	1.04	0.90	1.03
Std Error	0.02	-	0.02	0.05	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.03	0.03	0.03	0.03	0.02	0.05	0.02

Proportions/Mean: Columns Testad (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH2\_3. For each factor, how important is it to you in choosing a postal provider or service - Letters and Cards: Next day delivery option

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Not at all important (1)	139	14	35	44	47	48	91	62	73	23	24	38	30	12	92	23	104	27	77	4
Not very important (2)	358	65	131	78	82	109	160	155	193	45	46	106	81	61	234	45	296	45	223	4
Neither important nor unimportant (3)	1054	145	353	242	314	498	556	604	442	124	137	299	281	120	717	129	854	147	549	50
Important (4)	1456	309	424	343	379	734	722	922	519	168	154	362	428	266	944	170	1227	200	731	44
Very important (5)	817	174	202	225	216	376	441	547	260	92	110	205	217	140	533	95	602	104	327	24
Don't know	27	3	7	7	10	10	17	13	10	5	4	9	*	2	13	5	16	6	12	4
NET Not at all important/ Not very important	498	79	168	122	129	247	251	216	271	68	70	144	111	73	326	68	402	72	300	8
NET Important / Very important	2272	483	626	568	595	1110	1163	1469	779	261	264	568	645	412	1477	265	1909	304	1058	69
Mean	3.64	3.69	3.55	3.67	3.61	3.64	3.64	3.76	3.47	3.58	3.59	3.58	3.70	3.72	3.63	3.58	3.66	3.59	3.53	3.64
Std Dev.	1.03	0.98	1.01	1.07	1.04	1.00	1.06	0.98	1.08	1.08	1.10	1.04	0.98	0.99	1.03	1.07	1.02	1.06	1.03	0.94
Std Error	0.02	0.03	0.03	0.04	0.03	0.02	0.03	0.02	0.03	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02	0.05	0.02	0.09

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QH2\_3. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Next day delivery option

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3851	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Not at all important (1)	139	120	19	7	119	14	5	2	9	19	15	16	11	10	18	16	6	5	9
	4%	4%	4%	5%	4%	4%	3%	2%	5%	4%	5%	5%	3%	3%	4%	3%	2%	11%	3%
Not very important (2)	358	313	45	13	296	34	17	12	10	30	32	21	26	32	41	73	29	7	27
	9%	9%	8%	10%	9%	10%	9%	11%	7%	7%	10%	7%	8%	9%	8%	15%	8%	18%	9%
Neither important nor unimportant (3)	1054	901	152	32	875	104	49	26	49	111	74	69	99	111	144	97	6	98	
	27%	27%	28%	23%	27%	32%	26%	25%	31%	26%	24%	25%	29%	31%	24%	28%	30%	15%	34%
Important (4)	1456	1242	213	57	1229	114	71	42	59	167	111	109	140	139	183	173	146	18	97
	38%	38%	40%	42%	38%	35%	38%	40%	38%	39%	36%	39%	41%	38%	33%	33%	43%	44%	34%
Very important (5)	817	712	105	26	689	60	45	23	30	95	76	63	61	66	133	110	50	4	56
	21%	21%	19%	19%	21%	18%	24%	22%	19%	22%	24%	23%	18%	18%	27%	21%	15%	11%	19%
Don't know	27	23	3	2	23	2	2	1	-	4	1	3	2	4	2	-	-	-	2
	1%	1%	1%	1%	1%	-	1%	1%	-	1%	-	1%	1%	1%	1%	-	-	-	1%
NET Not at all important/ Not very important	498	433	64	20	414	48	21	14	19	48	47	36	37	42	59	92	34	12	36
	13%	13%	12%	15%	13%	15%	11%	13%	12%	11%	15%	13%	11%	12%	13%	10%	10%	10%	12%
NET Important / Very important	2272	1954	318	83	1918	174	115	65	89	262	187	172	201	206	322	284	196	22	153
	59%	59%	59%	61%	59%	53%	62%	61%	57%	62%	60%	62%	59%	57%	63%	54%	60%	55%	53%
Mean	3.64	3.64	3.63	3.60	3.65	3.53	3.72	3.68	3.58	3.69	3.65	3.66	3.63	3.61	3.76	3.55	3.63	3.24	3.57
Std Dev.	1.03	1.04	1.00	1.07	1.03	1.04	1.01	1.01	1.04	1.04	1.10	1.08	0.97	0.98	1.06	1.07	0.91	1.22	1.01
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.04	0.07	0.07	0.08	0.07	0.07	0.07	0.07	0.07	0.06	0.11	0.04

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base



QH2\_3. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Next day delivery option

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)		
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836	
Weighted Base	3851	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747	
Effective Base	2157	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025	
Not at all important (1)	139	80	12	41	51	38	26	10	14	89	24	67	37	11	15	8	104	24	30	79	
	4%	6%	7%	6%	4%	3%	4%	4%	11% <i>deqj</i>	3%	3%	4%	2%	2%	3% <i>imp</i>	11% <i>klmp</i>	3%	3%	4%	5%	
Not very important (2)	358	218	38	131	136	138	43	33	8	274	41	142	130	49	29	9	272	38	53	219	
	9%	16%	21%	20%	10%	9%	7%	13% <i>lf</i>	7%	10%	11%	9%	9%	9%	15% <i>lp</i>	12%	9%	9%	14% <i>lp</i>	6%	13% <i>lr</i>
Neither important nor unimportant (3)	1054	421	48	197	311	422	214	52	39	732	91	342	415	207	54	16	757	70	185	561	
	27%	31%	27%	30%	24%	28%	15% <i>deqj</i>	20%	32%	26%	24%	23%	27% <i>kl</i>	39% <i>klmp</i>	29%	22%	25%	27%	22%	32% <i>lr</i>	
Important (4)	1456	446	52	200	453	627	237	111	21	1080	132	538	640	188	66	16	1178	82	342	633	
	38%	33%	29%	31%	33% <i>h</i>	41% <i>h</i>	31% <i>h</i>	43% <i>h</i>	17%	33% <i>h</i>	33% <i>h</i>	33% <i>h</i>	33% <i>h</i>	36%	35%	22%	33% <i>h</i>	31%	41%	36%	
Very important (5)	817	180	28	83	351	286	87	51	35	638	86	409	291	67	23	22	700	44	217	238	
	21%	13%	16%	13%	27% <i>lef</i>	19%	14%	20%	29% <i>lef</i>	23% <i>lef</i>	22% <i>lf</i>	27% <i>lmmpq</i>	19% <i>lm</i>	13%	12%	29% <i>lmh</i>	23% <i>lmh</i>	17%	26% <i>ls</i>	14%	
Don't know	27	6	-	2	4	3	9	-	5	7	5	5	6	7	-	4	11	4	6	17	
	1%	-	-	-	1% <i>deh</i>	1% <i>deh</i>	1% <i>deh</i>	1% <i>deh</i>	1% <i>deh</i>	1% <i>deh</i>	1% <i>deh</i>	1% <i>deh</i>	1% <i>deh</i>	1% <i>deh</i>	1% <i>deh</i>	1% <i>deh</i>	1% <i>deh</i>	1% <i>deh</i>	1% <i>deh</i>	1% <i>deh</i>	
NET Not at all important/ Not very important	496	297	50	172	187	176	69	43	22	363	65	209	167	59	44	17	376	62	83	298	
	13%	22%	28%	26%	14%	12%	11%	17%	18%	13%	17% <i>lef</i>	14%	11%	11%	24% <i>klmp</i>	23% <i>klmp</i>	12%	24% <i>klmp</i>	10%	17% <i>lr</i>	
NET Important / Very important	2272	625	80	282	804	914	324	163	56	1718	218	947	931	255	89	38	1878	127	560	871	
	59%	46%	45%	43%	32% <i>h</i>	40% <i>h</i>	53%	39% <i>h</i>	46%	41% <i>h</i>	57%	33% <i>lmmp</i>	31% <i>lmmp</i>	48%	47%	51%	42% <i>lmmp</i>	48%	37% <i>ls</i>	30%	
Mean	3.64	3.32	3.26	3.23	3.74	3.67	3.52	3.47	3.57	3.58	3.52	3.22	3.19	3.48	3.27	3.47	3.72	3.33	3.50	3.42	
Std Dev	1.03	1.08	1.16	1.10	1.09	0.97	0.97	1.06	1.31	1.03	1.14	1.10	0.96	0.90	1.12	1.35	1.03	1.19	1.01	1.02	
Std Error	0.02	0.03	0.09	0.04	0.03	0.02	0.04	0.07	0.12	0.02	0.06	0.03	0.02	0.04	0.09	0.15	0.02	0.08	0.04	0.02	

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/w - kl/m/n/o/p/q - rs  
\* small base

QH2\_3. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Next day delivery option

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3851	229	3561	61*	1098	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2157	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Not at all important (1)	139	7	132	1	43	93	4	128	8	4	2	138	*
	4%	3%	4%	2%	4%	4%	2%	3%	8%	10%	30%	4%	*
Not very important (2)	358	13	339	6	91	257	10	350	4	4	-	358	*
	9%	6%	10%	10%	8%	10%	4%	9%	5%	11%	-	9%	1%
Neither important nor unimportant (3)	1054	54	984	15	299	687	68	1001	28	15	3	1044	8
	27%	24%	28%	25%	27%	27%	29%	27%	30%	39%	41%	27%	36%
Important (4)	1456	98	1330	27	393	969	94	1406	36	8	2	1450	4
	38%	43%	37%	46%	36%	38%	40%	38%	38%	21%	23%	38%	20%
Very important (5)	817	55	751	11	265	499	53	787	17	7	-	811	6
	21%	24%	21%	18%	24%	20%	23%	21%	18%	19%	-	21%	27%
Don't know	27	1	26	*	7	14	5	23	-	-	-	23	3
	1%	*	1%	*	1%	1%	1%	1%	-	-	-	1%	16%
NET Not at all important/ Not very important	496	20	471	7	134	349	14	476	12	8	2	496	*
	13%	9%	13%	12%	12%	14%	6%	13%	13%	21%	30%	13%	1%
NET Important / Very important	2272	154	2080	38	657	1468	147	2192	53	15	2	2281	10
	59%	67%	58%	63%	60%	58%	63%	59%	57%	40%	23%	59%	47%
Mean	3.64	3.80	3.63	3.67	3.66	3.61	3.72	3.65	3.64	3.29	2.70	3.64	3.87
Std Dev.	1.03	0.97	1.04	0.95	1.05	1.03	0.91	1.03	1.10	1.19	1.28	1.03	0.92
Std Error	0.02	0.06	0.02	0.13	0.03	0.02	0.06	0.02	0.14	0.21	0.64	0.02	0.21

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH2\_3. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Next day delivery option

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3870	3860	430	1290	1290	430	-	430	-	430	-	-	850	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2157	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Not at all important (1)	139	18	13	51	57	11	-	7	-	13	-	-	34	17	19	22	17
	4%	2%	3%	4%	4%	3%	-	2%	-	3%	-	-	4%	4%	4%	5%	4%
Not very important (2)	358	51	36	139	133	26	-	25	-	36	-	-	95	44	38	37	58
	9%	6%	9%	11%	10%	6%	-	6%	-	9%	-	-	12%	9%	9%	9%	13%
Neither important nor unimportant (3)	1054	220	88	396	350	96	-	124	-	88	-	-	256	140	125	97	128
	27%	36%	21%	31%	27%	22%	-	29%	-	21%	-	-	31%	29%	29%	23%	23%
Important (4)	1456	322	159	483	492	157	-	164	-	159	-	-	305	178	177	156	159
	38%	37%	39%	37%	38%	36%	-	39%	-	39%	-	-	37%	38%	40%	37%	36%
Very important (5)	817	245	116	209	247	140	-	105	-	116	-	-	124	85	76	103	68
	21%	23%	26%	26%	19%	32%	-	22%	-	20%	-	-	15%	16%	17%	25%	16%
Don't know	27	3	-	11	12	2	-	1	-	-	-	-	4	7	3	2	7
	1%	-	-	1%	1%	1%	-	-	-	-	-	-	-	2%	1%	-	2%
NET Not at all important/ Not very important	498	69	48	190	190	37	-	32	-	48	-	-	129	62	57	58	75
	13%	8%	12%	16%	16%	9%	-	8%	-	12%	-	-	16%	13%	13%	14%	17%
NET Important / Very important	2272	567	275	693	738	297	-	270	-	275	-	-	429	263	252	259	227
	59%	66%	67%	54%	57%	69%	-	67%	-	67%	-	-	52%	56%	58%	62%	52%
Mean	3.64	3.85	3.80	3.52	3.58	3.90	-	3.78	-	3.89	-	-	3.48	3.58	3.58	3.68	3.47
Std Dev.	1.03	0.97	1.04	1.02	1.05	1.01	-	0.94	-	1.04	-	-	1.02	1.01	1.01	1.10	1.04
Std Error	0.02	0.03	0.05	0.03	0.03	0.05	-	0.05	-	0.05	-	-	0.03	0.05	0.05	0.05	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QH2\_4. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery within 3 days

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	820	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Not at all important (1)	52	-	52	14	29	30	22	10	6	11	5	8	5	6	17	16	20	11	51	1	47
	1%	-	1%	3%	1%	2%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%
Not very important (2)	116	-	116	18	78	69	47	18	28	10	2	25	20	14	46	11	58	33	99	17	125
	3%	-	3%	3%	3%	4%	2%	4%	6%	1%	*	4%	4%	3%	5%	1%	4%	4%	3%	4%	3%
Neither important nor unimportant (3)	629	-	629	80	456	340	287	85	76	135	74	110	89	60	151	209	259	149	551	71	614
	16%	-	16%	15%	18%	15%	15%	16%	16%	18%	14%	16%	19%	15%	16%	16%	17%	17%	16%	17%	16%
Important (4)	1860	-	1860	235	1273	889	969	237	224	372	264	330	216	216	461	636	762	433	1672	182	1876
	48%	-	48%	44%	50%	47%	50%	46%	47%	48%	49%	48%	45%	49%	46%	49%	49%	50%	49%	43%	48%
Very important (5)	1159	-	1159	189	670	543	608	155	139	234	185	215	141	88	294	420	445	229	1002	149	1178
	30%	-	30%	33%	26%	29%	31%	30%	29%	31%	30%	30%	23%	30%	30%	29%	29%	29%	29%	35%	30%
Don't know	35	-	35	2	23	17	18	9	5	5	4	*	7	6	14	9	13	12	24	7	30
	1%	-	1%	*	1%	1%	1%	2%	1%	1%	1%	*	2%	2%	1%	1%	1%	1%	1%	2%	1%
NET Not at all important/ Not very important	168	-	168	32	108	99	69	28	34	21	7	34	25	19	63	27	78	44	151	17	172
	4%	-	4%	6%	4%	5%	4%	5%	7%	3%	1%	5%	5%	5%	6%	2%	5%	5%	4%	4%	4%
NET Important / Very important	3018	-	3018	424	1943	1432	1577	392	363	607	450	545	357	305	755	1056	1207	662	2674	331	3054
	78%	-	78%	79%	77%	76%	81%	76%	76%	79%	84%	79%	75%	78%	76%	81%	78%	76%	79%	78%	79%
Mean	4.04	-	4.04	4.06	3.99	3.99	4.05e	4.01	3.97	4.06	4.10%nlm	4.04	3.99	3.96	3.99	4.11%nl	4.01	3.98	4.03	4.10	4.05
Std Dev.	0.84	-	0.84	0.93	0.82	0.87	0.81	0.90	0.90	0.81	0.75	0.85	0.87	0.81	0.90	0.79	0.85	0.85	0.85	0.83	0.84
Std Error	0.01	-	0.01	0.04	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.04	0.04	0.03	0.02	0.02	0.03	0.01	0.05	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH2\_4. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery within 3 days

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Not at all important (1)	52	12	18	12	10	29	23	27	25	4	13	15	11	6	39	4	45	11	29	1
Not very important (2)	116	23	40	40	12	64	52	62	46	10	19	33	28	23	78	10	103	13	67	2
Neither important nor unimportant (3)	629	110	187	135	198	296	333	374	246	84	84	161	167	71	413	85	490	103	357	26
Important (4)	1860	345	582	444	489	927	933	1114	731	208	205	508	515	314	1228	209	1564	259	982	60
Very important (5)	1159	212	323	299	326	534	624	710	441	145	154	289	316	188	759	152	959	138	471	38
Don't know	35	9	5	10	11	14	21	14	13	7	1	13	2	5	16	7	21	6	12	4
NET Not at all important/ Not very important	168	35	58	52	23	93	75	89	70	14	32	48	37	29	117	14	146	24	96	3
NET Important / Very important	3018	556	905	742	815	1461	1557	1825	1173	353	359	797	831	502	1987	361	2523	397	1454	99
Mean	4.04	4.03	4.00	4.05	4.07	4.01	4.06	4.06	4.02	4.06	3.99	4.02	4.06	4.09	4.03	4.08	4.04	3.95	3.94	4.04
Std Dev.	0.84	0.86	0.85	0.87	0.80	0.85	0.83	0.83	0.86	0.82	0.95	0.84	0.81	0.82	0.85	0.82	0.85	0.86	0.84	0.80
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.02	0.03	0.02	0.04	0.01	0.04	0.02	0.08

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QH2\_4. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery within 3 days

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3851	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Not at all important (1)	52	50	2	1	47	2	2	1	3	7	-	6	3	1	12	10	6	*	2
	1%	2%	*	1%	1%	1%	1%	1%	2%	2%	-	2%	1%	*	2%	2%	2%	*	1%
Not very important (2)	116	100	16	8	102	6	6	2	5	3	12	10	10	15	16	21	9	1	5
	3%	3%	3%	6%	3%	2%	3%	2%	3%	1%	4%	4%	3%	4%	3%	4%	3%	3%	2%
Neither important nor unimportant (3)	629	542	87	20	533	52	27	18	35	69	43	50	69	57	80	88	43	5	47
	16%	16%	16%	15%	17%	16%	14%	17%	22%	16%	14%	18%	20%	16%	16%	17%	13%	12%	16%
Important (4)	1860	1581	279	61	1555	166	85	53	73	226	157	128	163	162	228	242	175	24	142
	48%	45%	52%	44%	48%	51%	45%	50%	47%	53%	51%	45%	48%	45%	45%	46%	54%	31%	49%
Very important (5)	1159	1008	151	44	963	99	66	32	42	110	98	83	91	124	164	161	91	9	89
	30%	30%	28%	32%	30%	30%	35%	30%	27%	26%	32%	30%	27%	34%	32%	31%	28%	23%	31%
Don't know	35	32	3	2	31	3	1	*	-	11	-	3	2	3	8	-	3	-	3
	1%	1%	1%	1%	1%	1%	1%	*	-	3%	-	1%	1%	1%	2%	-	1%	-	1%
NET Not at all important/ Not very important	168	149	19	10	149	8	8	3	8	10	12	16	13	17	28	30	15	1	7
	4%	5%	3%	7%	5%	2%	4%	3%	5%	2%	4%	6%	4%	5%	6%	6%	5%	3%	2%
NET Important / Very important	3018	2589	429	105	2517	265	151	85	115	335	255	211	254	286	392	404	266	33	232
	78%	78%	80%	77%	78%	81%	80%	80%	73%	79%	82%	75%	75%	79%	77%	77%	82%	84%	80%
Mean	4.04	4.04	4.04	4.02	4.03	4.09	4.11	4.07	3.93	4.03	4.10	3.99	3.97	4.09	4.03	4.01	4.04	4.04	4.10
Std Dev.	0.84	0.85	0.78	0.92	0.85	0.76	0.85	0.78	0.87	0.79	0.78	0.90	0.83	0.84	0.91	0.90	0.83	0.71	0.77
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.03	0.03	0.06	0.05	0.05	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.03

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QH2\_4. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery within 3 days

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3851	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2157	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Not at all important (1)	52	22	3	11	15	6	13	8	10	21	18	11	16	9	11	4	26	15	21	20
	1%	2%	2%	2%	1%	*	3% <i>del</i>	3% <i>del</i>	3% <i>del</i>	1%	3% <i>del</i>	1%	1%	2%	3% <i>kimp</i>	3% <i>kmp</i>	1%	3% <i>kimp</i>	3% <i>k</i>	1%
Not very important (2)	116	57	3	29	35	45	11	20	5	79	25	42	45	11	11	7	87	18	26	56
	3%	4%	2%	4%	3%	3%	2%	3% <i>del</i>	4%	3%	3% <i>del</i>	3%	3%	2%	6%	9% <i>kimp</i>	3%	7% <i>kimp</i>	3%	3%
Neither important nor unimportant (3)	629	221	27	108	149	225	181	42	20	375	62	181	229	165	33	8	410	41	153	332
	16%	16%	17%	17%	11%	15% <i>del</i>	29% <i>del</i>	16%	17%	13%	16%	12%	15%	31% <i>kimp</i>	18%	10%	14%	16%	18%	19%
Important (4)	1860	673	85	320	577	811	288	130	42	1388	173	674	828	218	105	28	1502	132	375	627
	48%	50%	48%	48%	44%	54% <i>del</i>	47%	35%	35%	45%	45%	45%	54% <i>kimp</i>	41%	36%	36%	50%	46%	46%	53% <i>k</i>
Very important (5)	1159	374	59	184	528	411	115	58	40	939	97	592	388	117	25	27	880	52	249	399
	30%	28%	33%	28%	40% <i>del</i>	27% <i>k</i>	19%	22%	32% <i>k</i>	33% <i>del</i>	26%	39% <i>kimp</i>	26% <i>k</i>	22%	14%	35% <i>kimp</i>	32% <i>kimp</i>	20%	30% <i>ks</i>	23%
Don't know	35	3	-	1	2	16	7	-	5	18	5	3	14	10	1	4	17	4	9	14
	1%	*	*	*	1	3% <i>del</i>	3% <i>del</i>	*	3% <i>del</i>	1%	3% <i>del</i>	*	1% <i>k</i>	3% <i>del</i>	*	3% <i>kmp</i>	1%	2% <i>k</i>	1%	1%
NET Not at all important/ Not very important	168	79	7	39	50	51	25	28	15	100	43	53	60	20	23	10	113	33	47	76
	4%	6%	4%	6%	4%	3%	4%	11% <i>del</i>	12% <i>del</i>	4%	11% <i>del</i>	4%	4%	4%	12% <i>kimp</i>	13% <i>kimp</i>	4%	12% <i>kimp</i>	6%	4%
NET Important / Very important	3018	1047	144	504	1105	1222	403	188	82	2327	270	1266	1216	335	130	54	2481	185	623	1326
	78%	78%	81%	77%	85% <i>del</i>	73% <i>del</i>	65%	73%	67%	83% <i>del</i>	77%	83% <i>kimp</i>	80% <i>kimp</i>	63%	70%	72%	82% <i>kimp</i>	70%	75%	76%
Mean	4.04	3.98	4.08	3.98	3.92	4.02	3.79	3.81	3.82	3.82	3.82	3.82	3.81	3.65	3.94	3.73	3.98	3.73	3.98	3.94
Std Dev	0.84	0.87	0.85	0.88	0.83	0.76	0.84	0.97	1.20	0.80	1.05	0.81	0.79	0.87	1.00	1.14	0.80	1.04	0.92	0.81
Std Error	0.01	0.02	0.07	0.03	0.02	0.02	0.04	0.06	0.11	0.01	0.05	0.02	0.02	0.04	0.08	0.13	0.01	0.07	0.03	0.02

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
\* small base

QH2\_4. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery within 3 days

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3851	229	3561	61*	1098	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2157	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Not at all important (1)	52	3	49	-	22	24	7	48	6	-	-	52	1*
	1%	1%	1%	-	2% <b>ns</b>	1%	3% <b>ns</b>	1%	3% <b>ns</b>	-	-	1%	1%
Not very important (2)	116	6	109	1	26	82	8	102	7	5	2	114	-
	3%	2%	3%	2%	2%	3%	3%	3%	6% <b>ns</b>	12%	30%	3%	-
Neither important nor unimportant (3)	629	37	578	14	163	409	57	581	27	13	1	621	7
	16%	16%	16%	23%	15%	16%	24% <b>ns</b>	16%	29% <b>ns</b>	35%	14%	16%	35%
Important (4)	1860	107	1723	30	547	1234	78	1816	30	8	2	1853	4
	48%	47%	49%	50%	49% <b>ns</b>	49% <b>ns</b>	33%	48% <b>ns</b>	32%	21%	29%	48% <b>ns</b>	21%
Very important (5)	1159	75	1068	15	329	752	78	1120	23	12	2	1155	1
	30%	33%	30%	25%	30%	30%	33%	30%	25%	32%	27%	30%	7%
Don't know	35	-	35	-	11	17	7	27	-	-	-	28	8
	1%	-	1%	-	1%	1%	3% <b>ns</b>	1%	-	-	-	1%	36%
NET Not at all important/ Not very important	169	9	158	1	48	106	14	148	13	5	2	166	1*
	4%	4%	4%	2%	4%	4%	6%	4%	14% <b>ns</b>	12%	30%	4%	1%
NET Important / Very important	3018	182	2791	45	876	1986	156	2936	53	20	4	3009	6
	78%	80%	78%	74%	79% <b>ns</b>	77% <b>ns</b>	67%	79% <b>ns</b>	57%	53%	56%	77% <b>ns</b>	28%
Mean	4.04	4.07	4.04	3.97	4.04	4.04	3.94	4.05 <b>ns</b>	3.62	3.73	3.54	4.04 <b>ns</b>	3.53
Std Dev.	0.84	0.85	0.84	0.76	0.85	0.82	0.99	0.83	1.13	1.06	1.28	0.84	0.75
Std Error	0.01	0.06	0.01	0.10	0.03	0.02	0.06	0.01	0.14	0.19	0.64	0.01	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QH2\_4. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery within 3 days

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2157	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Not at all important (1)	52	4	8	15	25	1	-	3	-	8	-	-	14	1	6	12	8
	1%	*	2%	1%	2%	*	-	1%	-	2%	-	-	2%	*	1%	3%	2%
Not very important (2)	116	27	6	41	41	14	-	13	-	6	-	-	22	19	13	15	14
	3%	3%	2%	3%	3%	3%	-	3%	-	2%	-	-	3%	4%	3%	4%	3%
Neither important nor unimportant (3)	629	101	42	264	221	53	-	49	-	42	-	-	160	105	82	62	77
	16%	12%	10%	21%	17%	12%	-	11%	-	10%	-	-	18%	12%	9%	7%	10%
Important (4)	1860	373	185	637	655	177	-	196	-	185	-	-	414	223	226	206	234
	48%	43%	45%	49%	52%	41%	-	46%	-	45%	-	-	51%	47%	52%	49%	53%
Very important (5)	1159	344	167	323	324	181	-	163	-	167	-	-	205	118	107	120	97
	30%	30%	21%	25%	25%	42%	-	30%	-	41%	-	-	25%	25%	25%	29%	22%
Don't know	35	9	3	10	13	7	-	2	-	3	-	-	4	6	3	2	9
	1%	1%	1%	1%	1%	2%	-	1%	-	1%	-	-	1%	1%	1%	1%	2%
NET Not at all important/ Not very important	168	31	14	56	67	14	-	16	-	14	-	-	36	20	19	27	21
	4%	4%	3%	4%	5%	3%	-	4%	-	3%	-	-	4%	4%	4%	6%	5%
NET Important / Very important	3018	718	352	960	989	359	-	359	-	352	-	-	619	341	333	325	331
	78%	84%	85%	74%	77%	83%	-	84%	-	85%	-	-	76%	72%	76%	78%	76%
Mean	4.04	4.21	4.22	3.95	3.96	4.23	-	4.18	-	4.22	-	-	3.95	3.94	3.96	3.98	3.93
Std Dev.	0.84	0.80	0.84	0.83	0.86	0.80	-	0.81	-	0.84	-	-	0.84	0.81	0.82	0.92	0.83
Std Error	0.01	0.03	0.04	0.02	0.02	0.04	-	0.04	-	0.04	-	-	0.03	0.04	0.04	0.04	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QH2\_5. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Convenient to post (within 1/2 mile)

Base : All participants

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	820	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Not at all important (1)	38	-	38	10	24	27	12	7	6	12	5	7	2	-	13	16	9	3	38	-	44
	1%	-	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	-	1%	-	1%
Not very important (2)	133	-	133	26	86	80	52	42	16	29	8	11	20	7	57	37	39	27	114	18	141
	3%	-	3%	5%	3%	4%	3%	3%	4%	1%	2%	2%	2%	1%	3%	2%	3%	2%	3%	4%	4%
Neither important nor unimportant (3)	604	-	604	81	421	335	264	88	77	124	72	116	77	50	165	196	243	126	528	69	641
	16%	-	16%	15%	17%	15%	14%	17%	16%	16%	13%	17%	16%	13%	17%	15%	16%	15%	16%	16%	17%
Important (4)	1765	-	1765	238	1225	877	888	199	245	360	259	312	212	178	444	619	702	390	1575	186	1743
	46%	-	46%	44%	48%	46%	45%	39%	51%	47%	46%	45%	44%	46%	45%	48%	45%	45%	46%	44%	45%
Very important (5)	1264	-	1264	175	744	544	710	164	120	239	186	239	162	151	284	427	552	313	1112	143	1260
	33%	-	33%	33%	29%	29%	32%	32%	29%	31%	35%	35%	34%	35%	29%	33%	33%	33%	33%	34%	33%
Don't know	48	-	48	8	29	23	25	14	15	4	3	3	5	4	30	6	12	9	32	11	41
	1%	-	1%	1%	1%	1%	1%	3%	3%	-	-	-	1%	1%	3%	1%	1%	1%	1%	3%	1%
NET Not at all important/ Not very important	171	-	171	36	110	107	64	49	21	40	13	18	23	7	70	53	48	30	153	18	185
	4%	-	4%	7%	4%	6%	3%	7%	4%	5%	2%	3%	5%	2%	7%	4%	3%	3%	4%	4%	5%
NET Important / Very important	3028	-	3028	413	1969	1420	1598	363	365	600	447	551	373	329	728	1046	1254	702	2687	329	3003
	79%	-	79%	77%	78%	75%	82%	71%	76%	78%	84%	80%	78%	84%	73%	80%	81%	81%	79%	77%	78%
Mean	4.07	-	4.07	4.02	4.03	3.98	4.16	3.94	3.99	4.03	4.16	4.12	4.08	4.22	3.97	4.08	4.13	4.14	4.07	4.09	4.05
Std Dev.	0.85	-	0.85	0.92	0.83	0.88	0.80	0.98	0.82	0.87	0.78	0.81	0.85	0.74	0.91	0.84	0.81	0.80	0.85	0.82	0.86
Std Error	0.01	-	0.01	0.04	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.04	0.04	0.03	0.02	0.02	0.03	0.01	0.05	0.01

Proportions/Mean: Columns Yes/No (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QH2\_5. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Convenient to post (within 1/2 mile)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Not at all important (1)	38	9	9	13	7	18	20	22	17	4	5	11	8	8	24	4	32	5	26	2
Not very important (2)	133	39	32	32	29	72	61	78	53	15	13	36	33	26	83	16	110	25	72	6
Neither important nor unimportant (3)	604	106	178	152	168	284	319	373	222	81	77	140	176	80	394	81	486	74	330	28
Important (4)	1765	322	559	412	471	882	883	1102	650	162	211	473	502	308	1186	163	1515	245	961	65
Very important (5)	1264	226	365	316	358	592	672	703	542	182	166	350	310	183	625	189	1015	171	514	24
Don't know	48	7	11	14	17	17	31	25	20	13	4	9	8	3	20	13	24	10	15	6
NET Not at all important/ Not very important	171	48	41	46	36	90	81	100	69	20	18	48	41	33	107	20	142	29	99	8
NET Important / Very important	3028	549	925	728	827	1473	1555	1805	1192	345	377	823	812	491	2012	352	2530	416	1475	89
Mean	4.07	4.02	4.08	4.06	4.11	4.06	4.09	4.05	4.11	4.13	4.10	4.10	4.04	4.05	4.08	4.14	4.07	4.06*	3.98	3.83
Std Dev.	0.85	0.90	0.81	0.88	0.82	0.85	0.85	0.83	0.86	0.89	0.84	0.85	0.82	0.85	0.84	0.90	0.84	0.86	0.85	0.85
Std Error	0.01	0.03	0.02	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.02	0.04	0.01	0.04	0.02	0.08

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QH2\_5. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Convenient to post (within 1/2 mile)

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3851	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Not at all important (1)	38	34	4	4	31	5	1	1	5	-	4	4	2	5	4	7	1	2	3
	1%	1%	1%	3%	1%	2%	1%	1%	3%	-	1%	1%	1%	1%	1%	3%	1%	5%	1%
Not very important (2)	133	115	18	5	110	13	5	4	5	21	10	5	11	9	28	14	10	1	12
	3%	3%	3%	4%	3%	4%	3%	4%	3%	5%	3%	2%	3%	2%	6%	3%	3%	3%	4%
Neither important nor unimportant (3)	604	518	86	20	506	47	26	24	25	55	46	41	70	35	80	98	55	7	41
	16%	16%	16%	14%	16%	14%	14%	23%	16%	13%	15%	15%	21%	10%	16%	19%	17%	17%	14%
Important (4)	1765	1520	245	55	1482	151	85	46	74	197	146	125	154	165	224	240	157	19	132
	46%	46%	45%	40%	46%	46%	46%	44%	47%	46%	47%	45%	46%	45%	44%	46%	48%	46%	46%
Very important (5)	1284	1081	183	52	1055	111	68	28	49	143	103	100	98	145	156	160	103	11	100
	33%	33%	34%	38%	33%	34%	36%	27%	31%	34%	33%	36%	29%	40%	31%	31%	32%	27%	35%
Don't know	48	44	3	2	44	1	1	1	-	10	1	1	4	5	15	4	-	-	1
	1%	1%	1%	1%	1%	-	1%	1%	-	2%	1%	1%	1%	3%	1%	-	-	-	1%
NET Not at all important/ Not very important	171	149	22	9	141	18	6	6	9	21	14	8	13	13	32	20	11	3	15
	4%	5%	4%	7%	4%	5%	3%	5%	6%	5%	5%	3%	4%	4%	6%	4%	3%	8%	5%
NET Important / Very important	3028	2601	427	107	2539	262	153	75	123	340	248	225	252	310	381	399	261	30	232
	79%	79%	79%	78%	79%	80%	82%	71%	78%	80%	80%	80%	74%	85%	75%	77%	80%	75%	80%
Mean	4.07	4.07	4.09	4.08	4.07	4.07	4.16	3.92	4.00	4.11	4.08	4.14	4.00	4.22	4.02	4.03	4.08	3.89	4.10
Std Dev.	0.85	0.85	0.83	0.96	0.84	0.88	0.82	0.88	0.93	0.82	0.85	0.83	0.82	0.82	0.88	0.85	0.80	1.02	0.86
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.03	0.04	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.06	0.05	0.09	0.03

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QH2\_5. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Convenient to post (within 1/2 mile)

Base : All participants

Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time	Use 2nd class almost of the time and HH income <£11.5	Use 2nd class all/most of the time and Not Working	Very reliant	Fairly reliant	Neither reliant nor not reliant	Not very reliant	Not at all reliant	Net reliant	Net not reliant	Very reliant	Fairly reliant	Neither reliant nor not reliant	Not very reliant	Not at all reliant	Net reliant	Net not reliant	ANY affordability challenges	No affordability challenges	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3851	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2157	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Not at all important (1)	38	14	-	7	12	7	8	7	5	19	12	15	8	4	7	5	23	12	15	18
	1%	1%	-	1%	1%	-	1%	-	3%cd	3%cd	1%	1%	1%	1%	4%klmp	7%klmp	1%	3%klmp	2%	1%
Not very important (2)	133	42	7	26	34	67	16	10	6	101	15	50	44	22	14	2	95	16	54	48
	3%	3%	4%	4%	3%	4%cd	3%	4%	5%	4%	4%	3%	3%	4%	7%klj	3%	3%	6%j	7%a	3%
Neither important nor unimportant (3)	604	202	32	84	113	225	179	52	20	339	72	134	245	157	45	7	379	52	137	296
	16%	15%	19%	13%	9%	15%cd	29%degij	29%cd	16%cd	12%cd	10%cd	9%	16%klp	30%klmpq	24%klp	10%	13%kl	20%klp	16%	17%
Important (4)	1765	638	89	267	531	776	267	139	42	1309	181	640	784	225	85	24	1425	109	362	610
	46%	47%	39%	44%	41%	49%cd	43%	24%cd	34%	47%gh	41%cd	43%	52%klmpq	42%	46%	31%	47%kl	41%	43%	52%kl
Very important (5)	1264	450	70	248	611	419	132	49	44	1030	93	652	415	116	37	34	1058	71	258	451
	33%	33%	40%	38%	47%efghj	29%kl	21%	19%	38%klj	37%efghj	29%	43%klmpq	27%	22%	20%	45%klmpq	35%klmpq	27%	31%a	26%
Don't know	48	4	-	-	5	17	13	1	5	22	6	11	23	6	-	4	33	4	6	25
	1%	-	-	-	-	1%	2%cd	-	6%cdg	1%	2%	1%	1%	1%	-	3%klm	1%	1%	1%	1%
NET Not at all important/ Not very important	171	56	7	32	46	74	24	17	10	120	23	65	52	21	7	117	28	70	66	86
	4%	4%	4%	5%	3%	5%	4%	7%	9%cd	4%	7%cd	4%	3%	5%	11%klmp	10%kl	4%	11%klmp	9%a	4%
NET Important / Very important	3028	1088	139	536	1142	1198	400	188	86	2340	274	1293	1199	341	121	58	2492	179	620	1360
	79%	81%	78%	82%	79%efghij	77%kl	65%	73%	71%	83%efghij	72%	83%klmpq	79%klmp	64%	65%	76%	82%klmpq	68%	74%	78%
Mean	4.07	4.09	4.14	4.14	4.07	4.21	3.83	3.83	3.99	4.14	3.86	4.07	4.07	3.82	3.70	4.10	4.14	3.81	3.96	4.00
Std Dev	0.85	0.83	0.84	0.86	0.81	0.81	0.84	0.87	1.06	0.82	0.94	0.83	0.78	0.85	0.99	1.15	0.81	1.05	0.95	0.80
Std Error	0.01	0.02	0.07	0.03	0.02	0.02	0.04	0.06	0.10	0.02	0.05	0.02	0.02	0.04	0.08	0.13	0.01	0.07	0.04	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
 \* small base

QH2\_5. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Convenient to post (within 1/2 mile)

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3851	229	3561	61*	1098	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2157	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Not at all important (1)	38 1%	3 1%	33 1%	2 3%	13 1%	20 1%	5 2%	33 1%	3 3%	2 6%	-	38 1%	*
Not very important (2)	133 3%	10 4%	120 3%	3 6%	38 3%	79 3%	16 7%	114 3%	15 16%	4 11%	-	133 3%	-
Neither important nor unimportant (3)	604 16%	40 18%	549 15%	14 24%	134 12%	435 17%	35 15%	558 15%	26 28%	9 25%	3 43%	594 16%	7 35%
Important (4)	1765 46%	98 42%	1646 46%	22 37%	467 43%	1200 48%	98 42%	1708 46%	40 43%	11 28%	2 36%	1758 46%	5 23%
Very important (5)	1264 33%	80 35%	1166 33%	18 29%	432 39%	763 30%	69 29%	1237 34%	8 8%	11 29%	2 27%	1256 33%	6 27%
Don't know	48 1%	-	47 1%	1 2%	14 1%	22 1%	12 5%	42 1%	2 2%	-	-	45 1%	3 16%
NET Not at all important/ Not very important	171 4%	13 6%	153 4%	5 9%	51 5%	99 4%	21 9%	147 4%	17 19%	7 17%	-	171 4%	*
NET Important / Very important	3028 79%	176 77%	2813 79%	40 66%	899 82%	1962 78%	167 71%	2945 79%	47 51%	22 58%	4 57%	3014 79%	10 49%
Mean	4.07	4.04	4.08	3.85	4.13	4.04	3.94	4.10	3.38	3.63	3.84	4.02	3.89
Std Dev.	0.85	0.91	0.84	1.02	0.86	0.82	0.97	0.83	0.96	1.21	0.90	0.85	0.89
Std Error	0.01	0.06	0.01	0.14	0.03	0.02	0.06	0.01	0.12	0.22	0.45	0.01	0.20

Proportions/Mean: Columns Test (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH2\_5. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Convenient to post (within 1/2 mile)

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2157	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Not at all important (1)	38	2	4	16	17	1	-	-	-	4	-	-	12	5	9	3	5
	1%	-	1%	1%	1%	-	-	-	-	1%	-	-	1%	1%	2%	1%	1%
Not very important (2)	133	17	14	59	44	6	-	10	-	14	-	-	38	21	15	20	9
	3%	2%	3%	5%ab	3%	1%	-	2%	-	3%	-	-	5%a	4%	3%	5%a	2%
Neither important nor unimportant (3)	604	113	99	212	220	99	-	53	-	99	-	-	129	83	75	60	80
	16%	13%	14%	16%	17%	14%	-	12%	-	14%	-	-	16%	18%	17%	14%	19%a
Important (4)	1765	337	156	625	647	161	-	176	-	156	-	-	412	213	215	214	218
	46%	39%	38%	48%ab	50%ab	37%	-	41%	-	38%	-	-	50%a	40%	49%a	51%a	50%a
Very important (5)	1284	380	174	360	349	197	-	183	-	174	-	-	223	137	118	116	114
	33%	45%cd	42%cd	28%	27%	46%imnop	-	42%imnop	-	42%imnop	-	-	27%	29%	27%	28%	26%
Don't know	48	11	5	18	14	7	-	4	-	5	-	-	5	13	5	3	6
	1%	1%	1%	1%	1%	2%	-	1%	-	1%	-	-	1%	3%	1%	1%	1%
NET Not at all important/ Not very important	171	18	17	75	61	8	-	11	-	17	-	-	49	26	25	23	13
	4%	2%	4%	6%a	5%a	2%	-	3%	-	4%	-	-	6%a	5%a	5%a	5%a	3%
NET Important / Very important	3028	717	331	985	996	359	-	359	-	331	-	-	635	350	333	330	333
	79%	83%cd	80%	76%	77%	83%a	-	84%imnop	-	80%	-	-	78%	74%	76%	79%	76%
Mean	4.07	4.27cd	4.19cd	3.99	3.99	4.28imnop	-	4.28imnop	-	4.19imnop	-	-	3.98	4.00	3.97	4.02	3.99
Std Dev.	0.85	0.78	0.87	0.87	0.84	0.78	-	0.78	-	0.87	-	-	0.86	0.87	0.88	0.82	0.80
Std Error	0.01	0.03	0.04	0.02	0.02	0.04	-	0.04	-	0.04	-	-	0.03	0.04	0.04	0.04	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QH2\_6. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Same price to send to anywhere within the UK

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	820	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Not at all important (1)	27	-	27	9	13	17	9	11	2	6	4	4	-	-	13	9	4	-	27	-	23
	1%	-	1%	2% <i>id</i>	1%	1%	*	2% <i>klm</i>	*	1%	1%	1%	-	-	1% <i>no</i>	1%	-	-	1%	-	1%
Not very important (2)	108	-	108	23	69	65	43	17	11	24	9	25	8	14	28	33	47	22	95	12	96
	3%	-	3%	4%	3%	3%	2%	3%	2%	3%	2%	4%	2%	3%	3%	3%	3%	2%	3%	3%	2%
Neither important nor unimportant (3)	562	-	562	77	380	324	237	81	83	133	64	105	65	30	161	198	201	94	486	68	543
	15%	-	15%	14%	15%	17% <i>l</i>	12%	16% <i>km</i>	17% <i>km</i>	17% <i>klm</i>	12%	15% <i>km</i>	14% <i>km</i>	-	17% <i>kl</i>	15% <i>kl</i>	-	-	14%	16%	14%
Important (4)	1617	-	1617	218	1132	776	837	221	223	338	244	240	186	165	444	582	591	351	1426	189	1595
	42%	-	42%	41%	45%	41%	43%	43% <i>kl</i>	47% <i>kl</i>	44% <i>kl</i>	46% <i>kl</i>	35%	39%	42%	45% <i>kl</i>	45% <i>kl</i>	-	-	42%	44%	41%
Very important (5)	1593	-	1593	206	910	685	814	174	153	262	207	312	217	178	327	468	707	385	1337	156	1579
	39%	-	39%	38%	36%	36%	41% <i>kl</i>	34%	32%	34%	39%	45% <i>ghj</i>	41% <i>ghj</i>	41% <i>ghj</i>	33%	36%	43% <i>no</i>	43% <i>no</i>	39%	36%	41%
Don't know	34	-	34	3	25	24	11	9	7	5	7	2	1	4	16	12	7	5	28	3	34
	1%	-	1%	1%	1%	1%	1%	2% <i>kl</i>	1%	1%	1%	-	-	1%	2% <i>kl</i>	1%	-	-	1%	1%	1%
NET Not at all important/ Not very important	134	-	134	32	82	82	52	28	13	30	13	29	8	14	41	42	51	22	122	12	119
	3%	-	3%	6% <i>cd</i>	3%	4% <i>l</i>	3%	6% <i>kl</i>	3%	4%	2%	4%	2%	4%	4%	3%	3%	3%	4%	3%	3%
NET Important / Very important	3120	-	3120	424	2042	1459	1651	395	376	600	450	552	404	343	772	1050	1298	746	2764	345	3174
	81%	-	81%	79%	81%	77%	85% <i>kl</i>	77%	79%	78%	84% <i>kl</i>	80%	85% <i>kl</i>	85% <i>klm</i>	78%	81%	83% <i>kl</i>	86% <i>klm</i>	81%	81%	82%
Mean	4.17	-	4.17	4.10	4.14	4.09	4.24e	4.05	4.09	4.08	4.22g <i>l</i>	4.21g <i>l</i>	4.29g <i>kl</i>	4.31g <i>kl</i>	4.07	4.14	4.26no	4.30no	4.17	4.15	4.20
Std Dev.	0.83	-	0.83	0.92	0.81	0.87	0.78	0.92	0.79	0.84	0.77	0.87	0.76	0.76	0.86	0.82	0.81	0.76	0.83	0.79	0.82
Std Error	0.01	-	0.01	0.04	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.03	0.04	0.03	0.02	0.02	0.03	0.01	0.05	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QH2\_6. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Same price to send to anywhere within the UK

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Not at all important (1)	27	6	8	7	6	14	13	9	16	1	5	8	8	2	22	1	23	1	21	*
Not very important (2)	108	26	46	19	20	72	36	89	38	8	12	25	29	66	8	91	12	63	*	
Neither important nor unimportant (3)	562	108	151	140	164	259	304	376	181	77	72	144	134	92	350	78	448	80	292	15
Important (4)	1617	293	507	375	442	799	818	997	606	164	198	419	475	261	1091	164	1376	232	881	72
Very important (5)	1503	276	435	389	405	710	792	822	650	202	187	415	395	223	987	209	1222	109	650	39
Don't know	34	3	8	13	10	11	23	19	12	6	2	8	7	5	17	6	22	5	12	4
NET Not at all important/ Not very important	134	32	54	23	26	86	49	78	53	9	17	34	37	26	88	9	115	13	84	*
NET Important / Very important	3120	568	941	763	847	1509	1610	1830	1256	366	385	834	860	484	2078	373	2598	431	1531	112
Mean	4.17	4.14	4.15	4.21	4.17	4.14	4.19	4.13	4.23	4.16	4.19	4.16	4.13	4.13	4.24	4.17	4.17	4.17	4.09	4.19
Std Dev.	0.83	0.86	0.84	0.81	0.81	0.85	0.81	0.82	0.84	0.81	0.85	0.83	0.81	0.83	0.83	0.81	0.83	0.79	0.85	0.64
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.02	0.03	0.02	0.04	0.01	0.03	0.02	0.06

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QH2\_6. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Same price to send to anywhere within the UK

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3851	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Not at all important (1)	27	25	2	2	23	3	1	*	1	-	2	1	2	1	6	7	3	-	3
	1%	1%	*	1%	1%	1%	*	*	1%	-	*	*	*	*	1%	1%	1%	-	1%
Not very important (2)	108	97	11	3	89	13	4	2	3	9	5	11	8	6	18	22	9	1	12
	3%	3%	2%	2%	3%	4%	2%	2%	2%	2%	2%	4%	2%	2%	3%	4%	2%	2%	4%
Neither important nor unimportant (3)	562	486	77	20	477	47	23	15	31	74	32	33	58	43	84	80	42	4	43
	15%	15%	14%	15%	15%	14%	13%	14%	20% (h)	17% (i)	10%	12%	17% (l)	12%	16%	15%	13%	10%	15%
Important (4)	1617	1387	230	50	1364	130	82	41	69	188	130	123	150	167	200	194	145	19	111
	42%	42%	43%	37%	42%	40%	44%	39%	43%	44%	42%	44%	44%	46%	39%	37%	44%	49%	38%
Very important (5)	1503	1287	216	62	1247	134	76	46	55	151	138	109	118	143	194	210	129	16	118
	39%	39%	40%	45%	39%	41%	40%	43%	35%	36%	45% (j)	39%	35%	39%	38%	40%	40%	40%	41%
Don't know	34	32	2	*	30	2	2	1	-	4	3	2	3	3	7	7	-	-	2
	1%	1%	*	*	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	-	-	1%
NET Not at all important/ Not very important	134	121	13	5	112	16	4	3	4	9	7	12	9	7	23	30	10	1	15
	3%	4%	2%	3%	3%	5%	2%	2%	3%	2%	2%	4%	3%	2%	5%	6%	3%	2%	5%
NET Important / Very important	3120	2674	446	112	2611	264	158	87	122	339	268	232	268	310	393	404	274	35	229
	81%	81%	83%	82%	81%	80%	84%	82%	78%	80%	37% (k)	83%	79%	82% (m)	77%	78%	84%	89%	79%
Mean	4.17	4.16	4.21	4.23	4.16	4.16	4.23	4.24	4.09	4.14	4.30 (l)	4.18	4.12	4.23	4.11	4.12	4.19	4.26	4.15
Std Dev.	0.83	0.84	0.79	0.86	0.83	0.87	0.77	0.80	0.83	0.77	0.76	0.82	0.80	0.75	0.89	0.92	0.81	0.72	0.89
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.06	0.05	0.05	0.06	0.06	0.05	0.06	0.06	0.06	0.06	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QH2\_6. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Same price to send to anywhere within the UK

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3851	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2157	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Not at all important (1)	27	9	-	3	3	3	8	6	8	6	13	4	10	4	3	5	14	8	16	6
%	1%	1%	-	1	1	1	4%del	4%del	6%del	2%del	3%del	1	1%	1%	3%k	7%kmp	1	3%kmp	2%k	1
Not very important (2)	108	42	6	20	22	42	23	11	10	64	21	24	38	25	16	5	62	21	53	3
%	3%	3%	3%	3%	2%	3%	4%del	4%del	3%del	2%	5%del	2%	3%	5%kp	9%kmp	6%k	2%	6%kmp	3%	3%
Neither important nor unimportant (3)	562	158	27	62	124	210	158	40	19	334	59	148	211	160	25	7	359	32	127	260
%	15%	12%	16%	9%	14%del	26%del	16%del	16%	12%	16%del	10%	14%k	30%kmp	14%	9%	12%	12%	15%	15%	15%
Important (4)	1617	572	58	272	446	755	247	132	26	1201	160	554	752	193	85	26	1306	111	348	838
%	42%	42%	33%	42%	31%h	40%del	41%h	31%del	23%	43%del	4%del	37%	40%kmp	36%	46%	34%	43%k	42%	42%	42%k
Very important (5)	1503	558	86	293	708	498	177	64	47	1205	112	767	498	140	54	30	1255	84	319	569
%	39%	41%	48%	45%	54%del	33%	29%	25%	39%k	43%del	29%	51%kmp	33%k	26%	29%	39%	42%kmp	32%	38%k	33%
Don't know	34	11	1	2	4	6	3	5	11	10	15	7	9	7	3	4	16	7	1	21
%	1%	1%	1%	1	1	1	1	1	1	1	1	1	1%	1%	2%	1%	5%kmp	3%k	1	1
NET Not at all important/ Not very important	134	51	6	24	25	45	31	17	17	70	34	27	49	29	20	10	76	29	38	59
%	3%	4%	3%	4%	2%	3%	5%del	6%del	14%del	2%	6%del	2%	3%	6%kp	11%kmp	13%k	3%	11%kmp	5%	3%
NET Important / Very important	3120	1130	144	565	1153	1253	424	197	75	2406	272	1320	1251	333	139	55	2571	194	667	1407
%	81%	84%	87%	87%	83%del	82%del	69%	61%	61%	83%del	77%	83%kmp	82%kmp	63%	74%	73%	80%kmp	74%	80%	81%
Mean	4.17	4.21	4.27	4.28	4.11del	4.11del	3.92	3.94	3.88	4.24del	3.92	4.11kmp	4.12kmp	3.84	3.92	3.98	4.11kmp	3.94	4.12	4.11
Std Dev	0.83	0.82	0.84	0.80	0.75	0.76	0.90	0.89	1.25	0.77	1.01	0.75	0.79	0.90	0.88	1.19	0.78	1.04	0.90	0.79
Std Error	0.01	0.02	0.07	0.03	0.02	0.02	0.04	0.06	0.11	0.01	0.05	0.02	0.02	0.04	0.08	0.14	0.01	0.07	0.03	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base

QH2\_6. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Same price to send to anywhere within the UK

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3851	229	3561	61*	1098	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2157	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Not at all important (1)	27	5	22	-	10	14	2	22	3	1	-	26	*
	1%	2%	1%	-	1%	1%	1%	1%	4%	4%	-	1%	*
Not very important (2)	108	6	99	3	36	64	8	96	11	-	-	108	-
	3%	3%	3%	5%	3%	3%	3%	3%	12%	-	-	3%	-
Neither important nor unimportant (3)	562	33	519	10	147	371	44	519	25	9	3	552	8
	15%	15%	15%	13%	15%	15%	19%	14%	26%	24%	43%	14%	37%
Important (4)	1617	98	1501	19	421	1113	83	1562	39	13	-	1614	3
	42%	42%	42%	33%	38%	44%	33%	42%	4%	33%	-	42%	16%
Very important (5)	1503	86	1389	28	471	939	92	1465	14	13	4	1493	7
	39%	37%	39%	47%	43%	37%	39%	40%	1%	34%	57%	39%	31%
Don't know	34	3	31	-	12	17	5	28	*	2	-	31	3
	1%	1%	1%	-	1%	1%	2%	1%	*	5%	-	1%	16%
NET Not at all important/ Not very important	134	11	121	3	46	78	10	118	15	1	-	134	*
	3%	5%	3%	5%	4%	3%	4%	3%	16%	4%	-	4%	*
NET Important / Very important	3120	182	2890	48	893	2052	175	3027	53	26	4	3106	10
	81%	80%	81%	78%	81%	75%	74%	81%	57%	67%	57%	81%	47%
Mean	4.17	4.12	4.17	4.20	4.20	4.16	4.11	4.10	3.53	4.00	4.14	4.12	3.93
Std Dev.	0.83	0.90	0.82	0.91	0.86	0.81	0.90	0.82	1.02	0.99	1.08	0.83	0.94
Std Error	0.01	0.06	0.01	0.12	0.03	0.02	0.06	0.01	0.13	0.18	0.54	0.01	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH2\_6. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Same price to send to anywhere within the UK

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2157	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Not at all important (1)	27	1	4	10	12	-	-	-	-	4	-	-	4	5	4	-	9
	1%	-	1%	1%	1%	-	-	-	-	1%	-	-	1%	1%	1%	-	2%
Not very important (2)	108	20	13	46	29	10	-	10	-	13	-	-	29	17	8	8	13
	3%	2%	3%	4%	2%	2%	-	2%	-	3%	-	-	4%	4%	2%	2%	3%
Neither important nor unimportant (3)	562	118	58	177	210	51	-	67	-	58	-	-	112	66	73	68	68
	15%	14%	14%	14%	16%	12%	-	16%	-	14%	-	-	14%	14%	17%	16%	16%
Important (4)	1617	291	140	628	558	147	-	144	-	140	-	-	397	231	192	173	193
	42%	34%	34%	49% <sup>abed</sup>	43% <sup>abd</sup>	34%	-	34%	-	34%	-	-	49% <sup>kgjl</sup>	49% <sup>kgjl</sup>	44% <sup>kgjl</sup>	42%	44% <sup>kgjl</sup>
Very important (5)	1503	417	197	416	473	218	-	199	-	197	-	-	268	148	157	164	151
	39%	49% <sup>abcd</sup>	46% <sup>abcd</sup>	32%	37%	51% <sup>lmnop</sup>	-	47% <sup>lmnop</sup>	-	49% <sup>lmnop</sup>	-	-	33%	31%	36%	40%	35%
Don't know	34	12	-	14	8	5	-	7	-	-	-	-	7	6	3	2	3
	1%	1%	-	1%	1%	1%	-	2%	-	-	-	-	1%	1%	1%	-	1%
NET Not at all important/ Not very important	134	21	17	55	42	10	-	11	-	17	-	-	34	22	11	8	22
	3%	2%	4%	4%	3%	2%	-	2%	-	4%	-	-	4%	5%	3%	2%	5%
NET Important / Very important	3120	708	337	1043	1031	365	-	343	-	337	-	-	665	378	349	337	344
	81%	82%	82%	81%	80%	85%	-	80%	-	82%	-	-	81%	80%	80%	81%	79%
Mean	4.17	4.30 <sup>cd</sup>	4.25 <sup>c</sup>	4.09	4.13	4.34 <sup>lmnop</sup>	-	4.28 <sup>lmnp</sup>	-	4.28 <sup>lmnp</sup>	-	-	4.10	4.07	4.13	4.19	4.07
Std Dev.	0.83	0.80	0.87	0.82	0.83	0.79	-	0.82	-	0.87	-	-	0.81	0.84	0.81	0.78	0.90
Std Error	0.01	0.03	0.04	0.02	0.02	0.04	-	0.04	-	0.04	-	-	0.03	0.04	0.04	0.04	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QH2\_7. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery to recipient's door

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Not at all important (1)	23	-	23	5	15	16	7	9	6	3	2	3	-	-	15	4	4	-	15	9	23
	1%	-	1%	1%	1%	1%	*	2% <i>nl</i>	1%	*	*	1%	-	-	2% <i>no</i>	*	*	-	2%	2%	1%
Not very important (2)	71	-	71	11	49	40	31	11	16	14	5	5	11	9	26	19	25	20	60	10	61
	2%	-	2%	2%	2%	2%	2%	2%	3% <i>nl</i>	2%	1%	1%	2%	2%	3%	1%	2%	2%	2%	2%	2%
Neither important nor unimportant (3)	405	-	405	62	272	218	185	62	59	109	45	63	38	29	121	153	131	68	354	45	381
	11%	-	11%	12%	11%	12%	10%	12%	12%	14% <i>nl</i>	8%	9%	8%	7%	12% <i>nl</i>	12% <i>nl</i>	8%	8%	10%	11%	10%
Important (4)	1700	-	1700	239	1160	834	862	234	231	351	227	285	200	172	465	578	657	372	1484	213	1666
	44%	-	44%	45%	46%	44%	44%	46%	48%	46%	42%	41%	42%	44%	47%	44%	42%	43%	44%	50%	43%
Very important (5)	1625	-	1625	214	1018	764	855	187	161	286	254	331	227	178	349	540	737	405	1468	146	1711
	42%	-	42%	40%	40%	40%	44%	36%	34%	37%	41% <i>nl</i>	41% <i>nl</i>	41% <i>nl</i>	41% <i>nl</i>	35%	41% <i>nl</i>	41% <i>no</i>	41% <i>nl</i>	35%	44%	44%
Don't know	27	-	27	5	15	16	10	11	6	5	3	1	-	2	16	7	3	2	19	5	28
	1%	-	1%	1%	1%	1%	1%	2% <i>nl</i>	1%	1%	*	*	*	*	2% <i>nl</i>	1%	*	*	1%	1%	1%
NET Not at all important/ Not very important	94	-	94	16	64	56	38	20	22	17	6	8	11	9	42	24	29	20	75	19	84
	2%	-	2%	3%	3%	3%	2%	4% <i>nl</i>	5% <i>nl</i>	2%	1%	1%	2%	2%	4% <i>nl</i>	2%	2%	2%	2%	4% <i>nl</i>	2%
NET Important / Very important	3325	-	3325	453	2178	1598	1717	422	392	637	480	616	428	350	814	1118	1394	778	2952	359	3377
	86%	-	86%	84%	86%	85%	82%	82%	82%	83%	90% <i>nl</i>	89% <i>nl</i>	90% <i>nl</i>	90% <i>nl</i>	82%	86%	90% <i>no</i>	90% <i>nl</i>	87%	84%	87%
Mean	4.26	-	4.26	4.22	4.24	4.22	4.30e	4.15	4.11	4.19	4.37 <sup>ghl</sup>	4.35 <sup>ghl</sup>	4.35 <sup>ghl</sup>	4.34 <sup>ghl</sup>	4.13	4.26n	4.35no	4.34n	4.28s	4.13	4.30
Std Dev.	0.77	-	0.77	0.80	0.77	0.80	0.74	0.85	0.84	0.77	0.70	0.72	0.73	0.72	0.84	0.75	0.72	0.72	0.76	0.85	0.76
Std Error	0.01	-	0.01	0.04	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.01	0.05	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghl/klm - no/pq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QH2\_7. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery to recipient's door

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Not at all important (1)	23	4	8	2	9	12	11	12	12	*	7	5	4	5	16	*	21	1	16	2
Not very important (2)	71	12	30	19	9	43	28	40	29	5	7	24	20	7	51	5	60	11	44	2
Neither important nor unimportant (3)	405	61	117	106	120	178	226	270	129	47	54	101	120	37	275	47	313	49	230	25
Important (4)	1700	324	525	384	468	848	852	1049	636	191	200	447	471	296	1119	193	1441	252	895	57
Very important (5)	1625	306	467	418	434	773	852	921	685	210	205	435	419	259	1059	217	1330	215	726	41
Don't know	27	4	7	10	6	10	16	10	13	3	3	7	2	4	12	3	17	2	9	4
NET Not at all important/ Not very important	94	16	39	21	18	55	39	52	41	6	14	28	25	12	67	6	81	12	59	4
NET Important / Very important	3325	629	992	802	903	1621	1704	1970	1320	401	405	882	890	554	2178	410	2772	466	1620	99
Mean	4.26	4.30	4.23	4.29	4.26	4.26	4.27	4.23	4.31g	4.33	4.24	4.27	4.24	4.32	4.25	4.34	4.26	4.27f	4.19	4.05
Std Dev.	0.77	0.74	0.79	0.77	0.76	0.77	0.76	0.76	0.77	0.72	0.83	0.77	0.76	0.71	0.78	0.71	0.76	0.73	0.79	0.86
Std Error	0.01	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.03	0.04	0.02	0.02	0.03	0.02	0.03	0.01	0.03	0.02	0.08

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QH2\_7. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery to recipient's door

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3851	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Not at all important (1)	23	23	1	*	21	2	*	*	2	-	-	-	1	-	4	8	5	-	2
1%	1%	*	*	*	3%	1%	*	*	1%	*	*	*	*	*	1%	3%	1%	-	1%
Not very important (2)	71	61	10	2	60	9	1	1	1	1	4	7	1	5	11	23	6	2	7
2%	2%	2%	2%	2%	2%	3%	*	1%	1%	*	3%	2%	*	1%	2%	5%	2%	4%hi	2%hi
Neither important nor unimportant (3)	405	348	56	12	350	25	20	10	24	38	28	32	48	37	64	57	23	1	24
11%	11%	11%	10%	8%	11%	8%	10%	10%	15%lo	9%	9%	11%	14%up	10%	13%	11%	7%	4%	8%
Important (4)	1700	1467	233	50	1424	149	80	47	65	191	136	138	160	158	216	210	151	17	132
44%	44%	43%	37%	44%	45%	43%	44%	44%	41%	45%	44%	49%	47%	44%	43%	40%	46%	43%	46%
Very important (5)	1625	1390	235	72	1351	142	85	48	64	192	141	102	126	159	205	223	140	19	123
42%	42%	44%	53%hi	42%	43%	46%	45%	45%	41%	45%	45%	36%	37%	44%	40%	43%	43%	49%	42%
Don't know	27	24	3	*	24	1	1	*	2	4	1	1	3	3	7	2	1	-	1
1%	1%	*	*	1%	*	1%	*	*	1%	1%	*	*	1%	1%	1%	*	*	-	*
NET Not at all important/ Not very important	94	83	11	3	81	11	1	1	3	1	4	8	1	6	16	31	11	2	9
2%	3%	2%	2%	3%	3%	3%	1%	1%	2%	*	1%	3%hi	*	2%	5%hi	3%hi	3%hi	4%hi	3%hi
NET Important / Very important	3325	2857	469	123	2775	291	165	94	129	383	277	240	286	317	421	432	291	36	255
86%	86%	87%	89%	86%	88%	88%	89%	89%	82%	89%hi	87%hi	86%	84%	87%	83%	83%	89%hi	92%	88%
Mean	4.26	4.26	4.29	4.40hi	4.26	4.28	4.34	4.33	4.21	4.36hi	4.34hi	4.19	4.22	4.30	4.21	4.19	4.28	4.37	4.27
Std Dev.	0.77	0.77	0.74	0.74	0.77	0.78	0.69	0.70	0.81	0.66	0.69	0.76	0.70	0.74	0.81	0.90	0.79	0.76	0.78
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.03	0.06	0.05	0.05	0.05	0.05	0.05	0.06	0.05	0.05	0.07	0.03

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base



QH2\_7. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery to recipient's door

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
	Total																			
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3851	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2157	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Not at all important (1)	23	5	-	-	1	3	7	6	7	4	13	4	7	6	3	4	11	6	14	6
	1%	-	-	-	-	-	1%del	2%del	2%del	-	3%del	-	-	1%	1%	3%kip	-	2%kip	2%k	-
Not very important (2)	71	23	5	14	5	21	25	12	6	26	15	7	28	23	10	2	36	12	24	32
	2%	2%	3%	2%	-	1%del	4%del	5%del	5%del	1%	5%del	-	2%k	4%kip	5%kip	3%k	1%	4%kip	3%	2%
Neither important nor unimportant (3)	405	139	19	55	57	155	150	25	8	212	33	72	164	127	24	7	236	31	117	187
	11%	10%	10%	8%	4%	10%del	24%del	10%del	7%	8%del	3%del	5%	11%kip	24%kip	13%k	9%	8%kip	12%k	14%	11%
Important (4)	1700	607	73	296	500	763	283	125	37	1263	162	568	776	220	101	22	1344	123	381	823
	44%	45%	41%	45%	38%	50%del	43%del	40%del	30%	50%del	43%	38%	51%kip	41%kip	54%kip	30%	41%kip	47%kip	46%	47%
Very important (5)	1625	574	82	288	738	569	165	90	57	1307	146	847	534	150	48	37	1381	85	296	685
	42%	43%	46%	44%	57%del	39%del	27%	35%	47%del	46%del	39%del	58%kip	35%kip	28%	26%	49%kip	46%kip	32%	36%	39%
Don't know	27	3	-	-	5	4	5	-	7	9	7	4	10	4	1	4	14	5	2	14
	7%	-	-	-	-	-	1%	-	1%	-	1%	-	1%	1%	-	3%kip	-	2%kip	-	1%
NET Not at all important/ Not very important	94	28	5	14	5	24	32	18	13	29	31	11	35	29	12	6	47	18	38	38
	2%	2%	3%	2%	-	3%del	5%del	7%del	11%del	1%	6%del	1%	2%k	6%kip	7%kip	5%k	2%	7%kip	5%k	2%
NET Important / Very important	3325	1181	154	584	1239	1332	428	215	93	2570	308	1415	1310	369	149	59	2725	209	677	1508
	86%	87%	87%	80%	49%del	49%del	70%	53%	77%	41%del	31%del	54%kip	49%kip	70%	80%	79%	90%kip	82%kip	81%	83%
Mean	4.26	4.28	4.30	4.32	4.22del	4.24del	3.91	4.09	4.13	4.24del	4.10	4.20del	4.10del	3.92	3.98	4.21del	4.22del	4.05	4.11	4.24del
Std Dev	0.77	0.74	0.77	0.72	0.80	0.70	0.88	0.91	1.16	0.87	0.99	0.84	0.74	0.90	0.86	1.08	0.71	0.93	0.87	0.74
Std Error	0.01	0.02	0.06	0.03	0.02	0.02	0.04	0.06	0.10	0.01	0.05	0.02	0.02	0.04	0.07	0.12	0.01	0.06	0.03	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base

QH2\_7. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery to recipient's door

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3851	229	3561	61*	1098	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2157	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Not at all important (1)	23	5	19	-	6	16	2	20	2	1	-	23	*
	1%	2%	1%	-	1%	1%	1%	1%	2%	4%	-	1%	1%
Not very important (2)	71	1	63	6	20	46	4	62	4	5	-	71	*
	2%	1%	2%	10%ab	2%	2%	2%	2%	4%	13%	-	2%	*
Neither important nor unimportant (3)	405	21	374	9	110	248	47	356	33	7	1	396	8
	11%	9%	11%	15%	10%	10%	20%de	10%	36%gh	18%	14%	10%	36%
Important (4)	1700	99	1577	24	431	1178	92	1652	30	13	2	1695	3
	44%	43%	44%	38%	39%	38%	38%	46%	32%	32%	30%	44%	16%
Very important (5)	1625	99	1504	22	521	1017	87	1582	22	11	4	1616	6
	42%	43%	42%	36%	47%ef	40%	37%	43%gh	24%	30%	56%	42%ih	31%
Don't know	27	3	24	*	11	12	3	21	3	-	-	23	3
	1%	1%	1%	*	1%	*	1%	1%	3%j	-	-	1%	16%
NET Not at all important/ Not very important	94	6	82	6	26	62	6	82	6	6	-	94	*
	2%	3%	2%	10%ab	2%	2%	3%	2%	6%	17%	-	2%	1%
NET Important / Very important	3325	198	3081	46	951	2195	179	3234	52	25	5	3310	10
	86%	87%	87%	75%	82%ef	79%	76%	80%gh	55%	65%	86%	87%ih	47%
Mean	4.26	4.27	4.27	4.02	4.24ef	4.12	4.12	4.30gh	3.73	3.75	4.42	4.27	3.90
Std Dev.	0.77	0.83	0.76	0.95	0.77	0.76	0.85	0.75	0.96	1.14	0.79	0.77	0.97
Std Error	0.01	0.06	0.01	0.13	0.02	0.02	0.05	0.01	0.12	0.20	0.40	0.01	0.22

Proportions/Means: Column Test (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH2\_7. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Delivery to recipient's door

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3870	3860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2157	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Not at all important (1)	23	1	3	10	9	1	-	-	-	3	-	-	9	1	3	-	6
	1%	*	1%	1%	1%	*	-	*	-	1%	-	-	1%	*	1%	-	1%
Not very important (2)	71	11	3	31	26	2	-	9	-	3	-	-	17	14	8	11	7
	2%	1%	1%	2%	2%	-	-	2%	-	1%	-	-	2%	3%	2%	3%	2%
Neither important nor unimportant (3)	405	88	33	150	153	33	-	96	-	33	-	-	97	53	51	41	61
	11%	8%	8%	12%	12%	8%	-	8%	-	8%	-	-	12%	11%	12%	10%	14%
Important (4)	1700	342	154	590	613	171	-	171	-	154	-	-	375	215	218	196	199
	44%	40%	37%	46%	46%	40%	-	40%	-	37%	-	-	46%	46%	50%	47%	46%
Very important (5)	1625	430	214	499	483	222	-	208	-	214	-	-	316	182	158	164	161
	42%	39%	39%	37%	37%	51%	-	49%	-	52%	-	-	39%	39%	36%	39%	37%
Don't know	27	6	5	10	6	4	-	2	-	5	-	-	4	6	-	3	2
	1%	1%	1%	1%	*	1%	-	1%	-	1%	-	-	1%	1%	-	1%	1%
NET Not at all important/ Not very important	94	12	7	41	35	2	-	10	-	7	-	-	25	15	11	11	13
	2%	1%	2%	3%	3%	1%	-	2%	-	2%	-	-	3%	3%	2%	3%	3%
NET Important / Very important	3225	773	368	1089	1096	393	-	380	-	359	-	-	691	398	375	361	360
	86%	80%	89%	84%	85%	91%	-	89%	-	89%	-	-	85%	84%	88%	87%	82%
Mean	4.26	4.40	4.40	4.20	4.19	4.43	-	4.38	-	4.40	-	-	4.20	4.21	4.19	4.24	4.15
Std Dev.	0.77	0.70	0.74	0.80	0.78	0.67	-	0.73	-	0.74	-	-	0.80	0.78	0.76	0.74	0.82
Std Error	0.01	0.02	0.04	0.02	0.02	0.03	-	0.04	-	0.04	-	-	0.03	0.04	0.04	0.04	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QH2\_8. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Daily collection service

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	3870	-	3870	492	2538	1843	2018	491	490	712	820	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Not at all important (1)	64	-	64	5	43	32	32	4	8	11	7	11	7	15	12	18	33	22	58	6	77
	2%	-	2%	1%	2%	2%	2%	1%	2%	1%	2%	1%	2%	4%	1%	1%	2%	3%	2%	1%	2%
Not very important (2)	180	-	180	31	127	100	80	31	28	39	21	28	19	13	59	60	61	32	154	22	194
	5%	-	5%	6%	5%	5%	4%	6%	6%	5%	4%	4%	3%	6%	5%	4%	4%	5%	5%	5%	5%
Neither important nor unimportant (3)	803	-	803	98	557	409	392	123	112	184	99	140	78	69	231	283	288	146	699	101	769
	21%	-	21%	18%	22%	22%	20%	24%	23%	24%	19%	20%	16%	17%	24%	22%	18%	17%	21%	24%	20%
Important (4)	1654	-	1654	206	1142	790	858	212	209	318	241	284	217	173	420	559	674	390	1489	161	1671
	43%	-	43%	38%	45%	42%	44%	41%	44%	41%	45%	41%	45%	44%	42%	43%	43%	45%	44%	38%	43%
Very important (5)	1096	-	1096	189	624	521	570	136	112	200	158	220	151	119	248	358	480	269	962	128	1108
	28%	-	28%	35%	25%	28%	29%	28%	23%	28%	30%	25%	31%	29%	29%	28%	31%	31%	28%	30%	29%
Don't know	54	-	54	8	37	36	19	9	10	15	8	4	6	2	19	23	12	8	38	11	51
	1%	-	1%	1%	1%	2%	1%	2%	2%	2%	2%	1%	1%	2	2%	2%	1%	1%	1%	2%	1%
NET Not at all important/ Not very important	244	-	244	36	170	132	112	35	37	50	28	39	26	28	72	78	94	55	212	28	271
	6%	-	6%	7%	7%	7%	6%	7%	8%	7%	5%	6%	6%	7%	7%	6%	6%	6%	6%	6%	7%
NET Important / Very important	2750	-	2750	395	1765	1311	1429	347	321	518	399	505	367	292	668	917	1164	659	2451	289	2779
	71%	-	71%	74%	70%	69%	73%	68%	67%	68%	75%	73%	77%	75%	67%	70%	75%	76%	72%	68%	72%
Mean	3.93	-	3.93	4.03d	3.87	3.90	3.96	3.88	3.83	3.87	3.98h	3.98h	4.03hi	3.95	3.85	3.92	3.96n	3.96n	3.93	3.92	3.93
Std Dev.	0.91	-	0.91	0.93	0.90	0.93	0.90	0.90	0.92	0.91	0.88	0.91	0.89	0.98	0.91	0.90	0.92	0.93	0.91	0.94	0.93
Std Error	0.01	-	0.01	0.04	0.02	0.02	0.02	0.04	0.04	0.03	0.04	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.06	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH2\_8. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Daily collection service

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Not at all important (1)	64	13	15	24	12	28	36	27	36	9	9	16	2	5	44	9	49	10	34	1
2%	2%	1%	3%	1%	1%	2%	2%	1%	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%	2%	1%
Not very important (2)	180	32	73	43	32	105	75	105	72	12	12	69	46	37	123	12	161	21	119	1
5%	5%	4%	5%	5%	3%	3%	4%	5%	5%	3%	2%	6%	4%	4%	5%	3%	5%	4%	6%	1%
Neither important nor unimportant (3)	803	135	243	197	228	378	425	512	280	98	103	215	196	115	514	99	642	107	438	38
21%	21%	19%	21%	21%	22%	20%	21%	22%	19%	21%	22%	21%	19%	19%	20%	21%	20%	20%	23%	28%
Important (4)	1654	307	511	395	441	818	836	996	644	176	199	441	485	261	1124	181	1403	221	870	52
43%	43%	43%	44%	42%	44%	44%	42%	43%	43%	39%	42%	43%	42%	43%	44%	39%	44%	42%	45%	39%
Very important (5)	1086	220	297	272	306	517	579	629	453	155	145	265	283	156	694	159	807	164	441	30
28%	28%	31%	26%	29%	29%	28%	29%	27%	30%	31%	31%	26%	27%	31%	27%	31%	28%	31%	23%	23%
Don't know	54	3	16	8	27	19	35	33	18	6	8	16	9	4	34	6	39	8	20	10
1%	1%	*	1%	1%	1%	1%	2%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%	2%
NET Not at all important/ Not very important	244	45	87	67	44	133	111	133	108	22	20	82	64	42	167	22	210	30	150	2
6%	6%	5%	5%	4%	7%	6%	7%	6%	7%	5%	4%	5%	6%	7%	5%	7%	6%	6%	8%	2%
NET Important / Very important	2750	527	808	668	747	1335	1415	1625	1097	332	344	706	788	447	1818	340	2291	385	1311	82
71%	71%	74%	70%	71%	72%	72%	71%	71%	73%	73%	72%	69%	74%	74%	72%	73%	72%	73%	68%	62%
Mean	3.93	3.97	3.88	3.91	3.98	3.92	3.95	3.92	3.95	4.01	3.98	3.87	3.94	3.97	4.02	3.93	3.97	3.97	3.83	3.89
Std Dev.	0.91	0.92	0.91	0.95	0.87	0.92	0.91	0.89	0.95	0.93	0.89	0.93	0.90	0.90	0.91	0.92	0.91	0.92	0.91	0.82
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.03	0.02	0.04	0.02	0.04	0.02	0.08

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QH2\_8. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Daily collection service

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3851	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Not at all important (1)	64	57	6	5	51	6	4	2	5	5	4	7	3	3	10	11	3	2	4
	2%	2%	1%	4%	2%	2%	2%	2%	3%	1%	1%	2%	1%	1%	2%	2%	1%	6%	1%
Not very important (2)	180	149	31	7	152	16	6	5	12	14	23	10	11	15	21	29	19	4	13
	5%	4%	6%	5%	5%	5%	3%	5%	7%	3%	9%	4%	3%	4%	5%	5%	5%	10%	4%
Neither important nor unimportant (3)	803	692	111	25	678	69	34	22	38	97	46	43	85	77	113	103	76	5	64
	21%	21%	21%	18%	21%	21%	18%	20%	24%	23%	15%	16%	25%	21%	22%	20%	23%	14%	22%
Important (4)	1654	1422	232	53	1375	145	86	47	61	184	147	138	153	151	195	208	139	18	128
	43%	43%	43%	39%	43%	44%	46%	45%	39%	43%	47%	43%	45%	42%	38%	40%	43%	45%	44%
Very important (5)	1096	945	150	45	925	90	53	28	41	115	90	75	81	114	162	156	90	10	79
	28%	29%	28%	33%	29%	27%	28%	27%	26%	27%	29%	27%	24%	32%	32%	30%	28%	26%	27%
Don't know	54	47	7	2	48	1	4	1	-	10	-	6	6	3	7	15	1	-	1
	1%	1%	1%	1%	1%	-	2%	1%	-	2%	-	2%	2%	1%	1%	3%	-	-	-
NET Not at all important/ Not very important	244	206	38	12	204	23	10	7	16	20	27	17	14	18	31	40	21	6	17
	6%	6%	7%	9%	6%	7%	5%	7%	10%	5%	9%	6%	4%	5%	6%	8%	6%	15%	6%
NET Important / Very important	2750	2367	382	98	2300	235	139	76	102	299	237	213	233	265	357	364	229	28	207
	71%	71%	71%	72%	71%	72%	74%	71%	65%	70%	77%	76%	69%	73%	70%	70%	70%	71%	72%
Mean	3.93	3.93	3.92	3.94	3.93	3.90	3.97	3.90	3.78	3.94	3.96	3.97	3.89	4.00	3.95	3.93	3.91	3.76	3.92
Std Dev.	0.91	0.92	0.91	1.03	0.91	0.92	0.89	0.94	1.01	0.87	0.92	0.90	0.84	0.88	0.95	0.97	0.90	1.13	0.89
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.04	0.04	0.07	0.06	0.06	0.06	0.06	0.06	0.07	0.07	0.06	0.10	0.04

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QH2\_8. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Daily collection service

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3851	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2157	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Not at all important (1)	64	28	6	19	21	15	12	11	5	36	16	18	18	7	13	7	36	20	17	28
	2%	2%	3%	3%	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%
Not very important (2)	180	89	7	40	41	80	26	21	10	121	31	67	81	18	9	3	148	13	33	105
	5%	7%	4%	6%	3%	5%	4%	6%	5%	4%	6%	4%	5%	3%	5%	5%	5%	5%	4%	6%
Neither important nor unimportant (3)	803	292	41	135	192	297	203	73	21	488	94	238	309	198	33	11	547	44	197	386
	21%	22%	23%	21%	15%	20%	33%	29%	17%	17%	25%	16%	20%	37%	18%	14%	18%	17%	24%	22%
Important (4)	1654	597	86	275	501	759	247	111	33	1260	144	610	755	171	91	21	1365	112	346	797
	43%	44%	37%	42%	38%	49%	41%	43%	27%	43%	38%	31%	40%	32%	45%	27%	43%	43%	42%	46%
Very important (5)	1086	328	57	181	539	346	118	41	44	885	86	564	334	120	38	28	897	67	236	398
	28%	24%	32%	28%	41%	23%	19%	16%	38%	31%	23%	38%	33%	22%	21%	38%	30%	25%	26%	23%
Don't know	54	17	1	3	12	17	10	1	8	30	9	6	22	15	2	5	28	7	4	33
	1%	1%	*	1%	1%	1%	2%	*	1%	1%	2%	*	1%	1%	1%	1%	1%	1%	*	2%
NET Not at all important/ Not very important	244	117	13	59	62	95	38	31	15	157	42	85	100	25	22	11	184	33	49	133
	6%	9%	8%	9%	5%	6%	6%	13%	12%	6%	12%	6%	7%	5%	12%	14%	6%	13%	6%	8%
NET Important / Very important	2750	925	123	456	1040	1105	365	152	78	2145	230	1174	1088	291	130	49	2262	179	582	1195
	71%	68%	69%	70%	38%	47%	59%	59%	64%	73%	60%	43%	40%	55%	45%	65%	43%	48%	70%	68%
Mean	3.93	3.83	3.91	3.86	3.74	3.59	3.71	3.59	3.53	3.66	3.66	3.50	3.57	3.74	3.72	3.85	3.76	3.91	3.84	
Std Dev	0.91	0.95	1.01	0.99	0.90	0.85	0.90	0.99	1.16	0.88	1.05	0.90	0.86	0.91	1.07	1.29	0.89	1.13	0.92	
Std Error	0.01	0.03	0.08	0.04	0.02	0.02	0.04	0.06	0.10	0.02	0.05	0.02	0.02	0.04	0.08	0.15	0.02	0.07	0.03	

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base

QH2\_8. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Daily collection service

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3851	229	3561	61*	1098	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2157	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Not at all important (1)	64 2%	6 3%	57 2%	* *	21 2%	38 1%	7 3%	62 2%	2 2%	- *	- *	64 2%	* *
Not very important (2)	180 5%	8 3%	168 5%	4 7%	48 4%	124 5%	8 3%	164 4%	12 12% <b></b>	5 12%	- *	180 5%	- *
Neither important nor unimportant (3)	803 21%	51 22%	741 21%	11 18%	216 20%	520 21%	66 28% <b></b>	754 20%	25 26%	14 37%	1 14%	793 21%	9 44%
Important (4)	1654 43%	95 41%	1529 43%	30 50%	456 42%	1113 44%	85 36%	1601 43%	37 46%	10 26%	4 59%	1648 43%	2 9%
Very important (5)	1086 28%	66 29%	1016 29%	14 23%	342 31%	690 27%	64 27%	1060 29%	18 19%	9 24%	2 27%	1088 28%	6 31%
Don't know	54 1%	3 1%	50 1%	2 3%	15 1%	34 1%	6 2%	51 1%	- *	- *	- *	51 1%	3 16%
NET Not at all important/ Not very important	244 6%	14 6%	225 6%	4 7%	69 6%	160 6%	15 6%	226 6%	13 14% <b></b>	5 12%	- *	244 6%	* *
NET Important / Very important	2750 71%	161 70%	2545 71%	44 72%	798 74% <b></b>	1803 72% <b></b>	149 63%	2661 72%	55 59%	19 51%	5 86%	2736 72%	8 40%
Mean	3.93	3.91	3.93	3.90	3.97	3.92	3.83	3.94 <b></b>	3.62	3.63	4.13	3.93 <b></b>	3.83
Std Dev.	0.91	0.95	0.91	0.85	0.93	0.90	0.97	0.91	1.00	0.99	0.69	0.91	0.97
Std Error	0.01	0.06	0.02	0.12	0.03	0.02	0.06	0.01	0.12	0.18	0.34	0.01	0.22

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QH2\_8. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Daily collection service

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2157	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Not at all important (1)	64	9	10	20	25	6	-	3	-	10	-	-	13	7	10	3	11
	2%	1%	2%	2%	2%	1%	-	1%	-	2%	-	-	2%	1%	2%	1%	3%
Not very important (2)	180	23	19	76	62	12	-	11	-	19	-	-	46	30	24	21	17
	5%	3%	5%	6% <b>ns</b>	5%	3%	-	3%	-	5%	-	-	6%	6%	6%	5%	4%
Neither important nor unimportant (3)	803	148	72	279	304	68	-	81	-	72	-	-	171	108	107	82	118
	21%	17%	17%	22%	24% <b>ns</b>	16%	-	19%	-	17%	-	-	21%	23%	23%	20%	23% <b>ns</b>
Important (4)	1654	355	156	575	568	175	-	180	-	156	-	-	376	199	187	194	187
	43%	41%	38%	45%	44%	40%	-	42%	-	38%	-	-	46% <b>ns</b>	42%	43%	47%	43%
Very important (5)	1086	312	149	319	315	164	-	148	-	149	-	-	201	118	108	112	95
	28%	36% <b>ns</b>	34% <b>ns</b>	25%	24%	30% <b>ns</b>	-	30% <b>ns</b>	-	30% <b>ns</b>	-	-	25%	25%	25%	27%	22%
Don't know	54	11	6	22	16	8	-	3	-	6	-	-	12	10	-	4	12
	1%	1%	2%	2%	1%	2% <b>ns</b>	-	1%	-	2%	-	-	1%	2% <b>ns</b>	-	1%	3% <b>ns</b>
NET Not at all important/ Not very important	244	32	29	96	87	18	-	15	-	29	-	-	59	37	34	24	28
	6%	4%	7%	7% <b>ns</b>	7% <b>ns</b>	4%	-	3%	-	7%	-	-	7%	8% <b>ns</b>	8% <b>ns</b>	6%	6%
NET Important / Very important	2750	667	305	894	883	339	-	329	-	305	-	-	576	317	295	306	282
	71%	78% <b>ns</b>	74%	69%	68%	74% <b>ns</b>	-	77% <b>ns</b>	-	74% <b>ns</b>	-	-	70%	67%	68%	74% <b>ns</b>	65%
Mean	3.93	4.11 <b>sd</b>	4.02 <b>sd</b>	3.86	3.85	4.13 <b>ns</b>	-	4.08 <b>ns</b>	-	4.02 <b>ns</b>	-	-	3.87	3.85	3.82	3.95 <b>ns</b>	3.79
Std Dev.	0.91	0.86	0.98	0.91	0.91	0.88	-	0.85	-	0.98	-	-	0.91	0.93	0.95	0.86	0.92
Std Error	0.01	0.03	0.05	0.03	0.03	0.04	-	0.04	-	0.05	-	-	0.03	0.05	0.05	0.04	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QH2\_9. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Letter delivery is fulfilled in an environmentally responsible way

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Not at all important (1)	153	-	153	30	122	99	53	14	17	27	24	44	22	6	30	51	71	27	137	15	161
	6%	-	6%	8%	6%	8% <b>f</b>	4%	4%	5%	6%	7% <b>m</b>	9% <b>km</b>	7% <b>m</b>	2%	4%	6%	7%	5%	6%	5%	6%
Not very important (2)	224	-	224	39	185	121	103	29	32	36	33	42	28	24	61	69	94	53	210	14	225
	9%	-	9%	10%	8%	10%	8%	8%	9%	7%	10%	9%	9%	9%	9%	8%	9%	9%	9%	5%	9%
Neither important nor unimportant (3)	751	-	751	85	665	367	382	84	81	134	86	178	98	89	165	220	366	198	688	59	775
	29%	-	29%	22%	30% <b>c</b>	29%	29%	28%	23%	27%	26%	35% <b>ahj</b>	31%	34% <b>h</b>	24%	27%	34% <b>ho</b>	32% <b>h</b>	30% <b>h</b>	30% <b>h</b>	19%
Important (4)	991	-	991	149	841	462	526	149	144	203	132	139	127	96	293	335	362	223	842	144	985
	38%	-	38%	38%	38%	37%	40%	44% <b>h</b>	41% <b>h</b>	42% <b>h</b>	40% <b>h</b>	29%	40% <b>h</b>	37%	43% <b>g</b>	41% <b>g</b>	34%	38%	37%	47% <b>g</b>	38%
Very important (5)	426	-	426	82	345	185	237	57	69	82	56	76	41	45	126	138	162	86	355	69	400
	17%	-	17%	33% <b>hd</b>	16%	15%	18%	17%	20%	17%	17%	16%	13%	17%	18%	17%	15%	15%	16%	33% <b>h</b>	16%
Don't know	36	-	36	2	33	22	14	9	5	6	1	10	1	4	14	8	14	5	27	3	34
	1%	-	1%	1%	2%	2%	1%	3%	1%	1%	1	2%	1	1%	2%	1%	1%	1%	1%	1%	1%
NET Not at all important/ Not very important	377	-	377	69	308	220	157	42	49	63	57	86	50	30	91	120	165	80	346	30	386
	15%	-	15%	18%	14%	17% <b>h</b>	12%	12%	14%	13%	17%	18%	16%	11%	13%	15%	14%	14%	15%	10%	15%
NET Important / Very important	1417	-	1417	231	1186	648	763	207	213	285	188	215	168	141	420	473	524	309	1196	213	1385
	55%	-	55%	60%	54%	52%	59% <b>h</b>	60% <b>h</b>	61% <b>h</b>	59% <b>h</b>	57% <b>h</b>	44%	53%	54%	61% <b>hg</b>	58% <b>h</b>	49%	53%	53%	70% <b>g</b>	54%
Mean	3.52	-	3.52	3.56	3.51	3.42	3.61 <b>e</b>	3.63 <b>h</b>	3.63 <b>h</b>	3.57 <b>h</b>	3.49	3.34	3.43	3.58 <b>h</b>	3.63 <b>p</b>	3.54	3.43	3.50	3.48	3.78 <b>r</b>	3.49
Std Dev.	1.06	-	1.06	1.16	1.04	1.11	1.00	1.00	1.06	1.04	1.11	1.13	1.05	0.95	1.03	1.07	1.07	1.01	1.06	1.01	1.06
Std Error	0.02	-	0.02	0.06	0.02	0.03	0.03	0.05	0.06	0.05	0.06	0.05	0.06	0.06	0.04	0.04	0.03	0.04	0.02	0.07	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH2\_9. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Letter delivery is fulfilled in an environmentally responsible way

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108	
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*	
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1067	69	
Not at all important (1)	153	29	55	33	35	84	68	93	59	17	19	41	46	26	106	17	132	27	122	3	
	6%	6%	6%	6%	5%	6%	5%	6%	6%	6%	6%	6%	6%	6%	6%	6%	6%	5%	6%	6%	3%
Not very important (2)	224	43	85	46	50	128	96	134	88	16	23	70	69	38	161	16	202	40	175	8	
	8%	9%	10%	8%	7%	10%	8%	9%	9%	6%	7%	10%	9%	9%	9%	6%	9%	8%	9%	6%	
Neither important nor unimportant (3)	751	143	261	127	219	404	347	432	311	82	102	191	206	119	499	83	624	139	578	34	
	29%	30% <sup>uc</sup>	31% <sup>uc</sup>	23%	31% <sup>uc</sup>	31%	27%	28%	31%	29%	31%	28%	28%	30%	29%	29%	29%	26%	30%	26%	
Important (4)	991	173	323	228	266	496	494	608	374	99	125	252	309	156	687	100	858	209	733	49	
	38%	37%	38%	41%	37%	38%	39%	39%	37%	36%	38%	37%	43%	39%	39%	36%	40%	39%	38%	37%	
Very important (5)	426	77	110	107	132	187	239	257	165	62	54	124	89	62	268	64	331	108	286	33	
	17%	16%	13%	19% <sup>b</sup>	18% <sup>b</sup>	14%	19% <sup>a</sup>	17%	17%	22% <sup>ub</sup>	17%	18% <sup>a</sup>	12%	15%	15%	23% <sup>ub</sup>	20% <sup>ur</sup>	15%	25% <sup>ur</sup>		
Don't know	36	4	14	10	7	18	18	21	11	3	2	12	5	2	19	3	22	7	24	4	
	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	3%	
NET Not at all important/ Not very important	377	72	140	79	85	212	164	227	146	32	42	110	114	64	267	32	334	67	297	12	
	15%	15%	14%	12%	16%	13%	15%	15%	13%	12%	13%	16%	16%	16%	15%	11%	15%	13%	15%	9%	
NET Important / Very important	1417	250	433	336	398	683	734	865	542	161	180	376	399	218	964	164	1190	317	1019	81	
	55%	53%	51%	61% <sup>b</sup>	56%	52%	55% <sup>b</sup>	56%	54%	58%	55%	55%	55%	54%	55%	58%	55%	50% <sup>ur</sup>	53%	62%	
Mean	3.52	3.49	3.42	3.61 <sup>b</sup>	3.58 <sup>b</sup>	3.44	3.58 <sup>a</sup>	3.53	3.50	3.63	3.53	3.51	3.46	3.47	3.49	3.64	3.49	3.57 <sup>ur</sup>	3.47	3.77 <sup>ur</sup>	
Std Dev.	1.06	1.07	1.05	1.08	1.03	1.06	1.05	1.06	1.06	1.08	1.04	1.09	1.03	1.07	1.06	1.08	1.06	1.05	1.06	0.99	
Std Error	0.02	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.03	0.07	0.06	0.04	0.04	0.05	0.03	0.07	0.02	0.05	0.02	0.10	

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QH2\_9. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Letter delivery is fulfilled in an environmentally responsible way

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
Not at all important (1)	153	137	16	6	128	13	8	4	9	16	18	8	16	7	22	20	11	1	12
	6%	6%	4%	7%	6%	6%	6%	6%	3% <u>min</u>	6%	3% <u>min</u>	4%	7%	3%	6%	6%	5%	5%	6%
Not very important (2)	224	183	41	7	187	21	9	8	7	24	23	21	14	25	15	33	25	3	18
	9%	8%	11%	9%	9%	10%	8%	9%	7%	9%	11% <u>min</u>	11% <u>min</u>	6%	10%	4%	9%	11% <u>min</u>	13%	10%
Neither important nor unimportant (3)	751	637	114	22	629	63	33	25	36	83	34	45	68	57	96	137	72	5	58
	29%	29%	32%	29%	29%	29%	27%	36% <u>min</u>	34% <u>min</u>	29% <u>min</u>	16%	24%	30% <u>min</u>	24%	28% <u>min</u>	39% <u>min</u>	33% <u>min</u>	24%	30% <u>min</u>
Important (4)	991	859	132	28	825	86	53	27	35	98	92	78	92	107	134	110	79	9	77
	39%	39%	37%	37%	38%	40%	43%	37%	33%	35%	45% <u>min</u>	41%	40%	43% <u>min</u>	39%	31%	36%	9	40%
Very important (5)	426	372	55	12	369	32	17	9	16	54	45	35	35	38	60	51	34	4	28
	17%	17%	15%	15%	17%	15%	14%	12%	16%	19%	21%	19%	15%	16%	18%	15%	15%	19%	14%
Don't know	36	32	4	2	31	1	3	-	2	7	-	2	3	6	12	-	-	-	1
	1%	1%	1%	3%	1%	1%	2%	-	2% <u>min</u>	3% <u>min</u>	-	1%	1%	2% <u>min</u>	4% <u>min</u>	-	-	-	-
NET Not at all important/ Not very important	377	320	56	12	315	34	17	10	16	41	41	29	30	32	37	54	36	4	30
	15%	14%	16%	16%	15%	16%	14%	15%	15%	14%	13% <u>min</u>	15%	13%	13%	11%	15%	16%	17%	16%
NET Important / Very important	1417	1231	186	39	1194	118	70	35	51	152	137	113	127	145	193	162	113	14	104
	55%	55%	52%	52%	55%	54%	57%	49%	49%	54%	65% <u>min</u>	60% <u>min</u>	56%	61% <u>min</u>	57%	46%	51%	58%	54%
Mean	3.52	3.52	3.47	3.45	3.52	3.47	3.52	3.41	3.42	3.54	3.58	3.59	3.52	3.62	3.59	3.39	3.45	3.56	3.48
Std Dev.	1.06	1.06	1.02	1.10	1.06	1.06	1.04	1.01	1.10	1.08	1.18	1.06	1.06	0.98	1.05	1.03	1.04	1.11	1.05
Std Error	0.02	0.03	0.03	0.05	0.03	0.05	0.05	0.05	0.09	0.09	0.10	0.09	0.09	0.08	0.09	0.09	0.09	0.12	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QH2\_9. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Letter delivery is fulfilled in an environmentally responsible way

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Not at all important (1)	153	65	7	30	67	30	25	18	13	97	31	76	49	16	7	5	125	12	33	120
	6%	7%	7%	7%	4%del	3%	4%del	3%del	1%del	1%del	3%del	7%	9%	5%	6%	12%	6%	7%	4%	3%del
Not very important (2)	224	89	8	33	64	86	40	24	8	151	32	97	85	15	19	7	182	25	68	156
	9%	10%	8%	8%	7%	8%	10%	14%del	1%	8%	12%del	9%	8%	5%	16%imp	17%	9%	16%imp	8%	9%
Neither important nor unimportant (3)	751	278	20	141	222	315	148	41	16	536	57	263	300	128	48	6	563	55	182	569
	29%	30%	21%	32%	25%	30%	37%del	25%	22%	28%	24%	24%	29%	43%imp	41%imp	15%	27%	35%del	22%	33%del
Important (4)	991	347	34	163	313	461	133	69	12	774	81	387	443	109	33	6	830	39	361	630
	38%	38%	35%	38%	33%del	4%del	13%del	8%del	17%	40%del	8%del	37%del	43%del	17%del	29%	14%	49%del	25%	33%del	36%
Very important (5)	426	137	28	65	202	140	49	15	20	342	35	238	147	19	9	12	385	21	183	244
	17%	15%	29%del	15%	23%del	13%	12%	9%	27%del	18%del	14%	22%imp	14%del	6%	8%	31%	18%del	13%	22%del	14%
Don't know	36	7	-	2	7	7	11	-	5	15	5	10	9	9	2	4	19	5	8	28
	1%	1%	-	1%	1%	1%	1%	-	1%	2%	1%	1%	1%	3%del	1%	10%	1%	3%del	1%	2%
NET Not at all important/ Not very important	377	155	14	63	131	116	65	42	21	63	33	173	134	31	25	12	307	37	100	276
	15%	17%	15%	15%	15%	11%	16%	25%del	26%del	13%	26%del	16%	13%	10%	22%del	30%	15%	24%imp	12%	16%
NET Important / Very important	1417	484	61	228	515	601	182	84	32	1116	116	635	590	128	42	18	1224	60	543	874
	55%	52%	64%	53%	39%del	53%del	45%	50%	43%	56%del	49%	33%del	37%del	43%	36%	45%	56%del	38%	43%del	50%
Mean	3.52	3.44	3.72	3.46	3.54del	3.54del	3.36	3.23	3.26	3.54del	3.24	3.54del	3.54del	3.35	3.16	3.37	3.54del	3.21	3.42	3.42
Std Dev	1.06	1.08	1.17	1.06	1.15	1.03	1.03	1.14	1.46	1.03	1.24	1.14	1.00	0.89	0.98	1.48	1.07	1.12	1.02	1.06
Std Error	0.02	0.04	0.12	0.05	0.04	0.03	0.06	0.09	0.18	0.02	0.08	0.03	0.03	0.06	0.10	0.25	0.02	0.10	0.04	0.02

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH2\_9. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Letter delivery is fulfilled in an environmentally responsible way

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Not at all important (1)	153	8	145	-	50	97	6	148	3	4	-	152	*
	6%	5%	6%	-	7%	6%	4%	6%	2%	12%	-	6%	*
Not very important (2)	224	5	216	3	61	157	5	206	11	7	-	224	-
	9%	3%	9%	7%	9%	9%	4%	8%	18%	21%	-	9%	-
Neither important nor unimportant (3)	751	41	692	17	206	493	52	707	20	13	2	740	9
	29%	27%	29%	44%	29%	28%	37%	29%	31%	42%	34%	29%	60%
Important (4)	991	64	912	15	256	690	45	963	21	5	-	989	1
	38%	41%	38%	37%	36%	40%	32%	38%	33%	16%	-	39%	8%
Very important (5)	426	36	385	5	126	273	28	412	6	3	4	422	1
	17%	23%	16%	12%	18%	16%	20%	17%	10%	9%	66%	16%	9%
Don't know	36	1	35	*	8	23	5	30	2	-	-	32	3
	1%	1%	1%	*	1%	1%	3%	1%	3%	-	-	1%	23%
NET Not at all important/ Not very important	377	12	361	3	112	254	11	352	14	10	-	376	*
	15%	8%	15%	7%	16%	15%	8%	14%	22%	33%	-	15%	*
NET Important / Very important	1417	100	1297	19	382	963	73	1376	28	8	4	1411	3
	55%	65%	54%	49%	54%	56%	52%	56%	43%	25%	66%	56%	17%
Mean	3.52	3.50	3.53	3.53	3.49	3.52	3.62	3.53	3.26	2.89	4.33	3.52	3.33
Std Dev.	1.06	1.01	1.06	0.81	1.10	1.05	0.99	1.06	1.04	1.11	1.05	1.06	0.72
Std Error	0.02	0.08	0.02	0.14	0.04	0.03	0.08	0.02	0.15	0.22	0.61	0.02	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH2\_9. For each factor, how important it is to you in choosing a postal provider or service - Letters and Cards: Letter delivery is fulfilled in an environmentally responsible way

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	850	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Not at all important (1)	153	-	-	78	75	-	-	-	-	-	-	-	54	24	15	22	38
	6%	-	-	6%	6%	-	-	-	-	-	-	-	7%	5%	3%	5%	8%
Not very important (2)	224	-	-	123	101	-	-	-	-	-	-	-	74	49	42	35	25
	9%	-	-	10%	8%	-	-	-	-	-	-	-	9%	10%	10%	8%	6%
Neither important nor unimportant (3)	761	-	-	374	377	-	-	-	-	-	-	-	241	133	137	112	129
	29%	-	-	29%	29%	-	-	-	-	-	-	-	29%	28%	31%	27%	29%
Important (4)	991	-	-	495	496	-	-	-	-	-	-	-	310	185	154	163	178
	38%	-	-	38%	38%	-	-	-	-	-	-	-	38%	39%	35%	39%	41%
Very important (5)	426	-	-	203	224	-	-	-	-	-	-	-	129	74	85	79	59
	17%	-	-	16%	17%	-	-	-	-	-	-	-	16%	16%	19%	19%	14%
Don't know	36	-	-	18	18	-	-	-	-	-	-	-	10	7	4	5	8
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	2%	1%	1%	2%
NET Not at all important/ Not very important	377	-	-	201	176	-	-	-	-	-	-	-	128	73	57	56	63
	15%	-	-	16%	14%	-	-	-	-	-	-	-	16%	15%	13%	14%	14%
NET Important / Very important	1417	-	-	698	719	-	-	-	-	-	-	-	439	259	239	242	238
	55%	-	-	54%	56%	-	-	-	-	-	-	-	54%	55%	55%	58%	54%
Mean	3.52	-	-	3.49	3.54	-	-	-	-	-	-	-	3.48	3.51	3.58	3.59	3.46
Std Dev.	1.06	-	-	1.06	1.05	-	-	-	-	-	-	-	1.07	1.04	1.02	1.06	1.08
Std Error	0.02	-	-	0.03	0.03	-	-	-	-	-	-	-	0.04	0.05	0.05	0.05	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QQH2\_NET\_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Important Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	3870	-	3870	492	2538	1845	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Low cost	3211	-	3211	424	2112	1508	1695	413	391	630	466	566	415	330	804	1096	1311	745	2828	368	3244
83%	-	83%	79%	83%	80%	87% <sup>ns</sup>	80%	82%	82%	87% <sup>ns</sup>	82%	87% <sup>ns</sup>	85%	81%	84%	84%	86% <sup>ns</sup>	83%	86%	84%	84%
Fast delivery	2892	-	2892	422	1849	1359	1523	396	374	608	412	504	339	257	771	1020	1100	596	2533	345	2965
75%	-	75%	79%	73%	72%	82% <sup>ns</sup>	82% <sup>ns</sup>	82% <sup>ns</sup>	82% <sup>ns</sup>	82% <sup>ns</sup>	73%	71%	66%	61% <sup>ns</sup>	62% <sup>ns</sup>	71%	69%	75%	75%	81% <sup>ns</sup>	77%
Next day delivery option	2272	-	2272	357	1436	1127	1136	344	320	455	342	362	232	178	673	827	772	410	1959	302	2306
59%	-	59%	86% <sup>ns</sup>	57%	60%	59%	67% <sup>ns</sup>	65% <sup>ns</sup>	63% <sup>ns</sup>	64% <sup>ns</sup>	53%	49%	46%	65% <sup>ns</sup>	64% <sup>ns</sup>	50%	47%	58%	69%	71% <sup>ns</sup>	60%
Delivery within 3 days	3018	-	3018	424	1943	1432	1577	392	363	607	450	545	357	305	755	1056	1207	662	2674	331	3054
78%	-	78%	79%	77%	76%	81% <sup>ns</sup>	76%	76%	79%	79%	84% <sup>ns</sup>	79%	75%	78%	76%	81% <sup>ns</sup>	78%	76%	79%	78%	79%
Convenient to post (within 1/2 mile)	3028	-	3028	413	1969	1420	1596	363	365	600	447	551	373	329	728	1046	1254	702	2687	329	3003
79%	-	79%	77%	76%	75%	85% <sup>ns</sup>	73%	76%	81% <sup>ns</sup>	84% <sup>ns</sup>	80% <sup>ns</sup>	83% <sup>ns</sup>	81% <sup>ns</sup>	73%	80% <sup>ns</sup>	81% <sup>ns</sup>	83% <sup>ns</sup>	79%	79%	81% <sup>ns</sup>	76%
Same price to send to anywhere within the UK	3120	-	3120	424	2042	1459	1651	395	376	600	450	552	404	343	772	1050	1298	746	2764	345	3174
81%	-	81%	79%	81%	77%	85% <sup>ns</sup>	77%	79%	78%	84% <sup>ns</sup>	80%	85% <sup>ns</sup>	80% <sup>ns</sup>	78%	81%	83% <sup>ns</sup>	86% <sup>ns</sup>	81%	81%	81%	82%
Guaranteed delivery to recipient's door	3325	-	3325	453	2178	1598	1717	422	392	637	480	616	428	350	814	1118	1394	778	2952	359	3377
86%	-	86%	84%	86%	85%	90% <sup>ns</sup>	82%	82%	82%	90% <sup>ns</sup>	90% <sup>ns</sup>	90% <sup>ns</sup>	90% <sup>ns</sup>	82%	82%	86%	89% <sup>ns</sup>	87%	87%	84%	87%
Daily collection service	2750	-	2750	395	1785	1311	1429	347	321	518	369	505	367	292	668	917	1164	659	2451	289	2779
71%	-	71%	74%	70%	69%	75% <sup>ns</sup>	73%	69%	67%	69%	75% <sup>ns</sup>	73%	75%	67%	70%	75% <sup>ns</sup>	74% <sup>ns</sup>	72%	68%	68%	72%
Letter delivery is fulfilled in an environmentally responsible way	1417	-	1417	231	1186	648	763	207	213	285	188	215	168	141	420	473	524	309	1196	213	1385
37%	-	37%	43%	47%	34%	39% <sup>ns</sup>	40% <sup>ns</sup>	44% <sup>ns</sup>	37%	35%	31%	35%	36%	42% <sup>ns</sup>	36%	34%	36%	35%	60% <sup>ns</sup>	36%	36%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QQH2\_NET\_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Important Summary

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Low cost	3211	579	956	797	880	1535	1677	1903	1272	370	393	850	884	514	2126	379	2680	436	1581	103
83%	81%	83%	85%	84%	82%	84%	83%	85%	81%	83%	83%	83%	85%	85%	84%	81%	84%	82%	82%	78%
Fast delivery	2892	557	846	700	763	1403	1489	1780	1087	355	332	723	812	493	1866	362	2393	391	1368	91
75%	75%	73%	75%	75%	75%	75%	75%	77%h	72%	75%h	70%	71%	73%h/m	61%h/m	74%	78%	75%	74%	71%	65%
Next day delivery option	2272	483	626	568	595	1110	1163	1469	779	261	264	568	645	412	1477	265	1909	304	1058	69
59%	63%h/d	54%	60%h	57%	60%	59%	64%h	52%	57%	56%	56%	62%h	68%h/m	58%	57%	60%	57%	55%	52%	
Delivery within 3 days	3018	556	905	742	815	1461	1557	1825	1173	353	359	797	831	502	1967	361	2523	397	1454	99
78%	78%	78%	79%	78%	78%	78%	78%	79%	78%	77%	75%	78%	80%	63%h	78%	77%	75%	75%	75%	
Convenient to post (within 1/2 mile)	3028	549	925	728	827	1473	1555	1805	1192	345	377	823	812	491	2012	352	2530	416	1475	89
79%	77%	80%	78%	79%	79%	79%	78%	78%	79%	75%	79%	81%	78%	81%	79%	75%	80%	79%	77%	
Same price to send to anywhere within the UK	3120	568	941	763	847	1509	1610	1830	1256	366	385	834	860	484	2078	373	2598	431	1531	112
81%	80%	82%	81%	81%	81%	81%	81%	79%	84%g	80%	81%	82%	83%	80%	82%	80%	82%	81%	80%	
Guaranteed delivery to recipient's door	3325	629	992	802	903	1621	1704	1970	1320	401	405	882	890	554	2178	410	2772	466	1620	99
86%	89%	86%	85%	86%	87%	86%	86%	86%	88%	86%	85%	87%	86%	81%h/m	86%	88%	87%	85%h	84%g	
Daily collection service	2750	527	808	668	747	1335	1415	1625	1097	332	344	706	768	447	1618	340	2291	385	1311	82
71%	74%	70%	71%	71%	72%	71%	71%	71%	73%	73%	72%	69%	74%	74%	72%	73%	72%	73%	68%	
Letter delivery is fulfilled in an environmentally responsible way	1417	250	433	336	398	683	734	865	542	161	180	376	399	218	954	164	1190	317	1019	81
37%	35%	38%	36%	38%	37%	37%	38%	38%	36%	35%	38%	37%	38%	36%	38%	35%	37%	60%g	53%	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c/d - e-f - g-h - i/j/k/l/m/n - o-p - q/r/s  
\* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QQH2\_NET\_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Important Summary

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3851	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Low cost	3211	2751	460	114	2693	279	151	88	130	361	272	227	275	300	413	444	270	32	247
83%	83%	85%	83%	83%	85%	81%	83%	83%	83%	85%	88%	81%	81%	83%	81%	85%	83%	80%	86%
Fast delivery	2892	2497	395	103	2404	250	149	84	114	318	236	208	249	280	376	382	240	30	225
75%	75%	73%	75%	74%	78%	80%	79%	79%	73%	75%	78%	75%	74%	77%	74%	73%	74%	77%	78%
Next day delivery option	2272	1954	318	83	1918	174	115	65	89	262	187	172	201	206	322	284	196	22	153
59%	59%	59%	61%	59%	53%	62%	61%	61%	57%	62%	60%	62%	59%	57%	63%	54%	60%	55%	53%
Delivery within 3 days	3018	2589	429	105	2517	265	151	85	115	335	255	211	254	286	392	404	266	33	232
78%	78%	80%	77%	78%	81%	81%	80%	79%	79%	79%	82%	75%	75%	79%	77%	77%	82%	84%	80%
Convenient to post (within 1/2 mile)	3028	2601	427	107	2630	252	153	75	123	340	248	225	252	310	381	399	261	30	232
79%	79%	79%	78%	78%	80%	80%	82%	77%	78%	80%	80%	80%	74%	85%	75%	77%	80%	75%	80%
Same price to send to anywhere within the UK	3120	2674	446	112	2611	264	158	87	122	339	268	232	268	310	393	404	274	35	229
81%	81%	83%	82%	81%	80%	84%	82%	78%	80%	87%	83%	83%	79%	85%	77%	78%	84%	89%	79%
Guaranteed delivery to recipient's door	3325	2857	469	123	2775	291	165	94	129	383	277	240	286	317	421	432	291	36	255
86%	86%	87%	89%	86%	86%	89%	89%	89%	82%	85%	83%	86%	84%	87%	83%	83%	83%	92%	86%
Daily collection service	2750	2367	382	98	2300	235	139	76	102	299	237	213	233	265	357	364	229	28	207
71%	71%	71%	72%	71%	72%	74%	71%	71%	65%	70%	77%	78%	69%	73%	70%	70%	70%	71%	72%
Letter delivery is fulfilled in an environmentally responsible way	1417	1231	186	39	1194	118	70	35	51	152	137	113	127	145	193	162	113	14	104
37%	37%	35%	29%	37%	36%	38%	33%	32%	36%	44%	40%	40%	37%	40%	38%	31%	35%	34%	36%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QQH2\_NET\_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Important Summary

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class almost of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3851	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2157	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Low cost	3211	1181	158	577	1134	1302	450	213	95	2436	308	1328	1296	373	138	58	2624	195	688	1431
	83%	57%	59%	68%	83% <sup>ab</sup>	83% <sup>ab</sup>	73%	83% <sup>ab</sup>	79%	83% <sup>ab</sup>	81% <sup>cd</sup>	83% <sup>mnopq</sup>	83% <sup>mnopq</sup>	70%	74%	76%	83% <sup>mnopq</sup>	74%	83%	82%
Fast delivery	2892	915	131	418	1038	1175	392	186	83	2213	269	1216	1187	313	113	45	2404	168	613	1237
	75%	68%	73%	64%	79% <sup>gh</sup>	78% <sup>gh</sup>	64%	72%	68%	78% <sup>gh</sup>	71%	81% <sup>mnopq</sup>	78% <sup>mnopq</sup>	59%	60%	59%	80% <sup>mnopq</sup>	60%	74%	71%
Next day delivery option	2272	625	80	282	804	914	324	163	56	1718	218	947	931	255	89	38	1878	127	560	871
	59%	46%	45%	43%	82% <sup>lm</sup>	80% <sup>lm</sup>	53%	63% <sup>lm</sup>	46%	81% <sup>lm</sup>	57%	83% <sup>mnopq</sup>	81% <sup>mnopq</sup>	48%	47%	51%	82% <sup>mnopq</sup>	48%	67% <sup>rs</sup>	50%
Delivery within 3 days	3018	1047	144	504	1105	1222	403	188	82	2327	270	1266	1216	335	130	54	2481	185	623	1326
	78%	78%	81%	77%	83% <sup>efghij</sup>	83% <sup>efghij</sup>	65%	73%	67%	83% <sup>efghij</sup>	71%	84% <sup>lmnopq</sup>	83% <sup>lmnopq</sup>	63%	70%	72%	83% <sup>lmnopq</sup>	70%	75%	76%
Convenient to post (within 1/2 mile)	3028	1088	139	536	1142	1198	400	188	86	2340	274	1293	1199	341	121	58	2492	179	620	1360
	79%	81%	78%	82%	87% <sup>efghij</sup>	79% <sup>efghij</sup>	65%	73%	71%	83% <sup>efghij</sup>	72%	86% <sup>lmnopq</sup>	79% <sup>lmnopq</sup>	64%	65%	76%	82% <sup>lmnopq</sup>	68%	74%	78%
Same price to send to anywhere within the UK	3120	1130	144	565	1153	1253	424	197	75	2406	272	1320	1251	333	139	55	2571	194	667	1407
	81%	84%	81%	87%	83% <sup>efghij</sup>	83% <sup>efghij</sup>	59%	76% <sup>lm</sup>	61%	83% <sup>efghij</sup>	71%	83% <sup>lmnopq</sup>	82% <sup>lmnopq</sup>	63%	74% <sup>lm</sup>	73%	83% <sup>lmnopq</sup>	74% <sup>lm</sup>	80%	81%
Guaranteed delivery to recipient's door	3325	1181	154	584	1239	1332	428	215	93	2570	305	1415	1310	369	149	59	2725	209	677	1508
	86%	87%	87%	90%	85% <sup>efghij</sup>	85% <sup>efghij</sup>	70%	83% <sup>lm</sup>	77%	81% <sup>efghij</sup>	81% <sup>cd</sup>	84% <sup>lmnopq</sup>	86% <sup>lm</sup>	70%	80%	79%	90% <sup>lmnopq</sup>	79% <sup>lm</sup>	81%	85% <sup>lm</sup>
Daily collection service	2750	925	123	456	1040	1105	365	152	78	2145	230	1174	1088	291	130	49	2262	179	582	1195
	71%	68%	69%	70%	80% <sup>efghij</sup>	73% <sup>efghij</sup>	59%	59%	64%	76% <sup>efghij</sup>	60%	78% <sup>lmnopq</sup>	72% <sup>lm</sup>	55%	69% <sup>lm</sup>	65%	76% <sup>lm</sup>	68% <sup>lm</sup>	70%	68%
Letter delivery is fulfilled in an environmentally responsible way	1417	484	61	228	515	601	182	84	32	1116	116	635	590	128	42	18	1224	60	543	874
	37%	36%	34%	35%	89% <sup>lm</sup>	40% <sup>lm</sup>	30%	32%	26%	40% <sup>lm</sup>	30%	42% <sup>lmnopq</sup>	59% <sup>lmnopq</sup>	24%	22%	24%	41% <sup>lmnopq</sup>	23%	45% <sup>rs</sup>	50%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - rs  
 \* small base

QQH2\_NET\_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Important Summary

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3851	229	3561	61*	1098	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2157	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Low cost	3211	182	2986	44	911	2119	181	3128	46	21	5	3195	11
83%	80%	84%	72%	83%	83%	84%	77%	83%	49%	55%	86%	85%	53%
Fast delivery	2892	190	2858	44	853	1885	154	2800	54	23	5	2877	10
75%	63%	75%	72%	78%	75%	76%	66%	76%	58%	60%	86%	75%	47%
Next day delivery option	2272	154	2080	38	657	1468	147	2192	53	15	2	2261	10
59%	67%	58%	63%	60%	58%	63%	59%	57%	40%	29%	59%	59%	47%
Delivery within 3 days	3018	182	2791	45	876	1988	156	2936	53	20	4	3008	6
79%	80%	79%	74%	80%	80%	80%	67%	80%	57%	53%	56%	80%	28%
Convenient to post (within 1/2 mile)	3028	176	2813	40	899	1962	167	2945	47	22	4	3014	10
79%	77%	79%	66%	82%	78%	71%	71%	80%	51%	58%	57%	79%	49%
Same price to send to anywhere within the UK	3120	182	2890	48	893	2052	175	3027	53	26	4	3106	10
81%	80%	81%	78%	81%	82%	74%	74%	82%	57%	67%	57%	81%	47%
Guaranteed delivery to recipient's door	3325	198	3081	46	951	2105	179	3234	52	25	5	3310	10
86%	87%	87%	75%	87%	87%	76%	76%	88%	55%	65%	86%	87%	47%
Daily collection service	2750	161	2545	44	798	1803	149	2661	55	19	5	2736	8
71%	70%	71%	72%	73%	72%	63%	63%	72%	59%	51%	86%	72%	40%
Letter delivery is fulfilled in an environmentally responsible way	1417	100	1297	19	382	963	73	1376	28	8	4	1411	3
37%	44%	36%	32%	39%	38%	31%	37%	30%	20%	57%	37%	12%	12%

Proportions/Mean: Column: Yates (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QQH2\_NET\_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Important Summary

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2157	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Low cost	3211	741	351	1063	1057	378	-	362	-	351	-	-	668	395	361	350	346
83%	86%	85%	82%	82%	82%	85% <sup>ab</sup>	-	85%	-	85%	-	-	82%	84%	83%	84%	79%
Fast delivery	2892	702	339	927	923	363	-	340	-	339	-	-	600	327	305	317	301
75%	82% <sup>cd</sup>	82% <sup>cd</sup>	72%	72%	84% <sup>lmnop</sup>	-	80% <sup>lmnop</sup>	-	82% <sup>lmnop</sup>	-	-	-	73%	69%	70%	76%	69%
Next day delivery option	2275	567	275	693	738	297	-	270	-	275	-	-	429	263	252	259	227
59%	83% <sup>cd</sup>	81% <sup>cd</sup>	54%	57%	81% <sup>lmnop</sup>	-	83% <sup>lm</sup>	-	81% <sup>lmnop</sup>	-	-	-	82%	66%	58%	82% <sup>lm</sup>	52%
Delivery within 3 days	3018	718	352	960	989	358	-	359	-	352	-	-	619	341	333	325	331
78%	84% <sup>cd</sup>	85% <sup>cd</sup>	74%	77%	83% <sup>lm</sup>	-	84% <sup>lmnop</sup>	-	85% <sup>lmnop</sup>	-	-	-	76%	72%	76%	78%	76%
Convenient to post (within 1/2 mile)	3028	717	331	985	996	358	-	358	-	331	-	-	635	350	333	330	333
79%	83% <sup>cd</sup>	80%	76%	77%	85% <sup>lm</sup>	-	84% <sup>lmnop</sup>	-	80%	-	-	-	78%	74%	76%	79%	76%
Same price to send to anywhere within the UK	3120	708	337	1043	1031	365	-	343	-	337	-	-	665	376	349	337	344
81%	82%	82%	81%	80%	85%	-	80%	-	82%	-	-	-	81%	80%	80%	81%	79%
Guaranteed delivery to recipient's door	3325	773	368	1089	1096	393	-	380	-	368	-	-	691	398	375	361	360
86%	90% <sup>cd</sup>	89%	84%	85%	91% <sup>lmnp</sup>	-	89% <sup>lm</sup>	-	89% <sup>lm</sup>	-	-	-	85%	84%	86%	87%	82%
Daily collection service	2750	667	305	894	883	339	-	329	-	305	-	-	576	317	295	306	282
71%	83% <sup>cd</sup>	74%	69%	68%	78% <sup>lmnop</sup>	-	77% <sup>lmnop</sup>	-	74% <sup>lm</sup>	-	-	-	70%	67%	66%	74% <sup>lm</sup>	65%
Letter delivery is fulfilled in an environmentally responsible way	1417	-	-	698	719	-	-	-	-	-	-	-	439	259	239	242	238
37%	-	-	54% <sup>ab</sup>	55% <sup>ab</sup>	-	-	-	-	-	-	-	-	54% <sup>lmj</sup>	55% <sup>lmj</sup>	55% <sup>lmj</sup>	55% <sup>lmj</sup>	54% <sup>lmj</sup>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QQH2\_NET\_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Not important Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	3870	-	3870	492	2538	1845	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	537	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157	-	2157	278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Low cost	109	-	109	20	67	71	38	25	16	17	4	22	12	13	41	21	47	25	92	17	105
3%	-	3%	4%	3%	4% <b>f</b>	2%	3%	5% <b>g</b>	3% <b>h</b>	2%	1%	3% <b>i</b>	3%	3% <b>j</b>	4% <b>k</b>	2%	3%	3%	3%	4%	3%
Fast delivery	205	-	205	31	138	127	78	29	25	26	20	47	28	31	53	46	106	59	188	18	208
5%	-	5%	6%	5%	5% <b>f</b>	4%	6%	6%	5%	3%	4%	3% <b>i</b>	6%	3% <b>j</b>	5%	4%	3% <b>k</b>	3% <b>l</b>	5%	4%	5%
Next day delivery option	498	-	498	57	350	242	255	53	48	63	56	103	90	85	101	119	277	175	464	28	514
13%	-	13%	11%	14%	13%	13%	13%	10%	10%	8%	11%	15% <b>k</b>	19% <b>l</b>	22% <b>m</b>	10%	9%	18% <b>n</b>	20% <b>o</b>	14% <b>p</b>	6%	13%
Delivery within 3 days	168	-	168	32	108	99	69	28	34	21	7	34	25	19	63	27	78	44	151	17	172
4%	-	4%	6%	4%	5%	4%	3%	5% <b>f</b>	7% <b>g</b>	3%	1%	5% <b>i</b>	5% <b>j</b>	5% <b>k</b>	6% <b>l</b>	2%	5% <b>n</b>	5% <b>o</b>	4%	4%	4%
Convenient to post (within 1/2 mile)	171	-	171	36	110	107	64	49	21	40	13	18	23	7	70	53	48	30	153	18	185
4%	-	4%	7%	4%	4% <b>f</b>	3% <b>g</b>	3% <b>h</b>	3% <b>i</b>	4% <b>j</b>	3% <b>k</b>	2% <b>l</b>	3% <b>m</b>	3% <b>n</b>	2% <b>o</b>	4% <b>p</b>	4%	3%	3%	4%	4%	5%
Same price to send to anywhere within the UK	134	-	134	32	82	82	52	28	13	30	13	29	8	14	41	42	51	22	122	12	119
3%	-	3%	6% <b>d</b>	3%	4% <b>f</b>	3% <b>g</b>	3% <b>h</b>	6% <b>i</b>	3% <b>j</b>	4% <b>k</b>	2% <b>l</b>	4% <b>m</b>	2% <b>n</b>	4% <b>o</b>	4% <b>p</b>	3% <b>q</b>	3% <b>r</b>	3% <b>s</b>	4% <b>t</b>	3% <b>u</b>	3% <b>v</b>
Guaranteed delivery to recipient's door	94	-	94	16	64	56	38	20	22	17	6	8	11	9	42	24	29	20	75	19	84
2%	-	2%	3%	3% <b>f</b>	2% <b>g</b>	2% <b>h</b>	2% <b>i</b>	2% <b>j</b>	3% <b>k</b>	2% <b>l</b>	1% <b>m</b>	1% <b>n</b>	2% <b>o</b>	2% <b>p</b>	4% <b>q</b>	2% <b>r</b>	2% <b>s</b>	2% <b>t</b>	2% <b>u</b>	3% <b>v</b>	2% <b>w</b>
Daily collection service	244	-	244	36	170	132	112	35	37	50	28	39	26	28	72	79	94	55	212	28	271
6%	-	6%	7%	7% <b>f</b>	7% <b>g</b>	7% <b>h</b>	6% <b>i</b>	7% <b>j</b>	6% <b>k</b>	7% <b>l</b>	5% <b>m</b>	6% <b>n</b>	6% <b>o</b>	7% <b>p</b>	7% <b>q</b>	6% <b>r</b>	6% <b>s</b>	6% <b>t</b>	6% <b>u</b>	6% <b>v</b>	7% <b>w</b>
Letter delivery is fulfilled in an environmentally responsible way	377	-	377	69	308	220	157	42	49	63	57	86	50	30	91	120	165	80	346	30	386
10%	-	10%	13% <b>d</b>	12% <b>e</b>	12% <b>f</b>	8% <b>g</b>	8% <b>h</b>	8% <b>i</b>	11% <b>j</b>	12% <b>k</b>	11% <b>l</b>	12% <b>m</b>	10% <b>n</b>	8% <b>o</b>	9% <b>p</b>	9% <b>q</b>	11% <b>r</b>	9% <b>s</b>	10% <b>t</b>	7% <b>u</b>	10% <b>v</b>

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QQH2\_NET\_NOTIMPORANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Not important Summary

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Low cost	109	28	37	30	14	65	44	65	42	9	16	27	27	21	69	9	90	20	58	3
	3%	7%cd	3%cd	3%cd	1%	3%	2%	3%	3%	2%	3%	3%	3%	3%	3%	2%	3%	4%	3%	2%
Fast delivery	205	39	57	65	44	96	109	108	90	20	27	57	56	30	140	20	171	31	123	4
	5%	5%	5%	7%	4%	5%	6%	4%	6%	4%	6%	6%	5%	5%	6%	4%	5%	6%	6%	3%
Next day delivery option	498	79	168	122	129	247	251	216	271	68	70	144	111	73	326	68	402	72	300	8
	13%	11%	15%	13%	12%	13%	13%	9%	16%cd	15%	15%	14%	11%	12%	13%	15%	13%	14%	16%cd	6%
Delivery within 3 days	168	35	58	52	23	93	75	89	70	14	32	48	37	29	117	14	148	24	96	3
	4%	7%cd	7%cd	6%cd	2%	5%	4%	4%	5%	3%	7%cd	5%	4%	5%	5%	3%	5%	4%	5%	2%
Convenient to post (within 1/2 mile)	171	49	41	46	36	90	81	100	69	20	19	48	41	33	107	20	142	29	99	3
	4%	7%cd	4%	5%	3%	5%	4%	4%	5%	4%	4%	5%	4%	5%	4%	4%	4%	6%	5%	6%
Same price to send to anywhere within the UK	134	32	54	23	26	86	49	78	53	9	17	34	37	26	88	9	115	13	84	*
	3%	4%	5%cd	2%	3%	8%cd	2%	3%	4%	2%	4%	3%	4%	4%	3%	2%	4%	3%	4%	*
Guaranteed delivery to recipient's door	94	16	39	21	18	55	39	52	41	6	14	28	25	12	67	6	81	12	59	4
	2%	2%	3%	2%	2%	3%	2%	2%	3%	1%	3%	3%	2%	2%	3%	1%	3%	2%	3%	3%
Daily collection service	244	45	87	67	44	133	111	133	108	22	20	82	64	42	167	22	210	30	150	2
	6%	6%	8%cd	7%cd	4%	7%	6%	6%	7%	5%	4%	8%cd	6%	7%	7%	5%	7%	6%	8%	2%
Letter delivery is fulfilled in an environmentally responsible way	377	72	140	79	85	212	164	227	148	32	42	110	114	64	267	32	334	67	297	12
	10%	10%	12%cd	8%	8%	11%cd	8%	10%	10%	7%	9%	11%	11%	11%	11%	7%	11%	13%	15%	9%

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QQH2\_NET\_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Not important Summary

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3851	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Low cost	109	100	9	3	90	13	3	2	5	16	6	8	4	8	20	14	9	1	12
3%	3%	3%	2%	2%	3%	4%	2%	2%	3%	4%	2%	3%	1%	2%	4%	3%	2%	3%	4%
Fast delivery	205	177	28	10	171	19	9	5	9	18	19	16	17	14	33	20	26	3	16
5%	5%	5%	7%	5%	6%	6%	5%	5%	6%	4%	6%	6%	5%	4%	6%	4%	8%	8%	6%
Next day delivery option	498	433	64	20	414	48	21	14	19	48	47	36	37	42	59	92	34	12	36
13%	13%	13%	12%	15%	13%	15%	11%	13%	12%	11%	15%	13%	11%	12%	18%	10%	10%	10% <sup>h</sup> <sup>ij</sup> <sup>klmnop</sup>	12%
Delivery within 3 days	168	149	19	10	149	8	8	3	8	10	12	16	13	17	28	30	15	1	7
4%	5%	3%	7%	5%	2%	4%	3%	3%	5%	2%	4%	6%	4%	5%	6%	5%	3%	3%	2%
Convenient to post (within 1/2 mile)	171	149	22	9	141	18	6	6	9	21	14	8	13	13	32	20	11	3	15
4%	5%	4%	7%	4%	5%	3%	5%	5%	6%	5%	5%	3%	4%	4%	6%	4%	3%	8%	5%
Same price to send to anywhere within the UK	134	121	13	5	112	16	4	3	4	9	7	12	9	7	23	30	10	1	15
3%	4%	2%	3%	3%	5%	2%	2%	2%	3%	2%	2%	4%	3%	2%	5%	6%	3%	2%	5%
Guaranteed delivery to recipient's door	94	83	11	3	81	11	1	1	3	1	4	8	1	6	16	31	11	2	9
2%	3%	2%	2%	3%	3%	1%	1%	1%	2%	1%	1%	3%	1%	2%	4%	8%	3%	4%	3%
Daily collection service	244	206	38	12	204	23	10	7	16	20	27	17	14	18	31	40	21	6	17
6%	6%	7%	9%	6%	7%	5%	7%	7%	10%	5%	9%	6%	4%	5%	6%	8%	6%	1%	6%
Letter delivery is fulfilled in an environmentally responsible way	377	320	56	12	315	34	17	10	16	41	41	29	30	32	37	54	36	4	30
10%	10%	10%	9%	10%	11%	9%	10%	10%	10%	10%	10%	10%	9%	9%	7%	10%	11%	10%	11%

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QQH2\_NET\_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Not important Summary

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3851	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2157	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Low cost	109	24	3	13	22	38	24	15	9	61	24	23	42	20	18	6	65	24	34	46
	3%	2%	2%	2%	2%	3%	4%del	3%del	3%del	2%	3%del	2%	3%	4%del	2%kimp	2%kimp	2%	2%	4%	3%
Fast delivery	205	104	12	55	62	77	31	16	16	139	32	67	66	29	28	12	133	40	49	109
	5%	8%	7%	8%	5%	5%	5%	6%	13%del	5%	6%del	4%	4%	5%	15%kimp	16%kimp	4%	15%kimp	6%	6%
Next day delivery option	498	297	50	172	187	176	69	43	22	363	65	209	167	59	44	17	376	62	83	298
	13%	22%	28%	26%	14%	12%	11%	17%	18%	13%	17%del	14%	11%	11%	24%kimp	23%kimp	12%	24%kimp	10%	17%del
Delivery within 3 days	168	79	7	39	50	51	25	25	15	100	45	53	60	20	10	113	33	47	76	
	4%	6%	4%	6%	4%	3%	4%	4%	15%del	4%	15%del	4%	4%	4%	12%kimp	13%kimp	4%	12%kimp	6%	4%
Convenient to post (within 1/2 mile)	171	56	7	32	46	74	24	17	10	120	27	65	52	25	21	7	117	28	70	66
	4%	4%	4%	5%	3%	5%	4%	7%	9%del	4%	7%del	4%	3%	5%	11%kimp	10%kimp	4%	11%kimp	8%	4%
Same price to send to anywhere within the UK	134	51	6	24	25	45	31	17	17	70	34	27	49	29	20	10	76	29	38	59
	3%	4%	3%	4%	2%	3%	3%del	3%del	14%del	2%	3%del	2%	3%	3%del	11%kimp	13%kimp	3%	11%kimp	5%	3%
Guaranteed delivery to recipient's door	94	28	5	14	5	24	32	10	13	29	31	11	35	29	12	6	47	18	38	38
	2%	2%	3%	2%	1%	3%del	3%del	3%del	11%del	1%	3%del	1%	2%del	8%kimp	7%kimp	8%kimp	2%	7%kimp	3%	2%
Daily collection service	244	117	13	59	62	95	38	31	15	157	47	85	100	25	22	11	184	33	49	133
	6%	9%	8%	9%	5%	6%	6%	12%del	12%del	4%	12%del	6%	7%	5%	12%kimp	14%kimp	6%	13%kimp	6%	8%
Letter delivery is fulfilled in an environmentally responsible way	377	155	14	63	131	116	65	42	21	247	63	173	134	31	25	12	307	37	100	276
	70%	11%	8%	10%	10%	8%	11%	15%del	17%del	9%	17%del	11%del	9%	6%	14%del	16%del	10%del	14%del	12%	16%

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base

QQH2\_NET\_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Not important Summary

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3851	229	3561	61*	1098	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2157	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Low cost	109	9	93	6	38	64	7	89	16	3	-	109	*
3%	4%	3%	10% <b>b</b>	3%	3%	3%	3%	2%	15% <b>gh</b>	9%	-	3%	*
Fast delivery	205	13	184	7	64	122	18	182	18	5	-	205	*
5%	6%	5%	12%	6%	5%	8%	5%	20% <b>gh</b>	12%	-	-	5%	*
Next day delivery option	498	20	471	7	134	349	14	476	12	8	2	496	*
13%	9%	13%	12%	12% <b>d</b>	14% <b>d</b>	6%	4%	13%	13%	21%	30%	13%	1%
Delivery within 3 days	168	9	158	1	48	106	14	148	13	5	2	166	*
4%	4%	4%	2%	4%	4%	6%	4%	4%	14% <b>gh</b>	12%	36%	4%	1%
Convenient to post (within 1/2 mile)	171	13	153	5	51	99	21	147	17	7	-	171	*
4%	6%	4%	9%	5%	4%	9% <b>de</b>	4%	4%	19% <b>gh</b>	17%	-	4%	*
Same price to send to anywhere within the UK	134	11	121	3	46	78	10	118	15	1	-	134	*
3%	5%	3%	5%	4%	3%	4%	3%	3%	15% <b>gh</b>	4%	-	4%	*
Guaranteed delivery to recipient's door	94	6	82	6	26	62	6	82	6	6	-	94	*
2%	3%	2%	10% <b>b</b>	2%	2%	3%	2%	2%	6%	17%	-	2%	1%
Daily collection service	244	14	225	4	69	160	15	226	13	5	-	244	*
6%	6%	6%	7%	6%	6%	6%	6%	6%	14% <b>gh</b>	12%	-	6%	*
Letter delivery is fulfilled in an environmentally responsible way	377	12	361	3	112	254	11	352	14	10	-	376	*
70%	5%	10%	5%	10% <b>d</b>	10% <b>d</b>	5%	10%	10%	15%	27%	-	10%	*

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QQH2\_NET\_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Not important Summary

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2157	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Low cost	109	7	21	40	40	3	-	4	-	21	-	-	29	11	13	20	7
3%			5%a	3%a	3%a	7%	-	1%	-	5%agp	-	-	4%a	2%	3%	5%agp	2%
Fast delivery	205	28	19	76	82	10	-	18	-	19	-	-	46	31	27	33	22
5%		3%	5%	6%a	6%a	2%	-	4%	-	5%	-	-	6%	6%a	6%a	6%a	5%
Next day delivery option	496	69	48	190	190	37	-	32	-	48	-	-	129	62	57	58	73
13%		8%	12%	13%a	13%a	9%	-	8%	-	12%	-	-	15%ag	13%a	13%	14%a	14%ag
Delivery within 3 days	168	31	14	56	67	14	-	16	-	14	-	-	36	20	19	27	21
4%		4%	3%	4%	5%	3%	-	4%	-	3%	-	-	4%	4%	4%	6%	5%
Convenient to post (within 1/2 mile)	171	18	17	75	61	8	-	11	-	17	-	-	49	26	25	23	13
4%		2%	4%	5%a	5%a	2%	-	3%	-	4%	-	-	5%ag	5%a	5%a	5%a	3%
Same price to send to anywhere within the UK	134	21	17	55	42	10	-	11	-	17	-	-	34	22	11	8	22
3%		2%	4%	4%	3%	2%	-	2%	-	4%	-	-	4%	5%	3%	2%	5%
Guaranteed delivery to recipient's door	94	12	7	41	35	2	-	10	-	7	-	-	25	15	11	11	13
2%		1%	2%	3%	3%	1%	-	2%	-	2%	-	-	3%a	3%a	2%	3%	3%a
Daily collection service	244	32	29	96	87	18	-	15	-	29	-	-	59	37	34	24	28
6%		4%	7%	7%a	7%a	4%	-	3%	-	7%	-	-	7%	8%a	8%a	6%	6%
Letter delivery is fulfilled in an environmentally responsible way	377	-	-	201	176	-	-	-	-	-	-	-	128	73	57	56	63
10%		-	-	16%ab	14%ab	-	-	-	-	-	-	-	16%agj	16%agj	13%agj	14%agj	14%agj

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QH2\_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Mean Summary

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	3870		492	2538	1845	2018	491	490	712	520	745	560	352	981	1232	1657	912	3575	273	3870
Weighted Base	3851	**	3851	2530	1888	1951	514	479	768	534	689	478	390	993	1302	1556	867	3400	427	3870
Effective Base	2157		278	1451	1053	1097	286	279	412	306	416	266	197	565	718	875	462	1942	208	3870
Low cost	4.19	-	4.19	4.17	4.12	<b>4.28e</b>	4.13	4.14	4.15	<b>4.32ghiklm</b>	4.19	<b>4.24gh</b>	4.17	4.13	<b>4.22n</b>	<b>4.20n</b>	<b>4.21n</b>	4.19	4.23	4.20
Fast delivery	4.00	-	4.00	3.95	3.95	<b>4.04e</b>	<b>4.08km</b>	<b>4.08km</b>	<b>4.11km</b>	<b>4.08km</b>	<b>3.93m</b>	<b>3.97m</b>	3.77	<b>4.09pq</b>	<b>4.10pq</b>	3.87	3.83	3.61	<b>3.99r</b>	4.01
Next day delivery option	3.64	-	3.64	3.58	3.66	<b>3.62</b>	<b>3.84km</b>	<b>3.85km</b>	<b>3.77km</b>	<b>3.72km</b>	3.51	3.38	3.33	<b>3.84pq</b>	<b>3.74pq</b>	3.43	3.36	3.61	<b>3.59r</b>	3.65
Delivery within 3 days	4.04	-	4.04	3.99	3.99	<b>4.05e</b>	4.01	3.97	4.06	<b>4.18ghklm</b>	4.04	3.99	3.96	3.99	<b>4.11ppq</b>	4.01	3.98	4.03	4.10	4.05
Convenient to post (within 1/2 mile)	4.07	-	4.07	4.03	3.98	<b>4.18e</b>	3.94	3.99	4.03	<b>4.16ghl</b>	<b>4.12gh</b>	4.08	<b>4.22ghl</b>	3.97	<b>4.08n</b>	<b>4.13n</b>	<b>4.14n</b>	4.07	4.09	4.05
Same price to send to anywhere within the UK	4.17	-	4.17	4.14	4.09	<b>4.24e</b>	4.05	4.09	4.08	<b>4.22gi</b>	<b>4.21gi</b>	<b>4.29ghl</b>	<b>4.31ghl</b>	4.07	4.14	<b>4.26no</b>	<b>4.30no</b>	4.17	4.15	4.20
Delivery to recipient's door	4.26	-	4.26	4.24	4.22	<b>4.30e</b>	4.15	4.11	4.19	<b>4.37ghl</b>	<b>4.35ghl</b>	<b>4.35ghl</b>	<b>4.34ghl</b>	4.13	<b>4.28n</b>	<b>4.35no</b>	<b>4.34n</b>	<b>4.28s</b>	4.13	4.30
Daily collection service	3.93	-	3.93	3.87	3.90	3.96	3.88	3.83	3.87	<b>3.99h</b>	<b>3.99h</b>	<b>4.03hl</b>	3.95	3.85	3.92	<b>3.98n</b>	<b>3.98n</b>	3.93	3.92	3.93
Letter delivery is fulfilled in an environmentally responsible way	3.52	-	3.52	3.51	3.42	<b>3.61e</b>	<b>3.63k</b>	<b>3.63k</b>	<b>3.57k</b>	3.49	3.34	3.43	<b>3.58k</b>	<b>3.63p</b>	3.54	3.43	3.50	3.48	<b>3.78r</b>	3.49

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH2\_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Mean Summary

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3870	962	1127	814	967	2089	1781	2145	1674	433	455	977	1070	675	2502	440	3225	541	1931	108
Weighted Base	3851	710	1155	939	1047	1865	1986	2303	1503	458	476	1020	1038	607	2533	466	3182	530	1918	132*
Effective Base	2157	398	655	510	596	1053	1105	1209	940	248	274	583	588	321	1445	252	1789	317	1097	69
Low cost	4.19	4.18	4.13	4.22b	4.23b	4.15	4.23a	4.17	4.21g	4.25m	4.18	4.19	4.18	4.18	4.18	4.26p	4.18	4.15	4.13	4.20
Fast delivery	4.00	4.02b	3.95	4.00	4.02b	3.99	4.01	4.06h	3.92	4.09m	3.94	3.94	4.01h	4.09m	3.97	4.09p	3.99	3.98r	3.90	3.86
Next day delivery option	3.64	3.60bd	3.55	3.67b	3.61	3.64	3.64	3.76h	3.47	3.58	3.59	3.58	3.70	3.78m	3.63	3.58	3.66	3.59	3.53	3.64
Delivery within 3 days	4.04	4.03	4.00	4.05	4.07	4.01	4.06	4.06	4.02	4.06	3.99	4.02	4.06	4.09	4.03	4.08	4.04	3.95	3.94	4.04
Convenient to post (within 1/2 mile)	4.07	4.02	4.06	4.06	4.11	4.06	4.09	4.05	4.11	4.13	4.10	4.10	4.04	4.05	4.08	4.14	4.07	4.06a	3.98	3.83
Same price to send to anywhere within the UK	4.17	4.14	4.15	4.21	4.17	4.14	4.19	4.13	4.22g	4.23	4.16	4.19	4.16	4.13	4.17	4.24	4.17	4.17	4.09	4.19
Delivery to recipient's door	4.26	4.30	4.23	4.29	4.26	4.26	4.27	4.23	4.31g	4.33	4.24	4.27	4.24	4.32	4.25	4.34	4.26	4.27a	4.19	4.05
Daily collection service	3.93	3.97	3.88	3.91	3.98	3.92	3.95	3.92	3.95	4.01	3.98	3.87	3.94	3.97	3.92	4.02	3.93	3.97r	3.83	3.89
Letter delivery is fulfilled in an environmentally responsible way	3.52	3.49	3.42	3.61b	3.58b	3.44	3.59a	3.53	3.50	3.63	3.53	3.51	3.46	3.47	3.49	3.64	3.49	3.63r	3.47	3.77r

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QH2\_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Mean Summary

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3870	2510	1360	632	1930	786	642	512	207	212	214	212	215	216	222	220	212	134	652
Weighted Base	3851	3312	538	137	3230	328	187	106	157	426	310	280	339	363	508	522	326	40*	288
Effective Base	2157	1828	333	140	1635	314	297	336	188	194	199	193	197	196	207	198	195	46	269
Low cost	4.19	4.18	4.25a	4.24	4.19	4.17	4.16	4.24	4.15	4.20	4.29klmnop	4.16	4.14	4.22i	4.21	4.18	4.15	4.02	4.19
Fast delivery	4.00	4.01b	3.94	3.93	4.00	3.98	4.04	4.07	3.97	4.03p	4.01	3.97	3.95	4.01	4.05p	4.00p	3.91	3.91	3.99
Next day delivery option	3.64	3.64	3.63	3.60	3.65	3.53	3.72a	3.68	3.58	3.69q	3.65q	3.66q	3.63q	3.61q	3.76our	3.55	3.63q	3.24	3.57q
Delivery within 3 days	4.04	4.04	4.04	4.02	4.03	4.09	4.11	4.07	3.93	4.03	4.10h	3.99	3.97	4.09	4.03	4.01	4.04	4.04	4.10h
Convenient to post (within 1/2 mile)	4.07	4.07	4.09	4.08	4.07g	4.07g	4.15g	3.92	4.00	4.11	4.08	4.14	4.00	4.22hmnop	4.02	4.03	4.08	3.89	4.10
Same price to send to anywhere within the UK	4.17	4.16	4.21	4.23	4.16	4.16	4.23	4.24	4.09	4.14	4.30hino	4.18	4.12	4.23	4.11	4.12	4.19	4.26	4.15
Delivery to recipient's door	4.26	4.26	4.29	4.40a	4.26	4.28	4.34	4.33	4.21	4.36hko	4.34k	4.19	4.22	4.30	4.21	4.19	4.28	4.37	4.27
Daily collection service	3.93	3.93	3.92	3.94	3.93	3.90	3.97	3.90	3.78	3.94	3.96	3.97	3.89	4.00h	3.95	3.93	3.91	3.76	3.92
Letter delivery is fulfilled in an environmentally responsible way	3.52	3.52	3.47	3.45	3.52	3.47	3.52	3.41	3.42	3.54	3.58	3.59	3.52	3.62	3.59	3.39	3.45	3.56	3.46

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QH2\_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Mean Summary

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	3870	1398	167	724	1353	1535	568	248	127	2888	375	1592	1508	481	170	82	3100	252	744	1836
Weighted Base	3851	1350	178*	653	1306	1514	616	258	122*	2820	380	1503	1519	530	187	76*	3022	263	833	1747
Effective Base	2157	760	91	398	722	847	344	146	78	1568	224	871	829	285	104	50	1698	153	458	1025
Low cost	4.19	4.28	4.42ac	4.29	4.30sfghj	4.19fg	4.01	4.08	4.21f	4.24efgj	4.12f	4.32imnopq	4.17mnq	3.97	3.97	4.16m	4.25mno	4.02	4.20s	4.10
Fast delivery	4.00	3.81c	3.85ac	3.74	4.13efghj	4.01fg	3.80	3.85	3.83	4.06efghj	3.84	4.15mnopq	4.02mnopq	3.72nd	3.56	3.69	4.08mnopq	3.59	4.01s	3.86
Next day delivery option	3.64	3.32	3.26	3.23	3.70f	3.65f	3.52	3.62	3.47	3.65f	3.58	3.72mnq	3.67mnq	3.48	3.27	3.47	3.78mnq	3.33	3.80s	3.42
Delivery within 3 days	4.04	3.98	4.08	3.98	4.20efghj	4.05fg	3.79	3.81	3.82	4.12efghj	3.82	4.20mnopq	4.02mnopq	3.81	3.65	3.94	4.11mnopq	3.73	3.98	3.94
Convenient to post (within 1/2 mile)	4.07	4.09	4.14	4.14	4.30efghj	4.03fg	3.83	3.83	3.99	4.16efghj	3.88	4.25mnopq	4.04mnopq	3.82	3.70	4.10mn	4.14mnopq	3.81	3.96	4.00
Same price to send to anywhere within the UK	4.17	4.21	4.27	4.28	4.41sfg	4.13fg	3.92	3.94	3.88	4.26efghj	3.92	4.37mnopq	4.12mnopq	3.84	3.92	3.98	4.25mnopq	3.94	4.12	4.11
Delivery to recipient's door	4.26	4.28	4.30	4.32	4.52sfg	4.24fg	3.91	4.09f	4.13	4.37efghj	4.10f	4.50mnopq	4.19mnopq	3.92	3.98	4.21m	4.35mnopq	4.05	4.11	4.24f
Daily collection service	3.93	3.83	3.91	3.86	4.16efghj	3.90fg	3.71	3.59	3.30g	4.02efg	3.68	4.09mnopq	3.97m	3.74	3.72	3.85	3.99mnopq	3.76	3.91	3.84
Letter delivery is fulfilled in an environmentally responsible way	3.52	3.44	3.72	3.46	3.60fg	3.50fg	3.36	3.23	3.26	3.59fg	3.24	3.50mnopq	3.54mnopq	3.35	3.16	3.37	3.56mnopq	3.21	3.72s	3.42

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
\* small base

QH2\_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Mean Summary

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	3870	224	3591	55	1108	2510	252	3749	66	31	4	3846	20
Weighted Base	3851	229	3561	61*	1098	2518	235	3692	93*	38**	6**	3823	21**
Effective Base	2157	132	1990	37	626	1392	140	2077	47	21	4	2145	10
Low cost	4.19	4.10	4.20a	4.07	4.21	4.18	4.23	4.21b	3.46	3.79h	4.43	4.19i	3.99h
Fast delivery	4.00	4.12b	3.99	3.95	4.06ef	3.98f	3.86	4.01h	3.55	3.65	4.43	4.00i	3.86
Next day delivery option	3.64	3.80	3.63	3.67	3.68	3.61	3.79a	3.65	3.54	3.29	2.70	3.64	3.87
Delivery within 3 days	4.04	4.07	4.04	3.97	4.04	4.04	3.94	4.05b	3.62	3.73	3.54	4.04h	3.53
Convenient to post (within 1/2 mile)	4.07	4.04	4.08	3.85	4.17ef	4.04	3.94	4.10h	3.38	3.63	3.84	4.07h	3.89
Same price to send to anywhere within the UK	4.17	4.12	4.17	4.20	4.20	4.16	4.11	4.19i	3.53	4.00	4.14	4.17h	3.93
Delivery to recipient's door	4.26	4.27	4.27c	4.02	4.33ef	4.25f	4.12	4.28h	3.73	3.75	4.42	4.27h	3.90
Daily collection service	3.93	3.91	3.93	3.90	3.97	3.92	3.83	3.94h	3.62	3.63	4.13	3.93i	3.83
Letter delivery is fulfilled in an environmentally responsible way	3.52	3.72b	3.50	3.53	3.49	3.52	3.62	3.53	3.26	2.89	4.33	3.52	3.33

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/ef - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QH2\_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Letters and Cards: Mean Summary

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3870	860	430	1290	1290	430	-	430	-	430	-	-	860	430	430	430	430
Weighted Base	3851	859	412	1290	1290	432	**	427	**	412	**	**	818	472	437	416	437
Effective Base	2157	441	240	726	756	215	-	226	-	240	-	-	475	253	249	248	259
Low cost	4.19	4.33 <sup>cd</sup>	4.36 <sup>cd</sup>	4.12	4.14	4.36 <sup>lmnopq</sup>	-	4.36 <sup>lmnopq</sup>	-	4.25 <sup>lmq</sup>	-	-	4.09	4.18 <sup>lmq</sup>	4.11	4.21 <sup>lmq</sup>	4.12
Fast delivery	4.00	4.17 <sup>cd</sup>	4.18 <sup>cd</sup>	3.89	3.93	4.26 <sup>lmnopq</sup>	-	4.08 <sup>lmnop</sup>	-	4.19 <sup>lmnopq</sup>	-	-	3.90	3.88	3.91	3.88 <sup>lm</sup>	3.89
Next day delivery option	3.64	3.85 <sup>cd</sup>	3.88 <sup>cd</sup>	3.52	3.58	3.80 <sup>lmnop</sup>	-	3.78 <sup>lmnop</sup>	-	3.89 <sup>lmnop</sup>	-	-	3.48	3.58	3.58	3.68 <sup>lm</sup>	3.47
Delivery within 3 days	4.04	4.21 <sup>cd</sup>	4.22 <sup>cd</sup>	3.95	3.96	4.23 <sup>lmnopq</sup>	-	4.18 <sup>lmnopq</sup>	-	4.22 <sup>lmnopq</sup>	-	-	3.95	3.94	3.96	3.98	3.93
Convenient to post (within 1/2 mile)	4.07	4.27 <sup>cd</sup>	4.19 <sup>cd</sup>	3.99	3.99	4.28 <sup>lmnopq</sup>	-	4.28 <sup>lmnopq</sup>	-	4.18 <sup>lmnopq</sup>	-	-	3.98	4.00	3.97	4.02	3.99
Same price to send to anywhere within the UK	4.17	4.30 <sup>cd</sup>	4.35 <sup>c</sup>	4.09	4.13	4.34 <sup>lmnopq</sup>	-	4.28 <sup>lmq</sup>	-	4.25 <sup>lmq</sup>	-	-	4.10	4.07	4.13	4.19	4.07
Delivery to recipient's door	4.26	4.40 <sup>cd</sup>	4.40 <sup>cd</sup>	4.20	4.19	4.42 <sup>lmnopq</sup>	-	4.36 <sup>lmnop</sup>	-	4.40 <sup>lmnopq</sup>	-	-	4.20	4.21	4.19	4.24	4.15
Daily collection service	3.93	4.11 <sup>cd</sup>	4.02 <sup>cd</sup>	3.86	3.85	4.13 <sup>lmnopq</sup>	-	4.08 <sup>lmnop</sup>	-	4.02 <sup>lmnop</sup>	-	-	3.87	3.85	3.82	3.95 <sup>p</sup>	3.79
Letter delivery is fulfilled in an environmentally responsible way	3.52	-	-	3.49	3.54	-	-	-	-	-	-	-	3.48	3.51	3.58	3.59	3.46

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QH3. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	-**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	2868
£0.00-£0.49	61	-	61	3	38	26	35	9	8	10	6	13	9	6	17	16	28	15	50	11	57
1%	-	-	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
£0.50-£0.59	71	-	71	12	31	47	24	15	17	19	8	6	3	3	32	26	12	6	67	3	68
1%	-	-	1%	2%	1%	2%	1%	2%	2%	2%	1%	1%	*	1%	2%	2%	1%	1%	1%	1%	1%
£0.60-£0.69	186	-	186	13	92	89	97	14	20	32	28	40	35	17	34	60	92	52	169	16	191
4%	-	-	4%	2%	3%	4%	4%	2%	3%	4%	4%	4%	3%	3%	3%	3%	4%	4%	4%	4%	4%
£0.70-£0.79	522	-	522	43	238	258	264	22	58	85	73	103	95	86	81	158	283	180	479	39	590
10%	-	-	10%	6%	8%	10%	10%	3%	9%	10%	10%	11%	10%	10%	6%	9%	14%	16%	10%	7%	11%
£0.80-£0.89	1013	-	1013	79	512	452	554	63	64	207	178	225	140	133	127	385	501	273	954	51	1063
20%	-	-	20%	11%	13%	16%	13%	9%	9%	10%	10%	12%	10%	10%	9%	12%	14%	14%	11%	10%	21%
£0.90-£0.99	1411	-	1411	120	859	659	751	45	77	222	250	354	264	199	123	472	816	462	1346	63	1462
27%	-	-	27%	17%	17%	26%	29%	7%	12%	12%	12%	13%	12%	12%	9%	12%	13%	14%	12%	12%	28%
Over £1.00	1898	-	1898	429	1060	983	903	521	407	441	175	182	89	82	928	616	354	172	1526	349	1730
37%	-	-	37%	27%	37%	39%	34%	16%	16%	16%	14%	14%	16%	16%	10%	10%	10%	10%	10%	10%	34%
Gave correct price (+0.85 if completed on 1st Jan 2021 - 3rd April 2022, +0.95 if completed on 4th April 2022 onwards)	447	-	447	32	201	200	243	20	18	84	88	119	57	61	37	172	237	118	416	26	454
9%	-	-	9%	5%	7%	8%	9%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	9%
Over estimated (+0.85 if completed on 1st Jan 2021 - 3rd April 2022, >0.95 if completed on 4th April 2022 onwards)	3499	-	3499	570	2022	1733	1753	575	504	705	455	578	375	305	1079	1160	1259	681	3052	419	3407
68%	-	-	68%	31%	71%	69%	67%	23%	23%	23%	23%	23%	23%	23%	20%	20%	20%	20%	20%	20%	66%
Under estimated (<0.85 if completed on 1st Jan 2021 - 3rd April 2022, <0.95 if completed on 4th April 2022 onwards)	1216	-	1216	97	607	581	631	94	131	227	173	229	201	160	225	401	590	361	1122	86	1300
24%	-	-	24%	14%	21%	23%	24%	14%	14%	14%	14%	14%	14%	14%	17%	17%	17%	17%	17%	16%	25%
Mean	1.46	-	1.46	2.85d	1.32	1.62f	1.30	2.63hijklm	1.88jkm	1.73jkm	1.06km	0.96	0.96	0.91	2.28opq	1.48pq	0.95	0.94	1.33	2.55r	1.30
Std Dev.	1.66	-	1.66	2.99	1.26	1.96	1.28	2.44	2.02	2.07	0.91	0.60	0.71	0.28	2.28	1.72	0.58	0.56	1.47	2.56	1.36
Std Error	0.02	-	0.02	0.12	0.02	0.04	0.02	0.10	0.08	0.07	0.03	0.02	0.03	0.01	0.06	0.04	0.01	0.02	0.02	0.14	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

QH3. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
£0.00-£0.49	61	10	15	21	15	25	36	34	27	14	8	7	11	13	26	14	42	6	22	2
1%	71	16	19	10	27	34	37	44	26	11	13	20	13	2	53	11	55	9	22	3
£0.50-£0.59	1%	2%	1%	1%	2%	1%	1%	1%	1%	2%	2%	2%	1%	1%	2%	2%	1%	2%	1%	1%
£0.60-£0.69	186	29	47	47	62	76	110	108	77	30	25	43	47	28	115	31	144	21	58	3
4%	522	69	190	111	152	259	263	282	235	73	70	148	126	76	344	77	426	41	153	2
10%	1013	143	337	215	319	480	533	570	424	130	119	266	287	155	671	130	838	53	299	29
£0.80-£0.89	20%	15%	21%	18%	22%	19%	20%	19%	21%	20%	18%	20%	21%	19%	20%	20%	20%	10%	18%	21%
£0.90-£0.99	1411	193	478	345	395	671	740	737	658	155	206	355	405	186	965	155	1170	153	620	40
27%	1898	485	508	429	475	993	905	1300	965	226	219	494	483	355	1195	230	1576	247	744	53
Over £1.00	37%	20%	30%	29%	27%	26%	28%	24%	33%	24%	31%	26%	29%	23%	29%	24%	28%	29%	32%	30%
Gave correct price (<0.85 if completed on 1st Jan 2021 - 3rd April 2022, <0.95 if completed on 4th April 2022 onwards)	447	60	169	84	134	229	218	257	184	50	48	115	141	67	304	50	380	17	116	11
9%	37%	6%	11%	7%	9%	9%	8%	8%	9%	8%	7%	9%	10%	8%	9%	8%	9%	3%	6%	8%
Over estimated (>0.85 if completed on 1st Jan 2021 - 3rd April 2022, >0.95 if completed on 4th April 2022 onwards)	3499	704	1034	803	957	1739	1760	2151	1293	412	456	888	930	562	2284	416	2894	414	1431	98
24%	68%	75%	65%	68%	68%	67%	71%	64%	63%	63%	69%	67%	68%	69%	68%	64%	65%	78%	72%	75%
Under estimated (<0.85 if completed on 1st Jan 2021 - 3rd April 2022, <0.85 if completed on 4th April 2022 onwards)	1216	181	390	291	354	571	645	666	536	176	153	326	302	185	780	181	976	99	372	23
24%	19%	25%	25%	24%	22%	25%	22%	27%	27%	17%	23%	24%	22%	23%	23%	28%	23%	19%	19%	17%
Mean	1.46	2.33bcd	1.29	1.29	1.21	1.68f	1.24	1.62h	1.19	1.38	1.42	1.28	1.40	2.04jklmn	1.36	1.37	1.48	1.58r	1.34	1.60v
Std Dev.	1.66	2.70	1.26	1.27	1.18	1.99	1.22	1.88	1.21	1.67	1.65	1.17	1.53	2.46	1.43	1.66	1.69	1.78	1.24	2.08
Std Error	0.02	0.08	0.03	0.04	0.03	0.04	0.03	0.04	0.03	0.07	0.07	0.03	0.04	0.08	0.02	0.07	0.03	0.08	0.03	0.20

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QH3. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
£0.00-£0.49	61	54	7	3	52	4	4	1	1	6	5	12	2	4	13	7	2	*	4
1%	1%	1%	1%	2%	1%	1%	2%	1%	*	1%	1%	2% <b>h</b>	*	1%	2%	1%	*	1%	1%
£0.50-£0.59	71	63	7	1	59	7	4	2	1	10	5	*	4	11	11	8	7	*	6
1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	2%	1%	*	1%	2%	2%	1%	2%	*	2%
£0.60-£0.69	186	158	28	7	156	19	7	3	7	18	17	9	29	20	15	20	22	3	16
4%	4%	4%	4%	3%	4%	4%	3%	2%	3%	3%	4%	2%	6% <b>h</b>	4%	2%	3%	5%	5%	4%
£0.70-£0.79	522	440	82	30	427	51	25	19	30	61	45	39	43	52	45	56	55	6*	46
16%	16%	11%	11%	16% <b>h</b>	16%	12%	10%	13% <b>h</b>	14% <b>h</b>	11%	11%	10%	10%	11%	7%	8%	12% <b>h</b>	11%	12% <b>h</b>
£0.80-£0.89	1013	854	155	35	842	90	52	29	42	127	99	67	84	103	78	153	84	12	75
20%	20%	19%	22%	19%	19%	21%	21%	20%	20% <b>h</b>	22% <b>h</b>	23% <b>h</b>	18% <b>h</b>	18% <b>h</b>	21% <b>h</b>	12%	22% <b>h</b>	18% <b>h</b>	23% <b>h</b>	21% <b>h</b>
£0.90-£0.99	1411	1170	241	59	1180	117	73	42	54	155	122	101	113	142	146	193	154	15	101
27%	27%	26%	33% <b>h</b>	31%	27%	27%	30%	29%	26%	27%	29%	27%	25%	30% <b>h</b>	22%	27%	35% <b>h</b>	29%	27%
Over £1.00	1898	1699	199	55	1623	145	83	47	74	189	133	146	180	148	371	264	118	16	129
37%	37%	33% <b>h</b>	28%	29%	37%	34%	33%	33%	33% <b>h</b>	33%	31%	33% <b>h</b>	43% <b>h</b>	31%	15% <b>h</b>	14% <b>h</b>	27%	30%	24% <b>h</b>
Gave correct price (<0.85 if completed on 1st Jan 2021 - 3rd April 2022, <0.95 if completed on 4th April 2022 onwards)	447	376	71	14	363	48	23	13	19	56	37	25	34	41	36	72	42	6	41
	9%	8%	10%	7%	8%	11%	9%	9%	9%	10% <b>h</b>	9%	7%	7%	9%	5%	10% <b>h</b>	10%	12% <b>h</b>	11% <b>h</b>
Over estimated (>0.85 if completed on 1st Jan 2021 - 3rd April 2022, >0.95 if completed on 4th April 2022 onwards)	3499	3027	472	119	2962	274	167	95	136	371	273	260	310	312	526	491	263	32	242
68%	68%	65%	62%	63% <b>h</b>	63%	68%	67%	67%	65%	66%	64%	69%	68%	65%	71% <b>h</b>	70% <b>h</b>	64%	67%	63%
Under estimated (<0.85 if completed on 1st Jan 2021 - 3rd April 2022, <0.85 if completed on 4th April 2022 onwards)	1216	1035	180	58	1013	112	57	35	54	138	115	90	111	127	116	143	118	14	88
24%	24%	23%	25%	30% <b>h</b>	23%	26%	23%	24%	25% <b>h</b>	24% <b>h</b>	27% <b>h</b>	24% <b>h</b>	24% <b>h</b>	26% <b>h</b>	17%	20%	27% <b>h</b>	27%	26% <b>h</b>
Mean	1.46	1.51 <b>h</b>	1.16	1.06	1.49 <b>h</b>	1.29	1.20	1.29	1.28	1.45 <b>h</b>	1.31	1.39	1.32	1.19	2.40 <b>h</b>	1.33	1.31	1.69 <b>h</b>	1.23
Std Dev.	1.66	1.73	1.10	0.71	1.72	1.36	1.09	1.39	1.29	1.74	1.40	1.47	1.28	1.08	2.67	1.35	1.53	2.15	1.20
Std Error	0.02	0.03	0.03	0.03	0.03	0.04	0.04	0.05	0.08	0.10	0.08	0.09	0.08	0.06	0.16	0.08	0.09	0.16	0.04

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QH3. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
	Total	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
£0.00-£0.49	61	21	5	11	21	21	11	6	2	42	8	25	24	5	4	2	49	6	8	22
1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%
£0.50-£0.59	71	28	6	9	18	25	12	9	4	43	13	18	34	11	5	*	52	5	13	22
1%	2%	3%	1%	1%	1%	1%	1%	3%	2%	1%	3%	1%	2%	1%	2%	*	1%	1%	2%	1%
£0.60-£0.69	186	65	12	28	64	72	32	8	8	135	16	63	75	22	14	5	138	20	16	67
4%	4%	5%	3%	4%	4%	4%	4%	2%	5%	4%	3%	3%	4%	3%	5%	5%	3%	5%	2%	4%
£0.70-£0.79	522	229	40	135	178	210	75	40	14	388	54	187	207	80	22	17	394	39	54	143
10%	13%	17%	16%	10%	10%	9%	11%	8%	8%	10%	10%	10%	10%	11%	8%	17%	10%	11%	6%	8%
£0.80-£0.89	1013	434	56	207	340	422	143	65	38	761	103	362	419	164	44	13	782	58	95	284
20%	24%	24%	23%	19%	21%	17%	17%	18%	23%	20%	20%	18%	21%	22%	17%	13%	20%	16%	11%	16%
£0.90-£0.99	1411	600	70	314	594	530	167	78	35	1124	113	627	487	187	75	28	1114	103	199	613
27%	33%	29%	36%	24% 24% 23%	24% 23% 23%	20% 22% 21%	22% 21% 21%	21% 21% 21%	22% 22% 22%	22% 22% 22%	22% 22% 22%	23% 23% 23%	24% 24% 24%	25% 25% 25%	28% 28% 28%	28% 28% 28%	28% 28% 28%	28% 28% 28%	24% 24% 24%	24% 24% 24%
Over £1.00	1898	428	48	176	539	743	373	149	64	1281	212	679	781	276	98	33	1461	131	448	596
37%	24%	20%	20%	31% 31% 31%	37% 37% 37%	46% 46% 46%	42% 42% 42%	39% 39% 39%	34% 34% 34%	41% 41% 41%	35% 35% 35%	35% 35% 35%	39% 39% 39%	37% 37% 37%	34% 34% 34%	37% 37% 37%	36% 36% 36%	34% 34% 34%	34% 34% 34%	
Gave correct price (+0.85 if completed on 1st Jan 2021 - 3rd April 2022, +0.95 if completed on 4th April 2022 onwards)	447	175	16	76	169	176	63	25	12	345	36	174	169	68	23	6	343	29	31	112
9%	10%	7%	9%	10%	9%	8%	7%	7%	9%	7%	9%	9%	8%	9%	6%	9%	8%	4%	4%	6%
Over estimated (+0.85 if completed on 1st Jan 2021 - 3rd April 2022, +0.95 if completed on 4th April 2022 onwards)	3499	1107	136	531	1193	1362	573	235	101	2555	336	1371	1347	501	179	62	2719	241	679	1264
68%	61%	57%	60%	68%	67%	70%	66%	61%	61%	68%	65%	70%	66%	67%	63%	68%	67%	67%	62% 62% 62%	72% 72% 72%
Under estimated (+0.85 if completed on 1st Jan 2021 - 3rd April 2022, +0.95 if completed on 4th April 2022 onwards)	1216	523	85	273	392	484	181	94	52	875	146	416	511	176	62	30	927	92	123	370
24%	29%	36%	31%	22%	24%	22%	27%	32% 32% 32%	23% 23% 23%	28% 28% 28%	21% 21% 21%	25% 25% 25%	24% 24% 24%	23% 23% 23%	31% 31% 31%	23% 23% 23%	25% 25% 25%	15% 15% 15%	21% 21% 21%	
Mean	1.46	1.11	1.12	1.03	1.46	1.42	1.51	1.56	1.42	1.44	1.51	1.49	1.48	1.37	1.32	1.33	1.48	1.32	1.88% 1.88% 1.88%	1.20
Std Dev	1.66	1.01	1.32	0.82	1.80	1.58	1.61	1.60	1.30	1.69	1.51	1.72	1.71	1.51	1.35	1.25	1.71	1.32	1.92	1.05
Std Error	0.02	0.02	0.09	0.03	0.04	0.03	0.06	0.09	0.10	0.03	0.07	0.04	0.04	0.06	0.09	0.12	0.03	0.07	0.07	0.02

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
\* small base

QH3. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
£0.00-£0.49	61	8	52	1	22	29	10	57	1	-	-	59	2
%	1%	2%	1%	1%	1%	1%	3%	1%	1%	1%	-	1%	7%
£0.50-£0.59	71	5	65	*	18	49	4	67	3	*	-	71	-
%	1%	2%	1%	1%	1%	1%	1%	1%	3%	*	-	1%	-
£0.60-£0.69	186	5	177	3	61	118	7	179	*	4	2	184	-
%	4%	2%	4%	4%	4%	4%	2%	4%	*	9%	24%	4%	-
£0.70-£0.79	522	19	482	12	141	345	36	505	10	8	-	521	1
%	10%	6%	10%	13%	9%	10%	11%	10%	9%	12%	-	10%	4%
£0.80-£0.89	1013	41	958	14	256	701	56	895	8	9	-	1012	1
%	20%	12%	20%	18%	17%	21%	17%	20%	6%	19%	-	20%	5%
£0.90-£0.99	1411	85	1316	10	422	934	55	1376	15	10	2	1401	8
%	27%	26%	27%	12%	22%	23%	17%	23%	13%	21%	2%	23%	3%
Over £1.00	1899	172	1687	40	570	1113	156	1782	80	18	5	1880	14
%	37%	31%	36%	30%	38%	35%	48%	36%	65%	38%	56%	37%	53%
Gave correct price (+0.85 if completed on 1st Jan 2021 - 3rd April 2022, +0.95 if completed on 4th April 2022 onwards)	447	16	423	8	103	317	8	439	3	5	-	447	-
%	9%	5%	9%	10%	7%	9%	8%	9%	2%	10%	-	9%	-
Over estimated (+0.85 if completed on 1st Jan 2021 - 3rd April 2022, +0.95 if completed on 4th April 2022 onwards)	3499	291	3185	52	1037	2237	225	3341	98	30	6	3470	23
%	68%	78%	67%	65%	70%	67%	70%	67%	84%	65%	76%	68%	88%
Under estimated (+0.85 if completed on 1st Jan 2021 - 3rd April 2022, +0.95 if completed on 4th April 2022 onwards)	1216	57	1139	19	350	794	72	1183	16	12	2	1211	3
%	24%	17%	24%	24%	23%	24%	22%	24%	14%	25%	24%	24%	12%
Mean	1.46	1.40	1.48	1.64	1.35	1.64	1.42	1.42	2.57	2.35	1.83	1.45	1.91
Std Dev	1.66	2.58	1.55	2.18	2.02	1.44	1.79	1.61	2.30	3.03	2.17	1.66	1.68
Std Error	0.02	0.14	0.02	0.25	0.05	0.03	0.10	0.02	0.25	0.46	0.97	0.02	0.34

Proportions/Mean: columns tested (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH3. Giving your best guess, how much do you think a first class stamp for a standard letter costs today?

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	800	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248
£0.00-£0.49	61	22	8	16	15	5	3	14	-	3	5	-	9	7	5	5
1%	1%	2%	1%	1%	1%	1%	1%	3% <b>h</b>	-	1%	1%	-	1%	1%	1%	1%
£0.50-£0.59	71	20	16	24	11	4	7	9	5	8	3	-	17	8	1	5
1%	1%	2%	1%	2%	1%	1%	2%	2% <b>h</b>	1%	2% <b>h</b>	1%	-	2% <b>h</b>	2%	-	1%
£0.60-£0.69	188	60	44	37	45	17	24	19	18	19	9	-	23	14	20	15
4%	4%	5%	3%	3%	4%	4%	4%	4%	3%	5%	2%	-	3%	3%	5%	4%
£0.70-£0.79	522	220	105	121	76	99	71	50	32	44	29	-	81	40	28	19
10%	10%	17% <b>hcd</b>	8%	9% <b>d</b>	6%	23% <b>ghijlmnop</b>	17% <b>hijlmnop</b>	12% <b>h</b>	7%	11% <b>h</b>	7%	-	10% <b>h</b>	9%	6%	5%
£0.80-£0.89	1013	401	232	196	184	113	137	151	78	74	80	-	119	77	63	66
20%	20%	31% <b>hcd</b>	18%	15%	14%	20% <b>hijlmnop</b>	30% <b>hijlmnop</b>	30% <b>hijlmnop</b>	17%	18%	12% <b>h</b>	-	15%	16%	15%	16%
£0.90-£0.99	1414	161	417	385	425	56	52	73	166	129	122	-	258	130	129	123
27%	27%	14%	32% <b>h</b>	30% <b>h</b>	33% <b>h</b>	13%	12%	17%	36% <b>efgh</b>	31% <b>efgh</b>	29% <b>efgh</b>	-	32% <b>efgh</b>	28% <b>efgh</b>	29% <b>efgh</b>	30% <b>efgh</b>
Over £1.00	1898	386	469	508	535	138	138	110	167	134	168	-	312	196	191	183
37%	37%	30%	36% <b>h</b>	39% <b>h</b>	41% <b>h</b>	32%	32%	26%	38% <b>h</b>	33%	40% <b>h</b>	-	38% <b>h</b>	42% <b>h</b>	44% <b>h</b>	44% <b>h</b>
Gave correct price (+0.85 if completed on 1st Jan 2021 - 3rd April 2022; +0.95 if completed on 4th April 2022 onwards)	447	208	96	66	77	59	69	79	30	27	39	-	37	29	25	29
9%	9%	10% <b>hcd</b>	7%	5%	6%	14% <b>hijlmnop</b>	15% <b>hijlmnop</b>	15% <b>hijlmnop</b>	6%	7%	9% <b>d</b>	-	4%	6%	6%	7%
Over estimated (+0.85 if completed on 1st Jan 2021 - 3rd April 2022; +0.95 if completed on 4th April 2022 onwards)	3499	634	921	952	992	213	206	214	347	274	299	-	605	346	328	313
68%	68%	49%	71% <b>h</b>	74% <b>h</b>	77% <b>h</b>	49%	48%	50%	76% <b>efgh</b>	67% <b>efgh</b>	72% <b>efgh</b>	-	74% <b>efgh</b>	73% <b>efgh</b>	75% <b>efgh</b>	75% <b>efgh</b>
Under estimated (<0.85 if completed on 1st Jan 2021 - 3rd April 2022; <0.95 if completed on 4th April 2022 onwards)	1216	448	274	273	220	160	156	133	87	110	77	-	176	97	84	74
24%	24%	30% <b>hcd</b>	21% <b>d</b>	21% <b>d</b>	17%	13% <b>hijlmnop</b>	13% <b>hijlmnop</b>	11% <b>hijlmnop</b>	19%	21% <b>h</b>	19%	-	21% <b>h</b>	21%	19%	18%
Mean	1.46	1.42	1.50 <b>d</b>	1.42	1.40	1.59	1.33	1.34	1.57 <b>h</b>	1.47	1.61	-	1.39	1.47	1.48	1.40
Std Dev.	1.66	1.76	1.95	1.48	1.37	2.04	1.54	1.66	2.07	1.76	2.00	-	1.38	1.65	1.57	1.31
Std Error	0.02	0.05	0.05	0.04	0.04	0.10	0.07	0.08	0.10	0.08	0.10	-	0.05	0.08	0.08	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

QH4. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2883	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	-**	5161	699	2830	2513	2827	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	2868
£0.00-£0.49	261	-	261	30	129	151	110	48	45	54	37	40	24	13	93	91	77	37	222	36	267
5%	-	-	5%	4%	5%	6%	4%	7%	7%	5%	5%	4%	4%	2%	7%	8%	4%	3%	5%	7%	5%
£0.50-£0.59	457	-	457	31	225	247	209	46	89	107	60	75	62	38	116	167	175	100	415	38	435
9%	-	-	9%	4%	3%	10%	8%	7%	11%	10%	8%	8%	7%	9%	10%	8%	9%	9%	9%	7%	8%
£0.60-£0.69	1559	-	1559	149	853	706	841	72	104	258	236	371	261	248	176	494	881	509	1459	84	1615
30%	-	-	30%	21%	31%	28%	32%	10%	16%	33%	33%	40%	41%	47%	13%	39%	42%	44%	32%	16%	31%
£0.70-£0.79	1086	-	1086	82	593	520	559	68	88	186	203	243	160	139	156	389	541	299	1021	63	1157
21%	-	-	21%	12%	21%	21%	21%	10%	14%	18%	25%	26%	25%	26%	12%	22%	26%	26%	22%	12%	22%
£0.80-£0.89	574	-	574	54	374	270	303	50	79	77	133	79	66	66	129	167	278	145	533	38	604
11%	-	-	11%	8%	13%	11%	12%	7%	13%	9%	11%	13%	13%	13%	10%	10%	13%	13%	12%	7%	12%
£0.90-£0.99	202	-	202	33	114	93	109	23	25	59	36	27	24	8	48	95	59	33	175	22	215
4%	-	-	4%	5%	4%	4%	4%	3%	4%	6%	6%	4%	4%	3%	4%	9%	3%	3%	4%	4%	4%
Over £1.00	1030	-	1030	319	532	527	495	382	241	263	68	38	23	14	623	331	75	38	766	250	870
20%	-	-	20%	40%	19%	21%	19%	35%	37%	26%	5%	3%	4%	3%	40%	19%	4%	3%	17%	4%	17%
Gave correct price (≥0.68 if completed on 1st Jan 2021 - 3rd April 2022, <0.68 if completed on 4th April 2022 onwards)	118	-	118	12	56	52	66	5	9	24	10	42	10	9	14	34	70	28	111	7	131
2%	-	-	2%	2%	2%	2%	3%	1%	1%	2%	1%	4%	1%	2%	1%	2%	3%	2%	2%	1%	3%
Over estimated (≥0.66 if completed on 1st Jan 2021 - 3rd April 2022, >0.68 if completed on 4th April 2022 onwards)	3411	-	3411	537	1932	1640	1755	533	480	665	463	555	396	339	993	1128	1290	735	2996	390	3401
66%	-	-	66%	7%	6%	65%	67%	17%	17%	65%	65%	60%	62%	64%	74%	65%	62%	63%	65%	7%	66%
Under estimated (<0.66 if completed on 1st Jan 2021 - 3rd April 2022, <0.68 if completed on 4th April 2022 onwards)	1632	-	1632	150	842	821	806	151	183	327	244	329	219	178	335	571	726	397	1483	134	1629
32%	-	-	32%	21%	30%	33%	31%	22%	28%	32%	34%	35%	34%	34%	29%	33%	35%	34%	32%	25%	32%
Mean	1.06	-	1.06	2.12d	0.94	1.17f	0.96	1.72hijklm	1.35jkm	1.23jkm	0.78km	0.72	0.75	0.71	1.54opq	1.08pq	0.73	0.73	0.97	1.85r	0.95
Std Dev.	1.22	-	1.22	2.39	0.83	1.48	0.89	1.75	1.49	1.66	0.62	0.33	0.56	0.22	1.64	1.36	0.39	0.44	1.05	2.02	0.95
Std Error	0.02	-	0.02	0.10	0.02	0.03	0.02	0.07	0.06	0.05	0.02	0.01	0.02	0.01	0.05	0.03	0.01	0.01	0.02	0.11	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QH4. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
£0.00-£0.49	261	44	81	65	71	125	136	165	94	38	34	65	64	42	164	38	209	26	83	8
5%		5%	5%	6%	5%	5%	5%	5%	5%	6%	5%	5%	5%	5%	5%	6%	5%	5%	4%	6%
£0.50-£0.59	457	81	136	110	130	218	240	281	174	62	62	123	104	79	289	64	369	43	133	8
5%		5%	5%	9%	9%	9%	9%	9%	9%	10%	9%	9%	8%	10%	9%	10%	9%	8%	7%	6%
£0.60-£0.69	1550	191	531	364	464	722	828	793	734	194	174	426	449	205	1049	198	1279	143	569	28
30%		20%	33%a	31%a	32%a	28%	32%	26%	36%a	30%	27%	32%a	33%a	25%	34%a	31%	30%	27%	30%	21%
£0.70-£0.79	1086	171	358	249	308	530	557	633	441	124	148	265	303	158	715	124	894	71	422	36
21%		16%	22%	21%	21%	21%	21%	21%	22%	19%	22%	20%	22%	19%	21%	13%	21%	13%	22%a	23%a
£0.80-£0.89	574	106	181	115	172	287	287	320	245	67	89	149	152	86	390	67	478	70	264	15
11%		11%	11%	10%	12%	11%	11%	10%	12%	10%	14%	11%	11%	11%	12%	10%	11%	13%	14%	12%
£0.90-£0.99	202	38	46	30	49	84	118	137	63	21	33	66	50	20	149	23	176	32	79	4
4%		4%	3%	4%	5%b	3%	5%	4%	3%	3%	5%a	5%a	4%	2%	4%	4%	6%	6%	4%	3%
Over £1.00	1030	314	290	225	232	574	456	746	262	132	117	244	251	225	612	134	847	145	367	31
20%		33%b	16%	19%	16%	23%a	17%	21%a	13%	21%	16%	18%	18%	23%a	16%	21%	20%	23%a	19%	23%
Gave correct price (<0.66 if completed on 1st Jan 2021 - 3rd April 2022, <0.66 if completed on 4th April 2022 onwards)	118	20	42	32	25	61	57	67	51	15	5	31	35	24	72	15	99	2	25	-
2%		2%	3%	3%	2%	2%	2%	2%	3%	2%	1%	2%	3%j	3%j	2%	2%	2%	2	1%	-
Over estimated (>0.66 if completed on 1st Jan 2021 - 3rd April 2022, >0.66 if completed on 4th April 2022 onwards)	3411	702	1033	743	933	1735	1676	2066	1296	412	444	897	879	548	2220	416	2814	374	1385	92
66%		74%b	65%	63%	65%	63%a	64%	67%	64%	64%	68%	67%	64%	67%	66%	64%	66%	71%	72%	70%
Under estimated (<0.66 if completed on 1st Jan 2021 - 3rd April 2022, <0.66 if completed on 4th April 2022 onwards)	1632	224	519	403	487	742	890	942	666	212	208	411	458	243	1077	217	1338	154	508	39
32%		24%	33%a	34%a	34%a	29%	34%a	31%	33%	33%	32%	31%	33%	30%	32%	33%	31%	29%	26%	30%
Mean	1.06	1.67bc	0.95	0.95	0.87	1.22f	0.91	1.10h	0.86	1.02	1.00	0.93	1.01	1.52gh	0.97	1.01	1.08	1.09r	0.95	1.23r
Std Dev.	1.22	2.08	0.89	0.96	0.73	1.49	0.84	1.44	0.70	1.15	0.97	0.80	1.11	2.02	0.97	1.14	1.25	1.08	0.81	1.46
Std Error	0.02	0.06	0.02	0.03	0.02	0.03	0.02	0.03	0.01	0.05	0.04	0.02	0.03	0.07	0.02	0.05	0.02	0.05	0.02	0.14

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QH4. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
£0.00-£0.49	261	229	32	7	219	23	13	6	12	35	19	24	20	30	38	27	15	1	21
5%	5%	5%	4%	5%	5%	5%	4%	6%	6%	6%	4%	6%	4%	6%	4%	4%	3%	2%	6%
£0.50-£0.59	457	391	66	18	395	36	18	9	18	48	47	22	43	44	50	70	45	3	28
5%	9%	9%	10%	10%	9%	8%	7%	6%	9%	9%	11%	6%	11%	9%	7%	10%	10%	16%	7%
£0.60-£0.69	1550	1292	258	60	1295	141	66	49	60	195	143	104	118	159	150	239	126	16	126
30%	29%	36%	32%	30%	33%	27%	34%	29%	34%	34%	28%	26%	33%	22%	34%	29%	30%	33%	33%
£0.70-£0.79	1086	908	178	50	887	99	67	33	54	112	82	82	95	104	96	142	121	11	89
21%	20%	29%	26%	20%	23%	17%	23%	13%	23%	20%	19%	22%	21%	22%	14%	20%	21%	21%	23%
£0.80-£0.89	574	495	79	25	468	52	39	17	13	55	52	46	55	43	58	79	62	5	47
11%	11%	11%	13%	11%	12%	13%	12%	9%	9%	10%	12%	12%	9%	9%	11%	14%	10%	10%	12%
£0.90-£0.99	202	174	28	7	170	17	9	6	10	25	14	23	24	27	28	11	8	1	16
4%	4%	4%	4%	4%	4%	4%	4%	4%	5%	4%	3%	6%	5%	6%	4%	2%	2%	2%	4%
Over £1.00	1030	949	81	23	904	65	38	24	38	95	68	74	93	72	258	138	67	10	54
20%	20%	18%	12%	15%	15%	15%	17%	18%	18%	17%	16%	20%	20%	15%	33%	20%	15%	20%	14%
Gave correct price (+0.66 if completed on 1st Jan 2021 - 3rd April 2022, +0.66 if completed on 4th April 2022 onwards)	118	102	16	1	100	11	3	5	3	23	6	8	5	11	14	16	14	*	10
2%	2%	2%	1%	2%	2%	1%	4%	2%	2%	4%	1%	2%	1%	2%	2%	3%	1%	1%	3%
Over estimated (+0.66 if completed on 1st Jan 2021 - 3rd April 2022, +0.66 if completed on 4th April 2022 onwards)	3411	2947	463	130	2862	280	172	97	143	348	261	255	302	311	494	449	299	35	245
65%	65%	64%	68%	65%	65%	65%	65%	65%	68%	61%	61%	68%	66%	65%	71%	64%	68%	67%	64%
Under estimated (+0.66 if completed on 1st Jan 2021 - 3rd April 2022, +0.66 if completed on 4th April 2022 onwards)	1632	1389	243	59	1377	143	73	40	63	195	158	113	148	158	170	241	130	17	126
32%	31%	34%	31%	32%	33%	30%	28%	30%	30%	34%	37%	30%	33%	33%	25%	34%	29%	33%	33%
Mean	1.06	1.08bc	0.85	0.80	1.09efh	0.91	0.87	0.95	0.89	1.00	0.94	1.03	0.97	0.88	1.17ghklmnop	0.99	0.95	1.10hmn	0.88
Std Dev.	1.22	1.28	0.74	0.48	1.27	0.94	0.70	0.90	0.88	1.03	0.94	1.06	0.90	0.74	2.18	1.09	1.00	1.49	0.83
Std Error	0.02	0.02	0.02	0.02	0.03	0.03	0.02	0.03	0.04	0.06	0.06	0.06	0.05	0.04	0.13	0.06	0.06	0.11	0.03

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QH4. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
£0.00-£0.49	261	74	12	32	69	107	47	22	12	175	34	82	116	30	22	4	198	27	27	90
5%	5%	4%	5%	4%	4%	5%	6%	6%	7%	5%	3% <b>nc</b>	4%	6%	4%	2% <b>nk</b>	4%	5%	3%	3%	5%
£0.50-£0.59	457	152	30	67	132	175	94	31	17	307	47	168	160	85	26	8	328	34	45	139
9%	9%	8%	13%	8%	8%	9%	11% <b>nd</b>	9%	10%	8%	9%	9%	8%	11% <b>nb</b>	10%	8%	8%	9%	5%	8%
£0.60-£0.69	1550	727	98	387	605	597	201	93	45	1202	137	583	604	229	77	38	1187	115	185	556
30%	30%	40%	41%	44%	34% <b>netg</b>	37% <b>nl</b>	25%	26%	27%	32% <b>n</b>	27%	30%	30%	31%	29%	38%	30%	32%	22%	32% <b>nr</b>
£0.70-£0.79	1086	411	51	213	400	447	146	64	27	846	91	443	415	155	56	13	858	69	129	401
21%	21%	23%	23%	24%	23% <b>nd</b>	22%	18%	18%	17%	22% <b>nc</b>	18%	23%	20%	21%	13%	22%	19%	16%	16%	23% <b>nr</b>
£0.80-£0.89	574	220	21	107	190	214	96	47	20	404	68	228	221	80	28	14	449	42	106	243
11%	11%	12%	9%	12%	11%	11%	12%	13%	12%	11%	13%	12%	11%	11%	14%	11%	12%	13%	14%	14%
£0.90-£0.99	202	54	4	20	59	90	37	7	6	149	13	81	80	23	9	6	161	15	46	69
4%	4%	3%	2%	2%	3%	4%	5%	2%	4%	4%	3%	4%	4%	3%	4%	6%	4%	5%	4%	4%
Over £1.00	1030	168	21	54	300	392	106	90	37	692	127	377	431	145	44	17	808	61	295	248
20%	20%	9% <b>nc</b>	9%	6%	17%	19%	24% <b>ndal</b>	20% <b>nl</b>	23%	18%	24% <b>ndn</b>	19%	21%	19%	17%	20%	17%	15% <b>nc</b>	14%	14%
Gave correct price (+0.66 if completed on 1st Jan 2021 - 3rd April 2022, +0.68 if completed on 4th April 2022 onwards)	118	72	11	35	37	50	18	5	5	88	10	38	52	21	7	*	91	7	7	19
2%	2%	4%	5%	4%	2%	2%	2%	1%	3%	2%	2%	2%	3%	3%	2%	*	2%	2%	1%	1%
Over estimated (+0.66 if completed on 1st Jan 2021 - 3rd April 2022, +0.68 if completed on 4th April 2022 onwards)	3411	1168	135	586	1187	1332	534	230	100	2519	330	1353	1338	468	160	61	2691	221	655	1197
66%	66%	65%	57%	67% <b>lb</b>	68%	66%	65%	65%	61%	67%	64%	69% <b>lmc</b>	66%	63%	61%	62%	67%	61%	79% <b>nc</b>	69%
Under estimated (+0.66 if completed on 1st Jan 2021 - 3rd April 2022, +0.68 if completed on 4th April 2022 onwards)	1632	565	91	259	529	639	264	118	60	1168	178	570	637	257	96	38	1207	134	171	531
32%	32%	31%	38%	29%	30%	32%	32%	33%	36%	31%	34%	29%	31%	34% <b>nc</b>	37%	38%	30%	37% <b>lcp</b>	21%	30% <b>nr</b>
Mean	1.06	0.82	0.85	0.78	1.12	1.04	1.01	1.05	0.97	1.07	1.02	1.12% <b>mc</b>	1.07	0.96	0.89	0.94	1.09% <b>nc</b>	0.90	1.21% <b>nc</b>	0.85
Std Dev	1.22	0.65	0.92	0.57	1.45	1.16	0.97	0.89	0.82	1.31	0.87	1.39	1.21	0.91	0.69	0.78	1.30	0.71	1.29	0.62
Std Error	0.02	0.02	0.06	0.02	0.03	0.03	0.04	0.05	0.06	0.02	0.04	0.03	0.03	0.04	0.05	0.07	0.02	0.04	0.05	0.01

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - j/k/l/m/n/o/p/q - r/s  
 \* small base

QH4. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

Total	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
£0.00-£0.49	261	16	241	5	81	160	20	248	6	3	-	258	3
5%	5%	5%	6%	6%	5%	5%	6%	5%	6%	7%	-	5%	12%
£0.50-£0.59	457	11	444	2	123	300	34	437	13	4	2	454	1
9%	3%	9% <sup>a</sup>	3%	8%	9%	10%	9%	9%	11%	8%	24%	9%	5%
£0.60-£0.69	1550	77	1451	22	419	1049	82	1519	12	12	2	1543	6
30%	23%	31% <sup>a</sup>	27%	28%	31%	25%	31% <sup>b</sup>	70%	26%	21%	30% <sup>b</sup>	22%	
£0.70-£0.79	1088	58	1020	8	307	730	49	1084	4	15	-	1083	4
21%	17%	21%	10%	21%	22% <sup>c</sup>	16%	21% <sup>b</sup>	3%	32%	-	21% <sup>b</sup>	14%	
£0.80-£0.89	574	48	512	14	172	380	22	555	10	6	-	571	2
11%	14%	11%	17%	12%	11% <sup>c</sup>	7%	11%	8%	14%	7%	-	11%	9%
£0.90-£0.99	202	18	181	3	49	137	16	195	5	-	2	200	-
4%	6%	4%	3%	3%	4%	5%	4%	4%	4%	-	23%	4%	-
Over £1.00	1030	100	897	26	335	591	101	944	66	7	3	1017	10
20%	32% <sup>b</sup>	19%	33% <sup>b</sup>	23% <sup>a</sup>	18%	31% <sup>b</sup>	19%	67% <sup>b</sup>	14%	33%	20%	38%	
Gave correct price (+0.66 if completed on 1st Jan 2021 - 3rd April 2022, +0.68 if completed on 4th April 2022 onwards)	118	9	107	2	23	85	10	116	-	2	-	118	-
2%	3%	2%	3%	2%	3%	3%	2%	2%	-	4%	-	2%	-
Over estimated (+0.66 if completed on 1st Jan 2021 - 3rd April 2022, +0.68 if completed on 4th April 2022 onwards)	3411	250	3104	56	1022	2179	209	3271	86	31	6	3388	16
66%	75% <sup>b</sup>	65%	70%	69%	65%	65%	66%	74%	66%	76%	66%	62%	
Under estimated (<0.66 if completed on 1st Jan 2021 - 3rd April 2022, <0.68 if completed on 4th April 2022 onwards)	1632	75	1536	22	444	1084	104	1576	30	14	2	1620	10
32%	22%	32% <sup>a</sup>	27%	30%	32%	32%	32%	26%	29%	24%	32%	38%	
Mean	1.06	1.09 <sup>b</sup>	1.01	1.30	1.22 <sup>a</sup>	0.97	1.23 <sup>b</sup>	1.04	1.23 <sup>b</sup>	1.03	1.51	1.06	1.47
Std Dev	1.22	2.14	1.11	1.34	1.55	0.99	1.45	1.19	1.77	1.06	2.24	1.21	1.36
Std Error	0.02	0.12	0.02	0.15	0.04	0.02	0.08	0.02	0.19	0.16	1.00	0.02	0.28

Proportions/Mean: column tested (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH4. Giving your best guess, how much do you think a second class stamp for a standard letter costs today?

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248
£0.00-£0.49	261	82	62	65	52	30	27	26	20	28	13	-	37	28	12	19
	5%	6% <b>ad</b>	5%	5%	4%	7% <b>af</b>	6%	6%	4%	7% <b>af</b>	3%	-	5%	6%	3%	5%
£0.50-£0.59	457	169	104	85	100	58	61	50	30	40	34	-	61	23	42	26
	8%	13% <b>abcd</b>	8%	7%	8%	13% <b>ghimop</b>	14% <b>ghimop</b>	12% <b>ghmo</b>	6%	10% <b>km</b>	8%	-	7%	5%	10% <b>km</b>	6%
£0.60-£0.69	1550	448	362	388	353	151	145	152	134	119	109	-	246	142	105	90
	30%	35% <b>abcd</b>	28%	30%	27%	35% <b>ghmo</b>	34% <b>ghmo</b>	35% <b>ghmo</b>	29%	29%	26%	-	30% <b>kl</b>	30% <b>kl</b>	24%	22%
£0.70-£0.79	1086	246	311	270	261	81	71	93	118	93	100	-	161	89	97	85
	21%	19%	24% <b>ka</b>	21%	20%	19%	16%	22%	28% <b>kl</b>	23%	24% <b>kl</b>	-	22%	19%	22%	20%
£0.80-£0.89	574	86	139	150	199	14	39	33	55	30	54	-	90	60	65	66
	11%	7%	11% <b>ka</b>	12% <b>ka</b>	16% <b>abcd</b>	3%	9% <b>kl</b>	9% <b>kl</b>	12% <b>kl</b>	7%	13% <b>kl</b>	-	11% <b>kl</b>	13% <b>kl</b>	13% <b>kl</b>	13% <b>kl</b>
£0.90-£0.99	202	36	51	61	54	16	17	3	15	20	16	-	26	34	17	29
	4%	3%	4%	5%	4%	4% <b>kl</b>	4% <b>kl</b>	1%	3% <b>kl</b>	5% <b>kl</b>	4% <b>kl</b>	-	3% <b>kl</b>	7% <b>abcd</b>	4% <b>kl</b>	7% <b>abcd</b>
Over £1.00	1030	224	263	272	271	82	72	70	91	82	90	-	177	95	98	101
	20%	17%	20%	21%	21%	19%	17%	16%	20%	20%	22%	-	22%	20%	22%	24% <b>kl</b>
Gave correct price (<=0.66 if completed on 1st Jan 2021 - 3rd April 2022; <=0.68 if completed on 4th April 2022 onwards)	118	77	15	13	14	31	30	15	3	8	3	-	6	7	6	-
	2%	6% <b>abcd</b>	1%	1%	1%	7% <b>ghimnop</b>	7% <b>ghimnop</b>	4% <b>kl</b>	1%	2% <b>kl</b>	1%	-	1%	1%	1%	-
Over estimated (>0.66 if completed on 1st Jan 2021 - 3rd April 2022; >0.68 if completed on 4th April 2022 onwards)	3411	688	871	920	932	227	221	241	320	265	285	-	580	340	305	316
	66%	53%	67% <b>kl</b>	71% <b>kl</b>	72% <b>kl</b>	52%	51%	56%	69% <b>kl</b>	64% <b>kl</b>	69% <b>kl</b>	-	71% <b>kl</b>	72% <b>kl</b>	70% <b>kl</b>	76% <b>kl</b>
Under estimated (<=0.66 if completed on 1st Jan 2021 - 3rd April 2022; <=0.68 if completed on 4th April 2022 onwards)	1632	525	405	357	345	174	180	171	140	138	127	-	232	125	126	100
	32%	4% <b>abcd</b>	3% <b>kl</b>	28%	27%	4% <b>kl</b>	4% <b>kl</b>	4% <b>kl</b>	30%	34% <b>kl</b>	31%	-	28%	26%	25%	24%
Mean	1.06	1.01	1.23 <b>abcd</b>	1.03	0.96	1.14 <b>kl</b>	0.91	0.99	1.30 <b>ghimop</b>	1.14 <b>kl</b>	1.23 <b>ghimop</b>	-	1.01	1.07	0.99	0.98
Std Dev.	1.22	1.21	1.65	1.05	0.76	1.52	0.93	1.11	1.73	1.53	1.69	-	0.98	1.17	0.84	0.73
Std Error	0.02	0.03	0.05	0.03	0.02	0.07	0.04	0.05	0.08	0.07	0.08	-	0.03	0.06	0.04	0.03

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QH5. We can tell you that a first class stamp for a standard letter currently costs 95p\*. How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Total		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)		NET White (r)	NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2627	650	688	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Very poor (1)	446	-	446	33	268	207	234	16	28	82	86	119	72	43	44	168	234	115	407	31	455
	9%	-	9%	5%	9%	8%	9%	2%	4%	8%	12%	13%	11%	8%	3%	10%	11%	10%	9%	6%	9%
Fairly poor (2)	760	-	760	93	423	342	416	52	76	124	114	179	126	88	128	239	383	214	705	48	769
	15%	-	15%	13%	15%	14%	16%	7%	11%	15%	15%	20%	17%	12%	10%	14%	18%	11%	13%	9%	15%
Neither good nor poor (3)	1171	-	1171	96	652	577	594	105	106	239	154	226	193	149	211	392	568	342	1083	84	1164
	23%	-	23%	14%	23%	23%	23%	15%	16%	23%	21%	24%	20%	16%	16%	23%	27%	25%	24%	16%	23%
Fairly good (4)	1718	-	1718	226	945	840	866	273	260	320	244	275	176	171	533	564	621	347	1535	176	1770
	33%	-	33%	32%	33%	33%	33%	40%	40%	40%	32%	34%	28%	32%	40%	33%	30%	30%	33%	30%	34%
Very good (5)	992	-	992	246	504	511	479	236	173	236	109	117	57	64	409	345	238	121	804	175	946
	19%	-	19%	18%	19%	20%	18%	14%	13%	13%	10%	11%	5%	12%	30%	20%	11%	10%	16%	13%	16%
I don't know	74	-	74	6	39	35	38	7	10	14	10	11	10	11	17	24	33	21	56	17	57
	1%	-	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	2%	1%	1%	2%	2%	1%	3%	1%
NET Very/fairly good	2710	-	2710	471	1449	1351	1345	509	433	557	353	391	233	235	942	909	859	468	2339	352	2716
	53%	-	53%	37%	51%	54%	51%	74%	70%	68%	53%	43%	42%	45%	70%	62%	41%	40%	51%	35%	53%
NET Very/fairly poor	1206	-	1206	126	691	560	651	68	104	207	200	298	198	131	172	407	627	329	1112	79	1224
	23%	-	23%	18%	24%	22%	25%	10%	15%	19%	20%	32%	21%	19%	13%	23%	30%	23%	24%	15%	24%
Mean	3.40	-	3.40	3.31	3.36	3.45	3.36	3.07	3.14	3.50	3.25	3.10	3.03	3.24	3.86	3.40	3.12	3.13	3.36	3.81	3.39
Std Dev.	1.21	-	1.21	1.19	1.21	1.20	1.21	1.01	1.11	1.21	1.25	1.23	1.15	1.13	1.06	1.23	1.18	1.14	1.20	1.18	1.20
Std Error	0.02	-	0.02	0.05	0.02	0.02	0.02	0.04	0.04	0.04	0.05	0.04	0.04	0.05	0.03	0.03	0.03	0.03	0.02	0.06	0.02

\*Price varies with current rates.  
 Historic increases:  
 Pre 25th March 2019 - 67p  
 25th March 2019 - 70p  
 23rd March 2020 - 76p  
 1st Jan 2021 - 85p  
 4th April 2022 - 95p  
 Proportional Means, Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - n/op/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QH5. We can tell you that a first class stamp for a standard letter currently costs 95p\*. How would you rate Royal Mail's first class service in terms of value for money?**

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2866	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Very poor (1)	446	58	150	99	138	209	237	254	186	74	68	111	96	58	276	74	341	40	212	10
	9%	6%	9%	8%	10%	8%	9%	8%	9%	12% <sup>lmm</sup>	10% <sup>l</sup>	8%	7%	7%	8%	11% <sup>op</sup>	8%	8%	11%	8%
Fairly poor (2)	760	99	270	173	217	370	390	412	339	125	85	193	202	95	480	126	587	84	323	19
	15%	10%	17% <sup>ab</sup>	15% <sup>a</sup>	15% <sup>a</sup>	15%	15%	13%	17% <sup>gh</sup>	20% <sup>klmn</sup>	13%	14%	15%	14%	14%	18% <sup>op</sup>	14%	16%	17%	13%
Neither good nor poor (3)	1171	161	383	269	357	544	627	635	511	159	142	333	295	157	769	164	938	104	447	32
	23%	17%	24% <sup>ab</sup>	23% <sup>a</sup>	25% <sup>a</sup>	21%	24%	21%	25% <sup>gh</sup>	25%	22%	25% <sup>lm</sup>	21%	19%	23%	25%	22%	20%	23%	25%
Fairly good (4)	1718	346	539	396	438	884	834	1043	658	159	235	466	474	286	1176	160	1492	182	589	44
	33%	27% <sup>ab</sup>	34%	34%	30%	35%	32%	34%	33%	25%	35% <sup>l</sup>	35% <sup>kl</sup>	35% <sup>kl</sup>	35% <sup>kl</sup>	35% <sup>kl</sup>	25%	35% <sup>no</sup>	34%	31%	33%
Very good (5)	992	271	241	229	250	512	480	697	283	107	118	221	285	216	626	109	848	113	324	16
	19%	23% <sup>abcd</sup>	15%	19% <sup>ab</sup>	17%	20%	18%	23% <sup>h</sup>	14%	17%	18%	17%	21% <sup>kl</sup>	25% <sup>klmn</sup>	19%	17%	20%	21%	17%	14%
I don't know	74	9	10	10	44	20	54	34	36	14	9	14	17	3	41	15	44	7	23	9
	1%	1%	1%	1%	3% <sup>abde</sup>	1%	2% <sup>a</sup>	1%	2%	2% <sup>m</sup>	1%	1%	1%	*	1%	2% <sup>op</sup>	1%	1%	1%	7% <sup>qr</sup>
NET Very/fairly good	2710	617	780	625	689	1395	1314	1739	941	268	354	687	763	502	1804	269	2340	295	913	62
	53%	43% <sup>abcd</sup>	49%	43% <sup>cd</sup>	48%	53% <sup>d</sup>	50%	47% <sup>gh</sup>	47%	42%	54% <sup>j</sup>	51% <sup>kl</sup>	51% <sup>kl</sup>	51% <sup>klmn</sup>	51% <sup>kl</sup>	42%	53% <sup>no</sup>	43% <sup>qr</sup>	49%	47%
NET Very/fairly poor	1206	158	421	272	355	578	628	666	525	199	153	304	298	152	755	200	927	124	535	28
	23%	17%	26% <sup>ab</sup>	23% <sup>a</sup>	22% <sup>a</sup>	23%	24%	22%	26% <sup>gh</sup>	31% <sup>klmn</sup>	23%	23%	22%	19%	22%	31% <sup>op</sup>	22%	23%	28%	21%
Mean	3.40	3.72 <sup>abcd</sup>	3.28	3.41 <sup>b</sup>	3.32	3.45	3.36	3.50 <sup>h</sup>	3.26	3.16	3.39 <sup>i</sup>	3.37 <sup>i</sup>	3.49 <sup>i</sup>	3.63 <sup>kmn</sup>	3.42 <sup>i</sup>	3.16	3.46 <sup>o</sup>	3.47 <sup>r</sup>	3.26	3.35
Std Dev.	1.21	1.17	1.19	1.20	1.21	1.20	1.21	1.22	1.18	1.26	1.22	1.17	1.18	1.19	1.19	1.26	1.19	1.21	1.24	1.15
Std Error	0.02	0.03	0.03	0.04	0.03	0.02	0.03	0.02	0.02	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02	0.05	0.03	0.11

\*Price varies with current rates.  
 Historic increases:  
 Pre 25th March 2019 - 67p  
 25th March 2019 - 70p  
 23rd March 2020 - 76p  
 1st Jan 2021 - 85p  
 4th April 2022 - 95p  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QH5. We can tell you that a first class stamp for a standard letter currently costs 95p\*. How would you rate Royal Mail's first class service in terms of value for money?**

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Very poor (1)	446	372	74	11	382	29	24	11	15	50	41	44	40	57	51	41	1	28	7%
Fairly poor (2)	790	653	106	29	629	75	36	20	27	70	67	90	69	84	58	122	74	7	68
Neither good nor poor (3)	1171	986	185	51	985	103	52	30	46	129	85	93	103	117	113	162	137	10	93
Fairly good (4)	1718	1476	242	66	1424	151	90	55	76	195	164	109	156	148	210	246	120	21	129
Very good (5)	992	804	98	33	857	68	41	25	42	110	61	76	79	81	221	122	66	11	58
I don't know	74	58	16	1	61	7	5	1	3	3	8	4	9	6	20	3	5	2	5
NET Veryfairly good	2710	2370	341	98	2281	219	130	81	118	304	225	185	234	230	431	368	185	32	187
NET Veryfairly poor	1206	1025	181	40	1011	104	60	31	42	129	108	93	109	127	115	173	116	9	96
Mean	3.40	3.43b	3.26	3.43	3.41	3.36	3.36	3.46	3.50p	3.42	3.33	3.34	3.37	3.30	3.73hjkmpoq	3.38	3.22	3.83mpq	3.32
Std Dev.	1.21	1.21	1.19	1.11	1.21	1.15	1.21	1.17	1.17	1.20	1.19	1.27	1.20	1.21	1.25	1.17	1.17	1.06	1.16
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.04	0.07	0.07	0.07	0.08	0.07	0.07	0.07	0.07	0.07	0.08	0.04

\*Price varies with current rates.  
 Historic increases:  
 Pre 25th March 2019 - 67p  
 25th March 2019 - 70p  
 23rd March 2020 - 76p  
 1st Jan 2021 - 85p  
 4th April 2022 - 95p  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q  
 \* small base



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QH5. We can tell you that a first class stamp for a standard letter currently costs 95p\*. How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Very poor (1)	446	267	48	123	122	136	95	46	40	258	85	160	135	70	41	29	296	71	103	160
	9%	15%	20%	14%	7%	7%	13% <sup>del</sup>	13% <sup>del</sup>	23% <sup>del</sup>	7%	13% <sup>del</sup>	8%	7%	9%	13% <sup>klmp</sup>	13% <sup>klmp</sup>	7%	12%	9%	9%
Fairly poor (2)	760	394	53	201	235	334	112	52	23	569	74	253	319	124	38	19	571	57	112	313
	15%	22%	22%	23%	13%	17% <sup>ld</sup>	14%	15%	14%	15%	14%	13%	16%	17%	15%	19%	14%	16%	13%	16% <sup>lv</sup>
Neither good nor poor (3)	1171	451	68	230	324	453	271	88	21	777	109	323	472	265	77	15	795	91	149	435
	23%	25%	28%	26%	18%	22% <sup>dm</sup>	33% <sup>deghj</sup>	25% <sup>dm</sup>	13%	21%	21%	16%	23% <sup>klp</sup>	30% <sup>klmpq</sup>	29% <sup>klp</sup>	15%	20% <sup>klk</sup>	29% <sup>kl</sup>	18%	25% <sup>lv</sup>
Fairly good (4)	1718	487	40	238	557	778	212	111	42	1335	154	676	760	172	77	17	1437	95	288	527
	33%	27% <sup>hcb</sup>	17%	20% <sup>hcb</sup>	32% <sup>l</sup>	41% <sup>dehij</sup>	26%	31%	26%	30%	30%	27% <sup>klmnopq</sup>	33% <sup>klmnop</sup>	23%	29%	16%	33% <sup>klmnop</sup>	26%	33%	30%
Very good (5)	992	168	22	65	493	304	109	49	34	797	82	527	324	94	27	16	850	43	177	279
	19%	9%	9%	7%	28% <sup>dehij</sup>	15%	13%	14%	20%	21% <sup>dehij</sup>	16%	27% <sup>klmnopq</sup>	16%	13%	10%	16%	21% <sup>klmnop</sup>	12%	17%	16%
I don't know	74	38	7	22	23	16	18	8	6	39	14	22	18	21	3	3	40	6	5	33
	1%	2%	3%	3%	1%	1%	2% <sup>del</sup>	2% <sup>del</sup>	2% <sup>del</sup>	1%	2% <sup>del</sup>	1%	1%	2% <sup>klp</sup>	1%	3%	1%	2%	1%	2%
NET Very/fairly good	2710	655	62	303	1050	1082	321	160	76	2132	236	1203	1084	260	104	33	2287	137	464	806
	53%	38% <sup>hcb</sup>	26%	34%	60% <sup>dehij</sup>	84% <sup>dehij</sup>	39%	45%	46%	46%	46%	61% <sup>klmnopq</sup>	63% <sup>klmnop</sup>	36%	40%	34%	67% <sup>klmnop</sup>	38%	56% <sup>lv</sup>	46%
NET Very/fairly poor	1206	661	101	324	357	470	207	97	62	827	159	413	454	194	80	48	867	127	215	473
	23%	37%	43%	37%	20%	23%	25% <sup>ld</sup>	26% <sup>ld</sup>	35% <sup>dehij</sup>	22%	31% <sup>dehij</sup>	21%	22%	26% <sup>klk</sup>	30% <sup>klp</sup>	48% <sup>klmpq</sup>	22%	35% <sup>klmp</sup>	26%	27%
Mean	3.40	2.94	2.72	2.91	3.62 <sup>dehij</sup>	3.39 <sup>dehij</sup>	3.16	3.19	3.05	3.48 <sup>dehij</sup>	3.15	3.68 <sup>klmnopq</sup>	3.41 <sup>klmnop</sup>	3.13 <sup>o</sup>	3.04	2.71	3.50 <sup>klmnop</sup>	2.95	3.39	3.26
Std Dev.	1.21	1.22	1.24	1.18	1.23	1.13	1.18	1.24	1.50	1.18	1.33	1.24	1.13	1.14	1.22	1.48	1.19	1.30	1.30	1.20
Std Error	0.02	0.03	0.09	0.04	0.03	0.03	0.04	0.07	0.12	0.02	0.06	0.03	0.03	0.04	0.08	0.14	0.02	0.07	0.05	0.03

\*Price varies with current rates.  
 Historic increases:  
 Pre 25th March 2019 - 67p  
 25th March 2019 - 70p  
 23rd March 2020 - 76p  
 1st Jan 2021 - 85p  
 4th April 2022 - 95p  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base

QH5. We can tell you that a first class stamp for a standard letter currently costs 95p\*. How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Very poor (1)	446 9%	23 7%	419 9%	4 5%	127 9%	287 9%	32 10%	431 9%	7 6%	8 17%	-	445 9%	1 2%
Fairly poor (2)	760 15%	33 10%	723 15%	4 5%	209 14%	512 15%	39 12%	742 15%	8 7%	6 13%	2 23%	758 15%	2 9%
Neither good nor poor (3)	1171 23%	58 17%	1093 23%	20 25%	343 23%	747 22%	81 25%	1113 22%	37 32%	8 18%	3 34%	1158 23%	10 39%
Fairly good (4)	1718 33%	127 38%	1561 33%	30 38%	473 32%	1153 34%	93 29%	1650 33%	50 43%	14 29%	-	1713 33%	5 19%
Very good (5)	992 19%	93 28%	880 19%	19 24%	325 22%	601 18%	66 20%	960 19%	15 13%	9 18%	4 43%	984 19%	5 18%
I don't know	74 1%	-	71 1%	3 4%	13 1%	49 1%	12 4%	68 1%	-	2 5%	-	71 1%	3 12%
NET Very/fairly good	2710 53%	220 66%	2442 51%	49 62%	798 54%	1753 52%	159 49%	2610 53%	65 56%	22 48%	4 43%	2697 53%	10 38%
NET Very/fairly poor	1206 23%	56 17%	1142 24%	8 10%	336 23%	799 24%	71 22%	1173 24%	15 13%	14 29%	2 23%	1201 23%	3 12%
Mean	3.40	3.70b	3.38	3.73	3.45	3.38	3.39	3.40	3.50	3.21	3.63	3.40	3.47
Std Dev.	1.21	1.18	1.21	1.06	1.22	1.20	1.24	1.21	1.01	1.39	1.33	1.21	1.04
Std Error	0.02	0.07	0.02	0.12	0.03	0.02	0.07	0.02	0.11	0.21	0.59	0.02	0.22

\*Price varies with current rates.  
 Historic increases:  
 Pre 25th March 2019 - 67p  
 25th March 2019 - 70p  
 23rd March 2020 - 76p  
 1st Jan 2021 - 85p  
 4th April 2022 - 95p  
 Proportional Means, Columns Testad (5% risk level) - ab/c - d/ef - gh/ij/kl  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH5. We can tell you that a first class stamp for a standard letter currently costs 95p\*. How would you rate Royal Mail's first class service in terms of value for money?

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	250
Very poor (1)	446 9%	68 5%	115 9%	141 11%	122 9%	17 4%	35 8%	16 4%	49 11%	32 8%	34 8%	-	84 10%	57 12%	32 7%	35 6%	55 13%
Fairly poor (2)	760 15%	154 12%	181 14%	208 16%	216 17%	39 9%	51 12%	65 15%	78 17%	56 14%	48 11%	-	129 16%	80 17%	75 17%	59 14%	82 19%
Neither good nor poor (3)	1171 23%	303 24%	284 22%	297 23%	287 22%	111 26%	78 18%	114 27%	83 19%	96 23%	104 25%	-	194 24%	103 22%	102 23%	97 23%	87 20%
Fairly good (4)	1718 33%	466 36%	437 34%	409 32%	406 31%	145 33%	164 38%	158 36%	143 31%	148 36%	146 35%	-	264 32%	145 31%	124 28%	144 35%	137 31%
Very good (5)	992 19%	283 22%	254 20%	215 17%	240 19%	113 26%	96 22%	74 17%	104 22%	76 18%	74 18%	-	138 17%	77 16%	101 22%	75 18%	65 15%
I don't know	74 1%	16 1%	19 2%	20 2%	18 1%	8 2%	8 2%	1 1%	7 1%	4 1%	9 2%	-	10 1%	10 2%	3 1%	6 1%	10 2%
NET Very/fairly poor	2710 53%	749 58%	691 54%	624 48%	646 50%	257 60%	259 60%	232 54%	247 53%	224 54%	221 53%	-	402 49%	222 47%	225 52%	219 53%	202 46%
NET Very/fairly poor	1206 23%	222 17%	296 23%	349 27%	339 26%	56 13%	86 20%	80 19%	127 27%	88 21%	82 20%	-	212 27%	137 21%	107 25%	94 22%	137 27%
Mean	3.40	3.55	3.42	3.28	3.33	3.19	3.19	3.16	3.18	3.17	3.16	-	3.30	3.23	3.43	3.40	3.16
Std Dev	1.21	1.12	1.21	1.24	1.23	1.08	1.20	1.06	1.30	1.17	1.16	-	1.22	1.28	1.23	1.18	1.27
Std Error	0.02	0.03	0.03	0.03	0.03	0.05	0.06	0.05	0.06	0.06	0.06	-	0.04	0.06	0.06	0.06	0.06

\*Price varies with current rates.  
 Historic increases:  
 Pre 25th March 2019 - 67p  
 25th March 2019 - 70p  
 23rd March 2020 - 76p  
 1st Jan 2021 - 85p  
 4th April 2022 - 95p  
 Proportions/Mean: Columns Testied (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QH6. We can tell you that a second class stamp for a standard letter currently costs 68p\*. How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2653	650	688	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Very poor (1)	305	-	305	21	168	163	140	17	24	66	51	79	45	23	41	116	147	68	274	23	328
	6%	-	6%	3%	6%	6%	5%	2%	4%	6%	7%	9%	7%	4%	3%	7%	7%	6%	6%	6%	6%
Fairly poor (2)	649	-	649	89	364	304	341	48	76	118	80	154	101	72	125	197	327	174	603	44	688
	13%	-	13%	13%	13%	12%	13%	7%	12%	12%	11%	17%	14%	14%	9%	11%	15%	14%	13%	8%	13%
Neither good nor poor (3)	1167	-	1167	110	655	596	569	123	118	225	164	226	175	135	241	389	536	310	1070	93	1136
	23%	-	23%	16%	23%	24%	22%	18%	18%	22%	23%	24%	20%	20%	18%	22%	25%	27%	23%	18%	22%
Fairly good (4)	1905	-	1905	252	1023	893	1003	279	250	367	260	314	229	207	529	627	749	435	1722	174	1909
	37%	-	37%	36%	36%	36%	38%	40%	38%	36%	36%	34%	36%	39%	39%	36%	36%	37%	38%	33%	37%
Very good (5)	1076	-	1076	223	593	525	547	217	173	229	149	145	78	85	380	378	308	163	883	181	1071
	21%	-	21%	35%	21%	21%	21%	33%	31%	33%	34%	16%	12%	16%	30%	32%	15%	14%	19%	21%	21%
I don't know	59	-	59	4	32	31	27	5	10	12	13	8	6	4	15	26	18	10	38	17	49
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%
NET Very/fairly good	2981	-	2981	475	1616	1419	1550	495	424	596	409	460	306	292	919	1005	1058	598	2605	354	2980
	58%	-	58%	59%	57%	56%	59%	72%	63%	63%	67%	50%	48%	55%	69%	69%	61%	52%	57%	57%	58%
NET Very/fairly poor	954	-	954	110	532	467	481	65	100	183	130	233	146	96	166	314	474	242	577	66	996
	18%	-	18%	16%	19%	19%	18%	9%	15%	18%	18%	23%	19%	19%	12%	18%	23%	21%	18%	12%	19%
Mean	3.55	-	3.55	3.54	3.54	3.53	3.57	3.02	3.74	3.57	3.54	3.32	3.31	3.49	3.83	3.86	3.36	3.39	3.51	3.87	3.53
Std Dev.	1.13	-	1.13	1.11	1.14	1.15	1.12	1.00	1.10	1.15	1.15	1.18	1.10	1.06	1.05	1.15	1.13	1.09	1.12	1.12	1.15
Std Error	0.02	-	0.02	0.04	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.06	0.02

\*Price varies with current rates.  
 Historic increases:  
 Pre 25th March 2019 - 58p  
 25th March 2019 - 61p  
 23rd March 2020 - 65p  
 1st Jan 2021 - 69p  
 4th April 2022 - 68p  
 Proportional Means, Columns Test (5% risk level) - ab - cd - ef - gh/ij/kl/m - n/op/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QH6. We can tell you that a second class stamp for a standard letter currently costs 68p\*. How would you rate Royal Mail's second class service in terms of value for money?**

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Very poor (1)	305	45	102	68	90	147	158	182	115	55	33	87	54	44	175	55	220	23	140	5
Fairly poor (2)	649	79	231	169	170	310	339	366	278	92	92	196	192	78	430	92	528	75	273	16
Neither good nor poor (3)	1167	189	379	257	343	568	599	651	488	160	141	310	286	178	737	166	928	100	462	30
Fairly good (4)	1905	378	573	442	512	952	954	1128	758	204	251	526	530	295	1306	204	1626	210	639	54
Very good (5)	1076	240	298	239	291	546	530	715	347	113	142	251	297	217	691	115	917	119	385	22
I don't know	59	6	11	3	39	16	42	33	25	16	8	13	2	3	16	16	32	3	19	6
NET Very/fairly good	2981	627	871	681	803	1498	1484	1843	1106	316	393	777	827	511	1997	319	2544	329	1024	76
NET Very/fairly poor	954	124	333	237	261	457	497	548	393	146	116	243	246	122	605	146	747	98	413	20
Mean	3.56	3.74bcd	3.46	3.52	3.53	3.57	3.53	3.60h	3.48	3.37	3.39i	3.52i	3.61i	3.69kn	3.57i	3.37	3.59o	3.62v	3.45	3.58
Std Dev.	1.13	1.08	1.14	1.14	1.14	1.13	1.14	1.14	1.11	1.19	1.11	1.12	1.09	1.13	1.11	1.19	1.11	1.11	1.18	1.04
Std Error	0.02	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.04	0.02	0.05	0.02	0.05	0.03	0.10

\*Price varies with current rates.  
 Historic increases:  
 Pre 25th March 2019 - 58p  
 25th March 2019 - 61p  
 23rd March 2020 - 65p  
 1st Jan 2021 - 69p  
 4th April 2022 - 68p  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QH6. We can tell you that a second class stamp for a standard letter currently costs 68p\*. How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Very poor (1)	305	250	54	8	253	26	17	8	12	36	28	7%	33	31	29	29	27	2	25
	6%	6%	8%	4%	6%	6%	7%	5%	6%	6%	7%	7%	7%	6%	4%	4%	6%	3%	7%
Fairly poor (2)	649	596	93	20	535	64	32	17	25	59	65	34	47	71	73	101	60	5	60
	13%	13%	13%	10%	12%	15%	13%	12%	12%	10%	15%	9%	10%	15%	11%	14%	13%	9%	15%
Neither good nor poor (3)	1167	988	179	59	995	83	58	31	44	137	83	88	110	114	112	170	137	8	74
	23%	22%	25%	31%	23%	19%	23%	22%	21%	24%	20%	23%	24%	24%	16%	24%	31%	16%	20%
Fairly good (4)	1905	1640	266	61	1595	170	86	55	73	214	167	145	163	170	238	282	143	23	148
	37%	37%	37%	32%	37%	39%	35%	38%	35%	38%	39%	39%	36%	35%	40%	40%	32%	43%	39%
Very good (5)	1076	957	119	42	911	84	49	31	52	113	76	77	99	88	210	122	72	14	70
	21%	22%	16%	22%	21%	19%	20%	22%	20%	20%	18%	20%	22%	18%	31%	17%	16%	27%	18%
I don't know	59	47	11	1	49	5	4	1	3	6	6	3	3	6	15	3	4	1	4
	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	*	1%	1%	1%
NET Very/fairly good	2981	2597	384	103	2506	255	135	86	126	327	244	222	262	258	448	404	215	37	218
	58%	58%	53%	54%	58%	59%	55%	60%	60%	60%	59%	58%	59%	54%	65%	58%	49%	70%	58%
NET Very/fairly poor	984	800	148	28	788	91	50	25	37	95	93	62	80	102	103	129	87	6	84
	19%	18%	20%	15%	18%	21%	20%	18%	18%	17%	22%	17%	18%	21%	15%	18%	20%	12%	22%
Mean	3.55	3.57b	3.42	3.57	3.55	3.52	3.48	3.59	3.62p	3.55	3.47	3.56	3.55	3.45	3.79jklmnop	3.52	3.39	3.83mnop	3.48
Std Dev.	1.13	1.13	1.14	1.08	1.13	1.15	1.17	1.12	1.16	1.12	1.15	1.14	1.16	1.14	1.13	1.06	1.10	1.04	1.16
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.04	0.07	0.07	0.07	0.07	0.07	0.07	0.06	0.07	0.08	0.04	

\*Price varies with current rates.  
 Historic increases:  
 Pre 25th March 2019 - 58p  
 25th March 2019 - 61p  
 23rd March 2020 - 65p  
 1st Jan 2021 - 69p  
 4th April 2022 - 68p  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QH6. We can tell you that a second class stamp for a standard letter currently costs 68p\*. How would you rate Royal Mail's second class service in terms of value for money?**

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Very poor (1)	305	166	31	65	85	83	65	29	35	167	64	108	84	53	29	21	192	50	71	97
	6%	9%	13%cb	7%	5%	4%	3%del	8%3del	21%defgij	4%	1%del	6%	4%	12%klp	13%klmpq	5%	14%klmp	7%k	6%	6%
Fairly poor (2)	649	292	46	155	172	271	112	60	30	443	90	200	282	116	44	19	462	64	252	111
	13%	16%	19%	18%	10%	13%cd	14%cd	17%del	10%del	12%	10%	13%k	16%klp	17%klp	20%klp	12%	18%klp	11%	13%	14%
Neither good nor poor (3)	1167	465	66	225	284	481	289	74	24	765	98	314	490	260	62	16	804	78	154	438
	23%	26%	28%	26%	16%	24%cdm	35%degij	21%	15%	20%del	19%	16%	24%klp	39%klmpq	23%klp	16%	20%kl	21%	19%	25%kr
Fairly good (4)	1906	627	61	316	668	855	216	128	30	1521	158	724	840	207	101	24	1564	125	314	589
	37%	35%cb	28%	31%cb	38%ghj	42%cdhij	27%	18%	9%fj	31%kl	13%no	31%klmp	19%klmp	28%	33%klm	24%	35%klm	38%	34%	34%
Very good (5)	2076	235	30	108	537	318	120	53	40	855	93	597	336	91	25	17	933	42	179	346
	41%	13%	12%	12%	31%efghj	16%	15%	15%	24%klp	23%klp	18%	39%klmpq	17%klm	12%	10%	17%	23%klmno	12%	22%	20%
I don't know	99	20	4	11	10	13	15	9	6	23	15	18	15	17	3	2	34	5	3	25
	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Very/fairly good	2981	862	91	424	1204	1173	336	151	70	2376	252	1321	1177	299	136	41	2407	166	493	935
	56%	46%cb	38%	48%cb	69%efghij	58%ghj	41%	31%kl	43%	63%klmno	49%kl	67%klmpq	68%klmno	40%	48%	41%	63%klmno	46%	59%kl	54%
NET Very/fairly poor	954	458	77	219	256	354	177	89	64	610	154	378	346	170	73	40	654	113	182	349
	16%	25%	32%	25%	15%	17%	22%del	25%del	39%defgij	16%	30%del	16%	17%	23%klp	28%klp	41%klmp	16%	31%klmp	22%	20%
Mean	3.55	3.26	3.05	3.26	3.66efghij	3.53fghj	3.27	3.33	3.07	3.66efghj	3.25	3.77klmpq	3.54klmno	3.23	3.19	2.96	3.65klmno	3.13	3.50	3.49
Std Dev.	1.13	1.16	1.23	1.12	1.12	1.04	1.12	1.18	1.51	1.09	1.30	1.15	1.05	1.09	1.16	1.42	1.11	1.24	1.21	1.13
Std Error	0.02	0.03	0.08	0.04	0.03	0.02	0.04	0.07	0.12	0.02	0.06	0.03	0.02	0.04	0.08	0.14	0.02	0.07	0.04	0.03

\*Price varies with current rates.  
 Historic increases:  
 Pre 25th March 2019 - 58p  
 25th March 2019 - 61p  
 23rd March 2020 - 65p  
 1st Jan 2021 - 69p  
 4th April 2022 - 68p  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base

QH6. We can tell you that a second class stamp for a standard letter currently costs 68p\*. How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Very poor (1)	305	24	280	1	96	190	19	296	5	3	-	304	1
	6%	7%	6%	1%	6%	6%	6%	6%	4%	7%	-	6%	3%
Fairly poor (2)	649	26	617	7	182	435	32	616	21	12	-	649	-
	13%	8%	13% <b>a</b>	8%	12%	13%	10%	12%	18%	26%	-	13%	-
Neither good nor poor (3)	1167	60	1091	16	303	776	88	1114	26	11	3	1152	13
	23%	18%	23%	20%	23%	23%	27% <b>d</b>	22%	23%	23%	34%	22%	48%
Fairly good (4)	1895	131	1745	29	582	1225	98	1827	56	15	2	1899	5
	37%	38%	37%	36%	33% <b>c</b>	37%	30%	37%	46%	33%	23%	37%	19%
Very good (5)	1076	93	958	25	319	684	73	1055	8	5	4	1068	5
	21%	28% <b>b</b>	20%	31%	21%	20%	23%	21% <b>b</b>	6%	11%	43%	21% <b>b</b>	19%
I don't know	69	-	55	3	8	39	12	56	-	-	-	56	3
	1%	-	1%	3% <b>a</b>	1%	1%	4% <b>e</b>	1%	-	-	-	1%	12%
NET Very/fairly good	2961	225	2703	54	901	1908	172	2882	64	21	5	2968	10
	58%	67% <b>b</b>	57%	67%	60%	57%	53%	58%	55%	44%	66%	58%	38%
NET Very/fairly poor	954	49	897	7	278	625	51	912	26	15	-	953	1
	18%	15%	19%	9%	19%	19%	16%	18%	22%	33%	-	19%	3%
Mean	3.55	3.73 <b>b</b>	3.53	3.91 <b>b</b>	3.57	3.54	3.56	3.56	3.35	3.16	4.09	3.55	3.58
Std Dev.	1.13	1.16	1.13	0.98	1.14	1.13	1.14	1.14	0.99	1.14	0.93	1.13	0.94
Std Error	0.02	0.06	0.02	0.11	0.03	0.02	0.06	0.02	0.11	0.17	0.42	0.02	0.20

\*Price varies with current rates.  
 Historic increases:  
 Pre 25th March 2019 - 58p  
 25th March 2019 - 61p  
 23rd March 2020 - 65p  
 1st Jan 2021 - 69p  
 4th April 2022 - 68p  
 Proportional Means, Columns Tested (5% risk level) - a:b:c - d:e:f - g:h:i/j:k  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QH6. We can tell you that a second class stamp for a standard letter currently costs 68p\*. How would you rate Royal Mail's second class service in terms of value for money?

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Very poor (1)	305 6%	64 5%	73 6%	84 7%	84 7%	13 3%	37 9% <b></b>	14 3%	24 5%	24 6%	25 6%	-	57 7% <b></b>	27 6%	20 5%	25 6%	40 9% <b></b>
Fairly poor (2)	649 13%	140 11%	146 11%	179 14%	184 14%	38 9%	44 10%	58 14%	53 11%	45 11%	48 11%	-	95 12%	84 19% <b></b>	59 13%	45 11%	80 19% <b></b>
Neither good nor poor (3)	1167 23%	301 23%	274 21%	299 23%	293 23%	102 24%	86 20%	112 26%	104 22%	87 21%	85 20%	-	200 24%	99 21%	108 25%	103 25%	82 19%
Fairly good (4)	1905 37%	491 38%	512 40%	458 36%	444 34%	161 37%	162 38%	167 39%	172 37%	161 39%	180 43% <b></b>	-	299 37%	159 34%	144 33%	144 35%	156 36%
Very good (5)	1076 21%	283 22%	268 21%	257 20%	269 21%	112 26%	96 22%	75 18%	101 22%	93 22%	74 18%	-	164 20%	93 20%	107 24% <b></b>	92 22%	71 16%
I don't know	59 1%	12 1%	18 1%	13 1%	16 1%	5 1%	6 1%	1 -	10 2%	2 1%	6 1%	-	2 -	11 3% <b></b>	-	7 2% <b></b>	9 2% <b></b>
NET Very/fairly good	2981 58%	774 60%	780 60%	715 55%	713 55%	273 63% <b></b>	258 60%	242 57%	253 59%	253 61% <b></b>	254 61% <b></b>	-	463 57%	252 53%	251 57%	236 57%	227 52%
NET Very/fairly poor	964 18%	204 16%	219 17%	263 20%	268 21%	51 12%	81 19%	71 17%	77 17%	69 17%	73 17%	-	153 19%	111 23% <b></b>	78 18%	70 17%	120 23% <b></b>
Mean	3.55	3.42 <b></b>	3.59	3.49	3.49	3.72 <b></b>	3.55 <b></b>	3.53 <b></b>	3.60 <b></b>	3.52 <b></b>	3.56 <b></b>	-	3.51 <b></b>	3.45	3.53 <b></b>	3.52 <b></b>	3.32
Std Dev	1.13	1.09	1.11	1.15	1.17	1.04	1.19	1.03	1.11	1.13	1.10	-	1.14	1.17	1.13	1.13	1.22
Std Error	0.02	0.03	0.03	0.03	0.03	0.05	0.06	0.05	0.05	0.05	0.05	-	0.04	0.06	0.05	0.05	0.06

\*Price varies with current rates.  
 Historic increases:  
 Pre 25th March 2019 - 58p  
 25th March 2019 - 61p  
 23rd March 2020 - 65p  
 1st Jan 2021 - 69p  
 4th April 2022 - 68p  
 Proportions/Mean: Columns Testied (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QH7. It currently costs £1.85 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	689	-	689	85	375	312	376	79	104	133	111	128	94	40	183	244	262	134	676	10	689
Weighted Base	143	**	143	18*	77	69	73	20*	21*	26	21*	26	16*	13**	41	46	55	29*	138	4**	689
Effective Base	477	-	477	64	261	237	240	55	78	101	91	107	64	21	130	191	165	71	471	7	689
Very poor (1)	42	-	42	3	24	17	24	4	3	6	7	9	7	5	7	13	21	13	41	*	193
	29%	-	29%	17%	31% <b>c</b>	25%	33% <b>a</b>	21%	16%	24%	32% <b>h</b>	34% <b>h</b>	45% <b>ghl</b>	39%	18%	28% <b>n</b>	39% <b>no</b>	43% <b>no</b>	30%	4%	28%
Fairly poor (2)	31	-	31	2	17	17	14	4	4	5	4	6	4	3	9	9	13	7	30	1	163
	22%	-	22%	13%	22%	25%	19%	22%	21%	21%	18%	24%	22%	26%	21%	20%	24%	24%	21%	25%	24%
Neither good nor poor (3)	31	-	31	4	16	13	17	5	5	6	6	4	3	3	10	11	10	6	29	2	147
	21%	-	21%	22%	21%	19%	23%	25%	22%	25%	28% <b>k</b>	14%	17%	24%	23%	25%	17%	20%	21%	47%	21%
Fairly good (4)	23	-	23	3	13	11	11	4	4	5	4	3	2	1	8	9	6	3	22	1	112
	16%	-	16%	17%	17%	16%	15%	19%	18%	21% <b>l</b>	19%	12%	9%	8%	19% <b>p</b>	20% <b>pp</b>	10%	9%	16%	15%	16%
Very good (5)	14	-	14	5	5	9	4	3	4	3	1	3	-	-	7	3	3	-	13	-	59
	9%	-	9%	3% <b>d</b>	4%	14% <b>d</b>	6%	13% <b>ijl</b>	14% <b>ijl</b>	11% <b>ijl</b>	3%	12% <b>ijl</b>	2%	-	12% <b>oppq</b>	7% <b>qq</b>	6%	1%	10%	9%	9%
I don't know	3	-	3	-	2	1	2	-	1	-	-	1	1	1	1	-	2	1	3	-	15
	2%	-	2%	-	2%	1%	3%	1%	3%	1%	-	4%	5% <b>i</b>	3%	2%	-	4% <b>oo</b>	4% <b>oo</b>	2%	-	2%
NET Very/fairly good	36	-	36	8	18	21	15	6	8	8	5	6	2	1	14	13	9	3	35	1	171
	25%	-	25%	49% <b>cd</b>	24%	30% <b>d</b>	21%	32% <b>d</b>	30% <b>d</b>	32% <b>d</b>	22%	24% <b>d</b>	11%	8%	33% <b>pp</b>	27% <b>pp</b>	16%	9%	26%	23%	25%
NET Very/fairly poor	73	-	73	5	41	34	38	8	8	12	10	15	11	9	16	22	35	20	71	1	366
	51%	-	51%	31% <b>c</b>	53% <b>c</b>	49%	52%	42%	37% <b>h</b>	45%	50%	59% <b>h</b>	69% <b>ghl</b>	65%	40% <b>pp</b>	47% <b>pp</b>	62% <b>no</b>	67% <b>no</b>	51%	30%	52%
Mean	2.54	-	2.54	3.38 <b>d</b>	2.44	2.69 <b>d</b>	2.39	2.91 <b>i</b>	3.07 <b>ijl</b>	2.73 <b>i</b>	2.43 <b>i</b>	2.42 <b>i</b>	1.94	2.00	2.94 <b>oppq</b>	2.59% <b>qq</b>	2.18	1.97	2.53	2.98	2.53
Std Dev.	1.33	-	1.33	1.50	1.28	1.38	1.27	1.35	1.41	1.35	1.23	1.42	1.13	1.02	1.37	1.30	1.25	1.06	1.34	1.13	1.30
Std Error	0.05	-	0.05	0.16	0.07	0.08	0.07	0.15	0.14	0.12	0.12	0.13	0.12	0.16	0.10	0.08	0.08	0.09	0.05	0.36	0.05

\*Price varies with current rates.  
 Historic increases  
 Pre 25th March 2019 - £1.25  
 25th March 2019 - £1.35  
 23rd March 2020 - £1.35  
 4th April 2022 - £1.85  
 Proportional Means, Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/pq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH7. It currently costs £1.85 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	689	226	213	116	134	439	250	435	246	70	59	170	184	171	413	71	592	72	268	12
Weighted Base	143	46	42	26*	29	88	55	85	56	15*	14*	36	37	32	86	15*	122	15*	53	3**
Effective Base	477	139	154	82	105	290	187	332	153	51	43	126	132	135	300	51	405	49	181	9
Very poor (1)	42	16	13	6	7	28	13	25	16	2	5	11	10	11	26	2	37	2	20	1
	29%	35%	30%	23%	26%	32%	24%	29%	29%	17%	33% <sup>nl</sup>	31%	26%	34% <sup>nl</sup>	30% <sup>nl</sup>	16%	31% <sup>no</sup>	14%	37% <sup>nl</sup>	32%
Fairly poor (2)	31	9	10	6	6	19	12	16	15	4	2	9	8	8	19	5	25	4	11	1
	22%	20%	23%	24%	20%	21%	22%	19%	22% <sup>nl</sup>	29%	14%	26%	21%	20%	22%	31%	21%	25%	21%	32%
Neither good nor poor (3)	31	8	9	6	7	17	13	16	14	5	2	6	9	5	17	5	24	3	9	1
	21%	19%	20%	23%	26%	19%	25%	19%	24%	35% <sup>nl</sup>	17%	16%	23%	16%	19%	33% <sup>up</sup>	20%	23%	17%	30%
Fairly good (4)	23	7	8	3	4	15	8	18	5	2	2	5	7	5	15	2	21	3	9	-
	16%	16%	19%	12%	15%	17%	14%	21% <sup>nl</sup>	9%	11%	16%	15%	19%	17%	17%	11%	17%	21%	17%	3%
Very good (5)	14	4	3	4	2	6	6	10	4	1	1	4	3	4	9	1	13	2	3	-
	9%	10%	8%	17% <sup>nl</sup>	5%	9%	11%	12%	7%	5%	8%	11%	9%	13%	10%	5%	10%	14%	6%	4%
I don't know	3	1	-	-	2	1	2	1	2	-	-	-	-	-	2	-	2	1	1	-
	2%	1%	1%	1%	7% <sup>nl</sup>	1%	4% <sup>nl</sup>	1%	4% <sup>nl</sup>	3%	7% <sup>nl</sup>	1%	1%	1%	2%	3%	1%	3%	2%	-
NET Very/fairly good	36	12	11	8	6	23	13	28	9	2	3	9	11	9	23	2	34	5	12	-
	25%	26%	26%	29%	20%	26%	25%	33% <sup>nl</sup>	15%	17%	24%	26%	29%	29%	27%	16%	27%	35%	22%	6%
NET Very/fairly poor	73	25	22	12	13	47	25	41	31	7	7	20	17	17	45	7	63	6	31	2
	51%	55%	53%	47%	46%	54%	47%	48%	56%	45%	53%	57%	47%	54%	52%	47%	51%	39%	59% <sup>nl</sup>	64%
Mean	2.54	2.45	2.51	2.76	2.51	2.48	2.63	2.67 <sup>nl</sup>	2.34	2.59	2.35	2.49	2.64	2.54	2.53	2.57	2.55	2.37 <sup>nl</sup>	2.31	2.14
Std Dev.	1.33	1.38	1.31	1.41	1.24	1.34	1.32	1.40	1.21	1.12	1.44	1.38	1.33	1.45	1.36	1.10	1.36	1.32	1.31	1.20
Std Error	0.05	0.09	0.09	0.13	0.11	0.06	0.08	0.07	0.08	0.13	0.19	0.11	0.10	0.11	0.07	0.13	0.06	0.16	0.08	0.35

\*Price varies with current rates.  
 Historic increases:  
 Pre 25th March 2019 - £1.25  
 25th March 2019 - £1.35  
 23rd March 2020 - £1.35  
 4th April 2022 - £1.85  
 Proportional Means, Columns Test(s) (5% risk level) - ab|cd - ef - gh - i|jkl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH7. It currently costs £1.85 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	689	361	328	164	-	-	-	689	-	-	-	-	-	-	-	-	-	-	-
Weighted Base	143	99	44	21	-**	-**	-**	143	-**	-**	-**	-**	-**	-**	-**	-**	-**	-**	-**
Effective Base	477	298	195	149	-	-	-	477	-	-	-	-	-	-	-	-	-	-	-
Very poor (1)	42	31	11	6	-	-	-	42	-	-	-	-	-	-	-	-	-	-	-
	29%	31%	25%	30%	-	-	-	29%	-	-	-	-	-	-	-	-	-	-	-
Fairly poor (2)	31	20	11	4	-	-	-	31	-	-	-	-	-	-	-	-	-	-	-
	22%	20%	25%	21%	-	-	-	22%	-	-	-	-	-	-	-	-	-	-	-
Neither good nor poor (3)	31	20	11	5	-	-	-	31	-	-	-	-	-	-	-	-	-	-	-
	21%	20%	24%	21%	-	-	-	21%	-	-	-	-	-	-	-	-	-	-	-
Fairly good (4)	23	16	7	4	-	-	-	23	-	-	-	-	-	-	-	-	-	-	-
	16%	16%	16%	20%	-	-	-	16%	-	-	-	-	-	-	-	-	-	-	-
Very good (5)	14	11	3	1	-	-	-	14	-	-	-	-	-	-	-	-	-	-	-
	9%	11%	6%	7%	-	-	-	9%	-	-	-	-	-	-	-	-	-	-	-
I don't know	3	2	1	1	-	-	-	3	-	-	-	-	-	-	-	-	-	-	-
	2%	2%	2%	1%	-	-	-	2%	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly good	36	26	10	6	-	-	-	36	-	-	-	-	-	-	-	-	-	-	-
	26%	27%	23%	27%	-	-	-	26%	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly poor	73	51	22	11	-	-	-	73	-	-	-	-	-	-	-	-	-	-	-
	51%	51%	51%	50%	-	-	-	51%	-	-	-	-	-	-	-	-	-	-	-
Mean	2.54	2.54	2.52	2.53	-	-	-	2.54	-	-	-	-	-	-	-	-	-	-	-
Std Dev.	1.33	1.37	1.24	1.32	-	-	-	1.33	-	-	-	-	-	-	-	-	-	-	-
Std Error	0.05	0.07	0.07	0.10	-	-	-	0.05	-	-	-	-	-	-	-	-	-	-	-

\*Price varies with current rates.  
 Historic increases  
 Pre 25th March 2019 - £1.25  
 25th March 2019 - £1.35  
 23rd March 2020 - £1.35  
 4th April 2022 - £1.85  
 Proportional Means, Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QH7. It currently costs £1.85 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

	2nd class usage				Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)
Unweighted Base	689	245	23	100	237	290	95	46	13	527	59	290	290	74	18	9	580	27	92	260
Weighted Base	143	50	5**	23*	52	57	20*	10*	2**	106	12*	60	60	15*	4**	2**	120	6**	22*	49
Effective Base	477	145	17	51	149	214	74	33	10	357	43	186	210	60	13	7	394	20	66	173
Very poor (1)	42	20	2	9	16	15	7	3	1	31	3	18	17	4	1	2	35	3	6	17
	29%	39%	33%	41%	31%	27%	33%	27%	37%	29%	29%	30%	28%	26%	36%	29%	52%	52%	28%	34%
Fairly poor (2)	31	10	2	6	10	14	4	2	1	24	3	10	17	2	1	27	1	3	13	
	22%	21%	42%	25%	20%	24%	17%	21%	24%	22%	22%	17%	28% <i>min</i>	13%	18%	-	23%	12%	14%	26% <i>r</i>
Neither good nor poor (3)	31	11	1	5	9	12	5	3	*	22	3	13	12	4	1	25	1	5	9	
	21%	23%	15%	20%	18%	21%	24%	31%	17%	20%	28%	21%	20%	29%	29%	-	20%	19%	22%	18%
Fairly good (4)	23	5	*	2	7	10	3	2	+	17	2	9	10	4	-	18	-	5	7	
	16%	11%	6%	8%	14%	16%	17%	16%	15%	16%	17%	15%	16%	26%	7%	8%	16%	8%	23%	14%
Very good (5)	14	3	*	1	7	5	2	*	*	11	*	10	3	1	*	12	1	3	2	
	9%	5%	3%	3%	13%	8%	8%	2%	7%	11%	3%	16% <i>min</i>	5%	4%	11%	5%	10% <i>r</i>	9%	14% <i>sa</i>	4%
I don't know	3	1	-	1	2	1	*	-	-	3	*	1	2	-	-	3	-	-	-	
	2%	1%	-	3%	4%	2%	1%	-	3%	1%	1%	1%	3%	2%	-	2%	-	-	-	4%
NET Very/fairly good	36	8	*	3	14	15	5	2	1	29	2	15	12	4	1	31	1	8	9	
	25%	16%	9%	12%	28%	26%	25%	20%	22%	27%	20%	31% <i>sa</i>	21%	30%	18%	13%	26%	16%	37% <i>sa</i>	19%
NET Very/fairly poor	73	30	4	15	26	29	10	5	1	55	6	28	33	6	2	62	4	9	30	
	51%	60%	75%	66%	51%	51%	51%	48%	61%	51%	51%	47%	56% <i>min</i>	39%	53%	87%	52%	64%	41%	60% <i>r</i>
Mean	2.54	2.21	2.05	2.06	2.58	2.55	2.48	2.46	2.32	2.56	2.44	2.68	2.40	2.68	2.40	1.45	2.55	2.09	2.62 <i>sa</i>	2.27
Std Dev.	1.33	1.24	1.13	1.15	1.43	1.29	1.36	1.20	1.72	1.35	1.22	1.46	1.21	1.28	1.52	-	1.34	1.47	1.45	1.23
Std Error	0.05	0.08	0.24	0.12	0.09	0.08	0.14	0.18	0.48	0.06	0.16	0.09	0.07	0.15	0.36	-	0.06	0.28	0.15	0.08

\*Price varies with current rates.  
 Historic increases  
 Pre 25th March 2019 - £1.25  
 25th March 2019 - £1.35  
 23rd March 2020 - £1.35  
 4th April 2022 - £1.85  
 Proportional Means, Columns Tested (5% risk level) - abc - d/e/f/g/h/i - kl/m/n/o/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH7. It currently costs £1.85 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	689	55	625	9	215	435	39	676	6	3	-	685	4
Weighted Base	143	11*	129	2**	42	91	9**	140	1**	***	-**	142	1**
Effective Base	477	41	430	6	163	290	28	467	5	3	-	474	4
Very poor (1)	42	2	40	-	11	29	2	41	1	-	-	42	-
	29%	19%	31%	-	26%	31%	23%	29%	50%	37%	-	29%	-
Fairly poor (2)	31	4	27	*	9	20	2	31	-	-	-	31	-
	22%	32%	21%	14%	22%	22%	21%	22%	-	-	-	22%	-
Neither good nor poor (3)	31	1	29	*	9	19	2	30	*	*	-	30	1
	21%	11%	22%	18%	22%	21%	25%	21%	9%	23%	-	21%	79%
Fairly good (4)	23	2	20	-	5	16	1	22	-	-	-	23	-
	16%	16%	16%	22%	12%	16%	15%	16%	26%	41%	-	16%	-
Very good (5)	14	2	11	1	6	6	1	13	*	-	-	14	-
	9%	20%	8%	37%	15%	7%	13%	10%	15%	-	-	10%	-
I don't know	3	-	3	*	1	2	*	3	-	-	-	3	*
	2%	-	2%	9%	3%	2%	3%	2%	-	-	-	2%	21%
NET Very/fairly good	36	4	31	1	12	22	3	36	1	+	-	36	-
	25%	38%	24%	58%	27%	24%	28%	25%	41%	41%	-	26%	-
NET Very/fairly poor	73	6	67	*	20	48	4	72	1	*	-	73	-
	51%	51%	52%	14%	48%	53%	44%	51%	50%	37%	-	51%	-
Mean	2.64	2.87	2.49	3.90	2.67	2.45	2.74	2.53	2.56	2.67	-	2.53	3.00
Std Dev.	1.33	1.50	1.31	-	1.41	1.29	1.42	1.33	-	-	-	1.33	-
Std Error	0.05	0.20	0.05	-	0.10	0.06	0.23	0.05	-	-	-	0.05	-

\*Price varies with current rates.  
 Historic increases  
 Pre 25th March 2019 - £1.25  
 25th March 2019 - £1.35  
 23rd March 2020 - £1.35  
 4th April 2022 - £1.85  
 Proportional Means, Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH7. It currently costs £1.85 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base : Northern Ireland participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	689	168	169	182	170	55	60	53	56	52	61	-	127	55	57	58	55
Weighted Base	143	36	36	36	36	10*	12*	13**	12*	11*	12*	-**	26*	10*	12*	11*	13*
Effective Base	477	104	140	123	115	43	50	25	47	44	49	-	85	38	39	41	37
Very poor (1)	42	8	11	11	12	2	3	3	3	4	4	-	8	3	4	3	4
	29%	21%	31%	32%	32%	21%	23%	20%	28%	33%	33%	-	30%	34%	34%	33%	31%
Fairly poor (2)	31	8	8	8	8	2	3	3	2	2	3	-	6	2	3	2	2
	22%	21%	22%	23%	21%	21%	21%	21%	21%	18%	26%	-	22%	25%	26%	21%	17%
Neither good nor poor (3)	51	9	9	8	7	2	2	4	4	3	2	-	5	1	1	2	4
	21%	24%	24%	17%	21%	22%	15%	34%	29%	24%	19%	-	19%	13%	13%	20%	29%
Fairly good (4)	23	7	4	8	4	2	3	2	1	2	1	-	6	2	2	2	1
	16%	19%	10%	21% <b>b</b>	13%	20% <b>a</b>	24% <b>a</b>	14%	12%	15%	5%	-	22% <b>a</b>	19% <b>a</b>	14%	15%	9%
Very good (5)	14	4	4	2	4	1	2	1	1	2	2	-	1	-	1	1	1
	9%	12% <b>b</b>	11%	5%	10%	13%	13%	11%	9%	9%	15%	-	5%	4%	11%	7%	11%
I don't know (6)	3	1	1	1	1	-	-	-	-	-	-	-	-	-	-	-	-
	2%	2%	2%	2%	3%	3%	3%	1%	2%	1%	2%	-	1%	5%	2%	4%	3%
NET Very/fairly good	36	11	8	9	8	3	5	3	3	3	2	-	7	2	3	2	3
	25%	32%	21%	26%	22%	34%	37%	24%	21%	24%	20%	-	27%	24%	26%	22%	20%
NET Very/fairly poor	73	15	19	20	19	4	6	5	6	6	7	-	14	6	7	6	6
	51%	42%	53%	55%	54%	42%	45%	41%	49%	51%	60%	-	53%	59%	60%	54%	48%
Mean	2.54	2.53 <sup>b</sup>	2.47	2.44	2.44	2.83	2.82	2.75	2.52	2.49	2.40	-	2.48	2.31	2.42	2.40	2.51
Std Dev	1.33	1.34	1.35	1.29	1.36	1.41	1.46	1.29	1.33	1.39	1.44	-	1.30	1.34	1.45	1.36	1.38
Std Error	0.05	0.10	0.10	0.10	0.11	0.19	0.19	0.18	0.18	0.20	0.19	-	0.12	0.18	0.19	0.18	0.19

\*Price varies with current rates.  
 Historic increases  
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 25th March 2019 - £1.35  
 23rd March 2020 - £1.35  
 4th April 2022 - £1.85  
 Proportional Means, Columns Test (5% risk level) - abc|cd - e|f|gh|ij|kl|mn|op  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH8. When sending letters or cards, which service do you tend to use?

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	-**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4500	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2500	262	2868
1st class - all the time	1021	-	1021	188	535	539	479	128	165	265	169	168	77	48	294	434	293	125	901	108	1004
20%	-	20%	27% <b>d</b>	19%	18%	21% <b>d</b>	18%	19% <b>im</b>	25% <b>pkim</b>	26% <b>pkim</b>	24% <b>kim</b>	18% <b>im</b>	12%	9%	22% <b>naq</b>	25% <b>naq</b>	14%	11%	20%	20%	19%
1st class - most of the time	1134	-	1134	174	603	571	558	163	159	259	165	224	97	64	322	428	384	161	996	135	1108
22%	-	22%	25%	21%	23%	21%	21%	21% <b>im</b>	21% <b>im</b>	23% <b>im</b>	21% <b>im</b>	21% <b>im</b>	15%	12%	21% <b>naq</b>	23% <b>naq</b>	13% <b>naq</b>	14%	22%	25%	21%
1st and 2nd class in equal amounts	896	-	896	119	506	455	438	162	132	177	102	132	109	83	281	279	334	202	779	113	922
17%	-	17%	17%	18%	18%	17%	17%	22% <b>im</b>	20% <b>im</b>	17%	14%	14%	17%	18%	21% <b>naq</b>	16%	16%	17%	17%	17%	18%
2nd class - most of the time	1282	-	1282	139	725	570	712	112	102	202	178	258	230	200	214	380	688	430	1188	89	1340
25%	-	25%	26% <b>c</b>	23%	27% <b>ie</b>	23%	27% <b>ie</b>	16%	16%	20%	25% <b>qjh</b>	25% <b>qjh</b>	35% <b>qjhijl</b>	35% <b>qjhijl</b>	16%	22% <b>im</b>	33% <b>imo</b>	37% <b>imo</b>	26% <b>ie</b>	17%	26%
2nd class - all the time	523	-	523	64	272	228	289	30	36	61	67	114	102	112	66	128	329	215	485	36	513
10%	-	10%	9%	10%	9%	11%	11%	4%	6%	6%	3% <b>qjh</b>	1% <b>qjh</b>	1% <b>qjhijl</b>	2% <b>qjhijl</b>	5%	5% <b>im</b>	1% <b>imo</b>	1% <b>imo</b>	11%	7%	10%
I never send letters or cards	212	-	212	7	135	104	105	74	45	25	26	20	16	7	119	50	43	23	164	39	193
4%	-	4%	5% <b>c</b>	4%	4%	4%	4%	11% <b>kim</b>	7% <b>kim</b>	2%	4%	2%	2%	1%	9% <b>opq</b>	3%	2%	2%	4%	7% <b>ie</b>	4%
I don't know	92	-	92	9	56	47	45	29	13	27	8	10	4	2	43	35	15	5	79	11	81
2%	-	2%	1%	2%	2%	2%	2%	4% <b>kim</b>	2%	2% <b>im</b>	1%	1%	1%	1%	3% <b>naq</b>	2% <b>naq</b>	1%	1%	2%	2%	2%
NET 1st Class all/most of the time	2155	-	2155	362	1138	1110	1038	291	324	524	337	362	174	112	616	862	678	286	1897	242	2112
42%	-	42%	52% <b>d</b>	40%	39%	44% <b>d</b>	39%	45% <b>im</b>	39% <b>pkim</b>	52% <b>pkim</b>	47% <b>im</b>	42% <b>im</b>	27%	21%	46% <b>naq</b>	52% <b>naq</b>	31% <b>naq</b>	25%	41%	46%	41%
NET 2nd Class all/most of the time	1805	-	1805	203	996	798	1001	142	138	263	244	372	332	313	280	508	1017	645	1672	125	1853
35%	-	35%	29%	35% <b>c</b>	32%	35% <b>ie</b>	32%	21%	21%	26%	34% <b>qjh</b>	40% <b>qjh</b>	52% <b>qjhijl</b>	59% <b>qjhijl</b>	21%	29% <b>im</b>	49% <b>imo</b>	58% <b>imo</b>	36% <b>ie</b>	24%	36%
NET Any 1st Class	3051	-	3051	481	1643	1565	1476	443	456	701	439	523	283	205	900	1140	1011	488	2676	356	3034
59%	-	59%	53% <b>d</b>	56%	53% <b>d</b>	53% <b>d</b>	56%	45% <b>im</b>	42% <b>pkim</b>	52% <b>pkim</b>	43% <b>im</b>	43% <b>im</b>	49%	39%	51% <b>naq</b>	52% <b>naq</b>	31% <b>naq</b>	42%	58%	53% <b>ie</b>	59%
Any 2nd Class	2701	-	2701	322	1502	1262	1420	294	270	440	346	504	441	408	561	798	1351	847	2451	238	2775
52%	-	52%	46%	53% <b>c</b>	50%	55% <b>ie</b>	50%	43%	41%	43%	46%	54% <b>qjh</b>	69% <b>qjhijl</b>	77% <b>qjhijl</b>	42%	45%	60% <b>imo</b>	70% <b>imo</b>	53% <b>ie</b>	45%	54%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QH8. When sending letters or cards, which service do you tend to use?

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2668	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
1st class - all the time	1021	223	244	258	295	468	553	698	314	124	115	263	251	215	628	126	851	123	360	18
20%		24% <sup>ab</sup>	15%	22% <sup>cd</sup>	23% <sup>bd</sup>	18%	21%	23% <sup>gh</sup>	16%	19%	17%	20%	18%	23% <sup>lmn</sup>	19%	19%	20%	23%	19%	14%
1st class - most of the time	1134	226	356	232	318	564	550	779	347	113	145	271	328	199	748	113	963	124	376	29
22%		24%	22%	20%	22%	23%	21%	23% <sup>gh</sup>	17%	16%	23%	20%	24% <sup>lm</sup>	24% <sup>lmn</sup>	22%	17%	21% <sup>o</sup>	23%	20%	22%
1st and 2nd class in equal amounts	896	165	293	204	234	459	438	544	339	125	113	235	251	130	599	128	741	87	338	25
17%		17%	18%	17%	16%	18%	17%	18%	17%	20%	17%	18%	18%	16%	18%	20%	17%	16%	18%	19%
2nd class - most of the time	1282	222	436	272	350	660	622	640	616	160	155	346	354	163	855	164	1041	118	505	30
25%		24%	27%	23%	24%	26%	24%	21%	21% <sup>gh</sup>	25%	24%	23% <sup>lm</sup>	23% <sup>lmn</sup>	20%	25% <sup>mn</sup>	25%	24%	22%	26%	23%
2nd class - all the time	523	62	182	145	134	244	270	251	264	73	77	145	120	71	342	73	421	41	221	8
10%		7%	11% <sup>ab</sup>	12% <sup>cd</sup>	9%	10%	11%	8%	13% <sup>gh</sup>	12%	12%	11%	9%	9%	10%	11%	10%	8%	12%	6%
I never send letters or cards	212	30	58	45	79	88	125	108	98	31	29	60	51	23	139	31	163	22	89	10
4%		3%	4%	4%	5% <sup>ab</sup>	3%	5%	4%	5%	5%	4%	4%	4%	3%	4%	5%	4%	4%	5%	7%
I don't know	92	16	20	21	35	36	56	55	33	11	20	20	18	13	68	11	71	15	30	11
2%		2%	1%	2%	2%	1%	2%	2%	2%	2%	3% <sup>ab</sup>	1%	1%	2%	2%	2%	3%	2%	2%	3% <sup>ab</sup>
NET 1st Class all/most of the time	2155	450	603	490	613	1052	1103	1477	661	237	264	534	579	414	1376	239	1814	247	736	47
42%		43% <sup>ab</sup>	38%	42%	42%	41%	42%	48% <sup>gh</sup>	33%	37%	40%	40%	42%	51% <sup>lmn</sup>	41%	37%	43% <sup>o</sup>	47% <sup>qr</sup>	38%	36%
NET 2nd Class all/most of the time	1805	284	620	417	484	904	901	891	880	234	232	491	474	234	1197	237	1462	159	726	38
35%		30%	39% <sup>ab</sup>	35%	34%	36%	34%	29%	44% <sup>gh</sup>	37% <sup>lm</sup>	35% <sup>lm</sup>	37% <sup>lm</sup>	35% <sup>lm</sup>	29%	38% <sup>mn</sup>	37%	34%	30%	38% <sup>no</sup>	29%
NET Any 1st Class	3051	615	896	694	846	1511	1540	2021	1001	363	376	768	839	541	1975	368	2555	334	1074	72
59%		59% <sup>ab</sup>	56%	59%	59%	60%	59%	63% <sup>gh</sup>	50%	57%	57%	61%	61% <sup>lmn</sup>	59%	57%	60%	63% <sup>qr</sup>	53% <sup>rs</sup>	56%	55%
Any 2nd Class	2701	449	913	621	718	1362	1339	1435	1219	359	345	726	725	365	1796	366	2203	246	1064	63
52%		48%	57% <sup>ab</sup>	53%	50%	54%	51%	47%	61% <sup>gh</sup>	56% <sup>lm</sup>	52% <sup>lm</sup>	54% <sup>lm</sup>	53% <sup>lm</sup>	45%	63% <sup>mn</sup>	57%	52%	46%	58% <sup>no</sup>	48%

Proportions: Means: Columns T tested (5% risk level) - a-b/c/d - e-f - g-h - i/j/k/l/m/n - o-p - q/r/s  
\* small base

QH8. When sending letters or cards, which service do you tend to use?

Base : All participants

	Rurality			Nation				Region											
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2668	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
1st class - all the time	1021	922	99	36	868	66	54	32	45	117	70	58	113	74	189	129	72	6	60
20%		21% <b>b</b>	14%	19%	20% <b>m</b>	15%	22% <b>a</b>	23% <b>n</b>	22%	21%	16%	15%	23% <b>jkmpqr</b>	19%	28% <b>jkmpqr</b>	18%	16%	12%	16%
1st class - most of the time	1134	992	142	26	965	88	53	28	48	138	98	92	105	84	162	139	100	11	77
22%		22% <b>c</b>	20%	13%	22%	20%	21%	20%	23%	24%	23%	24%	23%	18%	24%	20%	23%	22%	20%
1st and 2nd class in equal amounts	896	767	129	38	752	74	44	26	44	103	66	77	70	86	81	147	76	8	67
17%		17%	18%	20%	17%	17%	18%	18%	21% <b>n</b>	19% <b>n</b>	16%	20% <b>n</b>	15%	18%	12%	21% <b>n</b>	17%	15%	16% <b>n</b>
2nd class - most of the time	1282	1059	224	62	1056	130	58	38	45	112	114	79	96	159	132	188	130	16	114
25%		24%	31% <b>a</b>	32% <b>a</b>	24%	30% <b>d</b>	24%	26%	22%	20%	22% <b>n</b>	21%	21%	33% <b>klmno</b>	19%	27%	20% <b>klmno</b>	31%	30% <b>klmno</b>
2nd class - all the time	523	428	95	23	431	49	31	12	15	56	50	46	39	55	67	50	8	41	41
10%		10%	13% <b>a</b>	12%	10%	11%	12%	8%	7%	10%	12%	12%	9%	12%	8%	9%	11%	16% <b>lmn</b>	11%
I never send letters or cards	212	186	26	6	188	15	5	4	8	24	19	20	21	13	43	29	10	1	14
4%		4%	2%	3%	4% <b>d</b>	3%	2%	3%	4%	4%	5%	5%	5%	3%	6% <b>lmn</b>	4%	2%	3%	4%
I don't know	92	84	9	1	79	11	2	2	2	17	7	4	11	8	17	7	6	1	9
2%		2%	1%	*	2%	2%	1%	1%	1%	3%	2%	1%	2%	3%	2%	1%	1%	3%	2%
NET 1st Class all/most of the time	2155	1914	241	62	1833	154	107	61	94	253	169	150	218	159	351	268	172	17	137
42%		43% <b>bc</b>	33%	32%	42% <b>a</b>	36%	43% <b>a</b>	43% <b>n</b>	45% <b>lmn</b>	45% <b>lmn</b>	40%	40%	48% <b>mopqr</b>	33%	52% <b>jkmpqr</b>	38%	39%	33%	36%
NET 2nd Class all/most of the time	1805	1486	318	85	1487	179	89	50	61	168	164	125	135	214	185	255	180	24	154
35%		33%	44% <b>a</b>	44% <b>a</b>	34%	41% <b>d</b>	36%	35%	29%	30%	39% <b>klmno</b>	33%	30%	49% <b>klmno</b>	27%	39% <b>lm</b>	41% <b>klmno</b>	46% <b>klmno</b>	41% <b>klmno</b>
NET Any 1st Class	3051	2682	370	99	2585	229	151	87	138	356	235	226	289	245	432	416	248	25	204
59%		60% <b>bc</b>	51%	52%	60% <b>a</b>	53%	61% <b>a</b>	61% <b>n</b>	63% <b>klmopqr</b>	63% <b>klmop</b>	59%	60% <b>n</b>	63% <b>klmno</b>	51%	74% <b>klmno</b>	59%	56%	48%	53%
Any 2nd Class	2701	2254	447	122	2239	253	133	76	105	271	230	202	206	301	267	402	256	32	221
52%		51%	62% <b>a</b>	64% <b>a</b>	52%	59% <b>d</b>	54%	53%	59% <b>lm</b>	49% <b>lm</b>	54% <b>lm</b>	54% <b>lm</b>	45%	63% <b>kljklm</b>	39%	57% <b>lmn</b>	59% <b>lmn</b>	61% <b>lmn</b>	59% <b>lmn</b>

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QH8. When sending letters or cards, which service do you tend to use?

Base : All participants

Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
1st class - all the time	1021	-	-	-	414	358	153	73	17	772	90	458	367	139	34	15	825	49	168	333
20%	-	-	-	-	21% <b>(d)</b>	18%	15% <b>(h)</b>	3% <b>(j)</b>	10%	2% <b>(i)</b>	17%	23% <b>(m)</b>	18%	19%	13%	16%	21% <b>(p)</b>	14%	20%	19%
1st class - most of the time	1134	-	-	-	372	483	170	71	31	855	102	441	487	126	63	8	929	70	179	349
22%	-	-	-	-	21%	24%	21%	20%	19%	23%	20%	23% <b>(m)</b>	24% <b>(l)</b>	17%	8%	23% <b>(p)</b>	19% <b>(q)</b>	21%	21%	20%
1st and 2nd class in equal amounts	896	-	-	-	290	374	149	46	30	664	76	321	370	121	56	18	690	74	171	279
17%	-	-	-	-	17%	18%	18%	13%	18%	18%	15%	16%	18%	16%	21%	19%	17%	21%	17%	16%
2nd class - most of the time	1282	1262	164	616	459	536	176	83	22	965	105	478	512	192	70	19	990	89	190	463
20%	77%	66%	70%	30%	26% <b>(h)</b>	24% <b>(h)</b>	21%	23% <b>(h)</b>	14%	23% <b>(h)</b>	20%	24%	23%	23%	18%	23%	24%	23%	23%	27%
2nd class - all the time	523	523	73	264	188	185	78	42	28	373	70	185	185	96	25	24	371	48	88	182
10%	29%	31%	30%	30%	11%	9%	9%	12%	17% <b>(h)</b>	10%	13% <b>(h)</b>	9%	9%	13% <b>(p)</b>	9%	24% <b>(m)</b>	9%	13%	11%	10%
I never send letters or cards	212	-	-	-	18	61	54	30	36	79	66	60	77	41	10	13	136	23	17	104
4%	-	-	-	-	1%	2% <b>(d)</b>	7% <b>(d)</b>	2% <b>(d)</b>	22% <b>(d)</b>	7% <b>(d)</b>	15% <b>(d)</b>	3%	4%	3% <b>(p)</b>	4%	13% <b>(m)</b>	3%	2%	2%	3% <b>(r)</b>
I don't know	92	-	-	-	13	24	38	10	-	37	10	18	30	30	6	2	48	8	20	35
2%	-	-	-	-	1%	1%	3% <b>(d)</b>	3% <b>(d)</b>	-	1%	2%	1%	1%	4% <b>(h)</b>	2%	2%	1%	2%	2%	2%
NET 1st Class all/most of the time	2156	-	-	-	786	841	323	144	48	1626	192	899	855	266	97	23	1754	120	347	683
42%	-	-	-	-	45% <b>(h)</b>	42% <b>(h)</b>	39%	41%	29%	43% <b>(h)</b>	37%	46% <b>(m)</b>	42% <b>(m)</b>	36%	37%	23%	44% <b>(m)</b>	33%	42%	39%
NET 2nd Class all/most of the time	1805	1805	237	880	647	722	253	125	50	1369	175	663	697	288	95	42	1361	137	278	646
35%	100%	100%	100%	100%	37% <b>(h)</b>	39%	31%	35%	31%	33% <b>(h)</b>	34%	34%	34%	39%	43%	34%	38%	33%	37%	37%
NET Any 1st Class	3051	-	-	-	1076	1214	472	190	78	2290	268	1220	1224	387	152	42	2444	194	518	962
59%	-	-	-	-	61% <b>(h)</b>	60% <b>(h)</b>	56%	54%	47%	61% <b>(h)</b>	52%	62% <b>(m)</b>	60% <b>(m)</b>	52%	58% <b>(o)</b>	42%	61% <b>(m)</b>	54%	62% <b>(s)</b>	55%
Any 2nd Class	2701	1805	237	880	938	1095	402	171	80	2033	251	984	1067	409	151	60	2051	211	449	925
52%	100%	100%	100%	100%	53%	54%	49%	48%	49%	54%	48%	50%	53%	55%	57%	61%	51%	58% <b>(s)</b>	54%	53%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base

QH8. When sending letters or cards, which service do you tend to use?

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
1st class - all the time	1021	101	893	26	354	594	73	907	3	13	5	1013	3
20%		32% <b>b</b>	19%	33% <b>d</b>	24% <b>e</b>	19%	23%	33% <b>g</b>	2%	27%	56%	33% <b>k</b>	12%
1st class - most of the time	1134	72	1050	13	331	732	71	1089	37	8	-	1134	*
22%		22%	22%	13	22%	22%	53	22%	31%	17%	-	22%	1%
1st and 2nd class in equal amounts	896	72	810	15	240	603	22	831	48	5	4	885	8
17%		21%	17%	18%	16%	18%	17%	17%	41% <b>g</b>	12%	44%	17%	30%
2nd class - most of the time	1282	52	1216	14	349	880	54	1248	19	13	-	1280	2
25%		15%	15% <b>b</b>	18%	23% <b>d</b>	25% <b>e</b>	17%	25%	16%	27%	-	25%	9%
2nd class - all the time	523	22	495	6	136	362	25	510	7	4	-	521	1
10%		7%	10%	7%	9%	11%	8%	10%	6%	8%	-	10%	5%
I never send letters or cards	212	10	201	1	63	126	23	205	-	3	-	208	5
4%		3%	4%	2%	4%	4%	7% <b>d</b>	4%	-	6%	-	4%	16%
I don't know	92	8	81	5	17	52	24	83	2	1	-	86	6
2%		2%	2%	6% <b>d</b>	1%	2%	3% <b>d</b>	2%	2%	2%	-	2%	25%
NET 1st Class all/most of the time	2155	173	1943	39	685	1326	144	2087	39	21	5	2147	3
42%		52% <b>b</b>	41%	49%	46% <b>e</b>	40%	45%	42%	34%	45%	56%	42%	13%
NET 2nd Class all/most of the time	1805	74	1712	19	485	1241	79	1758	27	17	-	1801	4
35%		22%	22% <b>b</b>	24%	33% <b>d</b>	37% <b>e</b>	24%	33% <b>g</b>	23%	36%	-	33% <b>k</b>	15%
NET Any 1st Class	3951	245	2753	54	925	1929	197	2918	89	26	8	3032	11
59%		73% <b>b</b>	58%	67%	62% <b>e</b>	58%	61%	59%	75% <b>g</b>	56%	100%	59%	43%
Any 2nd Class	2701	146	2521	34	725	1844	132	2589	75	22	4	2686	11
52%		44%	53% <b>b</b>	43%	49%	55% <b>e</b>	41%	52%	64%	47%	44%	52%	44%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH8. When sending letters or cards, which service do you tend to use?

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	850	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
1st class - all the time	1021	262	257	254	247	91	97	74	86	91	81	-	168	87	93	84	70
	20%	20%	20%	20%	19%	21%	23%	17%	18%	22%	19%	-	20%	18%	21%	20%	16%
1st class - most of the time	1134	293	312	277	252	93	107	93	120	111	82	-	161	116	85	87	80
	22%	23%	24% <b>id</b>	21%	19%	21%	25%	22%	28% <b>up</b>	27% <b>up</b>	20%	-	20%	25%	19%	21%	18%
1st and 2nd class in equal amounts	896	223	223	224	226	80	67	76	70	81	73	-	151	73	76	75	75
	17%	17%	17%	17%	18%	19%	15%	18%	15%	20%	16%	-	18%	15%	17%	18%	17%
2nd class - most of the time	1282	319	310	317	336	104	97	118	115	85	110	-	194	123	106	103	127
	25%	25%	24%	25%	26%	24%	23%	28%	25%	21%	26%	-	24%	26%	24%	25%	29% <b>hi</b>
2nd class - all the time	523	135	118	124	147	53	40	41	48	25	44	-	90	34	56	42	49
	10%	10%	9%	10%	11%	12% <b>hi</b>	9%	10%	10%	6%	11%	-	11% <b>hi</b>	7%	12% <b>hi</b>	10%	11% <b>hi</b>
I never send letters or cards	212	38	53	64	57	8	17	13	16	18	20	-	38	25	15	20	22
	4%	3%	4%	5%	4%	2%	4%	3%	4%	5%	5%	-	5%	3% <b>id</b>	3%	5%	5%
I don't know	92	20	17	31	25	3	6	11	9	1	6	-	17	14	6	5	14
	2%	2%	1%	2%	2%	1%	1%	3% <b>hi</b>	2%	*	2%	-	2%	3% <b>hi</b>	1%	1%	3% <b>hi</b>
NET 1st Class all/most of the time	2195	555	570	531	499	184	204	168	206	201	163	-	326	203	178	171	150
	42%	43%	44% <b>id</b>	41%	39%	42%	47% <b>up</b>	39%	47% <b>up</b>	47% <b>up</b>	39%	-	40%	47% <b>up</b>	41%	41%	34%
NET 2nd Class all/most of the time	1805	454	428	441	483	157	137	150	163	110	154	-	284	157	162	145	178
	35%	35%	33%	34%	37%	36% <b>hi</b>	32%	37% <b>hi</b>	35% <b>hi</b>	27%	37% <b>hi</b>	-	35% <b>hi</b>	33%	37% <b>hi</b>	35%	40% <b>hi</b>
NET Any 1st Class	3051	778	793	755	725	263	271	244	275	282	236	-	479	276	254	246	225
	59%	60%	61% <b>id</b>	59%	56%	61% <b>up</b>	63% <b>up</b>	57%	59%	65% <b>up</b> (hi)mm	57%	-	59%	58%	58%	59%	51%
Any 2nd Class	2701	677	651	665	709	237	204	235	233	191	227	-	435	230	238	219	252
	52%	52%	50%	52%	55%	55%	47%	55%	50%	46%	56%	-	53%	49%	54%	53%	63% <b>hi</b>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QH9. Which, if any, of these describe your reasons for your choice of postage stamps when using them?

Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	1366	-	1366	108	355	640	721	136	135	226	182	254	254	179	271	408	687	433	1301	57	1366
Weighted Base	1328	**	1328	111*	339	589	732	134*	119*	230	180	231	222	212	253	410	665	434	1232	90*	1366
Effective Base	716	-	716	60	191	345	371	74	71	125	102	139	109	102	145	226	346	211	672	41	1366
What stamps I have to hand	369	-	369	13	94	160	207	28	26	58	45	68	69	75	54	103	212	144	360	6	375
28%	-	-	28%	12%	28%	27%	28%	21%	22%	29%	25%	30%	31%	35%	21%	25%	32%	33%	29%	6%	27%
Cost of postage	792	-	792	56	169	328	459	72	53	141	115	145	137	129	125	257	410	265	742	44	794
60%	-	-	60%	51%	56%	56%	63%	54%	44%	81%	63%	83%	82%	81%	49%	53%	62%	51%	60%	49%	58%
Speed of delivery	483	-	483	38	129	218	264	50	47	86	62	93	81	65	96	148	239	146	440	39	530
36%	-	-	36%	33%	38%	37%	36%	37%	39%	38%	34%	40%	36%	31%	38%	36%	36%	34%	36%	44%	39%
I don't want others to think that I don't want to use a 1st class stamp	44	-	44	9	21	22	21	15	6	9	7	1	5	1	21	16	7	6	32	10	47
3%	-	-	3%	8%	6%	4%	3%	11%	5%	4%	4%	-	2%	1%	8%	4%	1%	1%	3%	11%	3%
Value of the item to be sent	293	-	293	27	78	126	164	42	33	63	43	33	46	32	76	106	111	78	266	24	314
122%	-	-	122%	25%	23%	21%	22%	32%	25%	27%	24%	14%	21%	15%	30%	26%	17%	18%	22%	27%	23%
Security (i.e. that items sent will reach their destination intact)	123	-	123	25	23	51	71	25	21	15	9	13	22	17	47	25	52	39	98	22	116
9%	-	-	9%	23%	7%	9%	10%	19%	16%	7%	5%	6%	10%	8%	18%	6%	8%	9%	8%	24%	8%
Not much difference in cost between 1st and 2nd class post	159	-	159	21	54	78	80	28	25	30	27	20	17	12	53	57	49	29	133	25	164
12%	-	-	12%	19%	16%	13%	11%	21%	21%	13%	10%	9%	8%	5%	21%	14%	7%	7%	11%	26%	12%
Postal service are less likely to lose the mail / will treat it better	73	-	73	17	16	44	29	12	17	15	4	9	5	10	29	19	25	15	61	12	79
5%	-	-	5%	18%	5%	7%	4%	9%	14%	7%	2%	4%	2%	5%	12%	5%	4%	3%	5%	13%	6%
Other (please specify)	14	-	14	-	3	8	6	-	1	2	3	2	2	3	1	5	7	5	12	2	17
1%	-	-	1%	-	1%	1%	1%	-	1%	1%	2%	1%	1%	2%	-	1%	1%	1%	1%	2%	1%
No particular reason	59	-	59	-	11	34	25	4	5	3	7	14	15	10	9	10	40	26	56	3	69
4%	-	-	4%	-	3%	6%	3%	3%	4%	1%	4%	6%	7%	5%	4%	2%	6%	6%	5%	3%	5%
I don't know	11	-	11	-	2	5	5	1	1	2	-	2	5	-	1	2	7	6	10	1	12
1%	-	-	1%	-	1%	1%	1%	-	1%	1%	-	1%	2%	-	1%	1%	1%	1%	1%	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QH9. Which, if any, of these describe your reasons for your choice of postage stamps when using them?

Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1366	341	443	281	301	784	582	649	694	179	163	350	357	217	870	182	1112	-	-	-
Weighted Base	1328	210	423	338	357	633	695	687	609	209*	161*	368	327	175*	856	214	1055	-**	-**	-**
Effective Base	716	130	243	164	184	373	348	341	368	99	89	202	178	97	469	101	579	-	-	-
What stamps I have to hand	369	56	123	84	106	179	190	167	195	65	41	92	108	43	241	66	289	-	-	-
	28%	27%	29%	25%	30%	28%	27%	24%	27%	31%	25%	25%	33%	25%	28%	31%	27%	-	-	-
Cost of postage	792	119	249	220	203	369	423	401	371	124	104	210	200	95	513	126	627	-	-	-
	60%	57%	59%	65%	57%	58%	61%	59%	61%	59%	64%	67%	61%	54%	60%	59%	59%	-	-	-
Speed of delivery	483	85	141	120	137	226	257	265	211	62	55	137	128	66	320	63	400	-	-	-
	36%	40%	33%	36%	39%	36%	37%	39%	35%	30%	34%	37%	39%	38%	37%	29%	38%	-	-	-
I don't want others to think that I don't want to use a 1st class stamp	44	7	17	6	14	24	20	27	14	9	5	9	11	8	25	9	32	-	-	-
	3%	3%	4%	2%	4%	4%	3%	4%	2%	4%	3%	2%	3%	4%	3%	4%	3%	-	-	-
Value of the item to be sent	293	37	102	67	87	139	154	156	128	49	38	91	70	26	199	49	232	-	-	-
	22%	17%	24%	20%	24%	22%	22%	23%	21%	24%	24%	25%	21%	15%	23%	23%	22%	-	-	-
Security (i.e. that items sent will reach their destination intact)	123	21	41	27	34	62	61	57	59	15	25	36	22	15	82	16	100	-	-	-
	9%	10%	10%	8%	10%	10%	9%	8%	10%	7%	13%	10%	7%	9%	10%	7%	9%	-	-	-
Not much difference in cost between 1st and 2nd class post	159	31	39	40	49	70	89	106	50	28	16	55	33	23	103	28	126	-	-	-
	12%	15%	9%	12%	14%	11%	13%	13%	8%	13%	10%	15%	10%	13%	12%	13%	12%	-	-	-
Postal service are less likely to lose the mail / will treat it better	73	11	31	16	15	42	31	47	24	10	6	24	18	12	49	10	63	-	-	-
	5%	5%	7%	5%	4%	7%	4%	7%	4%	5%	4%	7%	5%	7%	6%	5%	6%	-	-	-
Other (please specify)	14	2	5	3	4	7	6	5	8	3	4	3	*	4	7	3	10	-	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	*	2%	1%	1%	1%	-	-	-
No particular reason	59	9	19	15	16	28	31	28	31	10	9	13	8	11	30	13	42	-	-	-
	4%	4%	4%	4%	5%	4%	4%	4%	5%	5%	6%	4%	2%	7%	4%	6%	4%	-	-	-
I don't know	11	-	1	3	6	1	10	2	4	4	-	5	-	-	5	4	5	-	-	-
	1%	-	-	1%	2%	1	1%	2	1%	2%	-	1%	-	-	2%	2%	1%	-	-	-

Proportions/Mean: Columns Yes/No (5% risk level) - ab/cd - ef - gh - ij/kl/mn - op - qrs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QH9. Which, if any, of these describe your reasons for your choice of postage stamps when using them?

Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1366	908	458	193	653	309	224	180	67	66	83	72	62	86	59	81	77	51	258
Weighted Base	1328	1103	225	70*	1101	126	62	39	54*	135*	125*	98*	97*	147*	126*	202*	118*	18**	108
Effective Base	716	587	130	43	524	153	117	113	59	59	72	64	52	74	53	68	65	24	130
What stamps I have to hand	369	294	75	24	303	43	14	9	10	45	38	32	20	33	31	61	32	4	38
28%	27%	33%	34%	28%	34%	23%	23%	18%	33%	31%	33%	21%	23%	25%	30%	27%	25%	23%	33%
Cost of postage	792	658	134	43	681	72	35	20	29	75	65	59	54	93	69	134	65	7	65
60%	60%	60%	62%	60%	58%	63%	50%	55%	56%	68%	58%	56%	63%	55%	67%	65%	41%	60%	60%
Speed of delivery	483	394	89	27	383	60	22	19	21	42	44	30	37	53	56	62	38	7	53
36%	36%	40%	39%	35%	47% <sup>sd</sup>	36%	48% <sup>sd</sup>	3	3	31%	35%	30%	39%	36%	44%	31%	32%	38%	48% <sup>sd</sup>
I don't want others to think I don't want to use a 1st class stamp	44	41	3	1	36	3	2	3	3	5	5	4	3	-	7	8	1	-	3
3%	4%	1%	1%	3%	2%	3%	6% <sup>sd</sup>	6% <sup>sd</sup>	3%	4%	4%	3%	-	6%	4%	1%	-	-	3%
Value of the item to be sent	293	242	51	20	249	21	11	12	15	38	29	20	27	38	23	33	25	2	20
22%	22%	23%	29%	23%	17%	18%	30% <sup>sd</sup>	28%	28%	28%	23%	20%	28%	26%	19%	16%	21%	9%	18%
Security (i.e. that items sent will reach their destination intact)	123	95	28	7	108	8	2	5	5	9	22	12	8	11	15	18	7	*	7
9%	9%	12%	10%	10%	6%	4%	12% <sup>sd</sup>	10%	7%	19% <sup>sd</sup>	12%	8%	8%	12%	9%	6%	3%	7%	7%
Not much difference in cost between 1st and 2nd class post	159	130	29	9	133	13	7	5	8	9	16	10	7	20	28	20	15	2	11
12%	12%	13%	13%	12%	11%	11%	13%	13%	15%	7%	13%	11%	7%	13%	23% <sup>sd</sup>	10%	13%	2	10%
Postal service are less likely to lose the mail / will treat it better	73	58	15	4	64	4	2	2	3	4	8	9	14	7	9	7	4	1	3
5%	5%	7%	6%	6%	3%	3%	6%	6%	5%	3%	6%	9%	15% <sup>sd</sup>	5%	7%	4%	4%	7%	3%
Other (please specify)	14	13	1	1	10	2	1	-	-	-	-	1	2	1	3	3	-	2	1
1%	1%	-	1%	1%	2%	2%	-	-	-	-	-	1%	2%	1%	2%	2%	-	9%	1%
No particular reason	59	53	6	2	46	4	6	3	4	7	-	10	-	8	-	4	13	*	4
4%	5%	3%	3%	4%	3%	10% <sup>sd</sup>	7%	7%	6% <sup>sd</sup>	5%	-	4% <sup>sd</sup>	-	3% <sup>sd</sup>	-	2%	11% <sup>sd</sup>	1%	3%
I don't know	11	8	3	1	10	-	1	-	1	1	2	-	4	-	1	-	-	-	-
1%	1%	1%	2%	1%	-	1%	-	-	2%	1%	2%	-	4%	-	1%	-	-	-	-

Proportions/Mean: Columns Test(s) (5% risk level) - a-b/c - d/e/f - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



PRE\_QH9. Which, if any, of these describe your reasons for your choice of postage stamps when using them?

Table 219

Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1366	908	118	495	459	569	196	83	46	1028	129	479	535	222	66	42	1014	108	-	-
Weighted Base	1328	881	142*	445	456	526	206	91*	40**	981	130*	443	497	249	78*	36**	940	115*	-**	-**
Effective Base	716	480	64	261	235	286	109	52	29	521	80	242	269	126	41	27	511	66	-	-
What stamps I have to hand	369	219	33	131	165	138	44	14	7	303	21	119	153	63	28	4	272	32	-	-
28%	25%	23%	29%	25%	33% <sup>sig</sup>	26%	21%	15%	17%	33% <sup>sig</sup>	16%	27%	31%	25%	36%	11%	29%	28%	-	-
Cost of postage	792	621	94	311	285	313	110	58	22	598	79	267	306	144	44	23	573	67	-	-
60%	70%	66%	70%	63%	60%	54%	64%	55%	61%	61%	60%	62%	58%	56%	63%	61%	58%	-	-	-
Speed of delivery	483	275	37	127	194	190	55	31	11	384	42	181	194	59	35	7	376	42	-	-
36%	31%	26%	29%	36%	49% <sup>sig</sup>	36%	27%	34%	28%	39% <sup>sig</sup>	32%	41% <sup>sig</sup>	39% <sup>sig</sup>	24%	45% <sup>sig</sup>	20%	49% <sup>sig</sup>	37%	-	-
I don't want others to think that I don't want to use a 1st class stamp	44	12	1	6	12	16	10	5	1	28	6	19	14	5	6	-	33	6	-	-
3%	1%	1%	1%	3%	3%	3%	6%	3%	3%	3%	6%	4%	3%	2%	6%	-	3%	6%	-	-
Value of the item to be sent	293	175	26	79	101	120	49	14	7	221	21	111	120	44	14	3	230	17	-	-
22%	20%	19%	18%	22%	23%	24%	16%	17%	23%	16%	25%	24%	18%	17%	9%	9%	24%	15%	-	-
Security (i.e. that items sent will reach their destination intact)	123	58	7	26	41	63	10	2	2	109	4	49	47	19	7	*	96	7	-	-
8%	7%	5%	6%	9%	13% <sup>sig</sup>	5%	2%	5%	11% <sup>sig</sup>	3%	11%	9%	7%	9%	*	10%	6%	6%	-	-
Not much difference in cost between 1st and 2nd class post	159	78	12	27	46	62	40	6	5	108	10	56	51	27	16	6	107	22	-	-
12%	9%	9%	6%	10%	12%	20% <sup>sig</sup>	6%	12%	11%	8%	13%	10%	11%	20%	16%	11%	19%	19%	-	-
Postal service are less likely to lose the mail / will treat it better	73	29	3	7	24	32	12	2	3	56	5	36	23	13	*	2	58	2	-	-
5%	3%	2%	2%	5%	6%	6%	3%	7%	6%	4%	8%	5%	5%	*	5%	6%	2%	-	-	
Other (please specify)	14	14	3	8	9	3	1	-	-	12	-	6	2	4	1	*	8	1	-	-
1%	2%	2%	2%	2%	1%	1%	-	-	1%	-	1%	*	2%	1%	1%	1%	1%	1%	-	-
No particular reason	59	37	7	17	14	21	12	7	5	35	12	14	21	10	5	4	35	9	-	-
4%	4%	5%	4%	3%	4%	4%	7%	14%	4%	13% <sup>sig</sup>	4%	3%	4%	4%	6%	11%	4%	8%	-	-
I don't know	11	8	3	3	2	*	6	*	*	2	*	1	1	*	*	*	2	*	-	-
1%	1%	2%	1%	*	*	3% <sup>sig</sup>	*	*	*	*	*	*	*	*	*	*	*	*	-	-

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QH9. Which, if any, of these describe your reasons for your choice of postage stamps when using them?

Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1366	83	1259	24	418	870	78	1331	19	10	1	1360	5
Weighted Base	1328	73*	1236	19**	373	884	71*	1286	25**	7**	2**	1318	7**
Effective Base	716	46	657	15	220	452	49	695	13	6	1	713	3
What stamps I have to hand	369	21	348	*	104	248	17	359	7	-	2	367	-
	28%	28%	28%	2%	28%	28%	24%	28%	30%	6%	100%	28%	-
Cost of postage	792	23	760	9	209	546	38	778	6	3	-	787	5
	60%	32%	61% <b>b</b>	48%	56%	62%	53%	60%	23%	41%	-	60%	70%
Speed of delivery	483	30	450	3	131	324	28	476	5	-	2	481	-
	36%	42%	36%	16%	35%	37%	39%	37%	20%	-	100%	36%	-
I don't want others to think that I don't want to use a 1st class stamp	44	8	37	1	15	23	7	37	6	-	-	44	-
	3%	1% <b>b</b>	3%	4%	4%	3%	1% <b>c</b>	3%	26%	-	-	3%	-
Value of the item to be sent	293	16	276	2	88	191	14	284	7	-	2	291	-
	22%	21%	22%	9%	24%	22%	14	22%	27%	-	100%	22%	-
Security (i.e. that items sent will reach their destination intact)	123	14	105	4	36	72	15	115	6	1	-	123	-
	9%	19% <b>b</b>	8%	21%	10%	8%	21% <b>d</b>	9%	25%	20%	-	9%	-
Not much difference in cost between 1st and 2nd class post	159	15	142	1	41	107	10	155	3	1	-	159	-
	12%	21%	11%	7%	11%	12%	14%	12%	11%	8%	-	12%	-
Postal service are less likely to lose the mail / will treat it better	73	9	64	*	27	40	6	68	5	-	-	73	-
	5%	1% <b>b</b>	5%	1%	7%	5%	8%	5%	22%	-	-	6%	-
Other (please specify)	14	-	14	-	3	8	2	14	-	*	-	14	-
	1%	-	1%	-	1%	1%	3%	1%	-	1%	-	1%	-
No particular reason	59	4	51	3	22	36	1	54	-	3	-	58	1
	4%	6%	4%	13%	6%	4%	2%	4%	-	46%	-	4%	19%
I don't know	11	-	10	1	7	2	2	10	-	-	-	10	1
	1%	-	1%	8%	2% <b>e</b>	*	3% <b>e</b>	1%	-	-	-	1%	11%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QH9. Which, if any, of these describe your reasons for your choice of postage stamps when using them?

Base : Use 2nd Class an equal amount as 1st Class or more often to send letters or cards

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1366	658	678	-	-	232	218	238	232	213	233	-	-	-	-	-
Weighted Base	1328	677	651	**	**	237	204	235	233	191	227	**	**	**	**	**
Effective Base	716	348	369	-	-	113	115	123	126	116	128	-	-	-	-	-
What stamps I have to hand	369	188	181	-	-	67	60	61	65	63	63	-	-	-	-	-
28%	28%	28%	-	-	28%	29%	26%	28%	33%	24%	-	-	-	-	-	-
Cost of postage	792	412	380	-	-	147	117	149	148	116	116	-	-	-	-	-
60%	61%	58%	-	-	62%	57%	63%	64%	61%	51%	-	-	-	-	-	-
Speed of delivery	483	250	233	-	-	79	71	100	80	58	95	-	-	-	-	-
30%	37%	36%	-	-	33%	35%	33%	34%	30%	42%	-	-	-	-	-	-
I don't want others to think that I don't want to use a 1st class stamp	44	24	19	-	-	6	13	5	7	3	9	-	-	-	-	-
3%	4%	3%	-	-	2%	7%	2%	3%	2%	4%	-	-	-	-	-	-
Value of the item to be sent	293	159	134	-	-	45	60	54	55	37	43	-	-	-	-	-
22%	23%	21%	-	-	19%	30%	23%	24%	19%	19%	-	-	-	-	-	-
Security (i.e. that items sent will reach their destination intact)	123	59	63	-	-	16	22	21	23	22	18	-	-	-	-	-
9%	9%	10%	-	-	7%	11%	9%	10%	12%	8%	-	-	-	-	-	-
Not much difference in cost between 1st and 2nd class post	159	83	75	-	-	34	28	21	17	32	26	-	-	-	-	-
12%	12%	12%	-	-	14%	14%	9%	7%	17%	12%	-	-	-	-	-	-
Postal service are less likely to lose the mail / will treat it better	73	31	42	-	-	10	11	10	17	11	13	-	-	-	-	-
5%	5%	6%	-	-	4%	6%	4%	7%	6%	6%	-	-	-	-	-	-
Other (please specify)	14	9	4	-	-	3	2	4	1	2	1	-	-	-	-	-
1%	1%	1%	-	-	1%	1%	2%	-	1%	1%	-	-	-	-	-	-
No particular reason	59	30	29	-	-	14	11	6	8	7	14	-	-	-	-	-
4%	4%	4%	-	-	6%	5%	2%	3%	4%	6%	-	-	-	-	-	-
I don't know	11	5	6	-	-	1	2	2	*	1	5	-	-	-	-	-
1%	1%	1%	-	-	1%	1%	1%	*	*	2%	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QH9. Which, if any, of these describe your reasons for your choice of postage stamps when using them?

Base : Use 1st or 2nd class stamps

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	2434	2434	370	2064	1152	1276	285	322	450	317	486	342	232	607	767	1060	574	2248	175	2434
Weighted Base	2403	2403	377	2026	1173	1224	279	316	455	321	473	302	257	595	776	1033	559	2115	274	2434
Effective Base	1389	1389	212	1177	680	705	161	179	266	187	282	183	133	340	453	596	315	1246	139	2434
What stamps I have to hand	568	568	63	505	259	309	43	48	89	74	132	108	73	91	163	314	181	513	53	596
24%	24%	24%	17%	25%	22%	25%	15%	15%	19%	23%	28% <sup>ghj</sup>	36% <sup>ghj</sup>	29% <sup>ghj</sup>	15%	21% <sup>no</sup>	30% <sup>no</sup>	32% <sup>no</sup>	24%	19%	24%
Cost of postage	1105	1105	164	941	517	586	102	125	197	157	225	159	141	227	354	525	300	988	112	1102
46%	46%	44%	44%	46%	44%	46%	37%	40%	42%	42% <sup>opq</sup>	41% <sup>opq</sup>	33% <sup>opq</sup>	23% <sup>opq</sup>	38%	40% <sup>opq</sup>	31% <sup>opq</sup>	24% <sup>opq</sup>	47%	41%	45%
Speed of delivery	948	948	139	810	480	468	140	131	176	124	191	99	86	271	301	376	185	813	130	1006
39%	39%	37%	40%	39%	40%	39%	50% <sup>klm</sup>	41%	39%	37%	40%	33%	33%	46% <sup>opq</sup>	39%	36%	33%	38%	43% <sup>r</sup>	41%
I don't want others to think that I don't want to use a 1st class stamp	122	122	21	100	68	53	28	28	23	19	12	4	7	56	43	23	12	101	19	118
5%	5%	6%	5%	6%	4%	5%	10% <sup>klm</sup>	9% <sup>klm</sup>	6% <sup>klm</sup>	6% <sup>klm</sup>	2%	1%	3%	9% <sup>opq</sup>	6% <sup>opq</sup>	2%	2%	5%	7%	5%
Value of the item to be sent	494	494	85	409	254	240	67	84	104	65	87	56	31	151	168	174	87	405	88	485
21%	21%	23%	20%	22%	20%	24% <sup>klm</sup>	27% <sup>klm</sup>	23% <sup>klm</sup>	20%	18%	19%	12%	12%	25% <sup>opq</sup>	22% <sup>opq</sup>	17%	16%	19%	32% <sup>r</sup>	20%
Security (i.e. that items sent will reach their destination intact)	288	288	54	234	142	145	54	41	74	19	52	33	15	95	94	99	48	233	54	281
12%	12%	14%	12%	12%	12%	20% <sup>klm</sup>	13% <sup>klm</sup>	16% <sup>klm</sup>	6%	11%	11%	6%	6%	16% <sup>opq</sup>	12%	10%	9%	11%	20% <sup>r</sup>	12%
Not much difference in cost between 1st and 2nd class post	372	372	60	311	196	174	71	47	73	50	75	25	32	117	123	131	57	329	40	378
15%	15%	16%	15%	15%	17%	14%	25% <sup>klm</sup>	15%	16% <sup>klm</sup>	16% <sup>klm</sup>	16% <sup>klm</sup>	8%	12%	20% <sup>opq</sup>	16% <sup>opq</sup>	13%	10%	16%	15%	16%
Postal service are less likely to lose the mail / will treat it better	310	310	66	244	171	139	51	71	56	42	45	20	24	123	98	90	44	257	50	303
13%	13%	17% <sup>d</sup>	12%	15%	15%	11%	16% <sup>klm</sup>	23% <sup>klm</sup>	12%	13% <sup>klm</sup>	10%	7%	9%	21% <sup>opq</sup>	13% <sup>opq</sup>	9%	8%	12%	16% <sup>r</sup>	12%
Other (please specify)	18	18	-	17	13	4	2	-	1	-	5	7	3	2	1	14	10	18	-	22
1%	1%	-	1%	1%	1%	4	1%	-	-	-	1%	2% <sup>klm</sup>	1%	-	-	1% <sup>no</sup>	2% <sup>no</sup>	1%	-	1%
No particular reason	139	139	14	125	70	69	16	12	16	16	28	30	20	28	32	79	51	113	25	138
6%	6%	4%	6%	6%	6%	6%	6%	4%	3%	5%	6%	10% <sup>klm</sup>	8%	5%	4%	9% <sup>no</sup>	9% <sup>no</sup>	5%	9%	6%
I don't know	28	28	4	23	10	17	4	3	6	4	2	2	5	8	10	10	7	28	-	26
1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	-	1%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QH9. Which, if any, of these describe your reasons for your choice of postage stamps when using them?

Base : Use 1st or 2nd class stamps

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2434	599	749	474	612	1348	1086	1404	1006	248	286	607	710	440	1603	252	2070	506	1838	90
Weighted Base	2403	445	799	514	645	1244	1159	1449	937	254	306	637	685	375	1627	257	2030	493	1800	111*
Effective Base	1389	267	444	300	379	710	679	803	578	150	176	372	394	214	942	153	1172	297	1033	60
What stamps I have to hand	568	103	217	97	151	319	248	290	271	54	72	163	189	74	394	55	477	111	428	29
24%	23%	23%	23%	19%	23%	26%	21%	20%	21%	21%	23%	26%	23%	20%	24%	21%	24%	22%	24%	27%
Cost of postage	1108	179	385	236	305	565	541	630	480	120	162	297	300	149	739	126	924	236	817	53
46%	40%	40%	46%	47%	45%	47%	43%	50%	53%	50%	47%	44%	40%	47%	46%	46%	46%	45%	48%	
Speed of delivery	948	185	304	211	248	489	459	582	359	79	118	260	274	173	652	79	834	190	716	42
39%	42%	38%	41%	38%	39%	40%	40%	40%	38%	31%	39%	41%	40%	46%	40%	31%	41%	39%	40%	38%
I don't want others to think that I don't want to use a 1st class stamp	122	33	29	26	33	62	60	83	32	16	17	28	35	21	81	16	102	34	78	9
5%	7%	4%	5%	5%	5%	5%	5%	6%	3%	6%	6%	4%	5%	6%	6%	6%	5%	7%	4%	8%
Value of the item to be sent	494	93	180	100	121	273	221	328	160	47	73	123	134	89	329	49	420	107	360	28
21%	21%	23%	19%	19%	22%	19%	17%	23%	17%	19%	24%	19%	20%	24%	20%	19%	21%	22%	20%	25%
Security (i.e. that items sent will reach their destination intact)	288	65	101	63	59	166	122	181	101	29	33	62	103	46	197	29	247	51	218	19
72%	75%	73%	72%	69%	73%	71%	72%	72%	71%	71%	71%	70%	73%	72%	72%	71%	72%	70%	72%	77%
Not much difference in cost between 1st and 2nd class post	372	68	119	83	101	187	184	234	131	40	56	71	124	56	251	41	306	83	255	24
15%	15%	15%	16%	16%	15%	16%	16%	16%	14%	16%	15%	11%	13%	15%	13%	16%	15%	15%	14%	21%
Postal service are less likely to lose the mail / will treat it better	310	68	110	53	80	177	133	196	109	31	51	78	79	58	208	31	266	79	215	16
13%	15%	14%	10%	12%	14%	11%	14%	14%	12%	12%	17%	12%	12%	15%	13%	12%	13%	16%	12%	15%
Other (please specify)	18	9	2	2	5	11	7	5	12	2	3	5	5	2	13	2	15	2	15	1
1%	2%			1%	1%	1%	1%		1%	1%	1%	1%	1%	1%	1%	1%	1%		1%	1%
No particular reason	139	30	35	25	49	66	73	70	67	9	23	34	47	15	104	9	121	15	115	8
6%	7%	4%	5%	8%	5%	6%	5%	5%	7%	4%	8%	5%	7%	4%	6%	4%	6%	3%	3%	8%
I don't know	28	3	12	8	5	15	13	22	6	1	3	14	3	5	20	1	25	4	23	1
1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QH9. Which, if any, of these describe your reasons for your choice of postage stamps when using them?

Base : Use 1st or 2nd class stamps

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2434	1525	909	433	1202	499	393	340	132	131	132	135	132	137	134	136	133	88	411
Weighted Base	2403	2063	340	73*	2011	203	121	68	99	261	197	178	211	227	302	325	211	21**	182
Effective Base	1389	1184	205	99	1059	178	167	230	124	125	124	127	125	129	129	129	127	22	156
What stamps I have to hand	568	483	85	18	466	56	30	16	24	52	43	34	49	58	75	84	48	5	51
Cost of postage	24%	23%	25%	24%	23%	28%	25%	23%	24%	20%	22%	19%	23%	26%	25%	26%	23%	24%	28%
Speed of delivery	1108	944	162	41	936	90	47	32	44	101	100	87	93	112	138	149	110	10	80
I don't want others to think that I don't want to use a 1st class stamp	46%	46%	48%	55% <sup>ab</sup>	47%	44%	39%	47%	45%	39%	51%	49%	44%	46%	46%	46%	52% <sup>ab</sup>	46%	44%
Value of the item to be sent	494	434	60	13	414	41	26	14	26	46	41	36	43	62	64	67	28	1	40
Security (i.e. that items sent will reach their destination intact)	288	250	38	9	241	27	9	12	10	22	31	17	25	33	45	39	19	1	26
Not much difference in cost between 1st and 2nd class post	12%	12%	11%	12%	12%	13%	7%	12% <sup>cd</sup>	11%	8%	16%	9%	12%	15%	16%	12%	9%	3%	14%
Postal service are less likely to lose the mail / will treat it better	372	328	45	8	317	22	19	14	12	38	39	39	31	31	46	59	23	3	19
Other (please specify)	15%	16%	13%	11%	16%	11%	16%	23% <sup>cd</sup>	12%	14%	20% <sup>ef</sup>	23% <sup>gh</sup>	19%	13%	19%	18%	11%	12%	11%
No particular reason	310	283	27	7	259	22	13	16	12	32	25	22	29	37	50	37	16	2	19
I don't know	18	15	3	3	15	2	1	-	1	4	-	2	2	-	2	-	4	1	1
	1%	1%	1%	4% <sup>ab</sup>	1%	1%	1%	-	1%	1%	-	1%	1%	-	1%	-	2%	5%	-
	139	115	23	2	109	17	10	3	6	16	7	9	12	16	16	21	6	1	16
	6%	6%	7%	3%	5%	8%	8%	4%	6%	6%	4%	5%	6%	7%	5%	6%	3%	4%	10% <sup>cd</sup>
	28	25	3	-	26	-	1	1	1	2	2	2	1	1	3	4	5	-	-
	1%	1%	1%	-	1%	-	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	2%	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab/c - d/e/f - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH9. Which, if any, of these describe your reasons for your choice of postage stamps when using them?

Base : Use 1st or 2nd class stamps

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2434	945	99	472	912	1001	318	140	53	1913	193	1110	963	228	95	29	2073	124	713	1721
Weighted Base	2403	923	96*	435	853	989	355	137*	58*	1843	195	1024	972	260	106*	32**	1996	138*	796	1607
Effective Base	1389	532	60	269	489	576	202	81	35	1066	115	610	551	143	59	22	1160	80	440	951
What stamps I have to hand	568	210	17	111	248	230	56	24	8	479	32	280	207	49	23	7	488	30	190	418
24%	23%	18%	26%	31% <sup>deg</sup>	33% <sup>deg</sup>	16%	17%	14%	15% <sup>deg</sup>	16%	19%	32% <sup>deg</sup>	21%	19%	22%	24%	22%	19%	23% <sup>deg</sup>	19%
Cost of postage	1105	677	78	335	402	485	143	49	24	887	73	468	461	113	43	19	929	62	350	755
46%	73%	81%	77%	47%	49% <sup>deg</sup>	40%	36%	41%	48% <sup>deg</sup>	37%	46%	47%	44%	40%	59%	47%	45%	44%	47%	47%
Speed of delivery	948	148	8	60	375	379	116	51	22	754	73	450	379	79	27	9	829	36	300	648
39%	16%	8%	14%	44% <sup>deg</sup>	38%	33%	37%	38%	41% <sup>deg</sup>	37%	44% <sup>deg</sup>	39% <sup>deg</sup>	30%	25%	29%	42% <sup>deg</sup>	26%	38%	38%	40%
I don't want others to think that I don't want to use a 1st class stamp	122	28	-	2	40	41	27	8	6	82	13	42	49	18	10	1	91	12	69	53
5%	3% <sup>deg</sup>	-	-	5%	4%	8%	6%	10%	4%	7%	4%	5%	7%	11% <sup>deg</sup>	4%	3%	8%	3%	3%	3%
Value of the item to be sent	494	175	17	64	173	203	62	39	16	375	55	250	191	30	16	4	440	20	178	316
21%	19%	18%	15%	20%	20%	18%	20% <sup>deg</sup>	27%	20%	23% <sup>deg</sup>	24% <sup>deg</sup>	20% <sup>deg</sup>	12%	15%	13%	22% <sup>deg</sup>	15%	22%	20%	20%
Security (i.e. that items sent will reach their destination intact)	288	81	7	25	112	105	39	19	11	217	30	140	107	19	3	247	20	115	169	10%
12%	7%	7%	6%	13%	11%	11%	14%	19%	12%	15%	14% <sup>deg</sup>	11%	7%	16%	11%	12%	14%	13% <sup>deg</sup>	10%	10%
Not much difference in cost between 1st and 2nd class post	372	99	9	39	135	133	62	28	12	288	39	157	166	31	11	6	323	18	127	245
15%	11%	10%	9%	16%	13%	17%	20%	20%	15%	20%	15%	17%	12%	10%	20%	16%	13%	16%	15%	15%
Postal service are less likely to lose the mail / will treat it better	310	40	1	13	118	124	41	18	10	241	28	127	123	41	10	7	250	17	131	179
13%	4%	1%	3%	14%	12%	12%	13%	17%	13%	14%	12%	13%	16%	10%	21%	13%	12%	13% <sup>deg</sup>	11%	11%
Other (please specify)	18	15	1	11	9	5	1	2	-	14	2	7	7	1	2	-	14	2	4	14
1%	2%	2%	2%	1%	1%	-	2%	-	1%	1%	1%	1%	1%	2%	-	1%	2%	2%	-	1%
No particular reason	139	65	2	35	40	56	30	8	3	96	11	46	56	31	5	-	103	5	31	108
6%	7%	2%	9%	5%	6%	8%	6%	6%	6%	6%	6%	5%	6%	1% <sup>deg</sup>	5%	-	3%	4%	4%	4%
I don't know	28	6	-	1	5	8	11	-	3	14	4	-	14	12	-	-	15	20	8	20
1%	1%	-	-	1%	1%	3% <sup>deg</sup>	-	6% <sup>deg</sup>	1%	2%	-	1%	1% <sup>deg</sup>	5% <sup>deg</sup>	-	-	1% <sup>deg</sup>	-	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(o)(p) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH9. Which, if any, of these describe your reasons for your choice of postage stamps when using them?

Base : Use 1st or 2nd class stamps

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2434	141	2265	28	674	1621	139	2350	48	24	3	2422	9
Weighted Base	2403	148*	2220	35**	664	1623	116*	2298	64*	29**	5**	2391	7**
Effective Base	1389	84	1284	21	389	929	71	1334	33	15	3	1381	5
What stamps I have to hand	568	42	515	10	172	366	30	550	7	10	-	568	-
	24%	29%	23%	29%	26%	23%	26%	24%	12%	24%	-	24%	-
Cost of postage	1105	69	1026	11	314	739	52	1073	15	12	4	1100	1
	46%	47%	46%	30%	47%	46%	45%	47%	24%	41%	65%	46%	20%
Speed of delivery	948	59	880	9	280	622	46	928	16	1	2	945	1
	39%	40%	40%	26%	42%	38%	40%	40%	24%	4%	34%	40%	18%
I don't want others to think that I don't want to use a 1st class stamp	122	15	104	3	36	77	8	103	11	6	2	120	-
	5%	10%	5%	8%	5%	5%	7%	5%	1%	1%	34%	5%	-
Value of the item to be sent	494	23	468	3	133	343	19	483	3	8	-	494	-
	21%	15%	21%	9%	20%	21%	16%	21%	4%	28%	-	21%	1%
Security (i.e. that items sent will reach their destination intact)	288	20	263	6	101	171	16	268	12	8	2	266	-
	12%	13%	12%	16%	15%	11%	14%	12%	19%	20%	34%	12%	-
Not much difference in cost between 1st and 2nd class post	372	33	332	7	120	244	8	346	17	4	4	367	1
	15%	22%	15%	19%	18%	15%	7%	15%	26%	14%	68%	15%	14%
Postal service are less likely to lose the mail / will treat it better	310	17	281	12	112	184	14	289	9	7	2	305	3
	13%	12%	13%	34%	17%	11%	12%	13%	14%	25%	34%	13%	42%
Other (please specify)	18	-	17	-	3	14	2	18	-	-	-	18	-
	1%	-	1%	-	-	1%	1%	1%	-	-	-	1%	-
No particular reason	139	12	123	5	25	105	9	136	2	-	-	139	-
	6%	8%	6%	14%	4%	6%	6%	6%	4%	-	-	6%	-
I don't know	28	-	28	-	7	18	3	24	-	2	-	26	2
	1%	-	1%	-	1%	1%	3%	1%	-	7%	-	1%	23%

Proportions/Mean: Columns Yes/No (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



***Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)***

**QH9. Which, if any, of these describe your reasons for your choice of postage stamps when using them?**

**Base : Use 1st or 2nd class stamps**

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2434	-	-	1214	1220	-	-	-	-	-	-	-	807	407	408	409	403
Weighted Base	2403	**	**	1196	1207	**	**	**	**	**	**	**	763	433	416	391	401
Effective Base	1389	-	-	680	709	-	-	-	-	-	-	-	443	238	236	233	240
What stamps I have to hand	568	-	-	284	284	-	-	-	-	-	-	-	164	120	108	98	78
24%	-	-	-	24%	24%	-	-	-	-	-	-	-	21%	28%	26%	25%	19%
Cost of postage	1105	-	-	576	530	-	-	-	-	-	-	-	348	228	182	177	170
46%	-	-	-	48%	44%	-	-	-	-	-	-	-	46%	53%	44%	45%	42%
Speed of delivery	948	-	-	466	482	-	-	-	-	-	-	-	288	178	173	162	148
39%	-	-	-	39%	40%	-	-	-	-	-	-	-	38%	41%	42%	41%	37%
I don't want others to think that I don't want to use a 1st class stamp	122	-	-	55	67	-	-	-	-	-	-	-	38	17	31	21	15
5%	-	-	-	5%	6%	-	-	-	-	-	-	-	5%	4%	7%	5%	4%
Value of the item to be sent	494	-	-	232	262	-	-	-	-	-	-	-	154	78	76	81	106
21%	-	-	-	19%	22%	-	-	-	-	-	-	-	20%	18%	18%	21%	26%
Security (i.e. that items sent will reach their destination intact)	288	-	-	144	144	-	-	-	-	-	-	-	77	67	49	54	41
12%	-	-	-	12%	12%	-	-	-	-	-	-	-	10%	16%	12%	14%	10%
Not much difference in cost between 1st and 2nd class post	372	-	-	196	176	-	-	-	-	-	-	-	112	84	61	65	49
15%	-	-	-	16%	15%	-	-	-	-	-	-	-	15%	19%	15%	17%	12%
Postal service are less likely to lose the mail / will treat it better	310	-	-	146	164	-	-	-	-	-	-	-	95	51	56	56	52
13%	-	-	-	12%	14%	-	-	-	-	-	-	-	12%	12%	13%	14%	13%
Other (please specify)	18	-	-	9	9	-	-	-	-	-	-	-	8	1	5	2	3
1%	-	-	-	1%	1%	-	-	-	-	-	-	-	1%	1%	1%	1%	1%
No particular reason	139	-	-	76	62	-	-	-	-	-	-	-	54	22	24	19	19
6%	-	-	-	6%	5%	-	-	-	-	-	-	-	7%	5%	6%	5%	5%
I don't know	28	-	-	14	14	-	-	-	-	-	-	-	13	1	6	4	4
1%	-	-	-	1%	1%	-	-	-	-	-	-	-	2%	1%	1%	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QH10. In the last year, in which of these locations have you purchased postage stamps?

Base : Use 1st or 2nd class stamps

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	2434	-	2434	370	2064	1152	1278	285	322	450	317	486	342	232	607	767	1060	574	2248	175	2434
Weighted Base	2403	-**	2403	377	2026	1173	1224	279	316	455	321	473	302	257	595	776	1033	599	2115	274	2434
Effective Base	1389	-	1389	212	1177	680	705	161	179	266	187	282	183	133	340	453	596	315	1246	139	2434
Online - on the Royal Mail website	181	-	181	64	117	108	73	37	49	39	18	22	7	9	86	58	38	16	152	29	151
8%	-	8%	17% <b>d</b>	6%	6%	9% <b>d</b>	6%	13% <b>k</b> lm	15% <b>k</b> lm	9% <b>lm</b>	6%	5%	2%	3%	14% <b>o</b> pq	7% <b>o</b> d	4%	3%	7%	11%	6%
Using the Royal Mail smartphone app	119	-	119	39	80	79	40	36	32	23	11	10	7	-	68	34	17	7	86	31	100
5%	-	5%	10% <b>d</b>	4%	4%	7% <b>d</b>	3%	8% <b>k</b> lm	10% <b>k</b> lm	5% <b>lm</b>	3% <b>lm</b>	2%	2%	-	11% <b>o</b> pq	4% <b>o</b> d	2%	1%	4%	11% <b>r</b>	4%
Post office	1539	-	1539	229	1310	715	822	154	196	261	216	318	202	191	350	478	711	393	1346	185	1629
64%	-	64%	61%	65%	61%	67% <b>e</b>	55%	62%	57%	67% <b>g</b> j	67% <b>g</b> j	67% <b>g</b> j	74% <b>gh</b>	59%	62%	69% <b>k</b> no	70% <b>no</b>	64%	68%	67%	67%
Convenience store	480	-	480	64	415	267	213	57	60	86	59	107	67	43	118	145	217	110	420	57	524
20%	-	20%	17%	20%	23% <b>f</b>	17%	17%	21%	19%	19%	18%	23%	22%	17%	20%	19%	21%	20%	20%	21%	22%
Supermarket (including when ordering a delivery to your home)	592	-	592	79	513	268	322	72	68	90	92	106	93	72	140	181	270	165	517	68	576
25%	-	25%	21%	25%	23%	26%	26%	26%	22%	20%	24% <b>n</b>	22%	23% <b>n</b>	28%	24%	23%	26%	29%	24%	25%	24%
Online - when purchasing and sending a card, for example via a service such as Moonpig or Funky Pigeon	145	-	145	50	95	73	72	22	43	36	14	13	9	8	65	50	30	17	128	17	141
6%	-	6%	13% <b>d</b>	5%	6%	6%	6%	6% <b>k</b>	14% <b>k</b> lm	9% <b>k</b>	4%	3%	3%	3%	11% <b>o</b> pq	6% <b>o</b> d	3%	3%	6%	6%	6%
Other (please specify)	37	-	37	3	34	11	26	*	3	3	*	5	13	12	3	3	30	25	33	4	30
2%	-	2%	1%	2%	1%	2%	2%	*	1%	1%	*	1%	4% <b>o</b> ijh	6% <b>o</b> hij	1%	*	3% <b>k</b> no	4% <b>no</b>	3%	1%	1%
None of these/ I have not purchased stamps in the last year	171	-	171	20	151	94	75	21	14	57	14	45	10	12	35	71	66	21	153	19	173
7%	-	7%	5%	7%	8%	6%	6%	8%	4%	13% <b>n</b> lm	4%	6% <b>n</b>	3%	4%	6%	9% <b>n</b>	6%	4%	7%	7%	7%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/pq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QH10. In the last year, in which of these locations have you purchased postage stamps?

Base : Use 1st or 2nd class stamps

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2434	599	749	474	612	1348	1086	1404	1006	248	286	607	710	440	1603	252	2070	506	1838	90
Weighted Base	2403	445	799	514	645	1244	1159	1449	937	254	306	637	685	375	1627	257	2030	493	1800	111*
Effective Base	1389	267	444	300	379	710	679	803	578	150	176	372	394	214	942	153	1172	297	1033	60
Online - on the Royal Mail website	181	53	58	37	33	110	71	148	34	8	26	55	40	49	120	10	169	46	128	6
Using the Royal Mail smartphone app	119	34	36	21	28	70	49	90	23	14	15	22	44	21	82	14	102	29	86	4
Post office	1539	299	508	336	397	806	733	896	630	156	199	396	450	261	1045	158	1321	293	1181	65
Convenience store	480	76	151	127	126	227	252	298	174	48	69	96	149	90	314	49	408	97	364	19
Supermarket (including when ordering a delivery to your home)	592	113	225	125	128	335	254	335	254	58	92	131	164	93	407	59	497	129	444	19
Online - when purchasing and sending a card, for example via a service such as Moonpig or Funky Pigeon	145	36	47	33	29	83	62	101	44	19	20	43	35	24	98	19	122	50	88	7
Other (please specify)	37	7	14	3	12	21	16	6	31	6	9	11	5	4	25	6	29	7	26	5
None of these/ I have not purchased stamps in the last year	171	21	57	28	66	78	94	116	54	15	18	51	47	17	116	15	139	32	127	12

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QH10. In the last year, in which of these locations have you purchased postage stamps?

Base : Use 1st or 2nd class stamps

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2434	1525	909	433	1202	499	393	340	132	131	132	135	132	137	134	136	133	88	411
Weighted Base	2403	2063	340	73*	2011	203	121	68	99	261	197	178	211	227	302	325	211	21**	182
Effective Base	1389	1184	205	99	1059	178	167	230	124	125	124	127	125	129	129	129	127	22	156
Online - on the Royal Mail website	181	156	25	3	158	13	6	3	9	18	10	5	8	24	30	24	19	16	13
Using the Royal Mail smartphone app	119	104	15	2	108	5	4	2	4	11	19	9	13	12	17	14	9	-	5
Post office	1539	1314	225	54	1270	136	85	48	69	170	122	121	134	150	197	177	130	15	121
Convenience store	480	418	62	12	385	53	24	17	21	40	42	24	51	33	50	82	43	6	47
Supermarket (including when ordering a delivery to your home)	592	504	88	19	504	52	22	14	16	70	52	45	31	45	94	107	54	4	40
Online - when purchasing and sending a card, for example via a service such as Moonpig or Funky Pigeon	145	133	12	2	121	11	7	5	5	17	12	11	14	16	25	18	4	-	11
Other (please specify)	37	26	11	1	34	1	2	-	1	7	3	5	-	5	2	11	1	-	1
None of these/ I have not purchased stamps in the last year	171	150	21	3	150	10	6	5	6	20	21	11	13	18	28	23	9	1	9

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH10. In the last year, in which of these locations have you purchased postage stamps?

Base : Use 1st or 2nd class stamps

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2434	945	99	472	912	1001	318	140	53	1913	193	1110	963	228	95	29	2073	124	713	1721
Weighted Base	2403	923	96*	435	853	989	355	137*	58*	1843	195	1024	972	260	106*	32**	1996	138*	796	1607
Effective Base	1389	532	60	269	489	576	202	81	35	1066	115	610	551	143	59	22	1160	80	440	951
Online - on the Royal Mail website	181	48	4	14	60	66	31	14	8	127	22	64	86	13	13	5	150	18	113	68
Using the Royal Mail smartphone app	119	21	-	2	30	47	32	5	3	76	8	36	45	23	10	3	81	13	79	40
Post office	1539	624	67	289	627	621	184	69	34	1248	103	729	599	130	58	19	1328	77	461	1078
Convenience store	480	147	10	72	175	197	63	30	14	372	43	228	190	43	10	5	418	17	183	297
Supermarket (including when ordering a delivery to your home)	592	231	25	127	249	240	67	22	14	489	36	259	215	77	32	9	474	41	196	396
Online - when purchasing and sending a card, for example via a service such as Moonpig or Funky Pigeon	146	34	3	12	48	60	26	5	5	108	11	48	64	24	8	1	112	9	85	59
Other (please specify)	37	22	4	19	14	19	2	2	-	33	2	20	11	6	-	-	32	-	9	28
None of these/ I have not purchased stamps in the last year	171	72	8	25	33	66	49	10	12	99	22	43	78	35	9	2	121	12	34	137

Proportions/Mean: Columns Tested (5% risk level) - ab/c - d/e/f/g/h/i - kl/mn/o/p/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QH10. In the last year, in which of these locations have you purchased postage stamps?

Base : Use 1st or 2nd class stamps

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2434	141	2265	28	674	1621	139	2350	48	24	3	2422	9
Weighted Base	2403	148*	2220	35**	664	1623	116*	2298	64*	29**	5**	2391	7**
Effective Base	1389	84	1284	21	389	929	71	1334	33	15	3	1381	5
Online - on the Royal Mail website	181	12	168	1	55	113	13	170	4	6	-	180	1
	8%	8%	8%	4%	8%	7%	12%	7%	6%	21%	-	8%	18%
Using the Royal Mail smartphone app	119	7	107	5	52	63	4	94	17	6	2	117	-
	5%	5%	5%	8%	4%	4%	4%	4%	26% <sup>gh</sup>	21%	34%	5%	-
Post office	1539	90	1431	18	409	1071	60	1510	15	8	4	1533	2
	64%	61%	64%	51%	61%	66% <sup>fl</sup>	52%	66% <sup>gh</sup>	23%	28%	66%	64% <sup>kh</sup>	33%
Convenience store	480	23	446	10	127	322	30	467	8	4	-	479	-
	20%	16%	20%	28%	19%	20%	26%	20%	12%	16%	-	20%	3%
Supermarket (including when ordering a delivery to your home)	592	46	542	4	171	385	36	562	22	7	2	590	-
	25%	31%	24%	13%	26%	24%	31%	24%	34%	23%	34%	25%	-
Online - when purchasing and sending a card, for example via a service such as Moompig or Funky Pigeon	145	17	123	5	71	66	8	128	13	3	-	144	1
	6%	11% <sup>hb</sup>	6%	15%	11% <sup>a</sup>	4%	7%	6%	20% <sup>gh</sup>	10%	-	6%	18%
Other (please specify)	37	3	34	-	10	25	2	34	-	3	-	37	-
	2%	2%	2%	-	1%	2%	2%	1%	-	9%	-	2%	-
None of these/ I have not purchased stamps in the last year	171	6	162	3	48	114	9	158	7	3	-	168	3
	7%	4%	7%	8%	7%	7%	6%	7%	11%	9%	-	7%	48%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH10. In the last year, in which of these locations have you purchased postage stamps?

Base : Use 1st or 2nd class stamps

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2434	-	-	1214	1220	-	-	-	-	-	-	-	807	407	408	409	403
Weighted Base	2403	**	**	1196	1207	**	**	**	**	**	**	**	763	433	416	391	401
Effective Base	1389	-	-	680	709	-	-	-	-	-	-	-	443	238	236	233	240
Online - on the Royal Mail website	181	-	-	83	98	-	-	-	-	-	-	-	63	20	29	33	36
	8%	-	-	7%	8%	-	-	-	-	-	-	-	8%	5%	7%	8%	9%
Using the Royal Mail smartphone app	119	-	-	62	57	-	-	-	-	-	-	-	41	21	14	21	22
	5%	-	-	5%	5%	-	-	-	-	-	-	-	5%	5%	3%	5%	6%
Post office	1539	-	-	755	784	-	-	-	-	-	-	-	495	259	275	262	248
	64%	-	-	63%	65%	-	-	-	-	-	-	-	65%	60%	66%	67%	62%
Convenience store	480	-	-	225	254	-	-	-	-	-	-	-	142	83	85	94	75
	20%	-	-	19%	21%	-	-	-	-	-	-	-	19%	19%	20%	24%	19%
Supermarket (including when ordering a delivery to your home)	592	-	-	293	299	-	-	-	-	-	-	-	167	127	116	80	103
	25%	-	-	25%	25%	-	-	-	-	-	-	-	22%	23%	28%	20%	26%
Online - when purchasing and sending a card, for example via a service such as Moospig or Funky Pigeon	145	-	-	73	72	-	-	-	-	-	-	-	46	26	21	23	28
	6%	-	-	6%	6%	-	-	-	-	-	-	-	6%	6%	5%	6%	7%
Other (please specify)	37	-	-	26	11	-	-	-	-	-	-	-	15	10	2	4	6
	2%	-	-	2%	1%	-	-	-	-	-	-	-	2%	2%	*	1%	1%
None of these/ I have not purchased stamps in the last year	171	-	-	89	82	-	-	-	-	-	-	-	36	53	34	20	27
	7%	-	-	7%	7%	-	-	-	-	-	-	-	5%	12%	8%	5%	7%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Q11. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	2643	-	2643	509	1542	1165	1469	363	382	544	344	480	339	191	745	888	1010	530	2426	203	2643
Weighted Base	2578	**	2578	563	1529	1220	1347	401	369	551	360	433	278	186	770	911	897	464	2259	304	2643
Effective Base	1415	-	1415	289	856	641	770	209	213	292	192	257	148	108	421	484	512	256	1260	148	2643
I paid for the postage	2142	-	2142	495	1224	1043	1092	327	289	472	296	376	232	150	616	768	757	381	1886	243	2169
	83%	-	83%	89% <sup>d</sup>	80%	86% <sup>f</sup>	81%	82%	78%	86% <sup>h</sup>	82%	87% <sup>k</sup>	83%	80%	80%	84%	84%	82%	84%	80%	82%
I used a pre-paid returns label	583	-	583	120	369	226	353	105	100	106	91	87	60	34	205	197	181	94	507	73	673
	23%	-	23%	21%	24%	19%	25% <sup>e</sup>	26%	27% <sup>g</sup>	19%	25%	20%	22%	18%	22%	20%	20%	22%	22%	24%	25%
Other (please specify)	17	-	17	4	13	2	14	2	3	3	1	4	3	3	6	8	7	14	3	22	22
	1%	-	1%	1%	1%	1%	1% <sup>a</sup>	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%
I don't know	75	-	75	2	70	34	41	10	10	12	11	10	11	20	23	32	22	65	9	65	65
	3%	-	3%	1%	9% <sup>c</sup>	3%	3%	2%	3%	2%	3%	2%	4%	6%	3%	3%	4%	5%	3%	3%	2%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**Q11. Thinking of the parcels that you've sent in the last month , how was the postage paid for?**

**Base : Sent any parcels in the last month**

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2643	731	806	557	549	1537	1106	1591	1022	258	307	650	756	532	1713	261	2272	256	897	41
Weighted Base	2578	564	788	600	626	1352	1226	1703	848	279	312	652	695	497	1659	281	2184	241	844	57**
Effective Base	1415	311	449	328	328	760	656	867	551	138	178	368	396	255	943	139	1213	142	494	29
I paid for the postage	2142	470	658	513	502	1127	1014	1434	684	231	252	528	596	433	1376	232	1832	178	643	30
	83%	83%	84%	86%	80%	83%	83%	84%	81%	83%	81%	81%	86%	77%	83%	83%	84%	74%	76%	52%
I used a pre-paid returns label	583	162	163	108	149	325	256	374	208	63	72	163	141	106	376	63	489	67	236	21
	23%	23%	21%	16%	24%	24%	21%	22%	24%	22%	23%	25%	20%	21%	23%	22%	22%	28%	28%	36%
Other (please specify)	17	1	9	3	4	9	8	8	10	*	4	3	8	1	15	*	16	8	8	2
	1%	*	1%	1%	1%	1%	1%	*	1%	*	1%	*	1%	*	1%	*	1%	3%	1%	3%
I don't know	75	7	23	16	29	30	45	38	34	10	10	25	12	7	46	10	55	12	44	12
	3%	1%	3%	3%	5%	2%	4%	2%	4%	4%	3%	4%	2%	1%	3%	4%	3%	5%	5%	21%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing

Q11. Thinking of the parcels that you've sent in the last month, how was the postage paid for?

Base : Sent any parcels in the last month

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2643	1714	929	440	1231	587	439	386	129	138	139	139	128	137	153	139	129	104	483
Weighted Base	2578	2218	359	99*	2131	239	129	79	98	287	209	191	207	229	362	347	201	33*	207
Effective Base	1416	1191	230	95	1035	272	219	257	117	126	127	126	118	125	142	125	117	42	231
I paid for the postage	2142	1846	295	79	1772	200	107	62	84	251	164	142	183	197	292	288	171	28	172
83%	83%	83%	82%	79%	83%	84%	83%	79%	83%	87%	87%	79%	74%	83%	81%	83%	83%	86%	83%
I used a pre-paid returns label	583	482	101	29	488	81	31	24	21	47	48	48	48	44	95	89	49	9	53
23%	22%	23%	30%	23%	25%	24%	24%	23%	21%	17%	23%	25%	23%	19%	26%	20%	24%	24%	23%
Other (please specify)	17	16	1	1	12	2	2	1	-	-	2	1	2	-	3	5	-	-	2
1%	1%	-	1%	1%	1%	1%	2%	1%	-	-	1%	-	1%	-	1%	1%	-	-	1%
I don't know	75	68	7	1	65	6	3	1	2	6	12	9	1	8	15	11	1	1	6
3%	3%	2%	1%	3%	3%	2%	2%	2%	2%	2%	6%	6%	-	4%	4%	3%	1%	2%	3%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

Q11. Thinking of the parcels that you've sent in the last month, how was the postage paid for?

Base : Sent any parcels in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2643	948	106	441	974	1070	335	170	75	2044	245	1193	1067	252	87	30	2260	117	399	795
Weighted Base	2578	853	115*	355	939	1004	364	180*	74*	1942	254	1116	1050	270	101*	24**	2166	125*	444	699
Effective Base	1415	495	53	235	505	555	201	99	44	1060	143	637	555	147	53	16	1190	69	249	417
I paid for the postage	2142	710	96	291	803	832	278	133	67	1635	220	949	890	204	72	17	1839	89	334	517
83%	83%	84%	82%	82%	83%	83%	76%	85%	81%	83%	82%	83%	83%	76%	71%	70%	83%	71%	75%	74%
I used a pre-paid returns label	583	213	24	88	196	223	94	45	20	419	65	244	230	57	38	10	474	48	122	202
23%	25%	21%	25%	21%	22%	25%	25%	27%	22%	26%	22%	22%	22%	38%	42%	22%	38%	27%	29%	
Other (please specify)	17	8	-	5	9	8	-	-	-	17	-	14	2	1	-	17	-	4	13	
1%	1%	-	1%	1%	1%	-	-	-	1%	-	1%	1%	-	-	1%	-	1%	1%	2%	
I don't know	75	15	2	8	31	17	18	5	1	48	6	17	32	19	2	2	48	4	16	51
3%	2%	2%	2%	3%	2%	3%	3%	2%	2%	2%	2%	2%	3%	2%	10%	2%	3%	4%	7%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q11. Thinking of the parcels that you've sent in the last month , how was the postage paid for?

Base : Sent any parcels in the last month

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	2643	181	2426	36	782	1677	184	2567	46	17	2	2630	11
Weighted Base	2578	194	2350	34**	756	1639	182	2485	64*	16**	4**	2565	9**
Effective Base	1415	102	1292	23	422	889	105	1366	32	10	2	1407	7
I paid for the postage	2142	158	1960	23	614	1392	136	2066	37	11	4	2135	3
	83%	81%	83%	70%	81%	82%	75%	84%	59%	69%	100%	83%	37%
I used a pre-paid returns label	583	53	522	8	211	335	37	549	25	7	-	582	1
	23%	27%	22%	23%	28%	20%	21%	22%	49%	46%	-	23%	15%
Other (please specify)	17	1	17	-	7	10	*	17	-	-	-	17	-
	1%	-	1%	-	1%	1%	*	1%	-	-	-	1%	-
I don't know	75	3	66	6	24	35	17	69	2	-	-	71	4
	3%	1%	3%	16%	3%	2%	9%	3%	3%	-	-	3%	46%

Proportions/Mears: Columns Yestid (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**Q11. Thinking of the parcels that you've sent in the last month , how was the postage paid for?**

**Base : Sent any parcels in the last month**

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2643	728	721	588	806	256	229	243	230	262	229	-	406	182	184	211	211
Weighted Base	2578	712	723	567	576	249	226	237	252	249	222	**	391	176	169*	200	207
Effective Base	1415	354	403	319	347	119	114	121	132	143	129	-	218	100	96	121	130
I paid for the postage	2142	644	647	410	441	229	206	207	229	227	190	-	283	127	129	153	159
	83%	90%cd	90%cd	72%	77%	92%lmnop	92%lmnop	87%lmnop	91%lmnop	91%lmnop	88%lm	-	72%	72%	76%	77%	77%
I used a pre-paid returns label	583	121	139	173	150	41	36	44	45	46	47	-	114	59	42	55	53
	23%	17%	19%	31%ab	29%ab	16%	16%	19%	18%	19%	21%	-	29%efgh	33%efgh	25%	28%ef	26%
Other (please specify)	17	-	-	11	6	-	-	-	-	-	-	-	6	5	4	1	2
	1%	-	-	3%ab	1%ab	-	-	-	-	-	-	-	2%	3%efgh	2%	-	1%
I don't know	75	2	6	39	29	-	*	1	2	2	2	-	33	5	5	14	10
	3%	-	1%	7%ab	5%ab	-	*	1%	1%	1%	1%	-	9%efghj	3%ef	3%	7%efghj	5%efgh

Proportions/Mean: Columns Tested (5% risk level) - a-b|cd - e|fgh|ij|klmnop  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q12. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : Paid for parcel postage in the last month

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	880	-	880	219	661	377	502	111	133	183	115	168	108	62	244	298	338	170	797	77	880
Weighted Base	851	-**	851	204	646	404	447	110*	129*	181	116*	164*	89*	61*	240	298	314	150*	734	108*	880
Effective Base	489	-	489	120	370	221	269	60	74	105	66	96	54	34	133	172	185	89	427	58	880
I haven't spent anything on postage for parcels in the last month (0)	56	-	56	7	49	27	29	7	6	6	8	16	8	5	13	14	29	13	51	5	50
	7%	-	7%	3%	8%	7%	6%	6%	5%	3%	7%	10%	9%	8%	5%	5%	9%	9%	7%	4%	6%
Up to £1.00 (0.5)	10	-	10	2	8	4	6	7	2	*	2	-	-	-	9	2	-	-	3	5	10
	1%	-	1%	1%	1%	1%	1%	9% <u>ll</u>	2%	*	1%	-	-	-	4%	1%	-	-	5%	5%	1%
£1.01 to £2.00 (1.5)	55	-	55	13	41	35	19	22	7	13	5	*	5	2	29	18	7	7	43	10	44
	6%	-	6%	6%	6%	9% <u>l</u>	4%	20% <u>hij</u> <u>klm</u>	6% <u>k</u>	7% <u>k</u>	5% <u>k</u>	*	5% <u>k</u>	4%	12% <u>op</u>	6%	2%	5%	6%	9%	5%
£2.01 to £4.00 (3)	132	-	132	20	112	55	77	13	23	25	13	27	14	17	36	39	58	31	110	22	134
	16%	-	16%	10%	17%	14%	17%	12%	16%	14%	13%	16%	10%	17%	15%	13%	16%	20%	15%	20%	15%
£4.01 to £6.00 (5)	171	-	171	34	137	82	89	22	27	34	23	30	27	9	48	57	65	36	154	15	165
	20%	-	20%	16%	21%	20%	20%	20%	21%	19%	19%	18%	14%	30%	20%	19%	21%	24%	21%	14%	19%
£6.01 to £10.00 (8)	135	-	135	36	100	58	78	6	31	26	24	26	8	14	37	49	49	23	117	19	169
	16%	-	16%	18%	15%	14%	17%	6%	24% <u>op</u>	14%	20% <u>op</u>	16%	9%	24% <u>op</u>	15%	17%	16%	15%	16%	17%	19%
£10.01 to £20.00 (15)	162	-	152	40	112	73	80	18	16	53	16	34	10	6	34	68	50	19	137	19	171
	18%	-	16%	20%	17%	16%	16%	16%	12%	20% <u>hij</u> <u>klm</u>	13%	21%	12%	10%	14%	23% <u>o</u>	16%	11%	19%	15%	19%
£20.01 to £30.00 (25)	61	-	61	17	44	28	32	6	7	7	14	18	5	3	13	21	26	8	56	4	60
	7%	-	7%	8%	7%	7%	7%	5%	6%	4%	12% <u>kl</u>	11% <u>kl</u>	5%	5%	6%	7%	8%	5%	8%	4%	7%
£30.01 to £40.00 (35)	24	-	24	9	15	9	9	6	2	3	3	1	7	2	8	6	10	9	23	2	24
	3%	-	3%	4%	2%	4%	2%	6%	2%	2%	3%	1%	2%	3%	3%	2%	3%	6%	3%	2%	3%
£40.01 to £50.00 (45)	13	-	13	10	3	6	7	2	3	4	2	1	2	-	4	6	3	2	9	3	11
	2%	-	2%	5% <u>d</u>	*	2%	2%	1%	2%	2%	2%	1%	2%	-	2%	2%	1%	1%	1%	3%	1%
Over £50 (55)	14	-	14	8	5	7	6	-	3	4	2	4	1	-	3	6	5	1	11	3	20
	2%	-	2%	4% <u>d</u>	1%	1%	1%	-	2%	2%	2%	3%	1%	-	1%	2%	2%	*	1%	3%	2%
I don't know	24	-	24	7	17	11	13	3	2	3	5	6	3	2	4	8	12	6	19	5	19
	3%	-	3%	4%	3%	3%	3%	2%	1%	2%	4%	4%	4%	4%	2%	3%	4%	4%	3%	4%	2%
I prefer not to say	4	-	4	1	3	3	1	-	1	3	-	-	-	-	1	3	-	-	1	-	3
	*	-	*	1%	*	1%	*	-	1%	2%	-	-	-	-	1%	-	-	-	1	-	*
Mean	10.22	-	10.22	14.22 <sup>d</sup>	8.98	10.45	9.98	8.70	9.82	11.20	11.08	10.94	9.96	7.79	9.31	11.16	10.05	9.08	10.27	9.69	10.66
Std Dev.	10.92	-	10.92	14.28	9.30	11.30	10.49	10.36	11.33	11.16	11.28	11.05	11.33	7.99	10.89	11.19	10.65	10.13	10.65	12.07	11.16
Std Error	0.37	-	0.37	0.96	0.36	0.58	0.47	0.98	0.98	0.83	1.05	0.85	1.09	1.02	0.70	0.65	0.58	0.78	0.38	1.38	0.38

Proportions/Mean: Column Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q12. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : Paid for parcel postage in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	880	245	290	183	162	535	345	557	316	77	90	216	285	181	591	78	778	187	672	21
Weighted Base	851	181	292	204	174	473	378	568	279	76*	92*	226	262	160*	580	77*	745	178	643	30**
Effective Base	489	109	162	118	101	270	219	317	170	44	52	127	156	90	335	44	428	105	369	15
I haven't spent anything on postage for parcels in the last month (0)	56	4	23	16	12	28	28	25	31	9	2	14	23	13	11	29	4	10	46	-
	7%	2%	8%	8%	7%	6%	7%	4%	11%	12%	3%	6%	8%	7%	5%	12%	6%	5%	7%	-
Up to £1.00 (0.5)	10	3	3	2	3	6	4	7	3	5	*	2	2	1	4	5	5	*	8	2
	1%	2%	1%	1%	2%	1%	1%	1%	1%	6% <u>min</u>	*	1%	1%	1%	1%	6%	1%	*	1%	7%
£1.01 to £2.00 (1.5)	55	12	12	24	7	24	31	34	20	4	11	14	14	10	40	4	49	18	36	-
	6%	7%	4%	12% <u>min</u>	4%	5%	8%	6%	7%	5%	12%	6%	5%	6%	7%	5%	7%	10%	6%	-
£2.01 to £4.00 (3)	132	23	39	25	45	62	70	82	48	16	15	42	35	17	52	17	111	34	94	4
	16%	13%	13%	12%	25% <u>min</u>	13%	19%	15%	17%	11%	14%	16%	13%	11%	16%	23%	15%	19%	15%	14%
£4.01 to £6.00 (5)	171	38	56	50	27	94	77	107	63	15	15	51	56	27	122	15	150	33	129	9
	20%	21%	19%	25%	15%	20%	20%	19%	23%	20%	16%	23%	21%	17%	21%	20%	20%	19%	20%	29%
£6.01 to £10.00 (8)	136	33	58	32	12	91	45	95	41	8	13	36	51	24	100	8	125	25	105	5
	16%	15% <u>min</u>	20% <u>min</u>	19% <u>min</u>	7%	19% <u>min</u>	12%	17%	15%	11%	14%	16%	20%	15%	17%	11%	17%	14%	16%	17%
£10.01 to £20.00 (15)	152	24	65	30	30	92	60	116	36	15	15	34	55	32	104	15	137	29	120	3
	18%	13%	23% <u>min</u>	15%	17%	20%	16%	19%	13%	19%	17%	15%	21%	20%	18%	19%	18%	16%	19%	9%
£20.01 to £30.00 (25)	79	18	14	11	17	32	28	48	12	*	14	12	15	19	42	*	61	14	46	*
	7%	10%	5%	6%	10%	7%	7%	9%	4%	16% <u>min</u>	9%	5%	6%	12% <u>min</u>	7%	*	8%	8%	7%	1%
£30.01 to £40.00 (35)	24	9	*	5	10	9	15	9	9	2	3	9	8	2	17	2	20	5	15	4
	3%	6% <u>min</u>	*	3%	10% <u>min</u>	2%	4%	3%	3%	3%	3%	4%	2%	3%	3%	3%	3%	3%	2%	14%
£40.01 to £50.00 (45)	13	6	5	1	1	11	2	10	3	*	2	1	2	8	5	*	13	4	9	-
	2%	3%	2%	1%	1%	2%	1%	2%	1%	*	2%	*	1%	6% <u>min</u>	1%	*	2%	2%	1%	-
Over £50 (55)	14	8	*	2	4	8	5	13	*	1	*	4	5	3	9	1	12	*	14	-
	2%	6% <u>min</u>	*	1%	2%	2%	1%	2%	*	2%	*	2%	2%	2%	2%	2%	2%	*	2%	-
I don't know	24	2	13	3	6	15	9	11	12	1	1	6	8	4	15	1	19	5	17	3
	3%	1%	3%	1%	4%	3%	2%	2%	4%	1%	2%	3%	3%	3%	3%	1%	3%	3%	3%	9%
I prefer not to say	4	1	-	3	-	1	3	3	1	-	-	-	-	1	-	-	1	-	4	-
	*	1%	-	1%	-	*	1%	*	*	-	-	-	-	1%	-	-	*	-	1%	-
Mean	10.22	13.56 <sup>bc</sup>	8.96	8.47	11.07	10.67	9.66	11.32 <sup>h</sup>	7.97	7.52	11.06	9.45	10.21	12.76 <sup>km</sup>	10.05	7.47	10.61	9.53	10.39	10.85
Std Dev.	10.92	14.17	8.08	9.29	12.08	11.07	10.73	11.61	8.93	9.57	10.40	10.60	11.04	12.87	10.40	9.52	11.03	9.94	11.17	11.38
Std Error	0.37	0.91	0.47	0.69	0.95	0.48	0.58	0.49	0.50	1.09	1.10	0.72	0.61	0.96	0.43	1.08	0.40	0.73	0.43	2.48

Proportions: Means: Column Test (5% risk level) - ab|cd - ef - ij|kl|mn - op - q|rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Q12. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : Paid for parcel postage in the last month

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	880	521	359	176	415	208	135	122	44	46	47	40	54	52	40	53	39	39	169
Weighted Base	851	711	140*	26*	709	80*	40*	22*	35*	95*	72*	53*	89*	89*	84*	128*	64*	10**	71*
Effective Base	489	411	79	51	370	73	62	81	42	44	44	38	52	50	39	50	37	12	62
I haven't spent anything on postage for parcels in the last month (0)	56	50	7%	4%	47	7%	1	1	4	5	2	1	2	14	9	8	2	3	7
Up to £1.00 (0.5)	10	10	1%	*	9	1	*	*	-	2	-	3	-	-	2	2	-	-	1
£1.01 to £2.00 (1.5)	55	45	6%	10	46	4	3	1	1	5	5	-	6	6	17	5	1	3	
£2.01 to £4.00 (3)	132	107	16%	25	111	13	4	4	7	23	11	14	18	7	13	12	6	12	
£4.01 to £6.00 (5)	171	149	16%	22	146	12	8	4	6	12	16	11	18	16	23	32	13	11	
£6.01 to £10.00 (8)	135	112	16%	23	102	19	8	7	6	13	10	10	10	10	9	24	10	16	
£10.01 to £20.00 (15)	152	128	18%	25	127	15	7	3	5	17	19	5	10	30	12	19	9	13	
£20.01 to £30.00 (25)	61	46	7%	15	53	4	2	1	4	10	3	3	13	1	9	2	7	3	
£30.01 to £40.00 (35)	24	19	3%	5	21	1	1	1	-	4	1	1	2	3	-	4	5	1	
£40.01 to £50.00 (45)	13	9	2%	4	13	*	*	-	1	-	3	2	3	2	3	-	-	*	
Over £50 (55)	14	12	2%	2	8	3	2	-	3	2	-	1	3	-	-	2	3	3	
I don't know	24	18	3%	6	22	*	2	*	-	2	2	1	4	-	2	6	4	*	
I prefer not to say	4	4	1%	*	4	-	-	-	-	-	-	-	-	3	-	1	-	-	
Mean	10.22	9.96	11.57	11.60	10.16	9.99	12.21	9.70	9.50	10.99	10.25	10.57	12.31o	9.72	9.43	7.58	12.64o	12.66	9.62
Std Dev.	10.92	10.78	11.56	13.02	10.74	11.55	13.57	9.51	9.73	11.62	10.07	12.80	13.31	9.37	9.99	7.43	12.43	12.27	11.49
Std Error	0.37	0.47	0.61	0.98	0.53	0.80	1.17	0.86	1.47	1.71	1.47	2.02	1.81	1.30	1.58	1.02	1.99	1.97	0.88

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Q12. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : Paid for parcel postage in the last month

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	880	316	28	138	345	356	99	58	19	701	77	468	349	42	18	1	817	19	295	585
Weighted Base	851	295	27**	112*	298	352	114*	60*	22**	650	83*	420	358	46**	20**	2**	779	23**	334	517
Effective Base	489	173	16	72	172	207	63	33	12	379	45	256	197	25	11	1	451	11	181	310
I haven't spent anything on postage for parcels in the last month (0)	56	20	3	10	16	25	11	2	-	41	2	25	26	3	-	-	51	-	10	46
		7%	7%	10%	5%	7%	10%	4%	-	6%	3%	6%	7%	6%	-	-	7%	-	3%	5%
Up to £1.00 (0.5)	10	2	2	-	5	3	-	2	-	8	2	4	2	4	-	-	6	-	8	2
		1%	1%	7%	-	2%	1%	-	-	1%	2%	1%	1%	8%	-	-	1%	-	2%	-
£1.01 to £2.00 (1.5)	55	12	-	6	11	22	9	9	4	33	13	19	21	10	2	-	40	2	29	25
		6%	4%	-	4%	6%	6%	15%	17%	5%	15%	5%	6%	22%	10%	-	5%	9%	9%	6%
£2.01 to £4.00 (3)	132	44	7	20	44	57	16	11	5	101	16	56	59	9	8	-	115	8	51	82
		16%	15%	25%	15%	16%	14%	18%	22%	15%	19%	13%	17%	19%	37%	-	15%	33%	15%	16%
£4.01 to £6.00 (5)	171	52	5	19	58	72	19	15	5	130	19	89	70	8	2	2	159	4	68	103
		20%	18%	17%	19%	21%	17%	24%	20%	20%	23%	21%	20%	17%	9%	100%	20%	19%	20%	20%
£6.01 to £10.00 (8)	135	46	4	19	55	49	19	7	6	103	13	52	76	5	2	-	128	2	50	85
		16%	16%	16%	18%	14%	17%	12%	26%	16%	15%	12%	11%	12%	10%	-	16%	9%	15%	17%
£10.01 to £20.00 (15)	152	60	4	20	62	67	12	8	2	129	11	93	55	2	3	-	148	3	64	89
		18%	20%	18%	21%	19%	11%	14%	10%	20%	13%	22%	15%	4%	14%	-	19%	13%	19%	17%
£20.01 to £30.00 (25)	61	28	-	8	28	21	10	2	-	48	2	39	20	-	1	-	59	1	25	35
		7%	10%	-	9%	6%	9%	3%	1%	7%	3%	9%	6%	-	6%	-	8%	5%	8%	7%
£30.01 to £40.00 (35)	24	12	2	4	5	12	6	1	-	17	1	8	14	3	-	-	22	-	8	16
		3%	4%	7%	2%	3%	6%	2%	-	3%	1%	2%	4%	6%	-	-	3%	-	2%	3%
£40.01 to £50.00 (45)	13	9	-	3	3	6	3	-	1	9	1	9	1	-	2	-	11	2	5	8
		2%	3%	-	1%	2%	3%	-	4%	1%	1%	2%	-	-	12%	-	1%	11%	2%	1%
Over £50 (55)	14	3	-	-	6	2	4	1	-	8	1	8	6	-	-	-	14	-	7	6
		2%	1%	-	2%	1%	4%	2%	-	1%	2%	2%	2%	-	-	-	2%	-	2%	1%
I don't know	24	7	-	5	8	13	3	-	-	21	-	15	8	1	-	-	23	-	7	17
		3%	3%	-	3%	4%	3%	-	-	3%	-	3%	2%	3%	-	-	3%	-	2%	3%
I prefer not to say	4	-	-	-	-	3	-	1	-	3	1	3	-	1	-	-	3	-	1	3
		-	-	-	-	1%	-	2%	-	-	1%	1%	-	3%	-	-	-	-	-	1%
Mean	10.22	11.72	8.12	9.90	10.74	9.79	12.20	7.96	7.58	10.23	7.85	11.33	9.55	5.79	11.79	5.00	10.50	11.08	10.64	9.95
Std Dev.	10.92	11.55	9.45	10.33	10.66	10.16	13.97	10.27	8.98	10.40	9.88	11.38	10.29	8.60	14.26	0.00	10.91	13.63	11.37	10.62
Std Error	0.37	0.65	1.79	0.88	0.57	0.54	1.40	1.35	2.08	0.39	1.13	0.53	0.55	1.33	3.36	0.00	0.38	3.13	0.66	0.44

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - j/k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q12. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : Paid for parcel postage in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	880	42	829	9	230	600	50	852	15	9	1	876	3
Weighted Base	851	49**	794	8**	223	589	39**	818	20**	9**	2**	847	3**
Effective Base	489	27	457	5	130	336	24	471	11	4	1	487	2
I haven't spent anything on postage for parcels in the last month (0)	56	-	56	-	13	42	-	56	-	-	-	56	-
	7%	-	7%	1%	6%	7%	-	7%	-	-	-	7%	-
Up to £1.00 (0.5)	10	-	10	-	4	6	-	8	-	-	2	8	-
	1%	-	1%	-	2%	1%	-	1%	-	-	100%	1%	-
£1.01 to £2.00 (1.5)	55	4	51	-	14	37	3	47	5	2	-	55	-
	6%	8%	6%	-	6%	6%	9%	6%	25%	27%	-	6%	-
£2.01 to £4.00 (3)	132	4	126	2	27	94	11	127	1	3	-	131	1
	16%	8%	16%	20%	12%	16%	27%	16%	5%	32%	-	16%	47%
£4.01 to £8.00 (5)	171	11	159	-	60	101	10	161	6	2	-	169	1
	20%	23%	20%	-	26%	17%	25%	20%	32%	21%	-	20%	51%
£8.01 to £10.00 (8)	135	12	123	-	23	109	4	134	1	-	-	135	-
	16%	25%	15%	2%	10%	16%	4	16%	7%	-	-	16%	-
£10.01 to £20.00 (15)	152	10	140	3	41	106	5	146	5	1	-	152	-
	18%	19%	18%	43%	18%	18%	13%	18%	24%	17%	-	18%	2%
£20.01 to £30.00 (25)	61	6	54	-	22	38	-	60	-	-	-	61	-
	7%	12%	7%	1%	10%	6%	1%	7%	1%	-	-	7%	-
£30.01 to £40.00 (35)	24	-	24	-	2	22	1	24	-	-	-	24	-
	3%	1%	3%	-	1%	4%	1%	3%	-	3%	-	3%	-
£40.01 to £50.00 (45)	13	-	13	-	7	6	-	13	-	-	-	13	-
	2%	-	2%	-	3%	1%	-	2%	-	-	-	2%	-
Over £50 (55)	14	2	12	-	3	9	2	14	-	-	-	14	-
	2%	3%	2%	-	1%	1%	4%	2%	-	-	-	2%	-
I don't know	24	-	22	3	6	17	1	24	-	-	-	24	-
	3%	-	3%	33%	2%	3%	3%	3%	-	-	-	3%	-
I prefer not to say	4	-	4	-	-	1	3	3	1	-	-	4	-
	-	-	1%	-	-	-	3%	-	6%	-	-	-	-
Mean	10.22	11.50	10.14	11.05	10.76	10.11	8.79	10.39	6.89	6.00	0.50	10.26	4.31
Std Dev.	10.92	10.89	10.95	6.48	11.49	10.63	12.05	11.05	5.51	7.33	-	10.93	2.51
Std Error	0.37	1.68	0.38	2.18	0.76	0.43	1.70	0.38	1.42	2.44	-	0.37	1.45

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \*\* very small base (under 30) ineligible for sig testing

Q12. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : Paid for parcel postage in the last month

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	880	-	-	425	455	-	-	-	-	-	-	-	292	133	128	159	168
Weighted Base	851	**	**	410	441	**	**	**	**	**	**	**	283	127*	129*	153*	159*
Effective Base	489	-	-	230	260	-	-	-	-	-	-	-	158	72	71	90	100
I haven't spent anything on postage for parcels in the last month (0)	56	-	-	34	22	-	-	-	-	-	-	-	20	13	3	14	6
	7%	-	-	8%	5%	-	-	-	-	-	-	-	7%	11%	2%	9%	4%
Up to £1.00 (0.5)	10	-	-	5	6	-	-	-	-	-	-	-	2	3	2	-	3
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	2%	2%	-	2%
£1.01 to £2.00 (1.5)	55	-	-	30	25	-	-	-	-	-	-	-	20	9	9	6	10
	6%	-	-	7%	6%	-	-	-	-	-	-	-	7%	7%	7%	4%	6%
£2.01 to £4.00 (3)	132	-	-	61	71	-	-	-	-	-	-	-	47	13	26	19	26
	16%	-	-	15%	16%	-	-	-	-	-	-	-	17%	10%	20%	13%	17%
£4.01 to £6.00 (5)	171	-	-	87	84	-	-	-	-	-	-	-	60	26	26	33	19
	20%	-	-	21%	19%	-	-	-	-	-	-	-	21%	21%	20%	20%	12%
£6.01 to £10.00 (8)	135	-	-	68	67	-	-	-	-	-	-	-	53	16	20	32	16
	16%	-	-	17%	15%	-	-	-	-	-	-	-	19%	12%	15%	21%	10%
£10.01 to £20.00 (15)	152	-	-	65	87	-	-	-	-	-	-	-	44	22	22	22	42
	18%	-	-	16%	20%	-	-	-	-	-	-	-	15%	17%	17%	14%	23%
£20.01 to £30.00 (25)	61	-	-	29	31	-	-	-	-	-	-	-	17	12	7	7	16
	7%	-	-	7%	7%	-	-	-	-	-	-	-	6%	10%	6%	5%	10%
£30.01 to £40.00 (35)	24	-	-	9	16	-	-	-	-	-	-	-	7	2	2	1	13
	3%	-	-	2%	4%	-	-	-	-	-	-	-	2%	1%	1%	-	9%
£40.01 to £50.00 (45)	15	-	-	8	5	-	-	-	-	-	-	-	5	3	1	3	1
	2%	-	-	2%	1%	-	-	-	-	-	-	-	2%	2%	1%	2%	1%
Over £50 (55)	14	-	-	7	7	-	-	-	-	-	-	-	2	4	3	2	2
	2%	-	-	2%	2%	-	-	-	-	-	-	-	1%	3%	2%	1%	1%
I don't know	24	-	-	5	20	-	-	-	-	-	-	-	2	3	7	8	4
	3%	-	-	1%	4%	-	-	-	-	-	-	-	1%	2%	9%	9%	3%
I prefer not to say	4	-	-	4	-	-	-	-	-	-	-	-	4	-	-	-	-
	1%	-	-	1%	-	-	-	-	-	-	-	-	1%	-	-	-	-
Mean	10.22	-	-	9.84	10.58	-	-	-	-	-	-	-	9.25	11.17	9.70	9.01	12.78%
Std Dev.	10.92	-	-	10.97	10.87	-	-	-	-	-	-	-	9.96	12.91	10.80	9.95	11.45
Std Error	0.37	-	-	0.53	0.51	-	-	-	-	-	-	-	0.58	1.12	0.95	0.79	0.88

Proportions/Mean: Column Test (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q12. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age					Age NET				Ethnicity		Total			
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)		NET White (r)	NET EMG (s)	
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	-**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
I haven't spent anything on postage for parcels in the last month (0)	1785	-	1785	190	1595	880	898	239	224	313	225	341	236	208	462	538	784	444	1575	201	1750
	69%	-	69%	49%	73%	70%	68%	70%	65%	64%	68%	70%	74%	79%	67%	66%	73%	76%	70%	66%	68%
Up to £1.00 (0.5)	10	-	10	2	8	4	6	7	2	*	2	-	-	-	9	2	-	-	3	5	10
	1%	-	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%
£1.01 to £2.00 (1.5)	55	-	55	13	41	35	19	22	7	13	5	*	5	2	29	18	7	7	43	10	44
	2%	-	2%	3%	2%	3%	1%	6%	2%	2%	2%	2%	2%	1%	4%	2%	1%	1%	2%	3%	2%
£2.01 to £4.00 (3)	132	-	132	20	112	55	77	13	23	25	13	27	14	17	36	39	58	31	110	22	134
	5%	-	5%	5%	5%	4%	6%	4%	7%	5%	4%	6%	4%	6%	5%	5%	5%	5%	5%	5%	5%
£4.01 to £6.00 (5)	171	-	171	34	137	82	89	22	27	34	23	30	27	9	48	57	65	36	154	15	165
	7%	-	7%	9%	6%	7%	7%	6%	8%	7%	7%	6%	8%	3%	7%	7%	6%	6%	7%	5%	6%
£6.01 to £10.00 (8)	135	-	135	36	100	58	78	6	31	26	24	26	8	14	37	49	49	23	117	19	169
	5%	-	5%	3%	5%	5%	6%	2%	6%	5%	5%	5%	3%	5%	5%	6%	5%	4%	5%	6%	7%
£10.01 to £20.00 (15)	152	-	152	40	112	73	80	18	16	53	16	34	10	6	34	63	50	19	137	16	171
	6%	-	6%	10%	8%	6%	6%	5%	5%	11%	5%	7%	3%	2%	5%	5%	5%	3%	6%	5%	7%
£20.01 to £30.00 (25)	61	-	61	17	44	28	32	6	7	7	14	18	5	3	13	21	26	8	56	4	60
	2%	-	2%	4%	2%	2%	2%	2%	2%	1%	4%	1%	1%	1%	2%	3%	2%	1%	2%	1%	2%
£30.01 to £40.00 (35)	24	-	24	9	15	9	9	6	2	3	3	1	7	2	8	6	10	9	23	2	24
	1%	-	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%
£40.01 to £50.00 (45)	13	-	13	10	3	6	7	2	3	4	2	1	2	-	4	6	3	2	9	3	11
	1%	-	1%	3%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Over £50 (55)	14	-	14	8	5	7	6	-	3	4	2	4	1	-	3	6	5	1	11	3	20
	1%	-	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I don't know	24	-	24	7	17	11	13	3	2	3	5	6	3	2	4	8	12	6	19	5	19
	1%	-	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%
I prefer not to say	4	-	4	1	3	3	1	-	1	3	-	-	-	-	1	3	-	-	1	-	3
	0%	-	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mean	3.30	-	3.30	7.35d	2.59	3.28	3.31	2.77	3.60m	4.07m	3.77m	3.57m	2.72	1.75	3.19	3.95pp	2.87	2.28	3.28	3.33	3.58
Std Dev.	7.83	-	7.83	12.48	6.44	7.97	7.65	7.10	8.33	8.61	8.41	8.13	7.38	4.97	7.75	8.53	7.27	6.42	7.69	8.43	8.19
Std Error	0.15	-	0.15	0.64	0.14	0.23	0.21	0.38	0.45	0.40	0.46	0.36	0.39	0.32	0.29	0.30	0.22	0.26	0.16	0.60	0.16

Proportions/Mean: Column Test (5% risk level) - ab - cd - ef - ghijklm - nloplq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q12. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
I haven't spent anything on postage for parcels in the last month (0)	1785	293	579	365	548	873	913	1002	764	211	236	479	474	253	1189	214	1466	362	1322	102
	69%	62%	68%	66%	77%bcd	68%	72%cd	65%	75%g	76%lm	72%lm	69%	66%	63%	68%	78%op	68%	65%	69%	77%
Up to £1.00 (0.5)	10	3	3	2	3	6	4	7	3	5	*	2	2	1	4	5	5	*	8	2
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%lm	*	*	*	*	2%op	*	*	*	*	1%
£1.01 to £2.00 (1.5)	55	12	12	24	7	24	31	34	20	4	11	14	14	10	40	4	49	18	36	-
	2%	3%	1%	2%bcd	1%	2%	2%	2%	2%	1%	3%	2%	2%	2%	2%	1%	2%	3%	2%	-
£2.01 to £4.00 (3)	132	23	39	25	45	62	70	62	48	16	15	42	35	17	92	17	111	34	94	4
	5%	5%	5%	5%	6%	5%	6%	5%	5%	6%	5%	6%	5%	4%	5%	6%	5%	6%	5%	3%
£4.01 to £6.00 (5)	171	38	56	50	27	94	77	107	63	15	15	51	56	27	122	15	150	33	129	9
	7%	8%cd	7%	9%cd	4%	7%	6%	7%	6%	5%	5%	7%	8%	7%	7%	5%	7%	6%	7%	7%
£6.01 to £10.00 (8)	136	33	58	32	12	91	45	95	41	8	13	36	51	24	100	8	125	25	105	5
	5%	7%cd	7%cd	3%cd	2%	7%cd	4%	6%	4%	3%	4%	5%	7%	6%	6%	3%	6%	5%	5%	4%
£10.01 to £20.00 (15)	152	24	65	30	30	73	60	116	36	15	15	34	55	32	104	15	137	29	120	3
	6%	5%	8%cd	5%	4%	7%	5%	7%lm	4%	5%	5%	5%	8%	8%	6%	5%	6%	5%	6%	2%
£20.01 to £30.00 (25)	61	18	14	11	17	32	28	48	12	*	14	12	15	19	42	*	61	14	46	*
	2%	4%	2%	2%	2%	2%	2%	3%lm	1%	*	4%kl	2%	2%	3%kl	2%	*	3%op	3%	2%	*
£30.01 to £40.00 (35)	24	9	*	5	10	9	15	9	3	2	3	9	6	2	17	2	20	5	15	1
	1%	2%ab	*	1%cd	1%ab	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%cd
£40.01 to £50.00 (45)	13	6	5	1	1	11	2	10	3	*	2	1	2	8	5	*	13	4	9	-
	1%	1%cd	1%	*	1%	1%	2	1%	*	*	*	*	*	2%klm	*	*	1%	1%	*	-
Over £50 (55)	14	8	*	2	4	8	5	13	*	1	*	4	5	3	9	1	12	*	14	-
	1%	2%ab	*	1%	1%	1%	*	1%lm	*	1	*	1%	1%	1%	1%	1	1%	*	1%	-
I don't know	24	2	13	3	8	15	9	11	12	1	1	6	8	4	15	1	19	5	17	3
	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1	1%	1%	1%	2%
I prefer not to say	4	1	-	3	-	1	3	3	1	-	-	-	-	1	-	-	1	-	4	-
	0%	1%	-	1%	-	1%	1%	1%	1%	-	-	-	-	1%	-	-	1%	-	1%	-
Mean	3.30	5.99bcd	2.99	3.07	2.64	3.74f	2.83	4.10h	2.12	2.04	3.08	3.04	3.63i	4.99jkm	3.29i	2.02	3.57o	3.14	3.41	2.29
Std Dev.	7.83	10.89	6.29	6.92	7.54	8.30	7.28	8.85	5.79	5.98	7.39	7.45	7.82	10.17	7.59	5.95	8.13	7.25	8.04	6.81
Std Error	0.15	0.43	0.22	0.31	0.29	0.22	0.21	0.23	0.18	0.36	0.42	0.29	0.29	0.47	0.18	0.36	0.17	0.31	0.18	0.65

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Q12. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	2292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
I haven't spent anything on postage for parcels in the last month (0)	1785	1559	226	51	1507	143	85	50	74	192	144	136	141	165	263	232	160	14	130
	69%	76%	63%	67%	69%	66%	69%	70%	71%	68%	67%	73%	62%	69%	78%	66%	72%	59%	67%
Up to £1.00 (0.5)	10	10	*	*	9	1	*	-	-	2	-	3	-	-	2	-	-	-	1
	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	1%	0%	0%	1%	0%	0%	0%	1%
£1.01 to £2.00 (1.5)	55	45	10	1	46	4	3	1	1	5	5	-	6	6	17	5	1	3	
	2%	2%	3%	2%	2%	2%	2%	2%	1%	2%	3%	-	3%	3%	3%	2%	1%	2%	
£2.01 to £4.00 (3)	132	107	25	6	111	13	4	4	7	23	11	14	18	7	13	12	6	1	
	5%	5%	7%	8%	5%	6%	4%	5%	6%	8%	5%	8%	5%	4%	4%	3%	3%	3%	
£4.01 to £6.00 (5)	171	149	22	4	146	12	8	4	6	12	16	11	18	16	23	32	13	1	
	7%	7%	6%	5%	7%	6%	7%	6%	5%	4%	8%	6%	8%	7%	7%	9%	6%	5%	
£6.01 to £10.00 (8)	135	112	23	4	102	19	8	7	6	13	10	10	10	10	9	24	10	2	
	5%	5%	6%	5%	5%	19%	7%	3%	6%	4%	5%	5%	4%	4%	3%	7%	4%	10%	
£10.01 to £20.00 (15)	152	128	25	4	127	15	7	3	5	17	19	5	10	30	12	19	9	2	
	6%	6%	7%	5%	6%	7%	6%	4%	5%	6%	9%	3%	4%	13%	4%	6%	4%	8%	
£20.01 to £30.00 (25)	61	46	15	3	53	4	2	1	4	10	3	3	13	1	9	2	7	2	
	2%	2%	4%	4%	2%	2%	2%	2%	4%	4%	1%	2%	6%	1%	3%	1%	3%	7%	
£30.01 to £40.00 (35)	24	19	5	1	21	1	1	1	-	4	1	1	2	3	-	4	5	-	
	1%	1%	1%	1%	1%	1%	1%	2%	-	2%	1%	1%	1%	1%	-	1%	2%	1%	
£40.01 to £50.00 (45)	13	9	4	*	13	*	*	-	1	-	3	2	3	2	3	-	-	-	
	1%	0%	1%	0%	1%	0%	0%	0%	1%	0%	1%	1%	1%	1%	1%	0%	0%	0%	
Over £50 (55)	14	12	2	1	8	3	2	*	-	2	-	1	3	-	-	-	2	3	
	1%	1%	0%	2%	0%	1%	0%	0%	0%	1%	0%	1%	1%	0%	0%	0%	1%	1%	
I don't know	24	18	6	*	22	*	2	*	-	2	2	1	4	-	2	8	4	-	
	1%	1%	2%	0%	1%	0%	2%	0%	0%	1%	1%	1%	2%	0%	2%	2%	1%	0%	
I prefer not to say	4	4	*	-	4	*	-	-	-	-	-	-	-	-	3	-	1	-	
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	
Mean	3.30	3.12	4.38*	3.89	3.24	3.70	3.75	3.02	3.16	3.67	3.41	2.91	4.66*	3.59	2.26	2.65	3.43	5.35	3.50
Std Dev.	7.83	7.60	9.05	9.26	7.69	8.51	9.36	6.91	7.15	8.47	7.54	8.18	10.11	7.37	6.32	5.68	8.55	10.03	8.32
Std Error	0.15	0.19	0.29	0.44	0.21	0.37	0.46	0.37	0.61	0.71	0.63	0.68	0.85	0.61	0.52	0.47	0.72	1.05	0.40

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

Q12. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
I haven't spent anything on postage for parcels in the last month (0)	1785	648	72	333	592	712	304	109	52	1304	161	685	701	252	97	37	1385	134	509	1276
	69%	70%	77%	68%	68%	73%	65%	70%	68%	67%	63%	63%	68%	65%	63%	94%	66%	61%	61%	73%
Up to £1.00 (0.5)	10	2	-	-	5	3	-	2	-	8	2	4	2	4	-	-	6	-	8	2
			2%		1%					1%				1%					1%	
£1.01 to £2.00 (1.5)	55	12	-	6	11	22	9	6	4	33	13	19	21	10	2	-	40	2	29	25
	2%	1%		1%	1%	2%	2%	6%	9%	2%	5%	2%	2%	9%	2%		2%	2%	1%	1%
£2.01 to £4.00 (3)	132	44	7	20	44	57	16	11	5	101	16	56	59	9	8	-	115	8	51	82
	5%	5%	7%	4%	5%	5%	4%	6%	7%	5%	6%	5%	6%	3%	6%	-	5%	5%	6%	5%
£4.01 to £6.00 (5)	171	52	5	19	58	72	19	15	5	130	19	89	70	8	2	2	159	4	68	103
	7%	6%	5%	4%	7%	7%	5%	9%	6%	7%	8%	52	76	5	2	-	126	2	8%	6%
£6.01 to £10.00 (8)	135	46	4	18	55	49	19	7	6	103	13	52	76	5	2	-	126	2	50	85
	5%	5%	4%	4%	6%	5%	5%	4%	8%	5%	5%	5%	7%	2%	2%	-	6%	2%	6%	5%
£10.01 to £20.00 (15)	152	60	4	20	62	67	12	8	2	129	11	93	55	2	3	-	148	3	64	89
	6%	6%	5%	5%	7%	6%	3%	5%	3%	7%	4%	9%	5%	1%	2%	-	7%	3%	8%	5%
£20.01 to £30.00 (25)	61	28	-	8	28	21	10	2	-	48	2	39	20	-	1	-	59	1	25	35
	2%	3%		2%	3%	2%	3%	1%		3%	7%	4%	3%		1%		3%	1%	3%	2%
£30.01 to £40.00 (35)	24	12	2	4	5	12	6	1	-	17	1	8	14	3	*	-	22	*	8	16
	1%	1%	2%	1%	1%	1%	2%	1%		1%	1	1%	1%	1%	*		1%	*	1%	1%
£40.01 to £50.00 (45)	13	9	*	3	3	6	3	-	1	9	1	9	1	-	2	-	11	2	5	8
	1%	3%		1%	1%	1%	1%		1%	1	1	1%	1		2%		1%	2%	1%	*
Over £50 (55)	14	3	-	-	6	2	4	1	-	8	1	8	6	-	-	-	14	-	7	6
	1%	*			1%	*	1%	1%		1%	1	1%	1%				1%		1%	*
I don't know	24	7	-	5	8	13	3	-	-	21	-	15	8	1	-	-	23	-	7	17
	1%	1%		1%	1%	1%	1%			1%		1%	1%				1%		1%	1%
I prefer not to say	4	-	-	-	*	3	-	1	-	3	1	3	*	1	-	-	3	-	1	3
	*				*	*		1%		*	*	*	*				*		*	*
Mean	3.30	3.28	2.28	2.47	3.59	3.22	3.34	2.84	2.28	3.39	2.67	4.29	3.26	0.86	2.03	0.30	3.73	1.60	4.26	2.86
Std Dev.	7.83	8.45	6.15	6.69	7.98	7.42	9.10	7.20	5.98	7.68	6.84	8.90	7.53	3.88	7.32	1.20	8.27	6.40	8.84	7.26
Std Error	0.15	0.27	0.62	0.31	0.26	0.23	0.48	0.57	0.71	0.17	0.45	0.28	0.24	0.24	0.72	0.19	0.18	0.54	0.32	0.17

Proportions/Mean: Column Test (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q12. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
I haven't spent anything on postage for parcels in the last month (0)	1785 69%	106 68%	1648 69%	32 81%	498 70%	1186 69%	101 72%	1703 69%	44 69%	22 71%	4 66%	1769 69%	12 63%
Up to £1.00 (0.5)	10 *	-	10	-	4 1%	6	*	8	-	-	2 34%	8	-
£1.01 to £2.00 (1.5)	55 2%	4 2%	51 2%	-	14 2%	37 2%	3 2%	47 2%	5 3.5%	2 6%	-	55 2%	-
£2.01 to £4.00 (3)	132 5%	4 3%	126 5%	2 4%	27 4%	94 5%	11 8%	127 5%	1 2%	3 9%	-	131 5%	1 8%
£4.01 to £6.00 (5)	171 7%	11 7%	159 7%	*	60 8%	101 6%	10 7%	161 7%	6 10%	2 6%	-	169 7%	1 9%
£6.01 to £10.00 (8)	135 5%	12 8%	123 5%	*	23 3%	109 6.5%	4 3%	134 5%	1 2%	*	-	135 5%	-
£10.01 to £20.00 (15)	152 6%	10 6%	140 6%	3 8%	41 6%	106 6%	5 4%	146 6%	5 8%	1 5%	-	152 6%	*
£20.01 to £30.00 (25)	61 2%	6 4%	54 2%	*	22 3%	38 2%	*	60 2%	*	-	-	61 2%	-
£30.01 to £40.00 (35)	24 1%	-	24 1%	-	2 *	22 1%	1 *	24 1%	-	*	-	24 1%	-
£40.01 to £50.00 (45)	13 1%	-	13 1%	-	7 1%	6 *	-	13 1%	-	-	-	13 1%	-
Over £50 (55)	14 1%	2 1%	12 1%	-	3 *	9 *	2 1%	14 1%	-	-	-	14 1%	-
I don't know	24 1%	-	22 1%	3 6%	6 1%	17 1%	1 1%	24 1%	-	-	-	24 1%	-
I prefer not to say	4 *	-	4 *	-	-	3 2.5%	-	3 2.5%	1 2.5%	-	-	4 *	-
Mean	3.30	3.66	3.30	1.53	3.33	3.96	2.28	3.37	2.06	1.71	0.17	3.32	0.74
Std Dev.	7.83	8.13	7.85	4.45	8.10	7.76	7.19	7.95	4.34	4.65	0.26	7.85	1.88
Std Error	0.15	0.67	0.16	0.78	0.30	0.19	0.57	0.16	0.62	0.93	0.15	0.16	0.50

Proportions/Mean: Column Test (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Q12. In total, how much have you spent on postage for the parcels you've sent in the last month?

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	850	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
I haven't spent anything on postage for parcels in the last month (0)	1785	-	-	914	871	-	-	-	-	-	-	-	555	359	311	277	284
Up to £1.00 (0.5)	10	-	-	5	6	-	-	-	-	-	-	-	2	3	2	-	3
£1.01 to £2.00 (1.5)	55	-	-	30	25	-	-	-	-	-	-	-	20	9	9	6	10
£2.01 to £4.00 (3)	132	-	-	61	71	-	-	-	-	-	-	-	47	13	26	19	26
£4.01 to £6.00 (5)	171	-	-	87	94	-	-	-	-	-	-	-	60	26	26	30	19
£6.01 to £10.00 (8)	135	-	-	68	67	-	-	-	-	-	-	-	53	16	20	32	16
£10.01 to £20.00 (15)	152	-	-	65	87	-	-	-	-	-	-	-	44	22	22	22	42
£20.01 to £30.00 (25)	61	-	-	29	31	-	-	-	-	-	-	-	17	12	7	7	16
£30.01 to £40.00 (35)	24	-	-	9	16	-	-	-	-	-	-	-	7	2	2	1	13
£40.01 to £50.00 (45)	15	-	-	8	5	-	-	-	-	-	-	-	5	3	1	3	1
Over £50 (55)	14	-	-	7	7	-	-	-	-	-	-	-	2	4	3	2	2
I don't know	24	-	-	5	20	-	-	-	-	-	-	-	2	3	7	8	4
I prefer not to say	4	-	-	4	-	-	-	-	-	-	-	-	4	-	-	-	-
Mean	3.30	-	-	3.08	3.51	-	-	-	-	-	-	-	3.16	2.95	2.75	3.20	4.56mm
Std Dev.	7.83	-	-	7.65	8.00	-	-	-	-	-	-	-	7.28	8.25	7.21	7.32	9.17
Std Error	0.15	-	-	0.21	0.22	-	-	-	-	-	-	-	0.25	0.40	0.35	0.35	0.44

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QH1/2. Combined spend on letters and parcels in the last month

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
I haven't spent anything on postage for letters/parcels in the last month (0)	880	-	880	79	801	436	438	137	109	189	113	155	96	83	245	302	333	179	758	113	899
	34%	-	34%	20%	37% <b>c</b>	35%	33%	40% <b>d</b>	31%	39%	34%	32%	30%	31%	36%	37%	31%	31%	34%	37%	35%
Up to £1.00	102	-	102	*	102	47	55	17	3	11	14	26	19	12	20	25	57	31	94	8	95
	4%	-	4%	*	9% <b>c</b>	4%	4%	6% <b>d</b>	1%	2%	4% <b>h</b>	6% <b>h</b>	6% <b>h</b>	6% <b>h</b>	3%	3%	5%	5%	4%	3%	4%
£1.01 to £2.00	214	-	214	13	201	91	122	24	30	28	36	34	40	23	54	63	97	63	194	21	185
	8%	-	8%	3%	8% <b>c</b>	7%	9%	7%	9%	6%	8% <b>h</b>	7%	8% <b>h</b>	9%	6%	6%	9%	11%	9%	7%	7%
£2.01 to £4.00	266	-	266	36	230	121	145	34	42	43	21	57	34	34	76	65	125	68	238	28	251
	10%	-	10%	9%	11% <b>c</b>	10%	11%	10%	12%	9%	6%	12%	11%	13% <b>h</b>	11%	8%	12% <b>h</b>	12%	11%	9%	10%
£4.01 to £6.00	225	-	225	45	180	89	89	45	31	37	30	34	26	22	76	67	82	47	182	40	236
	9%	-	9%	11% <b>c</b>	8%	11% <b>d</b>	7%	15% <b>h</b>	9%	8%	9%	7%	8%	8%	11%	8%	8%	8%	8%	13% <b>h</b>	9%
£6.01 to £10.00	275	-	275	64	212	134	141	23	52	51	32	52	33	31	75	83	117	65	245	29	251
	11%	-	11%	15% <b>d</b>	10%	11%	11%	7%	16% <b>h</b>	11%	10%	11%	10%	12%	11%	10%	11%	11%	11%	10%	10%
£10.01 to £20.00	230	-	230	38	192	103	127	20	28	49	36	53	25	19	47	86	97	44	206	23	259
	9%	-	9%	10% <b>c</b>	8%	8%	10%	6%	8%	10%	11%	11%	8%	7%	7%	10%	9%	7%	9%	8%	10%
£20.01 to £30.00	148	-	148	49	99	59	89	18	19	36	23	31	8	13	37	59	52	21	135	14	163
	6%	-	6%	13% <b>d</b>	5%	5%	7%	5%	5%	7% <b>h</b>	7% <b>h</b>	6%	3%	5%	5%	7% <b>h</b>	5%	4%	8%	4%	6%
£30.01 to £40.00	60	-	60	13	47	33	27	5	10	13	11	10	10	*	14	24	21	11	52	7	55
	2%	-	2%	3%	2%	3%	2%	1%	3%	3%	3% <b>h</b>	2%	3% <b>h</b>	*	2%	3%	2%	2%	2%	2%	2%
£40.01 to £50.00	35	-	35	16	19	21	13	5	6	7	2	5	4	5	11	9	14	9	31	3	33
	1%	-	1%	4% <b>d</b>	1%	2%	1%	1%	2%	1%	1%	1%	1%	2%	2%	1%	1%	2%	1%	1%	1%
Over £50	47	-	47	26	21	26	21	2	8	12	4	12	4	7	10	15	22	10	38	7	59
	2%	-	2%	7% <b>d</b>	1%	2%	2%	1%	2%	2%	1%	2%	1%	3%	1%	2%	2%	2%	2%	2%	2%
I prefer not to say	10	-	10	1	8	3	6	*	2	3	3	*	2	*	2	6	3	3	7	*	11
	*	-	*	*	*	*	*	*	*	1%	7%	*	1%	*	*	1%	*	*	*	*	*
I don't know	88	-	88	8	81	47	41	12	9	10	8	19	17	14	21	18	50	31	77	11	83
	3%	-	3%	2%	4%	4%	3%	3%	3%	2%	2%	4%	5% <b>d</b>	6% <b>d</b>	3%	2%	6% <b>h</b>	6% <b>h</b>	3%	4%	3%
Mean	7.84	-	7.84	15.98 <b>d</b>	6.38	8.10	7.63	5.84	8.93 <b>g</b>	9.09 <b>g</b>	7.74	8.37 <b>g</b>	6.59	7.30	7.40	8.54	7.59	6.92	7.81	7.93	8.24
Std Dev	14.07	-	14.07	21.75	11.59	15.00	13.12	11.32	16.29	16.03	13.11	14.00	11.93	13.47	14.12	14.93	13.30	12.65	13.61	16.26	14.42
Std Error	0.34	-	0.34	1.24	0.31	0.54	0.44	0.81	1.07	0.93	0.89	0.78	0.77	1.06	0.68	0.66	0.49	0.63	0.35	1.45	0.35

Proportions/Mean: Column Test (5% risk level) - ab - cd - ef - gh/ij/kl/m - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH1/2. Combined spend on letters and parcels in the last month

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
I haven't spent anything on postage for letters/parcels in the last month	880	148	269	177	286	417	463	520	346	103	106	232	239	131	577	103	720	180	652	48
(0)	34%	32%	32%	32%	40% <sup>ab</sup>	32%	37% <sup>ab</sup>	34%	34%	37%	32%	34%	33%	33%	33%	37%	33%	34%	34%	36%
Up to £1.00	102	15	40	21	26	55	47	52	50	13	9	23	30	15	63	13	84	15	84	4
£1.01 to £2.00	214	26	58	53	77	84	100	119	93	39	26	61	55	20	142	39	163	43	155	16
£2.01 to £4.00	266	39	80	55	92	119	147	158	109	38	38	78	70	30	186	38	218	58	192	16
£4.01 to £6.00	226	38	90	56	43	126	98	126	97	25	41	58	60	28	159	27	187	45	174	6
£6.01 to £10.00	275	68	76	81	50	144	131	171	102	22	31	87	75	55	193	22	249	52	215	7
£10.01 to £20.00	230	42	85	50	52	127	103	149	81	20	25	64	69	48	158	20	207	47	172	11
£20.01 to £30.00	148	36	66	24	23	102	46	112	36	6	22	36	63	19	120	6	139	32	113	3
£30.01 to £40.00	60	7	26	10	17	33	27	44	16	3	9	12	21	3	42	3	54	14	41	5
£40.01 to £50.00	35	17	11	3	4	28	7	23	11	-	3	9	7	15	19	-	34	9	25	-
Over £50	47	22	7	9	6	29	18	35	12	3	2	11	11	18	24	3	42	10	35	2
I prefer not to say	10	1	2	3	3	3	6	6	3	-	-	-	-	1	-	-	1	-	7	3
I don't know	88	10	39	11	28	49	39	31	56	6	14	19	24	11	58	6	70	24	53	11
Mean	7.84	11.7% <sup>abcd</sup>	7.8% <sup>d</sup>	7.14	5.70	8.23% <sup>ab</sup>	6.34	8.6% <sup>ab</sup>	6.19	4.86	7.14	7.11	8.52	11.82% <sup>ablm</sup>	7.7% <sup>ab</sup>	4.88	8.43% <sup>ab</sup>	8.28	7.85	5.93
Std Dev.	14.07	20.14	11.91	12.74	11.74	15.51	12.21	15.48	11.41	10.39	11.99	12.92	14.24	18.98	13.33	10.33	14.61	14.38	14.14	11.07
Std Error	0.34	0.88	0.52	0.70	0.59	0.50	0.45	0.50	0.43	0.82	0.85	0.63	0.63	1.09	0.40	0.80	0.38	0.76	0.40	1.41

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QH1/2. Combined spend on letters and parcels in the last month

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
I haven't spent anything on postage for letters/parcels in the last month (0)	880	776	104	21	741	70	41	28	34	94	55	62	84	69	139	119	85	6	64
	34%	35%	29%	27%	34%	32%	33%	39%	32%	33%	26%	33%	37%	29%	41%jm	34%	38%	26%	33%
Up to £1.00	102	83	19	6	89	6	5	2	2	8	6	12	10	19	15	9	9	*	6
	4%	4%	5%	7%	4%	3%	4%	3%	2%	3%	3%	6%	4%	6%ho	4%	2%	4%	1%	3%
£1.01 to £2.00	214	189	25	6	179	24	8	3	8	31	16	25	15	13	30	27	14	4	19
	8%	9%	7%	8%	8%	11%a	7%	5%	8%	11%	7%	13%im	7%	5%	9%	8%	6%	19%	10%
£2.01 to £4.00	266	238	28	7	224	25	12	7	12	36	33	17	18	24	24	43	18	2	22
	10%	11%	8%	9%	10%	11%	9%	9%	11%	13%	16%im	9%	8%	10%	7%	12%	8%	10%	12%
£4.01 to £6.00	225	192	33	10	188	18	13	6	14	22	19	20	21	23	30	22	17	1	17
	9%	9%	9%	13%	9%	8%	10%	8%	12%ho	8%	9%	11%	9%	10%	9%	6%	8%	5%	9%
£6.01 to £10.00	275	235	40	7	229	25	14	7	11	36	29	19	27	23	20	38	27	*	25
	11%	11%	11%	9%	11%	12%	11%	10%	11%	13%im	13%im	10%	12%	10%	6%	11%	12%	1%	13%im
£10.01 to £20.00	230	190	39	7	191	20	12	7	12	17	24	10	14	35	24	43	11	4	16
	9%	9%	11%	9%	9%	9%	10%	10%	11%	6%	11%	6%	6%	14%kmp	7%	12%hp	5%	16%	8%
£20.01 to £30.00	148	120	28	4	119	15	8	8	6	11	19	9	11	12	23	20	9	2	13
	6%	5%	8%	5%	5%	7%	7%	8%	6%	4%	9%	5%	5%	5%	7%	6%	4%	8%	7%
£30.01 to £40.00	60	44	16	3	55	3	1	1	4	12	4	3	8	8	2	10	5	*	2
	2%	2%	4%a	4%	3%	1%	1%	2%	4%im	4%im	2%	2%	3%	3%	*	3%	2%	1%	1%
£40.01 to £50.00	35	31	3	1	30	3	1	1	-	3	2	2	5	2	7	3	5	1	1
	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	2%	1%	2%	1%	2%	6%	1%
Over £50	47	37	10	2	37	5	3	2	1	5	2	4	7	3	7	2	7	1	4
	2%	2%	3%	3%	2%	2%	3%	2%	1%	2%	1%	2%	3%	1%	2%	1%	3%	3%	2%
I prefer not to say	10	7	3	3	9	*	1	-	-	-	-	-	-	-	5	-	3	*	-
	*	1%	3%ab	3%ab	*	*	1%	-	-	-	-	-	-	-	2%	-	2%	*	-
I don't know	88	76	12	1	78	4	4	2	2	7	7	5	7	9	13	17	11	1	3
	3%	3%	3%	2%	4%	2%	2%	3%	2%	2%	3%	2%	3%	4%	4%	5%	5%	3%	2%
Mean	7.84	7.51	8.93	9.24	7.74	8.18	8.83	8.13	7.57	7.47	8.09	6.86	9.45	8.22	7.29	6.99	8.20	11.92	7.74
Std Dev	14.07	13.77	15.63	16.70	13.70	15.37	17.86	13.60	12.27	12.40	12.14	14.14	18.30	12.20	14.17	10.33	16.75	19.17	14.86
Std Error	0.34	0.43	0.62	0.95	0.47	0.82	1.09	0.93	1.28	1.29	1.20	1.47	1.94	1.21	1.49	1.05	1.81	2.43	0.87

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QH1/2. Combined spend on letters and parcels in the last month

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
		(a)	(b)																	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
I haven't spent anything on postage for letters/parcels in the last month (0)	880	287	28	121	243	328	183	70	42	571	113	344	337	122	50	17	680	86	208	672
	34%	31%	30%	28%	28%	32%	45% <i>(de)</i>	42% <i>(gh)</i>	61% <i>(no)</i>	30%	47% <i>(de)</i>	32%	33%	47% <i>(de)</i>	42%	42%	32%	45% <i>(de)</i>	25%	35% <i>(r)</i>
Up to £1.00	102	56	8	31	32	43	21	5	1	75	6	31	45	18	5	3	76	8	21	81
	4%	6%	8%	7%	4%	4%	5%	3%	2%	4%	3%	3%	4%	6%	4%	8%	4%	5%	2%	3% <i>(r)</i>
£1.01 to £2.00	214	84	14	51	84	100	18	11	-	184	11	77	96	33	6	2	173	8	65	150
	8%	9%	12%	15%	10% <i>(gh)</i>	10% <i>(gh)</i>	4%	6%	-	10% <i>(gh)</i>	4%	7%	9%	11%	5%	5%	8%	5%	8%	9%
£2.01 to £4.00	266	109	13	55	97	108	38	16	7	205	23	109	98	28	22	9	207	31	96	170
	10%	12%	13%	13%	11%	10%	9%	10%	9%	11%	10%	10%	9%	9%	19% <i>(de)</i>	24%	10%	20% <i>(de)</i>	12%	10%
£4.01 to £8.00	225	78	9	40	75	100	24	17	5	175	23	87	93	32	10	3	180	12	103	122
	9%	8%	9%	9%	9%	10%	6%	10%	7%	9%	9%	8%	9%	11%	8%	7%	9%	8%	12% <i>(s)</i>	7%
£8.01 to £10.00	275	83	11	39	88	127	29	18	13	215	31	112	123	23	11	2	235	14	98	177
	11%	9%	11%	9%	10%	12% <i>(r)</i>	7%	11%	10% <i>(r)</i>	13%	13%	10%	12%	8%	10%	6%	11%	9%	12%	10%
£10.01 to £20.00	230	79	5	30	98	86	31	12	2	184	15	130	84	16	1	-	214	1	89	140
	9%	9%	5%	7%	11%	8%	8%	7%	3%	10%	6%	4% <i>(de)</i>	9% <i>(de)</i>	6% <i>(de)</i>	-	-	10% <i>(de)</i>	-	11%	8%
£20.01 to £30.00	148	52	2	21	52	68	21	6	1	120	7	71	65	7	6	-	130	6	62	86
	6%	6%	2%	5%	6%	7%	5%	4%	1%	6%	3%	7% <i>(m)</i>	9% <i>(m)</i>	2%	5%	-	7% <i>(m)</i>	4%	7%	5%
£30.01 to £40.00	60	27	3	12	27	18	11	3	-	45	3	28	26	3	1	2	54	3	35	25
	2%	3%	3%	3%	3%	2%	3%	2%	-	2%	1%	3%	3%	1%	1%	4%	3%	2%	4% <i>(s)</i>	1%
£40.01 to £50.00	35	19	-	8	13	18	2	1	-	31	1	19	15	-	-	-	34	-	13	22
	1%	2%	-	2%	2%	2%	-	1%	-	2%	-	2%	1%	-	-	-	2%	-	2%	1%
Over £50	47	19	-	7	24	11	8	3	1	35	4	29	15	-	2	-	44	2	19	28
	2%	2%	-	2%	3% <i>(e)</i>	1%	2%	2%	1%	2%	2%	3% <i>(m)</i>	1%	-	2%	-	2%	2%	2%	2%
I prefer not to say	10	-	-	-	2	3	3	1	-	5	1	3	2	4	-	-	6	-	1	8
	-	-	-	-	-	-	1%	1%	-	-	-	-	-	1% <i>(p)</i>	-	-	-	-	-	-
I don't know	88	31	4	21	38	28	17	1	1	67	3	40	33	9	4	1	73	5	23	66
	3%	3%	4%	5%	4%	3%	4%	1%	2%	3%	1%	4%	3%	3%	3%	3%	3%	3%	3%	4%
Mean	7.84	8.19 <i>(b)</i>	4.63	7.27	9.55 <i>(f)(j)</i>	7.46 <i>(h)</i>	6.68	6.71	3.99	8.40 <i>(h)</i>	5.87	9.07 <i>(mno)</i>	7.65 <i>(mno)</i>	3.61	5.67	3.30	8.68 <i>(mno)</i>	5.07	10.0% <i>(s)</i>	6.76
Std Dev.	13.85	7.98	12.78	16.03	12.53	13.73	14.14	10.63	14.26	13.20	16.30	13.02	6.31	14.38	7.17	14.81	12.97	15.61	13.12	
Std Error	0.34	0.55	1.00	0.70	0.62	0.48	0.97	1.52	2.08	0.39	1.24	0.58	0.50	0.52	1.90	1.79	0.39	1.52	0.66	0.39

Proportions/Mean: Column Test (5% risk level) - abc - d(e)(f)(h) - kl(mn)(op)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH1/I2. Combined spend on letters and parcels in the last month

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
I haven't spent anything on postage for letters/parcels in the last month (0)	880	47	822	11	225	590	65	842	18	10	-	870	10
	34%	30%	34%	28%	32%	34%	4%	34%	27%	32%	-	34%	71%
Up to £1.00	102	6	96	-	27	72	3	102	-	-	-	102	-
	4%	4%	4%	-	4%	4%	2%	4%	-	-	-	4%	-
£1.01 to £2.00	214	13	193	8	51	154	9	204	5	4	2	212	-
	8%	9%	8%	21%	7%	9%	6%	8%	8%	12%	35%	8%	-
£2.01 to £4.00	266	15	249	3	80	180	6	253	9	3	2	265	-
	10%	9%	10%	8%	11%	10%	4%	10%	14%	9%	32%	10%	-
£4.01 to £6.00	225	19	206	-	59	152	13	206	12	3	2	222	1
	9%	12%	9%	1%	8%	8%	10%	8%	10%	10%	34%	9%	8%
£6.01 to £10.00	275	14	260	2	79	179	18	257	9	7	-	274	1
	11%	9%	11%	4%	11%	10%	13%	10%	15%	24%	-	11%	9%
£10.01 to £20.00	230	24	204	2	72	153	5	227	-	2	-	230	-
	9%	16%	9%	4%	10%	9%	4%	9%	1%	7%	-	9%	1%
£20.01 to £30.00	148	6	138	4	35	111	2	141	6	1	-	148	-
	6%	4%	6%	10%	5%	6%	2%	6%	9%	5%	-	6%	-
£30.01 to £40.00	60	5	53	1	17	40	3	56	3	-	-	60	-
	2%	3%	2%	4%	2%	2%	2%	2%	5%	-	-	2%	-
£40.01 to £50.00	35	2	32	-	13	21	-	34	-	-	-	35	-
	1%	1%	1%	-	2%	1%	-	1%	-	1%	-	1%	-
Over £50	47	4	43	-	16	29	2	47	-	-	-	47	-
	2%	2%	2%	-	2%	2%	2%	2%	-	-	-	2%	-
I prefer not to say	10	-	7	3	3	2	6	9	1	-	-	10	-
	*	-	7%	*	*	*	4%	*	2%	-	-	*	-
I don't know	88	-	83	5	31	50	7	87	-	-	-	87	1
	3%	-	3%	12%	4%	3%	5%	4%	-	-	-	3%	10%
Mean	7.84	9.09	7.77	7.07	8.45	7.76	5.74	7.931	7.401	5.64	3.33	7.901	1.37
Std Dev.	14.07	15.67	13.99	11.17	14.33	13.89	14.78	14.25	10.54	7.93	1.85	14.11	3.03
Std Error	0.34	1.57	0.35	2.38	0.66	0.42	1.53	0.35	1.78	1.82	1.07	0.34	1.24

Proportions/Mean: Column Test (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QH1/2. Combined spend on letters and parcels in the last month

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	1290	1290	-	-	-	-	-	-	-	850	430	430	430	430
Weighted Base	2580	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
I haven't spent anything on postage for letters/parcels in the last month (o)	880	-	452	428	-	-	-	-	-	-	-	263	189	163	134	132
	34%	-	35%	33%	-	-	-	-	-	-	-	32%	49%	37%	32%	30%
Up to £1.00	102	-	57	45	-	-	-	-	-	-	-	29	27	22	14	10
	4%	-	4%	4%	-	-	-	-	-	-	-	4%	6%	5%	3%	2%
£1.01 to £2.00	214	-	123	91	-	-	-	-	-	-	-	82	41	25	45	20
	8%	-	10%	7%	-	-	-	-	-	-	-	10%	9%	6%	11%	5%
£2.01 to £4.00	266	-	127	99	-	-	-	-	-	-	-	104	63	38	34	27
	10%	-	13%	8%	-	-	-	-	-	-	-	13%	13%	9%	8%	6%
£4.01 to £6.00	225	-	94	130	-	-	-	-	-	-	-	67	27	44	43	43
	9%	-	7%	10%	-	-	-	-	-	-	-	8%	6%	10%	10%	10%
£6.01 to £10.00	275	-	120	155	-	-	-	-	-	-	-	83	38	49	55	50
	11%	-	9%	12%	-	-	-	-	-	-	-	10%	8%	11%	13%	11%
£10.01 to £20.00	230	-	117	112	-	-	-	-	-	-	-	86	31	40	35	38
	9%	-	9%	9%	-	-	-	-	-	-	-	11%	7%	9%	8%	9%
£20.01 to £30.00	148	-	67	82	-	-	-	-	-	-	-	47	20	15	24	42
	6%	-	5%	6%	-	-	-	-	-	-	-	6%	4%	4%	6%	10%
£30.01 to £40.00	60	-	27	32	-	-	-	-	-	-	-	11	4	7	7	22
	2%	-	2%	3%	-	-	-	-	-	-	-	2%	2%	1%	2%	3%
£40.01 to £50.00	35	-	14	20	-	-	-	-	-	-	-	10	4	12	1	7
	1%	-	1%	2%	-	-	-	-	-	-	-	1%	1%	3%	*	2%
Over £50	47	-	16	31	-	-	-	-	-	-	-	10	6	6	6	19
	2%	-	1%	2%	-	-	-	-	-	-	-	1%	1%	1%	1%	4%
I prefer not to say	10	-	7	3	-	-	-	-	-	-	-	5	2	-	-	3
	*	-	1%	*	-	-	-	-	-	-	-	1%	*	-	-	1%
I don't know	88	-	28	60	-	-	-	-	-	-	-	16	12	19	17	24
	3%	-	2%	5%	-	-	-	-	-	-	-	2%	3%	4%	4%	6%
Mean	7.84	-	6.90	8.81%	-	-	-	-	-	-	-	7.24	6.31	7.15	7.33	11.93mm
Std Dev.	14.07	-	12.80	15.20	-	-	-	-	-	-	-	11.92	14.19	13.72	13.77	17.35
Std Error	0.34	-	0.45	0.52	-	-	-	-	-	-	-	0.51	0.88	0.83	0.81	0.99

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Q13. How did you send the parcels you've sent in the last month?

Base : Sent any parcels in the last month

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	2643	-	509	1542	1165	1469	363	382	544	344	480	339	191	745	888	1010	530	2426	203	2643	
Weighted Base	2578	**	2578	563	1529	1220	1347	401	369	551	360	433	278	186	770	911	897	464	2259	304	2643
Effective Base	1415	-	1415	289	856	641	770	209	213	292	192	257	148	108	421	484	512	256	1260	148	2643
Royal Mail postbox (using stamp)	625	-	625	199	329	319	301	162	106	153	75	62	38	28	268	228	129	66	501	121	547
At a Post Office, using Royal Mail or Parcelforce over the counter services	24%	-	24%	35% <b>d</b>	22%	26%	22%	40% <b>h</b> <b>ij</b> <b>klm</b>	29% <b>klm</b>	28% <b>klm</b>	21%	14%	14%	15%	35% <b>opq</b>	25% <b>klm</b>	14%	14%	22%	40% <b>r</b>	21%
1892	-	1892	398	1100	899	989	256	239	411	271	348	231	137	495	682	715	368	1674	207	2021	
73%	-	73%	71%	72%	74%	73%	64%	69%	73% <b>gh</b>	73% <b>gh</b>	69% <b>gh</b>	63% <b>gh</b>	73%	64%	73% <b>klm</b>	60% <b>klm</b>	73% <b>klm</b>	74%	68%	76%	
Non-Post Office counter services (e.g. DHL service points, Evri formerly known as Hermes, Parcelshop, Doodle, etc.)	414	-	414	123	242	171	241	81	92	87	48	58	31	17	173	135	106	48	369	42	416
16%	-	16%	15% <b>d</b>	16%	14%	16%	20% <b>klm</b>	20% <b>klm</b>	16%	13%	13%	11%	9%	25% <b>opq</b>	15%	12%	10%	16%	14%	16%	
Online collection and delivery services, i.e. organised pick-up from home	257	-	257	90	135	137	118	43	35	77	32	38	18	14	78	108	71	32	213	41	267
10%	-	10%	16% <b>d</b>	9%	11%	9%	11%	10%	14% <b>kl</b>	9%	9%	7%	7%	10%	12% <b>opq</b>	8%	7%	9%	14%	10%	
Use of parcel lockers provided by operators such as Evri, Amazon, DPD etc.	60	-	60	17	42	24	35	9	11	18	11	8	2	2	20	29	11	4	49	11	56
2%	-	2%	3%	3%	2%	3%	2%	3%	3%	3%	2%	2%	1%	3%	3% <b>opq</b>	1%	1%	2%	4%	2%	
Other method: please specify	29	-	29	11	15	3	24	3	4	4	2	5	9	3	7	6	16	11	29	-	41
1%	-	1%	2%	1%	**	2% <b>klm</b>	3% <b>klm</b>	1%	1%	1%	*	1%	3%	1%	1%	1%	2%	2% <b>opq</b>	1%	-	2%
I don't know	75	-	75	4	64	37	39	11	9	14	12	9	8	21	26	29	17	63	12	60	
3%	-	3%	1%	4% <b>c</b>	3%	3%	3%	3%	2%	2%	3%	3%	4%	3%	3%	3%	4%	3%	4%	2%	

Proportions: Means: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Q13. How did you send the parcels you've sent in the last month?

Base : Sent any parcels in the last month

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2643	731	806	557	549	1537	1106	1591	1022	258	307	650	766	532	1713	261	2272	256	897	41
Weighted Base	2578	564	788	600	626	1352	1226	1703	848	279	312	652	695	497	1659	281	2184	241	844	57**
Effective Base	1415	311	449	328	328	760	656	867	551	138	178	368	396	255	943	139	1213	142	494	29
Royal Mail postbox (using stamps)	625	159	165	155	145	324	300	453	162	67	85	149	159	129	394	67	529	52	118	9
24%	24%	27% <b>h</b>	21%	26%	23%	24%	25%	27% <b>h</b>	19%	24%	27%	23%	23%	26%	24%	24%	24%	21% <b>g</b>	14%	15%
At a Post Office, using Royal Mail or Parcelforce over the counter services	1892	420	596	433	444	1016	876	1239	635	215	210	471	533	371	1213	216	1606	147	502	30
73%	73%	74%	76%	72%	71%	76%	71%	73%	75%	77%	67%	72%	72% <b>h</b>	75%	73%	77%	74%	61%	73% <b>h</b>	82%
Non-Post Office counter services (e.g. DHL service points, Evri formerly known as Hermes Parcelshop, Doddie, etc.)	414	116	123	94	81	239	175	300	110	30	59	92	111	91	262	30	361	35	146	11
16%	16%	21% <b>h</b>	16%	16%	13%	18%	14%	19% <b>h</b>	13%	11%	19% <b>h</b>	14%	16%	18% <b>h</b>	16%	11%	17%	14%	17%	19%
Online collection and delivery services, i.e. organised pick-up from home	257	71	79	54	53	149	107	184	72	32	27	54	63	75	144	32	221	26	77	2
10%	10%	13%	10%	9%	8%	11%	9%	11%	9%	11%	9%	8%	9%	15% <b>h</b>	9%	11%	10%	11%	9%	3%
Use of parcel lockers provided by operators such as Evri, Amazon, DPD etc.	60	13	17	21	9	30	30	49	11	2	6	9	21	21	37	2	58	14	43	3
2%	2%	2%	3%	1%	2%	2%	2%	3% <b>h</b>	1%	1%	2%	1%	3%	4% <b>h</b>	2%	1%	3%	6%	5%	5%
Other method: please specify	29	2	18	4	5	20	9	8	21	5	7	7	6	1	20	5	22	9	11	2
1%	1%	3% <b>h</b>	1%	1%	1%	1%	1%	1%	3% <b>h</b>	2%	2% <b>h</b>	1%	1%	*	1%	2%	1%	4%	1%	3%
I don't know	75	5	22	16	32	26	49	44	27	14	12	19	11	11	42	14	53	14	40	10
3%	1%	3%	3%	9% <b>h</b>	2%	4% <b>h</b>	3%	3%	3%	9% <b>h</b>	4%	3%	2%	2%	3%	5%	2%	6%	5%	17%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing

Q13. How did you send the parcels you've sent in the last month?

Base : Sent any parcels in the last month

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2643	1714	929	440	1231	587	439	386	129	138	139	139	128	137	153	139	129	104	483
Weighted Base	2578	2218	359	99*	2131	239	129	79	98	287	209	191	207	229	362	347	201	33*	207
Effective Base	1415	1191	230	95	1035	272	219	257	117	126	127	126	118	125	142	125	117	42	231
Royal Mail postbox (using stamps)	625	547	77	25	540	39	29	17	15	65	57	51	45	57	118	88	44	8	31
At a Post Office, using Royal Mail or Parcelforce over the counter services	24%	25%	21%	25%	23%	16%	23%	21%	15%	22%	27%	27%	22%	23%	33%	29%	22%	25%	15%
At a Post Office, using Royal Mail or Parcelforce over the counter services	1892	1616	276	79	1548	183	97	64	82	212	155	138	155	147	271	230	159	27	156
	73%	73%	77%	80%	73%	77%	75%	71%	73%	74%	74%	72%	72%	64%	75%	66%	71%	73%	73%
Non-Post Office counter services (e.g. DHL service points, Evri formerly known as Hermes Parcelshop, Doddie, etc.)	414	360	54	14	340	41	23	10	20	61	37	30	34	35	42	52	30	5	36
	16%	16%	15%	14%	16%	17%	18%	13%	20%	21%	18%	15%	16%	15%	12%	15%	15%	15%	18%
Online collection and delivery services, i.e. organised pick-up from home	257	222	35	7	212	26	11	8	10	22	15	13	33	17	66	30	16	4	22
	10%	10%	10%	8%	10%	11%	9%	10%	10%	8%	7%	7%	16%	8%	15%	9%	8%	12%	11%
Use of parcel lockers provided by operators such as Evri, Amazon, DPD etc.	60	55	5	1	54	4	1	-	2	3	5	4	6	12	16	5	3	-	4
	2%	2%	1%	1%	3%	2%	1%	-	2%	1%	2%	2%	3%	5%	4%	1%	1%	1%	2%
Other method: please specify	29	26	3	2	21	6	2	1	-	-	3	1	2	4	4	5	3	-	5
	1%	1%	1%	2%	1%	2%	1%	1%	-	-	3%	1%	1%	2%	1%	2%	1%	1%	2%
I don't know	75	71	4	2	66	6	3	1	2	9	5	3	12	12	12	1	1	-	5
	3%	3%	1%	2%	3%	2%	2%	1%	2%	3%	2%	5%	2%	5%	3%	4%	1%	1%	3%

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q13. How did you send the parcels you've sent in the last month?

Base : Sent any parcels in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2643	948	106	441	974	1070	335	170	75	2044	245	1193	1067	252	87	30	2260	117	399	795
Weighted Base	2578	853	115*	355	939	1004	364	180*	74*	1942	254	1116	1050	270	101*	24**	2166	125*	444	699
Effective Base	1415	495	53	235	505	555	201	99	44	1060	143	637	555	147	53	16	1190	69	249	417
Royal Mail postbox (using stamps)	625	138	19	43	227	239	89	45	21	466	66	241	273	71	32	7	513	39	108	70
At a Post Office, using Royal Mail or Parcelforce over the counter services	245	16%	17%	12%	24%	24%	25%	23%	29%	24%	26%	22%	26%	26%	32%	27%	24%	31%	12%	10%
At a Post Office, using Royal Mail or Parcelforce over the counter services	1892	665	98	282	742	730	250	120	43	1472	164	859	786	175	52	15	1645	67	285	484
At a Post Office, using Royal Mail or Parcelforce over the counter services	73%	78%	86%	79%	79% <sup>(d)</sup>	73%	69%	67%	59%	76% <sup>(i)</sup>	65%	77% <sup>(m)</sup>	75% <sup>(l)</sup>	65%	52%	61%	76% <sup>(p)</sup>	54%	64%	69%
Non-Post Office counter services (e.g. DHL service points, Evri formerly known as Hermes, Parcelshop, Doodle, etc.)	414	151	10	51	135	166	78	26	8	301	34	152	180	49	31	*	332	31	88	103
Non-Post Office counter services (e.g. DHL service points, Evri formerly known as Hermes, Parcelshop, Doodle, etc.)	16%	18%	9%	14%	14%	17%	22% <sup>(d)</sup>	15%	10%	15%	13%	14%	17%	18%	31% <sup>(n)</sup>	2%	15%	25% <sup>(p)</sup>	20%	15%
Online collection and delivery services, i.e. organised pick-up from home	257	68	6	22	100	107	30	13	4	206	16	122	93	23	15	1	215	16	44	62
Online collection and delivery services, i.e. organised pick-up from home	10%	8%	5%	6%	11%	11%	9%	7%	5%	11%	6%	11%	9%	9%	15%	3%	10%	13%	10%	9%
Use of parcel lockers provided by operators such as Evri, Amazon, DPD etc.	60	19	-	5	24	24	5	2	5	48	7	36	22	2	-	-	58	-	20	31
Use of parcel lockers provided by operators such as Evri, Amazon, DPD etc.	2%	2%	-	1%	3%	2%	1%	1%	7% <sup>(f)</sup>	2%	3%	3%	2%	1%	-	3%	-	6%	4%	5%
Other method: please specify	29	18	3	12	12	10	3	-	3	23	3	20	6	3	-	*	26	*	7	14
Other method: please specify	1%	2%	2%	3%	1%	1%	1%	-	4%	1%	1%	2%	1%	1%	-	1%	1%	*	2%	2%
I don't know	75	18	4	9	23	20	16	10	1	42	11	18	26	20	2	2	44	4	10	54
I don't know	3%	2%	3%	3%	2%	2%	4%	6% <sup>(g)</sup>	2%	2%	4%	2%	2%	7% <sup>(n)</sup>	2%	10%	2%	3%	2%	8% <sup>(r)</sup>

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q13. How did you send the parcels you've sent in the last month?

Base : Sent any parcels in the last month

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	2643	181	2426	36	782	1677	184	2567	46	17	2	2630	11
Weighted Base	2578	194	2350	34**	756	1639	182	2485	64*	16**	4**	2565	9**
Effective Base	1415	102	1292	23	422	889	105	1366	32	10	2	1407	7
Royal Mail postbox (using stamps)	24%	64	551	10	207	354	64	602	17	3	2	622	1
		33%	23%	30%	23%	22%	31%	24%	26%	21%	62%	24%	10%
At a Post Office, using Royal Mail or Parcelforce over the counter services	18%	131	1738	23	529	1249	114	1845	33	11	4	1888	*
	73%	68%	74%	67%	70%	76%	63%	74%	51%	66%	100%	74%	2%
Non-Post Office counter services (e.g. DHL service points, Evri formerly known as Hermes, Parcelshop, Doodle, etc.)	16%	41	371	3	133	250	31	390	18	4	-	412	2
		21%	16%	8%	18%	15%	17%	16%	28%	22%	-	16%	26%
Online collection and delivery services, i.e. organised pick-up from home	10%	37	218	1	104	142	11	243	11	3	-	257	-
		18%	9%	4%	14%	9%	6%	10%	18%	19%	-	10%	-
Use of parcel lockers provided by operators such as Evri, Amazon, DPD etc.	2%	1	57	1	21	38	1	57	1	-	-	58	1
		1%	2%	4%	3%	2%	1%	2%	2%	-	-	2%	14%
Other method: please specify	1%	*	29	-	16	13	*	29	-	-	-	29	-
		1%	1%	-	2%	1%	*	1%	-	-	-	1%	-
I don't know	7%	4	68	3	20	42	14	71	-	-	-	71	4
	3%	2%	3%	8%	3%	3%	7%	3%	-	-	-	3%	48%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q13. How did you send the parcels you've sent in the last month?

Base : Sent any parcels in the last month

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2643	723	721	588	606	256	229	243	230	262	229	-	406	182	184	211	211
Weighted Base	2578	712	723	567	576	249	226	237	252	249	222	**	391	176	169*	200	207
Effective Base	1415	354	403	319	347	119	114	121	132	143	129	-	218	100	96	121	130
Royal Mail postbox (using stamps)	625	230	216	91	88	86	75	69	77	72	66	-	63	28	29	27	32
	24%	32%cd	30%cd	16%	15%	35%lmmop	33%lmmop	29%lmmop	31%lmmop	29%lmmop	30%lmmop	-	16%	16%	17%	13%	15%
At a Post Office, using Royal Mail or Parcelforce over the counter services	1892	567	556	371	398	196	178	194	190	204	162	-	240	131	116	128	153
	73%	80%cd	77%cd	65%	69%	76%cd	76%cd	82%lmo	79%cd	82%lmo	73%cd	-	61%	73%kl	69%	64%	74%kl
Non-Post Office counter services (e.g. DHL, service points, Evri formerly known as Hermes, Parcelshop, Doodle, etc.)	414	101	121	97	94	40	31	31	32	40	50	-	68	28	26	38	30
	16%	14%	17%	17%	16%	16%	14%	13%	13%	16%	22%kl	-	17%	16%	15%	19%	15%
Online collection and delivery services, i.e. organised pick-up from home	257	87	64	46	60	40	33	15	15	25	25	-	27	19	12	24	24
	10%	12%	9%	8%	10%	16%lphl	14%lphl	6%	6%	10%	11%	-	7%	11%	7%	12%	11%
Use of parcel lockers provided by operators such as Evri, Amazon, DPD etc.	60	-	-	28	32	-	-	-	-	-	-	-	18	9	5	14	14
	2%	-	-	5%ab	6%ab	-	-	-	-	-	-	-	6%efghj	6%efghj	3%N	7%efghj	7%efghj
Other method: please specify	29	1	7	11	10	1	1	*	2	5	*	-	8	3	1	7	2
	1%	*	1%	2%a	2%a	*	*	*	1%	2%	*	-	2%	2%	1%	3%lmj	1%
I don't know	75	2	9	37	27	-	2	-	6	1	1	-	30	7	3	14	9
	3%	*	1%	7%ab	6%ab	-	1%	-	3%	1%	1%	-	6%efghjkn	4%efg	2%	7%efgij	4%efgij

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_Q14. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	1449	-	1449	241	616	659	785	199	197	295	199	263	190	106	396	494	559	296	1343	99	1449
Weighted Base	1435	-**	1435	312	638	689	738	239	187	312	207	235	154*	101*	426	519	490	255	1277	153*	1449
Effective Base	754	-	754	144	342	345	406	118	109	152	108	137	74	61	226	260	269	133	681	71	1449
Royal Mail Small Parcels, 1st class, Signed for	501	-	501	184	228	296	206	112	94	152	65	40	23	15	206	217	79	38	413	85	458
35%	-	35%	59% <u>d</u>	36%	43% <u>f</u>	28%	47% <u>g</u>	50% <u>h</u>	49% <u>i</u>	31% <u>j</u>	17%	15%	15%	45% <u>n</u>	42% <u>o</u>	16%	15%	32%	56% <u>r</u>	32%	458
Royal Mail Small Parcels, 1st class, Not signed for	397	-	397	80	153	152	244	64	38	76	63	74	59	23	103	138	157	83	364	34	412
28%	-	28%	26%	24%	22%	33% <u>e</u>	27%	20%	24%	30%	31%	35% <u>l</u>	23%	24%	24%	32%	32%	28%	25%	22%	28%
Royal Mail Small Parcels, 2nd class, Signed for	300	-	300	145	133	182	116	68	37	107	46	29	8	5	105	154	42	13	235	64	255
21%	-	21%	45% <u>d</u>	21%	25% <u>f</u>	16%	33% <u>h</u>	30% <u>i</u>	34% <u>j</u>	22% <u>k</u>	12%	5%	5%	25% <u>n</u>	30% <u>o</u>	9%	5%	16%	45% <u>r</u>	16%	255
Royal Mail Small Parcels, 2nd class, Not signed for	526	-	526	104	254	234	291	89	70	100	69	89	66	42	159	169	197	108	486	38	549
37%	-	37%	33%	40%	34%	39%	37%	38%	32%	33%	38%	38%	43%	47%	37%	33%	40%	42%	38% <u>e</u>	25%	38%
Royal Mail Medium Parcels, 1st class, Signed for	315	-	315	140	134	201	114	63	67	99	27	34	14	11	130	126	59	25	252	62	255
22%	-	22%	45% <u>d</u>	21%	29% <u>f</u>	15%	25% <u>g</u>	35% <u>h</u>	32% <u>i</u>	13%	15%	9%	11%	11%	30% <u>n</u>	24% <u>o</u>	12%	10%	20%	41% <u>r</u>	18%
Royal Mail Medium Parcels, 1st class, Not signed for	254	-	254	67	112	104	150	42	31	55	42	41	27	16	73	87	84	43	225	29	264
16%	-	16%	21%	18%	15%	20%	17%	17%	18%	20%	17%	16%	19%	17%	17%	19%	17%	17%	18%	19%	18%
Royal Mail Medium Parcels, 2nd class, Signed for	209	-	209	107	88	137	72	55	28	84	25	7	4	3	84	108	17	10	158	50	169
15%	-	15%	24% <u>d</u>	14%	20% <u>f</u>	10%	23% <u>g</u>	15% <u>h</u>	16% <u>i</u>	12% <u>k</u>	3%	3%	3%	3%	20% <u>n</u>	21% <u>o</u>	17%	4%	32% <u>r</u>	12%	
Royal Mail Medium Parcels, 2nd class, Not signed for	301	-	301	99	130	139	162	51	66	59	34	41	34	17	117	93	92	51	265	35	292
21%	-	21%	32% <u>d</u>	20%	22%	20%	22%	21%	35% <u>g</u>	19%	16%	17%	22%	17%	27% <u>n</u>	18%	19%	20%	21%	23%	20%
Royal Mail Special Delivery, Guaranteed next day by 9am	183	-	183	114	62	129	53	48	30	73	10	9	1	3	77	92	14	4	134	49	142
13%	-	13%	37% <u>d</u>	10%	19% <u>f</u>	7%	20% <u>g</u>	16% <u>h</u>	23% <u>i</u>	9% <u>j</u>	4%	1%	3%	3%	18% <u>n</u>	18% <u>o</u>	3%	2%	17%	32% <u>r</u>	10%
Royal Mail Special Delivery, Guaranteed next day by 1pm	167	-	167	53	87	91	76	43	35	40	11	23	10	6	78	50	39	16	139	27	165
12%	-	12%	17%	14%	13%	10%	13% <u>g</u>	13% <u>h</u>	13% <u>i</u>	5%	5%	10%	6%	6%	15% <u>n</u>	10%	8%	6%	11%	18%	11%
Other (please specify)	19	-	19	8	3	5	13	-	1	7	1	4	1	6	1	8	11	7	13	6	15
1%	-	1%	3%	1%	1%	1%	2%	-	*	2%	*	2%	1%	6% <u>l</u>	*	1%	2% <u>o</u>	3% <u>r</u>	1%	4%	7%
I don't remember the name of the Royal Mail product(s)	66	-	66	7	26	33	31	17	7	9	9	10	3	11	24	18	23	13	61	5	63
5%	-	5%	2%	4%	5%	4%	7%	7%	4%	3%	5%	4%	2%	10% <u>l</u>	6%	4%	3%	5%	5%	3%	4%
None of the above	76	-	76	4	35	43	31	9	7	16	11	11	12	11	16	27	33	22	71	5	91
5%	-	5%	1%	3% <u>e</u>	6%	5%	4%	4%	4%	5%	5%	7%	11%	11%	4%	5%	7%	3% <u>r</u>	6%	3%	6%
NET 1st Class	901	-	901	270	416	481	479	177	141	227	144	143	83	46	315	372	272	129	843	116	930
67%	-	67%	55% <u>d</u>	65%	70%	65%	74% <u>g</u>	73% <u>h</u>	72% <u>i</u>	70% <u>j</u>	61% <u>k</u>	54%	46%	46%	75% <u>n</u>	74% <u>o</u>	50%	50%	66%	76%	64%
NET 2nd Class	846	-	846	251	380	416	428	156	113	207	115	118	87	49	270	322	254	136	732	112	836
59%	-	59%	61% <u>d</u>	60%	58%	60%	58%	65% <u>h</u>	60%	67% <u>i</u>	55%	50%	49%	49%	63% <u>n</u>	62% <u>o</u>	52%	53%	57%	73% <u>r</u>	58%
NET Signed for	705	-	705	232	347	411	292	148	122	199	100	82	34	21	270	299	137	55	591	112	657
49%	-	49%	34% <u>d</u>	34%	40%	39% <u>f</u>	42% <u>g</u>	52% <u>h</u>	53% <u>i</u>	42% <u>j</u>	32% <u>k</u>	22%	22%	21%	65% <u>n</u>	64% <u>o</u>	28%	22%	46%	30% <u>r</u>	45%
NET Not Signed for	855	-	855	164	368	390	493	138	101	167	115	153	64	29	235	282	333	160	773	80	880
60%	-	60%	59% <u>d</u>	58%	52%	57% <u>f</u>	58%	58%	54%	54%	56%	63% <u>k</u>	75% <u>l</u>	64%	56%	54%	63% <u>o</u>	70% <u>o</u>	67%	52%	67%
NET Special Delivery	339	-	339	165	141	212	127	86	62	112	29	32	11	9	147	141	51	19	263	76	294
24%	-	24%	63% <u>d</u>	22%	31% <u>f</u>	17%	36% <u>g</u>	33% <u>h</u>	36% <u>i</u>	14%	13%	7%	8%	35% <u>n</u>	27% <u>o</u>	10%	7%	21%	49% <u>r</u>	20%	

Proportions/Mean: Column Tested (5% risk level) - ab - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_Q14. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1449	401	427	308	313	828	621	845	585	151	180	363	381	286	924	153	1230	-	-	-
Weighted Base	1435	323	402	339	372	725	710	954	461	171*	178	345	365	292	888	172*	1201	-**	-**	-**
Effective Base	754	168	234	173	183	401	355	452	311	79	100	194	197	138	492	79	640	-	-	-
Royal Mail Small Parcels, 1st class, Signed for	501	145	124	119	113	269	232	395	200	45	64	119	124	133	307	45	443	-	-	-
	35%	45% <b>abd</b>	31%	35%	30%	37%	33%	41% <b>gh</b>	22%	26%	36%	35%	34%	40% <b>lmn</b>	35%	26%	37%	-	-	-
Royal Mail Small Parcels, 1st class, Not signed for	397	67	108	100	122	175	222	280	134	61	49	98	94	68	242	61	318	-	-	-
	28%	21%	27%	30%	33% <b>de</b>	24%	31% <b>de</b>	27%	29%	36%	28%	26%	26%	23%	35%	26%	35%	-	-	-
Royal Mail Small Parcels, 2nd class, Signed for	300	115	72	69	44	198	113	240	56	32	27	72	56	103	155	32	263	-	-	-
	21%	35% <b>abcd</b>	18%	29% <b>cd</b>	12%	25% <b></b>	16%	25% <b>gh</b>	12%	19%	15%	21%	15%	35% <b>lmn</b>	17%	19%	22%	-	-	-
Royal Mail Small Parcels, 2nd class, Not signed for	526	84	158	141	143	242	284	340	179	76	66	139	140	75	346	77	429	-	-	-
	37%	26%	39% <b>de</b>	42% <b>de</b>	39% <b>de</b>	33%	40%	36%	39%	44% <b>lm</b>	37%	40% <b>lm</b>	35% <b>lm</b>	26%	39% <b>lm</b>	45%	36%	-	-	-
Royal Mail Medium Parcels, 1st class, Signed for	315	93	69	90	62	163	153	252	60	37	37	82	69	84	188	37	274	-	-	-
	22%	29% <b>abd</b>	17%	27% <b>abd</b>	17%	22%	21%	26% <b>gh</b>	13%	22%	21%	24%	19%	29% <b>lm</b>	21%	23%	21%	-	-	-
Royal Mail Medium Parcels, 1st class, Not signed for	254	68	69	58	59	137	117	176	78	27	30	63	66	57	159	27	219	-	-	-
	18%	21%	17%	17%	16%	19%	16%	18%	17%	15%	17%	17%	18%	20%	18%	15%	18%	-	-	-
Royal Mail Medium Parcels, 2nd class, Signed for	209	73	40	60	36	113	96	169	37	25	25	46	39	71	110	25	181	-	-	-
	19%	23% <b>abcd</b>	10%	13% <b>cd</b>	10%	16%	13%	13% <b>gh</b>	9%	15%	14%	13%	11%	24% <b>lmn</b>	12%	15%	15%	-	-	-
Royal Mail Medium Parcels, 2nd class, Not signed for	301	70	70	86	74	141	160	208	93	33	42	88	71	50	200	33	255	-	-	-
	21%	22%	17%	25%	20%	19%	23%	22%	20%	19%	23%	25%	20%	17%	23%	19%	21%	-	-	-
Royal Mail Special Delivery, Guaranteed next day by 9am	183	69	40	51	23	109	73	157	22	17	19	40	32	72	92	17	164	-	-	-
	13%	22% <b>abd</b>	10%	15% <b>cd</b>	6%	15% <b></b>	10%	16% <b>gh</b>	5%	10%	11%	12%	9%	25% <b>lmn</b>	10%	14%	10%	-	-	-
Royal Mail Special Delivery, Guaranteed next day by 1pm	167	50	42	43	33	92	76	124	40	18	19	39	45	34	104	18	139	-	-	-
	12%	15%	10%	13%	9%	13%	11%	13%	9%	10%	11%	11%	12%	12%	10%	12%	10%	-	-	-
Other (please specify)	19	7	7	2	3	14	5	11	8	4	4	1	1	8	6	4	14	-	-	-
	1%	2%	2%	1%	1%	2%	1%	1%	2%	3%	2%	+	+	25% <b>lm</b>	1%	3%	1%	-	-	-
I don't remember the name of the Royal Mail product(s)	66	17	15	10	24	32	34	33	30	4	11	10	22	10	43	4	53	-	-	-
	5%	5%	4%	3%	6%	4%	5%	3%	7% <b>ng</b>	3%	6%	3%	6%	3%	5%	3%	4%	-	-	-
None of the above	76	15	31	12	18	47	30	48	28	9	13	15	16	13	43	9	58	-	-	-
	5%	5%	8%	3%	5%	6%	4%	5%	6%	5%	7%	4%	4%	4%	5%	5%	5%	-	-	-
NET 1st Class	961	226	252	237	246	478	483	697	255	113	122	234	236	213	592	113	816	-	-	-
	67%	70%	63%	70%	66%	66%	68%	73% <b>gh</b>	55%	66%	69%	68%	65%	73%	67%	66%	68%	-	-	-
NET 2nd Class	846	208	231	212	195	439	407	583	253	107	121	205	183	517	108	713	108	-	-	-
	59%	64% <b>cd</b>	57%	63%	52%	61%	57%	61%	55%	62%	57%	61%	56%	63%	58%	62%	59%	-	-	-
NET Signed for	705	202	175	166	161	376	329	535	164	78	78	169	172	173	433	78	613	-	-	-
	49%	47% <b>abcd</b>	43%	50%	43%	52%	46%	53% <b>gh</b>	35%	45%	45%	49%	47%	53% <b>lmn</b>	45%	51%	45%	-	-	-
NET Not Signed for	855	173	240	217	224	414	441	554	290	112	101	220	218	154	539	113	707	-	-	-
	60%	54%	60%	64%	60%	57%	62%	58%	63%	65%	57%	64% <b>lm</b>	60%	53%	61%	59%	65%	-	-	-
NET Special Delivery	339	118	81	84	55	200	140	272	60	31	37	77	76	106	190	31	297	-	-	-
	24%	31% <b>abcd</b>	20%	29% <b>cd</b>	15%	26% <b></b>	20%	29% <b>gh</b>	13%	18%	21%	22%	21%	30% <b>lmn</b>	21%	18%	25%	-	-	-

Proportions/Mean: Column Totals (5% risk level) - abc|cd - e|f - gh - ij|kl|mn - op - q|rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

PRE\_Q14. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Rurality				Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ Merseyside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	1449	988	461	211	671	317	255	206	72	79	73	76	65	68	90	73	75	58	259	
Weighted Base	1435	1247	188	65*	1184	132	74	45	54*	167*	107*	107*	106*	114*	225*	188*	116*	20**	111	
Effective Base	754	633	129	49	543	185	140	136	63	70	65	66	58	60	82	63	66	27	157	
Royal Mail Small Parcels, 1st class, Signed for	501	451	50	27	423	40	23	15	25	48	22	39	43	39	111	60	32*	37	7	33
	35%	36%abc	26%	41%	36%	30%	31%	34%	46%ij	29%	20%	37%kl	40%lm	34%	49%nop	32%	34%	34%	29%	
Royal Mail Small Parcels, 1st class, Not signed for	397	334	63	4	328	37	19	13	16	51	33	27	25	19	58	59	40	4	34	
	28%	27%	34%	21%	28%	28%	26%	29%	29%	31%	31%	25%	24%	17%	26%	31%	35%km	4	39%no	
Royal Mail Small Parcels, 2nd class, Signed for	300	275	25	4	255	21	15	9	9	25	23	24	23	15	85	34	17	4	17	
	21%	22%abc	13%	6%	22%	16%	20%	19%	16%	15%	22%	22%	21%	14%	38%ijklmnop	19%	15%	4	15%	
Royal Mail Small Parcels, 2nd class, Not signed for	526	454	71	22	428	54	25	20	20	88	41	25	28	48	51	89	38	9	44	
	37%	36%	36%	34%	36%	41%	33%	43%	39%mn	42%nop	39%no	23%	26%	42%lmn	23%	47%lmn	33%	9	45%	
Royal Mail Medium Parcels, 1st class, Signed for	315	295	21	11	279	16	11	8	12	18	16	26	31	22	84	46	24	2	15	
	22%	24%ab	11%	16%	24%ef	12%	15%	19%	23%	11%	15%	24%gh	29%ijr	19%	37%klmnop	24%kl	20%	9%	13%	
Royal Mail Medium Parcels, 1st class, Not signed for	254	225	29	9	207	26	13	8	10	21	22	21	23	14	43	36	16	5	21	
	18%	18%	16%	14%	17%	20%	18%	18%	19%	13%	20%	20%	22%	12%	19%	19%	14%	5	25%	
Royal Mail Medium Parcels, 2nd class, Signed for	209	194	15	2	187	11	6	6	9	19	9	16	23	10	60	25	15	2	9	
	15%	15%abc	8%	4%	15%def	8%	7%	13%	13%gh	11%	9%	15%	12%ijm	9%	27%klmno	13%	13%	2	8%	
Royal Mail Medium Parcels, 2nd class, Not signed for	301	268	33	11	260	20	13	9	13	32	32	14	19	14	64	50	22	4	15	
	21%	22%	17%	17%	22%ef	15%	17%	19%	24%	19%	30%klmn	13%	17%	12%	28%klmn	27%lmn	19%	4	13%	
Royal Mail Special Delivery, Guaranteed next day by 9am	183	173	10	2	163	9	5	5	6	19	1	16	17	5	64	22	14	3	6	
	13%	14%abc	5%	3%	14%def	7%	12%	12%	12%gh	11%ij	1%	15%klmnr	16%lm	4%	28%hijklmnop	12%kl	12%kl	3	5%	
Royal Mail Special Delivery, Guaranteed next day by 1pm	167	149	18	5	140	13	8	7	7	8	9	13	15	15	40	20	12	3	10	
	12%	12%	10%	7%	12%	10%	11%	16%	14%	9%	9%	12%	14%	13%	18%kl	11%	11%	15%	9%	
Other (please specify)	19	14	5	*	16	3	-	-	-	-	-	3	3	-	5	3	1	1	2	
	1%	1%	3%	*	1%	2%	-	-	-	-	-	3%	3%	-	2%	2%	1%	6%	1%	
I don't remember the name of the Royal Mail product(s)	66	56	10	3	57	5	2	1	1	3	-	11	1	8	19	6	5	-	5	
	5%	5%	5%	5%	5%	4%	3%	3%	2%	2%	-	19%ij	1%	7%kl	9%kl	3%	7%kl	1%	5%kl	
None of the above	76	62	15	4	59	9	6	2	3	12	13	9	1	5	4	9	4	1	8	
	5%	5%	8%	5%	5%	7%	8%	5%	5%	5%	7%	13%lmn	6%lmn	1%	4%	2%	5%	3%	3%lm	
NET 1st Class	961	846	115	42	805	80	47	30	42	101	59	71	80	66	179	127	80	11	59	
	67%	68%	61%	64%	68%	61%	63%	66%	77%ijm	60%	55%	67%	75%kl	58%	78%ijm	68%	69%	55%	62%	
NET 2nd Class	846	750	97	31	700	76	41	28	29	114	65	52	61	60	146	112	62	15	61	
	59%	60%	51%	47%	59%	58%	56%	63%	54%	68%kl	61%	48%	57%	53%	65%kl	59%	53%	73%	55%	
NET Signed for	705	636	70	30	584	54	36	22	31	67	44	55	60	56	155	78	49	9	46	
	49%	49%abc	37%	45%	47%def	41%	46%	46%	43%gh	46%	41%	51%	45%kl	46%	44%klmnop	42%	42%	42%	41%	
NET Not Signed for	855	734	120	37	705	80	41	29	32	115	72	55	59	65	117	121	70	13	67	
	60%	59%	64%	57%	60%	61%	55%	64%	58%	69%klm	67%	51%	55%	57%	52%	65%	60%	65%	60%	
NET Special Delivery	339	313	26	7	295	21	13	11	13	27	11	28	32	20	99	40	26	6	14	
	24%	25%abc	14%	10%	25%def	16%	17%	25%gh	24%ij	16%	10%	24%klr	30%lm	17%	44%hijklmnop	21%	22%	31%	13%	

Proportions/Mean: Column Total (5% risk level) - abc/ef - gh/ij - kl/mnop/qr  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



PRE\_Q14. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1449	517	66	255	519	589	191	88	48	1108	136	574	606	176	58	24	1180	82	-	-
Weighted Base	1435	465	77*	203	536	552	196	96*	46**	1088	142*	566	598	180*	64*	16**	1164	81*	**	**
Effective Base	754	262	32	133	276	286	106	53	27	562	80	302	303	97	35	12	605	46	-	-
Royal Mail Small Parcels, 1st class, Signed for	501	55	3	15	192	192	68	32	15	384	47	202	208	59	26	5	410	31	-	-
	39%	12%	4%	8%	36%	35%	35%	33%	32%	36%	33%	36%	35%	33%	41%	28%	35%	38%	-	-
Royal Mail Small Parcels, 1st class, Not signed for	397	130	27	50	145	168	54	19	11	313	30	149	188	36	16	7	337	24	-	-
	28%	28%	35%	25%	27%	30%	28%	20%	23%	29%	21%	26%	31%im	26%	25%	4%	29%	29%	-	-
Royal Mail Small Parcels, 2nd class, Signed for	300	75	14	25	135	99	43	13	9	234	22	129	122	30	10	7	252	17	-	-
	21%	16%	19%	12%	23%im	18%	22%	13%	19%	22%	15%	23%	20%	17%	16%	44%	22%	22%	-	-
Royal Mail Small Parcels, 2nd class, Not signed for	526	254	43	108	188	221	68	26	22	409	48	207	234	62	15	8	441	23	-	-
	37%	55%	56%	53%	35%	40%	35%	27%	49%	38%	34%	37%	39%	34%	23%	51%	38%	29%	-	-
Royal Mail Medium Parcels, 1st class, Signed for	315	31	1	11	128	114	48	15	8	243	24	129	131	37	15	4	280	19	-	-
	22%	7%	2%	5%	24%	21%	25%	16%	18%	22%	17%	23%	22%	20%	23%	27%	22%	24%	-	-
Royal Mail Medium Parcels, 1st class, Not signed for	254	74	12	31	88	104	36	19	6	192	26	111	104	27	9	4	214	13	-	-
	18%	16%	16%	15%	16%	19%	18%	20%	14%	18%	18%	20%	17%	15%	14%	24%	18%	16%	-	-
Royal Mail Medium Parcels, 2nd class, Signed for	209	44	11	18	84	74	40	8	2	158	10	84	88	23	12	2	172	14	-	-
	15%	10%	14%	9%	16%	13%	20%im	9%	5%	15%	7%	15%	15%	13%	18%	13%	15%	17%	-	-
Royal Mail Medium Parcels, 2nd class, Not signed for	301	106	12	45	103	141	31	15	10	245	26	122	137	31	5	6	258	11	-	-
	21%	23%	15%	22%	19%	23%id	16%	16%	22%	22%	18%	22%	23%im	17%	8%	37%	22%	14%	-	-
Royal Mail Special Delivery, Guaranteed next day by 9am	183	16	1	4	84	57	30	7	4	141	11	80	73	17	11	1	153	13	-	-
	13%	3%	1%	2%	16%	10%	15%	7%	10%	13%	8%	14%	12%	9%	18%	7%	13%	16%	-	-
Royal Mail Special Delivery, Guaranteed next day by 1pm	167	28	1	13	49	73	34	7	4	122	11	61	69	30	4	4	130	8	-	-
	12%	6%	1%	6%	9%	13%	17%id	7%	8%	11%	8%	11%	11%	16%	6%	26%	11%	10%	-	-
Other (please specify)	19	6	4	4	13	2	-	-	4	15	4	13	1	-	4	-	14	5	-	-
	1%	1%	6%	2%	2%im	*	-	-	9%	1%	3%im	2%im	*	8%imim	3%	1%	8%imim	1%	-	-
I don't remember the name of the Royal Mail product(s)	66	23	3	12	17	23	7	11	2	40	13	17	28	15	1	-	45	1	-	-
	5%	5%	4%	6%	3%	4%	4%	11%idim	4%	4%	9%idim	3%	5%	8%im	2%	-	4%	2%	-	-
None of the above	76	22	2	11	19	32	16	7	2	52	8	25	31	12	6	1	56	7	-	-
	5%	5%	2%	5%	4%	6%	8%	7%	4%	5%	6%	4%	5%	6%	9%	5%	5%	8%	-	-
NET 1st Class	961	209	37	80	370	375	128	60	25	746	85	389	408	106	45	12	798	57	-	-
	67%	45%	48%	40%	69%	68%	65%	62%	56%	69%	60%	69%	68%	59%	69%	74%	69%	70%	-	-
NET 2nd Class	846	328	55	140	318	340	116	42	29	658	71	331	372	101	27	13	703	40	-	-
	59%	71%	71%	69%	65%im	63%im	59%	45%	64%	50%	50%	59%	62%im	56%	42%	82%	63%im	50%	-	-
NET Signed for	705	138	22	51	274	263	100	44	23	536	67	293	285	83	32	10	576	42	-	-
	49%	30%	28%	25%	51%	48%	51%	45%	51%	49%	47%	52%	48%	46%	49%	64%	50%	52%	-	-
NET Not Signed for	856	344	60	152	311	358	113	48	23	670	71	335	373	101	34	12	708	45	-	-
	60%	74%	78%	75%	58%	65%im	58%	50%	51%	62%	50%	59%	62%	56%	52%	72%	61%	56%	-	-
NET Special Delivery	338	41	2	16	131	127	59	14	8	257	22	138	134	46	15	5	273	20	-	-
	24%	9%	2%	8%	24%	23%	17%idim	15%	17%	24%	15%	24%	22%	26%	23%	30%	23%	28%	-	-

Proportions/Mean: Column Total (5% risk level) - abc/c - d(e)(gh/w) - kl(mn)(op)(q - r) \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_Q14. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	1449	116	1311	22	460	884	105	1416	22	6	1	1444	4
Weighted Base	1435	122*	1296	17**	439	883	113*	1395	31**	5**	2**	1430	3**
Effective Base	754	63	679	13	239	452	64	733	15	5	1	751	2
Royal Mail Small Parcels, 1st class, Signed for	601	63	429	9	191	262	48	473	23	3	2	499	1
	35%	53% <sup>b</sup>	33%	52%	43% <sup>a</sup>	30%	43% <sup>a</sup>	34%	75%	58%	100%	35%	28%
Royal Mail Small Parcels, 1st class, Not signed for	397	31	358	9	115	248	34	393	3	1	-	397	1
	28%	25%	28%	51%	26%	28%	30%	28%	9%	14%	-	28%	22%
Royal Mail Small Parcels, 2nd class, Signed for	300	44	248	8	140	138	22	288	9	1	2	298	-
	21%	35% <sup>b</sup>	19%	47%	32% <sup>a</sup>	16%	19%	21%	30%	33%	100%	21%	-
Royal Mail Small Parcels, 2nd class, Not signed for	628	28	493	5	136	339	51	510	15	1	-	526	-
	37%	23%	33% <sup>b</sup>	29%	31%	38%	45% <sup>d</sup>	37%	48%	21%	-	37%	-
Royal Mail Medium Parcels, 1st class, Signed for	315	44	264	7	138	154	23	302	12	1	-	315	-
	22%	35% <sup>b</sup>	20%	40%	31% <sup>a</sup>	17%	20%	22%	37%	33%	-	22%	-
Royal Mail Medium Parcels, 1st class, Not signed for	254	25	225	4	61	164	29	244	9	1	-	254	-
	18%	20%	17%	22%	14%	19%	25% <sup>d</sup>	17%	30%	21%	-	18%	-
Royal Mail Medium Parcels, 2nd class, Signed for	209	40	165	4	105	92	12	196	11	1	-	209	-
	15%	33% <sup>b</sup>	13%	23%	24% <sup>d</sup>	10%	10%	14%	36%	33%	-	15%	-
Royal Mail Medium Parcels, 2nd class, Not signed for	301	27	272	2	95	170	36	297	3	1	-	301	-
	21%	22%	21%	14%	22%	19%	32% <sup>a</sup>	21%	10%	21%	-	21%	-
Royal Mail Special Delivery, Guaranteed next day by 9am	183	38	141	3	81	84	18	173	7	2	-	183	-
	13%	32% <sup>b</sup>	11%	19%	18% <sup>a</sup>	9%	16%	12%	24%	54%	-	13%	-
Royal Mail Special Delivery, Guaranteed next day by 1pm	167	13	150	4	60	89	18	160	7	-	-	167	-
	12%	11%	12%	25%	14%	10%	16%	11%	23%	-	-	12%	-
Other (please specify)	19	3	16	-	12	6	1	19	-	-	-	19	-
	1%	2%	1%	-	3% <sup>a</sup>	1%	1%	1%	-	-	-	1%	-
I don't remember the name of the Royal Mail product(s)	66	3	62	1	15	46	5	63	1	1	-	66	*
	5%	3%	5%	3%	3%	5%	4%	5%	4%	14%	-	5%	12%
None of the above	76	5	72	-	14	54	9	72	2	1	-	75	2
	5%	4%	6%	1%	3%	6%	8%	5%	7%	14%	-	5%	60%
NET 1st Class	961	101	844	16	319	559	83	928	27	3	2	959	1
	67%	83% <sup>b</sup>	65%	92%	73% <sup>a</sup>	63%	74%	67%	88%	72%	100%	67%	28%
NET 2nd Class	846	76	758	11	286	487	74	821	21	2	2	844	-
	59%	54%	58%	62%	45% <sup>a</sup>	53%	65%	59%	68%	54%	100%	59%	-
NET Signed for	705	83	609	14	262	381	62	674	26	3	2	703	1
	49%	65% <sup>b</sup>	47%	80%	60% <sup>a</sup>	43%	55%	48%	83%	58%	100%	49%	28%
NET Not Signed for	855	61	784	9	246	545	64	832	20	2	-	854	1
	60%	50%	61%	54%	56%	62%	57%	60%	65%	35%	-	60%	22%
NET Special Delivery	339	52	280	8	137	166	36	322	14	2	-	339	-
	24%	43% <sup>b</sup>	22%	45%	31% <sup>a</sup>	19%	32% <sup>a</sup>	23%	46%	54%	-	24%	-

Proportions/Mean: Column Test(s) (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI4. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : Sent any parcels in the last month

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1449	128	721	-	256	229	243	230	262	229	-	-	-	-	-	-
Weighted Base	1435	712	723	**	249	226	237	252	249	222	**	**	**	**	**	**
Effective Base	754	354	403	-	119	114	121	132	143	129	-	-	-	-	-	-
Royal Mail Small Parcels, 1st class, Signed for	501	244	257	-	89	77	79	90	94	73	-	-	-	-	-	-
Royal Mail Small Parcels, 1st class, Not signed for	35%	34%	36%	-	36%	34%	33%	36%	38%	33%	-	-	-	-	-	-
Royal Mail Small Parcels, 1st class, Not signed for	397	209	188	-	76	70	63	73	72	44	-	-	-	-	-	-
Royal Mail Small Parcels, 1st class, Not signed for	26%	29%	26%	-	30%	31%	27%	29%	29%	20%	-	-	-	-	-	-
Royal Mail Small Parcels, 2nd class, Signed for	300	139	161	-	55	43	42	67	48	46	-	-	-	-	-	-
Royal Mail Small Parcels, 2nd class, Signed for	21%	20%	22%	-	22%	19%	18%	27%	19%	21%	-	-	-	-	-	-
Royal Mail Small Parcels, 2nd class, Not signed for	526	262	263	-	78	85	99	96	96	72	-	-	-	-	-	-
Royal Mail Small Parcels, 2nd class, Not signed for	37%	37%	36%	-	31%	38%	42%	38%	39%	32%	-	-	-	-	-	-
Royal Mail Medium Parcels, 1st class, Signed for	315	163	153	-	66	44	53	60	51	41	-	-	-	-	-	-
Royal Mail Medium Parcels, 1st class, Signed for	22%	23%	21%	-	27%	19%	22%	24%	21%	19%	-	-	-	-	-	-
Royal Mail Medium Parcels, 1st class, Not signed for	254	102	152	-	36	44	21	57	54	41	-	-	-	-	-	-
Royal Mail Medium Parcels, 1st class, Not signed for	16%	14%	15%	-	15%	20%	9%	23%	22%	15%	-	-	-	-	-	-
Royal Mail Medium Parcels, 2nd class, Signed for	209	110	99	-	42	26	42	31	32	37	-	-	-	-	-	-
Royal Mail Medium Parcels, 2nd class, Signed for	15%	15%	14%	-	17%	11%	18%	12%	13%	17%	-	-	-	-	-	-
Royal Mail Medium Parcels, 2nd class, Not signed for	301	127	174	-	46	44	37	59	64	51	-	-	-	-	-	-
Royal Mail Medium Parcels, 2nd class, Not signed for	21%	18%	24%	-	19%	19%	15%	23%	26%	23%	-	-	-	-	-	-
Royal Mail Special Delivery, Guaranteed next day by 9am	183	99	84	-	37	27	35	30	26	28	-	-	-	-	-	-
Royal Mail Special Delivery, Guaranteed next day by 9am	13%	14%	12%	-	15%	12%	15%	12%	10%	12%	-	-	-	-	-	-
Royal Mail Special Delivery, Guaranteed next day by 1pm	167	59	108	-	17	25	17	33	40	34	-	-	-	-	-	-
Royal Mail Special Delivery, Guaranteed next day by 1pm	12%	8%	15%	-	7%	11%	7%	13%	16%	15%	-	-	-	-	-	-
Other (please specify)	19	9	10	-	2	3	4	9	1	-	-	-	-	-	-	-
Other (please specify)	1%	1%	1%	-	1%	1%	2%	4%	*	-	-	-	-	-	-	-
I don't remember the name of the Royal Mail product(s)	66	35	31	-	9	14	12	6	12	13	-	-	-	-	-	-
I don't remember the name of the Royal Mail product(s)	5%	5%	4%	-	4%	6%	5%	2%	5%	6%	-	-	-	-	-	-
None of the above	76	33	43	-	17	6	10	17	12	15	-	-	-	-	-	-
None of the above	5%	5%	6%	-	7%	3%	4%	7%	5%	7%	-	-	-	-	-	-
NET 1st Class	961	479	483	-	172	164	142	174	174	135	-	-	-	-	-	-
NET 1st Class	67%	67%	67%	-	69%	63%	60%	69%	70%	61%	-	-	-	-	-	-
NET 2nd Class	846	412	434	-	137	128	147	155	148	131	-	-	-	-	-	-
NET 2nd Class	59%	58%	60%	-	55%	56%	62%	61%	59%	59%	-	-	-	-	-	-
NET Signed for	705	349	357	-	132	107	110	129	129	99	-	-	-	-	-	-
NET Signed for	49%	49%	49%	-	53%	47%	46%	51%	52%	45%	-	-	-	-	-	-
NET Not Signed for	855	424	430	-	148	139	137	156	149	125	-	-	-	-	-	-
NET Not Signed for	60%	60%	60%	-	60%	62%	58%	62%	60%	56%	-	-	-	-	-	-
NET Special Delivery	339	152	187	-	53	52	47	64	63	60	-	-	-	-	-	-
NET Special Delivery	24%	21%	26%	-	21%	23%	20%	28%	25%	27%	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Q14. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : If used a Royal Mail method to send parcels in the last month

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	970	-	970	221	749	414	554	133	138	202	125	177	120	75	271	327	372	195	881	84	970
Weighted Base	889	-**	889	204	685	424	464	133*	124*	183	127*	154*	102*	68*	256	310	323	169	757	123*	970
Effective Base	526	-	526	121	405	239	287	72	71	114	71	95	62	42	144	184	199	104	460	64	970
Royal Mail Small Parcels, 1st class	335	-	335	83	252	172	161	61	65	69	48	48	25	17	127	117	91	43	289	42	361
	38%	-	38%	41%	37%	41%	35%	46% <u>lm</u>	53% <u>km</u>	38%	38%	31%	25%	26%	49% <u>opq</u>	35% <u>pr</u>	28%	25%	38%	34%	37%
Royal Mail Small Parcels, 2nd class	364	-	364	116	248	160	204	55	47	75	53	60	48	26	102	126	134	74	309	53	405
	41%	-	41%	37% <u>cd</u>	35%	38%	44%	41%	38%	41%	42%	39%	47%	39%	40%	41%	42%	44%	41%	43%	42%
Royal Mail Medium Parcels, 1st class	207	-	207	67	150	108	99	38	40	52	24	25	18	10	79	75	53	28	172	33	219
	23%	-	23%	28%	22%	25%	21%	29%	33% <u>km</u>	25% <u>k</u>	19%	16%	18%	15%	31% <u>opq</u>	24%	16%	17%	23%	27%	23%
Royal Mail Medium Parcels, 2nd class	283	-	283	84	198	134	149	46	38	59	48	55	26	12	84	107	92	37	232	49	307
	32%	-	32%	41% <u>cd</u>	29%	32%	32%	34%	31%	32%	38% <u>lm</u>	36% <u>lm</u>	25%	17%	33%	34% <u>op</u>	29%	22%	31%	39%	32%
Royal Mail Special Delivery, Guaranteed next day by 9am	25	-	25	7	18	12	13	14	7	1	-	2	-	-	22	1	2	-	23	2	21
	3%	-	3%	3%	3%	3%	3%	11% <u>klm</u>	6% <u>kl</u>	1%	-	1%	-	-	6% <u>opq</u>	*	1%	-	3%	2%	2%
Royal Mail Special Delivery, Guaranteed next day by 1pm	176	-	176	41	135	101	74	38	38	38	22	21	14	3	76	60	39	17	122	47	159
	20%	-	20%	20%	20%	24% <u>kl</u>	16%	29% <u>klm</u>	31% <u>klm</u>	21% <u>km</u>	17%	14%	14%	5%	30% <u>opq</u>	19% <u>op</u>	12%	10%	16%	38% <u>klr</u>	16%
Other (please specify)	18	-	18	5	13	10	8	3	*	-	*	4	9	1	4	*	14	10	15	1	25
	2%	-	2%	2%	2%	2%	2%	2%	*	-	*	2%	9% <u>hkl</u>	1%	1%	*	4% <u>kl</u>	6% <u>klm</u>	2%	1%	3%
I don't remember the name of the Royal Mail product(s)	73	-	73	3	71	28	46	17	5	15	7	11	7	13	21	22	30	19	63	10	72
	8%	-	8%	1%	10% <u>cd</u>	7%	10%	13%	4%	8%	5%	7%	7%	12% <u>klm</u>	8%	7%	9%	12%	8%	8%	7%
None of the above	25	-	25	4	21	14	11	3	2	3	4	4	7	3	5	6	14	10	25	-	34
	3%	-	3%	2%	3%	3%	2%	2%	2%	2%	2%	2%	5%	3	2%	2%	4%	6%	3%	-	4%
NET 1st Class	398	-	398	103	295	204	193	74	74	85	51	61	30	24	145	135	115	54	341	54	428
	45%	-	45%	51%	43%	46%	42%	53% <u>klm</u>	52% <u>klm</u>	45% <u>kl</u>	40%	40%	29%	36%	50% <u>opq</u>	44%	36%	32%	45%	43%	44%
NET 2nd Class	470	-	470	145	325	216	254	75	61	96	69	85	55	28	136	165	165	84	395	71	518
	53%	-	53%	31% <u>cd</u>	48%	51%	55%	57%	49%	53%	55%	55%	42%	25%	53%	53%	52%	50%	52%	58%	53%
NET Special Delivery	183	-	183	43	140	102	80	43	40	39	22	21	14	3	83	61	39	17	129	47	168
	21%	-	21%	21%	20%	24%	17%	32% <u>klm</u>	32% <u>klm</u>	21% <u>klm</u>	17%	14%	14%	5%	32% <u>opq</u>	20% <u>op</u>	12%	10%	17%	38% <u>klr</u>	17%

Proportions/Mean: Columna Testad (5% risk level) - ab - cd - ef - gh/ij/klm - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q14. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : If used a Royal Mail method to send parcels in the last month

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	970	282	309	196	183	591	379	607	355	82	93	232	322	205	647	83	857	200	745	25
Weighted Base	889	203	303	200	183	506	383	585	299	82*	93*	237	277	163*	607	83*	774	180	674	35**
Effective Base	526	121	173	120	113	294	233	334	191	45	56	135	174	96	364	46	462	106	403	18
Royal Mail Small Parcels, 1st class	335	87	114	63	70	201	133	252	80	24	45	88	106	63	239	24	302	81	242	11
38%		43%	38%	32%	38%	40%	35%	23% <sup>gh</sup>	27%	29%	49%	37%	38%	39%	39%	29%	39%	45%	36%	33%
Royal Mail Small Parcels, 2nd class	364	75	123	80	86	198	166	229	133	32	35	108	115	56	259	33	317	70	281	12
41%		37%	40%	40%	47%	39%	43%	39%	44%	39%	38%	46%	42%	34%	40%	41%	39%	42%	36%	36%
Royal Mail Medium Parcels, 1st class	207	65	62	39	41	126	80	154	50	14	19	57	72	40	148	14	188	55	142	10
23%		32% <sup>abc</sup>	20%	20%	23%	25%	21%	26% <sup>gh</sup>	17%	16%	21%	24%	24%	24%	24%	16%	24%	30% <sup>gh</sup>	21%	29%
Royal Mail Medium Parcels, 2nd class	283	61	105	65	52	166	116	196	84	29	41	71	85	49	197	29	247	48	227	8
32%		30%	35%	32%	26%	33%	30%	34%	28%	35%	45%	30%	31%	30%	32%	35%	32%	27%	34%	24%
Royal Mail Special Delivery, Guaranteed next day by 9am	25	12	10	2	1	22	3	17	8	1	-	6	10	7	16	1	23	3	21	1
3%		6% <sup>cd</sup>	3%	1%	1%	4% <sup>h</sup>	1%	3%	3%	1%	-	2%	4%	5%	3%	1%	3%	2%	3%	2%
Royal Mail Special Delivery, Guaranteed next day by 1pm	176	57	45	34	39	103	73	129	44	13	30	30	52	41	112	13	153	42	123	10
20%		33% <sup>abc</sup>	15%	17%	21%	20%	19%	25% <sup>gh</sup>	15%	16%	32% <sup>gh</sup>	13%	19%	23% <sup>cd</sup>	19%	16%	20%	24%	18%	30%
Other (please specify)	18	4	6	2	6	10	7	8	9	-	4	3	7	-	14	-	14	-	16	2
2%		2%	2%	1%	3%	2%	2%	1%	3%	-	4%	1%	3%	-	2%	-	2%	-	2%	6%
I don't remember the name of the Royal Mail product(s)	73	15	31	13	14	46	27	37	37	14	2	25	13	17	39	14	57	16	56	2
6%		8%	10%	6%	6%	9%	7%	6%	12% <sup>gh</sup>	11% <sup>gh</sup>	2%	13% <sup>gh</sup>	5%	13% <sup>gh</sup>	6%	11% <sup>gh</sup>	7%	9%	6%	6%
None of the above	25	4	9	6	6	13	12	13	12	4	3	2	6	8	11	4	19	5	20	-
3%		2%	3%	3%	3%	3%	3%	2%	4%	5%	4%	2	2%	9%	2%	5%	2%	3%	3%	-
NET 1st Class	388	105	131	77	85	236	162	293	102	31	50	108	126	74	284	31	358	89	282	16
45%		32% <sup>abc</sup>	43%	38%	47%	47%	42%	50% <sup>gh</sup>	34%	38%	54%	46%	45%	47%	38%	46%	53% <sup>gh</sup>	42%	47%	47%
NET 2nd Class	470	107	160	104	100	267	203	307	159	44	56	126	146	79	328	45	409	96	359	15
53%		53%	53%	52%	53%	53%	53%	53%	53%	54%	53%	53%	53%	48%	54%	54%	53%	53%	53%	44%
NET Special Delivery	183	62	46	36	39	108	75	134	46	13	30	32	54	44	117	13	161	45	127	10
21%		39% <sup>abc</sup>	15%	19%	21%	21%	20%	23% <sup>gh</sup>	15%	16%	32% <sup>gh</sup>	14%	20%	27% <sup>gh</sup>	19%	16%	21%	25%	19%	30%

Proportions/Mean: Column Totals (5% risk level) - abc|cd - e|f - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q14. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : If used a Royal Mail method to send parcels in the last month

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	970	573	397	197	434	222	156	158	49	47	55	48	47	44	51	49	44	41	181
Weighted Base	889	744	145*	26*	725	87*	47*	30	38*	97*	85*	63*	72*	74*	109*	116*	71*	12**	76*
Effective Base	526	441	86	74	384	82	73	107	47	44	51	46	46	41	49	46	41	13	69
Royal Mail Small Parcels, 1st class	335	284	51	10	273	33	17	12	15	47	27	16	24	31	45	44	24	4	28
Royal Mail Small Parcels, 2nd class	364	302	62	11	292	33	25	13	16	34	37	31	30	26	33	44	42	5	26
Royal Mail Medium Parcels, 1st class	207	170	37	6	175	17	9	6	10	16	23	15	26	16	28	27	15	1	16
Royal Mail Medium Parcels, 2nd class	283	233	50	8	233	22	18	9	12	40	30	18	22	21	33	30	27	2	20
Royal Mail Special Delivery, Guaranteed next day by 9am	25	20	5	*	22	2	1	**	-	-	2	2	-	5	4	8	-	*	2
Royal Mail Special Delivery, Guaranteed next day by 1pm	176	152	23	4	153	13	5	5	5	24	12	7	19	17	34	31	6	2	11
Other (please specify)	18	14	4	1	14	2	1	1	-	-	2	3	2	-	-	4	3	-	2
I don't remember the name of the Royal Mail product(s)	73	62	11	1	63	7	1	2	3	6	4	9	6	10	10	11	5	2	5
None of the above	25	23	2	1	20	3	1	1	-	5	2	1	-	7	3	2	-	*	3
NET 1st Class	388	333	65	12	327	38	20	13	20	49	36	22	37	35	49	54	26	5	34
NET 2nd Class	470	391	79	14	379	42	32	17	21	54	47	32	35	32	49	57	52	5	37
NET Special Delivery	183	157	26	4	159	13	6	5	5	24	12	7	19	19	36	33	6	2	11
	21%	21%	18%	15%	22%	15%	12%	18%	14%	24%	14%	10%	26%ip	27%ip	33%hijpqr	29%ip	8%	14%	15%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q14. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : If used a Royal Mail method to send parcels in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	970	346	33	151	387	388	110	61	23	775	84	526	377	43	20	4	903	24	318	652
Weighted Base	889	295	33**	116*	326	352	126*	61*	24**	678	85*	444	362	52**	25**	6**	806	31**	353	535
Effective Base	526	181	20	82	191	216	71	35	14	407	49	280	205	28	13	3	483	16	194	334
Royal Mail Small Parcels, 1st class	336	40	2	11	126	150	40	17	2	276	18	153	151	15	15	-	304	15	166	169
Parcels, 2nd class	38%	14%	5%	9%	52%	43%	32%	27%	8%	41%	22%	35%	42%	30%	60%	2%	38%	49%	52%	32%
Royal Mail Small Parcels, 2nd class	364	179	19	70	136	128	58	22	19	254	41	184	144	25	6	4	328	11	156	207
Parcels, 2nd class	41%	61%	59%	60%	42%	36%	46%	36%	82%	39%	49%	47%	40%	49%	25%	77%	41%	35%	44%	39%
Royal Mail Medium Parcels, 1st class	207	20	-	2	78	104	21	4	-	182	4	97	98	7	4	-	196	4	104	103
Parcels, 2nd class	23%	7%	1%	2%	24%	30%	17%	7%	-	27%	5%	22%	27%	14%	15%	-	24%	12%	29%	19%
Royal Mail Medium Parcels, 2nd class	285	140	12	43	118	92	42	15	15	211	30	149	106	18	6	4	254	10	141	141
Parcels, 2nd class	32%	47%	38%	37%	53%	28%	33%	29%	64%	31%	36%	34%	28%	35%	23%	74%	32%	32%	40%	26%
Royal Mail Special Delivery, Guaranteed next day by 9am	25	3	-	1	6	5	12	1	-	11	1	8	13	2	2	-	21	2	17	8
Parcels, 2nd class	3%	1%	-	1%	2%	2%	10%	2%	-	2%	2%	2%	4%	4%	8%	-	3%	7%	5%	2%
Royal Mail Special Delivery, Guaranteed next day by 1pm	176	21	1	5	58	71	30	10	6	129	16	69	80	19	7	-	149	7	109	67
Parcels, 2nd class	20%	7%	2%	5%	18%	20%	24%	16%	27%	19%	19%	16%	22%	38%	29%	-	18%	24%	31%	12%
Other (please specify)	18	8	-	7	7	5	1	3	1	12	4	13	2	2	-	-	15	-	-	17
Parcels, 2nd class	2%	3%	1%	8%	2%	2%	1%	6%	2%	5%	5%	3%	1%	4%	-	-	2%	-	-	3%
I don't remember the name of the Royal Mail product(s)	73	20	5	10	24	31	7	9	2	56	11	36	30	6	1	-	66	2	13	60
Parcels, 2nd class	8%	7%	16%	8%	7%	9%	5%	14%	9%	8%	13%	8%	8%	12%	1%	23%	8%	5%	4%	11%
None of the above	25	12	2	8	8	10	6	2	-	17	2	11	10	2	2	-	21	2	4	21
Parcels, 2nd class	3%	4%	5%	7%	2%	3%	5%	3%	-	3%	2%	3%	3%	4%	8%	-	3%	6%	1%	4%
NET 1st Class	398	51	2	12	146	182	50	19	2	328	21	179	187	17	15	-	366	15	197	201
Parcels, 2nd class	45%	17%	6%	10%	45%	52%	39%	37%	8%	48%	24%	40%	52%	32%	60%	2%	45%	49%	58%	38%
NET 2nd Class	470	224	25	84	187	162	75	26	21	348	47	245	178	30	12	4	423	17	219	251
Parcels, 2nd class	53%	76%	75%	72%	57%	46%	59%	43%	87%	57%	55%	55%	49%	58%	48%	77%	53%	53%	62%	47%
NET Special Delivery	183	23	1	5	60	74	33	10	6	134	16	71	85	19	7	-	196	7	113	70
Parcels, 2nd class	21%	8%	2%	5%	18%	21%	26%	16%	27%	20%	19%	16%	21%	38%	28%	-	19%	24%	17%	13%

Proportions/Mean: Column Test (5% risk level) - abc - d(e)(gh) - kl(mn)(op) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q14. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : If used a Royal Mail method to send parcels in the last month

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	970	51	912	7	245	668	57	950	10	9	1	969	-
Weighted Base	889	55**	824	9**	218	621	50**	862	15**	10**	2**	887	**
Effective Base	626	29	492	6	128	369	29	515	6	5	1	525	-
Royal Mail Small Parcels, 1st class	335	26	303	5	87	229	19	324	9	-	2	333	-
	36%	46%	37%	57%	40%	37%	38%	38%	57%	3%	100%	38%	-
Royal Mail Small Parcels, 2nd class	364	14	344	6	87	258	18	353	3	7	-	384	-
	41%	25%	42%	71%	40%	42%	37%	41%	23%	73%	-	41%	-
Royal Mail Medium Parcels, 1st class	207	24	180	3	70	134	3	203	1	3	-	207	-
	23%	43%	22%	33%	32**	22%	6%	24%	10%	26%	-	23%	-
Royal Mail Medium Parcels, 2nd class	283	11	270	2	71	197	14	264	12	5	2	281	-
	32%	21%	33%	17%	33%	32%	28%	31%	78%	45%	100%	32%	-
Royal Mail Special Delivery, Guaranteed next day by 9am	25	4	21	-	8	17	*	25	-	-	-	25	-
	3%	8%	2%	-	4%	3%	*	3%	-	-	-	3%	-
Royal Mail Special Delivery, Guaranteed next day by 1pm	176	12	160	3	61	105	9	168	4	2	2	174	-
	20%	23%	19%	33%	28**	17%	19%	19%	27%	17%	100%	20%	-
Other (please specify)	18	1	17	-	5	12	*	18	-	-	-	18	-
	2%	2%	2%	-	2%	2%	*	2%	-	-	-	2%	-
I don't remember the name of the Royal Mail product(s)	73	3	70	-	12	58	5	73	-	-	-	73	-
	8%	6%	8%	-	5%	9%	11%	8%	-	-	-	8%	-
None of the above	25	2	23	-	7	17	1	23	2	-	-	25	-
	3%	3%	3%	-	3%	3%	2%	3%	12%	-	-	3%	-
NET 1st Class	398	37	355	6	115	263	20	384	10	3	2	396	-
	45%	67%	43%	70%	53**	42%	39%	45%	65%	27%	100%	45%	-
NET 2nd Class	470	20	443	6	109	333	28	449	12	7	2	468	-
	53%	37%	54%	71%	50%	54%	55%	52%	78%	73%	100%	53%	-
NET Special Delivery	183	17	163	3	67	107	9	175	4	2	2	181	-
	21%	31%	20%	33%	31**	17%	18%	20%	27%	17%	100%	20%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \*\* very small base (under 30) ineligible for sig testing



Q14. Which, if any of these Royal Mail products have you used to send parcels in the last month?

Base : If used a Royal Mail method to send parcels in the last month

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	970	-	-	469	501	-	-	-	-	-	-	-	313	158	152	167	182
Weighted Base	889	**	**	432	457	**	**	**	**	**	**	**	286	145*	139*	146*	171
Effective Base	526	-	-	247	280	-	-	-	-	-	-	-	163	84	81	90	110
Royal Mail Small Parcels, 1st class	335	-	-	169	166	-	-	-	-	-	-	-	95	74	57	57	52
	36%	-	-	39%	36%	-	-	-	-	-	-	-	33%	51%	41%	39%	30%
Royal Mail Small Parcels, 2nd class	364	-	-	180	184	-	-	-	-	-	-	-	129	51	46	60	79
	41%	-	-	42%	40%	-	-	-	-	-	-	-	45%	35%	33%	41%	46%
Royal Mail Medium Parcels, 1st class	207	-	-	84	122	-	-	-	-	-	-	-	48	37	33	42	48
	23%	-	-	20%	27%	-	-	-	-	-	-	-	17%	25%	24%	23%	23%
Royal Mail Medium Parcels, 2nd class	283	-	-	138	145	-	-	-	-	-	-	-	97	41	49	38	58
	32%	-	-	32%	32%	-	-	-	-	-	-	-	34%	28%	35%	26%	34%
Royal Mail Special Delivery, Guaranteed next day by 9am	25	-	-	10	15	-	-	-	-	-	-	-	*	10	7	3	5
	3%	-	-	2%	3%	-	-	-	-	-	-	-	*	7%	5%	2%	3%
Royal Mail Special Delivery, Guaranteed next day by 1pm	176	-	-	76	100	-	-	-	-	-	-	-	42	34	28	32	40
	20%	-	-	18%	22%	-	-	-	-	-	-	-	15%	23%	20%	22%	23%
Other (please specify)	18	-	-	7	11	-	-	-	-	-	-	-	6	*	*	6	5
	2%	-	-	2%	2%	-	-	-	-	-	-	-	2%	*	*	4%	3%
I don't remember the name of the Royal Mail product(s)	73	-	-	43	30	-	-	-	-	-	-	-	29	13	9	13	9
	8%	-	-	10%	7%	-	-	-	-	-	-	-	10%	9%	6%	9%	5%
None of the above	25	-	-	14	11	-	-	-	-	-	-	-	10	4	*	5	5
	3%	-	-	3%	2%	-	-	-	-	-	-	-	4%	2%	*	4%	3%
NET 1st Class	398	-	-	190	208	-	-	-	-	-	-	-	109	81	64	74	70
	45%	-	-	44%	46%	-	-	-	-	-	-	-	38%	52%	46%	51%	41%
NET 2nd Class	476	-	-	231	239	-	-	-	-	-	-	-	160	71	72	71	96
	53%	-	-	54%	52%	-	-	-	-	-	-	-	56%	49%	52%	48%	56%
NET Special Delivery	183	-	-	76	107	-	-	-	-	-	-	-	42	34	30	34	43
	21%	-	-	18%	23%	-	-	-	-	-	-	-	15%	24%	21%	23%	29%

Proportions/Mean: Column Test(s) (5% risk level) - a-b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	666	-	666	175	381	273	389	119	121	153	78	100	65	30	240	231	195	95	600	62	666
Weighted Base	655	**	655	191*	387	301	350	118*	125*	158*	80*	98*	45**	32**	242	239	175*	77*	569	82*	666
Effective Base	362	-	362	97	219	150	214	74	72	76	45	54	29	16	146	120	98	44	318	42	666
Lower cost of postage	196	-	196	58	104	79	118	32	34	44	34	30	12	11	66	78	53	23	168	27	207
30%	-	-	30%	30%	27%	26%	34%	27%	27%	28%	42%	31%	27%	33%	27%	33%	30%	29%	29%	33%	31%
Lower cost of insurance	82	-	82	32	46	54	26	20	26	15	13	7	2	-	46	28	9	2	66	16	60
13%	-	-	13%	17%	12%	15%	7%	17%	23%	9%	16%	7%	5%	-	17%	12%	5%	3%	12%	20%	9%
Guarantee that the parcel would arrive on time	86	-	86	32	46	48	38	7	22	24	5	22	6	1	29	29	28	7	70	14	82
13%	-	-	13%	17%	12%	16%	11%	6%	17%	15%	6%	23%	13%	2%	12%	12%	16%	9%	12%	17%	12%
Better ability to track the delivery	158	-	158	49	94	81	76	23	41	39	18	21	11	5	64	57	37	16	125	33	161
24%	-	-	24%	24%	24%	27%	22%	20%	33%	24%	22%	24%	16%	16%	20%	24%	21%	20%	22%	23%	24%
Parcel less likely to get lost	104	-	104	43	48	60	44	10	21	42	10	13	6	3	31	52	22	9	88	16	93
16%	-	-	16%	23%	12%	20%	13%	8%	17%	26%	13%	13%	14%	9%	13%	22%	12%	12%	15%	20%	14%
Ability to select an express service	83	-	83	42	36	34	3	18	18	34	6	3	3	1	36	40	7	4	63	18	62
13%	-	-	13%	22%	9%	18%	8%	13%	14%	22%	7%	3%	7%	3%	13%	17%	4%	6%	71%	21%	9%
Quicker delivery	154	-	154	58	78	73	78	32	27	49	15	15	11	5	59	64	31	16	133	22	133
24%	-	-	24%	30%	20%	24%	22%	27%	22%	31%	19%	15%	25%	16%	24%	27%	18%	21%	23%	23%	20%
More convenient for me to drop the parcel off	192	-	192	47	133	94	95	31	46	47	24	30	11	3	77	71	44	14	150	42	191
29%	-	-	29%	25%	34%	31%	27%	26%	37%	30%	29%	30%	25%	9%	32%	30%	25%	18%	29%	41%	29%
More convenient for me to have the parcel collected	144	-	144	44	78	56	85	18	24	31	16	31	8	16	42	47	55	24	122	19	164
22%	-	-	22%	23%	20%	19%	24%	15%	19%	20%	20%	37%	18%	49%	17%	20%	31%	31%	21%	23%	25%
More convenient for the recipient to take the delivery	109	-	109	43	50	56	53	25	23	33	12	11	2	2	48	46	16	5	88	21	101
17%	-	-	17%	23%	13%	19%	15%	21%	18%	21%	15%	11%	5%	8%	20%	19%	9%	6%	15%	26%	15%
Ability to set a specific date/time for delivery	99	-	99	39	50	70	29	15	25	31	8	18	*	1	40	39	20	2	70	29	82
15%	-	-	15%	21%	13%	23%	8%	13%	20%	20%	10%	19%	1%	4%	17%	16%	11%	2%	12%	35%	12%
Guarantee that the parcel would arrive intact	84	-	84	29	47	51	33	15	17	26	13	6	6	2	32	39	14	7	71	14	72
13%	-	-	13%	15%	12%	15%	9%	12%	14%	16%	16%	6%	13%	5%	13%	16%	8%	10%	12%	16%	11%
Recommended by others	62	-	62	29	30	32	30	10	23	20	6	3	*	*	33	26	3	*	48	14	58
9%	-	-	9%	19%	8%	11%	8%	9%	16%	12%	7%	3%	7%	-	14%	11%	2%	*	8%	17%	9%
Better delivery options for disabled consumers	20	-	20	9	11	12	8	6	2	4	-	5	1	-	9	4	7	1	16	4	18
3%	-	-	3%	5%	3%	4%	2%	5%	2%	3%	-	5%	3%	-	4%	2%	4%	2%	3%	5%	3%
More environmentally friendly delivery options	15	-	15	6	9	11	4	6	2	4	*	3	-	-	8	4	3	-	9	6	17
2%	-	-	2%	2%	1%	4%	1%	5%	2%	2%	*	3%	-	-	3%	2%	2%	-	2%	7%	3%
Better complaint handling policy / procedure	22	-	22	6	17	11	11	9	7	*	4	2	-	-	17	4	2	-	20	2	21
3%	-	-	3%	3%	4%	4%	3%	9%	6%	*	5%	2%	-	-	7%	2%	1%	-	4%	3%	3%
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	24	-	24	11	13	12	12	8	8	5	2	-	-	-	17	7	-	-	18	6	26
4%	-	-	4%	6%	3%	4%	3%	7%	7%	3%	2%	-	-	-	7%	3%	-	-	3%	7%	4%
Other, please specify	35	-	35	5	21	11	22	3	5	5	5	7	7	3	9	9	17	9	34	1	54
5%	-	-	5%	3%	6%	4%	6%	3%	4%	3%	6%	8%	15%	9%	4%	4%	10%	12%	6%	1%	6%
NET Cost	246	-	246	75	136	112	132	50	49	49	39	36	12	11	100	87	59	23	208	36	237
37%	-	-	37%	39%	35%	37%	38%	43%	39%	31%	48%	37%	27%	33%	41%	37%	34%	29%	37%	44%	36%
NET Reliability	207	-	207	73	114	117	90	27	40	65	21	26	14	5	76	86	46	20	174	30	186
32%	-	-	32%	38%	29%	33%	26%	23%	31%	41%	26%	27%	32%	16%	31%	36%	26%	25%	31%	37%	28%
NET Speed	211	-	211	83	106	111	98	45	39	73	19	18	11	6	84	92	35	17	173	35	173
32%	-	-	32%	44%	27%	37%	28%	35%	31%	46%	24%	18%	25%	19%	34%	39%	20%	22%	30%	43%	26%
NET Convenience	331	-	331	99	206	167	161	55	73	81	45	49	19	8	127	127	77	28	267	64	326
50%	-	-	50%	52%	53%	55%	46%	47%	58%	51%	56%	51%	43%	26%	53%	53%	44%	36%	47%	77%	49%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nlo/pq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	666	209	206	136	115	415	251	441	221	52	70	153	189	168	412	52	589	63	224	13
Weighted Base	655	174*	191	157*	134*	365	291	472	180	58*	85*	145*	168*	163*	398	58*	571	63*	224	15**
Effective Base	362	90	113	86	74	201	161	246	119	31	48	84	98	81	231	31	315	39	126	8
Lower cost of postage	196	45	60	51	40	105	91	143	53	19	30	48	47	47	125	19	174	13	62	3
30%	30%	26%	31%	33%	30%	29%	31%	30%	29%	32%	36%	33%	28%	29%	31%	32%	30%	21%	28%	20%
Lower cost of insurance	82	27	23	22	11	50	32	66	16	9	6	22	18	27	46	8	73	5	33	2
13%	13%	15%	12%	14%	8%	14%	11%	14%	9%	13%	7%	15%	11%	17%	12%	13%	12%	7%	15%	13%
Guarantee that the parcel would arrive on time	86	20	29	21	16	49	37	68	18	7	17	13	16	28	46	7	74	5	20	2
13%	13%	12%	15%	13%	12%	14%	13%	14%	10%	12%	21%	9%	9%	17%	11%	12%	13%	8%	9%	13%
Better ability to track the delivery	150	47	53	37	21	100	58	121	36	5	19	31	40	55	90	5	145	10	50	2*
24%	24%	27%	28%	24%	16%	27%	20%	26%	20%	8%	23%	21%	24%	34% <b>h</b>	23%	8%	33% <b>o</b>	16%	22%	2%
Parcel less likely to get lost	104	36	23	28	18	59	45	81	22	6	15	24	22	35	61	6	96	7	22	1
16%	16%	21%	12%	18%	13%	16%	16%	17%	12%	11%	18%	17%	13%	22%	15%	6	12%	10%	7%	
Ability to select an express service	83	35	17	19	12	52	31	70	10	10	7	12	22	30	41	10	71	8	24	2
13%	13%	13% <b>h</b>	9%	12%	9%	14%	11%	15%	5%	17%	9%	8%	13%	18%	10%	17%	12%	13%	11%	13%
Quicker delivery	154	47	46	30	31	100	61	119	32	16	22	20	41	52	83	16	135	10	42	*
24%	24%	27%	24%	19%	23%	26%	21%	25%	18%	27%	26%	13%	24%	32% <b>h</b>	21%	27%	24%	15%	19%	5
More convenient for me to drop the parcel off	192	38	63	53	38	126	91	143	48	12	20	46	51	43	116	12	165	12	54	5
29%	29%	22%	33%	34%	29%	28%	31%	30%	27%	21%	24%	31%	30%	26%	29%	21%	29%	19%	24%	35%
More convenient for me to have the parcel collected	144	30	51	34	28	82	62	95	48	12	19	32	38	39	89	12	128	10	51	1
22%	22%	17%	27%	22%	21%	23%	21%	20%	27%	21%	23%	22%	23%	24%	22%	21%	21%	16%	23%	6%
More convenient for the recipient to take the delivery	109	35	27	26	21	62	47	83	25	12	12	19	34	32	64	12	96	6	31	-
17%	17%	20%	14%	17%	16%	17%	16%	18%	14%	21%	14%	13%	20%	16%	16%	21%	17%	10%	14%	-
Ability to set a specific date/time for delivery	99	35	21	28	15	56	43	84	15	5	9	24	21	38	54	5	92	8	19	2
15%	15%	20%	11%	18%	11%	15%	15%	16%	8%	8%	11%	17%	12%	23% <b>h</b>	14%	8%	16%	12%	8%	11%
Guarantee that the parcel would arrive intact	84	28	17	23	15	44	40	68	16	6	13	20	18	26	51	6	78	2	24	-
13%	13%	16%	9%	15%	12%	12%	14%	14%	9%	10%	15%	14%	11%	16%	13%	10%	14%	3%	11%	-
Recommended by others	62	17	19	17	9	36	28	55	7	6	8	13	14	19	35	6	55	4	25	-
9%	9%	10%	10%	11%	7%	10%	9%	12% <b>h</b>	4%	11%	9%	9%	9%	12%	9%	11%	10%	6%	11%	-
Better delivery options for disabled consumers	20	8	5	4	3	13	7	14	5	2	4	4	4	6	12	2	18	12	8	*
3%	3%	5%	3%	2%	2%	4%	2%	3%	3%	3%	4%	3%	2%	4%	3%	3%	3%	18% <b>r</b>	4%	2%
More environmentally friendly delivery options	15	7	7	1	1	13	2	13	2	*	1	*	3	10	4	*	14	6	8	1
2%	2%	4%	3%	*	1%	4% <b>d</b>	1%	3%	7%	1%	1%	*	2%	6% <b>h</b>	7%	1%	2%	9%	4%	9%
Better complaint handling policy / procedure	22	8	5	8	3	14	8	16	6	*	6	1	10	5	16	*	21	8	11	3
3%	3%	5%	3%	5% <b>h</b>	*	4%	3%	3%	3%	*	7%	1%	6%	3%	4%	*	4%	13%	5%	19%
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	24	9	8	4	3	17	7	15	8	5	3	9	2	3	15	5	18	11	2	2
4%	4%	5%	4%	2%	2%	5%	2%	3%	5%	3% <b>h</b>	4%	7%	1%	2%	4%	9%	3%	17% <b>r</b>	5%	11%
Other - please specify	35	9	8	6	11	17	18	18	17	3	8	11	7	2	26	3	29	7	10	-
5%	5%	5%	4%	4%	9%	5%	6%	4%	9% <b>h</b>	5%	8% <b>h</b>	8% <b>h</b>	4%	1%	6% <b>h</b>	3%	5%	11%	4%	-
NET Cost	246	60	74	64	47	135	111	181	64	24	34	60	62	60	155	24	216	15	87	5
37%	37%	35%	39%	41%	35%	37%	38%	38%	36%	42%	40%	41%	37%	37%	39%	42%	38%	24%	39%	33%
NET Reliability	207	63	57	55	32	120	87	162	45	12	29	46	49	63	124	12	189	13	61	2
32%	32%	36%	30%	35%	24%	33%	30%	34%	25%	21%	35%	32%	29%	39%	31%	21%	33%	21%	27%	16%
NET Speed	211	72	57	44	38	129	82	168	39	22	27	28	56	72	111	22	184	18	62	2
32%	32%	42%	30%	28%	28%	35%	28%	35% <b>h</b>	22%	35% <b>h</b>	32%	20%	33% <b>h</b>	44% <b>h</b>	28%	38%	32%	28%	28%	14%
NET Convenience	331	92	96	84	59	188	143	249	81	19	37	67	82	101	186	19	293	23	99	7
50%	50%	53%	50%	53%	44%	52%	49%	53%	45%	32%	44%	46%	46%	52% <b>h</b>	47%	32%	51% <b>h</b>	36%	44%	46%

Proportions/Mean: Column Total (5% risk level) - abc|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	666	431	235	98	309	160	113	84	31	35	34	31	39	35	40	34	30	20	140
Weighted Base	655	572	84*	21**	542	64*	32*	17*	27**	75*	49*	44**	59*	95*	83*	44**	6**	58*	
Effective Base	362	307	57	18	266	73	51	61	28	32	32	29	36	32	37	32	28	6	66
Lower cost of postage	196	175	21	3	168	15	9	4	16	22	16	9	20	17	33	25	10	1	15
Lower cost of insurance	30%	31%	25%	14%	31%	24%	29%	23%	59%	29%	32%	20%	30%	29%	35%	30%	22%	13%	25%
Guarantee that the parcel would arrive on time	82	73	10	*	74	6	2	1	4	10	8	3	10	7	13	13	5	*	6
	13%	13%	12%	2%	14%	9%	5%	5%	14%	13%	17%	8%	14%	12%	14%	16%	12%	*	10%
Better ability to track the delivery	86	81	5	1	74	7	4	2	6	8	4	8	11	9	16	9	3	*	6
	13%	14%	6%	6%	14%	10%	12%	13%	24%	11%	7%	17%	15%	16%	10%	8%	5%	11%	
Parcel less likely to get lost	150	137	21	7	128	17	9	4	6	6	12	9	16	17	30	22	7	*	16
	24%	24%	25%	32%	24%	26%	29%	21%	31%	8%	25%	21%	24%	30%	31%	26%	15%	7%	26%
Ability to select an express service	104	94	11	5	87	10	6	2	3	11	6	10	14	10	17	11	5	*	9
	16%	16%	13%	23%	16%	15%	17%	11%	13%	15%	13%	22%	21%	16%	18%	13%	3%	16%	
Quicker delivery	83	80	4	*	71	9	3	1	3	14	5	5	13	5	15	4	7	3	6
	13%	13%	4%	1%	13%	13%	10%	4%	12%	18%	10%	11%	20%	9%	15%	5%	16%	46%	10%
More convenient for me to drop the parcel off	154	145	9	1	138	9	4	3	6	15	8	6	19	41	20	4	*	9	
	24%	25%	11%	7%	26%	14%	11%	17%	23%	20%	17%	14%	28%	32%	43%	24%	9%	3%	16%
More convenient for me to have the parcel collected	192	169	23	8	155	20	12	5	4	24	12	14	18	32	27	9	2	18	
	29%	30%	27%	37%	29%	31%	36%	28%	16%	31%	25%	31%	27%	27%	34%	32%	20%	30%	31%
Guarantee that the recipient to take the delivery	144	121	22	5	117	17	7	3	9	8	12	9	23	18	13	8	2	2	14
	22%	21%	27%	23%	22%	26%	20%	20%	38%	11%	24%	21%	31%	19%	16%	18%	38%	22%	
Ability to set a specific date/time for delivery	109	94	15	6	95	8	3	3	4	18	2	9	12	10	22	15	5	1	7
	17%	17%	17%	27%	18%	12%	10%	16%	16%	22%	5%	20%	18%	17%	23%	18%	13%	9%	12%
More environmentally friendly delivery options	99	96	3	1	82	8	5	4	3	13	7	8	10	4	20	12	6	2	6
	15%	17%	4%	4%	15%	12%	16%	21%	10%	17%	14%	18%	14%	7%	21%	14%	15%	30%	10%
Recommended by others	84	76	8	1	72	6	5	1	4	14	5	4	8	9	14	10	3	*	6
	13%	13%	10%	5%	13%	10%	15%	5%	16%	18%	11%	10%	12%	16%	15%	10%	8%	2%	10%
Better delivery options for disabled consumers	62	55	7	1	53	5	2	2	1	-	5	7	13	2	9	15	1	1	4
	9%	10%	8%	4%	10%	8%	5%	12%	5%	-	9%	16%	13%	3%	10%	3%	8%	8%	
More environmentally friendly delivery options	20	16	4	2	17	2	1	*	-	6	-	1	-	-	5	2	3	*	1
	3%	3%	5%	8%	3%	2%	3%	1%	-	8%	-	3%	-	-	5%	3%	7%	4%	2%
Better complaint handling policy / procedure	15	15	*	*	12	2	1	1	1	2	3	-	-	-	5	-	-	-	2
	2%	3%	1%	1%	2%	2%	2%	5%	2%	3%	6%	3%	-	-	5%	-	-	-	3%
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	22	20	2	*	20	2	1	*	1	3	6	-	4	4	2	-	-	-	1
	3%	3%	3%	1%	4%	2%	2%	3%	2%	5%	11%	-	6%	7%	-	3%	-	4%	2%
Other - please specify	24	24	*	*	16	6	1	1	1	5	-	-	-	-	4	3	3	*	6
	4%	4%	*	*	3%	10%	4%	5%	4%	6%	-	-	-	-	4%	4%	6%	4%	10%
NET Cost	35	28	7	3	25	4	5	1	-	3	8	4	-	3	-	4	3	1	3
	5%	5%	9%	12%	5%	6%	16%	4%	-	4%	16%	10%	-	5%	-	5%	7%	15%	5%
NET Reliability	246	219	27	3	213	18	11	4	17	29	23	11	26	21	38	36	13	1	17
	37%	38%	32%	14%	37%	27%	34%	24%	62%	39%	46%	25%	39%	35%	40%	44%	30%	13%	29%
NET Speed	207	186	21	6	174	16	13	5	9	21	15	17	23	15	35	27	12	*	15
	32%	32%	25%	28%	32%	25%	39%	26%	32%	29%	31%	38%	34%	26%	37%	33%	28%	8%	27%
NET Convenience	211	199	12	1	187	15	6	4	19	26	13	9	24	22	53	20	11	3	12
	32%	33%	15%	7%	34%	23%	18%	21%	32%	34%	27%	36%	21%	38%	55%	24%	25%	49%	21%
	331	294	37	9	270	32	19	9	11	30	24	26	32	30	63	36	19	2	30
	50%	51%	44%	43%	50%	50%	60%	53%	40%	40%	50%	60%	47%	51%	61%	43%	43%	36%	52%

Proportions/Mean: Column Totals (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	666	232	15	89	217	289	89	46	19	506	65	264	281	74	37	5	545	42	127	173
Weighted Base	655	219	18**	73*	222	270	101**	41**	17**	492	58*	268	288	72*	42**	1**	536	43**	138*	164*
Effective Base	362	127	9	47	113	154	57	28	9	266	37	144	150	43	3	293	24	82	91	
Lower cost of postage	196	72	30%	22	62	83	29	12	10	146	22	87	76	14	18	1	162	18	32	46
	30%	33%		30%	28%	31%	29%	29%	60%	30%	38%	32%	28%	20%	42%	84%	30%	43%	23%	28%
Lower cost of insurance	82	19	-	2	19	42	19	2	*	61	2	27	35	13	7	*	62	7	32	8
	13%	9%	-	3%	9%	16%	19%	4%	3%	12%	4%	10%	13%	18%	16%	7%	12%	16%	23%	5%
Guarantee that the parcel would arrive on time	86	11	-	1	18	42	18	7	1	60	8	34	35	12	6	*	69	6	19	8
	13%	5%	-	2%	8%	16%	18%	17%	9%	12%	14%	13%	13%	16%	13%	7%	13%	13%	14%	5%
Better ability to track the delivery	158	51	1	16	60	58	22	11	6	118	17	63	65	13	16	*	129	16	23	38
	24%	23%	5%	22%	27%	21%	22%	26%	36%	24%	29%	24%	24%	18%	37%	7%	24%	37%	16%	23%
Parcel less likely to get lost	104	22	2	5	34	48	15	6	1	82	7	37	50	10	8	-	86	8	17	13
	16%	10%	9%	8%	15%	18%	15%	16%	7%	17%	13%	14%	18%	14%	19%	-	16%	19%	13%	8%
Ability to select an express service	63	14	3	3	30	34	16	2	-	63	2	22	47	12	-	-	69	-	20	14
	13%	6%	17%	5%	13%	12%	16%	5%	-	13%	3%	8%	17%	5%	-	-	13%	-	14%	9%
Quicker delivery	154	51	7	11	60	58	21	7	7	118	14	67	55	21	11	-	122	11	24	27
	24%	23%	38%	15%	27%	21%	21%	17%	44%	24%	25%	25%	20%	29%	25%	-	23%	25%	18%	16%
More convenient for me to drop the parcel off	192	61	3	22	60	76	31	14	9	135	23	71	91	16	13	*	162	13	22	49
	29%	28%	18%	31%	27%	28%	31%	34%	52%	27%	39%	27%	34%	22%	30%	40%	30%	31%	16%	23%
More convenient for me to have the parcel collected	144	49	4	18	56	58	17	10	3	114	13	70	50	12	9	*	121	9	18	43
	22%	23%	21%	25%	25%	21%	17%	24%	18%	23%	22%	26%	19%	17%	21%	16%	23%	21%	13%	26%
More convenient for the recipient to take the delivery	109	31	2	7	52	31	18	5	2	83	7	49	44	9	7	-	93	7	19	18
	17%	14%	12%	10%	23%	12%	18%	13%	10%	17%	12%	18%	17%	12%	17%	-	17%	17%	14%	11%
Ability to set a specific date/time for delivery	99	12	1	4	39	46	7	6	1	85	7	52	35	9	2	*	87	3	18	9
	15%	5%	6%	6%	17%	17%	7%	14%	7%	17%	12%	20%	13%	13%	6%	16%	16%	6%	13%	6%
Guarantee that the parcel would arrive intact	84	25	-	7	40	33	10	2	*	72	2	24	49	4	8	*	72	8	20	6
	13%	11%	-	9%	18%	12%	10%	5%	1%	15%	3%	9%	18%	5%	19%	7%	14%	18%	15%	4%
Recommended by others	62	8	*	1	24	23	12	3	-	47	3	20	29	8	5	-	49	5	19	9
	9%	3%	2%	1%	11%	9%	12%	7%	-	9%	5%	8%	11%	11%	-	-	9%	11%	14%	6%
Better delivery options for disabled consumers	20	2	-	1	5	9	5	*	1	14	1	9	5	2	3	-	14	3	17	3
	3%	1%	-	2%	2%	3%	5%	*	6%	3%	2%	3%	2%	3%	8%	-	3%	8%	12%	2%
More environmentally friendly delivery options	15	3	*	1	4	7	3	*	*	11	1	8	4	3	*	-	12	*	12	3
	2%	1%	2%	1%	2%	2%	3%	*	3%	2%	1%	3%	2%	4%	*	-	2%	*	9%	2%
Better complaint handling policy / procedure	22	10	-	2	3	11	7	*	*	14	1	6	11	1	3	-	18	3	18	4
	3%	5%	-	3%	1%	4%	7%	1%	3%	3%	1%	2%	4%	2%	8%	-	3%	8%	13%	2%
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	24	3	-	2	6	13	2	1	*	20	2	4	15	3	1	-	20	1	18	6
	4%	1%	-	3%	3%	5%	2%	3%	3%	4%	3%	2%	6%	4%	2%	-	4%	2%	15%	4%
Other: please specify	35	24	1	12	17	12	4	2	*	29	2	20	9	5	2	*	28	2	4	12
	5%	11%	6%	17%	8%	4%	4%	4%	2%	6%	3%	7%	3%	6%	4%	12%	5%	4%	3%	8%
NET Cost	246	84	6	24	65	113	45	12	10	178	22	97	98	25	23	1	196	24	56	51
	37%	38%	30%	33%	29%	42% <sup>d</sup>	45% <sup>d</sup>	29%	62%	36%	39%	36%	37%	34%	55%	84%	37%	56%	41%	31%
NET Reliability	207	49	2	11	66	93	33	12	3	159	15	77	92	20	18	*	169	18	52	25
	32%	22%	9%	15%	30%	34%	32%	30%	16%	32%	26%	29%	34%	27%	42%	7%	32%	41%	37%	15%
NET Speed	211	58	7	13	73	86	34	9	7	158	16	80	91	26	11	-	172	11	41	41
	32%	27%	38%	17%	33%	32%	34%	21%	44%	32%	28%	30%	34%	35%	25%	-	32%	25%	30%	25%
NET Convenience	331	99	5	35	115	132	48	22	10	248	32	132	145	29	23	*	278	24	48	80
	50%	45%	27%	49%	52%	49%	48%	53%	59%	50%	55%	49%	54%	40%	55%	47%	52%	55%	35%	49%

Proportions/Mean: Column Totals (5% risk level) - abc - d(e)(gh)(i) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	666	61	596	9	221	399	46	631	24	7	-	662	4
Weighted Base	655	73*	578	5**	235	381	40**	615	30**	7**	**	652	4**
Effective Base	362	36	322	5	125	210	29	337	18	4	-	359	3
Lower cost of postage	196	19	177	1	58	125	14	192	2	2	-	195	1
30%		26%	31%	12%	25%	33%	34%	31%	5%	24%	-	30%	36%
Lower cost of insurance	82	8	74	-	22	52	9	74	5	3	-	82	-
13%		11%	13%	-	9%	14%	23%	12%	18%	52%	-	13%	-
Guarantee that the parcel would arrive on time	86	15	72	*	30	49	7	82	3	-	-	85	1
13%		20%	12%	5%	13%	13%	19%	13%	12%	-	-	13%	29%
Better ability to track the delivery	158	23	134	*	64	86	8	148	7	2	-	158	*
24%		32%	23%	7%	27%	23%	20%	24%	24%	37%	-	24%	2%
Parcel less likely to get lost	104	21	83	*	41	59	4	98	4	*	-	103	1
16%		23% <b>b</b>	14%	5%	17%	16%	11%	16%	15%	8%	-	16%	36%
Ability to select an express service	83	16	66	1	32	46	5	75	4	4	-	82	1
13%		22%	17%	27%	14%	12%	13%	12%	12%	58%	-	13%	29%
Quicker delivery	154	28	126	*	58	83	14	150	3	-	-	153	1
24%		39% <b>b</b>	22%	5%	25%	22%	35%	24%	11%	-	-	23%	33%
More convenient for me to drop the parcel off	192	14	176	2	61	126	5	188	4	-	-	192	-
29%		19%	30%	40%	26%	33%	13%	30%	12%	7%	-	29%	-
More convenient for me to have the parcel collected	144	18	126	*	62	76	6	138	5	-	-	144	-
22%		24%	22%	7%	26%	20%	14%	22%	18%	-	-	22%	-
More convenient for the recipient to take the delivery	109	21	88	*	55	52	2	107	2	-	-	109	-
17%		33% <b>b</b>	15%	3%	23% <b>c</b>	14%	5%	17%	8%	-	-	17%	-
Ability to set a specific date/time for delivery	99	20	79	*	44	48	7	92	6	1	-	99	-
15%		27% <b>b</b>	14%	1%	19%	13%	17%	15%	21%	10%	-	15%	-
Guarantee that the parcel would arrive intact	84	16	68	*	38	42	4	80	5	-	-	84	-
13%		23%	12%	1%	16%	11%	11%	13%	16%	-	-	13%	-
Recommended by others	62	10	50	2	28	25	8	60	1	-	-	62	-
8%		14%	9%	31%	12%	7%	21%	10%	5%	-	-	9%	-
Better delivery options for disabled consumers	20	6	14	-	15	4	*	16	3	*	-	20	-
3%		8%	2%	-	8% <b>d</b>	1%	1%	3%	12%	8%	-	3%	-
More environmentally friendly delivery options	15	3	12	-	4	10	1	14	1	-	-	15	-
2%		5%	2%	-	2%	3%	2%	2%	2%	-	-	2%	-
Better complaint handling policy / procedure	22	2	20	-	11	11	-	20	2	-	-	22	-
3%		2%	4%	-	5%	3%	-	3%	7%	-	-	3%	-
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	24	6	18	-	15	8	1	18	5	-	-	24	-
4%		8%	3%	-	7% <b>e</b>	2%	2%	3%	18%	-	-	4%	-
Other: please specify	35	3	32	*	12	20	3	35	-	-	-	35	-
5%		4%	8%	2%	8%	5%	7%	6%	-	-	-	5%	-
NET Cost	248	22	223	1	88	137	21	233	7	4	-	244	1
37%		30%	39%	12%	29%	41% <b>d</b>	52%	38%	23%	61%	-	37%	36%
NET Reliability	207	40	166	*	79	115	12	191	13	*	-	205	2
32%		69% <b>b</b>	29%	5%	34%	30%	31%	31%	42%	8%	-	31%	65%
NET Speed	211	33	176	2	73	121	18	198	7	4	-	209	2
32%		46%	30%	31%	31%	32%	44%	32%	23%	58%	-	32%	62%
NET Convenience	331	38	290	2	124	190	16	315	13	4	-	331	*
50%		53%	50%	45%	53%	50%	40%	51%	42%	54%	-	51%	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Non-Royal Mail services to send parcels

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	666	179	187	153	147	72	80	47	48	89	70	-	105	48	38	53
Weighted Base	655	172*	181	148*	154*	74*	54**	44**	63*	71*	**	102*	46**	35**	65*	53*
Effective Base	362	87	103	84	89	34	29	24	27	37	39	-	58	26	18	35
Lower cost of postage	196	61	58	34	43	28	17	16	15	18	25	-	21	13	12	13
30%	35%	32%	23%	28%	37%	32%	36%	33%	29%	35%	-	21%	28%	36%	28%	24%
Lower cost of insurance	82	25	17	33	7	10	10	5	3	6	8	-	22	10	*	4
73%	19% <u>u</u>	10%	22% <u>u</u>	4%	14%	18%	12%	7%	9%	11%	-	22% <u>u</u>	22%	-	4%	7%
Guarantee that the parcel would arrive on time	96	30	24	12	15	17	13	6	7	9	8	-	8	4	3	6
13%	21% <u>u</u>	13%	8%	10%	22%	24%	14%	16%	14%	11%	-	8%	9%	9%	9%	11%
Better ability to track the delivery	158	53	45	28	32	27	14	11	17	15	13	-	20	8	2	10
24%	31%	25%	19%	21%	27% <u>u</u>	26%	26%	36%	23%	19%	-	19%	18%	6%	15%	23% <u>u</u>
Parcel less likely to get lost	104	30	36	15	15	10	11	11	7	14	15	-	4	3	4	3
16%	29% <u>u</u>	20%	10%	10%	21%	21%	24%	15%	21%	21%	-	14%	2%	9%	7%	15%
Ability to select an express service	83	29	20	15	20	13	10	6	9	2	9	-	13	2	4	8
13%	17%	11%	10%	13%	17%	19%	14%	20%	3%	12%	-	12%	4%	10%	13%	15%
Quicker delivery	154	46	57	25	26	19	11	16	21	17	19	-	21	4	6	7
24%	27%	33% <u>u</u>	17%	17%	26%	19%	36%	44%	28%	27%	-	21%	9%	17%	12%	24%
More convenient for me to drop the parcel off	192	62	59	24	47	33	18	11	19	21	18	-	13	12	12	17
29%	36% <u>u</u>	33% <u>u</u>	16%	31% <u>u</u>	44% <u>u</u>	32%	26%	41%	32% <u>u</u>	26%	-	13%	25%	35%	27%	32% <u>u</u>
More convenient for me to have the parcel collected	144	33	49	27	34	21	9	3	14	15	20	-	18	9	7	11
22%	19%	27%	18%	22%	29%	17%	7%	30%	24%	29%	-	17%	20%	19%	26%	20%
More convenient for the recipient to take the delivery	109	42	29	15	23	23	12	6	8	9	12	-	10	5	11	10
17%	24% <u>u</u>	16%	10%	15%	31% <u>u</u>	23%	15%	18%	14%	17%	-	10%	11%	32%	15%	4%
Ability to set a specific deadline for delivery	99	38	33	12	16	22	13	3	6	15	12	-	7	5	2	6
15%	25% <u>u</u>	18%	8%	10%	23% <u>u</u>	24%	7%	15%	23% <u>u</u>	17%	-	7%	11%	5%	9%	15%
Guarantee that the parcel would arrive intact	84	30	29	18	8	11	7	11	13	6	10	-	9	9	1	3
13%	17% <u>u</u>	16% <u>u</u>	12%	5%	15%	13%	26%	27%	9%	15%	-	8%	20%	3%	4%	8%
Recommended by others	62	18	15	23	5	7	7	4	3	5	6	-	15	8	-	2
9%	11%	8%	16% <u>u</u>	3%	10%	12%	9%	7%	9%	9%	-	15%	16%	-	3%	6%
Better delivery options for disabled consumers	20	-	-	12	8	-	-	-	-	-	-	-	9	3	*	5
3%	-	-	6% <u>u</u>	6% <u>u</u>	-	-	-	-	-	-	-	-	9%	6%	*	7%
More environmentally friendly delivery options	15	-	-	9	1	-	-	-	-	-	-	-	4	2	-	5
2%	-	-	6% <u>u</u>	6% <u>u</u>	-	-	-	-	-	-	-	-	4%	5%	-	6%
Better complaint handling policy / procedure	22	-	-	13	9	-	-	-	-	-	-	-	9	4	-	6
3%	-	-	7% <u>u</u>	6% <u>u</u>	-	-	-	-	-	-	-	-	9%	8%	1%	9%
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	24	-	-	11	13	-	-	-	-	-	-	-	5	6	*	8
4%	-	-	7% <u>u</u>	8% <u>u</u>	-	-	-	-	-	-	-	-	4%	14%	*	9%
Other: please specify	35	7	11	10	6	2	*	4	2	3	7	-	4	6	*	4
5%	4%	6%	7%	4%	3%	1%	9%	4%	5%	9%	-	4%	13%	1%	6%	5%
NET Cost	246	70	69	60	47	29	21	19	19	21	29	-	41	18	12	21
37%	41%	38%	40%	31%	40%	39%	43%	40%	33%	42%	-	40%	40%	38%	33%	28%
NET Reliability	207	72	58	44	32	29	21	22	17	18	23	-	30	14	7	12
32%	42% <u>u</u>	32%	30%	21%	39%	38%	51%	38%	28%	33%	-	30%	30%	21%	19%	23%
NET Speed	211	60	63	39	43	29	20	18	23	19	20	-	33	6	9	19
32%	38%	35%	26%	28%	39%	37%	40%	49%	30%	29%	-	32%	13%	26%	24%	35%
NET Convenience	331	97	105	52	76	48	28	21	33	40	32	-	35	18	14	29
50%	58% <u>u</u>	58% <u>u</u>	35%	50%	64% <u>u</u>	52%	49%	70%	63% <u>u</u>	46%	-	34%	38%	40%	45%	62% <u>u</u>

Proportions/Mean: Column Total (5% risk level) - a/b/c/d - e/(g/h/i)/k/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	268	-	288	60	161	119	148	44	51	54	28	45	30	16	95	82	91	46	245	21	268
Weighted Base	270	**	270	64*	171*	123*	146*	41**	62*	59*	28**	45**	17**	20**	103*	87*	81*	36**	244	25**	268
Effective Base	152	-	152	37	95	67	84	25	35	31	16	25	12	9	60	47	45	20	136	15	268
Lower cost of postage	68	-	68	16	36	25	43	10	9	15	7	15	6	7	18	22	28	13	65	3	70
25%	-	-	25%	25%	21%	20%	30%	23%	14%	26%	24%	33%	35%	37%	18%	25%	34%	36%	27%	13%	26%
Lower cost of insurance	22	-	22	2	18	14	7	1	9	4	2	4	2	-	10	6	6	2	19	3	16
8%	-	-	8%	4%	10%	12%	5%	2%	15%	6%	8%	13%	-	-	10%	7%	7%	6%	8%	14%	6%
Guarantee that the parcel would arrive on time	19	-	19	6	11	7	11	2	5	4	-	4	3	1	7	4	8	4	15	2	22
7%	-	-	7%	9%	6%	6%	8%	5%	8%	7%	-	9%	21%	3%	7%	5%	10%	11%	6%	9%	8%
Better ability to track the delivery	50	-	50	11	31	18	32	8	10	7	7	9	4	5	19	14	18	9	42	8	58
15%	-	-	15%	17%	18%	15%	22%	20%	17%	12%	25%	20%	24%	24%	16%	16%	22%	24%	17%	32%	22%
Parcel less likely to get lost	22	-	22	7	11	16	6	1	8	6	-	3	2	2	9	6	6	4	20	2	24
8%	-	-	8%	11%	7%	13%	4%	3%	13%	11%	-	6%	14%	8%	9%	7%	8%	11%	8%	8%	9%
Ability to select an express service	18	-	18	5	12	5	3%	2	6	7	-	3	-	-	8	7	4	1	13	5	14
7%	-	-	7%	8%	7%	11%	3%	4%	10%	12%	-	6%	-	5%	8%	8%	4%	3%	5%	19%	5%
Quicker delivery	41	-	41	5	28	18	23	6	10	8	4	8	2	4	18	11	14	8	41	-	37
15%	-	-	15%	8%	16%	15%	16%	15%	15%	13%	13%	17%	13%	20%	15%	13%	17%	17%	17%	1%	14%
More convenient for me to drop the parcel off	68	-	68	15	47	29	39	11	18	12	5	13	7	2	29	17	22	10	62	6	71
25%	-	-	25%	23%	27%	24%	27%	27%	29%	20%	18%	28%	44%	11%	28%	20%	27%	26%	25%	26%	26%
More convenient for me to have the parcel collected	57	-	57	15	33	23	34	3	12	11	5	15	3	8	15	16	26	11	52	3	64
21%	-	-	21%	24%	19%	18%	23%	7%	19%	19%	18%	33%	18%	39%	15%	19%	15%	30%	21%	14%	24%
More convenient for the recipient to take the delivery	33	-	33	7	15	21	12	7	12	8	1	1	2	2	19	9	5	4	30	3	33
12%	-	-	12%	11%	9%	17%	8%	16%	20%	14%	3%	2%	11%	11%	18%	11%	6%	11%	12%	12%	12%
Ability to set a specific date/time for delivery	16	-	16	2	11	6	10	4	4	1	2	5	-	-	8	3	5	-	14	1	23
6%	-	-	6%	3%	6%	5%	7%	10%	7%	1%	6%	10%	2%	-	8%	3%	6%	1%	6%	6%	9%
Guarantee that the parcel would arrive intact	25	-	25	4	15	14	10	6	3	6	2	2	4	2	9	8	7	5	21	3	25
9%	-	-	9%	7%	9%	12%	7%	16%	4%	9%	2%	5%	22%	8%	9%	9%	9%	14%	9%	13%	9%
Recommended by others	17	-	17	5	13	9	8	3	7	7	-	-	-	-	10	7	-	-	14	3	13
6%	-	-	6%	7%	7%	7%	6%	7%	11%	13%	-	-	-	-	10	7	-	-	14	3	13
Better delivery options for disabled consumers	10	-	10	4	7	5	5	2	-	2	-	5	1	-	2	2	7	1	10	-	8
4%	-	-	4%	6%	4%	4%	4%	5%	-	3%	-	12%	9%	-	2%	2%	8%	4%	4%	-	3%
More environmentally friendly delivery options	5	-	5	1	4	1	3	-	-	1	-	3	-	-	-	1	3	-	4	1	5
2%	-	-	2%	1%	2%	1%	2%	1%	-	1%	-	8%	-	-	-	1%	4%	-	2%	3%	2%
Better complaint handling policy / procedure	6	-	6	-	6	2	4	2	2	-	2	-	-	-	4	2	-	-	5	1	7
2%	-	-	2%	-	3%	2%	3%	5%	3%	-	6%	-	-	-	4%	2%	-	-	2%	2%	3%
Better options for people with specific needs receiving parcels from the delivery company for example relating to limited mobility or a disability	9	-	9	5	4	2	7	4	1	2	2	-	-	-	5	4	-	-	8	1	9
3%	-	-	3%	8%	2%	2%	5%	10%	2%	4%	6%	-	-	-	5%	5%	-	-	3%	5%	3%
Other: please specify	20	-	20	4	12	4	14	1	3	4	3	4	4	-	5	7	8	4	19	1	25
7%	-	-	7%	6%	7%	3%	10%	3%	5%	7%	10%	9%	25%	1%	5%	8%	10%	12%	8%	4%	9%
NET Cost	86	-	86	18	52	37	49	11	18	18	9	17	6	7	29	27	30	13	80	7	80
32%	-	-	32%	29%	30%	30%	34%	26%	29%	31%	32%	39%	35%	37%	28%	31%	38%	36%	33%	27%	30%
NET Reliability	57	-	57	15	35	23	24	8	15	15	2	8	6	4	22	17	17	10	48	7	58
21%	-	-	21%	23%	21%	27%	27%	19%	24%	25%	8%	17%	36%	19%	22%	20%	21%	27%	20%	30%	22%
NET Speed	59	-	59	10	40	32	27	8	16	15	4	10	2	5	24	18	17	7	53	5	49
22%	-	-	22%	16%	23%	26%	19%	20%	25%	25%	13%	23%	13%	26%	23%	21%	21%	20%	22%	20%	18%
NET Convenience	111	-	111	25	75	46	64	18	28	17	14	17	10	6	47	31	33	16	98	13	118
41%	-	-	41%	39%	44%	38%	44%	44%	46%	30%	48%	39%	59%	32%	45%	38%	41%	44%	40%	53%	44%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - nop/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	268	72	84	60	52	156	112	173	95	22	31	69	75	55	175	22	233	37	113	9
Weighted Base	270	54*	87*	65*	65*	140*	130*	187	83*	24**	37**	72*	67*	48**	176	24**	229	39**	124*	11**
Effective Base	152	32	48	39	34	80	72	101	52	12	20	45	37	27	102	12	131	25	66	6
Lower cost of postage	68	11	21	17	18	32	36	49	20	6	11	21	16	13	48	6	62	9	26	-
Lower cost of insurance	22	9	4	5	3	13	9	20	2	2	2	6	11	11	-	2	22	-	10	2
Guarantee that the parcel would arrive on time	19	3	11	2	3	14	5	13	6	2	2	2	2	8	6	2	14	1	10	1
Better ability to track the delivery	50	9	27	8	6	36	14	37	13	*	7	12	12	16	31	*	47	2	26	*
Parcel less likely to get lost	22	5	8	4	4	13	8	14	8	*	*	13	4	4	17	*	21	2	12	*
Ability to select an express service	18	2	7	7	2	9	17	1	1	-	2	5	6	4	13	-	17	4	7	1
Quicker delivery	41	8	18	6	9	26	15	33	8	3	6	7	11	14	23	3	37	3	21	-
More convenient for me to drop the parcel off	68	13	21	12	22	34	34	48	21	7	7	14	13	16	35	7	55	5	29	4
More convenient for me to have the parcel collected	57	10	24	17	8	34	23	39	17	3	6	18	14	13	38	3	51	6	31	1
More convenient for the recipient to take the delivery	33	12	8	7	5	20	12	27	6	6	1	6	13	7	20	6	20	1	19	-
Ability to set a specific date/time for delivery	16	4	6	5	1	10	6	12	3	-	2	1	6	5	10	-	14	1	6	2
Guarantee that the parcel would arrive intact	25	4	8	6	6	13	12	18	6	3	3	7	8	2	18	3	22	-	7	-
Recommended by others	17	4	6	4	2	11	7	16	1	1	2	4	3	6	9	1	16	-	10	-
Better delivery options for disabled consumers	10	-	4	3	3	4	6	5	5	2	1	4	*	2	6	2	8	7	4	-
More environmentally friendly delivery options	5	-	3	1	1	3	2	5	3	-	-	-	1	3	1	-	4	1	3	1
Better complaint handling policy / procedure	2	-	3	1	2	2	1	2	-	2	-	-	2	6	1	2	2	3	2	6
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	9	1	4	2	2	5	4	3	6	4	*	3	1	2	4	4	6	6	3	1
Other - please specify	20	3	5	6	6	8	12	10	10	2	4	5	5	*	13	2	15	7	3	-
NET Cost	86	18	24	23	22	42	45	66	21	6	13	24	22	21	59	6	80	9	36	2
NET Reliability	57	11	23	12	11	34	23	38	19	3	5	20	14	10	39	3	51	3	29	1
NET Speed	59	9	25	14	11	35	24	50	9	3	8	12	17	18	36	3	54	7	28	1
NET Convenience	111	22	39	23	27	61	49	79	32	7	16	22	24	28	62	7	94	8	52	6

Proportions/Mean: Column Total (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	268	170	98	38	128	70	46	24	10	15	12	12	16	19	10	22	12	9	61
Weighted Base	270	232	38**	7**	222	29**	13**	6**	7**	31**	18**	16**	28**	31**	22**	53**	17**	2**	27**
Effective Base	152	128	26	10	112	29	18	18	9	14	11	11	15	18	9	21	12	3	27
Lower cost of postage	68	58	10	1	59	4	3	1	4	8	8	4	4	9	3	16	2	*	4
Lower cost of insurance	22	19	3	*	20	1	*	*	2	5	-	2	5	2	2	3	-	-	1
Guarantee that the parcel would arrive on time	19	15	3	1	15	1	1	1	2	2	-	3	-	3	2	-	3	-	1
Better ability to track the delivery	7%	7%	9%	8%	7%	4%	10%	16%	30%	7%	-	17%	-	11%	10%	-	16%	-	4%
Parcel less likely to get lost	22	19	3	1	17	4	*	1	1	4	2	1	-	4	-	5	-	*	4
Ability to select an express service	18	17	1	*	17	1	-	-	1	-	1	1	-	2	6	-	3	1	*
Quicker delivery	41	38	3	*	36	3	*	1	2	4	2	2	1	2	10	2	13	1	3
More convenient for me to drop the parcel off	68	59	9	1	53	8	6	1	-	2	2	2	5	10	10	17	1	*	8
More convenient for me to have the parcel collected	57	43	14	3	47	7	2	*	2	4	4	3	8	9	2	11	4	*	7
More convenient for the recipient to take the delivery	33	32	1	1	28	4	1	*	1	6	-	2	2	8	2	7	1	-	4
Ability to set a specific date/time for delivery	16	13	2	*	10	2	2	2	2	-	3	-	2	-	-	-	3	*	2
Guarantee that the parcel would arrive intact	25	22	2	1	18	2	3	1	-	3	2	1	2	3	4	2	2	-	2
Recommended by others	17	14	3	*	15	2	*	1	-	-	2	1	4	-	-	8	-	-	2
Better delivery options for disabled consumers	10	8	2	1	10	*	-	-	-	4	-	1	-	-	2	-	3	-	*
More environmentally friendly delivery options	5	4	*	-	4	*	-	-	1	2	-	-	-	-	-	-	-	-	*
Better complaint handling policy / procedure	6	6	*	*	5	-	*	-	1	1	-	-	4	-	-	-	-	-	-
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	9	9	-	-	7	2	-	*	1	1	-	-	-	-	2	-	3	-	2
Other: please specify	20	18	1	1	15	1	3	*	-	3	5	2	-	3	-	2	-	*	1
NET Cost	86	74	12	1	77	5	3	1	4	13	8	6	9	9	6	19	2	-	5
NET Reliability	57	49	8	1	44	6	4	2	2	7	3	6	2	7	6	6	5	*	6
NET Speed	59	55	4	*	53	5	1	1	3	4	3	2	2	12	10	13	4	1	4
NET Convenience	111	93	18	2	87	13	8	3	3	4	7	6	7	15	15	19	7	+	12

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	268	91	6	35	65	121	43	25	11	186	36	98	106	37	19	5	204	24	67	92
Weighted Base	270	98*	6**	34**	63*	120*	47**	23**	12**	183	35**	102*	106*	33**	25**	1**	208	26**	75*	99*
Effective Base	152	57	4	20	35	66	28	16	6	102	21	60	58	21	12	3	118	12	46	51
Lower cost of postage	88	29	3	12	10	32	14	6	7	41	13	22	27	4	13	1	49	14	13	22
25%	30%	55%	34%	19%	19%	26%	30%	27%	54%	22%	37%	22%	25%	12%	54%	84%	23%	55%	17%	22%
Lower cost of insurance	22	5	-	-	3	8	10	1	-	11	1	5	7	5	5	-	12	5	12	-
8%	5%	-	-	-	5%	6%	20%	6%	-	6%	4%	5%	6%	15%	20%	7%	6%	19%	16%	-
Guarantee that the parcel would arrive on time	19	4	-	1	4	5	6	4	-	9	4	9	2	5	3	-	10	3	8	4
7%	4%	-	2%	-	6%	4%	12%	18%	-	5%	12%	8%	2%	15%	13%	7%	5%	13%	10%	4%
Better ability to track the delivery	50	19	-	5	8	23	3	4	32	7	20	12	6	12	-	32	12	13	16	16
19%	19%	7%	14%	13%	19%	23%	15%	32%	17%	21%	20%	12%	18%	48%	7%	15%	46%	17%	16%	
Parcel less likely to get lost	22	3	-	-	2	8	7	1	10	4	3	9	7	3	-	13	3	10	5	5
8%	3%	-	-	-	3%	7%	15%	15%	5%	6%	12%	3%	9%	20%	10%	-	6%	10%	13%	5%
Ability to select an express service	18	2	-	-	5	10	-	2	-	15	2	4	10	2	-	15	-	9	3	3
7%	2%	-	-	-	7%	9%	-	6%	-	8%	5%	4%	10%	6%	-	-	7%	-	12%	4%
Quicker delivery	41	21	3	3	10	18	5	3	6	27	9	18	11	7	4	-	29	4	11	13
15%	21%	48%	10%	15%	15%	17%	12%	48%	15%	24%	17%	17%	11%	22%	18%	-	14%	14%	13%	
More convenient for me to drop the parcel off	68	22	2	13	12	32	11	4	7	44	11	21	36	3	8	-	57	8	10	28
25%	23%	30%	37%	19%	26%	23%	19%	19%	54%	24%	31%	21%	34%	9%	31%	40%	27%	31%	13%	29%
More convenient for me to have the parcel collected	57	27	-	9	16	28	9	5	1	41	7	36	16	-	2	-	52	2	7	30
21%	27%	7%	28%	25%	22%	18%	23%	10%	23%	19%	36%	15%	1%	8%	16%	25%	9%	10%	31%	
More convenient for the recipient to take the delivery	33	10	-	2	5	16	8	3	-	22	3	12	14	4	2	-	26	2	10	10
12%	11%	7%	7%	6%	14%	17%	12%	1%	12%	9%	12%	13%	13%	10%	-	13%	9%	13%	10%	
Ability to set a specific date/time for delivery	16	1	-	-	3	9	1	3	1	12	3	8	2	3	1	-	11	1	4	4
6%	1%	-	-	-	4%	7%	1%	12%	5%	6%	10%	8%	2%	10%	5%	16%	5%	5%	6%	4%
Guarantee that the parcel would arrive intact	25	5	-	3	3	14	8	-	-	17	-	6	11	2	5	-	17	5	6	1
9%	5%	-	9%	5%	11%	16%	-	1%	9%	-	-	6%	10%	7%	21%	7%	8%	8%	8%	
Recommended by others	17	5	-	-	2	11	3	-	-	13	-	7	7	3	-	-	14	-	5	5
6%	5%	7%	-	-	3%	9%	7%	2%	-	7%	1%	7%	7%	9%	-	-	7%	-	6%	5%
Better delivery options for disabled consumers	10	1	-	1	2	6	3	-	-	7	-	3	4	2	1	-	7	1	7	3
4%	2%	-	4%	2%	3%	5%	6%	-	4%	-	-	3%	4%	6%	5%	-	3%	5%	10%	3%
More environmentally friendly delivery options	5	2	-	-	1	3	1	-	-	4	-	2	3	-	-	-	5	-	4	1
2%	2%	7%	-	-	2%	2%	1%	-	2%	-	-	2%	3%	-	-	2%	-	5%	1%	
Better complaint handling policy / procedure	6	6	-	1	3	1	2	-	-	4	-	-	6	-	-	-	6	-	6	-
2%	6%	-	3%	5%	1%	4%	1%	-	2%	1%	-	6%	-	-	-	3%	-	6%	8%	
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	9	2	-	1	1	6	1	1	-	7	1	-	6	3	-	-	6	-	8	2
3%	2%	-	3%	2%	5%	1%	6%	-	4%	4%	-	6%	9%	-	-	3%	-	10%	2%	
Other: please specify	20	12	-	6	11	5	2	2	-	16	2	10	7	3	-	-	16	-	2	8
7%	12%	-	19%	13%	4%	4%	7%	1%	9%	5%	9%	6%	10%	-	12%	8%	1%	3%	8%	
NET Cost	66	34	3	12	13	39	22	6	7	51	13	27	32	7	17	1	60	18	25	22
32%	35%	55%	34%	20%	32%	47%	27%	54%	28%	37%	27%	31%	22%	69%	84%	29%	70%	33%	22%	
NET Reliability	57	12	-	4	9	25	16	6	1	34	7	18	20	11	8	-	38	8	24	10
21%	12%	-	11%	14%	21%	33%	28%	6%	18%	21%	17%	19%	33%	31%	7%	18%	30%	32%	10%	
NET Speed	59	23	3	3	14	28	5	5	6	42	10	22	22	9	4	-	44	4	20	17
22%	23%	48%	10%	23%	23%	17%	21%	46%	23%	30%	22%	20%	27%	18%	-	21%	17%	26%	17%	
NET Convenience	111	34	2	14	22	51	20	7	7	74	15	42	43	9	16	-	85	16	25	40
41%	35%	30%	42%	36%	42%	42%	32%	59%	40%	41%	42%	41%	26%	63%	47%	41%	62%	34%	41%	

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(m)(n)(p)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	268	24	237	7	91	157	20	242	19	3	-	264	4
Weighted Base	270	27**	238	4**	102*	150*	17**	242	23**	2**	**	267	4**
Effective Base	182	17	133	4	58	83	13	134	14	2	-	150	3
Lower cost of postage	68	3	65	*	14	47	7	65	2	1	-	67	1
25%	12%	27%	1%	-	15%	32%	41%	27%	7%	30%	-	25%	36%
Lower cost of insurance	22	1	21	-	4	15	3	19	3	-	-	22	-
8%	4%	8%	-	4%	10%	15%	8%	14%	-	-	-	8%	-
Guarantee that the parcel would arrive on time	19	2	17	*	5	14	-	17	1	-	-	18	1
7%	7%	7%	1%	4%	9%	-	7%	5%	-	-	-	7%	29%
Better ability to track the delivery	50	6	44	*	17	29	3	45	5	*	-	50	*
19%	21%	19%	3%	17%	20%	20%	19%	22%	1%	-	-	19%	2%
Parcel less likely to get lost	22	2	20	*	7	13	1	16	4	*	-	21	1
8%	8%	8%	1%	7%	9%	8%	7%	20%	1%	-	-	8%	36%
Ability to select an express service	18	-	17	-	4	14	-	14	2	1	-	17	1
7%	-	7%	32%	4%	9%	3%	6%	10%	68%	-	-	7%	29%
Quicker delivery	41	5	36	*	14	25	2	38	2	-	-	40	1
15%	18%	15%	1%	14%	17%	13%	16%	10%	-	-	-	15%	33%
More convenient for me to drop the parcel off	68	-	67	1	21	46	1	68	-	-	-	68	-
25%	-	28%	33%	21%	31%	4%	28%	1%	-	-	-	26%	-
More convenient for me to have the parcel collected	57	6	50	*	25	28	3	54	3	-	-	57	-
21%	23%	21%	3%	25%	19%	18%	22%	12%	-	-	-	21%	-
More convenient for the recipient to take the delivery	33	3	30	*	18	15	1	31	1	-	-	33	-
12%	10%	13%	3%	17%	10%	4%	13%	6%	-	-	-	12%	-
Ability to set a specific date/time for delivery	16	1	14	*	5	10	1	16	-	-	-	16	-
6%	4%	6%	1%	5%	7%	4%	6%	-	-	-	-	6%	-
Guarantee that the parcel would arrive intact	25	4	20	*	8	15	2	21	3	-	-	25	-
9%	16%	8%	1%	7%	10%	10%	9%	15%	-	-	-	9%	-
Recommended by others	17	2	14	1	5	6	6	17	*	-	-	17	-
6%	6%	6%	32%	5%	4%	32%	7%	2%	-	-	-	6%	-
Better delivery options for disabled consumers	10	5	5	-	7	4	*	7	3	*	-	10	-
4%	20%	2%	-	6%	2%	*	3%	15%	1%	-	-	4%	-
More environmentally friendly delivery options	5	3	1	-	1	3	1	4	1	-	-	5	-
2%	12%	*	-	1%	2%	4%	2%	3%	-	-	-	2%	-
Better complaint handling policy / procedure	6	-	6	-	3	3	-	4	2	-	-	6	-
2%	-	2%	-	3%	2%	-	2%	10%	-	-	-	2%	-
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	9	2	8	-	5	4	1	4	5	-	-	9	-
3%	6%	3%	-	5%	2%	4%	2%	23%	-	-	-	3%	-
Other: please specify	20	3	17	*	8	11	1	20	-	-	-	20	-
7%	10%	7%	2%	7%	7%	5%	8%	-	-	-	-	7%	-
NET Cost	86	5	82	*	17	59	10	80	5	1	-	85	1
32%	17%	34%	1%	17%	39%	56%	33%	21%	30%	-	-	32%	36%
NET Reliability	57	8	49	*	19	35	3	45	9	*	-	54	2
21%	28%	21%	1%	18%	23%	17%	19%	40%	1%	-	-	20%	65%
NET Speed	59	5	53	1	18	38	3	51	4	1	-	57	2
22%	18%	22%	32%	18%	26%	16%	21%	20%	68%	-	-	21%	62%
NET Convenience	111	7	102	2	30	68	4	105	5	*	-	111	*
41%	26%	43%	35%	38%	45%	22%	44%	23%	1%	-	-	41%	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? - Royal Mail

Base : Didn't use Royal Mail services to send parcels

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	268	55	54	54	75	19	20	16	12	23	19	-	65	19	25	28	22
Weighted Base	270	43**	53*	89*	85*	18**	17**	9**	12**	15**	26**	**	68*	21**	26**	35**	26**
Effective Base	162	25	31	50	46	9	9	7	7	11	14	-	38	12	13	19	15
Lower cost of postage	68	15	18	14	21	8	4	3	5	6	7	-	12	3	7	7	6
25%	35%	34%	16%	24%	46%	23%	36%	41%	42%	27%	-	17%	12%	29%	20%	27%	
Lower cost of insurance	22	3	6	11	1	1	1	2	1	2	3	-	11	-	-	-	1
8%	8%	11%	13**	1%	7%	4%	17%	10%	15%	10%	-	17%	-	-	-	-	5%
Guarantee that the parcel would arrive on time	19	3	3	8	4	1	2	-	1	3	-	7	-	1	3	-	1
7%	7%	6%	9%	5%	7%	3%	17%	-	3%	11%	-	11%	2%	12%	-	-	6%
Better ability to track the delivery	50	12	10	13	15	6	3	3	4	4	2	-	11	3	2	8	5
19%	27%	18%	15%	18%	33%	17%	36%	31%	25%	8%	-	16%	14%	-	24%	20%	
Parcel less likely to get lost	22	3	5	10	4	1	-	2	1	3	-	10	-	-	4	-	1
8%	7%	8%	11%	5%	7%	2%	17%	5%	4%	13%	-	15%	-	1%	10%	1%	
Ability to select an express service	18	6	-	6	7	5	1	-	-	-	-	-	6	-	2	2	3
7%	14%	-	6%	8%	30%	6%	-	-	-	-	-	8%	-	8%	5%	13%	
Quicker delivery	41	7	10	14	10	3	2	2	4	4	2	-	11	3	1	4	6
15%	16%	19%	16%	12%	17%	17%	13%	19%	31%	29%	7%	-	17%	12%	2%	12%	23%
More convenient for me to drop the parcel off	68	12	18	12	26	5	5	2	7	8	3	-	6	7	9	7	9
25%	28%	33**	14%	31**	32%	29%	19%	59%	52%	10%	-	8%	31%	37%	21%	38%	
More convenient for me to have the parcel collected	57	8	11	8	21	3	4	1	1	1	9	-	12	5	7	8	5
21%	19%	20%	19%	24%	17%	23%	15%	9%	7%	33%	-	18%	24%	25%	24%	22%	
More convenient for the recipient to take the delivery	33	10	3	8	11	2	5	3	1	3	-	-	8	-	6	6	-
12%	23%	6%	9%	13%	11%	29%	33%	5%	17%	-	-	11%	2%	23%	16%	-	
Ability to set a specific date/time for delivery	16	5	3	4	4	3	1	-	1	2	-	3	1	2	-	2	2
6%	11%	3%	4%	5%	18%	9%	2%	3%	6%	6%	-	5%	3%	7%	-	10%	
Guarantee that the parcel would arrive intact	25	11	7	5	3	6	1	3	2	-	5	-	3	2	1	1	-
9%	25%	12%	5%	3%	39%	6%	34%	14%	1%	18%	-	5%	8%	4%	4%	-	
Recommended by others	17	1	6	10	-	-	1	-	2	-	4	-	10	1	-	-	-
6%	2%	12**	11**	-	-	5%	-	18%	-	16%	-	14%	2%	-	-	-	
Better delivery options for disabled consumers	10	-	-	6	4	-	-	-	-	-	-	-	6	-	-	2	2
4%	-	-	7%	5%	-	-	-	-	-	-	-	9%	-	-	7%	8%	
More environmentally friendly delivery options	5	-	-	-	4	-	-	-	-	-	-	-	-	-	-	2	2
2%	-	-	-	5%	-	-	-	-	-	-	-	-	2%	-	7%	7%	
Better complaint handling policy / procedure	6	-	-	4	2	-	-	-	-	-	-	-	2	2	-	2	-
2%	-	-	4%	2%	-	-	-	-	-	-	-	3%	8%	-	5%	1%	
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	9	-	-	6	3	-	-	-	-	-	-	3	3	-	-	-	3
3%	-	-	7%	3%	-	-	-	-	-	-	-	4%	16%	-	-	12%	
Other, please specify	20	3	6	8	2	-	-	3	-	1	5	-	4	4	-	2	-
7%	7%	12%	9%	3%	1%	1%	32%	1%	7%	20%	-	6%	18%	1%	6%	-	
NET Cost	86	15	24	25	22	8	4	3	6	9	10	-	23	3	7	7	8
32%	35%	46%	28%	26%	46%	23%	36%	50%	56%	37%	-	33%	12%	29%	20%	31%	
NET Reliability	57	12	11	22	11	8	1	3	2	1	8	-	21	2	4	5	1
21%	28%	21%	25%	13%	46%	7%	34%	19%	8%	31%	-	31%	8%	17%	15%	6%	
NET Speed	59	13	10	20	17	8	3	2	4	4	2	-	17	3	2	6	9
22%	30%	19%	22%	20%	47%	19%	19%	31%	29%	7%	-	25%	12%	9%	16%	36%	
NET Convenience	111	21	23	27	39	11	7	3	7	10	6	-	18	9	11	14	13
41%	50%	44%	31%	45%	65%	41%	37%	62%	64%	24%	-	27%	43%	42%	42%	54%	

Proportions/Mean: Column Total (5% risk level) - ab/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	Total
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		
Unweighted Base	398	-	398	115	220	154	241	75	70	99	50	55	35	14	145	140	104	49	355	41	398
Weighted Base	385	-**	385	128*	215	178*	204	77*	63*	100*	52**	53**	29**	12**	140*	152*	94*	41**	326	58**	398
Effective Base	210	-	210	61	124	83	130	49	37	45	29	17	6	6	85	74	53	24	182	28	398
Lower cost of postage	128	-	128	42	68	54	75	22	25	29	27	16	6	3	47	56	25	10	103	24	137
33%	-	33%	33%	32%	32%	30%	37%	29%	40%	29%	52%	29%	22%	27%	34%	37%	27%	23%	32%	41%	34%
Lower cost of insurance	60	-	60	29	28	40	19	19	16	11	10	3	-	-	35	22	3	-	48	13	44
16%	-	16%	23%	13%	13%	22% <u>u</u>	9%	25%	26%	11%	20%	6%	-	-	25% <u>u</u>	14%	4%	-	15%	22%	11%
Guarantee that the parcel would arrive on time	68	-	68	26	35	41	26	5	17	20	5	18	3	-	22	26	20	3	54	12	60
18%	-	18%	20%	16%	16%	23%	13%	6%	27% <u>u</u>	20%	10%	34%	9%	-	16%	17%	22%	6%	17%	21%	15%
Better ability to track the delivery	107	-	107	38	62	63	44	15	30	32	11	12	7	-	46	43	19	7	83	25	103
28%	-	28%	30%	29%	29%	29%	21%	20%	43% <u>u</u>	32%	21%	23%	24%	-	33%	28%	20%	17%	25%	43%	26%
Parcel less likely to get lost	82	-	82	36	37	43	39	8	13	35	10	10	4	1	22	46	15	5	68	14	69
21%	-	21%	28%	17%	17%	24%	19%	11%	21%	21%	19%	14%	11%	-	15%	30% <u>u</u>	16%	13%	21%	25%	17%
Ability to select an express service	65	-	65	37	24	40	22	16	12	27	6	-	3	-	28	33	4	3	50	13	48
17%	-	17%	29% <u>u</u>	17%	17%	22% <u>u</u>	11%	21%	19%	27%	11%	1%	12%	-	20% <u>u</u>	22% <u>u</u>	4%	8%	15%	22%	12%
Quicker delivery	113	-	113	53	50	55	56	25	18	41	12	8	9	1	43	53	18	10	92	21	96
29%	-	29%	41% <u>u</u>	23%	31%	31%	27%	33%	28%	41%	23%	14%	32%	8%	31%	36%	19%	6%	26%	37%	34%
More convenient for me to drop the parcel off	123	-	123	33	86	65	56	20	28	35	18	17	4	1	48	54	22	5	88	35	120
32%	-	32%	40%	40%	37%	37%	27%	26%	44%	35%	32%	14%	6%	-	34%	35%	23%	11%	27%	61%	30%
More convenient for me to have the parcel collected	87	-	87	29	46	34	51	15	12	20	11	16	5	8	27	31	29	13	70	15	100
23%	-	23%	23%	21%	19%	25%	25%	20%	19%	20%	21%	30%	17%	64%	20%	20%	31%	31%	22%	27%	25%
More convenient for the recipient to take the delivery	76	-	76	36	35	35	41	19	11	25	11	10	-	-	29	37	11	1	58	18	68
20%	-	20%	28%	16%	16%	20%	20%	24%	17%	25%	22%	19%	1%	2%	21%	24%	11%	2%	18%	32%	17%
Ability to set a specific date/time for delivery	83	-	83	37	39	64	19	11	21	30	6	14	-	1	32	37	15	1	56	27	59
22%	-	22%	29%	18%	18%	36% <u>u</u>	9%	14%	33% <u>u</u>	30%	12%	26%	-	10%	23%	24%	16%	3%	17%	47%	15%
Guarantee that the parcel would arrive intact	60	-	60	25	32	37	23	8	15	20	10	4	2	-	23	31	6	2	49	10	47
16%	-	16%	19%	15%	11%	21%	11%	11%	23%	20%	20%	7%	8%	-	16%	26% <u>u</u>	7%	6%	15%	16%	12%
Recommended by others	45	-	45	25	17	23	22	7	16	13	6	2	-	-	23	19	3	-	33	11	45
12%	-	12%	19% <u>u</u>	8%	8%	13%	11%	10%	26%	13%	11%	4%	1%	-	17% <u>u</u>	12%	3%	-	10%	19%	17%
Better delivery options for disabled consumers	10	-	10	6	4	7	3	4	2	3	-	-	-	-	7	3	-	-	6	4	10
3%	-	3%	4%	3%	1%	4%	1%	6%	4%	3%	-	-	-	-	5%	2%	-	-	2%	3%	3%
More environmentally friendly delivery options	10	-	10	5	5	10	1	6	2	3	-	-	-	-	7	3	-	-	5	6	12
3%	-	3%	2%	2%	1%	6%	1%	7%	3%	3%	-	-	-	-	5%	2%	-	-	1%	10%	3%
Better complaint handling policy / procedure	16	-	16	6	11	9	7	8	5	-	2	2	-	-	13	2	2	-	15	2	14
4%	-	4%	4%	5%	4%	5%	4%	10% <u>u</u>	9% <u>u</u>	-	4%	3%	-	-	9% <u>u</u>	1%	2%	-	4%	3%	4%
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	15	-	15	6	9	10	4	4	7	3	-	-	-	-	12	3	-	-	10	4	17
4%	-	4%	4%	4%	4%	6%	2%	6%	12%	3%	-	-	-	-	9% <u>u</u>	2%	-	-	3%	6%	4%
Other, please specify	15	-	15	2	9	7	8	2	2	-	2	3	3	3	4	2	9	5	15	-	29
4%	-	4%	1%	4%	4%	4%	4%	2%	3%	-	4%	7%	9%	22%	3%	2%	9% <u>u</u>	13%	5%	-	7%
NET Cost	159	-	159	57	84	75	82	40	31	31	30	19	6	3	71	60	28	10	129	29	157
41%	-	41%	39%	44%	39%	42%	40%	52% <u>u</u>	49%	37%	57%	35%	22%	27%	51% <u>u</u>	40%	30%	23%	39%	51%	39%
NET Reliability	150	-	150	58	79	83	66	19	8	34	50	18	8	1	53	69	28	10	126	23	127
39%	-	39%	46%	37%	37%	43% <u>u</u>	33%	25%	54% <u>u</u>	53% <u>u</u>	35%	35%	30%	11%	38%	45%	30%	24%	39%	39%	32%
NET Speed	152	-	152	73	66	79	70	37	23	58	16	8	9	1	60	74	18	10	120	30	124
39%	-	39%	57% <u>u</u>	31%	34%	44%	34%	48%	36%	59% <u>u</u>	30%	15%	32%	8%	43% <u>u</u>	49% <u>u</u>	19%	25%	37%	53%	31%
NET Convenience	220	-	220	75	131	120	97	36	44	64	32	32	10	2	81	96	44	12	169	51	208
57%	-	57%	59%	61%	67% <u>u</u>	48%	48%	48%	79% <u>u</u>	64%	61%	60%	34%	16%	58%	63%	47%	29%	82%	88%	82%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nlopiq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	398	137	122	76	63	259	139	268	126	30	39	84	114	113	237	30	356	26	111	4
Weighted Base	385	120*	104*	92*	69*	225	161*	285	97*	34**	48**	73*	101*	115*	222	34**	341	24**	100*	4**
Effective Base	210	58	65	48	41	121	88	145	67	18	28	40	61	54	129	18	184	15	60	2
Lower cost of postage	128	34	39	34	21	73	55	95	33	12	19	27	30	34	77	12	112	4	36	3
Lower cost of insurance	60	19	16	16	7	37	24	46	14	9	4	19	12	16	35	8	51	5	23	-
Guarantee that the parcel would arrive on time	68	17	18	20	13	36	32	55	12	5	15	11	13	20	40	5	60	4	10	1
Better ability to track the delivery	107	38	25	29	15	64	44	84	23	4	12	19	28	40	58	4	98	8	24	-
Parcel less likely to get lost	82	31	15	24	13	45	37	67	15	6	15	12	17	31	44	6	75	5	10	1
Ability to select an express service	65	33	10	11	10	43	21	53	8	10	6	7	16	28	28	10	54	4	17	1
Quicker delivery	113	40	28	23	22	68	45	86	24	13	17	13	30	38	60	13	98	7	20	-
More convenient for me to drop the parcel off	123	25	42	41	16	66	57	96	27	5	13	32	37	27	82	5	111	7	26	1
More convenient for me to have the parcel collected	87	21	27	18	22	48	39	56	31	10	13	14	24	26	52	10	77	4	19	-
More convenient for the recipient to take the delivery	76	23	18	19	16	41	35	57	19	6	11	13	20	25	44	6	69	5	13	-
Ability to set a specific date/time for delivery	83	30	15	24	14	46	37	71	12	5	7	23	15	33	45	5	78	7	13	-
Guarantee that the parcel would arrive intact	60	24	8	17	11	32	28	50	10	3	10	13	20	33	33	3	57	2	17	-
Recommended by others	45	13	12	13	6	25	19	38	6	5	6	9	11	13	26	5	39	4	14	-
Better delivery options for disabled consumers	10	8	1	1	-	9	1	9	-	-	2	-	4	4	6	-	10	5	4	-
More environmentally friendly delivery options	10	7	4	-	-	10	-	9	2	-	1	-	2	7	3	-	10	3	5	1
Better complaint handling policy / procedure	16	8	2	6	-	10	6	11	5	-	4	-	2	6	11	-	15	6	9	1
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	15	8	4	2	2	12	3	12	2	2	3	7	2	1	11	2	12	5	8	1
Other: please specify	15	5	4	-	6	9	6	8	7	1	4	6	2	1	12	1	14	-	6	-
NET Cost	159	42	51	41	25	93	66	115	44	18	21	38	40	39	96	18	136	6	51	3
NET Reliability	150	52	34	43	21	86	64	124	26	9	24	26	35	53	85	9	138	10	32	1
NET Speed	152	63	32	30	27	95	57	118	30	19	20	16	39	54	75	19	130	11	34	1
NET Convenience	220	70	57	61	32	127	93	170	49	11	21	45	58	72	124	11	199	15	47	1

Proportions/Mean: Column Totals (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	398	261	137	60	181	90	67	60	21	20	22	19	23	16	30	12	18	11	79
Weighted Base	385	340	45*	14**	320	35*	19*	12*	19**	44**	31**	28**	39**	28**	73**	31**	27**	5**	31*
Effective Base	210	180	31	10	153	44	34	44	19	18	21	18	21	14	28	11	16	4	41
Lower cost of postage	128	117	11	2	108	11	6	3	12	14	8	5	16	8	30	9	7	*	11
Lower cost of insurance	33%	34%	25%	13%	34%	31%	32%	27%	60%	32%	24%	17%	40%	31%	41%	29%	27%	9%	35%
Guarantee that the parcel would arrive on time	60	54	6	*	53	5	2	1	2	5	8	1	5	5	11	11	5	*	5
	16%	16%	14%	1%	17%	13%	9%	9%	11%	11%	27%	3%	12%	20%	15%	35%	19%	*	15%
Better ability to track the delivery	68	66	2	1	58	5	2	1	4	6	4	5	11	5	13	9	1	*	5
Parcel less likely to get lost	18%	18%	14%	4%	18%	15%	13%	12%	22%	14%	12%	18%	29%	19%	28%	3%	7%	*	17%
Ability to select an express service	107	96	11	6	89	10	5	3	6	4	9	6	15	9	24	15	2	*	10
Quicker delivery	28%	28%	25%	42%	28%	28%	29%	26%	31%	10%	29%	22%	38%	32%	33%	47%	8%	5%	31%
More convenient for me to drop the parcel off	82	75	8	4	70	5	6	1	2	7	4	8	14	5	17	6	5	*	5
More convenient for me to have the parcel collected	21%	22%	17%	32%	22%	16%	29%	11%	11%	17%	14%	36%	19%	24%	20%	20%	2%	18%	
Ability to set a specific date/time for delivery	65	62	2	*	54	7	3	1	2	14	4	4	13	3	6	4	4	2	5
More convenient for the recipient to take the delivery	17%	15%	5%	1%	17%	20%	14%	6%	11%	31%	12%	10%	34%	12%	9%	13%	14%	43%	17%
Guarantee that the parcel would arrive intact	113	107	6	1	102	6	3	2	4	11	7	9	17	9	39	8	3	*	6
Recommended by others	29%	32%	14%	7%	32%	17%	18%	15%	23%	25%	22%	19%	43%	31%	54%	25%	10%	4%	18%
Better delivery options for disabled consumers	123	110	13	6	102	12	6	4	4	21	10	9	13	6	22	10	7	2	10
More environmentally friendly delivery options	32%	32%	29%	47%	32%	35%	32%	31%	22%	48%	32%	32%	32%	23%	30%	31%	27%	2%	34%
Better complaint handling policy / procedure	87	78	9	2	70	9	4	3	8	9	8	6	15	9	16	2	3	2	7
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	23%	23%	19%	13%	22%	27%	23%	26%	40%	9%	25%	22%	38%	31%	22%	7%	12%	44%	24%
Other: please specify	76	63	14	5	68	4	2	2	4	10	2	7	10	2	20	8	5	1	3
NET Cost	20%	18%	30%	38%	21%	11%	13%	20%	19%	23%	8%	26%	26%	7%	27%	25%	17%	13%	11%
NET Reliability	83	82	1	*	72	6	3	2	1	13	4	8	10	2	20	12	4	2	4
NET Speed	22%	24%	2%	2%	23%	17%	15%	16%	5%	29%	12%	28%	25%	7%	28%	38%	14%	40%	14%
NET Convenience	60	54	6	1	54	4	1	*	4	10	4	7	7	6	10	8	1	*	4
	16%	16%	13%	4%	17%	11%	8%	3%	22%	23%	12%	11%	17%	22%	14%	27%	5%	3%	12%
Better delivery options for disabled consumers	45	40	4	1	38	3	1	1	1	-	3	6	10	2	9	6	1	1	3
More environmentally friendly delivery options	12%	12%	9%	5%	12%	9%	8%	13%	7%	-	10%	12%	24%	7%	13%	21%	5%	12%	9%
Better complaint handling policy / procedure	10	7	2	*	7	2	1	-	-	2	-	-	-	-	3	2	-	*	1
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	3%	2%	5%	1%	2%	4%	6%	-	-	5%	-	-	-	-	4%	7%	-	5%	4%
Other: please specify	10	10	*	*	8	1	1	1	-	-	3	-	-	-	5	-	-	-	1
NET Reliability	3%	3%	1%	1%	2%	3%	3%	6%	-	-	10%	-	-	-	7%	-	-	-	4%
Better complaint handling policy / procedure	16	14	2	*	14	2	*	-	-	2	6	*	-	4	-	2	-	*	1
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	4%	4%	5%	*	4%	4%	2%	-	-	5%	18%	-	-	15%	-	7%	-	5%	4%
Other: please specify	15	9	6	2	10	3	2	1	-	-	3	3	-	-	-	2	3	1	2
NET Cost	4%	3%	13%	14%	3%	7%	9%	5%	-	-	9%	10%	-	-	-	6%	11%	20%	5%
NET Reliability	159	145	15	2	137	12	7	3	12	16	14	5	17	12	32	17	11	9	12
NET Speed	41%	43%	32%	13%	43%	25%	39%	27%	64%	37%	46%	17%	43%	43%	44%	56%	40%	9%	39%
NET Convenience	150	137	13	5	130	10	8	2	6	14	12	11	21	8	28	21	7	*	10
	39%	40%	30%	37%	41%	28%	44%	20%	33%	32%	38%	40%	54%	29%	39%	69%	27%	8%	31%
NET Reliability	152	143	8	1	134	10	5	2	6	22	10	7	22	10	43	8	7	2	8
NET Speed	39%	42%	18%	7%	42%	29%	27%	21%	30%	49%	33%	25%	57%	37%	59%	25%	24%	47%	27%
NET Convenience	220	202	18	7	183	20	11	6	8	26	17	18	24	12	48	17	12	2	18
	57%	59%	41%	53%	57%	55%	54%	54%	40%	58%	55%	67%	63%	44%	67%	55%	44%	45%	57%

Proportions/Mean: Columns Tested (5% risk level) - abc/c - d/e/f/g - hij/klm/nop/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	398	141	9	54	152	168	46	21	8	320	29	166	175	37	18	-	341	18	60	81
Weighted Base	385	121*	12**	39**	159*	150*	53**	18**	5**	309	22**	166*	163*	39**	18**	**	328	18**	63*	65*
Effective Base	210	70	5	28	78	87	29	13	4	164	17	85	92	22	12	-	176	12	36	40
Lower cost of postage	128	43	2	10	53	52	15	5	3	105	9	65	49	10	4	-	114	4	20	24
33%	35%	17%	27%	33%	33%	35%	27%	30%	14%	34%	30%	39%	30%	27%	24%	-	35%	24%	31%	36%
Lower cost of insurance	60	14	-	2	16	35	9	*	*	50	1	22	28	8	2	-	50	2	19	8
16%	11%	-	6%	10%	23%	17%	1%	10%	16%	2%	13%	17%	21%	12%	-	15%	12%	31%	12%	
Guarantee that the parcel would arrive on time	68	8	-	1	14	37	12	3	1	51	4	25	33	7	2	-	59	2	11	4
18%	6%	-	2%	9%	23%	23%	15%	30%	17%	18%	15%	20%	17%	13%	-	18%	13%	17%	6%	
Better ability to track the delivery	107	32	1	11	52	34	11	7	2	87	9	44	53	7	4	-	97	4	10	22
28%	27%	4%	29%	33%	23%	21%	40%	48%	28%	42%	26%	33%	17%	23%	-	29%	23%	16%	34%	
Parcel less likely to get lost	82	19	2	5	31	40	7	3	*	71	3	33	40	3	6	-	74	6	8	9
21%	16%	13%	14%	20%	27%	14%	17%	10%	23%	16%	20%	25%	8%	31%	-	22%	31%	12%	13%	
Ability to select an express service	65	12	3	3	25	23	16	-	-	48	-	18	36	10	-	-	54	-	11	11
17%	10%	25%	9%	16%	15%	30%	*	-	16%	*	11%	22%	26%	-	-	-	17%	17%	17%	
Quicker delivery	113	30	4	7	50	40	16	4	2	91	6	49	44	14	6	-	93	6	14	14
29%	25%	33%	19%	32%	27%	31%	22%	35%	29%	25%	30%	27%	36%	35%	-	28%	28%	22%	21%	
More convenient for me to drop the parcel off	123	39	1	10	47	44	20	9	2	91	12	50	56	13	5	-	105	5	12	21
32%	32%	11%	25%	30%	29%	28%	39%	48%	30%	50%	30%	34%	33%	30%	-	32%	30%	20%	32%	
More convenient for me to have the parcel collected	87	23	3	8	41	32	9	4	2	72	6	34	34	12	7	-	68	7	11	13
23%	19%	28%	22%	25%	21%	16%	24%	39%	23%	27%	21%	21%	31%	39%	-	21%	39%	17%	20%	
More convenient for the recipient to take the delivery	76	21	2	5	47	15	10	2	2	62	4	36	31	4	5	-	67	5	9	9
20%	17%	14%	13%	30%	10%	18%	13%	34%	23%	17%	22%	19%	11%	28%	-	20%	28%	15%	13%	
Ability to set a specific date/time for delivery	83	10	1	4	36	37	6	3	*	73	4	44	32	6	1	-	76	1	14	6
22%	9%	10%	11%	23%	25%	11%	16%	10%	24%	16%	27%	20%	6%	7%	-	23%	7%	23%	8%	
Guarantee that the parcel would arrive intact	60	20	-	4	37	19	2	2	-	56	2	17	38	2	3	-	55	3	14	5
16%	16%	-	9%	23%	13%	4%	11%	-	18%	8%	11%	23%	4%	16%	-	17%	16%	22%	7%	
Recommended by others	45	3	-	1	22	12	9	2	-	33	2	13	21	5	5	-	35	5	14	4
12%	2%	-	2%	14%	8%	17%	14%	-	11%	11%	8%	13%	13%	27%	-	17%	27%	23%	6%	
Better delivery options for disabled consumers	10	*	-	-	3	3	2	-	1	7	1	6	1	*	2	-	7	2	10	*
3%	*	-	-	2%	2%	4%	2%	20%	2%	4%	4%	1%	1%	12%	-	2%	12%	16%	*	
More environmentally friendly delivery options	10	2	-	1	3	4	3	*	*	7	1	6	1	3	*	-	7	*	8	2
3%	1%	-	2%	2%	3%	5%	5%	10%	2%	2%	4%	1%	8%	1%	-	2%	1%	13%	4%	
Better complaint handling policy / procedure	16	4	-	1	*	10	6	-	*	10	*	6	5	1	3	-	12	3	13	4
4%	4%	-	2%	*	11%	11%	-	10%	3%	2%	4%	3%	3%	18%	-	4%	18%	20%	5%	
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	15	1	-	1	5	7	2	-	*	12	*	4	10	*	1	-	14	1	10	4
4%	1%	-	2%	3%	5%	3%	-	10%	4%	2%	2%	6%	*	4%	-	4%	4%	16%	6%	
Other: please specify	15	12	1	6	6	7	2	*	*	13	*	10	2	1	2	-	12	2	2	5
4%	10%	10%	16%	4%	5%	3%	1%	3%	4%	1%	8%	1%	3%	10%	-	4%	10%	3%	7%	
NET Cost	169	50	2	13	53	74	22	5	4	127	9	70	68	17	6	-	136	6	31	28
47%	41%	17%	32%	33%	43%	43%	30%	84%	41%	42%	42%	41%	44%	36%	-	41%	36%	50%	44%	
NET Reliability	160	37	2	7	57	68	17	6	2	125	8	60	72	9	10	-	131	10	28	15
39%	31%	13%	18%	36%	45%	32%	33%	40%	40%	34%	36%	44%	22%	56%	-	40%	56%	44%	23%	
NET Speed	152	36	4	9	59	58	29	4	2	116	6	58	69	17	6	-	128	6	21	24
39%	30%	33%	24%	37%	35%	53%	22%	35%	38%	25%	35%	43%	44%	35%	-	39%	35%	34%	37%	
NET Convenience	220	65	3	21	63	81	26	14	3	174	17	90	102	20	8	-	192	8	23	40
57%	54%	25%	55%	58%	54%	54%	81%	58%	56%	76%	54%	63%	52%	44%	-	58%	44%	36%	61%	

Proportions/Mean: Column Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	398	37	359	2	130	242	26	389	5	4	-	398	-
Weighted Base	385	45**	339	1**	132*	230	23**	373	8**	4**	**	385	**
Effective Base	210	20	190	2	67	128	16	203	4	3	-	210	-
Lower cost of postage	128	16	112	1	44	77	7	127	-	1	-	128	-
	33%	35%	33%	74%	33%	34%	29%	34%	-	22%	-	33%	-
Lower cost of insurance	60	7	54	-	17	37	7	55	2	3	-	60	-
	16%	15%	16%	-	13%	16%	29%	15%	30%	75%	-	16%	-
Guarantee that the parcel would arrive on time	68	13	55	*	26	34	7	65	2	-	-	68	-
	18%	28%	16%	26%	20%	15%	33%	18%	31%	-	-	18%	-
Better ability to track the delivery	107	17	90	*	47	56	5	103	2	2	-	107	-
	28%	38%	27%	26%	35%	24%	20%	28%	31%	54%	-	28%	-
Parcel less likely to get lost	82	19	63	*	33	46	3	82	-	-	-	82	-
	21%	42%	19%	26%	25%	20%	13%	22%	-	10%	-	21%	-
Ability to select an express service	65	16	49	-	26	32	5	61	1	2	-	65	-
	17%	35%	14%	-	21%	14%	20%	16%	20%	54%	-	17%	-
Quicker delivery	113	23	90	*	44	58	12	112	1	-	-	113	-
	29%	51%	26%	26%	33%	25%	52%	30%	15%	-	-	29%	-
More convenient for me to drop the parcel off	123	14	109	1	40	79	5	120	3	-	-	123	-
	32%	30%	32%	74%	30%	34%	21%	32%	43%	10%	-	32%	-
More convenient for me to have the parcel collected	87	11	76	*	37	48	2	84	3	-	-	87	-
	23%	25%	22%	26%	28%	21%	10%	23%	37%	-	-	23%	-
More convenient for the recipient to take the delivery	76	18	58	-	38	37	1	75	1	-	-	76	-
	20%	41%	17%	-	23%	16%	6%	20%	13%	-	-	20%	-
Ability to set a specific date/time for delivery	83	19	65	-	39	38	6	76	6	1	-	83	-
	22%	41%	19%	-	30%	16%	27%	20%	85%	15%	-	22%	-
Guarantee that the parcel would arrive intact	60	12	48	-	30	27	3	59	1	-	-	60	-
	16%	26%	14%	-	23%	12%	12%	16%	17%	-	-	16%	-
Recommended by others	45	8	36	*	23	19	3	44	1	-	-	45	-
	12%	18%	11%	26%	17%	8%	13%	12%	13%	-	-	12%	-
Better delivery options for disabled consumers	10	*	10	-	8	1	*	9	-	*	-	10	-
	3%	*	3%	-	6%	2%	2%	2%	-	10%	-	3%	-
More environmentally friendly delivery options	10	-	10	-	3	7	-	10	-	-	-	10	-
	3%	-	3%	-	2%	3%	-	3%	-	-	-	3%	-
Better complaint handling policy / procedure	16	2	15	-	8	8	-	16	-	-	-	16	-
	4%	4%	4%	-	6%	4%	-	4%	-	-	-	4%	-
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	15	4	10	-	10	4	*	14	*	-	-	15	-
	4%	10%	3%	-	6%	2%	1%	4%	2%	-	-	4%	-
Other: please specify	15	-	15	-	4	9	2	15	-	-	-	15	-
	4%	-	4%	-	3%	4%	9%	4%	-	-	-	4%	-
NET Cost	159	17	142	1	50	99	11	154	2	3	-	159	-
	41%	38%	42%	74%	38%	43%	50%	41%	30%	75%	-	41%	-
NET Reliability	150	33	117	*	61	80	9	146	4	*	-	150	-
	39%	72%	35%	26%	46%	35%	42%	39%	48%	10%	-	39%	-
NET Speed	152	29	123	*	54	82	15	147	2	2	-	152	-
	39%	63%	36%	26%	41%	36%	66%	39%	32%	54%	-	39%	-
NET Convenience	220	31	189	1	85	122	12	209	7	4	-	220	-
	57%	69%	55%	100%	64%	53%	54%	56%	98%	78%	-	57%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q15. And why did you choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s?

Base : Used Royal Mail and Non-Royal Mail services to send parcels

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	398	124	133	69	72	23	40	31	36	46	51	-	40	29	13	28	31
Weighted Base	365	129*	128*	60*	69*	57**	37**	35**	48**	35**	-	-	35**	25**	9**	30**	29**
Effective Base	210	63	72	34	43	26	20	18	20	26	25	-	20	14	5	18	20
Lower cost of postage	128	46	40	20	23	20	13	12	10	12	18	-	10	10	5	11	6
33%	35%	31%	34%	33%	35%	36%	36%	30%	24%	39%	-	28%	42%	54%	38%	21%	
Lower cost of insurance	60	22	11	21	6	9	9	4	2	4	5	-	11	10	*	3	3
16%	17%	9%	34% <b>ab</b>	8%	16%	24%	17%	7%	8%	12%	-	32%	41%	*	10%	10%	
Guarantee that the parcel would arrive on time	68	32	21	4	10	15	13	4	7	8	5	-	4	-	6	4	
18%	25% <b>c</b>	16%	7%	15%	27%	34%	13%	21%	17%	11%	-	1%	15%	-	20%	15%	
Better ability to track the delivery	107	41	35	15	17	22	11	8	13	10	11	-	9	5	*	1	16
28%	32%	27%	25%	25%	38%	30%	23%	38%	22%	25%	-	27%	22%	3%	4%	54%	
Parcel less likely to get lost	62	35	31	5	11	15	11	9	7	13	12	-	2	3	1	5	
21%	27% <b>c</b>	25%	8%	17%	25%	29%	26%	15%	27%	26%	-	12%	3%	31%	3%	26%	
Ability to select an express service	65	23	20	9	13	8	9	6	9	2	9	-	7	2	2	7	5
17%	18%	16%	15%	19%	14%	25%	17%	27%	4%	19%	-	20%	8%	18%	22%	16%	
Quicker delivery	113	39	47	11	16	16	8	14	17	13	17	-	10	1	5	3	7
29%	30%	37%	19%	23%	29%	22%	41%	49%	27%	38%	-	28%	6%	56%	11%	24%	
More convenient for me to drop the parcel off	123	50	41	12	21	28	13	9	12	13	16	-	7	5	3	10	8
32%	38%	32%	21%	31%	48%	34%	27%	35%	26%	35%	-	21%	20%	29%	34%	27%	
More convenient for me to have the parcel collected	87	25	39	10	14	18	5	1	13	14	12	-	6	4	*	8	5
23%	19%	30%	16%	20%	32%	14%	4%	37%	30%	26%	-	16%	17%	3%	28%	18%	
More convenient for the recipient to take the delivery	76	32	26	7	11	21	7	3	8	6	12	-	2	4	5	4	2
20%	25%	20%	11%	16%	37%	20%	10%	22%	13%	27%	-	6%	18%	56%	13%	7%	
Ability to set a specific date/time for delivery	63	33	30	8	11	19	12	3	6	14	11	-	4	4	-	6	5
22%	26%	24%	14%	17%	33%	31%	8%	17%	29%	23%	-	12%	17%	-	20%	19%	
Guarantee that the parcel would arrive intact	60	19	22	13	6	4	6	8	11	6	6	-	6	8	-	1	4
16%	15%	17%	22%	8%	8%	17%	24%	31%	12%	12%	-	16%	31%	-	4%	15%	
Recommended by others	45	17	9	13	5	7	6	4	1	5	2	-	6	7	-	2	3
12%	14%	7%	22% <b>ab</b>	7%	13%	16%	12%	4%	11%	5%	-	17%	28%	-	7%	11%	
Better delivery options for disabled consumers	10	-	-	6	4	-	-	-	-	-	-	-	3	3	-	2	1
3%	-	-	10% <b>ab</b>	5% <b>b</b>	-	-	-	-	-	-	-	-	10%	10%	1%	8%	4%
More environmentally friendly delivery options	10	-	-	4	1	-	-	-	-	-	-	-	4	2	-	3	1
3%	-	-	11% <b>ab</b>	6% <b>ab</b>	-	-	-	-	-	-	-	-	13%	8%	-	10%	4%
Better complaint handling policy / procedure	16	-	-	9	7	-	-	-	-	-	-	-	7	2	*	4	3
4%	-	-	15% <b>ab</b>	11% <b>ab</b>	-	-	-	-	-	-	-	-	20%	8%	4%	14%	9%
Better options for people with specific needs receiving parcels from the delivery company, for example relating to limited mobility or a disability	15	-	-	4	10	-	-	-	-	-	-	-	2	3	*	8	2
4%	-	-	9% <b>ab</b>	15% <b>ab</b>	-	-	-	-	-	-	-	-	4%	12%	2%	26%	7%
Other, please specify	15	3	5	2	4	2	*	1	2	2	1	-	*	2	-	2	3
4%	3%	4%	4%	6%	3%	1%	3%	5%	4%	3%	-	-	8%	-	6%	9%	
NET Cost	159	55	45	34	26	22	17	16	13	12	20	-	19	16	5	14	6
41%	42%	35%	59% <b>ab</b>	37%	38%	47%	45%	38%	25%	44%	-	54%	63%	54%	48%	6%	21%
NET Reliability	160	60	47	22	21	21	20	19	15	17	15	-	10	12	3	7	11
39%	47%	37%	37%	31%	37%	53%	55%	42%	35%	34%	-	28%	48%	31%	24%	38%	
NET Speed	152	54	53	19	27	21	17	16	19	15	18	-	16	3	7	10	10
39%	41%	41%	32%	39%	37%	45%	45%	55%	31%	41%	-	45%	13%	72%	33%	34%	
NET Convenience	220	76	81	25	38	37	21	18	25	30	26	-	16	8	3	15	20
57%	59%	64% <b>cd</b>	42%	55%	64%	57%	52%	72%	62%	58%	-	48%	34%	32%	50%	69%	

Proportions/Mean: Column Total (5% risk level) - ab|bcd - e|f|gh|ijkl|mnop  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QI6\_1. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Low cost

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	1592	-	1592	241	616	724	863	217	210	315	225	290	216	119	427	540	625	335	1477	105	1592
Weighted Base	1590	**	1590	312	638	759	824	256	200	335	238	262	179*	122*	456	572	562	300	1421	162*	1592
Effective Base	836	-	836	144	342	382	451	128	116	163	126	154	88	66	243	289	305	153	756	76	1592
Not at all important (1)	13	-	13	6	4	10	3	4	3	3	-	3	-	-	7	3	3	-	8	4	9
	1%	-	1%	2%	1%	1%	*	2%	2%	1%	-	1%	-	-	2%	*	1%	-	1%	3%	1%
Not very important (2)	31	-	31	8	10	17	12	11	5	4	1	5	3	2	16	5	10	5	28	4	30
	2%	-	2%	3%	2%	2%	2%	5%	3%	1%	*	2%	2%	2%	4%	1%	2%	2%	2%	2%	2%
Neither important nor unimportant (3)	178	-	178	24	69	96	80	26	16	35	25	28	25	23	42	61	75	48	156	20	178
	11%	-	11%	8%	11%	13%	10%	10%	8%	11%	11%	11%	14%	19%	9%	11%	13%	16%	11%	12%	11%
Important (4)	664	-	664	111	263	311	347	82	85	128	109	120	82	57	168	238	258	139	609	54	669
	42%	-	42%	36%	41%	41%	42%	32%	43%	38%	46%	46%	46%	47%	37%	42%	46%	46%	43%	33%	42%
Very important (5)	688	-	688	155	289	321	367	123	89	161	100	106	69	40	212	261	215	109	608	75	691
	43%	-	43%	50%	45%	42%	45%	43%	44%	43%	42%	41%	39%	33%	43%	46%	38%	36%	43%	46%	43%
Don't know	17	-	17	8	3	2	14	9	2	3	2	*	*	-	11	5	*	*	11	5	15
	1%	-	1%	3%	*	*	2%	4%	1%	1%	1%	*	*	-	2%	1%	*	*	1%	3%	1%
NET Not at all important/ Not very important	44	-	44	14	14	27	16	15	9	7	1	8	3	2	23	8	13	5	36	8	39
	3%	-	3%	4%	2%	3%	2%	6%	4%	2%	*	3%	2%	2%	6%	1%	2%	2%	3%	5%	2%
NET Important / Very important	1352	-	1352	266	552	633	714	206	174	289	209	226	151	96	380	498	474	248	1217	129	1360
	85%	-	85%	85%	87%	83%	87%	80%	87%	86%	88%	86%	85%	79%	83%	87%	84%	82%	86%	79%	85%
Mean	4.26	-	4.26	4.32	4.30	4.21	4.31	4.26	4.26	4.33	4.31	4.23	4.22	4.10	4.26	4.32	4.20	4.17	4.26	4.22	4.27
Std Dev.	0.80	-	0.80	0.88	0.77	0.84	0.74	0.92	0.85	0.78	0.67	0.80	0.74	0.76	0.89	0.74	0.77	0.75	0.78	0.95	0.78
Std Error	0.02	-	0.02	0.06	0.03	0.03	0.03	0.06	0.06	0.04	0.05	0.05	0.05	0.07	0.04	0.03	0.03	0.04	0.02	0.09	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nlo/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_Q16\_1. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Low cost

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1592	430	464	343	355	894	698	911	659	165	201	398	418	307	1017	167	1346	-	-	-
Weighted Base	1590	338	449	387	416	788	803	1037	530	181*	204	387	408	310	998	182*	1331	-**	-**	-**
Effective Base	836	179	259	193	208	437	401	493	349	85	114	214	218	149	546	86	707	-	-	-
Not at all important (1)	13	7	-	4	2	8	5	11	2	-	2	2	6	3	10	-	13	-	-	-
	1%	2%	-	1%	-	1%	1%	1%	-	-	1%	1%	1%	1%	1%	-	1%	-	-	-
Not very important (2)	31	11	10	4	6	21	10	16	15	5	2	5	6	10	12	5	24	-	-	-
	2%	3%	2%	1%	2%	3%	1%	2%	3%	3%	1%	1%	1%	3%	1%	3%	2%	-	-	-
Neither important nor unimportant (3)	178	38	52	40	48	90	88	102	76	24	30	37	43	33	110	24	144	-	-	-
	11%	11%	12%	10%	12%	11%	11%	10%	14%	13%	15%	9%	11%	10%	11%	13%	11%	-	-	-
Important (4)	664	136	185	185	158	321	343	444	208	69	85	172	176	126	433	69	569	-	-	-
	42%	40%	41%	49%	38%	41%	43%	43%	39%	38%	42%	45%	43%	41%	43%	38%	43%	-	-	-
Very important (5)	888	142	197	153	195	339	348	453	226	84	84	164	175	137	422	85	568	-	-	-
	43%	42%	44%	40%	47%	43%	43%	44%	43%	47%	41%	42%	43%	44%	42%	47%	43%	-	-	-
Don't know	17	4	5	2	6	9	8	10	4	-	2	7	3	2	12	-	14	-	-	-
	1%	1%	1%	-	1%	1%	1%	1%	1%	-	1%	2%	1%	1%	1%	-	1%	-	-	-
NET Not at all important/Not very important	44	16	10	8	8	29	16	27	17	5	3	7	11	13	22	5	36	-	-	-
	3%	3%	2%	2%	2%	4%	2%	3%	3%	3%	2%	2%	3%	4%	2%	3%	3%	-	-	-
NET Important / Very important	1352	278	382	338	354	660	691	897	434	153	169	336	360	263	855	154	1137	-	-	-
	85%	82%	85%	87%	85%	84%	86%	87%	82%	84%	83%	87%	86%	85%	86%	85%	85%	-	-	-
Mean	4.26	4.18	4.28	4.24	4.32	4.24	4.28	4.28	4.22	4.28	4.23	4.29	4.25	4.25	4.26	4.29	4.26	-	-	-
Std Dev.	0.80	0.91	0.76	0.76	0.77	0.83	0.76	0.79	0.82	0.79	0.79	0.74	0.81	0.84	0.78	0.79	0.80	-	-	-
Std Error	0.02	0.04	0.04	0.04	0.04	0.03	0.03	0.03	0.03	0.06	0.06	0.04	0.04	0.05	0.02	0.06	0.02	-	-	-

Proportions/Mean: Columns Test(s) (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_Q16\_1. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Low cost

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1592	1087	505	226	748	347	272	225	79	90	80	80	80	78	95	80	86	63	284
Weighted Base	1590	1378	212	73*	1317	146	79	49	59*	188*	118*	112*	127*	133*	236*	207*	135*	23*	123
Effective Base	836	700	145	54	607	197	151	150	69	81	71	70	70	69	87	69	76	31	166
Not at all important (1)	13	13	-	-	12	1	-	-	-	1	-	-	2	-	6	3	-	-	1
1%	1%	-	-	-	1%	-	-	1%	-	1%	-	-	1%	-	2%	1%	-	-	1%
Not very important (2)	31	28	4	2	25	4	1	1	-	-	1	5	3	1	13	-	2	2	2
2%	2%	2%	2%	2%	2%	3%	2%	1%	-	-	1%	4%	3%	1%	5%	-	1%	9%	2%
Neither important nor unimportant (3)	178	151	27	7	150	17	7	4	6	9	12	25	14	23	21	15	24	3	14
11%	11%	13%	10%	11%	11%	11%	9%	8%	11%	5%	10%	11%	11%	17%	9%	7%	16%	12%	11%
Important (4)	664	578	86	30	547	64	31	22	25	97	53	38	57	46	89	94	49	9	55
42%	42%	41%	41%	42%	44%	39%	48%	42%	42%	51%	45%	34%	45%	34%	38%	45%	36%	40%	45%
Very important (5)	888	597	91	30	570	59	38	21	28	81	52	42	50	64	104	93	57	9	50
43%	43%	43%	41%	43%	40%	49%	43%	48%	48%	43%	44%	37%	39%	48%	44%	45%	42%	38%	40%
Don't know	17	12	4	1	14	1	1	-	-	-	1	3	1	-	4	2	3	-	1
1%	1%	2%	8%	1%	1%	1%	1%	-	-	-	1%	2%	1%	-	2%	1%	2%	-	1%
NET Not at all important/ Not very important	44	40	4	2	36	5	1	1	-	1	1	5	5	1	18	3	2	2	3
3%	3%	2%	2%	3%	4%	2%	2%	-	1%	1%	1%	4%	4%	1%	6%	1%	1%	9%	2%
NET Important / Very important	1352	1175	177	60	1116	123	69	44	53	178	104	80	107	109	193	187	105	18	105
85%	85%	83%	82%	85%	84%	87%	89%	83%	83%	84%	83%	81%	84%	82%	82%	83%	78%	78%	85%
Mean	4.26	4.26	4.27	4.28	4.26	4.21	4.36	4.30	4.33%	4.36%	4.33	4.07	4.19	4.29	4.17	4.22	4.08	4.24	
Std Dev.	0.80	0.80	0.76	0.76	0.80	0.81	0.74	0.75	0.67	0.65	0.68	0.89	0.84	0.78	0.97	0.74	0.79	0.95	0.78
Std Error	0.02	0.02	0.03	0.05	0.03	0.04	0.04	0.05	0.08	0.07	0.08	0.10	0.09	0.09	0.10	0.08	0.09	0.12	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

PRE\_Q16\_1. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Low cost

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1592	555	70	277	565	645	214	97	52	1210	149	622	658	204	66	26	1280	92	-	-
Weighted Base	1590	516	82*	234	588	613	221	103*	52*	1201	155*	612	656	212	75*	19**	1268	94*	-**	-**
Effective Base	836	285	34	145	299	321	119	57	31	620	88	325	334	115	40	14	658	53	-	-
Not at all important (1)	13	1	-	1	3	6	1	3	-	9	3	3	2	1	3	-	6	3	-	-
	1%	-	-	1%	1%	1%	-	3%	-	1%	2%	1%	-	1%	-	-	1%	3%	-	-
Not very important (2)	31	7	1	4	5	16	5	2	4	21	6	9	12	9	2	1	20	2	-	-
	2%	1%	2%	2%	1%	3%	2%	2%	7% <sup>kl</sup>	2%	4% <sup>kl</sup>	1%	2%	4%	2%	3%	2%	2%	-	-
Neither important nor unimportant (3)	178	59	8	35	67	59	35	10	4	126	14	61	60	45	8	1	120	10	-	-
	11%	11%	9%	15%	11%	10%	16%	10%	8%	10%	9%	10%	9%	21% <sup>klpq</sup>	11%	7%	9%	10%	-	-
Important (4)	664	211	32	84	229	269	104	42	16	488	57	233	306	89	27	4	539	31	-	-
	42%	41%	40%	36%	39%	44%	47%	41%	30%	41%	37%	38%	47% <sup>kl</sup>	42%	36%	19%	43%	33%	-	-
Very important (5)	688	238	41	109	281	260	76	40	28	541	67	303	272	62	35	14	575	49	-	-
	43%	46%	50%	47%	48% <sup>kl</sup>	42%	35%	39%	53%	45% <sup>kl</sup>	44%	50% <sup>klm</sup>	41% <sup>klm</sup>	29%	47% <sup>klm</sup>	70%	45% <sup>klm</sup>	52% <sup>klm</sup>	-	-
Don't know	17	-	-	-	2	4	1	6	1	7	3	3	5	3	-	-	8	-	-	-
	1%	-	-	-	1%	1%	-	6% <sup>klm</sup>	2%	1%	2%	1%	1%	1%	-	-	1%	-	-	-
NET Not at all important/ Not very important	44	8	1	5	8	22	5	5	4	30	9	12	14	13	5	1	26	5	-	-
	3%	2%	2%	2%	1%	4%	2%	9%	7% <sup>kl</sup>	3%	6% <sup>kl</sup>	2%	2%	8% <sup>klpq</sup>	6%	3%	2%	5%	-	-
NET Important / Very important	1352	449	73	193	511	529	180	82	43	1039	125	537	578	152	62	17	1115	79	-	-
	85%	87%	89%	83%	87%	86%	82%	80%	83%	87%	81%	53% <sup>klm</sup>	53% <sup>klm</sup>	71%	83%	90%	45% <sup>klm</sup>	54%	-	-
Mean	4.26	4.31	4.37	4.26	4.31	4.25	4.14	4.17	4.32	4.29	4.22	4.35 <sup>klm</sup>	4.35 <sup>klm</sup>	3.94	4.20	4.57	4.32 <sup>klm</sup>	4.32 <sup>klm</sup>	-	-
Std Dev	0.80	0.75	0.72	0.82	0.76	0.81	0.77	0.92	0.91	0.78	0.92	0.76	0.73	0.93	0.99	0.78	0.75	0.96	-	-
Std Error	0.02	0.03	0.09	0.05	0.03	0.03	0.05	0.10	0.13	0.02	0.08	0.03	0.03	0.07	0.12	0.15	0.02	0.10	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e(f/g/h/i) - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_Q16\_1. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Low cost

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1592	129	1437	26	514	967	111	1555	25	7	1	1587	4
Weighted Base	1590	136*	1434	20**	491	978	121*	1546	35**	5**	2**	1586	3**
Effective Base	836	71	751	15	268	501	68	812	17	5	1	833	2
Not at all important (1)	13	1%	1%	-	5	6	2	13	-	-	-	13	-
Not very important (2)	31	4%	2%	-	11	19	1	31	-	-	-	31	-
Neither important nor unimportant (3)	178	17%	12%	1%	51	105	21	167	9	-	-	176	2
Important (4)	664	58%	42%	42%	207	413	45	647	13	2	2	661	1
Very important (5)	688	46%	34%	63%	210	428	50	673	12	3	-	688	-
Don't know	17	1%	1%	-	8	7	1	15	2	-	-	17	-
NET Not at all important/ Not very important	44	3%	6%	-	16	25	3	44	-	-	-	44	-
NET Important / Very important	1382	104%	76%	99%	416	840	95	1320	24	5	2	1349	1
Mean	4.26	4.06	4.27*	4.63	4.25	4.27	4.17	4.26	4.08	4.59	4.00	4.26	3.28
Std Dev.	0.80	0.97	0.78	0.51	0.81	0.78	0.89	0.80	0.80	0.55	-	0.80	0.57
Std Error	0.02	0.09	0.02	0.10	0.04	0.03	0.08	0.02	0.16	0.21	-	0.02	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



PRE\_QI6\_1. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Low cost

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1592	791	801	-	-	274	249	268	262	282	257	-	-	-	-	-	-
Weighted Base	1590	778	812	**	**	271	247	261	286	270	256	**	**	**	**	**	**
Effective Base	836	387	452	-	-	130	122	136	150	156	147	-	-	-	-	-	-
Not at all important (1)	13	*	13	-	-	-	*	-	12	1	-	-	-	-	-	-	-
	7%		2% <b>a</b>	-	-	-	-	-	4% <b>a(h)</b>	-	-	-	-	-	-	-	-
Not very important (2)	31	17	14	-	-	7	4	7	3	6	5	-	-	-	-	-	-
	2%	2%	2%	-	-	3%	1%	3%	1%	2%	2%	-	-	-	-	-	-
Neither important nor unimportant (3)	176	101	77	-	-	52	23	27	24	32	21	-	-	-	-	-	-
	11%	13%	9%	-	-	16% <b>(h)</b>	9%	10%	8%	12%	8%	-	-	-	-	-	-
Important (4)	664	347	317	-	-	119	113	115	113	93	111	-	-	-	-	-	-
	42%	45%	39%	-	-	44%	46%	44%	40%	35%	43%	-	-	-	-	-	-
Very important (5)	688	308	379	-	-	92	105	112	128	136	116	-	-	-	-	-	-
	43%	40%	43% <b>a</b>	-	-	34%	43%	43%	45%	50% <b>a</b>	45%	-	-	-	-	-	-
Don't know	17	4	13	-	-	1	3	-	7	3	3	-	-	-	-	-	-
	1%	*	2%	-	-	*	1%	-	3%	1%	1%	-	-	-	-	-	-
NET Not at all important/ Not very important	44	18	27	-	-	7	4	7	15	6	5	-	-	-	-	-	-
	3%	2%	3%	-	-	3%	2%	3%	5%	2%	2%	-	-	-	-	-	-
NET Important / Very important	1352	655	696	-	-	211	218	227	241	229	227	-	-	-	-	-	-
	85%	84%	86%	-	-	78%	85% <b>a</b>	87% <b>a</b>	84%	85%	89% <b>a</b>	-	-	-	-	-	-
Mean	4.26	4.22	4.30	-	-	4.09	4.31 <b>a</b>	4.27	4.22	4.34 <b>a</b>	4.33 <b>a</b>	-	-	-	-	-	-
Std Dev.	0.80	0.76	0.83	-	-	0.79	0.70	0.75	0.96	0.79	0.72	-	-	-	-	-	-
Std Error	0.02	0.03	0.03	-	-	0.05	0.04	0.05	0.06	0.05	0.05	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QI6\_2. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Guarantee that the parcel will arrive on time

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	1592	-	1592	241	616	724	863	217	210	315	225	290	216	119	427	540	625	335	1477	105	1592
Weighted Base	1590	**	1590	312	638	759	824	256	200	335	238	262	179*	122*	456	572	562	300	1421	162*	1592
Effective Base	836	-	836	144	342	382	451	128	116	163	126	154	88	66	243	289	305	153	756	76	1592
Not at all important (1)	2	-	2	2	-	-	2	1	-	-	-	-	-	-	1	-	-	-	2	-	6
Not very important (2)	33	-	33	6	18	21	13	6	6	6	1	5	9	1	12	7	15	9	27	5	37
Neither important nor unimportant (3)	176	-	176	32	58	88	88	24	16	39	20	23	25	29	40	59	77	54	161	14	172
Important (4)	616	-	616	97	239	293	318	93	63	120	82	112	89	57	155	202	258	146	559	56	627
Very important (5)	39%	-	39%	31%	38%	39%	39%	36%	31%	36%	34%	43%	59% <sup>ghj</sup>	47% <sup>h</sup>	34%	35%	46% <sup>no</sup>	49% <sup>no</sup>	39%	35%	39%
Don't know	7	-	7	2	2	1	6	2	2	2	1	-	-	-	4	3	-	-	7	-	9
NET Not at all important/ Not very important	35	-	35	8	18	21	14	8	6	6	1	5	9	1	13	7	15	10	29	5	43
NET Important / Very important	46%	-	46%	55%	50%	47%	46%	43% <sup>lm</sup>	45% <sup>lm</sup>	43% <sup>lm</sup>	45% <sup>lm</sup>	45% <sup>lm</sup>	31%	29%	53% <sup>opq</sup>	53% <sup>opq</sup>	211	90	665	87	741
Mean	4.32	-	4.32	4.39	4.36	4.30	4.34	4.35 <sup>lm</sup>	4.44 <sup>lm</sup>	4.35 <sup>lm</sup>	4.47 <sup>lm</sup>	4.35 <sup>lm</sup>	4.07	4.03	4.39 <sup>pq</sup>	4.40 <sup>pq</sup>	4.19	4.06	4.31	4.39	4.30
Std Dev.	0.76	-	0.76	0.80	0.76	0.78	0.75	0.80	0.76	0.76	0.67	0.72	0.80	0.75	0.78	0.72	0.77	0.78	0.76	0.77	0.78
Std Error	0.02	-	0.02	0.05	0.03	0.03	0.03	0.05	0.05	0.04	0.04	0.04	0.05	0.07	0.04	0.03	0.03	0.04	0.02	0.08	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/p/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QI6\_2. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Guarantee that the parcel will arrive on time

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1592	430	464	343	355	894	698	911	659	165	201	398	418	307	1017	167	1346	-	-	-
Weighted Base	1590	338	449	387	416	788	803	1037	530	181*	204	387	408	310	998	182*	1331	-**	-**	-**
Effective Base	836	179	259	193	208	437	401	493	349	85	114	214	218	149	546	86	707	-	-	-
Not at all important (1)	2	2	-	-	-	2	-	2	-	-	1	-	-	-	2	-	2	-	-	-
Not very important (2)	33	7	13	1	11	21	12	19	15	3	4	14	6	4	25	3	29	-	-	-
	2%	2%	3%	-	3%	3%	2%	2%	3%	2%	2%	4%	2%	1%	2%	3%	2%	-	-	-
Neither important nor unimportant (3)	176	46	45	45	40	91	85	96	78	30	20	42	43	30	106	30	141	-	-	-
	11%	14%	10%	12%	10%	12%	11%	9%	15%	17%	10%	11%	11%	10%	11%	17%	11%	-	-	-
Important (4)	616	130	186	158	143	315	301	394	216	66	77	148	149	133	374	67	516	-	-	-
	39%	30%	41%	41%	34%	40%	37%	38%	41%	37%	38%	37%	37%	43%	37%	37%	39%	-	-	-
Very important (5)	756	153	200	181	222	353	403	522	222	82	101	180	207	142	488	82	636	-	-	-
	48%	45%	45%	47%	53%	45%	50%	50%	42%	45%	50%	47%	51%	46%	49%	45%	49%	-	-	-
Don't know	7	1	5	1	-	6	2	5	-	-	1	2	2	3	-	5	-	-	-	-
	-	-	1%	-	-	1%	-	-	-	-	-	-	-	1%	-	-	-	-	-	-
NET Not at all important/ Not very important	35	9	14	1	11	23	12	20	15	3	5	14	7	4	26	3	31	-	-	-
	2%	3%	3%	-	3%	3%	2%	2%	3%	2%	3%	4%	2%	1%	3%	2%	2%	-	-	-
NET Important / Very important	1372	282	386	339	364	668	704	916	437	148	178	329	366	275	863	149	1154	-	-	-
	86%	84%	86%	88%	88%	85%	88%	88%	82%	82%	88%	85%	87%	89%	86%	82%	87%	-	-	-
Mean	4.32	4.26	4.29	4.34	4.38	4.28	4.37	4.37	4.21	4.25	4.34	4.28	4.37	4.34	4.33	4.26	4.33	-	-	-
Std Dev.	0.76	0.81	0.77	0.70	0.77	0.79	0.73	0.74	0.80	0.79	0.79	0.81	0.74	0.70	0.78	0.79	0.76	-	-	-
Std Error	0.02	0.04	0.04	0.04	0.04	0.03	0.03	0.02	0.03	0.06	0.06	0.04	0.04	0.04	0.02	0.06	0.02	-	-	-

Proportions/Mean: Columns Yes/No (5% risk level) - ab/c/d - ef - gh - ij/kl/m/n - op - q/r/s  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_Q16\_2. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
 Guarantee that the parcel will arrive on time

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1592	1087	505	226	748	347	272	225	79	90	80	80	80	78	95	80	86	63	284
Weighted Base	1590	1378	212	73*	1317	146	79	49	59*	188*	118*	112*	127*	133*	236*	207*	135*	23*	123
Effective Base	836	700	145	54	607	197	151	150	69	81	71	70	70	69	87	69	76	31	166
Not at all important (1)	2	2	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-
Not very important (2)	33	31	2	1	26	4	2	1	-	6	-	1	7	1	5	6	-	-	3
	2%	2%	1%	2%	2%	2%	2%	3%	-	3%	-	1%	5%	1%	2%	3%	-	-	3%
Neither important nor unimportant (3)	176	138	38	10	146	15	8	7	7	16	10	17	14	11	31	18	22	2	13
	11%	10%	10% <sup>a</sup>	14%	11%	11%	10%	13%	12%	9%	9%	15%	11%	8%	13%	9%	16%	10%	11%
Important (4)	616	541	75	24	513	55	28	21	25	67	44	32	63	55	81	87	59	8	46
	39%	39%	36%	33%	39%	38%	35%	42%	42%	36%	37%	28%	53% <sup>a,m</sup>	41%	34%	42%	44%	37%	38%
Very important (5)	756	663	93	34	624	71	41	20	27	90	62	61	43	66	118	93	54	12	50
	48%	48%	44%	47%	47%	49%	52%	41%	46%	82% <sup>d</sup>	83% <sup>d</sup>	85% <sup>d</sup>	34%	50%	80% <sup>d</sup>	45%	40%	53%	45% <sup>d</sup>
Don't know	7	4	3	3	5	1	1	-	-	1	-	-	-	2	2	-	-	-	1
	-	1%	-	3% <sup>a</sup>	-	1%	1%	1%	-	-	1%	-	-	-	1%	1%	-	-	1%
NET Not at all important/ Not very important	36	33	2	2	28	4	2	1	-	6	-	2	7	1	5	6	-	-	4
	2%	2%	1%	2%	2%	3%	3%	3%	-	3%	-	2%	5% <sup>b,p</sup>	1%	2%	3%	-	-	3%
NET Important / Very important	1372	1203	169	59	1137	126	68	41	52	166	107	93	107	121	199	180	113	20	105
	86%	87% <sup>b,d</sup>	80%	81%	86%	86%	87%	83%	88%	88%	90%	83%	84%	91%	84%	87%	84%	90%	86%
Mean	4.32	4.33	4.24	4.30	4.32	4.33	4.37	4.22	4.34	4.37	4.44 <sup>d</sup>	4.34	4.12	4.40 <sup>d</sup>	4.33	4.30	4.24	4.42	4.31
Std Dev.	0.76	0.76	0.79	0.82	0.76	0.78	0.78	0.81	0.69	0.78	0.65	0.86	0.81	0.68	0.78	0.76	0.72	0.70	0.79
Std Error	0.02	0.02	0.04	0.05	0.03	0.04	0.05	0.05	0.08	0.08	0.07	0.10	0.09	0.08	0.08	0.09	0.08	0.09	0.05

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

PRE\_QI6\_2. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Guarantee that the parcel will arrive on time

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1592	555	70	277	565	645	214	97	52	1210	149	622	658	204	66	26	1280	92	-	-
Weighted Base	1590	516	82*	234	588	613	221	103*	52*	1201	155*	612	656	212	75*	19**	1268	94*	-**	-**
Effective Base	836	285	34	145	299	321	119	57	31	620	88	325	334	115	40	14	658	53	-	-
Not at all important (1)	2	-	-	-	-	-	-	-	-	2	2	-	-	-	-	-	2	2	-	-
Not very important (2)	33	12	-	9	16	8	8	2	-	23	2	15	12	4	2	-	27	2	-	-
Neither important nor unimportant (3)	176	66	15	37	52	51	48	14	6	103	20	48	60	48	13	3	107	16	-	-
Important (4)	616	230	36	104	206	249	98	42	20	455	62	189	294	65	32	3	483	35	-	-
Very important (5)	756	207	31	84	315	301	67	44	24	615	69	359	288	65	28	11	646	39	-	-
Don't know	48	2	-	-	1	4	-	-	-	4	-	2	3	-	-	-	5	-	-	-
NET Not at all important/ Not very important	35	12	-	9	16	8	8	2	2	24	4	15	13	4	2	2	27	4	-	-
NET Important / Very important	1372	436	67	188	520	550	194	86	44	1070	130	548	581	161	60	14	1129	74	-	-
Mean	4.32	4.23	4.20	4.12	4.31	4.31	4.01	4.26	4.24	4.31	4.25	4.45mmq	4.51m	4.04	4.13	4.13	4.38mm	4.13	-	-
Std Dev	0.76	0.76	0.73	0.81	0.76	0.70	0.82	0.76	0.82	0.73	0.81	0.74	0.72	0.78	0.81	1.28	0.73	0.91	-	-
Std Error	0.02	0.03	0.09	0.05	0.03	0.03	0.06	0.08	0.13	0.02	0.07	0.03	0.03	0.05	0.10	0.25	0.02	0.10	-	-

Proportions/Mean: Columns Testad (5% risk level) - ab/c - d/e(f/g/h/i) - kl/mn/o/p/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_Q16\_2. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
 Guarantee that the parcel will arrive on time

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1592	129	1437	26	514	967	111	1555	25	7	1	1587	4
Weighted Base	1590	136*	1434	20**	491	978	121*	1546	35**	5**	2**	1586	3**
Effective Base	836	71	751	15	268	501	68	812	17	5	1	833	2
Not at all important (1)	2	-	2	-	-	-	2	2	-	-	-	2	-
Not very important (2)	33	8	25	-	9	18	7	30	3	-	-	33	-
Neither important nor unimportant (3)	176	11	164	1	45	116	14	168	5	1	-	174	2
Important (4)	616	46	562	8	183	385	48	600	11	2	2	613	1
Very important (5)	756	69	675	11	251	455	50	740	15	1	-	756	-
Don't know	7	2	5	-	4	4	-	7	-	-	-	7	-
NET Not at all important/ Not very important	35	8	27	-	9	18	6	32	3	-	-	35	-
NET Important / Very important	1372	115	1238	19	434	840	98	1340	27	3	2	1369	1
Mean	4.32	4.32	4.32	4.53	4.32	4.31	4.15	4.33	4.11	3.86	4.00	4.32	3.28
Std Dev	0.76	0.86	0.75	0.60	0.73	0.75	0.92	0.76	1.00	0.77	-	0.76	0.57
Std Error	0.02	0.08	0.02	0.12	0.03	0.02	0.09	0.02	0.20	0.29	-	0.02	0.28

Proportions/Mean: Column Total (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**PRE\_QI6\_2. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Guarantee that the parcel will arrive on time**

**Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month**

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1592	791	801	-	274	249	268	262	282	257	-	-	-	-	-	-
Weighted Base	1590	778	812	**	271	247	261	286	270	256	**	**	**	**	**	**
Effective Base	836	387	452	-	130	122	136	150	156	147	-	-	-	-	-	-
Not at all important (1)	2	-	2	-	-	-	-	-	1	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-
Not very important (2)	33	13	20	-	4	5	4	14	5	1	-	-	-	-	-	-
	2%	2%	2%	-	2%	2%	2%	5%	2%	1%	-	-	-	-	-	-
Neither important nor unimportant (3)	176	101	75	-	29	31	41	29	23	24	-	-	-	-	-	-
	17%	13%	9%	-	11%	13%	16%	10%	8%	9%	-	-	-	-	-	-
Important (4)	616	283	333	-	115	79	89	122	112	99	-	-	-	-	-	-
	39%	36%	41%	-	42%	32%	34%	43%	41%	39%	-	-	-	-	-	-
Very important (5)	756	376	379	-	123	129	125	118	129	132	-	-	-	-	-	-
	48%	48%	47%	-	45%	52%	48%	41%	48%	51%	-	-	-	-	-	-
Don't know	7	4	3	-	-	2	1	3	-	1	-	-	-	-	-	-
	-	-	-	-	-	1%	1%	1%	-	-	-	-	-	-	-	-
NET Not at all important/ Not very important	35	13	22	-	4	5	4	14	7	1	-	-	-	-	-	-
	2%	2%	3%	-	2%	2%	2%	5%	2%	1%	-	-	-	-	-	-
NET Important / Very important	1372	660	712	-	238	208	214	241	241	231	-	-	-	-	-	-
	86%	85%	88%	-	88%	84%	82%	84%	89%	90%	-	-	-	-	-	-
Mean	4.32	4.32	4.32	-	4.31	4.36	4.29	4.22	4.34	4.41h	-	-	-	-	-	-
Std Dev.	0.76	0.77	0.76	-	0.73	0.78	0.79	0.82	0.76	0.68	-	-	-	-	-	-
Std Error	0.02	0.03	0.03	-	0.04	0.05	0.05	0.05	0.05	0.04	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QI6\_3. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Ability to track the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	1592	-	1592	241	616	724	863	217	210	315	225	290	216	119	427	540	625	335	1477	105	1592
Weighted Base	1590	**	1590	312	638	759	824	256	200	335	238	262	179*	122*	456	572	562	300	1421	162*	1592
Effective Base	836	-	836	144	342	382	451	128	116	163	126	154	88	66	243	289	305	153	756	76	1592
Not at all important (1)	3	-	3	2	1	1	2	*	*	*	1	*	*	*	*	1	1	1	1	1	1
Not very important (2)	62	-	62	6	23	34	26	13	3	12	5	13	12	3	16	17	29	15	55	6	58
Neither important nor unimportant (3)	191	-	191	23	81	96	96	26	27	39	26	20	24	30	53	65	73	54	173	15	207
Important (4)	600	-	600	109	235	293	304	93	65	122	96	107	64	52	158	219	223	116	554	44	638
Very important (5)	724	-	724	168	296	334	389	124	101	159	110	120	76	35	224	269	231	111	631	92	672
Don't know	10	-	10	4	2	3	7	*	4	1	-	1	4	1	4	1	5	4	7	3	9
NET Not at all important/ Not very important	65	-	65	8	24	34	28	13	4	12	6	14	12	4	17	18	30	16	56	7	66
NET Important / Very important	833	-	833	1324	531	626	693	216	166	282	206	228	139	87	382	488	454	227	1185	136	1310
Mean	4.25	-	4.25	4.41	4.26	4.22	4.29	4.28m	4.34m	4.28m	4.28m	4.28m	4.16	3.97	4.31q	4.28q	4.18	4.08	4.24	4.38	4.21
Std Dev.	0.83	-	0.83	0.76	0.82	0.84	0.81	0.85	0.78	0.81	0.79	0.82	0.91	0.83	0.82	0.80	0.86	0.88	0.82	0.88	0.84
Std Error	0.02	-	0.02	0.05	0.03	0.03	0.03	0.06	0.05	0.05	0.05	0.05	0.06	0.08	0.04	0.03	0.03	0.05	0.02	0.09	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/p/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing



PRE\_QI6\_3. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Ability to track the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1592	430	464	343	355	894	698	911	659	165	201	398	418	307	1017	167	1346	-	-	-
Weighted Base	1590	338	449	387	416	788	803	1037	530	181*	204	387	408	310	998	182*	1331	-**	-**	-**
Effective Base	836	179	259	193	208	437	401	493	349	85	114	214	218	149	546	86	707	-	-	-
Not at all important (1)	3	2	1	-	-	2	-	-	3	-	-	2	-	-	2	-	3	-	-	-
Not very important (2)	62	9	23	11	19	32	30	42	20	4	10	20	19	7	50	4	57	-	-	-
Neither important nor unimportant (3)	191	38	47	49	57	85	107	112	78	39	23	48	44	27	115	39	147	-	-	-
Important (4)	600	124	173	168	136	297	303	374	217	53	85	155	145	114	385	211**	511	-	-	-
Very important (5)	724	165	205	157	196	371	353	504	206	83	86	159	197	151	441	83	608	-	-	-
Don't know	10	-	-	3	7	-	10	5	5	3	-	3	3	1	6	3	7	-	-	-
NET Not at all important/ Not very important	65	11	24	11	20	34	30	42	22	4	10	22	20	7	52	4	59	-	-	-
NET Important / Very important	1324	290	378	324	332	668	666	878	425	135	171	314	341	275	826	136	1119	-	-	-
Mean	4.25	4.31	4.25	4.23	4.24	4.27	4.23	4.30**	4.16	4.20	4.21	4.17	4.28	4.22	4.21	4.26	4.26	-	-	-
Std Dev.	0.83	0.81	0.85	0.77	0.87	0.83	0.82	0.82	0.84	0.85	0.83	0.87	0.85	0.75	0.86	0.85	0.83	-	-	-
Std Error	0.02	0.04	0.04	0.04	0.05	0.03	0.03	0.03	0.03	0.07	0.06	0.04	0.04	0.04	0.03	0.07	0.02	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_3. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Ability to track the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1592	1087	505	226	748	347	272	225	79	90	80	80	80	78	95	80	86	63	284
Weighted Base	1590	1378	212	73*	1317	146	79	49	59*	188*	118*	112*	127*	133*	236*	207*	135*	23*	123
Effective Base	836	700	145	54	607	197	151	150	69	81	71	70	70	69	87	69	76	31	166
Not at all important (1)	3	2	-	-	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-
Not very important (2)	62	59	3	2	55	4	2	2	3	7	8	4	10	-	8	9	5	1	3
	4%	4%	2%	3%	4%	3%	2%	4%	3%	7%	7%	4%	9%	-	4%	4%	4%	3%	3%
Neither important nor unimportant (3)	191	153	38	8	157	17	10	7	6	17	14	23	19	14	19	25	20	3	14
	12%	11%	10%	11%	12%	12%	13%	14%	10%	9%	12%	20%	15%	10%	8%	12%	15%	15%	11%
Important (4)	600	518	82	31	491	64	26	34	26	79	46	34	51	57	74	66	58	10	54
	38%	38%	39%	43%	37%	43%	33%	39%	44%	42%	39%	30%	40%	43%	31%	32%	43%	45%	44%
Very important (5)	724	636	88	31	604	60	40	21	24	83	50	51	46	60	134	106	50	8	52
	46%	46%	42%	43%	46%	41%	51%	42%	40%	44%	42%	46%	36%	45%	57%	51%	37%	37%	42%
Don't know	10	10	-	-	9	-	-	-	1	3	1	-	2	-	-	1	2	-	-
	1%	1%	-	-	1%	-	1%	1%	2%	2%	1%	-	1%	-	-	1%	1%	-	-
NET Not at all important/ Not very important	66	61	4	2	56	4	2	2	3	7	8	4	10	1	9	9	5	1	4
	4%	4%	2%	3%	4%	3%	3%	4%	5%	4%	7%	4%	8%	1%	4%	4%	4%	3%	3%
NET Important / Very important	1324	1154	170	62	1095	124	66	40	50	162	96	85	97	118	208	172	108	19	105
	83%	84%	80%	85%	83%	85%	84%	81%	83%	86%	81%	76%	76%	88%	83%	83%	80%	82%	86%
Mean	4.25	4.26	4.20	4.24	4.26	4.23	4.32	4.19	4.20	4.29	4.18	4.18	4.06	4.32	4.41	4.31	4.14	4.15	4.24
Std Dev.	0.83	0.83	0.80	0.81	0.83	0.79	0.82	0.86	0.82	0.78	0.89	0.89	0.91	0.75	0.80	0.84	0.82	0.82	0.78
Std Error	0.02	0.03	0.04	0.05	0.03	0.04	0.05	0.06	0.09	0.08	0.10	0.10	0.10	0.08	0.08	0.09	0.09	0.10	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

PRE\_QI6\_3. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Ability to track the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1592	555	70	277	565	645	214	97	52	1210	149	622	658	204	66	26	1280	92	-	-
Weighted Base	1590	516	82*	234	588	613	221	103*	52*	1201	155*	612	656	212	75*	19**	1268	94*	-**	-**
Effective Base	836	285	34	145	299	321	119	57	31	620	88	325	334	115	40	14	658	53	-	-
Not at all important (1)	3	-	-	-	-	2	-	-	-	2	-	-	-	10%	-	-	-	-	-	-
Not very important (2)	62	20	1	12	18	26	11	3	4	44	7	21	22	11	7	-	43	7	-	-
	4%	4%	1%	5%	3%	4%	5%	3%	7%	4%	5%	3%	3%	5%	9%	-	3%	7%	-	-
Neither important nor unimportant (3)	191	79	22	43	59	52	53	19	3	111	22	54	57	61	13	2	111	14	-	-
	12%	15%	27%	78%	10%	9%	24%den/19%ne	19%ne	7%	9%	15%	9%	9%	28%mp	17%	10%	9%	15%	-	-
Important (4)	600	209	25	105	189	259	83	44	11	448	54	176	321	78	18	3	497	21	-	-
	38%	46%	30%	45%	32%	43%dh	42%h	43%h	21%	37%	35%	29%	43%km/39%mp	37%	24%	17%	47%km	32%	-	-
Very important (5)	724	206	35	74	319	269	63	35	33	589	68	358	254	57	38	14	611	52	-	-
	46%	40%	42%	32%	54%efg	44%f	28%	34%	63%efg	48%fg	44%f	58%mp	39%mp	27%	51%im	72%	45%im	55%im	-	-
Don't know	10	2	-	-	2	5	1	2	1	7	2	3	4	3	-	-	7	-	-	-
	1%	-	-	-	-	1%	-	2%	1%	2%	-	-	1%	2%	-	-	1%	-	-	-
NET Not at all important/ Not very important	65	20	1	12	19	27	11	3	4	46	7	22	22	13	7	-	43	7	-	-
	4%	4%	1%	5%	3%	4%	5%	3%	8%	4%	5%	4%	3%	6%	9%	1%	3%	7%	-	-
NET Important / Very important	1324	415	59	179	508	528	196	79	44	1036	122	534	574	135	56	17	1108	73	-	-
	83%	80%	72%	76%	63%f	48%f	71%	77%	84%	63%dh	79%	63%im	39%im	64%	74%	89%	49%im	77%	-	-
Mean	4.25	4.17	4.14	4.02	4.33fg	4.20f	3.94	4.09	4.42g	4.32fg	4.20f	4.43im	4.24m	3.85	4.16	4.59	4.33im	4.35m	-	-
Std Dev	0.83	0.83	0.84	0.85	0.80	0.81	0.85	0.82	0.94	0.81	0.87	0.80	0.74	0.91	1.01	0.77	0.78	0.98	-	-
Std Error	0.02	0.04	0.10	0.05	0.03	0.03	0.06	0.08	0.13	0.02	0.07	0.03	0.03	0.06	0.12	0.15	0.02	0.10	-	-

Proportions/Mean: Column Test(s) (5% risk level) - abc - d(e)g(h) - kl(mn)op(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_3. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Ability to track the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1592	129	1437	26	514	967	111	1555	25	7	1	1587	4
Weighted Base	1590	136*	1434	20**	491	978	121*	1546	35**	5**	2**	1586	3**
Effective Base	836	71	751	15	268	501	68	812	17	5	1	833	2
Not at all important (1)	3	1	2	-	2	-	-	1	-	1	-	3	-
		1%	-	-	-	-	-	-	-	32%	-	-	-
Not very important (2)	62	9	53	-	10	42	10	57	5	-	-	62	-
	4%	7%	4%	-	2%	4%	9% <i>d</i>	4%	14%	-	-	4%	-
Neither important nor unimportant (3)	191	13	177	1	41	130	21	181	8	-	-	189	3
	12%	10%	12%	3%	8%	13% <i>d</i>	17% <i>d</i>	12%	24%	-	-	12%	94%
Important (4)	600	50	545	5	180	372	48	588	8	3	2	598	-
	38%	37%	38%	23%	37%	38%	40%	38%	22%	54%	100%	38%	6%
Very important (5)	724	58	651	15	253	432	39	710	14	1	-	724	-
	46%	43%	45%	74%	51% <i>d</i>	44%	32%	46%	40%	14%	-	46%	-
Don't know	10	5	5	-	5	2	3	10	-	-	-	10	-
	1%	3% <i>d</i>	-	-	1%	-	2% <i>d</i>	1%	-	-	-	1%	-
NET Not at all important/ Not very important	65	10	54	-	12	43	10	58	5	1	-	65	-
	4%	7%	4%	-	2%	4%	9% <i>d</i>	4%	14%	32%	-	4%	-
NET Important / Very important	1324	108	1197	19	433	804	87	1297	22	3	2	1322	-
	83%	79%	83%	97%	83% <i>d</i>	82% <i>d</i>	72%	84%	53%	68%	100%	83%	6%
Mean	4.25	4.18	4.25	4.71	4.33% <i>d</i>	4.32%	3.99	4.27	3.89	3.19	4.00	4.26	3.06
Std Dev.	0.83	0.92	0.82	0.52	0.76	0.84	0.93	0.81	1.11	1.72	-	0.83	0.30
Std Error	0.02	0.08	0.02	0.10	0.03	0.03	0.09	0.02	0.22	0.65	-	0.02	0.15

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_3. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Ability to track the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1592	791	801	-	274	249	268	262	282	257	-	-	-	-	-	-
Weighted Base	1590	778	812	**	271	247	261	286	270	256	**	**	**	**	**	**
Effective Base	836	387	452	-	130	122	136	150	156	147	-	-	-	-	-	-
Not at all important (1)	3	2	1	-	-	2	-	-	-	1	-	-	-	-	-	-
	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-
Not very important (2)	62	22	40	-	5	9	9	24	7	9	-	-	-	-	-	-
	4%	3%	5%	-	2%	4%	3%	8%	3%	4%	-	-	-	-	-	-
Neither important nor unimportant (3)	191	100	91	-	48	24	28	40	30	22	-	-	-	-	-	-
	12%	13%	11%	-	18%	10%	11%	14%	11%	8%	-	-	-	-	-	-
Important (4)	600	292	308	-	91	93	107	109	98	101	-	-	-	-	-	-
	38%	38%	38%	-	34%	38%	41%	38%	36%	39%	-	-	-	-	-	-
Very important (5)	724	380	365	-	127	117	115	112	132	121	-	-	-	-	-	-
	46%	46%	45%	-	47%	48%	44%	39%	49%	47%	-	-	-	-	-	-
Don't know	10	2	3	-	-	1	1	2	4	2	-	-	-	-	-	-
	1%	-	1%	-	-	-	-	1%	1%	1%	-	-	-	-	-	-
NET Not at all important/ Not very important	65	24	41	-	5	11	9	24	7	10	-	-	-	-	-	-
	4%	3%	5%	-	2%	4%	3%	8%	3%	4%	-	-	-	-	-	-
NET Important / Very important	1324	652	673	-	218	211	223	221	229	222	-	-	-	-	-	-
	83%	84%	83%	-	81%	85%	85%	77%	85%	87%	-	-	-	-	-	-
Mean	4.25	4.27	4.24	-	4.26	4.29	4.27	4.09	4.33h	4.31h	-	-	-	-	-	-
Std Dev.	0.83	0.81	0.85	-	0.81	0.84	0.79	0.93	0.78	0.80	-	-	-	-	-	-
Std Error	0.02	0.03	0.03	-	0.05	0.05	0.05	0.06	0.05	0.05	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
\*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QI6\_4. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Ability to choose an express or next day service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	1592	-	1592	241	616	724	863	217	210	315	225	290	216	119	427	540	625	335	1477	105	1592
Weighted Base	1590	**	1590	312	638	759	824	256	200	335	238	262	179*	122*	456	572	562	300	1421	162*	1592
Effective Base	836	-	836	144	342	382	451	128	116	163	126	154	88	66	243	289	305	153	756	76	1592
Not at all important (1)	36	-	36	7	10	10	26	2	5	2	5	8	7	8	7	7	22	15	36	-	42
	2%	-	2%	2%	2%	1%	3%	1%	3%	1%	2%	3%	4%	6% <u>nl</u>	2%	1%	4% <u>nl</u>	5% <u>nl</u>	3%	-	3%
Not very important (2)	83	-	83	10	38	40	43	10	3	18	13	13	14	13	13	31	39	26	76	5	99
	5%	-	5%	3%	6%	5%	5%	4%	2%	5%	5%	5%	5%	10% <u>nl</u>	3%	5%	6% <u>nl</u>	7% <u>nl</u>	5%	3%	6%
Neither important nor unimportant (3)	356	-	356	53	138	169	186	49	28	60	55	63	58	42	77	115	164	100	328	25	359
	22%	-	22%	17%	22%	22%	23%	19%	14%	18%	23%	24% <u>nl</u>	33% <u>nl</u>	34% <u>nl</u>	17%	20%	29% <u>nl</u>	33% <u>nl</u>	23%	16%	23%
Important (4)	617	-	617	111	243	305	305	103	79	122	86	117	64	47	182	208	227	111	552	63	604
	39%	-	39%	36%	38%	40%	37%	40%	39%	36%	36%	43%	36%	38%	40%	36%	40%	37%	39%	39%	38%
Very important (5)	489	-	489	128	208	235	254	87	83	131	79	60	36	13	170	210	109	48	420	68	478
	31%	-	31%	41%	33%	31%	31%	34% <u>nl</u>	31% <u>nl</u>	33% <u>nl</u>	33% <u>nl</u>	33% <u>nl</u>	23% <u>nl</u>	10%	37% <u>nl</u>	37% <u>nl</u>	19%	16%	30%	30%	30%
Don't know	10	-	10	3	1	10	5	2	1	1	1	1	1	1	7	2	1	1	8	1	10
	1%	-	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%
NET Not at all important/ Not very important	119	-	119	17	49	50	69	12	8	20	18	20	21	20	38	38	61	41	113	5	141
	7%	-	7%	5%	8%	7%	8%	5%	4%	6%	7%	8%	11%	17% <u>nl</u>	4%	7%	11% <u>nl</u>	14% <u>nl</u>	8%	3%	9%
NET Important / Very important	1105	-	1105	240	451	540	560	190	162	253	164	177	100	59	352	418	336	159	972	130	1082
	70%	-	70%	77%	71%	71%	68%	74% <u>nl</u>	61% <u>nl</u>	76% <u>nl</u>	69% <u>nl</u>	69% <u>nl</u>	56%	49%	77% <u>nl</u>	73% <u>nl</u>	60%	53%	68%	60% <u>nl</u>	68%
Mean	3.91	-	3.91	4.11	3.94	3.94	3.88	4.05% <u>nl</u>	4.17% <u>nl</u>	4.09% <u>nl</u>	4.02% <u>nl</u>	3.95% <u>nl</u>	3.61	3.36	4.15% <u>nl</u>	4.02% <u>nl</u>	3.64	3.51	3.88	4.20% <u>nl</u>	3.87
Std Dev.	0.97	-	0.97	0.95	0.96	0.93	1.01	0.88	0.91	0.92	0.98	0.95	1.01	1.02	0.89	0.95	1.00	1.02	0.98	0.82	1.00
Std Error	0.02	-	0.02	0.06	0.04	0.03	0.03	0.06	0.06	0.05	0.07	0.06	0.07	0.09	0.04	0.04	0.04	0.06	0.03	0.08	0.03

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - n/op/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_Q16\_4. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Ability to choose an express or next day service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1592	430	464	343	355	894	698	911	659	165	201	398	418	307	1017	167	1346	-	-	-
Weighted Base	1590	338	449	387	416	788	803	1037	530	181*	204	387	408	310	998	182*	1331	-**	-**	-**
Effective Base	836	179	259	193	208	437	401	493	349	85	114	214	218	149	546	86	707	-	-	-
Not at all important (1)	36	10	11	8	7	22	15	13	23	7	7	2	12	3	21	7	24	-	-	-
	2%	3%	3%	2%	2%	3%	2%	1%	2%	4%h	3%	1%	3%	1%	2%	4%	2%	-	-	-
Not very important (2)	83	13	32	17	20	45	36	53	30	8	16	25	18	12	60	8	73	-	-	-
	5%	4%	7%	5%	5%	6%	5%	5%	5%	4%	8%	7%	4%	4%	6%	4%	5%	-	-	-
Neither important nor unimportant (3)	356	68	91	100	97	159	197	207	144	48	46	93	96	46	236	48	292	-	-	-
	22%	20%	20%	26%	23%	20%	25%	20%	27%h	27%h	23%	24%h	24%h	15%	24%h	26%	22%	-	-	-
Important (4)	617	136	189	145	144	328	289	393	213	64	73	152	147	136	372	64	520	-	-	-
	39%	41%	42%	37%	35%	42%	36%	38%	40%	35%	36%	39%	36%	44%	35%	39%	39%	-	-	-
Very important (5)	489	106	123	115	145	229	259	365	116	54	60	112	132	111	304	55	416	-	-	-
	31%	31%	27%	30%	35%	29%	32%	33%h	22%	30%	29%	32%	32%	36%	30%	30%	31%	-	-	-
Don't know	10	3	2	2	3	5	5	5	2	-	1	-	3	2	5	-	6	-	-	-
	1%	1%	1%	1%	1%	1%	1%	-	-	-	1%	-	1%	1%	-	-	-	-	-	-
NET Not at all important/ Not very important	119	23	43	25	27	67	52	66	53	15	23	29	30	16	81	15	97	-	-	-
	7%	7%	10%	7%	6%	8%	7%	6%	10%g	8%	11%	7%	7%	5%	8%	8%	7%	-	-	-
NET Important / Very important	1105	244	313	259	289	567	548	759	332	118	134	264	279	247	677	119	936	-	-	-
	70%	72%	70%	67%	70%	71%	68%	73%h	63%	65%	66%	68%	68%	30%g	68%	65%	70%	-	-	-
Mean	3.91	3.94	3.85	3.88	3.97	3.89	3.93	4.01h	3.71	3.83	3.81	3.89	3.91	4.10%h	3.89	3.83	3.93	-	-	-
Std Dev.	0.97	0.98	0.99	0.96	0.96	0.98	0.96	0.94	1.02	1.03	1.06	0.92	1.00	0.87	0.98	1.03	0.96	-	-	-
Std Error	0.02	0.05	0.05	0.05	0.05	0.03	0.04	0.03	0.04	0.08	0.07	0.05	0.05	0.05	0.03	0.08	0.03	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_Q16\_4. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Ability to choose an express or next day service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1592	1087	505	226	748	347	272	225	79	90	80	80	80	78	95	80	86	63	284
Weighted Base	1590	1378	212	73*	1317	146	79	49	59*	188*	118*	112*	127*	133*	236*	207*	135*	23*	123
Effective Base	836	700	145	54	607	197	151	150	69	81	71	70	70	69	87	69	76	31	166
Not at all important (1)	36	33	3	2	25	10	1	1	-	2	4	4	5	2	5	2	1	2	8
2%	2%	1%	2%	2%	7% <b>cd</b>	1%	2%	2%	-	1%	3%	3%	4%	2%	2%	1%	1%	6% <b>hop</b>	7% <b>hmn</b>
Not very important (2)	83	65	18	7	65	12	3	3	3	8	6	8	8	2	11	9	11	2	10
5%	5%	8%	9%	5%	8%	3%	6%	6%	5%	4%	5%	7%	6%	1%	5%	4%	8%	9% <b>lm</b>	9% <b>lm</b>
Neither important nor unimportant (3)	356	297	58	19	291	30	21	13	15	45	29	25	28	20	38	57	34	3	27
22%	22%	28%	26%	22%	21%	26%	27%	27%	25%	24%	24%	23%	22%	15%	16%	28%	25%	13%	22%
Important (4)	617	548	69	20	520	54	27	16	20	70	33	33	49	75	96	70	50	10	44
39%	40%	33%	27%	39%	37%	35%	32%	34%	34%	37%	40% <b>h</b>	29%	38%	57% <b>hiklmnop</b>	40%	34%	37%	45%	35%
Very important (5)	489	427	62	24	407	39	27	17	21	63	20	42	37	33	86	67	38	5	34
31%	31%	29%	33%	31%	27%	34%	34%	34%	35% <b>h</b>	33% <b>h</b>	17%	37% <b>h</b>	29%	25%	37% <b>h</b>	32% <b>h</b>	28%	22%	27%
Don't know	10	8	2	2	9	1	-	-	1	1	3	1	1	-	-	2	-	1	-
1%	1%	1%	3% <b>la</b>	1%	1%	1%	-	-	2%	1%	2%	*	1%	-	-	1%	-	4% <b>lmnp</b>	-
NET Not at all important/ Not very important	119	99	20	8	90	22	4	4	3	10	9	11	12	4	16	11	13	4	18
7%	7%	10%	11%	7%	15% <b>cd</b>	5%	7%	7%	5%	5%	8%	10%	10%	3%	7%	5%	9%	12% <b>himo</b>	15% <b>hlmno</b>
NET Important / Very important	1105	975	131	43	927	92	54	32	41	133	78	74	86	109	182	137	88	15	77
70%	71% <b>ab</b>	62%	60%	70%	63%	69%	65%	65%	69%	70%	66%	67%	67%	62% <b>kop</b>	77% <b>nr</b>	66%	65%	67%	63%
Mean	3.91	3.93	3.81	3.81	3.93 <b>o</b>	3.68	3.97 <b>e</b>	3.90	4.01 <b>r</b>	3.98 <b>r</b>	3.74	3.91	3.84	4.02 <b>r</b>	4.05 <b>r</b>	3.93	3.83	3.66	3.69
Std Dev.	0.97	0.97	1.00	1.09	0.95	1.16	0.93	0.99	0.90	0.91	0.91	1.09	1.04	0.79	0.95	0.93	0.97	1.19	1.16
Std Error	0.02	0.03	0.04	0.07	0.03	0.06	0.06	0.07	0.10	0.10	0.10	0.12	0.12	0.09	0.10	0.10	0.10	0.15	0.07

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base



PRE\_QI6\_4. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Ability to choose an express or next day service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1592	555	70	277	565	645	214	97	52	1210	149	622	658	204	66	26	1280	92	-	-
Weighted Base	1590	516	82*	234	588	613	221	103*	52*	1201	155*	612	656	212	75*	19**	1268	94*	-**	-**
Effective Base	836	285	34	145	299	321	119	57	31	620	88	325	334	115	40	14	658	53	-	-
Not at all important (1)	36	24	7	16	17	11	2	4	3	28	6	17	12	2	3	28	6	-	-	-
	2%	5%	9%	7%	3%	2%	1%	4%	5%	2%	4%	3%	2%	1%	4%	17%	2%	9%	-	-
Not very important (2)	83	48	7	21	38	31	6	7	1	68	9	30	38	8	2	3	69	5	-	-
	5%	9%	9%	9%	6%	5%	3%	7%	3%	6%	6%	5%	6%	4%	3%	15%	5%	5%	-	-
Neither important nor unimportant (3)	356	153	25	77	107	124	89	22	9	231	31	110	144	84	11	*	253	11	-	-
	22%	30%	31%	33%	18%	20%	40% <sup>deg</sup>	21%	17%	19%	20%	18%	22%	40% <sup>klmnp</sup>	14%	3%	20%	12%	-	-
Important (4)	617	179	31	89	221	255	76	43	18	476	61	220	271	83	38	3	491	41	-	-
	39%	35%	38%	38%	38%	42%	35%	42%	35%	40%	40%	36%	41%	39%	50%	19%	32%	43%	-	-
Very important (5)	489	112	12	31	204	191	46	26	19	395	45	235	189	33	22	8	424	30	-	-
	31%	22% <sup>bc</sup>	14%	13%	35% <sup>f</sup>	31% <sup>f</sup>	21%	25%	37%	33% <sup>f</sup>	29%	38% <sup>lm</sup>	29% <sup>lm</sup>	15%	29%	44%	33% <sup>lm</sup>	32% <sup>lm</sup>	-	-
Don't know	10	1	-	-	1	1	2	1	2	2	2	*	*	2	-	1	3	1	-	-
	1%	-	-	-	1%	1%	1%	1%	1%	1%	1%	*	*	1%	-	6%	*	1%	-	-
NET Not at all important/ Not very important	119	72	14	37	55	42	8	11	4	97	15	47	50	10	5	6	97	11	-	-
	7%	14%	18%	16%	9% <sup>f</sup>	7%	3%	11%	8%	8%	10%	8%	8%	5%	7%	32%	8%	12%	-	-
NET Important / Very important	1105	290	43	120	425	445	122	69	37	871	107	455	460	115	69	11	916	71	-	-
	70%	56%	52%	51%	72% <sup>f</sup>	72% <sup>f</sup>	55%	67%	72%	72% <sup>f</sup>	72% <sup>f</sup>	74% <sup>lm</sup>	73% <sup>lm</sup>	54%	72% <sup>lm</sup>	59%	72% <sup>lm</sup>	75% <sup>lm</sup>	-	-
Mean	3.91	3.59	3.40	3.42	3.85	3.87	3.73	3.79	3.99	3.85	3.86	4.02 <sup>lm</sup>	3.98 <sup>lm</sup>	3.65	3.88 <sup>lm</sup>	3.57	3.88 <sup>lm</sup>	3.90	-	-
Std Dev	0.97	1.07	1.11	1.05	1.02	0.94	0.85	1.02	1.09	0.98	1.04	1.00	0.95	0.82	0.95	1.66	0.98	1.12	-	-
Std Error	0.02	0.05	0.13	0.06	0.04	0.04	0.06	0.10	0.15	0.03	0.09	0.04	0.04	0.06	0.12	0.33	0.03	0.12	-	-

Proportions/Mean: Column t-test (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_Q16\_4. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Ability to choose an express or next day service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1592	129	1437	26	514	967	111	1555	25	7	1	1587	4
Weighted Base	1590	136*	1434	20**	491	978	121*	1546	35**	5**	2**	1586	3**
Effective Base	836	71	751	15	268	501	68	812	17	5	1	833	2
Not at all important (1)	36	4	33	-	8	25	3	36	-	-	-	36	-
	2%	3%	2%	-	2%	3%	2%	2%	-	-	-	2%	-
Not very important (2)	83	7	76	-	21	54	8	83	-	-	-	83	-
	5%	5%	5%	-	4%	5%	7%	5%	-	-	-	5%	-
Neither important nor unimportant (3)	356	22	332	1	86	246	23	344	7	3	-	354	2
	22%	16%	23%	6%	18%	25%	19%	22%	21%	62%	-	22%	72%
Important (4)	617	50	560	6	202	310	45	595	17	2	2	614	1
	39%	37%	39%	32%	41%	38%	38%	38%	49%	38%	100%	39%	28%
Very important (5)	489	50	426	12	169	279	40	480	9	-	-	489	-
	31%	37%	30%	62%	34%	29%	33%	31%	26%	-	-	31%	-
Don't know	10	3	7	-	5	4	1	9	1	-	-	10	-
	1%	2%	1%	-	1%	1%	1%	1%	4%	-	-	1%	-
NET Not at all important/ Not very important	119	10	109	-	29	79	11	119	-	-	-	119	-
	7%	8%	8%	-	6%	8%	9%	8%	-	-	-	8%	-
NET Important / Very important	1106	101	986	19	371	649	86	1075	26	2	2	1103	1
	70%	74%	69%	94%	72%	66%	71%	70%	75%	38%	100%	70%	28%
Mean	3.91	4.03	3.89	4.57	4.03	3.85	3.94	3.91	4.04	3.38	4.00	3.91	3.28
Std Dev.	0.97	1.00	0.97	0.62	0.92	0.99	1.01	0.98	0.73	0.55	-	0.97	0.57
Std Error	0.02	0.09	0.03	0.12	0.04	0.03	0.10	0.02	0.15	0.21	-	0.02	0.28

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_Q16\_4. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Ability to choose an express or next day service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1592	791	801	-	274	249	268	262	282	257	-	-	-	-	-	-
Weighted Base	1590	778	812	**	271	247	261	286	270	256	**	**	**	**	**	**
Effective Base	836	387	452	-	130	122	136	150	156	147	-	-	-	-	-	-
Not at all important (1)	36	19	17	-	9	6	4	6	3	9	-	-	-	-	-	-
	2%	2%	2%	-	3%	2%	1%	2%	1%	3%	-	-	-	-	-	-
Not very important (2)	83	40	42	-	7	10	23	17	18	8	-	-	-	-	-	-
	5%	5%	5%	-	3%	4%	8%	6%	7%	3%	-	-	-	-	-	-
Neither important nor unimportant (3)	386	175	181	-	84	42	69	69	53	58	-	-	-	-	-	-
	22%	23%	22%	-	24%	17%	26%	24%	20%	23%	-	-	-	-	-	-
Important (4)	617	289	328	-	93	100	96	120	99	108	-	-	-	-	-	-
	39%	37%	40%	-	34%	41%	37%	42%	37%	42%	-	-	-	-	-	-
Very important (5)	489	251	238	-	96	86	69	71	95	72	-	-	-	-	-	-
	31%	32%	29%	-	35%	35%	26%	25%	35%	28%	-	-	-	-	-	-
Don't know	10	4	6	-	1	2	1	2	2	2	-	-	-	-	-	-
	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	-	-	-	-	-
NET Not at all important/ Not very important	119	59	60	-	17	16	27	23	21	16	-	-	-	-	-	-
	7%	8%	7%	-	6%	7%	10%	8%	8%	6%	-	-	-	-	-	-
NET Important / Very important	1105	539	566	-	189	185	164	192	194	180	-	-	-	-	-	-
	70%	69%	70%	-	70%	76%	63%	67%	72%	70%	-	-	-	-	-	-
Mean	3.91	3.92	3.90	-	3.96	4.02	3.78	3.83	3.99	3.89	-	-	-	-	-	-
Std Dev.	0.97	0.99	0.96	-	1.01	0.96	0.98	0.95	0.96	0.97	-	-	-	-	-	-
Std Error	0.02	0.04	0.03	-	0.06	0.06	0.06	0.06	0.06	0.06	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
\*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_Q16\_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Ability to select a specific date/time for delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	1592	-	1592	241	616	724	863	217	210	315	225	290	216	119	427	540	625	335	1477	105	1592
Weighted Base	1590	**	1590	312	638	759	824	256	200	335	238	262	179*	122*	456	572	562	300	1421	162*	1592
Effective Base	836	-	836	144	342	382	451	128	116	163	126	154	88	66	243	289	305	153	756	76	1592
Not at all important (1)	57	-	57	3	18	20	37	2	4	5	11	13	10	6	16	34	23	55	4%	-	65
	4%	-	4%	1%	3%	3%	4%	1%	2%	2%	4%	4%	7% <i>gij</i>	8% <i>klm</i>	1%	3%	6% <i>nop</i>	6% <i>qrs</i>	4%	-	4%
Not very important (2)	144	-	144	16	57	81	62	19	5	40	8	18	30	23	25	48	71	53	135	9	165
	9%	-	9%	5%	9%	11%	8%	8%	3%	12% <i>ghj</i>	3%	7%	13% <i>hijk</i>	13% <i>lmn</i>	5%	8%	13% <i>opq</i>	13% <i>rst</i>	10%	5%	10%
Neither important nor unimportant (3)	409	-	409	47	149	166	241	37	38	61	59	100	65	49	75	120	214	115	382	23	450
	26%	-	26%	15%	23% <i>c</i>	22%	29% <i>e</i>	14%	19%	18%	25% <i>ca</i>	35% <i>abhi</i>	37% <i>ghl</i>	40% <i>stlm</i>	16%	21%	38% <i>nop</i>	38% <i>qrs</i>	27% <i>u</i>	14%	28%
Important (4)	518	-	518	117	202	259	258	87	65	118	91	77	51	28	153	209	156	79	459	58	495
	33%	-	33%	38%	32%	34%	31%	34%	33%	35%	35% <i>lm</i>	29%	29%	23%	34%	37% <i>opq</i>	28%	26%	32%	36%	31%
Very important (5)	442	-	442	124	199	220	219	100	82	109	65	55	19	12	182	174	86	31	377	63	401
	28%	-	28%	49%	31%	29%	27%	33% <i>klm</i>	41% <i>klm</i>	33% <i>klm</i>	23% <i>lm</i>	23% <i>lm</i>	11%	10%	43% <i>opq</i>	43% <i>opq</i>	16%	10%	27%	33% <i>rs</i>	25%
Don't know	21	-	21	5	12	13	6	10	5	1	4	-	-	-	15	5	-	-	12	9	16
	1%	-	1%	2%	2%	2%	1%	4% <i>lm</i>	3%	1	2%	-	-	-	3% <i>opq</i>	1%	-	-	1%	8% <i>rs</i>	1%
NET Not at all important/ Not very important	200	-	200	19	76	101	99	21	10	45	19	30	43	33	31	64	105	76	191	9	230
	13%	-	13%	8%	12%	13%	12%	8%	5%	17% <i>gh</i>	8%	11%	24% <i>ghijk</i>	27% <i>lmn</i>	7%	11%	19% <i>nop</i>	23% <i>qrs</i>	13% <i>t</i>	5%	14%
NET Important / Very important	960	-	960	241	401	479	477	187	147	228	156	132	70	40	335	383	242	110	836	121	896
	60%	-	60%	77% <i>cd</i>	63%	63%	58%	73% <i>klm</i>	73% <i>klm</i>	69% <i>klm</i>	65% <i>klm</i>	60% <i>lm</i>	39%	33%	73% <i>opq</i>	67% <i>opq</i>	43%	37%	59%	78% <i>rs</i>	56%
Mean	3.73	-	3.73	4.12 <i>d</i>	3.81	3.77	3.69	4.02% <i>klm</i>	4.10% <i>klm</i>	3.88% <i>klm</i>	3.82% <i>klm</i>	3.56% <i>lm</i>	3.19	3.08	4.05% <i>opq</i>	3.84% <i>opq</i>	3.34	3.14	3.69	4.15 <i>r</i>	3.64
Std Dev.	1.08	-	1.08	0.92	1.07	1.07	1.08	0.97	0.96	1.06	1.03	1.04	1.07	1.07	0.96	1.04	1.07	1.07	1.09	0.88	1.09
Std Error	0.03	-	0.03	0.06	0.04	0.04	0.04	0.07	0.07	0.06	0.07	0.06	0.07	0.10	0.05	0.05	0.04	0.06	0.03	0.09	0.03

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghij/klm - nop/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Ability to select a specific date/time for delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1592	430	464	343	355	894	698	911	659	165	201	398	418	307	1017	167	1346	-	-	-
Weighted Base	1590	338	449	387	416	788	803	1037	530	181*	204	387	408	310	998	182*	1331	-**	-**	-**
Effective Base	836	179	259	193	208	437	401	493	349	85	114	214	218	149	546	86	707	-	-	-
Not at all important (1)	57	16	13	10	19	28	28	27	30	9	6	10	19	10	34	9	46	-	-	-
	4%	5%	3%	2%	4%	4%	4%	3%	5%	5%	3%	2%	5%	3%	3%	5%	3%	-	-	-
Not very important (2)	144	30	47	41	26	77	66	78	65	15	16	32	44	29	91	15	122	-	-	-
	9%	9%	11%	10%	6%	10%	8%	8%	10%	8%	8%	8%	11%	9%	9%	8%	9%	-	-	-
Neither important nor unimportant (3)	409	69	143	97	100	212	197	230	174	64	50	98	101	64	248	64	327	-	-	-
	26%	20%	32%	25%	24%	27%	25%	22%	33%	35%	25%	25%	25%	21%	25%	35%	25%	-	-	-
Important (4)	518	109	132	134	143	240	277	350	162	56	74	129	131	98	334	56	437	-	-	-
	33%	32%	29%	35%	35%	31%	35%	34%	31%	31%	37%	33%	32%	31%	33%	31%	33%	-	-	-
Very important (5)	442	112	111	100	118	223	219	340	92	37	53	114	113	103	280	38	383	-	-	-
	28%	33%	25%	26%	29%	28%	27%	33%	17%	20%	26%	29%	28%	33%	28%	21%	29%	-	-	-
Don't know	21	3	3	6	9	6	15	12	7	*	5	5	1	6	11	*	17	-	-	-
	1%	1%	1%	2%	2%	1%	2%	1%	1%	*	2%	1%	*	2%	1%	*	1%	-	-	-
NET Not at all important/ Not very important	200	46	60	50	44	106	94	105	95	24	21	42	62	39	125	24	166	-	-	-
	13%	13%	13%	13%	11%	13%	12%	10%	15%	14%	10%	11%	15%	13%	13%	13%	13%	-	-	-
NET Important / Very important	960	221	243	234	262	463	496	690	254	93	127	243	243	201	613	94	820	-	-	-
	60%	50%	54%	61%	63%	59%	62%	67%	48%	51%	63%	63%	60%	65%	61%	51%	62%	-	-	-
Mean	3.73	3.81	3.63	3.72	3.78	3.71	3.75	3.88	3.42	3.53	3.77	3.50	3.68	3.54	3.74	3.54	3.75	-	-	-
Std Dev.	1.08	1.13	1.06	1.05	1.08	1.09	1.06	1.04	1.09	1.07	1.02	1.04	1.13	1.10	1.07	1.07	1.08	-	-	-
Std Error	0.03	0.05	0.05	0.06	0.06	0.04	0.04	0.03	0.04	0.08	0.07	0.05	0.06	0.06	0.03	0.06	0.03	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Ability to select a specific date/time for delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1592	1087	505	226	748	347	272	225	79	90	80	80	80	78	95	80	86	63	284
Weighted Base	1590	1378	212	73*	1317	146	79	49	59*	188*	118*	112*	127*	133*	236*	207*	135*	23*	123
Effective Base	836	700	145	54	607	197	151	150	69	81	71	70	70	69	87	69	76	31	166
Not at all important (1)	57	42	15	4	41	11	1	3	2	5	5	6	2	8	7	4	2	2	9
	4%	3%	7% <sup>ab</sup>	5%	3%	9% <sup>cd</sup>	1%	7% <sup>de</sup>	4%	2%	4%	5%	1%	6%	3%	2%	2%	9% <sup>op</sup>	7% <sup>qr</sup>
Not very important (2)	144	118	26	8	116	17	6	4	8	17	5	15	16	9	15	20	15	2	14
	9%	9%	12%	12%	9%	11%	8%	9%	10%	9%	4%	13%	12%	6%	6%	10%	11%	11%	12% <sup>st</sup>
Neither important nor unimportant (3)	409	335	74	21	327	42	26	14	14	46	42	28	31	35	35	57	41	7	34
	26%	24%	35% <sup>ab</sup>	30%	25%	29%	33%	29%	23%	25%	35% <sup>cd</sup>	25%	24%	26%	15%	27%	38% <sup>de</sup>	32% <sup>fg</sup>	28% <sup>hi</sup>
Important (4)	518	472	45	19	435	44	25	13	18	58	41	30	40	46	96	65	42	7	37
	33%	34% <sup>ab</sup>	21%	26%	33%	30%	32%	27%	30%	31%	34%	27%	32%	35%	40%	31%	31%	31%	30%
Very important (5)	442	393	49	18	380	29	19	14	20	58	25	31	38	35	84	54	35	4	25
	28%	29%	23%	25%	33% <sup>ab</sup>	20%	25%	28%	33% <sup>cd</sup>	31%	21%	28%	29%	26%	36% <sup>de</sup>	26%	26%	17%	20%
Don't know	21	19	3	3	17	3	1	-	-	5	1	2	2	-	7	-	-	-	3
	1%	1%	3%	3%	1%	2%	1%	-	-	3%	1%	2%	1%	-	3%	-	-	-	3% <sup>st</sup>
NET Not at all important/ Not very important	200	160	41	12	157	28	7	8	8	21	10	21	17	17	22	24	18	4	23
	13%	12%	13% <sup>ab</sup>	17%	12%	13% <sup>cd</sup>	9%	16%	14%	11%	8%	18%	14%	13%	9%	11%	13%	20%	13% <sup>st</sup>
NET Important / Very important	960	865	95	37	815	73	45	27	38	115	66	62	78	82	180	119	76	11	62
	60%	63% <sup>ab</sup>	45%	50%	62% <sup>cd</sup>	50%	57%	55%	63%	61%	56%	55%	61%	61%	76% <sup>de</sup>	58%	57%	48%	50%
Mean	3.73	3.76 <sup>ab</sup>	3.42	3.55	3.77 <sup>cd</sup>	3.44	3.72 <sup>de</sup>	3.60	3.79 <sup>ef</sup>	3.80 <sup>fg</sup>	3.65	3.60	3.77	3.69	3.99 <sup>gh</sup>	3.73	3.67	3.36	3.46
Std Dev.	1.08	1.05	1.18	1.16	1.06	1.17	0.97	1.19	1.13	1.06	1.00	1.19	1.05	1.12	1.01	1.03	1.04	1.18	1.17
Std Error	0.03	0.03	0.05	0.08	0.04	0.06	0.06	0.08	0.13	0.11	0.11	0.13	0.12	0.13	0.10	0.12	0.11	0.15	0.07

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

PRE\_QI6\_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Ability to select a specific date/time for delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1592	555	70	277	565	645	214	97	52	1210	149	622	658	204	66	26	1280	92	-	-
Weighted Base	1590	516	82*	234	588	613	221	103*	52*	1201	155*	612	656	212	75*	19**	1268	94*	-**	-**
Effective Base	836	285	34	145	299	321	119	57	31	620	88	325	334	115	40	14	658	53	-	-
Not at all important (1)	57	32	7	13	34	12	3	3	5	46	7	35	12	5	4	-	47	5	-	-
	4%	6%	9%	6%	8.3% <i>f</i>	2%	1%	3%	3%	4%	5%	5.2%	2%	2%	6%	1%	4%	5%	-	-
Not very important (2)	144	77	12	44	62	56	8	13	4	118	18	67	51	20	5	-	118	5	-	-
	9%	15%	15%	19%	11% <i>f</i>	9% <i>f</i>	4%	13% <i>f</i>	9%	19% <i>f</i>	12% <i>f</i>	11%	8%	9%	7%	1%	9%	6%	-	-
Neither important nor unimportant (3)	409	172	36	86	151	146	73	26	10	297	35	138	171	67	27	2	309	29	-	-
	26%	33%	44%	37%	26%	24%	33%	25%	19%	25%	23%	22%	26%	32%	36%	12%	24%	31%	-	-
Important (4)	518	145	21	65	166	225	79	33	11	392	44	175	234	80	21	4	410	25	-	-
	33%	38%	26%	38%	29%	31% <i>f</i>	36%	32%	22%	33%	29%	29%	36%	38%	23%	32%	32%	27%	-	-
Very important (5)	442	87	5	24	170	164	56	26	22	334	49	194	177	38	18	12	371	30	-	-
	28%	17%	7%	10%	29%	27%	25%	26%	43%	28%	31%	32% <i>m</i>	27% <i>m</i>	18%	23%	63%	29% <i>m</i>	33% <i>m</i>	-	-
Don't know	21	3	-	2	5	9	2	2	-	14	2	4	11	3	-	-	15	-	-	-
	1%	1%	-	1%	1%	1%	1%	2%	-	1%	1%	1%	2%	-	-	-	1%	-	-	-
NET Not at all important/ Not very important	200	109	19	57	96	69	11	13	0	164	25	101	64	25	10	-	165	10	-	-
	13%	21%	24%	24%	16% <i>f</i>	11%	5%	16% <i>f</i>	1% <i>f</i>	14% <i>f</i>	16% <i>f</i>	17%	10%	12%	13%	2%	13%	11%	-	-
NET Important / Very important	960	232	27	89	336	390	135	59	33	726	93	369	411	117	39	16	780	55	-	-
	60%	45%	32%	38%	57%	64%	61%	59%	64%	60%	60%	60%	63%	55%	51%	36%	61%	58%	-	-
Mean	3.73	3.35	3.07	3.19	3.64	3.79	3.81	3.66	3.81	3.72	3.71	3.70	3.79	3.60	3.56	4.46	3.75	3.74	-	-
Std Dev	1.08	1.12	1.02	1.04	1.18	1.01	0.91	1.09	1.32	1.09	1.17	1.19	0.99	0.97	1.11	0.86	1.09	1.12	-	-
Std Error	0.03	0.05	0.12	0.06	0.05	0.04	0.06	0.11	0.18	0.03	0.10	0.05	0.04	0.07	0.14	0.17	0.03	0.12	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Ability to select a specific date/time for delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1592	129	1437	26	514	967	111	1555	25	7	1	1587	4
Weighted Base	1590	136*	1434	20**	491	978	121*	1546	35**	5**	2**	1586	3**
Effective Base	836	71	751	15	268	501	68	812	17	5	1	833	2
Not at all important (1)	57	2	55	-	14	42	1	57	-	-	-	57	-
	4%	1%	4%	-	3%	4%	1%	4%	-	-	-	4%	-
Not very important (2)	144	9	135	*	41	96	7	142	1	1	-	144	-
	9%	7%	9%	1%	8%	10%	6%	9%	3%	13%	-	9%	-
Neither important nor unimportant (3)	409	18	385	6	101	283	25	403	3	-	-	407	2
	26%	13%	27% <sup>ns</sup>	31%	21%	29% <sup>ns</sup>	21%	26%	10%	4%	-	26%	78%
Important (4)	518	50	455	6	175	291	51	495	17	3	2	515	1
	33%	41%	32%	32%	36%	30%	43% <sup>ns</sup>	32%	50%	69%	100%	32%	22%
Very important (5)	442	45	390	7	152	255	36	429	13	1	-	442	-
	28%	33%	27%	37%	31%	26%	29%	28%	38%	14%	-	28%	-
Don't know	21	7	14	-	9	12	-	21	-	-	-	21	-
	1%	3% <sup>ns</sup>	1%	-	2%	1%	-	1%	-	-	-	1%	-
NET Not at all important/ Not very important	200	10	190	-	54	137	9	199	1	1	-	200	-
	13%	8%	13%	1%	11%	14%	7%	13%	3%	13%	-	13%	-
NET Important / Very important	960	101	845	14	327	546	87	923	30	4	2	957	1
	60%	31% <sup>ns</sup>	59%	68%	42% <sup>ns</sup>	56%	22% <sup>ns</sup>	60%	87%	83%	100%	60%	22%
Mean	3.73	4.04 <sup>ns</sup>	3.70	4.04	3.55 <sup>ns</sup>	3.64	3.53 <sup>ns</sup>	3.72	4.22	3.83	4.00	3.73	3.22
Std Dev	1.08	0.93	1.09	0.87	1.05	1.10	0.92	1.08	0.76	0.93	-	1.08	0.52
Std Error	0.03	0.08	0.03	0.17	0.05	0.04	0.09	0.03	0.15	0.35	-	0.03	0.26

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
\* small base, \*\* very small base (under 30) ineligible for sig testing



PRE\_QI6\_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Ability to select a specific date/time for delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1592	791	801	-	274	249	268	262	282	257	-	-	-	-	-	-
Weighted Base	1590	778	812	**	271	247	261	286	270	256	**	**	**	**	**	**
Effective Base	836	387	452	-	130	122	136	150	156	147	-	-	-	-	-	-
Not at all important (1)	57	28	29	-	11	3	14	8	9	12	-	-	-	-	-	-
	4%	4%	4%	-	4%	1%	6%	3%	3%	5%	-	-	-	-	-	-
Not very important (2)	144	81	62	-	33	18	30	27	18	16	-	-	-	-	-	-
	9%	10%	8%	-	12%	7%	12%	10%	7%	6%	-	-	-	-	-	-
Neither important nor unimportant (3)	408	188	221	-	86	60	61	88	60	73	-	-	-	-	-	-
	26%	24%	27%	-	24%	24%	24%	31%	22%	28%	-	-	-	-	-	-
Important (4)	518	257	261	-	84	89	83	83	98	81	-	-	-	-	-	-
	33%	33%	32%	-	31%	36%	32%	29%	36%	31%	-	-	-	-	-	-
Very important (5)	442	210	232	-	73	71	66	77	85	70	-	-	-	-	-	-
	28%	27%	29%	-	27%	29%	25%	27%	31%	27%	-	-	-	-	-	-
Don't know	21	14	7	-	3	6	5	3	4	-	-	-	-	-	-	-
	1%	2%	1%	-	1%	2%	2%	1%	2%	-	-	-	-	-	-	-
NET Not at all important/ Not very important	200	109	91	-	44	21	45	35	28	28	-	-	-	-	-	-
	13%	14%	11%	-	16%	8%	17%	12%	10%	11%	-	-	-	-	-	-
NET Important / Very important	960	467	493	-	157	160	149	159	182	151	-	-	-	-	-	-
	60%	60%	61%	-	58%	65%	57%	56%	65%	59%	-	-	-	-	-	-
Mean	3.73	3.71	3.75	-	3.66	3.86	3.61	3.68	3.85	3.72	-	-	-	-	-	-
Std Dev.	1.08	1.09	1.07	-	1.13	0.96	1.16	1.06	1.05	1.09	-	-	-	-	-	-
Std Error	0.03	0.04	0.04	-	0.07	0.06	0.07	0.07	0.06	0.07	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
\*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_Q16\_6. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Fast delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	1592	-	1592	241	616	724	863	217	210	315	225	290	216	119	427	540	625	335	1477	105	1592
Weighted Base	1590	**	1590	312	638	759	824	256	200	335	238	262	179*	122*	456	572	562	300	1421	162*	1592
Effective Base	836	-	836	144	342	382	451	128	116	163	126	154	88	66	243	289	305	153	756	76	1592
Not at all important (1)	10	-	10	5	2	10	*	*	5	*	1	-	4	-	5	1	4	4	10	-	11
	1%	-	1%	2%	*	1%	*	*	2%	*	*	-	3%	3%	1%	*	1%	1%	1%	-	1%
Not very important (2)	40	-	40	4	15	20	19	8	*	4	2	9	7	10	8	5	26	17	38	2	52
	2%	-	2%	1%	2%	3%	2%	3%	*	1%	1%	4%	4%	8%	2%	1%	4%	3%	3%	1%	3%
Neither important nor unimportant (3)	223	-	223	23	91	102	121	26	21	35	27	28	51	38	47	62	114	87	204	17	198
	14%	-	14%	7%	14%	13%	15%	10%	11%	10%	11%	11%	23%	31%	10%	11%	20%	29%	74%	11%	12%
Important (4)	653	-	653	105	250	302	349	92	60	147	108	127	69	49	152	255	246	118	594	57	684
	41%	-	41%	34%	39%	40%	42%	36%	30%	44%	46%	49%	39%	40%	33%	45%	44%	39%	42%	35%	43%
Very important (5)	653	-	653	169	277	320	328	125	111	146	95	95	52	22	236	246	171	73	568	83	637
	41%	-	41%	14%	44%	42%	40%	45%	45%	46%	45%	45%	29%	18%	62%	63%	30%	24%	40%	40%	40%
Don't know	11	-	11	5	3	5	6	5	2	1	1	-	-	1	7	2	1	1	6	3	12
	1%	-	1%	2%	*	1%	1%	2%	1%	*	1%	-	-	1%	2%	*	*	*	*	2%	1%
NET Not at all important/ Not very important	50	-	50	9	17	30	20	8	5	4	3	9	7	14	13	6	30	21	48	2	63
	3%	-	3%	3%	3%	4%	2%	3%	3%	1%	1%	4%	4%	11%	3%	1%	5%	7%	3%	1%	4%
NET Important / Very important	1306	-	1306	275	528	622	677	217	172	295	207	225	121	71	388	501	417	192	1162	140	1321
	82%	-	82%	88%	83%	82%	82%	65%	66%	69%	67%	66%	67%	58%	65%	68%	74%	64%	82%	87%	83%
Mean	4.20	-	4.20	4.40d	4.24	4.20	4.20	4.33im	4.33im	4.31im	4.26im	4.26im	3.92m	3.62	4.35pq	4.30pq	3.98q	3.80	4.18	4.39r	4.19
Std Dev.	0.82	-	0.82	0.81	0.80	0.86	0.78	0.79	0.87	0.71	0.72	0.76	0.86	0.98	0.83	0.71	0.87	0.92	0.83	0.72	0.83
Std Error	0.02	-	0.02	0.05	0.03	0.03	0.03	0.05	0.06	0.04	0.05	0.04	0.06	0.09	0.04	0.03	0.03	0.05	0.02	0.07	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - n/op/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_Q16\_6. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Fast delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1592	430	464	343	355	894	698	911	659	165	201	398	418	307	1017	167	1346	-	-	-
Weighted Base	1590	338	449	387	416	788	803	1037	530	181*	204	387	408	310	998	182*	1331	-**	-**	-**
Effective Base	836	179	259	193	208	437	401	493	349	85	114	214	218	149	546	86	707	-	-	-
Not at all important (1)	19	4	1	4	-	6	5	6	4	2	-	1	4	3	5	2	8	-	-	-
	1%	1%	-	1%	-	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	-	-
Not very important (2)	40	10	10	15	5	20	19	16	24	2	10	11	10	2	31	2	34	-	-	-
	2%	3%	2%	4%	1%	3%	2%	2%	4%	1%	5%	3%	3%	1%	3%	1%	3%	-	-	-
Neither important nor unimportant (3)	223	35	63	59	66	98	125	126	92	29	33	67	53	32	153	29	187	-	-	-
	14%	10%	14%	15%	16%	12%	16%	12%	17%	16%	16%	17%	13%	10%	15%	16%	14%	-	-	-
Important (4)	653	151	197	153	153	347	306	415	233	74	75	155	158	139	389	74	542	-	-	-
	41%	45%	44%	40%	37%	44%	38%	40%	44%	41%	37%	40%	39%	45%	39%	41%	41%	-	-	-
Very important (5)	653	135	175	154	190	310	344	463	173	74	84	151	176	133	410	74	550	-	-	-
	41%	40%	39%	40%	46%	39%	43%	45%	33%	41%	41%	39%	43%	43%	41%	41%	41%	-	-	-
Don't know	11	3	3	2	2	7	4	6	4	-	2	2	6	1	10	-	11	-	-	-
	1%	1%	1%	1%	-	1%	1%	1%	1%	-	1%	-	2%	-	1%	-	1%	-	-	-
NET Not at all important/ Not very important	50	14	12	19	5	26	24	22	28	4	10	12	14	5	36	4	42	-	-	-
	3%	4%	3%	5%	1%	3%	3%	2%	4%	2%	5%	3%	3%	2%	4%	2%	3%	-	-	-
NET Important / Very important	1306	285	372	307	342	657	649	884	406	148	159	306	334	272	799	148	1092	-	-	-
	82%	84%	83%	79%	82%	83%	81%	85%	77%	81%	78%	79%	82%	80%	80%	82%	82%	-	-	-
Mean	4.20	4.20	4.20	4.14	4.27	4.20	4.21	4.23	4.04	4.19	4.15	4.15	4.23	4.28	4.18	4.19	4.21	-	-	-
Std Dev.	0.82	0.84	0.78	0.89	0.77	0.81	0.83	0.78	0.87	0.83	0.87	0.83	0.84	0.76	0.84	0.83	0.82	-	-	-
Std Error	0.02	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.03	0.06	0.06	0.04	0.04	0.04	0.03	0.06	0.02	-	-	-

Proportions/Mean: Columns Yes/No (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_Q16\_6. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Fast delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1592	1087	505	226	748	347	272	225	79	90	80	80	80	78	95	80	86	63	284
Weighted Base	1590	1378	212	73*	1317	146	79	49	59*	188*	118*	112*	127*	133*	236*	207*	135*	23*	123
Effective Base	836	700	145	54	607	197	151	150	69	81	71	70	70	69	87	69	76	31	166
Not at all important (1)	10	10	-	-	9	1	-	-	1	-	-	-	-	1	5	2	-	-	1
1%	1%	-	-	1%	1%	1%	-	-	1%	-	-	-	-	1%	2%	1%	-	-	1%
Not very important (2)	40	32	7	3	26	11	1	2	1	3	1	5	3	5	2	6	-	1	10
2%	2%	2%	4%	3%	2%	3% <b>d</b>	1%	3%	1%	2%	1%	4%	3%	4%	1%	3%	-	1%	10
Neither important nor unimportant (3)	223	184	40	4	194	14	9	5	6	32	21	22	17	13	16	37	29	2	12
14%	13%	13%	10% <b>c</b>	6%	15%	10%	12%	10%	11%	17% <b>n</b>	16% <b>m</b>	20% <b>nn</b>	13%	10%	7%	16% <b>nn</b>	22% <b>pp</b>	10%	10%
Important (4)	653	566	87	35	536	65	30	38	28	77	50	38	53	60	94	73	61	11	54
41%	41%	41%	48%	48%	41%	45%	39%	44%	48%	41%	43%	34%	42%	45%	40%	35%	45%	48%	44%
Very important (5)	653	576	77	31	542	54	36	20	22	76	44	46	51	51	110	88	45	8	46
41%	42%	42%	36%	42%	41%	37%	46%	41%	37%	40%	37%	42%	40%	38%	50% <b>ip</b>	43%	33%	36%	37%
Don't know	11	10	1	-	9	-	1	-	1	-	3	-	3	3	-	-	-	-	-
1%	1%	-	-	1%	-	2% <b>a</b>	1%	-	1%	-	2%	-	2%	2%	-	-	-	-	-
NET Not at all important/ Not very important	50	42	8	3	35	12	1	2	2	3	1	5	3	6	7	8	-	1	11
3%	3%	4%	4%	3%	3%	3% <b>d</b>	2%	4%	3%	2%	1%	4%	3%	4%	3%	4%	-	6% <b>ip</b>	5% <b>nn</b>
NET Important / Very important	1306	1143	164	65	1078	119	67	42	51	153	94	85	105	111	213	161	106	19	100
82%	83%	77%	90% <b>b</b>	82%	82%	82%	85%	85%	85%	81%	80%	76%	82%	84%	80% <b>kp</b>	78%	78%	84%	81%
Mean	4.20	4.22	4.10	4.28	4.21	4.10	4.31 <b>e</b>	4.23	4.20	4.20	4.18	4.13	4.23	4.20	4.35 <b>r</b>	4.16	4.12	4.14	4.09
Std Dev.	0.82	0.82	0.84	0.78	0.81	0.91	0.77	0.81	0.79	0.78	0.75	0.88	0.78	0.82	0.82	0.90	0.73	0.85	0.92
Std Error	0.02	0.02	0.04	0.05	0.03	0.05	0.05	0.05	0.09	0.08	0.08	0.10	0.09	0.09	0.08	0.10	0.08	0.11	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

PRE\_QI6\_6. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Fast delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1592	555	70	277	565	645	214	97	52	1210	149	622	658	204	66	26	1280	92	-	-
Weighted Base	1590	516	82*	234	588	613	221	103*	52*	1201	155*	612	656	212	75*	19**	1268	94*	-**	-**
Effective Base	836	285	34	145	299	321	119	57	31	620	88	325	334	115	40	14	658	53	-	-
Not at all important (1)	10	2	2	-	1	4	-	3	2	5	8	1	3	3	-	4	3	-	-	-
	1%	-	3%	-	-	1%	-	3% <i>cd</i>	4% <i>cd</i>	5	8	-	1%	1%	-	4% <i>klj</i>	1%	-	3% <i>kp</i>	-
Not very important (2)	40	21	1	15	15	15	3	2	4	31	6	14	16	5	1	3	30	4	-	-
	2%	4%	2%	6%	3%	3%	1%	2%	5% <i>f</i>	3%	4%	2%	2%	2%	17%	2%	5%	5%	-	-
Neither important nor unimportant (3)	223	102	20	49	69	72	54	15	9	142	25	58	88	64	8	-	147	8	-	-
	14%	20%	24%	21%	12%	12%	24% <i>de</i>	15%	18%	12%	16%	10%	13%	30% <i>klmp</i>	10%	1%	12%	9%	-	-
Important (4)	653	222	36	108	244	257	100	36	11	501	47	244	292	79	31	3	536	33	-	-
	41%	43%	44%	46%	41% <i>h</i>	43% <i>h</i>	43% <i>h</i>	36%	21%	43% <i>h</i>	31%	40%	46%	37%	41%	13%	42%	35%	-	-
Very important (5)	653	163	23	62	257	258	63	46	24	515	70	291	253	59	31	13	545	44	-	-
	41%	32%	28%	27%	44% <i>f</i>	42% <i>f</i>	28%	48% <i>f</i>	46%	43% <i>f</i>	45% <i>f</i>	48% <i>lm</i>	39% <i>lm</i>	28%	41%	67%	43% <i>lm</i>	46% <i>lm</i>	-	-
Don't know	11	5	-	-	2	6	1	-	2	8	2	3	3	3	2	-	6	2	-	-
	1%	1%	-	-	1%	1%	-	-	3% <i>f</i>	1%	1%	1%	1%	1%	2%	-	1%	2%	-	-
NET Not at all important/ Not very important	50	23	4	15	16	19	3	5	9	36	11	15	19	8	4	3	35	7	-	-
	3%	5%	4%	6%	3%	3%	1%	3%	10% <i>def</i>	3%	7% <i>def</i>	3%	3%	4%	5%	17%	3%	8% <i>kp</i>	-	-
NET Important / Very important	1306	386	58	170	501	515	163	82	35	1016	117	535	546	138	62	15	1081	77	-	-
	82%	75%	71%	73%	43% <i>lm</i>	43% <i>lm</i>	74%	80%	67%	43% <i>lm</i>	76%	43% <i>lm</i>	43% <i>lm</i>	65%	42% <i>lm</i>	81%	43% <i>lm</i>	42% <i>lm</i>	-	-
Mean	4.20	4.02	3.92	3.93	4.30	4.29	4.01	4.17	4.00	4.32	4.11	4.30	4.16	4.11	4.31	4.30	4.16	4.16	-	-
Std Dev	0.82	0.85	0.91	0.85	0.78	0.81	0.77	0.95	1.19	0.79	1.04	0.76	0.80	0.89	0.96	1.18	0.78	1.00	-	-
Std Error	0.02	0.04	0.11	0.05	0.03	0.03	0.05	0.10	0.17	0.02	0.09	0.03	0.03	0.06	0.12	0.24	0.02	0.11	-	-

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_6. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Fast delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1592	129	1437	26	514	967	111	1555	25	7	1	1587	4
Weighted Base	1590	136*	1434	20**	491	978	121*	1546	35**	5**	2**	1586	3**
Effective Base	836	71	751	15	268	501	68	812	17	5	1	833	2
Not at all important (1)	10	3	7	-	1	10	-	10	-	-	-	10	-
	1%	2%	-	-	-	1%	-	1%	-	-	-	1%	-
Not very important (2)	40	5	34	*	14	20	6	39	1	-	-	40	-
	2%	4%	2%	1%	3%	2%	5%	3%	2%	-	-	3%	-
Neither important nor unimportant (3)	223	12	211	1	52	147	25	218	3	-	-	221	2
	14%	9%	15%	4%	11%	15%	21%	14%	8%	-	-	14%	72%
Important (4)	653	50	595	8	207	402	44	635	14	2	2	651	1
	41%	37%	41%	41%	42%	41%	36%	41%	40%	41%	100%	41%	28%
Very important (5)	653	64	578	11	211	397	45	634	17	1	-	653	-
	41%	47%	40%	54%	43%	41%	37%	41%	50%	27%	-	41%	-
Don't know	11	2	9	-	7	3	1	9	-	1	-	11	-
	1%	1%	-	-	1%	-	1%	1%	-	32%	-	1%	-
NET Not at all important/ Not very important	50	8	41	-	14	29	6	49	1	-	-	50	-
	3%	6%	3%	1%	3%	3%	5%	3%	2%	-	-	3%	-
NET Important / Very important	1306	114	1173	19	418	800	89	1269	31	3	2	1304	1
	82%	84%	82%	95%	82%	73%	73%	82%	90%	68%	100%	82%	28%
Mean	4.20	4.24	4.20	4.48	4.27	4.19	4.06	4.20	4.38	4.40	4.00	4.20	3.28
Std Dev.	0.82	0.94	0.81	0.64	0.77	0.83	0.89	0.82	0.73	0.59	-	0.82	0.57
Std Error	0.02	0.08	0.02	0.13	0.03	0.03	0.09	0.02	0.15	0.24	-	0.02	0.28

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_Q16\_6. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Fast delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1592	791	801	-	274	249	268	262	282	257	-	-	-	-	-	-
Weighted Base	1590	778	812	**	271	247	261	286	270	256	**	**	**	**	**	**
Effective Base	836	387	452	-	130	122	136	150	156	147	-	-	-	-	-	-
Not at all important (1)	10	3	7	-	1	-	2	5	-	2	-	-	-	-	-	-
	1%	-	1%	-	-	-	1%	2%	-	1%	-	-	-	-	-	-
Not very important (2)	40	21	19	-	7	5	9	4	8	6	-	-	-	-	-	-
	2%	3%	2%	-	3%	2%	3%	1%	3%	2%	-	-	-	-	-	-
Neither important nor unimportant (3)	223	119	104	-	47	31	41	60	30	24	-	-	-	-	-	-
	14%	15%	13%	-	17%	13%	16%	19%	11%	9%	-	-	-	-	-	-
Important (4)	653	312	342	-	125	76	111	125	102	115	-	-	-	-	-	-
	41%	40%	42%	-	46%	31%	43%	44%	38%	45%	-	-	-	-	-	-
Very important (5)	653	320	333	-	91	133	96	102	126	105	-	-	-	-	-	-
	41%	41%	41%	-	34%	54%	37%	36%	49%	41%	-	-	-	-	-	-
Don't know	11	3	8	-	-	1	1	-	3	5	-	-	-	-	-	-
	1%	-	1%	-	-	1%	1%	-	1%	2%	-	-	-	-	-	-
NET Not at all important/ Not very important	50	24	25	-	8	5	11	9	8	8	-	-	-	-	-	-
	3%	3%	3%	-	3%	2%	4%	3%	3%	3%	-	-	-	-	-	-
NET Important / Very important	1306	631	675	-	216	209	207	226	229	220	-	-	-	-	-	-
	82%	81%	83%	-	80%	85%	79%	79%	85%	86%	-	-	-	-	-	-
Mean	4.20	4.19	4.21	-	4.10	4.37	4.12	4.10	4.30	4.25	-	-	-	-	-	-
Std Dev.	0.82	0.82	0.82	-	0.80	0.79	0.86	0.86	0.79	0.78	-	-	-	-	-	-
Std Error	0.02	0.03	0.03	-	0.05	0.05	0.05	0.05	0.05	0.05	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QI6\_7. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Convenient options for me to drop the parcel off

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	1592	-	1592	241	616	724	863	217	210	315	225	290	216	119	427	540	625	335	1477	105	1592
Weighted Base	1590	**	1590	312	638	759	824	256	200	335	238	262	179*	122*	456	572	562	300	1421	162*	1592
Effective Base	836	-	836	144	342	382	451	128	116	163	126	154	88	66	243	289	305	153	756	76	1592
Not at all important (1)	31	-	31	5	4	15	16	4	4	*	8	8	1	6	8	8	15	7	29	2	29
	2%	-	2%	2%	1%	2%	2%	2%	2%	*	3%	3%	1%	5%	2%	1%	3%	2%	2%	1%	2%
Not very important (2)	57	-	57	9	21	28	28	7	5	7	4	10	9	15	13	11	33	23	52	5	73
	4%	-	4%	3%	3%	4%	3%	3%	3%	2%	2%	4%	5%	4%	3%	2%	8%	5%	4%	3%	5%
Neither important nor unimportant (3)	248	-	248	34	103	115	130	33	26	45	32	34	44	34	59	77	111	78	222	22	261
	16%	-	16%	11%	16%	15%	16%	13%	13%	14%	13%	13%	25% <i>gh/ij</i>	20% <i>gh/ij</i>	13%	14%	20% <i>no</i>	26% <i>no</i>	16%	14%	16%
Important (4)	664	-	664	121	258	326	335	122	74	126	101	113	79	49	196	226	241	128	590	72	622
	42%	-	42%	39%	40%	43%	41%	48%	37%	38%	42%	43%	44%	40%	43%	40%	43%	43%	42%	44%	39%
Very important (5)	575	-	575	138	250	263	310	87	87	152	92	93	45	18	174	244	157	63	514	60	591
	36%	-	36%	44%	39%	38%	38%	33% <i>m</i>	41% <i>m</i>	45% <i>m</i>	43% <i>m</i>	45% <i>m</i>	25%	16%	33% <i>op</i>	43% <i>m</i>	29%	21%	36%	37%	37%
Don't know	16	-	16	5	2	12	5	3	3	5	2	3	*	1	6	6	4	1	14	2	16
	1%	-	1%	2%	*	2%	1%	1%	1%	1%	1%	1%	*	*	1%	1%	1%	*	1%	1%	1%
NET Not at all important/ Not very important	87	-	87	15	25	43	44	11	10	7	11	18	10	21	21	18	48	30	81	6	102
	5%	-	5%	5%	4%	6%	5%	4%	3%	2%	3%	7% <i>n</i>	5%	17% <i>gh/ij</i>	5%	3%	9% <i>op</i>	10% <i>no</i>	6%	4%	6%
NET Important / Very important	1239	-	1239	258	507	589	645	209	162	277	193	207	125	67	371	470	398	191	1104	132	1213
	78%	-	78%	83%	80%	78%	78%	62% <i>m</i>	61% <i>m</i>	63% <i>m</i>	61% <i>m</i>	79% <i>m</i>	70%	55%	61% <i>op</i>	62% <i>op</i>	71%	64%	78%	81%	76%
Mean	4.08	-	4.08	4.23	4.14	4.06	4.09	4.11 <i>m</i>	4.19 <i>m</i>	4.28 <i>m</i>	4.13 <i>m</i>	4.06 <i>m</i>	3.89 <i>m</i>	3.48	4.15 <i>op</i>	4.22 <i>op</i>	3.88	3.73	4.07	4.14	4.06
Std Dev.	0.91	-	0.91	0.89	0.85	0.91	0.92	0.85	0.92	0.78	0.93	0.96	0.86	1.04	0.88	0.85	0.97	0.96	0.92	0.84	0.94
Std Error	0.02	-	0.02	0.06	0.03	0.03	0.03	0.06	0.06	0.04	0.06	0.06	0.06	0.10	0.04	0.04	0.04	0.05	0.02	0.08	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_Q16\_7. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Convenient options for me to drop the parcel off

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

Total	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1592	430	464	343	355	894	698	911	659	165	201	398	418	307	1017	167	1346	-	-	-
Weighted Base	1590	338	449	387	416	788	803	1037	530	181*	204	387	408	310	998	182*	1331	-**	-**	-**
Effective Base	836	179	259	193	208	437	401	493	349	85	114	214	218	149	546	86	707	-	-	-
Not at all important (1)	31	3	10	11	6	13	18	18	12	5	7	1	9	3	16	5	19	-	-	-
Not very important (2)	57	14	12	17	14	26	30	31	25	8	2	15	19	9	36	8	45	-	-	-
Neither important nor unimportant (3)	248	48	83	48	69	131	117	134	110	39	42	70	57	29	170	39	202	-	-	-
Important (4)	664	124	161	195	184	285	379	430	223	76	86	157	169	129	412	78	555	-	-	-
Very important (5)	87	17	22	28	20	39	48	49	38	13	9	16	27	12	52	13	65	-	-	-
NET Not at all important/ Not very important	87	17	22	28	20	39	48	49	38	13	9	16	27	12	52	13	65	-	-	-
NET Important / Very important	789	265	342	309	322	607	632	840	380	128	151	294	321	264	765	129	1049	-	-	-
Mean	4.08	4.17	4.10	4.00	4.06	4.13	4.03	4.16h	3.92	3.89	3.99	4.09	4.08	4.26ghm	4.06	3.90	4.11o	-	-	-
Std Dev.	0.91	0.90	0.94	0.93	0.88	0.92	0.90	0.89	0.95	0.96	0.94	0.85	0.94	0.83	0.91	0.96	0.89	-	-	-
Std Error	0.02	0.04	0.04	0.05	0.05	0.03	0.03	0.03	0.04	0.07	0.07	0.04	0.05	0.05	0.03	0.07	0.02	-	-	-

Proportions/Mean: Columns Yes/No (5% risk level) - ab/c/d - ef - gh - ij/kl/m/n - op - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_Q16\_7. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Convenient options for me to drop the parcel off

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1592	1087	505	226	748	347	272	225	79	90	80	80	80	78	95	80	86	63	284
Weighted Base	1590	1378	212	73*	1317	146	79	49	59*	188*	118*	112*	127*	133*	236*	207*	135*	23*	123
Effective Base	836	700	145	54	607	197	151	150	69	81	71	70	70	69	87	69	76	31	166
Not at all important (1)	31	30	1	*	26	2	1	1	1	6	3	7	3	-	1	5	-	1	1
	2%	2%	*	*	2%	2%	2%	1%	2%	3%	2%	5% <sup>hij</sup>	2%	-	1%	2%	-	6% <sup>hij</sup>	1%
Not very important (2)	57	44	13	3	46	6	2	2	3	-	6	7	4	3	8	11	3	1	5
	4%	3%	6%	4%	3%	4%	2%	5%	3%	-	5% <sup>hij</sup>	7% <sup>hij</sup>	3%	3%	4% <sup>hij</sup>	2%	5% <sup>hij</sup>	5% <sup>hij</sup>	4% <sup>hij</sup>
Neither important nor unimportant (3)	248	205	43	15	204	20	15	9	10	24	29	25	16	22	23	34	21	3	17
	16%	15%	20%	20%	15%	14%	19%	17%	17%	13%	24% <sup>hij</sup>	22% <sup>hij</sup>	12%	16%	10%	17%	16%	14%	14%
Important (4)	664	580	84	28	567	52	27	35	24	80	54	35	65	63	100	90	55	9	43
	42%	42%	39%	38%	42%	36%	35%	38%	41%	43%	46%	31%	51% <sup>hij</sup>	47%	42%	44%	41%	39%	35%
Very important (5)	575	508	67	26	460	63	32	20	20	78	26	35	37	45	100	66	53	8	55
	36%	37%	32%	36%	35%	43% <sup>hij</sup>	41%	40%	33%	41% <sup>hij</sup>	22%	31%	29%	34%	42% <sup>hij</sup>	32%	39% <sup>hij</sup>	36%	45% <sup>hij</sup>
Don't know	16	11	5	*	14	2	1	-	1	-	-	3	3	-	4	-	3	-	2
	1%	1%	3%	*	1%	1%	1%	-	2%	-	-	3%	3%	-	2%	-	2%	-	1%
NET Not at all important/ Not very important	87	74	13	3	72	9	3	3	4	6	9	14	7	3	9	17	3	3	6
	5%	5%	6%	5%	5%	6%	4%	6%	7%	3%	6%	13% <sup>hij</sup>	5%	3%	4%	8%	2%	11% <sup>hij</sup>	5%
NET Important / Very important	1239	1088	151	54	1027	115	59	38	44	158	81	69	102	108	200	156	108	17	98
	78%	75% <sup>hij</sup>	71%	75%	78%	79%	75%	76%	74%	84% <sup>hij</sup>	68%	62%	80% <sup>hij</sup>	81% <sup>hij</sup>	85% <sup>hij</sup>	75%	80% <sup>hij</sup>	75%	80% <sup>hij</sup>
Mean	4.08	4.09	3.98	4.06	4.07	4.16	4.11	4.09	4.00	4.19% <sup>hij</sup>	3.80	3.77	4.04	4.12% <sup>hij</sup>	4.25% <sup>hij</sup>	3.97	4.20% <sup>hij</sup>	3.92	4.20% <sup>hij</sup>
Std Dev.	0.91	0.92	0.90	0.89	0.91	0.94	0.93	0.95	0.96	0.89	0.93	1.16	0.88	0.77	0.82	0.97	0.78	1.15	0.89
Std Error	0.02	0.03	0.04	0.06	0.03	0.05	0.06	0.06	0.11	0.09	0.10	0.13	0.10	0.09	0.08	0.11	0.08	0.15	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

PRE\_QI6\_7. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
 Convenient options for me to drop the parcel off

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	555	70	277	565	645	214	97	52	1210	149	622	658	204	66	26	1280	92	-	-
Weighted Base	1590	516	82*	234	588	613	221	103*	52*	1201	155*	612	656	212	75*	19**	1268	94*	-**
Effective Base	836	285	34	145	299	321	119	57	31	620	88	325	334	115	40	14	658	53	-
Not at all important (1)	31	13	4	8	9	12	4	2	4	21	6	8	10	9	2	2	18	4	-
	2%	2%	5%	3%	1%	2%	2%	2%	3%	2%	4%	1%	1%	2%	11%	1%	1%	4%	-
Not very important (2)	57	29	7	16	27	17	9	3	-	45	3	28	13	11	5	*	40	5	-
	4%	6%	9%	7%	5%	3%	4%	3%	-	4%	2%	5%	2%	5%	6%	1%	3%	5%	-
Neither important nor unimportant (3)	248	95	23	49	70	93	54	21	4	163	25	82	94	48	18	2	176	20	-
	16%	16%	28%	21%	12%	15%	25%den	21%	7%	14%	16%	13%	14%	23%up	24%	8%	14%	21%	-
Important (4)	664	205	29	87	213	272	114	46	17	488	62	219	309	97	32	5	528	37	-
	42%	40%	35%	37%	30%	43%nd	52%nd	40%	32%	40%	40%	36%	47%nk	45%	42%	42%	42%	38%	-
Very important (5)	575	166	19	74	262	210	37	31	27	472	58	265	231	42	19	11	495	30	-
	36%	32%	23%	31%	45%ng	34%f	17%	30%f	52%ng	39%f	37%f	43%mm	35%mm	20%	25%	55%	39%mm	31%	-
Don't know	16	9	-	-	6	8	2	-	-	14	*	11	1	5	-	-	12	-	-
	1%	2%	-	-	1%	1%	1%	-	-	1%	*	2%	*	2%	-	-	1%	-	-
NET Not at all important/ Not very important	87	41	12	24	36	29	13	4	4	65	9	35	23	21	6	2	58	9	-
	5%	8%	14%	10%	6%	5%	6%	4%	8%	5%	6%	6%	3%	13%ub	8%	12%	5%	9%	-
NET Important / Very important	1239	371	47	161	476	482	151	76	44	958	120	484	540	139	51	15	1023	66	-
	79%	72%	58%	59%	61%f	62%f	68%	74%	84%	80%	79%	81%mm	82%mm	85%	68%	80%	81%mm	79%	-
Mean	4.08	3.95	3.61	3.87	4.13	4.09	3.78	3.99	4.20	4.02	4.17mm	4.12mm	3.73	3.82	4.12	4.13mm	3.88	-	-
Std Dev	0.91	0.98	1.10	1.04	0.93	0.89	0.85	0.88	1.15	0.91	0.96	0.92	0.83	1.00	0.96	1.31	0.89	1.04	-
Std Error	0.02	0.04	0.13	0.06	0.04	0.04	0.06	0.09	0.16	0.03	0.06	0.04	0.03	0.07	0.12	0.26	0.02	0.11	-

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(g)(h) - kl(mn)(o)(p)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_Q16\_7. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Convenient options for me to drop the parcel off

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1592	129	1437	26	514	967	111	1555	25	7	1	1587	4
Weighted Base	1590	136*	1434	20**	491	978	121*	1546	35**	5**	2**	1586	3**
Effective Base	836	71	751	15	268	501	68	812	17	5	1	833	2
Not at all important (1)	31	2	27	2	9	15	7	31	-	-	-	31	-
	2%	2%	2%	9%	2%	1%	6%	2%	-	-	-	2%	-
Not very important (2)	57	4	52	1	18	31	7	52	5	-	-	57	-
	4%	3%	4%	1%	4%	3%	6%	3%	14%	-	-	4%	-
Neither important nor unimportant (3)	248	14	232	2	72	157	19	237	7	1	-	246	2
	16%	10%	16%	8%	15%	16%	16%	15%	21%	1%	-	15%	72%
Important (4)	664	50	601	7	198	419	46	652	8	1	2	661	1
	42%	41%	42%	36%	40%	43%	38%	42%	23%	20%	100%	42%	28%
Very important (5)	575	58	508	9	187	348	40	558	14	2	-	575	-
	36%	42%	35%	46%	38%	36%	33%	36%	41%	46%	-	36%	-
Don't know	16	2	14	-	6	9	2	16	-	1	-	16	-
	1%	2%	1%	-	1%	1%	1%	1%	-	13%	-	1%	-
NET Not at all important/ Not very important	87	6	79	2	28	46	14	82	5	-	-	87	-
	5%	5%	5%	10%	6%	5%	11%	5%	14%	-	-	6%	-
NET Important / Very important	1239	114	1109	16	386	767	87	1211	23	3	2	1236	1
	78%	84%	77%	82%	78%	78%	72%	78%	65%	66%	100%	78%	28%
Mean	4.08	4.22	4.06	4.09	4.10	4.09	3.89	4.08	3.92	4.29	4.00	4.08	3.28
Std Dev.	0.91	0.87	0.91	1.22	0.92	0.88	1.11	0.91	1.10	0.95	-	0.92	0.57
Std Error	0.02	0.08	0.02	0.24	0.04	0.03	0.11	0.02	0.22	0.39	-	0.02	0.28

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_7. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
 Convenient options for me to drop the parcel off

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1592	791	801	-	-	274	249	268	262	282	257	-	-	-	-	-	-
Weighted Base	1590	778	812	**	**	271	247	261	286	270	256	**	**	**	**	**	**
Effective Base	836	387	452	-	-	130	122	136	150	156	147	-	-	-	-	-	-
Not at all important (1)	31	11	20	-	-	7	3	1	10	5	5	-	-	-	-	-	-
	2%	1%	2%	-	-	2%	1%	1%	3%	2%	2%	-	-	-	-	-	-
Not very important (2)	57	31	25	-	-	16	1	13	8	10	7	-	-	-	-	-	-
	4%	4%	3%	-	-	6%	1%	5%	3%	4%	3%	-	-	-	-	-	-
Neither important nor unimportant (3)	248	118	130	-	-	43	38	35	48	43	39	-	-	-	-	-	-
	16%	15%	16%	-	-	16%	16%	14%	17%	16%	15%	-	-	-	-	-	-
Important (4)	664	335	329	-	-	116	106	113	130	91	108	-	-	-	-	-	-
	42%	43%	41%	-	-	43%	43%	43%	45%	34%	42%	-	-	-	-	-	-
Very important (5)	575	275	300	-	-	81	96	98	88	86	117	-	-	-	-	-	-
	36%	35%	37%	-	-	30%	39%	38%	31%	32%	37%	-	-	-	-	-	-
Don't know	16	8	8	-	-	7	1	1	2	3	3	-	-	-	-	-	-
	1%	1%	1%	-	-	3%	1%	1%	1%	1%	1%	-	-	-	-	-	-
NET Not at all important/ Not very important	87	42	45	-	-	23	5	14	18	15	12	-	-	-	-	-	-
	5%	5%	6%	-	-	9%	2%	5%	6%	6%	5%	-	-	-	-	-	-
NET Important / Very important	1239	610	629	-	-	197	202	211	218	208	203	-	-	-	-	-	-
	78%	78%	77%	-	-	73%	82%	81%	76%	77%	79%	-	-	-	-	-	-
Mean	4.08	4.08	4.07	-	-	3.94	4.18	4.13	3.98	4.14	4.11	-	-	-	-	-	-
Std Dev.	0.91	0.89	0.94	-	-	0.98	0.82	0.85	0.95	0.95	0.90	-	-	-	-	-	-
Std Error	0.02	0.03	0.03	-	-	0.06	0.05	0.05	0.06	0.06	0.06	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QI6\_8. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Convenient options for the operator to pick the parcel up from me

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	1592	-	1592	241	616	724	863	217	210	315	225	290	216	119	427	540	625	335	1477	105	1592
Weighted Base	1590	**	1590	312	638	759	824	256	200	335	238	262	179*	122*	456	572	562	300	1421	162*	1592
Effective Base	836	-	836	144	342	382	451	128	116	163	126	154	88	66	243	289	305	153	756	76	1592
Not at all important (1)	90	-	90	12	26	35	55	9	*	14	9	22	24	12	10	23	58	36	86	4	101
	6%	-	6%	4%	4%	5%	7%	4%	*	4%	4%	8%	13% <i>ghj</i>	10% <i>kl</i>	2%	4%	10% <i>no</i>	12% <i>op</i>	6%	2%	6%
Not very important (2)	148	-	148	10	64	69	79	15	12	23	20	28	14	35	27	43	77	49	144	1	161
	9%	-	9%	3%	10% <i>cd</i>	9%	10%	6%	6%	7%	9%	11%	6%	23% <i>ghij</i>	6%	9%	14% <i>op</i>	13% <i>no</i>	13% <i>rs</i>	1%	10%
Neither important nor unimportant (3)	392	-	392	43	142	183	207	55	38	59	56	73	70	41	93	115	184	111	357	33	409
	25%	-	25%	14%	22% <i>cd</i>	24%	25%	21%	19%	18%	24%	28% <i>kl</i>	39% <i>ghij</i>	33% <i>kl</i>	20%	20%	33% <i>no</i>	37% <i>no</i>	25%	20%	26%
Important (4)	510	-	510	125	211	272	234	95	72	117	83	77	38	27	167	201	143	65	442	67	498
	32%	-	32%	40%	33%	35% <i>kl</i>	28%	37% <i>klm</i>	35% <i>kl</i>	35% <i>kl</i>	35% <i>kl</i>	30%	21%	22%	37% <i>opq</i>	35% <i>opq</i>	25%	22%	31%	41%	31%
Very important (5)	424	-	424	121	188	192	232	76	76	120	67	53	26	6	152	187	85	32	369	54	392
	27%	-	27%	33% <i>cd</i>	30%	28%	28%	30% <i>klm</i>	35% <i>klm</i>	35% <i>klm</i>	23% <i>klm</i>	23% <i>klm</i>	13% <i>klm</i>	6%	33% <i>opq</i>	33% <i>opq</i>	19%	11%	28%	33%	23%
Don't know	25	-	25	1	6	8	17	5	1	1	2	8	6	1	6	4	15	7	22	3	31
	2%	-	2%	*	1%	1%	2%	2%	1%	*	1%	3%	4%	1%	1%	1%	3% <i>o</i>	2%	2%	2%	2%
NET Not at all important/ Not very important	238	-	238	22	90	104	134	25	12	37	29	50	38	47	37	66	135	85	231	5	262
	15%	-	15%	7%	14% <i>cd</i>	14%	16%	10%	6%	11%	12%	19% <i>ghij</i>	21% <i>ghij</i>	39% <i>ghijlm</i>	8%	12%	24% <i>no</i>	22% <i>no</i>	16% <i>rs</i>	3%	16%
NET Important / Very important	935	-	935	246	399	464	466	171	148	238	150	130	64	33	319	388	227	97	810	121	890
	59%	-	59%	79% <i>cd</i>	63%	61%	57%	67% <i>klm</i>	74% <i>klm</i>	71% <i>klm</i>	63% <i>klm</i>	59% <i>klm</i>	36%	27%	70% <i>opq</i>	68% <i>opq</i>	40%	32%	57%	78% <i>rs</i>	56%
Mean	3.66	-	3.66	4.07 <i>d</i>	3.75	3.69	3.63	3.85 <i>klm</i>	4.05 <i>klm</i>	3.92 <i>klm</i>	3.76 <i>klm</i>	3.46 <i>klm</i>	3.17	2.83	3.95 <i>opq</i>	3.85 <i>opq</i>	3.22	3.03	3.62	4.04 <i>r</i>	3.59
Std Dev.	1.14	-	1.14	1.00	1.11	1.09	1.19	1.04	0.91	1.09	1.08	1.19	1.20	1.04	0.99	1.08	1.18	1.15	1.16	0.90	1.16
Std Error	0.03	-	0.03	0.06	0.05	0.04	0.04	0.07	0.06	0.06	0.07	0.07	0.08	0.10	0.05	0.05	0.05	0.06	0.03	0.09	0.03

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghij/klm - no/pq - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_Q16\_8. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Convenient options for the operator to pick the parcel up from me

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

Total	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1592	430	464	343	355	894	698	911	659	165	201	398	418	307	1017	167	1346	-	-	-
Weighted Base	1590	338	449	387	416	788	803	1037	530	181*	204	387	408	310	998	182*	1331	-**	-**	-**
Effective Base	836	179	259	193	208	437	401	493	349	85	114	214	218	149	546	86	707	-	-	-
Not at all important (1)	90	26	29	23	12	55	35	39	51	10	12	16	22	20	50	10	74	-	-	-
	6%	6% <sup>ab</sup>	6%	6%	3%	7%	4%	4%	8%	5%	6%	4%	5%	6%	5%	5%	6%	-	-	-
Not very important (2)	148	25	37	40	39	63	85	82	65	14	21	42	33	27	96	14	126	-	-	-
	8%	6%	8%	12%	9%	8%	11%	8%	10%	8%	11%	11%	8%	9%	10%	8%	9%	-	-	-
Neither important nor unimportant (3)	392	49	122	97	125	170	222	214	173	62	56	98	94	49	248	62	304	-	-	-
	25%	14%	27% <sup>abc</sup>	25% <sup>ab</sup>	36% <sup>abc</sup>	22%	28% <sup>ab</sup>	21%	33% <sup>ab</sup>	34% <sup>ab</sup>	28% <sup>ab</sup>	25% <sup>ab</sup>	23%	16%	25% <sup>ab</sup>	34% <sup>ab</sup>	23%	44%	-	-
Important (4)	510	131	134	131	115	265	245	372	128	50	67	131	135	101	333	50	442	-	-	-
	32%	30% <sup>ab</sup>	30%	34%	28%	34%	31%	37% <sup>ab</sup>	24%	28%	33%	34%	33%	33%	33%	28%	33%	-	-	-
Very important (5)	424	105	121	83	115	226	198	322	97	40	44	96	121	108	281	40	371	-	-	-
	27%	31% <sup>bc</sup>	27%	22%	28%	29%	25%	31% <sup>ab</sup>	18%	22%	22%	25%	30%	35% <sup>ab</sup>	26%	22%	28%	-	-	-
Don't know	25	1	7	7	10	8	17	8	14	6	3	4	3	5	10	6	15	-	-	-
	2%	*	2%	2%	2%	1%	2%	1%	2%	3%	1%	1%	1%	1%	1%	3%	1%	-	-	-
NET Not at all important/ Not very important	238	52	66	69	51	118	121	121	118	24	34	58	55	47	146	24	200	-	-	-
	15%	15%	15%	18%	12%	15%	15%	12%	18%	13%	17%	15%	13%	15%	15%	13%	15%	-	-	-
NET Important / Very important	935	236	255	214	229	491	443	694	226	90	111	227	256	210	594	90	813	-	-	-
	59%	57% <sup>abcd</sup>	57%	55%	55%	55%	55%	67% <sup>ab</sup>	43%	50%	58%	59%	63% <sup>ab</sup>	62% <sup>ab</sup>	59%	50%	61% <sup>ab</sup>	-	-	-
Mean	3.66	3.74 <sup>bc</sup>	3.63	3.54	3.69	3.70	3.62	3.83 <sup>ab</sup>	3.30	3.55	3.54	3.65	3.74	3.82	3.67	3.55	3.69	-	-	-
Std Dev.	1.14	1.19	1.16	1.14	1.07	1.17	1.11	1.07	1.20	1.10	1.13	1.10	1.13	1.19	1.12	1.10	1.14	-	-	-
Std Error	0.03	0.06	0.05	0.06	0.05	0.04	0.04	0.04	0.05	0.09	0.08	0.06	0.06	0.07	0.04	0.09	0.03	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab|bcd - ef - gh - ij|klm - op - qrs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_8. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
 Convenient options for the operator to pick the parcel up from me

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1592	1087	505	226	748	347	272	225	79	90	80	80	80	78	95	80	86	63	284
Weighted Base	1590	1378	212	73*	1317	146	79	49	59*	188*	118*	112*	127*	133*	236*	207*	135*	23*	123
Effective Base	836	700	145	54	607	197	151	150	69	81	71	70	70	69	87	69	76	31	166
Not at all important (1)	90	79	11	4	69	13	4	4	1	13	3	11	11	7	5	10	8	4	9
	8%	6%	5%	5%	9%	9%	5%	9%	2%	7%	3%	14%	14%	5%	2%	5%	6%	16%	7%
Not very important (2)	148	124	24	7	116	20	7	5	5	15	5	8	14	7	22	22	10	2	17
	9%	9%	12%	9%	9%	14%	9%	11%	9%	8%	4%	7%	11%	5%	9%	10%	12%	10%	14%
Neither important nor unimportant (3)	392	322	71	22	331	32	19	11	15	48	47	29	24	46	37	54	30	5	27
	25%	23%	33%	31%	25%	22%	24%	22%	24%	25%	40%	26%	19%	35%	16%	26%	22%	22%	22%
Important (4)	510	461	49	18	420	48	28	25	24	48	37	28	39	46	90	63	45	8	39
	32%	33%	23%	24%	32%	33%	35%	30%	40%	26%	32%	25%	30%	34%	38%	31%	33%	37%	32%
Very important (5)	424	377	48	19	361	32	18	13	14	60	24	33	38	27	82	52	32	3	29
	27%	27%	23%	26%	27%	22%	23%	27%	24%	32%	20%	30%	29%	20%	35%	24%	24%	1%	24%
Don't know	25	16	9	3	20	2	2	1	1	5	1	3	2	-	5	3	-	-	1
	2%	1%	4%	3%	2%	1%	3%	1%	1%	2%	1%	3%	2%	-	3%	2%	2%	2%	1%
NET Not at all important/ Not very important	238	203	35	10	184	33	12	10	6	28	8	19	25	14	27	32	24	6	26
	15%	15%	17%	14%	14%	23%	15%	20%	11%	15%	7%	17%	13%	11%	11%	16%	18%	25%	21%
NET Important / Very important	935	838	97	37	781	80	46	28	38	108	61	61	76	73	172	115	77	11	69
	59%	61%	46%	50%	59%	55%	58%	57%	63%	57%	52%	55%	60%	54%	73%	56%	57%	49%	56%
Mean	3.66	3.68	3.48	3.60	3.69	3.46	3.63	3.56	3.75	3.69	3.63	3.59	3.62	3.58	3.94	3.62	3.59	3.15	3.51
Std Dev.	1.14	1.14	1.14	1.15	1.13	1.23	1.12	1.26	0.99	1.20	0.95	1.27	1.26	1.04	1.03	1.13	1.17	1.31	1.21
Std Error	0.03	0.03	0.05	0.08	0.04	0.07	0.07	0.08	0.11	0.13	0.11	0.14	0.14	0.12	0.11	0.13	0.13	0.17	0.07

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base



PRE\_QI6\_8. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
 Convenient options for the operator to pick the parcel up from me

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1592	555	70	277	565	645	214	97	52	1210	149	622	658	204	66	26	1280	92	-	-
Weighted Base	1590	516	82*	234	588	613	221	103*	52*	1201	155*	612	656	212	75*	19**	1268	94*	-**	-**
Effective Base	836	285	34	145	299	321	119	57	31	620	88	325	334	115	40	14	658	53	-	-
Not at all important (1)	90	60	4	34	38	31	6	8	17	69	15	41	33	8	3	5	74	8	-	-
	6%	12%	5%	15%	6%	5%	3%	4%	13%	6%	10%	7%	5%	4%	3%	27%	6%	8%	-	-
Not very important (2)	148	53	9	29	79	44	15	9	1	123	10	69	57	18	4	*	126	4	-	-
	9%	10%	11%	12%	13% <sup>net</sup>	7%	7%	9%	2%	10%	6%	11%	9%	8%	5%	1%	10%	4%	-	-
Neither important nor unimportant (3)	392	155	33	74	133	132	74	31	17	264	48	126	156	73	31	1	282	32	-	-
	25%	30%	41%	32%	23%	21%	33% <sup>net</sup>	30%	33%	22%	31%	21%	24%	34% <sup>net</sup>	41% <sup>net</sup>	5%	22%	33% <sup>net</sup>	-	-
Important (4)	510	143	16	56	140	235	92	30	11	375	42	170	242	67	22	6	411	28	-	-
	32%	38%	19%	24%	24%	33% <sup>net</sup>	42% <sup>net</sup>	29%	22%	31% <sup>net</sup>	27%	28%	37% <sup>net</sup>	31%	29%	30%	32%	29%	-	-
Very important (5)	424	94	16	33	188	164	32	22	15	352	38	199	158	43	16	7	357	23	-	-
	27%	18%	20%	14%	32% <sup>net</sup>	27% <sup>net</sup>	14%	22%	29%	28% <sup>net</sup>	24%	32% <sup>net</sup>	24%	20%	21%	38%	28%	24%	-	-
Don't know	25	10	3	7	11	6	3	2	1	17	2	8	10	3	1	-	19	1	-	-
	2%	2%	3%	3%	2%	1%	1%	2%	1%	1%	2%	1%	2%	1%	-	-	1%	1%	-	-
NET Not at all important/ Not very important	238	114	14	63	117	76	20	17	8	192	25	109	90	26	6	5	200	12	-	-
	15%	22%	17%	27%	20% <sup>net</sup>	12%	9%	17%	15%	16%	16%	18%	14%	12%	8%	27%	16%	12%	-	-
NET Important / Very important	935	238	32	90	328	399	124	53	26	727	79	368	400	110	38	13	788	51	-	-
	59%	46%	39%	38%	56%	33% <sup>net</sup>	56%	51%	51%	61%	51%	60%	61%	52%	50%	68%	61%	54%	-	-
Mean	3.66	3.31	3.38	3.12	3.63	3.75	3.60	3.49	3.52	3.69	3.50	3.69	3.67	3.57	3.60	3.52	3.68	3.58	-	-
Std Dev	1.14	1.23	1.11	1.25	1.25	1.09	0.91	1.18	1.31	1.17	1.22	1.23	1.09	1.04	0.99	1.66	1.16	1.15	-	-
Std Error	0.03	0.05	0.14	0.08	0.05	0.04	0.06	0.12	0.19	0.03	0.10	0.05	0.04	0.07	0.12	0.33	0.03	0.12	-	-

Proportions: Means: Column Test (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_8. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
 Convenient options for the operator to pick the parcel up from me

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1592	129	1437	26	514	967	111	1555	25	7	1	1587	4
Weighted Base	1590	136*	1434	20**	491	978	121*	1546	35**	5**	2**	1586	3**
Effective Base	836	71	751	15	268	501	68	812	17	5	1	833	2
Not at all important (1)	90	2	86	2	16	67	7	90	-	-	-	90	-
	6%	1%	6%	10%	3%	7% <b>ud</b>	6%	6%	-	-	-	6%	-
Not very important (2)	148	10	136	2	38	93	17	144	3	1	-	148	-
	9%	7%	9%	11%	8%	10%	14%	9%	9%	13%	-	9%	-
Neither important nor unimportant (3)	392	16	373	3	88	273	32	388	2	-	-	390	2
	25%	12%	26% <b>ae</b>	16%	18%	28% <b>ud</b>	26%	25%	7%	7%	-	25%	72%
Important (4)	510	49	457	5	169	315	27	489	17	2	2	507	1
	32%	36%	32%	29%	34%	32%	32%	32%	46%	34%	100%	32%	28%
Very important (5)	424	55	362	7	169	220	35	410	12	2	-	424	-
	27%	41% <b>b</b>	25%	37%	34% <b>ae</b>	23%	29%	27%	35%	46%	-	27%	-
Don't know	25	5	20	-	12	10	3	25	-	-	-	25	-
	2%	4%	1%	2%	3%	1%	2%	2%	-	-	-	2%	-
NET Not at all important/ Not very important	238	12	222	4	54	161	24	234	3	1	-	238	-
	15%	9%	16%	21%	11%	16% <b>ud</b>	20% <b>ud</b>	15%	10%	13%	-	15%	-
NET Important / Very important	935	104	818	12	338	535	62	899	29	4	2	932	1
	59%	73% <b>b</b>	57%	62%	65% <b>ud</b>	55%	51%	58%	83%	80%	100%	59%	28%
Mean	3.66	4.11 <b>b</b>	3.62	3.69	3.31 <b>ud</b>	3.54	3.56	3.65	4.08	4.12	4.00	3.66	3.28
Std Dev	1.14	0.58	1.14	1.37	1.07	1.15	1.22	1.15	0.92	1.16	-	1.14	0.57
Std Error	0.03	0.09	0.03	0.27	0.05	0.04	0.12	0.03	0.18	0.44	-	0.03	0.28

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

***Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)***

**PRE\_Q16\_8.** For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
 Convenient options for the operator to pick the parcel up from me

**Base :** Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1592	791	801	-	-	274	249	268	262	282	257	-	-	-	-	-	-
Weighted Base	1590	778	812	**	**	271	247	261	286	270	256	**	**	**	**	**	**
Effective Base	836	387	452	-	-	130	122	136	150	156	147	-	-	-	-	-	-
Not at all important (1)	90	43	47	-	-	16	11	16	23	17	8	-	-	-	-	-	-
	6%	5%	6%	-	-	6%	4%	6%	8%	6%	3%	-	-	-	-	-	-
Not very important (2)	148	59	89	-	-	18	9	32	33	27	29	-	-	-	-	-	-
	9%	8%	11%	-	-	7%	4%	12%	11%	10%	11%	-	-	-	-	-	-
Neither important nor unimportant (3)	392	200	192	-	-	72	67	61	73	53	66	-	-	-	-	-	-
	25%	26%	24%	-	-	27%	27%	24%	26%	20%	26%	-	-	-	-	-	-
Important (4)	510	261	250	-	-	99	83	79	94	76	79	-	-	-	-	-	-
	32%	34%	31%	-	-	37%	33%	30%	33%	28%	31%	-	-	-	-	-	-
Very important (5)	424	203	222	-	-	60	74	68	60	89	73	-	-	-	-	-	-
	27%	26%	27%	-	-	22%	30%	26%	21%	33%	29%	-	-	-	-	-	-
Don't know	25	13	12	-	-	5	4	4	3	6	1	-	-	-	-	-	-
	2%	2%	2%	-	-	2%	1%	2%	1%	3%	-	-	-	-	-	-	-
NET Not at all important/ Not very important	238	102	136	-	-	35	19	48	55	43	38	-	-	-	-	-	-
	15%	13%	17%	-	-	13%	8%	18%	19%	16%	15%	-	-	-	-	-	-
NET Important / Very important	935	463	471	-	-	159	157	147	154	165	152	-	-	-	-	-	-
	59%	60%	58%	-	-	59%	64%	56%	54%	61%	59%	-	-	-	-	-	-
Mean	3.66	3.68	3.64	-	-	3.63	3.63h	3.59	3.48	3.74	3.70	-	-	-	-	-	-
Std Dev.	1.14	1.11	1.17	-	-	1.09	1.04	1.18	1.18	1.21	1.10	-	-	-	-	-	-
Std Error	0.03	0.04	0.04	-	-	0.07	0.07	0.07	0.07	0.07	0.07	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QI6\_9. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Convenient options for the recipient to accept the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	1592	-	1592	241	616	724	863	217	210	315	225	290	216	119	427	540	625	335	1477	105	1592
Weighted Base	1590	**	1590	312	638	759	824	256	200	335	238	262	179*	122*	456	572	562	300	1421	162*	1592
Effective Base	836	-	836	144	342	382	451	128	116	163	126	154	88	66	243	289	305	153	756	76	1592
Not at all important (1)	10	-	10	1	3	5	5	2	2	1	1	2	1	1	3	2	5	3	8	1	14
	1%	-	1%	*	*	1%	1%	1%	1%	*	*	1%	1%	1%	1%	*	1%	1%	1%	1%	1%
Not very important (2)	47	-	47	12	25	20	27	13	3	7	3	1	2	19	15	9	22	21	43	4	54
	3%	-	3%	4%	4%	3%	3%	6%	1%	2%	1%	*	1%	4%	3%	2%	4%	3%	3%	2%	3%
Neither important nor unimportant (3)	275	-	275	29	117	137	138	33	21	53	37	60	45	25	55	90	130	70	254	17	280
	17%	-	17%	9%	18%	16%	17%	13%	11%	16%	16%	23% <sup>gh</sup>	25% <sup>ij</sup>	21%	12%	16%	23% <sup>no</sup>	23% <sup>no</sup>	18%	11%	18%
Important (4)	700	-	700	118	274	330	365	112	83	129	103	137	81	56	195	231	273	137	626	73	683
	44%	-	44%	38%	43%	43%	44%	44%	41%	38%	43%	52% <sup>kl</sup>	45%	46%	43%	40%	49% <sup>rs</sup>	45%	44%	45%	43%
Very important (5)	543	-	543	148	212	258	283	91	86	144	92	61	46	20	181	236	127	68	478	64	541
	34%	-	34%	12% <sup>cd</sup>	33%	34%	34%	8% <sup>km</sup>	8% <sup>km</sup>	8% <sup>km</sup>	8% <sup>km</sup>	23%	26%	16%	60% <sup>op</sup>	61% <sup>op</sup>	23%	22%	34%	34%	40%
Don't know	15	-	15	5	6	9	6	5	2	2	1	3	1	7	4	4	4	3	13	3	20
	1%	-	1%	2%	1%	1%	1%	2%	1%	1%	*	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%
NET Not at all important/ Not very important	57	-	57	13	28	25	32	14	5	7	4	3	4	20	19	11	27	24	51	5	68
	4%	-	4%	4%	4%	3%	4%	6% <sup>kl</sup>	2%	2%	2%	1%	2%	17% <sup>lmn</sup>	4%	2%	5%	9% <sup>o</sup>	4%	3%	4%
NET Important / Very important	1243	-	1243	285	486	588	648	204	172	272	195	198	127	76	376	467	400	203	1103	137	1224
	78%	-	78%	85% <sup>td</sup>	76%	77%	79%	80% <sup>km</sup>	80% <sup>km</sup>	81% <sup>km</sup>	82% <sup>km</sup>	79% <sup>km</sup>	71%	62%	82% <sup>op</sup>	82% <sup>op</sup>	71%	68%	78%	85%	77%
Mean	4.09	-	4.09	4.30 <sup>d</sup>	4.06	4.09	4.09	4.11 <sup>m</sup>	4.28 <sup>km</sup>	4.23 <sup>km</sup>	4.18 <sup>km</sup>	3.97 <sup>m</sup>	3.96 <sup>m</sup>	3.61	4.19 <sup>op</sup>	4.21 <sup>op</sup>	3.89	3.82	4.08	4.23	4.07
Std Dev.	0.83	-	0.83	0.82	0.85	0.83	0.83	0.86	0.79	0.80	0.78	0.74	0.80	0.98	0.83	0.79	0.83	0.89	0.83	0.78	0.86
Std Error	0.02	-	0.02	0.05	0.03	0.03	0.03	0.06	0.06	0.05	0.05	0.04	0.06	0.09	0.04	0.03	0.03	0.05	0.02	0.08	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/p/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QI6\_9. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Convenient options for the recipient to accept the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1592	430	464	343	355	894	698	911	659	165	201	398	418	307	1017	167	1346	-	-	-
Weighted Base	1590	338	449	387	416	788	803	1037	530	181*	204	387	408	310	998	182*	1331	-**	-**	-**
Effective Base	836	179	259	193	208	437	401	493	349	85	114	214	218	149	546	86	707	-	-	-
Not at all important (1)	10	5	3	-	3	7	3	6	4	-	2	-	4	1	6	-	8	-	-	-
1%	1%	1%	1%	-	1%	1%	-	1%	1%	-	1%	-	1%	-	1%	-	1%	-	-	-
Not very important (2)	47	12	17	9	9	28	19	25	22	8	2	17	11	6	30	9	36	-	-	-
3%	3%	3%	4%	2%	2%	4%	2%	4%	2%	4%	1%	4%	3%	2%	3%	5%	3%	-	-	-
Neither important nor unimportant (3)	275	37	77	81	80	114	161	175	99	49	40	65	65	44	170	49	220	-	-	-
17%	17%	11%	17%	21%	19%	14%	20%	17%	19%	27%	20%	17%	16%	14%	17%	27%	16%	-	-	-
Important (4)	709	140	202	184	173	342	358	434	255	68	97	171	179	130	447	69	588	-	-	-
44%	44%	47%	43%	48%	42%	43%	45%	42%	49%	38%	48%	44%	44%	42%	45%	38%	44%	-	-	-
Very important (5)	543	142	148	109	144	290	253	388	145	54	61	128	145	129	334	54	466	-	-	-
34%	34%	42%	33%	28%	35%	37%	32%	37%	27%	30%	30%	33%	36%	42%	33%	29%	35%	-	-	-
Don't know	15	3	3	3	7	5	10	9	6	1	2	6	4	1	11	1	14	-	-	-
1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	-	-	-
NET Not at all important/Not very important	57	16	19	9	12	36	21	31	26	9	4	17	15	7	36	9	44	-	-	-
4%	4%	5%	4%	2%	3%	5%	3%	3%	5%	9%	2%	4%	4%	2%	4%	5%	3%	-	-	-
NET Important / Very important	1243	282	350	293	317	632	611	822	400	122	158	299	324	259	781	123	1054	-	-	-
78%	78%	83%	78%	78%	80%	80%	76%	79%	75%	67%	77%	77%	79%	83%	78%	67%	79%	-	-	-
Mean	4.09	4.00	4.07	4.02	4.09	4.12	4.06	4.14	3.98	3.92	4.05	4.07	4.11	4.22	4.09	3.92	4.12	-	-	-
Std Dev.	0.83	0.87	0.84	0.77	0.83	0.86	0.80	0.83	0.83	0.88	0.80	0.83	0.84	0.79	0.83	0.88	0.82	-	-	-
Std Error	0.02	0.04	0.04	0.04	0.04	0.03	0.03	0.03	0.03	0.07	0.06	0.04	0.04	0.05	0.03	0.07	0.02	-	-	-

Proportions/Mean: Columns Yes/No (5% risk level) - abc|cd - e|f - gh - ij|kl|lm|n - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QI6\_9. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Convenient options for the recipient to accept the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1592	1087	505	226	748	347	272	225	79	90	80	80	80	78	95	80	86	63	284
Weighted Base	1590	1378	212	73*	1317	146	79	49	59*	188*	118*	112*	127*	133*	236*	207*	135*	23*	123
Effective Base	836	700	145	54	607	197	151	150	69	81	71	70	70	69	87	69	76	31	166
Not at all important (1)	1%	9%	1%	1%	5%	4%	-	-	1%	-	-	3%	-	-	-	2%	-	2%	3%
Not very important (2)	47%	36%	11%	2%	38%	6%	2%	2%	1%	1%	1%	1%	1%	5%	12%	4%	6%	1%	5%
Neither important nor unimportant (3)	27%	22%	51%	13%	23%	21%	13%	8%	13%	30%	22%	24%	28%	26%	21%	39%	29%	4%	17%
Important (4)	70%	62%	79%	31%	58%	63%	27%	20%	22%	78%	54%	43%	56%	65%	109%	103%	57%	7%	56%
Very important (5)	44%	45%	37%	42%	44%	44%	35%	42%	37%	41%	46%	39%	44%	49%	46%	50%	42%	32%	46%
NET Not at all important/ Not very important	57%	45%	12%	3%	43%	10%	2%	2%	2%	1%	1%	3%	5%	6%	12%	6%	6%	2%	7%
NET Important / Very important	43%	55%	88%	97%	56%	56%	78%	78%	4%	1%	1%	3%	4%	4%	5%	3%	4%	68%	93%
Mean	4.09	4.11d	3.96	4.07	4.09	4.05	4.18	4.13	4.06	4.25m	4.14	4.05	3.97	3.98	4.21	4.01	4.01	3.95	4.07
Std Dev.	0.83	0.81	0.91	0.89	0.81	0.95	0.84	0.84	0.89	0.74	0.74	0.91	0.83	0.80	0.81	0.80	0.84	1.19	0.91
Std Error	0.02	0.02	0.04	0.06	0.03	0.05	0.05	0.06	0.10	0.08	0.08	0.10	0.09	0.09	0.08	0.09	0.09	0.15	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

PRE\_QI6\_9. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
 Convenient options for the recipient to accept the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1592	555	70	277	565	645	214	97	52	1210	149	622	658	204	66	26	1280	92	-	-
Weighted Base	1590	516	82*	234	588	613	221	103*	52*	1201	155*	612	656	212	75*	19**	1268	94*	-**	-**
Effective Base	836	285	34	145	299	321	119	57	31	620	88	325	334	115	40	14	658	53	-	-
Not at all important (1)	10	4	-	3	2	*	5	1	2	3	2	1	1	5	1	2	2	3	-	-
	1%	1%	-	1%	*	*	3% <i>af</i>	1%	1%	4% <i>ah</i>	1%	*	*	3% <i>ap</i>	2%	9%	1	3% <i>aq</i>	-	-
Not very important (2)	47	24	9	13	19	19	7	1	2	37	2	17	14	12	3	1	31	4	-	-
	3%	5%	12%	6%	3%	3%	3%	1%	3%	3%	2%	3%	2%	6%	4%	2%	4%	2%	4%	4%
Neither important nor unimportant (3)	275	110	25	47	77	96	75	12	10	173	22	77	110	63	18	1	187	19	-	-
	17%	21%	30%	20%	13%	16%	34% <i>degj</i>	12%	19%	14%	14%	13%	17%	30% <i>ap</i>	23%	6%	15%	20%	-	-
Important (4)	700	233	30	113	232	295	94	53	23	528	76	231	323	100	40	4	554	44	-	-
	44%	45%	37%	48%	39%	43% <i>af</i>	42%	52%	43%	44%	49%	38%	43% <i>ak</i>	47%	54% <i>ak</i>	20%	44%	47%	-	-
Very important (5)	543	139	16	55	252	195	40	34	15	447	49	281	200	32	11	12	481	23	-	-
	34%	27%	20%	24%	43% <i>af</i>	32% <i>af</i>	18%	34% <i>af</i>	29%	37% <i>af</i>	32% <i>af</i>	46% <i>amnpq</i>	31% <i>am</i>	15%	15%	62%	35% <i>am</i>	25%	-	-
Don't know	15	6	1	3	6	7	*	1	1	13	3	6	8	*	1	*	14	2	-	-
	1%	1%	1%	1%	1%	1%	*	1%	2%	1%	2%	1%	1%	*	2%	1%	1%	2%	-	-
NET Not at all important/ Not very important	57	28	9	16	21	19	11	1	3	40	5	18	15	17	4	2	33	7	-	-
	4%	5%	12%	7%	4%	3%	5%	1%	7%	3%	3%	3%	2%	8% <i>ap</i>	6%	12%	3%	7%	-	-
NET Important / Very important	1243	372	47	168	484	491	134	88	37	975	125	512	623	132	52	16	1035	67	-	-
	79%	72%	57%	72%	63% <i>af</i>	61% <i>af</i>	61%	69% <i>af</i>	72%	61% <i>af</i>	61% <i>af</i>	41% <i>amnpq</i>	39% <i>am</i>	62%	69%	81%	63% <i>am</i>	71%	-	-
Mean	4.09	3.94	3.66	3.88	4.21	4.19	3.71	4.19	3.93	4.19	4.10	4.17	4.09	3.67	3.78	4.23	4.18	3.87	-	-
Std Dev	0.83	0.86	0.93	0.88	0.83	0.78	0.87	0.72	0.98	0.80	0.82	0.80	0.75	0.88	0.82	1.28	0.78	0.94	-	-
Std Error	0.02	0.04	0.11	0.05	0.04	0.03	0.06	0.07	0.14	0.02	0.07	0.03	0.03	0.06	0.10	0.26	0.02	0.10	-	-

Proportions/Mean: Columns Testad (5% risk level) - ab/c - d/e(f/g/h/i) - kl/mn/o/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_Q16\_9. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Convenient options for the recipient to accept the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1592	129	1437	26	514	967	111	1555	25	7	1	1587	4
Weighted Base	1590	136*	1434	20**	491	978	121*	1546	35**	5**	2**	1586	3**
Effective Base	836	71	751	15	268	501	68	812	17	5	1	833	2
Not at all important (1)	10	-	9	-	1	5	4	10	-	-	-	10	-
	1%	-	1%	-	-	1%	3% <i>side</i>	1%	-	-	-	1%	-
Not very important (2)	47	6	41	-	18	23	6	42	4	1	-	47	-
	3%	4%	3%	-	4%	2%	5%	3%	10%	32%	-	3%	-
Neither important nor unimportant (3)	275	12	262	1	80	174	21	270	3	-	-	273	2
	17%	9%	18% <i>side</i>	6%	16%	18%	18%	17%	7%	-	-	17%	78%
Important (4)	700	55	634	10	196	449	55	677	17	3	2	697	1
	44%	41%	44%	50%	40%	46%	42%	44%	46%	68%	100%	44%	22%
Very important (5)	543	61	474	9	188	321	35	536	8	-	-	543	-
	34%	44%	33%	44%	38%	33%	29%	35%	22%	-	-	34%	-
Don't know	15	2	13	-	9	6	*	11	4	-	-	15	-
	1%	2%	1%	-	2%	1%	*	1%	13%	-	-	1%	-
NET Not at all important/ Not very important	57	6	51	-	19	28	10	52	4	1	-	57	-
	4%	4%	4%	-	4%	3%	8% <i>side</i>	3%	10%	32%	-	4%	-
NET Important / Very important	1243	116	1108	19	383	770	89	1213	24	3	2	1240	1
	78%	85%	77%	94%	78%	79%	74%	78%	70%	68%	100%	78%	22%
Mean	4.09	4.27	4.07	4.38	4.14	4.09	3.92	4.10	3.93	3.37	4.00	4.09	3.22
Std Dev.	0.83	0.82	0.83	0.61	0.84	0.80	0.97	0.83	0.91	1.05	-	0.83	0.52
Std Error	0.02	0.07	0.02	0.12	0.04	0.03	0.09	0.02	0.19	0.40	-	0.02	0.26

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
\* small base, \*\* very small base (under 30) ineligible for sig testing



PRE\_QI6\_9. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
 Convenient options for the recipient to accept the delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1592	791	801	-	274	249	268	262	282	257	-	-	-	-	-	-
Weighted Base	1590	778	812	**	271	247	261	286	270	256	**	**	**	**	**	**
Effective Base	836	387	452	-	130	122	136	150	156	147	-	-	-	-	-	-
Not at all important (1)	10	4	5	-	2	1	1	*	4	2	-	-	-	-	-	-
	1%	1%	1%	-	1%	*	1%	*	1%	1%	-	-	-	-	-	-
Not very important (2)	47	23	24	-	6	12	6	10	6	7	-	-	-	-	-	-
	3%	3%	3%	-	2%	5%	2%	4%	2%	3%	-	-	-	-	-	-
Neither important nor unimportant (3)	275	158	117	-	54	38	63	42	43	32	-	-	-	-	-	-
	17%	20% <sup>b</sup>	14%	-	20%	15%	20% <sup>m</sup>	15%	16%	13%	-	-	-	-	-	-
Important (4)	700	333	366	-	120	104	109	139	103	125	-	-	-	-	-	-
	44%	43%	45%	-	44%	42%	42%	49%	38%	49%	-	-	-	-	-	-
Very important (5)	543	253	290	-	89	90	74	91	112	87	-	-	-	-	-	-
	34%	33%	36%	-	33%	37%	29%	32%	42% <sup>n</sup>	34%	-	-	-	-	-	-
Don't know	15	5	11	-	1	2	3	4	3	4	-	-	-	-	-	-
	1%	1%	1%	-	1%	1%	1%	1%	1%	2%	-	-	-	-	-	-
NET Not at all important/ Not very important	57	28	29	-	8	13	8	11	10	8	-	-	-	-	-	-
	4%	4%	4%	-	3%	5%	3%	4%	4%	3%	-	-	-	-	-	-
NET Important / Very important	1243	587	656	-	209	195	184	230	215	212	-	-	-	-	-	-
	78%	75%	81%	-	77%	79%	70%	80%	80%	83% <sup>o</sup>	-	-	-	-	-	-
Mean	4.09	4.05	4.14	-	4.07	4.11	3.97	4.10	4.17 <sup>g</sup>	4.14	-	-	-	-	-	-
Std Dev.	0.83	0.84	0.82	-	0.82	0.86	0.83	0.79	0.88	0.78	-	-	-	-	-	-
Std Error	0.02	0.03	0.03	-	0.05	0.06	0.05	0.05	0.05	0.05	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QI6\_10. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Insurance against damage or loss

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	1592	-	1592	241	616	724	863	217	210	315	225	290	216	119	427	540	625	335	1477	105	1592
Weighted Base	1590	**	1590	312	638	759	824	256	200	335	238	262	179*	122*	456	572	562	300	1421	162*	1592
Effective Base	836	-	836	144	342	382	451	128	116	163	126	154	88	66	243	289	305	153	756	76	1592
Not at all important (1)	11	-	11	3	3	9	2	*	3	*	3	2	1	2	3	3	5	3	11	-	13
	1%	-	1%	1%	1%	1%	*	*	1%	*	1%	1%	2%	2%	1%	1%	1%	1%	1%	-	1%
Not very important (2)	57	-	57	11	20	27	30	9	5	11	5	6	5	17	13	16	28	22	46	11	67
	4%	-	4%	4%	3%	4%	4%	3%	3%	3%	2%	2%	3%	13% <sup>gh</sup>	3%	3%	5%	7%	3%	7%	4%
Neither important nor unimportant (3)	255	-	255	25	89	125	128	28	21	42	34	52	48	31	49	76	130	78	234	18	267
	16%	-	16%	8%	14%	16%	15%	11%	11%	12%	14%	20% <sup>gh</sup>	27% <sup>gh</sup>	25% <sup>gh</sup>	11%	13%	23% <sup>no</sup>	26% <sup>no</sup>	76%	11%	77%
Important (4)	648	-	648	101	251	302	344	93	76	137	97	112	80	55	169	234	246	134	583	64	678
	41%	-	41%	32%	39%	40%	42%	36%	38%	41%	41%	43%	45%	45%	37%	41%	44%	45%	41%	39%	43%
Very important (5)	602	-	602	165	272	288	312	119	92	144	98	86	45	17	212	242	148	62	532	67	549
	38%	-	38%	33% <sup>cd</sup>	43%	38%	38%	40% <sup>klm}</sup>	40% <sup>klm}</sup>	43% <sup>lm}</sup>	43% <sup>lm}</sup>	45% <sup>lm}</sup>	33% <sup>lm}</sup>	22%	14%	43% <sup>opq}</sup>	43% <sup>opq}</sup>	26%	21%	37%	41%
Don't know (6)	17	-	17	7	3	9	9	7	3	*	1	5	*	1	10	2	6	1	14	3	18
	1%	-	1%	2%	*	1%	1%	3%	1%	*	1%	2%	*	1%	2%	*	1%	*	1%	2%	1%
NET Not at all important/ Not very important	68	-	68	14	24	36	32	8	8	11	8	8	6	19	16	19	33	25	57	11	80
	4%	-	4%	4%	4%	5%	4%	3%	4%	3%	3%	3%	3%	15% <sup>klm</sup>	4%	3%	6%	9% <sup>no}</sup>	4%	7%	5%
NET Important / Very important	1250	-	1250	266	523	589	656	212	169	281	195	198	124	72	380	476	394	196	1115	130	1227
	79%	-	79%	85%	82%	78%	80%	63% <sup>klm}</sup>	64% <sup>klm}</sup>	64% <sup>klm}</sup>	62% <sup>klm}</sup>	76% <sup>klm}</sup>	70%	59%	63% <sup>opq}</sup>	63% <sup>opq}</sup>	70%	65%	78%	80%	77%
Mean	4.13	-	4.13	4.36	4.21	4.11	4.15	4.30% <sup>klm}</sup>	4.27% <sup>lm}</sup>	4.24% <sup>lm}</sup>	4.19% <sup>lm}</sup>	4.06% <sup>lm}</sup>	3.91% <sup>lm}</sup>	3.56	4.29% <sup>opq}</sup>	4.22% <sup>opq}</sup>	3.90	3.77	4.12	4.17	4.07
Std Dev.	0.86	-	0.86	0.85	0.84	0.89	0.83	0.80	0.86	0.80	0.85	0.84	0.82	0.95	0.83	0.82	0.88	0.89	0.86	0.88	0.87
Std Error	0.02	-	0.02	0.06	0.03	0.03	0.03	0.05	0.06	0.05	0.06	0.05	0.06	0.09	0.04	0.04	0.04	0.05	0.02	0.09	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/p/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_Q16\_10. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Insurance against damage or loss

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1592	430	464	343	355	894	698	911	659	165	201	398	418	307	1017	167	1346	-	-	-
Weighted Base	1590	338	449	387	416	788	803	1037	530	181*	204	387	408	310	998	182*	1331	-**	-**	-**
Effective Base	836	179	259	193	208	437	401	493	349	85	114	214	218	149	546	86	707	-	-	-
Not at all important (1)	11	4	1	4	2	5	6	7	4	-	1	2	6	2	9	-	11	-	-	-
	1%	1%	-	1%	-	1%	1%	1%	1%	-	-	1%	2%	1%	1%	-	1%	-	-	-
Not very important (2)	57	14	14	11	17	29	28	33	23	8	9	16	11	9	36	8	48	-	-	-
	4%	4%	3%	3%	4%	4%	3%	3%	4%	4%	4%	4%	3%	3%	4%	4%	4%	-	-	-
Neither important nor unimportant (3)	255	45	71	67	72	115	139	145	108	37	39	62	65	35	167	37	206	-	-	-
	16%	13%	16%	17%	17%	15%	17%	14%	20%	20%	19%	16%	16%	11%	17%	20%	15%	-	-	-
Important (4)	648	144	193	167	145	337	311	406	239	67	78	171	150	137	399	67	548	-	-	-
	41%	43%	43%	43%	35%	43%	39%	39%	45%	37%	38%	44%	37%	44%	40%	37%	41%	-	-	-
Very important (5)	662	131	166	135	171	297	305	435	152	65	76	127	171	126	375	68	506	-	-	-
	38%	39%	37%	35%	41%	38%	38%	42%	29%	37%	37%	33%	42%	41%	37%	37%	39%	-	-	-
Don't know	17	-	5	4	9	5	12	11	4	2	-	9	4	-	12	3	12	-	-	-
	1%	-	1%	1%	2%	1%	2%	1%	1%	1%	-	2%	1%	-	1%	1%	1%	-	-	-
NET Not at all important/ Not very important	68	16	15	15	19	33	34	40	27	8	10	18	17	11	45	8	59	-	-	-
	4%	3%	3%	4%	5%	4%	4%	4%	5%	4%	5%	5%	4%	4%	5%	4%	4%	-	-	-
NET Important / Very important	1250	275	359	301	315	634	616	841	392	135	155	298	321	264	774	135	1055	-	-	-
	79%	81%	80%	78%	78%	80%	77%	81%	74%	74%	76%	77%	79%	82%	78%	74%	79%	-	-	-
Mean	4.13	4.13	4.14	4.09	4.14	4.14	4.11	4.20	3.97	4.09	4.08	4.07	4.16	4.21	4.11	4.09	4.13	-	-	-
Std Dev.	0.86	0.88	0.81	0.86	0.89	0.84	0.87	0.85	0.86	0.86	0.88	0.85	0.90	0.81	0.88	0.86	0.86	-	-	-
Std Error	0.02	0.04	0.04	0.05	0.05	0.03	0.03	0.03	0.03	0.07	0.06	0.04	0.04	0.05	0.03	0.07	0.02	-	-	-

Proportions/Means: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_10. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Insurance against damage or loss

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1592	1087	505	226	748	347	272	225	79	90	80	80	80	78	95	80	86	63	284
Weighted Base	1590	1378	212	73*	1317	146	79	49	59*	188*	118*	112*	127*	133*	236*	207*	135*	23*	123
Effective Base	836	700	145	54	607	197	151	150	69	81	71	70	70	69	87	69	76	31	166
Not at all important (1)	11	9	2	1	9	1	-	-	1	-	1	2	-	-	5	-	-	1	1
Not very important (2)	57	46	11	4	42	8	3	4	5	7	1	4	7	1	9	6	2	6	5
Neither important nor unimportant (3)	255	215	40	9	208	28	11	8	5	25	17	23	20	23	31	29	35	4	24
Important (4)	648	560	88	34	527	68	32	21	28	83	33	83	56	56	78	86	41	10	58
Very important (5)	602	536	65	22	515	40	32	15	21	74	32	46	43	51	121	78	49	6	34
Don't know	17	12	5	3	15	1	1	1	-	-	-	3	2	1	-	6	3	-	1
NET Not at all important/ Not very important	68	55	13	5	51	10	3	4	5	7	3	7	7	1	6	9	6	3	7
NET Important / Very important	1250	1096	154	56	1042	108	63	37	49	157	99	79	99	107	199	164	91	16	92
Mean	4.13	4.16d	3.99	4.02	4.16ep	3.94	4.18ep	3.98	4.09	4.19qr	4.07	4.06	4.07	4.18qr	4.30pqr	4.15	4.02	3.82	3.96
Std Dev.	0.86	0.85	0.90	0.92	0.85	0.88	0.83	0.92	0.92	0.80	0.75	1.00	0.85	0.76	0.88	0.83	0.91	1.03	0.85
Std Error	0.02	0.03	0.04	0.06	0.03	0.05	0.05	0.06	0.10	0.08	0.08	0.11	0.10	0.09	0.09	0.09	0.10	0.13	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

PRE\_QI6\_10. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Insurance against damage or loss

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1592	555	70	277	565	645	214	97	52	1210	149	622	658	204	66	26	1280	92	-	-
Weighted Base	1590	516	82*	234	588	613	221	103*	52*	1201	155*	612	656	212	75*	19**	1268	94*	-**	-**
Effective Base	836	285	34	145	299	321	119	57	31	620	88	325	334	115	40	14	658	53	-	-
Not at all important (1)	11	4	-	1	2	4	1	2	-	6	6	2	3	3	3	-	5	3	-	-
	1%	1%	-	-	1%	1%	-	-	-	1%	1%	1%	1%	1%	1%	-	1%	1%	-	-
Not very important (2)	57	26	7	14	23	21	7	5	2	43	6	20	21	11	3	1	41	5	-	-
	4%	5%	8%	6%	4%	3%	3%	5%	3%	4%	4%	3%	3%	5%	4%	8%	3%	5%	-	-
Neither important nor unimportant (3)	255	112	22	55	68	99	65	14	5	167	19	61	118	52	14	5	179	19	-	-
	16%	22%	27%	24%	12%	16%	29% <i>degim</i>	13%	10%	14%	12%	10%	18% <i>k</i>	25% <i>op</i>	18%	25%	14%	20% <i>at</i>	-	-
Important (4)	648	200	28	107	240	267	77	42	19	507	61	250	274	65	24	2	524	26	-	-
	41%	38%	34%	46%	41%	44%	35%	41%	37%	42%	40%	41%	42%	43% <i>im</i>	32%	9%	41%	38%	-	-
Very important (5)	602	166	23	54	251	215	70	38	25	465	62	273	234	49	30	11	507	41	-	-
	38%	33% <i>oc</i>	28%	23%	43% <i>fd</i>	35%	32%	37%	47%	39%	40%	45% <i>im</i>	36% <i>im</i>	23%	40% <i>im</i>	57%	40% <i>um</i>	44% <i>im</i>	-	-
Don't know	17	9	2	3	5	8	1	-	1	13	1	6	6	2	1	-	12	1	-	-
	1%	2%	3%	1%	7%	1%	-	-	2%	1%	1%	1%	1%	1%	1%	-	1%	1%	-	-
NET Not at all important/ Not very important	68	30	7	15	25	24	8	9	2	49	11	22	24	14	6	2	46	8	-	-
	4%	6%	8%	6%	4%	4%	4%	9%	3%	4%	7%	4%	4%	7%	8%	9%	4%	8%	-	-
NET Important / Very important	1250	366	51	161	491	482	147	80	44	972	124	524	508	144	55	13	1031	67	-	-
	79%	71%	62%	69%	73% <i>fd</i>	72% <i>fd</i>	67%	73%	64%	81% <i>fd</i>	79% <i>fd</i>	73% <i>immg</i>	72% <i>im</i>	65%	73%	67%	71% <i>um</i>	72%	-	-
Mean	4.13	3.98	3.84	3.96	4.21	4.11	3.95	4.01	4.21	4.12	4.11	4.20	4.10	3.84	4.02	4.14	4.18	4.05	-	-
Std Dev	0.86	0.91	0.94	0.85	0.83	0.84	0.88	1.04	0.81	0.83	0.98	0.80	0.84	0.89	1.06	1.13	0.82	1.07	-	-
Std Error	0.02	0.04	0.12	0.05	0.03	0.03	0.06	0.11	0.11	0.02	0.06	0.03	0.03	0.06	0.13	0.22	0.02	0.11	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - j/k/l/m/n/o/p/q - r/s  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_10. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Insurance against damage or loss

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1592	129	1437	26	514	967	111	1555	25	7	1	1587	4
Weighted Base	1590	136*	1434	20**	491	978	121*	1546	35**	5**	2**	1586	3**
Effective Base	836	71	751	15	268	501	68	812	17	5	1	833	2
Not at all important (1)	11	5	6	-	2	9	1	11	-	-	-	11	-
	1%	3%	0%	-	1%	1%	1%	1%	-	-	-	1%	-
Not very important (2)	57	5	51	1	16	35	6	55	2	1	-	57	-
	4%	3%	4%	7%	3%	4%	5%	4%	5%	14%	-	4%	-
Neither important nor unimportant (3)	255	14	240	1	54	181	20	243	8	2	-	253	2
	16%	10%	17%	6%	11%	18%	16%	16%	22%	49%	-	16%	72%
Important (4)	648	49	592	6	186	413	49	628	16	2	2	646	1
	41%	39%	41%	32%	38%	42%	41%	41%	47%	37%	100%	41%	28%
Very important (5)	602	59	532	11	221	335	46	596	6	-	-	602	-
	38%	43%	37%	55%	45%	34%	38%	39%	18%	-	-	38%	-
Don't know	17	5	12	-	12	6	-	14	3	-	-	17	-
	1%	3%	1%	-	2%	1%	-	1%	9%	-	-	1%	-
NET Not at all important/ Not very important	68	9	57	1	18	44	6	66	2	1	-	68	-
	4%	7%	4%	7%	4%	5%	5%	4%	5%	14%	-	4%	-
NET Important / Very important	1250	109	1124	17	407	748	95	1223	23	2	2	1247	1
	79%	80%	78%	87%	82%	76%	78%	79%	65%	37%	100%	79%	28%
Mean	4.13	4.17	4.12	4.34	4.23	4.06	4.10	4.14	3.85	3.23	4.00	4.13	3.28
Std Dev.	0.86	0.99	0.84	0.90	0.82	0.87	0.88	0.86	0.80	0.76	-	0.86	0.57
Std Error	0.02	0.09	0.02	0.18	0.04	0.03	0.08	0.02	0.16	0.29	-	0.02	0.28

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_10. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Insurance against damage or loss

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1592	791	801	-	274	249	268	262	282	257	-	-	-	-	-	-
Weighted Base	1590	778	812	**	271	247	261	286	270	256	**	**	**	**	**	**
Effective Base	836	387	452	-	130	122	136	150	156	147	-	-	-	-	-	-
Not at all important (1)	11	4	7	-	3	-	1	6	1	*	-	-	-	-	-	-
	1%	1%	1%	-	1%	-	1%	2%	*	*	-	-	-	-	-	-
Not very important (2)	57	35	22	-	15	10	10	12	6	4	-	-	-	-	-	-
	4%	4%	3%	-	5%	4%	4%	4%	2%	2%	-	-	-	-	-	-
Neither important nor unimportant (3)	285	132	123	-	45	40	48	56	32	34	-	-	-	-	-	-
	16%	17%	15%	-	17%	16%	18%	20%	12%	13%	-	-	-	-	-	-
Important (4)	648	303	345	-	116	81	106	118	112	115	-	-	-	-	-	-
	41%	39%	42%	-	43%	33%	41%	41%	41%	45%	-	-	-	-	-	-
Very important (5)	602	297	305	-	88	116	93	87	117	100	-	-	-	-	-	-
	36%	36%	36%	-	33%	47%	36%	30%	43%	39%	-	-	-	-	-	-
Don't know	17	7	10	-	4	-	3	6	2	2	-	-	-	-	-	-
	1%	1%	1%	-	1%	-	1%	2%	1%	1%	-	-	-	-	-	-
NET Not at all important/ Not very important	68	39	29	-	18	10	11	18	6	5	-	-	-	-	-	-
	4%	5%	4%	-	7%	4%	4%	6%	2%	2%	-	-	-	-	-	-
NET Important / Very important	1250	600	650	-	204	197	199	205	230	215	-	-	-	-	-	-
	79%	77%	80%	-	79%	80%	76%	72%	85%	84%	-	-	-	-	-	-
Mean	4.13	4.11	4.15	-	4.02	4.23h	4.09	3.96	4.27eh	4.22eh	-	-	-	-	-	-
Std Dev.	0.86	0.88	0.84	-	0.91	0.86	0.85	0.94	0.77	0.75	-	-	-	-	-	-
Std Error	0.02	0.03	0.03	-	0.06	0.05	0.05	0.06	0.05	0.05	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
\*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QI6\_11. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Same price to send to anywhere within the UK

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	1592	-	1592	241	616	724	863	217	210	315	225	290	216	119	427	540	625	335	1477	105	1592
Weighted Base	1590	**	1590	312	638	759	824	256	200	335	238	262	179*	122*	456	572	562	300	1421	162*	1592
Effective Base	836	-	836	144	342	382	451	128	116	163	126	154	88	66	243	289	305	153	756	76	1592
Not at all important (1)	12	-	12	4	*	7	5	2	3	1	-	5	*	-	5	1	5	-	11	1	10
	1%	-	1%	1%		1%	1%	1%	1%	*	-	2%	*	-	1%	*	1%	*	1%	1%	1%
Not very important (2)	42	-	42	13	18	22	19	11	3	12	2	4	4	5	14	14	13	10	36	4	38
	3%	-	3%	4%	3%	3%	2%	4%	2%	4%	1%	1%	2%	4%	3%	2%	2%	3%	3%	3%	2%
Neither important nor unimportant (3)	234	-	234	32	83	115	115	34	32	44	29	37	30	29	65	73	96	59	205	27	213
	15%	-	15%	10%	13%	15%	14%	13%	16%	13%	12%	14%	17%	24%	14%	13%	17%	20%	14%	16%	13%
Important (4)	582	-	582	126	225	283	295	99	72	125	93	97	58	39	171	218	194	96	521	61	576
	37%	-	37%	40%	35%	37%	36%	39%	36%	37%	39%	37%	32%	32%	37%	38%	34%	32%	37%	38%	36%
Very important (5)	707	-	707	132	310	326	380	106	89	151	111	116	83	49	197	262	248	132	641	63	740
	44%	-	44%	42%	46%	43%	46%	42%	44%	43%	47%	44%	47%	40%	43%	46%	44%	44%	45%	46%	46%
Don't know	14	-	14	4	3	5	9	2	2	2	3	3	3	-	4	5	6	3	7	6	15
	1%	-	1%	1%	*	1%	1%	1%	1%	1%	1%	2%	-	1%	1%	1%	1%	1%	1%	4%	1%
NET Not at all important/ Not very important	53	-	53	18	18	29	24	13	6	13	2	9	5	5	20	15	19	10	47	5	48
	3%	-	3%	6%	3%	4%	3%	5%	3%	4%	1%	3%	3%	4%	4%	3%	3%	3%	3%	3%	3%
NET Important / Very important	1289	-	1289	258	534	610	675	207	161	275	204	213	141	88	367	480	442	228	1162	124	1316
	81%	-	81%	83%	84%	80%	82%	81%	80%	82%	82%	82%	79%	72%	81%	84%	79%	76%	82%	77%	83%
Mean	4.22	-	4.22	4.19	4.30	4.19	4.26	4.18	4.21	4.24	4.33m	4.22	4.25	4.08	4.19	4.28	4.20	4.18	4.23	4.16	4.27
Std Dev.	0.85	-	0.85	0.90	0.80	0.86	0.83	0.89	0.87	0.84	0.72	0.88	0.84	0.90	0.88	0.79	0.87	0.87	0.84	0.86	0.83
Std Error	0.02	-	0.02	0.06	0.03	0.03	0.03	0.06	0.06	0.05	0.05	0.05	0.06	0.08	0.04	0.03	0.04	0.05	0.02	0.09	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QI6\_11. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Same price to send to anywhere within the UK

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1592	430	464	343	355	894	698	911	659	165	201	398	418	307	1017	167	1346	-	-	-
Weighted Base	1590	338	449	387	416	788	803	1037	530	181*	204	387	408	310	998	182*	1331	-**	-**	-**
Effective Base	836	179	259	193	208	437	401	493	349	85	114	214	218	149	546	86	707	-	-	-
Not at all important (1)	12	3	1	5	3	4	8	6	6	1	-	1	8	1	9	1	10	-	-	-
	1%	1%	*	1%	1%	*	1%	1%	1%	*	*	*	2%	*	1%	*	1%	-	-	-
Not very important (2)	42	13	9	5	14	22	19	26	16	5	3	14	8	7	26	5	33	-	-	-
	3%	4%	2%	1%	3%	3%	2%	3%	2%	3%	2%	4%	2%	2%	3%	3%	2%	-	-	-
Neither important nor unimportant (3)	234	38	64	64	68	102	132	152	76	40	34	54	43	39	131	40	180	-	-	-
	15%	11%	14%	16%	16%	13%	16%	15%	14%	22% <sup>min</sup>	17%	14%	10%	12%	13%	22% <sup>min</sup>	13%	-	-	-
Important (4)	582	151	131	165	135	282	300	384	189	50	65	156	164	121	385	50	512	-	-	-
	37%	45% <sup>min</sup>	29%	35% <sup>min</sup>	32%	36%	37%	37%	36%	28%	32%	34% <sup>min</sup>	40% <sup>min</sup>	39%	39%	27%	37% <sup>min</sup>	-	-	-
Very important (5)	767	132	241	145	189	373	334	458	240	82	99	159	183	138	440	83	585	-	-	-
	44%	39%	54% <sup>min</sup>	37%	45%	47%	42%	44%	45%	46%	48%	41%	45%	45%	44%	46%	44%	-	-	-
Don't know	14	1	3	3	7	4	10	11	3	3	3	2	4	7	3	11	-	-	-	
	1%	*	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	*	1%	2%	1%	-	-	-	
NET Not at all important/ Not very important	53	16	10	10	17	26	28	32	22	6	3	16	16	8	35	6	43	-	-	-
	3%	5%	2%	3%	4%	3%	3%	3%	4%	3%	2%	4%	4%	3%	4%	3%	3%	-	-	-
NET Important / Very important	1289	282	373	310	324	655	634	842	429	132	163	314	347	260	825	133	1098	-	-	-
	81%	84%	83%	80%	78%	83%	79%	81%	81%	73%	80%	81%	85% <sup>min</sup>	84%	84%	73%	82% <sup>min</sup>	-	-	-
Mean	4.22	4.17	4.33 <sup>min</sup>	4.14	4.21	4.27	4.18	4.23	4.22	4.17	4.29	4.19	4.25	4.27	4.23	4.17	4.23	-	-	-
Std Dev.	0.85	0.84	0.81	0.84	0.89	0.83	0.86	0.84	0.88	0.90	0.80	0.84	0.87	0.79	0.84	0.90	0.83	-	-	-
Std Error	0.02	0.04	0.04	0.05	0.05	0.03	0.03	0.03	0.03	0.07	0.06	0.04	0.04	0.05	0.03	0.07	0.02	-	-	-

Proportions/Mean: Columns Yes/No (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_11. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Same price to send to anywhere within the UK

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1592	1087	505	226	748	347	272	225	79	90	80	80	80	78	95	80	86	63	284
Weighted Base	1590	1378	212	73*	1317	146	79	49	59*	188*	118*	112*	127*	133*	236*	207*	135*	23*	123
Effective Base	836	700	145	54	607	197	151	150	69	81	71	70	70	69	87	69	76	31	166
Not at all important (1)	12	12	-	-	10	-	1	-	-	-	-	-	1	1	3	5	-	-	-
1%	1%	-	-	1%	-	-	-	-	-	-	-	-	1%	1%	1%	2%	-	-	-
Not very important (2)	42	35	7	2	35	5	1	2%	3	5	-	4	6	3	7	4	3	-	5
3%	3%	3%	2%	3%	3%	1%	2%	5%	5%	2%	-	4%	6%	3%	3%	2%	2%	-	4%
Neither important nor unimportant (3)	234	201	33	11	198	18	10	7	10	29	15	27	14	21	29	32	22	2	16
15%	15%	15%	15%	15%	12%	13%	15%	17%	17%	15%	12%	12%	11%	16%	12%	15%	16%	10%	13%
Important (4)	582	504	78	29	488	48	28	18	23	60	38	32	47	47	119	76	45	4	44
37%	37%	37%	40%	37%	33%	35%	37%	33%	33%	32%	28%	28%	37%	35%	32%	37%	33%	18%	36%
Very important (5)	707	614	92	31	573	73	37	23	22	92	65	46	59	60	75	90	63	16	57
44%	45%	44%	43%	44%	50%	47%	46%	38%	48%	49%	55%	41%	47%	45%	32%	43%	47%	72%	45%
Don't know	14	13	1	-	12	1	2	-	2	3	-	3	-	-	3	-	2	-	1
1%	1%	-	-	1%	1%	2%	-	3%	3%	2%	-	3%	-	1%	-	1%	-	-	1%
NET Not at all important/ Not very important	53	46	7	2	46	5	2	1	3	5	-	4	7	5	10	9	3	-	5
3%	3%	3%	2%	3%	4%	2%	2%	5%	5%	2%	-	4%	6%	4%	4%	4%	2%	-	4%
NET Important / Very important	1289	1118	171	60	1061	121	65	41	45	152	104	77	107	107	194	166	108	20	101
81%	81%	81%	83%	81%	83%	83%	83%	76%	76%	81%	89%	69%	84%	81%	82%	80%	80%	69%	82%
Mean	4.22	4.23	4.21	4.23	4.21	4.31	4.29	4.28	4.12	4.29	4.42	4.09	4.23	4.21	4.10	4.17	4.26	4.62	4.25
Std Dev.	0.85	0.85	0.83	0.79	0.85	0.84	0.84	0.78	0.87	0.82	0.70	0.91	0.89	0.88	0.82	0.92	0.82	0.69	0.85
Std Error	0.02	0.03	0.04	0.05	0.03	0.05	0.05	0.05	0.10	0.09	0.08	0.10	0.10	0.10	0.08	0.10	0.09	0.09	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

PRE\_QI6\_11. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Same price to send to anywhere within the UK

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1592	555	70	277	565	645	214	97	52	1210	149	622	658	204	66	26	1280	92	-	-
Weighted Base	1590	516	82*	234	588	613	221	103*	52*	1201	155*	612	656	212	75*	19**	1268	94*	-**	-**
Effective Base		285	34	145	299	321	119	57	31	620	88	325	334	115	40	14	658	53	-	-
Not at all important (1)	12	2	-	2	1	6	2	3	1	7	3	1	2	3	2	4	5	-	-	-
	1%	-	-	1%	-	1%	-	1%	1%	1%	3%kl	-	-	2%	10%	-	5%kl	-	-	-
Not very important (2)	42	13	3	7	9	20	5	5	2	28	8	9	12	16	4	2	21	5	-	-
	3%	3%	4%	3%	2%	3%	2%	3%	5%	2%	5%kl	1%	2%	7%klp	5%	9%	2%	6%klp	-	-
Neither important nor unimportant (3)	234	81	19	30	67	80	56	13	11	147	25	60	95	57	15	1	155	16	-	-
	15%	16%	23%	13%	11%	13%	25%kl	13%	22%	12%	16%	10%	14%	27%klp	19%	7%	12%	17%	-	-
Important (4)	582	167	21	84	188	242	93	38	15	431	53	188	275	90	21	3	463	24	-	-
	37%	32%	29%	36%	32%	40%	42%	37%	28%	36%	34%	31%	42%klp	43%kl	28%	16%	36%	25%	-	-
Very important (5)	707	249	39	111	322	258	65	39	22	579	61	352	264	45	33	11	616	44	-	-
	44%	48%	48%	47%	55%klp	42%kl	29%	38%	42%	48%kl	39%	57%klp	40%kl	21%	44%kl	56%	49%kl	47%kl	-	-
Don't know	14	4	-	-	2	7	-	4	1	9	5	2	8	2	-	-	10	-	-	-
	1%	1%	-	-	-	1%	-	4%kl	2%	1%	2%kl	-	1%	-	-	1%	-	-	-	-
NET Not at all important/ Not very important	53	15	3	9	10	25	7	8	3	35	11	10	14	19	6	4	24	10	-	-
	3%	3%	4%	4%	2%	4%	3%	6%kl	6%	3%	7%kl	2%	2%	9%klp	9%kl	20%	2%	11%klp	-	-
NET Important / Very important	1289	416	60	195	510	500	157	77	36	1010	114	539	539	135	54	14	1079	68	-	-
	81%	81%	73%	53%	54%klp	51%kl	71%	73%	70%	81%kl	72%	53%klmnp	52%kl	63%	72%	72%	82%klmnp	72%	-	-
Mean	4.22	4.26	4.17	4.26	4.04klp	4.20kl	3.96	4.07	4.08	4.07	4.07	4.14klmnp	4.12kl	3.74	4.04	3.99	4.32klmnp	4.03	-	-
Std Dev	0.85	0.85	0.82	0.87	0.76	0.86	0.85	1.00	0.97	0.82	0.99	0.75	0.78	0.93	1.08	1.44	0.77	1.16	-	-
Std Error	0.02	0.04	0.11	0.05	0.03	0.03	0.06	0.10	0.14	0.02	0.06	0.03	0.03	0.07	0.13	0.29	0.02	0.12	-	-

Proportions/Mean: Column Total (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_11. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Same price to send to anywhere within the UK

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1592	129	1437	26	514	967	111	1555	25	7	1	1587	4
Weighted Base	1590	136*	1434	20**	491	978	121*	1546	35**	5**	2**	1586	3**
Effective Base	836	71	751	15	268	501	68	812	17	5	1	833	2
Not at all important (1)	12	4	8	-	1	11	-	11	1	-	-	12	-
	1%	3%	1%	-	-	1%	-	1%	3%	-	-	1%	-
Not very important (2)	42	6	36	-	17	23	2	38	3	-	-	42	-
	3%	4%	2%	-	3%	2%	1%	2%	9%	-	-	3%	-
Neither important nor unimportant (3)	234	11	221	1	62	148	24	224	8	-	-	232	2
	15%	8%	15%	6%	13%	15%	20%	15%	22%	-	-	15%	72%
Important (4)	582	44	534	4	169	360	53	564	12	4	2	579	1
	37%	32%	37%	21%	34%	36%	27%	36%	33%	87%	100%	37%	28%
Very important (5)	707	68	625	14	238	410	59	695	11	1	-	707	-
	44%	50%	44%	71%	48%	42%	49%	45%	32%	13%	-	45%	-
Don't know	14	3	10	*	4	7	3	14	-	-	-	14	-
	1%	2%	1%	2%	1%	1%	2%	1%	-	-	-	1%	-
NET Not at all important/ Not very important	53	10	44	-	18	34	2	49	4	-	-	53	-
	3%	7%	3%	-	4%	3%	1%	3%	13%	-	-	3%	-
NET Important / Very important	1289	112	1158	18	407	790	92	1259	23	5	2	1286	1
	81%	82%	81%	92%	83%	81%	76%	81%	65%	100%	100%	81%	28%
Mean	4.22	4.25	4.22	4.66	4.29	4.19	4.27	4.24	3.82	4.13	4.00	4.23	3.28
Std Dev.	0.85	0.99	0.84	0.61	0.83	0.86	0.83	0.84	1.10	0.39	-	0.85	0.57
Std Error	0.02	0.09	0.02	0.12	0.04	0.03	0.08	0.02	0.22	0.15	-	0.02	0.28

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_11. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Same price to send to anywhere within the UK

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1592	791	801	-	-	274	249	268	262	262	257	-	-	-	-	-	-
Weighted Base	1590	778	812	**	**	271	247	261	286	270	256	**	**	**	**	**	**
Effective Base	836	387	452	-	-	130	122	136	150	156	147	-	-	-	-	-	-
Not at all important (1)	12	1	11	-	-	-	*	1	8	2	2	-	-	-	-	-	-
1%			11%	-	-	-	*	1%	3%	1%	1%	-	-	-	-	-	-
Not very important (2)	42	16	26	-	-	9	3	3	10	7	8	-	-	-	-	-	-
3%		2%	3%	-	-	3%	1%	1%	4%	3%	3%	-	-	-	-	-	-
Neither important nor unimportant (3)	234	126	108	-	-	44	31	53	43	27	37	-	-	-	-	-	-
15%		16%	13%	-	-	16%	13%	20%	15%	10%	15%	-	-	-	-	-	-
Important (4)	582	270	312	-	-	111	79	80	102	110	101	-	-	-	-	-	-
37%		35%	38%	-	-	41%	32%	31%	36%	41%	39%	-	-	-	-	-	-
Very important (5)	707	362	345	-	-	106	131	125	116	120	108	-	-	-	-	-	-
44%		47%	42%	-	-	39%	53%	48%	41%	45%	42%	-	-	-	-	-	-
Don't know	14	3	11	-	-	1	2	1	7	4	-	-	-	-	-	-	-
1%		1%	1%	-	-	1%	1%	1%	2%	1%	-	-	-	-	-	-	-
NET Not at all important/ Not very important	53	16	37	-	-	9	3	4	18	9	10	-	-	-	-	-	-
3%		2%	5%	-	-	3%	1%	1%	6%	3%	4%	-	-	-	-	-	-
NET Important / Very important	1289	632	657	-	-	217	211	204	218	230	209	-	-	-	-	-	-
81%		81%	81%	-	-	80%	85%	78%	76%	85%	81%	-	-	-	-	-	-
Mean	4.22	4.26	4.19	-	-	4.16	4.38%	4.25	4.11	4.27	4.19	-	-	-	-	-	-
Std Dev.	0.85	0.81	0.89	-	-	0.82	0.76	0.83	0.98	0.81	0.85	-	-	-	-	-	-
Std Error	0.02	0.03	0.03	-	-	0.05	0.05	0.05	0.06	0.05	0.05	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
\*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_Q16\_12. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Proof of postage/dispatch

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	1592	-	1592	241	616	724	863	217	210	315	225	290	216	119	427	540	625	335	1477	105	1592
Weighted Base	1590	**	1590	312	638	759	824	256	200	335	238	262	179*	122*	456	572	562	300	1421	162*	1592
Effective Base	836	-	836	144	342	382	451	128	116	163	126	154	88	66	243	289	305	153	756	76	1592
Not at all important (1)	3	-	3	3	*	3	*	*	3	*	*	*	*	*	3	*	*	*	3	*	4
Not very important (2)	40	-	40	12	18	22	16	10	4	14	*	7	1	4	14	14	12	5	30	9	28
Neither important nor unimportant (3)	146	-	146	19	55	73	72	26	10	32	19	19	27	12	36	51	59	40	132	12	142
Important (4)	577	-	577	123	199	280	294	87	75	112	87	93	71	53	162	199	217	124	527	47	599
Very important (5)	811	-	811	148	364	371	437	129	101	175	131	144	79	52	230	306	275	132	723	87	808
Don't know	13	-	13	7	2	9	4	3	7	2	1	-	-	-	9	3	-	-	5	7	11
NET Not at all important/ Not very important	43	-	43	15	19	25	16	10	7	14	-	7	1	4	17	14	12	5	34	9	32
NET Important / Very important	1388	-	1388	271	563	652	731	216	176	287	218	236	150	105	393	504	492	256	1250	134	1407
Mean	4.36	-	4.36	4.32	4.43	4.33	4.40	4.33	4.38	4.35	4.47im	4.43	4.28	4.26	4.35	4.40	4.34	4.27	4.37	4.37	4.38
Std Dev.	0.77	-	0.77	0.83	0.77	0.80	0.74	0.82	0.81	0.82	0.64	0.74	0.73	0.79	0.82	0.75	0.75	0.75	0.76	0.86	0.74
Std Error	0.02	-	0.02	0.05	0.03	0.03	0.03	0.06	0.06	0.05	0.04	0.04	0.05	0.07	0.04	0.03	0.03	0.04	0.02	0.09	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - n/op/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_Q16\_12. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Proof of postage/dispatch

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1592	430	464	343	355	894	698	911	659	165	201	398	418	307	1017	167	1346	-	-	-
Weighted Base	1590	338	449	387	416	788	803	1037	530	181*	204	387	408	310	998	182*	1331	-**	-**	-**
Effective Base	836	179	259	193	208	437	401	493	349	85	114	214	218	149	546	86	707	-	-	-
Not at all important (1)	3	3	-	-	-	3	-	3	-	-	-	-	3	-	3	-	3	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-
Not very important (2)	40	10	9	15	6	19	21	29	11	3	7	8	13	5	28	3	35	-	-	-
	3%	3%	2%	4%	1%	2%	3%	3%	2%	1%	3%	2%	3%	2%	3%	1%	3%	-	-	-
Neither important nor unimportant (3)	146	32	50	30	34	82	64	81	61	25	20	30	47	19	96	25	116	-	-	-
	9%	9%	11%	8%	8%	10%	8%	8%	11%	14%	10%	8%	11%	6%	10%	14%	9%	-	-	-
Important (4)	577	139	159	125	154	298	279	365	207	58	69	147	135	131	351	58	492	-	-	-
	36%	41%	35%	32%	37%	38%	35%	35%	39%	32%	34%	38%	33%	42%	35%	32%	37%	-	-	-
Very important (5)	811	153	232	214	212	385	426	553	245	95	106	199	207	153	511	96	675	-	-	-
	51%	45%	52%	55%	51%	49%	53%	53%h	46%	52%	52%	51%	51%	49%	51%	53%	51%	-	-	-
Don't know	13	1	-	3	9	1	12	5	6	1	1	4	3	2	8	1	10	-	-	-
	1%	-	-	1%	2%b	-	1%a	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	-
NET Not at all important/ Not very important	43	13	9	15	6	22	21	32	11	3	7	8	17	5	31	3	38	-	-	-
	3%	4%	2%	4%	1%	3%	3%	3%	2%	1%	3%	2%	4%	2%	3%	1%	3%	-	-	-
NET Important / Very important	1388	292	390	339	367	683	706	918	452	152	175	345	342	284	862	153	1167	-	-	-
	87%	86%	87%	88%	86%	87%	88%	89%	85%	84%	86%	89%	84%	81%b	86%	84%	88%	-	-	-
Mean	4.36	4.27	4.36	4.40	4.41	4.32	4.40	4.39	4.31	4.36	4.36	4.40	4.31	4.40	4.35	4.36	4.36	-	-	-
Std Dev.	0.77	0.82	0.76	0.80	0.71	0.79	0.75	0.78	0.76	0.77	0.79	0.72	0.86	0.68	0.79	0.77	0.77	-	-	-
Std Error	0.02	0.04	0.04	0.04	0.04	0.03	0.03	0.03	0.03	0.06	0.06	0.04	0.04	0.04	0.03	0.06	0.02	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_Q16\_12. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Proof of postage/dispatch

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1592	1087	505	226	748	347	272	225	79	90	80	80	80	78	95	80	86	63	284
Weighted Base	1590	1378	212	73*	1317	146	79	49	59*	188*	118*	112*	127*	133*	236*	207*	135*	23*	123
Effective Base	836	700	145	54	607	197	151	150	69	81	71	70	70	69	87	69	76	31	166
Not at all important (1)	3	3	-	-	3	-	-	-	-	-	-	-	-	-	3	-	-	-	-
Not very important (2)	40	38	2	1	35	3	2	1	2	7	-	3	5	-	11	3	4	-	3
	3%	3%	1%	1%	3%	2%	2%	1%	4% <sup>nm</sup>	3%	-	3%	4%	-	5%	2%	3%	-	2%
Neither important nor unimportant (3)	146	129	17	4	119	18	5	5	8	16	16	18	18	8	19	7	10	3	15
	9%	9%	8%	5%	9%	12%	6%	9%	13% <sup>no</sup>	9%	13% <sup>no</sup>	16% <sup>no</sup>	14% <sup>no</sup>	6%	8%	3%	7%	13% <sup>no</sup>	12% <sup>no</sup>
Important (4)	577	495	83	29	479	55	25	19	22	56	49	26	48	56	74	104	44	11	44
	36%	36%	39%	40%	36%	38%	31%	38%	38%	30%	43% <sup>no</sup>	24%	38%	42% <sup>no</sup>	31%	53% <sup>no</sup>	32%	13% <sup>no</sup>	36%
Very important (5)	811	703	109	39	670	70	46	25	27	106	54	63	64	69	128	93	77	9	62
	51%	51%	51%	53%	51%	48%	53% <sup>no</sup>	50%	45%	56%	46%	56%	42%	52%	54%	45%	57%	37%	50%
Don't know	13	12	1	-	11	-	1	-	-	4	-	1	3	-	2	-	-	-	-
	1%	1%	-	-	1%	-	1%	-	-	2%	-	1%	3%	-	1%	-	-	-	-
NET Not at all important/ Not very important	43	41	3	1	38	3	2	1	2	7	-	3	5	-	14	3	4	-	3
	3%	3%	1%	1%	3%	2%	2%	2%	4% <sup>nm</sup>	3%	-	3%	4%	-	6%	2%	3%	-	2%
NET Important / Very important	1388	1197	191	68	1148	126	71	44	49	161	103	89	102	125	202	197	120	20	106
	87%	87%	90%	93%	87%	86%	90%	89%	83%	86%	87%	80%	80%	84% <sup>no</sup>	85%	92% <sup>no</sup>	89%	87%	86%
Mean	4.36	4.36	4.41	4.45	4.36	4.33	4.48	4.37	4.25	4.41	4.32	4.35	4.21	4.42 <sup>no</sup>	4.34	4.38	4.43	4.24	4.34
Std Dev.	0.77	0.78	0.70	0.67	0.78	0.75	0.74	0.76	0.82	0.80	0.70	0.85	0.83	0.61	0.90	0.64	0.77	0.68	0.77
Std Error	0.02	0.02	0.03	0.04	0.03	0.04	0.04	0.05	0.09	0.09	0.08	0.10	0.09	0.07	0.09	0.07	0.08	0.09	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base



PRE\_QI6\_12. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Proof of postage/dispatch

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1592	555	70	277	565	645	214	97	52	1210	149	622	658	204	66	26	1280	92	-	-
Weighted Base	1590	516	82*	234	588	613	221	103*	52*	1201	155*	612	656	212	75*	19**	1268	94*	-**	-**
Effective Base	836	285	34	145	299	321	119	57	31	620	88	325	334	115	40	14	658	53	-	-
Not at all important (1)	3	-	-	-	-	-	-	3	-	3	-	-	-	-	3	-	3	-	-	-
								3%cdh		3%cdh					4%kip		3%kip			
Not very important (2)	40	13	*	7	7	21	9	2	1	28	4	16	15	4	4	-	31	4	-	-
	3%	3%	*	3%	1%	3%	4%	2%	2%	2%	2%	3%	2%	2%	5%	-	2%	4%	-	-
Neither important nor unimportant (3)	146	43	12	28	37	36	54	9	7	73	16	30	47	51	12	3	77	15	-	-
	9%	8%	174%	72%	6%	6%	24%degj	8%	14%	6%	10%	5%	7%	24%kip	16%kip	17%	6%	16%kip	-	-
Important (4)	577	192	32	92	190	233	90	43	15	423	57	185	274	82	28	2	459	30	-	-
	36%	37%	38%	38%	32%	38%	41%	42%	28%	35%	37%	30%	42%k	39%	37%	10%	36%	31%	-	-
Very important (5)	811	268	38	107	350	320	67	46	26	670	71	379	312	75	28	14	691	42	-	-
	51%	52%	46%	46%	60%kj	52%k	30%	45%	49%	56%l	46%l	62%kmnpq	49%kn	35%	38%	73%	54%kmn	45%	-	-
Don't know	13	-	-	-	4	3	1	-	3	7	3	3	8	1	-	-	10	-	-	-
	1%	-	-	-	1%	*	*	-	1%	2%	-	*	1%	-	-	-	1%	-	-	-
NET Not at all important/ Not very important	43	13	*	7	7	21	9	5	11	28	6	16	15	4	7	-	31	7	-	-
	3%	3%	*	3%	1%	3%	4%	5%cd	3%	2%	4%	3%	2%	2%	9%kip	*	2%	7%kip	-	-
NET Important / Very important	1388	460	70	199	540	552	157	89	40	1092	129	564	586	157	56	16	1150	72	-	-
	87%	89%	85%	85%	62%lm	57%lm	71%	47%l	77%	61%lmj	43%l	63%kmnpq	49%kmn	74%	75%	83%	61%kmnpq	76%	-	-
Mean	4.36	4.38	4.31	4.28	4.51degj	4.37degj	3.98	4.24	4.32	4.45degj	4.29	4.32degj	4.35degj	4.08	4.00	4.55	4.44degj	4.11	-	-
Std Dev	0.77	0.75	0.73	0.79	0.67	0.76	0.85	0.91	0.84	0.72	0.86	0.71	0.72	0.82	1.05	0.82	0.72	1.03	-	-
Std Error	0.02	0.03	0.09	0.05	0.03	0.03	0.06	0.09	0.12	0.02	0.07	0.03	0.03	0.06	0.13	0.16	0.02	0.11	-	-

Proportions/Mean: Column Test(s) (5% risk level) - abc/c - d/e/f/g/h/i - kl/mn/o/p/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_Q16\_12. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Proof of postage/dispatch

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1592	129	1437	26	514	967	111	1555	25	7	1	1587	4
Weighted Base	1590	136*	1434	20**	491	978	121*	1546	35**	5**	2**	1586	3**
Effective Base	836	71	751	15	268	501	68	812	17	5	1	833	2
Not at all important (1)	3	3	1	-	*	3	-	3	-	-	-	3	-
		3% <b>a</b>											
Not very important (2)	40	7	33	*	15	20	5	40	*	-	-	40	-
	3%	5%	2%	1%	3%	2%	4%	3%	1%	-	-	3%	-
Neither important nor unimportant (3)	146	11	134	1	34	95	17	136	6	1	-	144	2
	9%	8%	9%	6%	7%	10%	14%	9%	8%	32%	-	9%	72%
Important (4)	577	50	505	7	173	350	49	554	18	3	2	575	1
	36%	41% <b>a</b>	35%	33%	35%	36%	40%	36%	52%	54%	100%	36%	28%
Very important (5)	811	50	749	12	261	501	49	802	9	1	-	811	-
	51%	37%	52% <b>a</b>	60%	53%	51%	40%	52%	26%	14%	-	51%	-
Don't know	13	-	12	-	1	9	2	12	1	-	-	13	-
	1%	*	1%	-	*	1%	2%	1%	3%	-	-	1%	-
NET Not at all important/ Not very important	43	9	34	*	16	23	5	43	*	-	-	43	-
	3%	7% <b>b</b>	2%	1%	3%	2%	4%	3%	1%	-	-	3%	-
NET Important / Very important	1388	116	1253	19	440	851	97	1356	27	3	2	1386	1
	87%	85%	87%	94%	82% <b>a</b>	87%	81%	86%	78%	68%	100%	87%	28%
Mean	4.36	4.14	4.33% <b>a</b>	4.53	4.40% <b>a</b>	4.37	4.19	4.38	4.05	3.82	4.00	4.37	3.28
Std Dev.	0.77	0.90	0.76	0.66	0.76	0.77	0.83	0.77	0.72	0.73	-	0.77	0.57
Std Error	0.02	0.08	0.02	0.13	0.03	0.02	0.08	0.02	0.15	0.28	-	0.02	0.28

Proportions/Means: Column Test (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
\* small base, \*\* very small base (under 30) ineligible for sig testing

***Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)***

**PRE\_Q16\_12.** For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
**Proof of postage/dispatch**

**Base :** Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1592	791	801	-	-	274	249	268	262	282	257	-	-	-	-	-	-
Weighted Base	1590	778	812	**	**	271	247	261	286	270	256	**	**	**	**	**	**
Effective Base	836	387	452	-	-	130	122	136	150	156	147	-	-	-	-	-	-
Not at all important (1)	3	*	3	-	-	-	*	-	3	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-
Not very important (2)	40	21	19	-	-	8	8	5	7	1	11	-	-	-	-	-	-
	3%	3%	2%	-	-	3%	3%	2%	3%	*	4%	-	-	-	-	-	-
Neither important nor unimportant (3)	146	73	73	-	-	21	28	25	32	24	17	-	-	-	-	-	-
	9%	9%	9%	-	-	8%	11%	10%	11%	9%	7%	-	-	-	-	-	-
Important (4)	577	272	305	-	-	95	91	86	114	101	90	-	-	-	-	-	-
	36%	35%	38%	-	-	35%	37%	33%	40%	37%	35%	-	-	-	-	-	-
Very important (5)	811	399	412	-	-	143	119	138	130	144	139	-	-	-	-	-	-
	51%	51%	51%	-	-	53%	48%	53%	48%	53%	54%	-	-	-	-	-	-
Don't know	13	12	1	-	-	4	1	7	*	*	*	-	-	-	-	-	-
	1%	2%	0%	-	-	1%	0%	3%	0%	0%	0%	-	-	-	-	-	-
NET Not at all important/ Not very important	43	21	22	-	-	8	8	5	10	1	11	-	-	-	-	-	-
	3%	3%	3%	-	-	3%	3%	2%	4%	*	4%	-	-	-	-	-	-
NET Important / Very important	1388	671	717	-	-	238	210	224	244	245	228	-	-	-	-	-	-
	87%	86%	88%	-	-	88%	85%	86%	85%	91%	89%	-	-	-	-	-	-
Mean	4.36	4.37	4.36	-	-	4.40	4.30	4.41	4.26	4.43%	4.39	-	-	-	-	-	-
Std Dev.	0.77	0.77	0.77	-	-	0.76	0.81	0.74	0.83	0.67	0.79	-	-	-	-	-	-
Std Error	0.02	0.03	0.03	-	-	0.05	0.05	0.05	0.05	0.04	0.05	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QI6\_13. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Proof of receipt/delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	1592	-	1592	241	616	724	863	217	210	315	225	290	216	119	427	540	625	335	1477	105	1592
Weighted Base	1590	**	1590	312	638	759	824	256	200	335	238	262	179*	122*	456	572	562	300	1421	162*	1592
Effective Base	836	-	836	144	342	382	451	128	116	163	126	154	88	66	243	289	305	153	756	76	1592
Not at all important (1)	9	-	9	5	3	6	3	2	5	1	-	-	1	-	7	1	1	-	9	-	9
	1%	-	1%	2%	-	1%	-	1%	2%	-	-	-	-	-	2%	-	-	-	1%	-	1%
Not very important (2)	34	-	34	12	10	9	23	8	3	4	3	5	9	2	11	7	16	11	28	6	35
	2%	-	2%	4%	2%	1%	3%	3%	2%	1%	1%	2%	5%	2%	2%	1%	3%	4%	2%	4%	2%
Neither important nor unimportant (3)	162	-	162	18	75	77	84	21	13	20	18	30	37	22	34	38	90	60	147	13	161
	10%	-	10%	6%	12% <b>c</b>	10%	10%	8%	6%	6%	8%	11%	21% <b>g</b> <b>h</b> <b>i</b> <b>j</b>	16% <b>l</b> <b>m</b>	7%	7%	16% <b>o</b>	20% <b>q</b>	10%	8%	10%
Important (4)	563	-	563	99	194	284	275	107	63	105	83	88	64	52	170	189	205	117	505	55	579
	35%	-	35%	32%	30%	37%	33%	42%	31%	32%	35%	34%	36%	43%	37%	33%	36%	39%	36%	34%	36%
Very important (5)	809	-	809	174	351	379	428	106	115	202	133	139	67	45	223	335	251	112	723	84	793
	51%	-	51%	56%	55%	50%	52%	42%	45% <b>g</b> <b>h</b> <b>i</b> <b>j</b> <b>k</b> <b>l</b> <b>m</b>	43% <b>g</b> <b>h</b> <b>i</b> <b>j</b> <b>k</b> <b>l</b> <b>m</b>	43% <b>g</b> <b>h</b> <b>i</b> <b>j</b> <b>k</b> <b>l</b> <b>m</b>	43% <b>g</b> <b>h</b> <b>i</b> <b>j</b> <b>k</b> <b>l</b> <b>m</b>	38%	37%	43% <b>g</b> <b>h</b> <b>i</b> <b>j</b> <b>k</b> <b>l</b> <b>m</b>	43% <b>g</b> <b>h</b> <b>i</b> <b>j</b> <b>k</b> <b>l</b> <b>m</b>	46%	37%	51%	52%	50%
Don't know	14	-	14	4	5	4	10	9	2	2	1	-	-	-	11	3	-	-	9	3	15
	1%	-	1%	1%	1%	1%	1%	4% <b>k</b>	1%	1%	1%	1%	-	-	2% <b>g</b>	1%	-	-	1%	2%	1%
NET Not at all important/ Not very important	43	-	43	17	13	15	26	10	8	5	3	5	10	2	19	7	17	12	37	6	44
	3%	-	3%	5% <b>d</b>	2%	2%	3%	4%	4%	1%	1%	2%	5%	2%	4% <b>g</b>	1%	3%	4%	3%	4%	3%
NET Important / Very important	1372	-	1372	272	545	663	703	215	177	308	216	226	132	97	392	524	455	229	1228	140	1372
	86%	-	86%	87%	85%	87%	85%	84%	89% <b>i</b>	92% <b>g</b> <b>h</b> <b>i</b> <b>j</b> <b>k</b> <b>l</b> <b>m</b>	91% <b>h</b> <b>i</b> <b>j</b> <b>k</b> <b>l</b> <b>m</b>	86% <b>k</b>	74%	80%	86% <b>g</b> <b>h</b> <b>i</b> <b>j</b> <b>k</b> <b>l</b> <b>m</b>	92% <b>h</b> <b>i</b> <b>j</b> <b>k</b> <b>l</b> <b>m</b>	81%	76%	86%	86%	86%
Mean	4.35	-	4.35	4.38	4.39	4.35	4.35	4.26	4.40% <b>i</b>	4.52% <b>g</b> <b>h</b> <b>i</b> <b>j</b> <b>k</b> <b>l</b> <b>m</b>	4.46% <b>g</b> <b>h</b> <b>i</b> <b>j</b> <b>k</b> <b>l</b> <b>m</b>	4.37% <b>i</b>	4.06	4.15	4.32% <b>g</b>	4.48% <b>h</b> <b>i</b> <b>j</b> <b>k</b> <b>l</b> <b>m</b>	4.23	4.10	4.35	4.37	4.34
Std Dev.	0.79	-	0.79	0.89	0.79	0.77	0.81	0.82	0.88	0.69	0.68	0.77	0.91	0.78	0.85	0.69	0.83	0.86	0.79	0.80	0.79
Std Error	0.02	-	0.02	0.06	0.03	0.03	0.03	0.06	0.06	0.04	0.05	0.04	0.06	0.07	0.04	0.03	0.03	0.05	0.02	0.08	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - n/op/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_13. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Proof of receipt/delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1592	430	464	343	355	894	698	911	659	165	201	398	418	307	1017	167	1346	-	-	-
Weighted Base	1590	338	449	387	416	788	803	1037	530	181*	204	387	408	310	998	182*	1331	-**	-**	-**
Effective Base	836	179	259	193	208	437	401	493	349	85	114	214	218	149	546	86	707	-	-	-
Not at all important (1)	9	4	2	2	1	6	3	4	5	1	1	1	3	3	5	1	8	-	-	-
	1%	1%	*	1%	*	1%	*	*	1%	*	*	*	1%	1%	1%	1	1%	-	-	-
Not very important (2)	34	10	12	2	10	22	12	14	20	1	5	16	6	3	28	1	33	-	-	-
	2%	3%	3%	1%	2%	3%	2%	1%	3%	1%	2%	4%	2%	1%	3%	1%	2%	-	-	-
	162	30	47	28	57	77	84	88	73	41	27	31	38	19	96	41	115	-	-	-
	10%	9%	11%	7%	14%	10%	11%	8%	14%	22% <sup>klmn</sup>	13% <sup>kl</sup>	8%	9%	6%	10%	22% <sup>op</sup>	9%	-	-	-
Important (4)	563	113	177	155	118	290	273	354	197	53	61	147	148	104	357	53	473	-	-	-
	35%	33%	33%	33%	28%	37%	34%	34%	37%	29%	30%	38%	36%	33%	36%	29%	36%	-	-	-
Very important (5)	809	177	206	199	227	383	426	570	232	85	107	187	207	182	501	86	691	-	-	-
	51%	52%	46%	52%	55%	49%	53%	53% <sup>h</sup>	44%	47%	53%	48%	51%	59%	50%	47%	52%	-	-	-
Don't know	14	5	5	1	3	10	4	8	4	*	2	4	5	*	11	*	11	-	-	-
	1%	1%	1%	*	1%	1%	1%	1%	1%	*	1%	1%	1%	*	1%	*	1%	-	-	-
NET Not at all important/ Not very important	43	14	14	5	11	28	15	18	25	2	6	18	10	6	33	2	41	-	-	-
	3%	4%	3%	1%	3%	4%	2%	2%	3%	1%	3%	5%	2%	2%	3%	1%	3%	-	-	-
NET Important / Very important	1372	290	383	354	345	673	699	924	429	138	168	334	355	286	858	139	1165	-	-	-
	86%	86%	85%	81% <sup>bc</sup>	83%	85%	87%	89% <sup>h</sup>	81%	78%	83%	86% <sup>kl</sup>	87% <sup>kl</sup>	82% <sup>lmn</sup>	86% <sup>kl</sup>	76%	87% <sup>op</sup>	-	-	-
Mean	4.35	4.35	4.29	4.41	4.36	4.31	4.39	4.43 <sup>h</sup>	4.20	4.22	4.34	4.31	4.36	4.43 <sup>kl</sup>	4.34	4.22	4.37	-	-	-
Std Dev.	0.79	0.85	0.80	0.70	0.82	0.82	0.77	0.74	0.88	0.85	0.83	0.82	0.79	0.73	0.81	0.84	0.79	-	-	-
Std Error	0.02	0.04	0.04	0.04	0.04	0.03	0.03	0.02	0.03	0.07	0.06	0.04	0.04	0.04	0.03	0.07	0.02	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_13. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Proof of receipt/delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1592	1087	505	226	748	347	272	225	79	90	80	80	80	78	95	80	86	63	284
Weighted Base	1590	1378	212	73*	1317	146	79	49	59*	188*	118*	112*	127*	133*	236*	207*	135*	23*	123
Effective Base	836	700	145	54	607	197	151	150	69	81	71	70	70	69	87	69	76	31	166
Not at all important (1)	9	8	1	*	8	1	*	*	*	*	1	1	*	*	5	*	1	*	1
1%	1%	*	*	*	1%	1%	*	*	*	*	1%	1%	*	*	2%	*	1%	*	1%
Not very important (2)	34	29	5	5	30	2	1	1	1	4	2	1	8	1	7	1	4	1	1
2%	2%	2%	7% <b>a</b>	2%	1%	1%	2%	2%	2%	2%	1%	8% <b>c</b>	1%	3%	1%	3%	3%	3%	1%
Neither important nor unimportant (3)	162	132	30	8	135	16	5	5	7	12	18	27	13	7	12	21	19	2	14
10%	10%	10%	14%	11%	10%	11%	6%	11%	11%	6%	15% <b>m</b>	24% <b>imno</b>	10%	5%	5%	10%	14% <b>n</b>	9%	11%
Important (4)	563	485	78	23	459	53	31	19	19	62	43	32	54	52	73	83	41	11	42
35%	35%	37%	32%	35%	37%	40%	39%	33%	33%	38%	29%	42%	39%	31%	40%	30%	49%	54%	54%
Very important (5)	809	714	95	34	674	72	40	23	31	109	53	50	52	72	141	97	69	9	64
51%	52%	45%	47%	51%	50%	51%	46%	53%	53% <b>h</b>	45%	45%	41%	54%	59% <b>liq</b>	47%	51%	39%	52%	
Don't know	14	11	3	3	11	1	2	1	1	2	1	1	1	*	5	1	*	1	
1%	1%	2%	3% <b>a</b>	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	*	2%	1%	*	1%	
NET Not at all important/ Not very important	43	37	6	5	37	3	1	1	1	4	3	2	8	1	12	1	5	1	3
3%	3%	3%	7%	3%	2%	2%	2%	2%	2%	2%	3%	1%	8% <b>co</b>	1%	5%	1%	4%	3%	2%
NET Important / Very important	1372	1199	172	57	1133	126	71	42	51	171	96	82	105	124	213	181	110	20	106
86%	87%	81%	79%	86%	86%	90%	85%	86%	86%	91% <b>k</b>	81%	74%	83%	92% <b>kp</b>	90% <b>ka</b>	87% <b>ka</b>	87%	87%	86% <b>ka</b>
Mean	4.35	4.37	4.25	4.23	4.35	4.34	4.42	4.30	4.38	4.37 <sup>h</sup>	4.24	4.18	4.18	4.47 <sup>li</sup>	4.43	4.37	4.29	4.23	4.36
Std Dev.	0.79	0.79	0.82	0.92	0.80	0.79	0.69	0.77	0.77	0.72	0.83	0.87	0.86	0.65	0.87	0.69	0.88	0.76	0.80
Std Error	0.02	0.02	0.04	0.06	0.03	0.04	0.04	0.05	0.09	0.08	0.09	0.10	0.10	0.07	0.09	0.08	0.10	0.10	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

PRE\_QI6\_13. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Proof of receipt/delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1592	555	70	277	565	645	214	97	52	1210	149	622	658	204	66	26	1280	92	-	-
Weighted Base	1590	516	82*	234	588	613	221	103*	52*	1201	155*	612	656	212	75*	19**	1268	94*	-**	-**
Effective Base	836	285	34	145	299	321	119	57	31	620	88	325	334	115	40	14	658	53	-	-
Not at all important (1)	9	1	1	-	1	2	-	3	3	6	6	1	5	-	3	*	6	3	-	-
	1%	-	1%	-	-	-	-	3% <i>td</i>	5% <i>td</i>	1%	1%	-	1%	-	4% <i>tm</i>	-	3% <i>tp</i>	-	-	
Not very important (2)	34	21	1	15	8	20	3	2	1	29	3	15	10	6	3	*	25	3	-	-
	2%	4%	2%	6%	1%	3%	1%	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	3%	-	-
Neither important nor unimportant (3)	162	66	23	34	45	51	49	10	3	97	13	36	54	55	10	2	90	12	-	-
	10%	13%	28% <i>ta</i>	15%	8%	8%	22% <i>degm</i>	9%	6%	8%	8%	6%	8%	26% <i>tm</i>	14%	8%	7%	12%	-	-
Important (4)	563	167	21	86	174	231	90	51	12	405	63	169	273	85	28	4	442	32	-	-
	35%	32%	29%	37%	30%	33% <i>td</i>	41% <i>td</i>	33% <i>dh</i>	24%	34%	41% <i>td</i>	29%	42% <i>tp</i>	40% <i>ta</i>	37%	20%	43% <i>ta</i>	33%	-	-
Very important (5)	809	260	36	98	355	306	77	35	31	661	66	387	310	66	32	11	697	43	-	-
	51%	50%	44%	42%	60% <i>tm</i>	50% <i>tm</i>	35%	34%	60% <i>tm</i>	55% <i>tm</i>	43%	63% <i>tmmpq</i>	47% <i>tm</i>	31%	42%	58%	55% <i>tm</i>	46%	-	-
Don't know	14	1	-	-	4	2	2	3	1	6	4	4	4	1	-	2	8	2	-	-
	1%	-	-	-	1%	-	1%	3%	2%	1%	2% <i>td</i>	1%	1%	-	-	12%	1%	2%	-	-
NET Not at all important/ Not very important	43	22	2	15	9	22	3	4	4	32	9	18	15	6	5	-	31	6	-	-
	3%	4%	2%	7%	2%	4%	1%	4%	5% <i>td</i>	3%	5% <i>td</i>	3%	2%	3%	7%	2%	2%	6%	-	-
NET Important / Very important	1372	427	56	184	529	537	197	86	44	1066	129	556	583	150	60	15	1139	75	-	-
	86%	77% <i>ta</i>	69%	79%	76%	76%	76%	84%	84%	84%	84%	61% <i>tmtpq</i>	60% <i>tm</i>	71%	79%	78%	62% <i>tmmpq</i>	79%	-	-
Mean	4.35	4.29	4.09	4.14	4.50 <i>tm</i>	4.34 <i>tm</i>	4.10	4.14	4.33	4.52 <i>tm</i>	4.20	4.52 <i>tmmpq</i>	4.54 <i>tm</i>	3.99	4.11	4.52	4.33 <i>tmmpq</i>	4.19	-	-
Std Dev	0.79	0.86	0.93	0.91	0.71	0.80	0.78	0.87	1.11	0.76	0.96	0.73	0.76	0.83	1.01	0.80	0.75	0.99	-	-
Std Error	0.02	0.04	0.11	0.05	0.03	0.03	0.05	0.09	0.16	0.02	0.06	0.03	0.03	0.06	0.12	0.16	0.02	0.10	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_13. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Proof of receipt/delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1592	129	1437	26	514	967	111	1555	25	7	1	1587	4
Weighted Base	1590	136*	1434	20**	491	978	121*	1546	35**	5**	2**	1586	3**
Effective Base	836	71	751	15	268	501	68	812	17	5	1	833	2
Not at all important (1)	9	3	6	-	-	9	-	9	-	-	-	9	-
	1%	2%	-	-	-	1%	-	1%	-	-	-	1%	-
Not very important (2)	34	4	30	-	15	17	2	30	3	1	-	34	-
	2%	3%	2%	-	3%	2%	1%	2%	8%	32%	-	2%	-
Neither important nor unimportant (3)	162	14	147	1	37	107	18	155	5	-	-	160	2
	10%	10%	10%	4%	8%	11%	15%	10%	14%	4%	-	10%	72%
Important (4)	563	47	511	5	164	358	41	543	15	2	2	560	1
	35%	34%	36%	25%	33%	37%	34%	35%	43%	51%	100%	35%	28%
Very important (5)	809	66	728	14	270	481	57	797	12	-	-	809	-
	51%	49%	51%	71%	55%	49%	48%	52%	34%	-	-	51%	-
Don't know	14	2	12	-	6	6	2	13	-	1	-	14	-
	1%	2%	1%	-	1%	1%	2%	1%	-	14%	-	1%	-
NET Not at all important/ Not very important	43	7	36	-	15	20	2	38	3	1	-	43	-
	3%	5%	2%	-	3%	3%	1%	2%	8%	32%	-	3%	-
NET Important / Very important	1372	113	1240	19	434	840	98	1340	27	2	2	1369	1
	86%	83%	86%	96%	88%	86%	82%	87%	77%	51%	100%	86%	28%
Mean	4.35	4.26	4.35	4.66	4.42	4.32	4.30	4.36	4.03	3.22	4.00	4.35	3.28
Std Dev	0.79	0.92	0.78	0.57	0.76	0.81	0.78	0.79	0.92	1.10	-	0.79	0.57
Std Error	0.02	0.08	0.02	0.11	0.03	0.03	0.07	0.02	0.18	0.45	-	0.02	0.28

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
\* small base, \*\* very small base (under 30) ineligible for sig testing



PRE\_Q16\_13. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Proof of receipt/delivery

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1592	791	801	-	274	249	268	262	282	257	-	-	-	-	-	-
Weighted Base	1590	778	812	**	271	247	261	286	270	256	**	**	**	**	**	**
Effective Base	836	387	452	-	130	122	136	150	156	147	-	-	-	-	-	-
Not at all important (1)	9	4	4	-	1	1	3	3	-	1	-	-	-	-	-	-
	1%	1%	1%	-	*	*	1%	1%	-	*	-	-	-	-	-	-
Not very important (2)	34	11	23	-	4	3	4	15	3	5	-	-	-	-	-	-
	2%	1%	3%	-	1%	1%	2%	3%	1%	2%	-	-	-	-	-	-
Neither important nor unimportant (3)	162	80	82	-	38	19	22	36	22	24	-	-	-	-	-	-
	10%	10%	10%	-	14%	8%	8%	13%	8%	9%	-	-	-	-	-	-
Important (4)	563	273	290	-	92	94	87	109	91	90	-	-	-	-	-	-
	35%	35%	36%	-	34%	38%	34%	38%	34%	35%	-	-	-	-	-	-
Very important (5)	809	402	407	-	133	129	139	120	154	133	-	-	-	-	-	-
	51%	52%	50%	-	49%	52%	53%	42%	51%	52%	-	-	-	-	-	-
Don't know	14	8	6	-	3	-	5	3	1	2	-	-	-	-	-	-
	1%	1%	1%	-	1%	-	2%	1%	-	1%	-	-	-	-	-	-
NET Not at all important/ Not very important	43	15	27	-	4	4	7	18	3	7	-	-	-	-	-	-
	3%	2%	3%	-	2%	2%	3%	6%	1%	3%	-	-	-	-	-	-
NET Important / Very important	1372	675	697	-	225	223	227	229	245	224	-	-	-	-	-	-
	86%	87%	86%	-	83%	91%	87%	80%	91%	87%	-	-	-	-	-	-
Mean	4.35	4.37	4.33	-	4.32	4.41h	4.39h	4.16	4.47h	4.37h	-	-	-	-	-	-
Std Dev.	0.79	0.77	0.81	-	0.79	0.72	0.81	0.92	0.69	0.78	-	-	-	-	-	-
Std Error	0.02	0.03	0.03	-	0.05	0.05	0.05	0.06	0.04	0.05	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
\*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QI6\_14. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) Delivery to recipient's door

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	1592	-	1592	241	616	724	863	217	210	315	225	290	216	119	427	540	625	335	1477	105	1592
Weighted Base	1590	**	1590	312	638	759	824	256	200	335	238	262	179*	122*	456	572	562	300	1421	162*	1592
Effective Base	836	-	836	144	342	382	451	128	116	163	126	154	88	66	243	289	305	153	756	76	1592
Not at all important (1)	2	-	2	1	1	1	2	*	1	-	-	1	*	*	1	-	1	1	2	-	5
Not very important (2)	31	-	31	4	19	18	14	6	2	11	1	3	6	1	8	13	11	7	31	-	31
	2%	-	2%	1%	3%	2%	2%	2%	1%	3%	*	1%	3%	1%	2%	2%	2%	2%	2%	-	2%
Neither important nor unimportant (3)	146	-	146	26	52	76	70	37	20	19	17	18	23	13	56	36	54	36	129	15	132
	9%	-	9%	8%	8%	10%	9%	14%	10%	6%	7%	13%	11%	11%	12%	6%	10%	12%	9%	10%	8%
Important (4)	568	-	568	106	220	261	302	79	73	118	88	92	69	48	153	206	209	117	501	66	577
	36%	-	36%	34%	34%	34%	37%	31%	37%	35%	37%	35%	39%	40%	33%	36%	37%	39%	35%	41%	36%
Very important (5)	829	-	829	171	339	395	431	125	101	186	130	148	80	58	225	316	287	139	747	77	836
	52%	-	52%	55%	53%	52%	52%	49%	50%	56%	53%	56%	49%	48%	50%	55%	51%	46%	53%	48%	53%
Don't know	14	-	14	4	6	9	5	4	4	*	1	-	-	-	12	2	-	-	11	3	11
	1%	-	1%	1%	1%	1%	1%	3%	2%	*	1%	-	-	-	3%	0%	-	-	1%	2%	1%
NET Not at all important/ Not very important	34	-	34	5	20	18	15	6	3	11	1	4	6	2	9	13	12	8	33	-	36
	2%	-	2%	2%	3%	2%	2%	2%	1%	3%	*	1%	3%	2%	2%	2%	2%	3%	2%	-	2%
NET Important / Very important	1396	-	1396	277	559	656	733	204	174	304	219	239	150	106	378	522	496	256	1248	143	1413
	88%	-	88%	89%	88%	86%	89%	80%	87%	91%	92%	91%	84%	88%	83%	91%	88%	85%	88%	89%	89%
Mean	4.39	-	4.39	4.44	4.39	4.38	4.40	4.31	4.38	4.43	4.47	4.46	4.25	4.33	4.34	4.37	4.29	4.39	4.38	4.40	4.40
Std Dev.	0.75	-	0.75	0.72	0.78	0.77	0.73	0.81	0.74	0.75	0.65	0.70	0.81	0.76	0.78	0.71	0.75	0.79	0.76	0.67	0.75
Std Error	0.02	-	0.02	0.05	0.03	0.03	0.03	0.06	0.05	0.04	0.04	0.04	0.06	0.07	0.04	0.03	0.03	0.04	0.02	0.07	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - n/op/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_Q16\_14. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Delivery to recipient's door

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1592	430	464	343	355	894	698	911	659	165	201	398	418	307	1017	167	1346	-	-	-
Weighted Base	1590	338	449	387	416	788	803	1037	530	181*	204	387	408	310	998	182*	1331	-**	-**	-**
Effective Base	836	179	259	193	208	437	401	493	349	85	114	214	218	149	546	86	707	-	-	-
Not at all important (1)	2	1	1	-	1	2	1	1	1	-	1	1	-	-	2	-	2	-	-	-
Not very important (2)	31	5	16	4	6	21	10	20	11	2	-	12	10	6	23	2	28	-	-	-
Neither important nor unimportant (3)	146	33	36	33	45	69	78	97	45	23	27	38	34	16	99	23	116	-	-	-
Important (4)	568	127	165	149	126	293	275	357	204	53	63	154	154	105	371	54	489	-	-	-
Very important (5)	829	169	229	195	236	398	430	556	264	103	110	179	209	151	499	103	685	-	-	-
Don't know	14	3	3	6	3	6	8	6	5	*	3	2	1	3	5	*	8	-	-	-
NET Not at all important/ Not very important	34	6	17	4	7	23	11	21	12	2	1	13	10	6	25	2	30	-	-	-
NET Important / Very important	1396	297	394	344	361	691	705	913	467	156	173	334	363	286	870	157	1177	-	-	-
Mean	4.39	4.37	4.36	4.40	4.43	4.36	4.42	4.40	4.37	4.42	4.40	4.30	4.38	4.50(m)	4.35	4.42	4.30	-	-	-
Std Dev.	0.75	0.74	0.79	0.70	0.75	0.77	0.73	0.75	0.75	0.75	0.76	0.79	0.74	0.68	0.77	0.75	0.75	-	-	-
Std Error	0.02	0.04	0.04	0.04	0.04	0.03	0.03	0.02	0.03	0.06	0.05	0.04	0.04	0.04	0.02	0.06	0.02	-	-	-

Proportions/Mean: Columns Yes/No (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_Q16\_14. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Delivery to recipient's door

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1592	1087	505	226	748	347	272	225	79	90	80	80	80	78	95	80	86	63	284
Weighted Base	1590	1378	212	73*	1317	146	79	49	59*	188*	118*	112*	127*	133*	236*	207*	135*	23*	123
Effective Base	836	700	145	54	607	197	151	150	69	81	71	70	70	69	87	69	76	31	166
Not at all important (1)	2	1	1	1	-	2	1	-	-	-	-	-	-	-	-	-	-	1	1
Not very important (2)	31	30	1	1	27	2	1	1	4	6	1	2	5	-	3	5	2	-	2
Neither important nor unimportant (3)	146	117	30	7	125	11	7	4	5	16	6	17	12	16	19	15	18	3	8
Important (4)	568	501	67	17	476	50	22	20	24	84	52	32	56	35	86	55	50	8	42
Very important (5)	829	719	110	44	677	80	47	25	26	82	59	60	52	78	126	129	65	11	69
Don't know	14	11	3	3	12	1	1	-	1	-	-	-	2	5	2	2	-	-	1
NET Not at all important/ Not very important	34	31	2	2	27	4	2	1	4	6	1	2	5	-	3	5	2	1	3
NET Important / Very important	1396	1220	177	61	1152	130	69	45	50	166	111	93	108	113	212	184	115	19	111
Mean	4.39	4.39	4.36	4.46	4.38	4.41	4.47	4.38	4.24	4.28	4.43	4.36	4.24	4.49	4.43	4.32	4.29	4.44	
Std Dev.	0.75	0.74	0.78	0.83	0.74	0.79	0.77	0.73	0.85	0.76	0.65	0.79	0.79	0.70	0.74	0.75	0.91	0.76	
Std Error	0.02	0.02	0.03	0.06	0.03	0.04	0.05	0.05	0.10	0.08	0.07	0.09	0.09	0.08	0.07	0.08	0.08	0.12	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QI6\_14. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Delivery to recipient's door

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1592	555	70	277	565	645	214	97	52	1210	149	622	658	204	66	26	1280	92	-	-
Weighted Base	1590	516	82*	234	588	613	221	103*	52*	1201	155*	612	656	212	75*	19**	1268	94*	-**	-**
Effective Base	836	285	34	145	299	321	119	57	31	620	88	325	334	115	40	14	658	53	-	-
Not at all important (1)	2	1	-	-	1	1	-	-	-	1	1	1	1	-	-	-	2	-	-	-
Not very important (2)	31	9	-	7	9	12	10	-	1	20	1	14	10	7	-	-	24	-	-	-
	2%	2%	-	3%	2%	2%	5% <i>l</i>	-	1%	2%	-	2%	2%	3%	-	2%	2%	-	-	-
Neither important nor unimportant (3)	146	54	14	20	30	49	42	14	9	79	23	26	63	40	14	-	89	15	-	-
	9%	10%	78%	8%	5%	8%	19% <i>del</i>	14% <i>del</i>	17% <i>del</i>	7%	15% <i>del</i>	4%	10% <i>k</i>	19% <i>k</i>	19% <i>k</i>	1%	7%	16% <i>k</i>	-	-
Important (4)	568	175	20	95	174	239	100	37	13	413	50	171	275	80	31	5	446	36	-	-
	36%	34%	29%	41%	30%	39%	43% <i>del</i>	36%	25%	34%	32%	28%	42% <i>k</i>	63% <i>k</i>	41%	26%	53% <i>k</i>	38%	-	-
Very important (5)	829	276	47	109	373	308	66	51	27	680	78	400	301	80	30	14	701	44	-	-
	52%	53%	58%	47%	43% <i>del</i>	50% <i>k</i>	30%	50% <i>k</i>	61% <i>k</i>	67% <i>k</i>	50% <i>k</i>	65% <i>del</i>	46%	38%	40%	71%	55% <i>del</i>	46%	-	-
Don't know	14	2	-	2	2	5	2	-	2	7	2	1	6	4	-	-	7	-	-	-
	1%	-	-	1%	-	1%	-	-	4% <i>del</i>	1%	1%	-	1%	2% <i>k</i>	-	-	1%	-	-	-
NET Not at all important/ Not very important	34	9	-	8	10	12	11	-	11	22	1	15	11	7	-	-	26	-	-	-
	2%	2%	-	3%	2%	2%	5% <i>l</i>	-	2%	2%	1%	2%	2%	3%	-	2%	2%	-	-	-
NET Important / Very important	1396	451	68	204	546	547	196	88	40	1093	128	571	576	161	61	19	1147	79	-	-
	89%	87%	82%	57%	43% <i>del</i>	51% <i>del</i>	75%	86%	76%	83%	83%	63% <i>del</i>	69% <i>del</i>	76%	81%	97%	62% <i>del</i>	84%	-	-
Mean	4.39	4.39	4.40	4.31	4.55% <i>del</i>	4.39% <i>del</i>	4.01	4.32% <i>del</i>	4.30	4.47% <i>del</i>	4.24% <i>del</i>	4.54% <i>del</i>	4.52% <i>del</i>	4.12	4.21	4.66	4.44% <i>del</i>	4.30	-	-
Std Dev	0.75	0.75	0.77	0.78	0.67	0.72	0.83	0.72	0.90	0.70	0.78	0.70	0.72	0.84	0.75	0.62	0.72	0.74	-	-
Std Error	0.02	0.03	0.09	0.05	0.03	0.03	0.06	0.07	0.13	0.02	0.06	0.03	0.03	0.06	0.09	0.12	0.02	0.08	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_Q16\_14. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Delivery to recipient's door

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1592	129	1437	26	514	967	111	1555	25	7	1	1587	4
Weighted Base	1590	136*	1434	20**	491	978	121*	1546	35**	5**	2**	1586	3**
Effective Base	836	71	751	15	268	501	68	812	17	5	1	833	2
Not at all important (1)	2	-	2	-	1	2	-	2	-	-	-	2	-
Not very important (2)	31	4	28	*	4	19	8	25	7	-	-	31	-
	2%	3%	2%	*	1%	2%	7% <b>side</b>	2%	19%	-	-	2%	-
Neither important nor unimportant (3)	146	11	134	2	44	84	19	136	8	-	-	144	2
	9%	8%	9%	9%	9%	9%	16%	9%	23%	-	-	9%	72%
Important (4)	568	52	511	5	168	361	38	552	11	2	2	565	1
	36%	38%	36%	27%	34%	37%	31%	36%	32%	37%	100%	36%	28%
Very important (5)	829	66	750	12	267	508	53	818	9	1	-	829	-
	52%	49%	52%	62%	54%	52%	44%	53%	26%	31%	-	52%	-
Don't know	14	4	9	*	7	4	3	13	-	1	-	14	-
	1%	3% <b>side</b>	1%	2%	1%	*	3% <b>side</b>	1%	-	32%	-	1%	-
NET Not at all important/ Not very important	34	4	30	*	5	21	3	27	7	-	-	34	-
	2%	3%	2%	*	1%	2%	3% <b>side</b>	2%	19%	-	-	2%	-
NET Important / Very important	1396	118	1261	18	436	870	91	1370	20	3	2	1394	1
	88%	85%	88%	89%	82% <b>side</b>	82% <b>side</b>	75%	89%	58%	68%	100%	88%	28%
Mean	4.39	4.37	4.39	4.53	4.44 <sup>†</sup>	4.39 <sup>†</sup>	4.16	4.41	3.65	4.45	4.00	4.39	3.28
Std Dev	0.75	0.75	0.75	0.70	0.70	0.74	0.93	0.73	1.08	0.60	-	0.75	0.57
Std Error	0.02	0.07	0.02	0.14	0.03	0.02	0.09	0.02	0.22	0.25	-	0.02	0.28

† Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_14. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Delivery to recipient's door

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1592	791	801	-	-	274	249	268	262	282	257	-	-	-	-	-	-
Weighted Base	1590	778	812	**	**	271	247	261	286	270	256	**	**	**	**	**	**
Effective Base	836	387	452	-	-	130	122	136	150	156	147	-	-	-	-	-	-
Not at all important (1)	2	2	*	-	-	*	1	1	*	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-
Not very important (2)	31	14	17	-	-	3	1	10	10	5	2	-	-	-	-	-	-
	2%	2%	2%	-	-	1%	-	4%	4%	2%	1%	-	-	-	-	-	-
Neither important nor unimportant (3)	146	72	74	-	-	32	15	25	32	24	18	-	-	-	-	-	-
	9%	9%	9%	-	-	12%	6%	9%	11%	9%	7%	-	-	-	-	-	-
Important (4)	568	264	304	-	-	90	90	84	107	93	103	-	-	-	-	-	-
	36%	34%	37%	-	-	33%	37%	32%	38%	34%	40%	-	-	-	-	-	-
Very important (5)	829	417	412	-	-	143	135	139	133	148	131	-	-	-	-	-	-
	52%	54%	51%	-	-	53%	55%	53%	47%	55%	51%	-	-	-	-	-	-
Don't know	14	9	5	-	-	3	3	2	3	1	1	-	-	-	-	-	-
	1%	1%	1%	-	-	1%	1%	1%	1%	1%	1%	-	-	-	-	-	-
NET Not at all important/ Not very important	34	16	17	-	-	3	2	11	10	5	2	-	-	-	-	-	-
	2%	2%	2%	-	-	1%	1%	4%	4%	2%	1%	-	-	-	-	-	-
NET Important / Very important	1396	681	716	-	-	232	225	223	241	241	234	-	-	-	-	-	-
	88%	88%	88%	-	-	86%	91%	86%	84%	89%	91%	-	-	-	-	-	-
Mean	4.39	4.40	4.38	-	-	4.39	4.47	4.36	4.29	4.42	4.42	-	-	-	-	-	-
Std Dev.	0.75	0.76	0.74	-	-	0.74	0.68	0.83	0.81	0.73	0.67	-	-	-	-	-	-
Std Error	0.02	0.03	0.03	-	-	0.05	0.04	0.05	0.05	0.04	0.04	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
\*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QI6\_15. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Daily collection service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	1592	-	1592	241	616	724	863	217	210	315	225	290	216	119	427	540	625	335	1477	105	1592
Weighted Base	1590	**	1590	312	638	759	824	256	200	335	238	262	179*	122*	456	572	562	300	1421	162*	1592
Effective Base	836	-	836	144	342	382	451	128	116	163	126	154	88	66	243	289	305	153	756	76	1592
Not at all important (1)	26	-	26	3	5	13	13	*	*	*	5	8	4	9	*	5	21	13	25	2	29
	2%	-	2%	1%	1%	2%	2%				2%	3%	2%	7%		1%	4%	4%	2%	1%	2%
Not very important (2)	79	-	79	13	39	38	42	11	9	20	10	11	6	12	20	30	29	17	70	6	88
	5%	-	5%	4%	6%	5%	5%	4%	4%	6%	4%	4%	3%	10%	4%	5%	5%	5%	5%	5%	6%
Neither important nor unimportant (3)	362	-	362	49	132	177	184	45	40	62	53	75	49	37	85	116	161	86	325	34	383
	23%	-	23%	16%	21%	23%	22%	18%	20%	19%	22%	29%	28%	30%	19%	20%	29%	29%	23%	21%	24%
Important (4)	604	-	604	123	235	284	316	112	73	140	79	90	66	45	185	219	201	111	527	76	619
	38%	-	38%	40%	37%	37%	38%	44%	37%	42%	33%	34%	37%	37%	41%	38%	36%	37%	37%	47%	39%
Very important (5)	494	-	494	118	218	238	253	85	71	106	84	75	53	18	150	192	145	71	453	39	446
	31%	-	31%	38%	34%	31%	31%	33%	33%	33%	33%	33%	33%	15%	34%	34%	26%	24%	32%	32%	24%
Don't know	25	-	25	6	9	9	16	2	7	4	7	3	1	1	9	11	5	3	20	5	27
	2%	-	2%	2%	1%	1%	2%	1%	4%	1%	3%	1%	1%	1%	2%	2%	1%	1%	1%	3%	2%
NET Not at all important/ Not very important	105	-	105	16	43	51	55	12	9	20	15	19	10	21	20	36	50	31	95	8	117
	7%	-	7%	5%	7%	7%	7%	3%	4%	6%	6%	7%	6%	17%	4%	6%	9%	10%	7%	5%	7%
NET Important / Very important	1097	-	1097	241	453	523	569	197	144	248	162	165	118	63	341	410	346	181	981	115	1065
	69%	-	69%	77%	71%	69%	69%	77%	72%	74%	65%	63%	66%	52%	75%	72%	62%	60%	69%	71%	67%
Mean	3.93	-	3.93	4.11	3.99	3.93	3.93	4.07	4.07	4.02	3.98	3.82	3.88	3.43	4.07	4.00	3.76	3.70	3.94	3.92	3.87
Std Dev.	0.95	-	0.95	0.89	0.93	0.95	0.94	0.83	0.87	0.87	0.99	1.00	0.95	1.09	0.85	0.92	1.02	1.03	0.96	0.85	0.95
Std Error	0.02	-	0.02	0.06	0.04	0.04	0.03	0.06	0.06	0.05	0.07	0.06	0.07	0.10	0.04	0.04	0.04	0.06	0.03	0.08	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_Q16\_15. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Daily collection service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1592	430	464	343	355	894	698	911	659	165	201	398	418	307	1017	167	1346	-	-	-
Weighted Base	1590	338	449	387	416	788	803	1037	530	181*	204	387	408	310	998	182*	1331	-**	-**	-**
Effective Base	836	179	259	193	208	437	401	493	349	85	114	214	218	149	546	86	707	-	-	-
Not at all important (1)	26	5	8	6	7	13	13	8	18	6	2	6	7	3	15	6	18	-	-	-
	2%	1%	2%	2%	2%	2%	2%	1%	3%	3%	1%	1%	2%	1%	3%	3%	1%	-	-	-
Not very important (2)	79	11	25	20	22	36	43	48	31	7	12	21	15	13	49	7	64	-	-	-
	5%	3%	6%	5%	5%	5%	5%	5%	5%	4%	6%	5%	4%	4%	5%	4%	5%	-	-	-
Neither important nor unimportant (3)	362	72	110	83	98	182	180	212	148	52	50	90	80	67	220	53	294	-	-	-
	23%	21%	24%	21%	23%	23%	22%	20%	23%	29%	25%	23%	20%	21%	21%	29%	22%	-	-	-
Important (4)	604	136	159	155	154	295	309	405	189	53	74	140	178	118	392	53	521	-	-	-
	38%	40%	35%	40%	37%	37%	38%	39%	36%	29%	36%	36%	35%	35%	39%	29%	39%	-	-	-
Very important (5)	494	110	144	116	123	254	239	350	135	62	60	121	119	108	300	62	411	-	-	-
	31%	33%	32%	30%	30%	32%	30%	34%	25%	34%	29%	31%	29%	35%	30%	34%	31%	-	-	-
Don't know	25	3	3	7	11	6	19	14	10	*	6	8	8	2	22	*	24	-	-	-
	2%	1%	1%	2%	3%	1%	2%	1%	2%	*	3%	2%	2%	1%	2%	*	2%	-	-	-
NET Not at all important/ Not very important	105	16	34	26	29	50	56	56	46	14	14	27	23	16	64	14	82	-	-	-
	7%	5%	7%	7%	7%	6%	7%	5%	7%	7%	7%	7%	6%	5%	6%	7%	6%	-	-	-
NET Important / Very important	1097	247	303	271	277	549	548	755	324	115	133	262	297	226	692	115	932	-	-	-
	69%	73%	67%	70%	67%	70%	68%	73%	61%	64%	65%	68%	73%	73%	69%	63%	70%	-	-	-
Mean	3.93	4.00	3.91	3.93	3.90	3.95	3.92	4.02%	3.75	3.87	3.89	3.93	3.97	4.02	3.94	3.87	3.95	-	-	-
Std Dev.	0.95	0.90	0.98	0.94	0.96	0.95	0.95	0.90	1.02	1.04	0.94	0.95	0.90	0.91	0.93	1.04	0.92	-	-	-
Std Error	0.02	0.04	0.05	0.05	0.05	0.03	0.04	0.03	0.04	0.08	0.07	0.05	0.04	0.05	0.03	0.08	0.03	-	-	-

Proportions/Mean: Columns Yes/No (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_Q16\_15. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Daily collection service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1592	1087	505	226	748	347	272	225	79	90	80	80	80	78	95	80	86	63	284
Weighted Base	1590	1378	212	73*	1317	146	79	49	59*	188*	118*	112*	127*	133*	236*	207*	135*	23*	123
Effective Base	836	700	145	54	607	197	151	150	69	81	71	70	70	69	87	69	76	31	166
Not at all important (1)	26	20	6	2	20	5	1	1	2	5	1	1	5	1	2	4	-	2	2
2%	1%	3%	2%	2%	2%	3%	1%	1%	3%	2%	1%	1%	4%	1%	1%	2%	-	100% <u>knmopq</u>	2%
Not very important (2)	79	62	17	7	63	9	3	4	3	5	11	11	4	7	5	9	8	-	9
5%	5%	8%	9%	5%	6%	3%	9% <u>df</u>	-	5%	3%	9% <u>kn</u>	10% <u>kn</u>	-	5%	2%	4%	6%	1%	7% <u>kn</u>
Neither important nor unimportant (3)	362	301	61	18	300	33	19	10	14	43	30	34	36	30	36	44	34	4	29
23%	22%	29%	25%	23%	23%	25%	21%	24%	23%	25%	30% <u>kn</u>	29% <u>kn</u>	22%	22%	15%	21%	25%	19%	23%
Important (4)	604	539	65	26	497	56	32	19	24	53	46	29	52	43	109	92	50	8	48
38%	39%	31%	35%	38%	39%	40%	40%	40%	40%	28%	39%	26%	41%	32%	63% <u>klk</u>	49% <u>kn</u>	37%	36%	39%
Very important (5)	494	435	59	20	416	41	23	14	15	81	28	32	26	51	85	59	39	8	33
31%	32%	28%	28%	32%	28%	29%	29%	26%	26%	43% <u>kljkl</u>	23%	29%	20%	38% <u>kl</u>	38% <u>kl</u>	28%	29%	33%	27%
Don't know	25	21	4	*	22	2	2	*	1	3	3	5	5	1	-	-	5	*	2
2%	2%	2%	*	2%	1%	2%	*	-	1%	1%	2%	4% <u>lmg</u>	4% <u>kn</u>	1%	-	-	3%	1%	1%
NET Not at all important/ Not very important	105	83	23	8	83	14	3	5	5	10	12	12	9	8	7	13	8	3	12
7%	6%	11% <u>ka</u>	11%	6%	10% <u>kl</u>	4%	10% <u>kl</u>	-	8%	6%	10% <u>kn</u>	11% <u>kn</u>	7%	6%	3%	6%	6%	11% <u>kn</u>	9% <u>kn</u>
NET Important / Very important	1097	974	124	46	913	97	54	34	39	133	74	61	78	94	194	151	89	16	81
69%	71% <u>kn</u>	58%	63%	69%	66%	69%	68%	66%	66%	71% <u>klk</u>	62%	55%	67%	70%	62% <u>kljkljklp</u>	73% <u>ka</u>	66%	69%	66%
Mean	3.93	3.95	3.74	3.77	3.95	3.83	3.96	3.85	3.83	4.08*	3.76	3.76	3.73	4.03	4.14* <u>klkn</u>	3.93	3.92	3.81	3.83
Std Dev.	0.95	0.93	1.05	1.03	0.94	1.02	0.87	0.99	0.98	1.00	0.96	1.02	0.97	0.96	0.81	0.91	0.89	1.24	0.98
Std Error	0.02	0.03	0.05	0.07	0.03	0.06	0.05	0.07	0.11	0.11	0.11	0.12	0.11	0.11	0.08	0.10	0.10	0.16	0.06

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QI6\_15. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Daily collection service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1592	555	70	277	565	645	214	97	52	1210	149	622	658	204	66	26	1280	92	-	-
Weighted Base	1590	516	82*	234	588	613	221	103*	52*	1201	155*	612	656	212	75*	19**	1268	94*	-**	-**
Effective Base	836	285	34	145	299	321	119	57	31	620	88	325	334	115	40	14	658	53	-	-
Not at all important (1)	26	15	6	10	14	5	6	-	1	19	1	12	6	6	2	-	18	3	-	-
	2%	3%	8%	4%	2%	1%	3%	-	1%	2%	-	2%	1%	3%	3%	1%	1%	3%	-	-
Not very important (2)	79	32	6	21	27	33	9	9	1	60	10	26	32	16	1	2	58	4	-	-
	5%	6%	7%	9%	5%	5%	4%	9%	1%	5%	6%	4%	5%	7%	2%	12%	5%	4%	-	-
Neither important nor unimportant (3)	362	142	29	69	104	136	73	27	15	241	42	112	147	70	22	5	259	28	-	-
	23%	28%	36%	29%	18%	22%	33% <i>del</i>	26%	29%	20%	27%	18%	22%	33% <i>imp</i>	30%	27%	20%	29%	-	-
Important (4)	604	115	19	73	203	246	96	37	16	451	53	202	231	74	27	6	493	32	-	-
	38%	34%	33%	31%	30%	40%	42%	36%	31%	38%	35%	33%	44% <i>uk</i>	35%	36%	29%	39%	34%	-	-
Very important (5)	494	143	22	58	231	180	35	28	18	410	46	247	175	42	22	6	422	28	-	-
	31%	28%	27%	25%	39% <i>ref</i>	29% <i>ref</i>	16%	27%	33% <i>ref</i>	34% <i>ref</i>	30% <i>ref</i>	40% <i>imp</i>	27%	20%	30%	31%	33% <i>imp</i>	30%	-	-
Don't know	25	9	-	3	8	11	2	2	1	19	3	13	5	5	-	-	19	-	-	-
	2%	2%	-	1%	1%	2%	1%	2%	2%	2%	2%	2%	1%	3%	-	-	1%	-	-	-
NET Not at all important/ Not very important	105	46	12	31	42	38	16	9	1	79	10	38	38	22	4	2	76	6	-	-
	7%	9%	15%	13%	7%	6%	7%	9%	2%	7%	7%	6%	6%	10%	5%	13%	6%	7%	-	-
NET Important / Very important	1097	319	41	132	434	428	130	65	35	861	100	449	467	116	49	12	915	61	-	-
	69%	62%	50%	56%	71% <i>ref</i>	70% <i>ref</i>	59%	64%	66%	72% <i>ref</i>	64%	73% <i>imp</i>	71% <i>imp</i>	54%	65%	60%	72% <i>imp</i>	64%	-	-
Mean	3.93	3.79	3.54	3.64	4.05	3.91	3.65	3.83	4.00	3.92	3.89	4.09	3.92	3.63	3.87	3.78	4.06	3.85	-	-
Std Dev	0.95	1.01	1.18	1.09	0.99	0.90	0.94	0.91	0.95	0.93	0.97	0.97	0.88	0.98	0.97	1.06	0.93	0.99	-	-
Std Error	0.02	0.04	0.14	0.07	0.04	0.04	0.06	0.10	0.13	0.03	0.06	0.04	0.03	0.07	0.12	0.21	0.03	0.10	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - j/k/m/n/o/p/q - r/s  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_15. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Daily collection service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1592	129	1437	26	514	967	111	1555	25	7	1	1587	4
Weighted Base	1590	136*	1434	20**	491	978	121*	1546	35**	5**	2**	1586	3**
Effective Base	836	71	751	15	268	501	68	812	17	5	1	833	2
Not at all important (1)	26	-	26	-	8	15	3	26	-	-	-	26	-
	2%	-	2%	-	2%	2%	2%	2%	-	-	-	2%	-
Not very important (2)	79	5	74	-	18	49	13	78	2	-	-	79	-
	5%	4%	5%	-	4%	5%	11% <sup>ed</sup>	5%	4%	-	-	5%	-
Neither important nor unimportant (3)	362	14	347	2	88	249	25	351	9	-	-	360	2
	23%	10%	24% <sup>ea</sup>	10%	18%	26% <sup>ed</sup>	21%	23%	27%	4%	-	23%	72%
Important (4)	604	63	529	11	190	370	44	589	11	2	2	601	1
	38%	46%	37%	57%	39%	38%	37%	38%	31%	37%	100%	38%	28%
Very important (5)	494	48	439	7	174	285	35	480	12	1	-	494	-
	31%	35%	31%	34%	35%	29%	29%	31%	34%	27%	-	31%	-
Don't know	25	6	19	-	14	10	1	22	1	1	-	25	-
	2%	3% <sup>ea</sup>	1%	-	3%	1%	*	1%	3%	32%	-	2%	-
NET Not at all important/ Not very important	105	5	100	-	26	64	16	104	2	-	-	105	-
	7%	4%	7%	-	5%	7%	13% <sup>ed</sup>	7%	4%	-	-	7%	-
NET Important / Very important	1097	111	969	18	364	654	79	1069	23	3	2	1095	1
	69%	61% <sup>ea</sup>	68%	90%	72% <sup>ed</sup>	67%	66%	69%	65%	65%	100%	69%	28%
Mean	3.93	4.17 <sup>ea</sup>	3.91	4.24	4.05 <sup>ea</sup>	3.89	3.80	3.93	3.98	4.35	4.00	3.93	3.28
Std Dev.	0.95	0.50	0.96	0.63	0.92	0.94	1.05	0.95	0.91	0.69	-	0.95	0.57
Std Error	0.02	0.07	0.03	0.12	0.04	0.03	0.10	0.02	0.19	0.28	-	0.02	0.28

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
\* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_15. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Daily collection service

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1592	791	801	-	274	249	268	262	282	257	-	-	-	-	-	-
Weighted Base	1590	778	812	**	271	247	261	286	270	256	**	**	**	**	**	**
Effective Base	836	387	452	-	130	122	136	150	156	147	-	-	-	-	-	-
Not at all important (1)	26	13	13	-	6	5	3	1	8	3	-	-	-	-	-	-
	2%	2%	2%	-	2%	2%	1%	1%	3%	1%	-	-	-	-	-	-
Not very important (2)	79	41	38	-	15	8	18	15	13	10	-	-	-	-	-	-
	5%	5%	5%	-	5%	3%	7%	5%	5%	4%	-	-	-	-	-	-
Neither important nor unimportant (3)	362	195	167	-	64	53	78	69	53	68	-	-	-	-	-	-
	23%	25%	21%	-	24%	21%	30%	21%	19%	22%	-	-	-	-	-	-
Important (4)	604	285	319	-	113	95	77	112	101	106	-	-	-	-	-	-
	38%	37%	39%	-	42%	38%	30%	39%	37%	42%	-	-	-	-	-	-
Very important (5)	494	227	267	-	70	77	80	97	94	75	-	-	-	-	-	-
	31%	29%	33%	-	26%	31%	31%	34%	35%	29%	-	-	-	-	-	-
Don't know	25	16	9	-	3	9	5	2	1	6	-	-	-	-	-	-
	2%	2%	1%	-	1%	4%	2%	1%	1%	2%	-	-	-	-	-	-
NET Not at all important/ Not very important	105	55	51	-	20	13	21	16	22	13	-	-	-	-	-	-
	7%	7%	6%	-	7%	5%	8%	6%	8%	5%	-	-	-	-	-	-
NET Important / Very important	1097	512	586	-	183	171	157	209	195	181	-	-	-	-	-	-
	69%	66%	72%	-	68%	70%	60%	73%	72%	71%	-	-	-	-	-	-
Mean	3.93	3.88	3.98	-	3.85	3.97	3.83	4.02	3.96	3.96	-	-	-	-	-	-
Std Dev.	0.95	0.96	0.93	-	0.94	0.94	0.99	0.90	1.01	0.89	-	-	-	-	-	-
Std Error	0.02	0.03	0.03	-	0.06	0.06	0.06	0.06	0.06	0.06	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
\*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**PRE\_QI6\_NET\_IMPORTANT.** For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Important Summary

**Base :** Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

Total	Methodology		Online business/hobby		Gender		Age							Age NET			Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	1592	-	1592	241	616	724	863	217	210	315	225	290	216	119	427	540	625	335	1477	105	1592
Weighted Base	1590	**	1590	312	638	759	824	256	200	335	238	262	179*	122*	456	572	562	300	1421	162*	1592
Effective Base	836	-	836	144	342	382	451	128	116	163	126	154	88	66	243	289	305	153	756	76	1592
Low cost	1352	-	1352	266	552	633	714	206	174	289	209	226	151	96	380	498	474	248	1217	129	1360
85%	-	85%	85%	85%	87%	83%	87%	80%	87%	86%	88%	86%	85%	79%	83%	87%	84%	82%	86%	86%	89%
Guarantee that the parcel will arrive on time	1372	-	1372	270	559	649	716	222	177	288	216	233	145	92	399	503	470	236	1224	143	1368
86%	-	86%	86%	86%	88%	85%	87%	87%	87%	86%	81%	83%	81%	75%	87%	85%	84%	79%	86%	86%	86%
Ability to track the delivery	1324	-	1324	276	531	626	693	216	166	282	206	228	139	87	382	488	454	227	1185	136	1310
83%	-	83%	89%	83%	83%	82%	84%	85%	83%	84%	87%	87%	78%	72%	84%	85%	81%	76%	83%	84%	82%
Ability to choose an express or next day service	1105	-	1105	240	451	540	560	190	162	253	164	177	100	59	352	418	336	159	972	130	1082
70%	-	70%	77%	71%	71%	66%	66%	74%	81%	73%	83%	83%	56%	-4%	77%	73%	60%	53%	68%	83%	68%
Ability to select a specific date/time for delivery	960	-	960	241	401	479	477	187	147	228	156	132	70	40	335	383	242	110	836	121	896
60%	-	60%	77%	63%	63%	58%	58%	73%	73%	69%	65%	59%	39%	33%	73%	67%	43%	37%	59%	75%	56%
Fast delivery	1306	-	1306	275	528	622	677	217	172	295	207	225	121	71	388	501	417	192	1162	140	1321
82%	-	82%	88%	83%	82%	82%	82%	85%	86%	88%	87%	86%	67%	58%	85%	88%	74%	64%	82%	87%	83%
Convenient options for me to drop the parcel off	1239	-	1239	258	507	589	645	209	162	277	193	207	125	67	371	470	398	191	1104	132	1213
78%	-	78%	83%	80%	78%	78%	78%	82%	81%	83%	81%	79%	70%	55%	81%	82%	71%	64%	78%	81%	76%
Convenient options for the operator to pick the parcel up from me	935	-	935	246	399	464	466	171	148	238	150	130	64	33	319	388	227	97	810	121	890
59%	-	59%	79%	63%	63%	61%	57%	67%	74%	71%	63%	59%	36%	27%	70%	68%	40%	32%	57%	75%	56%
Convenient options for the recipient to accept the delivery	1243	-	1243	265	486	568	648	204	172	272	195	198	127	76	376	467	400	203	1103	137	1224
78%	-	78%	85%	76%	77%	77%	79%	80%	86%	81%	82%	75%	71%	62%	83%	82%	71%	68%	1103	78%	85%
Insurance against damage or loss	1250	-	1250	266	523	589	656	212	169	281	195	198	124	72	380	476	394	196	1115	130	1227
79%	-	79%	85%	82%	82%	78%	80%	83%	84%	83%	83%	81%	70%	59%	83%	82%	70%	65%	78%	80%	77%
Same price to send to anywhere within the UK	1289	-	1289	258	534	610	675	207	161	275	204	213	141	88	367	480	442	228	1162	124	1316
81%	-	81%	83%	84%	84%	80%	82%	81%	80%	82%	85%	82%	79%	72%	81%	84%	79%	76%	82%	77%	83%
Proof of postage/ dispatch	1388	-	1388	271	563	652	731	216	176	287	218	236	150	105	393	504	492	256	1250	134	1407
87%	-	87%	87%	88%	89%	86%	89%	85%	88%	86%	91%	90%	84%	86%	86%	88%	88%	85%	88%	88%	88%
Proof of receipt/ delivery	1372	-	1372	272	545	663	703	216	177	308	216	226	132	97	392	524	455	229	1228	140	1372
86%	-	86%	87%	85%	87%	84%	86%	84%	83%	87%	81%	83%	74%	60%	83%	83%	81%	76%	86%	86%	86%
Delivery to recipient's door	1396	-	1396	277	559	656	733	204	174	304	219	239	150	106	378	522	496	256	1248	143	1413
88%	-	88%	89%	88%	89%	86%	89%	80%	87%	91%	92%	91%	84%	88%	83%	81%	88%	85%	88%	89%	89%
Daily collection service	1097	-	1097	241	453	523	569	197	144	248	162	165	118	63	341	410	346	181	981	115	1065
69%	-	69%	77%	71%	69%	69%	69%	77%	74%	74%	69%	63%	66%	52%	75%	72%	62%	60%	69%	71%	67%
Parcel provider operates in an environmentally responsible way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh(i)(j)(k)(l) - n(o)(p)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_NET\_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1592	430	464	343	355	894	698	911	659	165	201	398	418	307	1017	167	1346	-	-	-
Weighted Base	1590	338	449	387	416	788	803	1037	530	181*	204	387	408	310	998	182*	1331	**	**	**
Effective Base	836	179	259	193	208	437	401	493	349	85	114	214	218	149	546	86	707	-	-	-
Low cost	1352	278	382	338	354	660	691	897	434	153	169	336	350	263	855	154	1137	-	-	-
85%	85%	82%	85%	87%	85%	84%	86%	87%	82%	84%	83%	87%	86%	85%	86%	85%	85%	-	-	-
Guarantee that the parcel will arrive on time	1372	282	386	338	364	668	704	910	437	148	178	329	356	275	863	149	1154	-	-	-
86%	86%	84%	86%	88%	88%	85%	88%	85%	82%	82%	85%	87%	87%	89%	86%	82%	87%	-	-	-
Ability to track the delivery	1324	290	378	324	332	668	656	878	425	135	171	314	341	275	826	136	1119	-	-	-
83%	83%	86%	84%	84%	80%	85%	82%	85%	80%	75%	84%	81%	84%	83%	83%	75%	84%	-	-	-
Ability to choose an express or next day service	1105	244	313	259	289	557	540	729	332	118	134	264	275	247	677	119	930	-	-	-
70%	70%	72%	70%	67%	70%	71%	68%	75%	63%	65%	66%	68%	68%	65%	65%	65%	70%	-	-	-
Ability to select a specific date/time for delivery	960	221	243	234	262	463	496	690	254	93	127	243	243	201	613	94	820	-	-	-
60%	60%	55%	54%	61%	63%	59%	62%	67%	46%	51%	63%	63%	60%	67%	51%	62%	62%	-	-	-
Fast delivery	1306	285	372	307	342	657	649	884	406	148	159	306	334	272	799	148	1092	-	-	-
82%	82%	84%	83%	79%	82%	83%	81%	85%	77%	81%	78%	79%	82%	80%	80%	82%	82%	-	-	-
Convenient options for me to drop the parcel off	1239	265	342	309	322	607	632	840	380	128	151	294	321	264	765	129	1049	-	-	-
78%	78%	78%	76%	80%	78%	77%	79%	81%	72%	71%	74%	76%	79%	77%	71%	79%	79%	-	-	-
Convenient options for the operator to pick the parcel up from me	935	236	255	214	229	491	443	694	226	90	111	227	256	210	594	90	813	-	-	-
59%	59%	57%	55%	55%	62%	55%	58%	67%	43%	50%	55%	59%	62%	59%	50%	50%	61%	-	-	-
Convenient options for the recipient to accept the delivery	1243	282	350	293	317	632	611	822	400	122	158	299	324	259	781	123	1054	-	-	-
78%	78%	83%	78%	76%	76%	80%	76%	79%	75%	67%	77%	77%	78%	83%	67%	78%	78%	-	-	-
Insurance against damage or loss	1250	275	359	301	315	634	616	841	392	135	165	288	321	264	774	135	1055	-	-	-
79%	79%	80%	78%	76%	80%	77%	77%	81%	74%	74%	76%	77%	79%	78%	74%	74%	79%	-	-	-
Same price to send to anywhere within the UK	1289	282	373	310	324	655	634	842	429	132	126	314	347	260	825	133	1098	-	-	-
81%	81%	84%	83%	80%	78%	83%	79%	81%	81%	73%	80%	81%	85%	84%	73%	73%	82%	-	-	-
Proof of postage/ dispatch	1388	292	390	339	367	683	706	918	452	152	175	345	342	284	852	153	1167	-	-	-
87%	87%	86%	87%	88%	86%	87%	89%	89%	85%	84%	86%	89%	84%	86%	84%	84%	88%	-	-	-
Proof of receipt/ delivery	1372	290	383	354	345	673	699	924	429	138	168	334	355	266	855	139	1165	-	-	-
86%	86%	85%	85%	83%	83%	85%	87%	89%	81%	76%	83%	85%	87%	86%	76%	76%	87%	-	-	-
Delivery to recipient's door	1396	297	394	344	361	691	705	913	467	156	173	334	363	286	870	157	1177	-	-	-
88%	88%	88%	88%	89%	87%	88%	88%	88%	88%	86%	85%	86%	89%	92%	87%	86%	88%	-	-	-
Daily collection service	1097	247	303	271	277	549	548	755	324	115	133	262	297	226	692	115	932	-	-	-
69%	69%	73%	67%	70%	67%	70%	68%	73%	61%	64%	65%	68%	73%	73%	69%	63%	70%	-	-	-
Parcel provider operates in an environmentally responsible way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Column Totals (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**PRE\_QI6\_NET\_IMPORTANT.** For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Important Summary

**Base :** Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1592	1087	505	226	748	347	272	225	79	90	80	80	80	78	95	80	86	63	284
Weighted Base	1590	1378	212	73*	1317	146	79	49	59*	188*	118*	112*	127*	133*	236*	207*	135*	23*	123
Effective Base	836	700	145	54	607	197	151	150	69	81	71	70	70	69	87	69	76	31	166
Low cost	1352	1175	177	60	1116	123	69	44	53	178	104	80	107	109	193	187	105	18	105
85%		85%	83%	82%	85%	84%	87%	89%	89%	84%	84%	84%	84%	82%	82%	80%	78%	78%	83%
Guarantee that the parcel will arrive on time	1372	1203	169	59	1137	126	68	41	52	168	107	93	107	121	199	180	113	20	105
86%		81% <b>b</b>	80%	81%	86%	86%	87%	83%	88%	88%	90%	83%	84%	91%	84%	87%	84%	80%	86%
Ability to track the delivery	1324	1154	170	62	1095	124	66	40	50	162	96	85	97	118	208	172	106	19	105
83%		84%	80%	85%	83%	85%	84%	81%	83%	85%	81%	76%	76%	88%	83% <b>d</b>	83%	80%	82%	86%
Ability to choose an express or next day service	1105	975	131	43	927	92	54	32	41	133	78	74	86	102	102	137	85	15	77
70%		71% <b>b</b>	62%	69%	70%	63%	69%	65%	69%	70%	66%	67%	67%	82% <b>h</b> op	77% <b>f</b>	66%	65%	67%	63%
Ability to select a specific date/time for delivery	960	865	95	37	815	73	45	27	38	115	66	62	78	82	180	119	76	11	62
60%		63% <b>b</b>	48%	50%	62% <b>d</b>	50%	57%	55%	63%	61%	56%	55%	61%	76% <b>a</b>   kmopqr	58%	57%	48%	50%	
Fast delivery	1306	1143	164	65	1078	119	67	42	51	153	94	85	105	111	213	161	106	19	100
82%		83%	77%	80% <b>d</b>	82%	82%	85%	85%	85%	81%	80%	76%	82%	84%	80% <b>k</b> op	78%	78%	84%	81%
Convenient options for me to drop the parcel off	1239	1088	151	54	1027	115	59	38	44	158	81	69	102	106	200	156	106	17	98
78%		79% <b>b</b>	71%	75%	78%	79%	79%	76%	74%	80% <b>k</b>	68%	62%	70% <b>k</b>	85% <b>k</b>	75%	80% <b>d</b>	73%	80% <b>d</b>	
Convenient options for the operator to pick the parcel up from me	935	838	97	37	781	80	46	28	38	108	61	61	76	73	172	115	77	11	69
59%		61% <b>b</b>	46%	50%	59%	55%	58%	57%	63%	57%	52%	55%	60%	54%	73% <b>j</b>   kmopqr	56%	57%	49%	56%
Convenient options for the recipient to accept the delivery	1243	1095	148	56	1031	115	58	39	43	157	95	82	72%	101	203	159	99	16	99
78%		79% <b>b</b>	70%	77%	78%	79%	74%	79%	73%	83%	80%	74%	72%	76%	86% <b>h</b> mlj	77%	73%	72%	80%
Insurance against damage or loss	1250	1096	154	56	1042	108	63	37	49	157	98	79	89	107	199	164	91	16	92
75%		80%	73%	77%	79%	74%	81%	74%	83% <b>h</b> op	83% <b>h</b> op	83% <b>h</b> op	70%	77%	80%	84% <b>h</b> op	79%	67%	70%	75%
Same price to send to anywhere within the UK	1289	1118	171	60	1061	121	65	41	45	152	104	77	107	107	194	166	108	20	101
81%		81%	81%	83%	81%	83%	83%	83%	76%	81%	88% <b>k</b>	69%	84% <b>k</b>	81%	82%	80%	80%	80% <b>k</b>	82% <b>k</b>
Proof of postage/ dispatch	1388	1197	191	68	1148	126	71	44	49	161	103	89	102	125	202	197	120	20	106
87%		87%	80%	83%	87%	86%	90%	89%	83%	86%	87%	80%	80%	84% <b>h</b> mlj	85%	85% <b>h</b> mlj	89%	87%	86%
Proof of receipt/ delivery	1372	1199	172	67	1133	126	71	42	51	171	96	82	105	124	213	181	110	20	106
86%		87%	81%	79%	86%	86%	90%	85%	86%	81% <b>k</b>	81%	74%	83%	93% <b>h</b> op	80% <b>k</b>	87% <b>k</b>	81%	87%	80% <b>k</b>
Delivery to recipient's door	1396	1220	177	61	1152	130	69	45	50	166	111	93	108	113	212	184	115	19	111
88%		88%	83%	84%	88%	89%	88%	90%	84%	88%	94%	83%	85%	85%	90%	89%	85%	85%	90%
Daily collection service	1097	974	124	46	913	97	54	34	39	133	74	61	78	94	194	151	89	16	81
69%		71% <b>b</b>	58%	63%	69%	66%	69%	68%	66%	81% <b>k</b>	62%	55%	61%	70%	85% <b>h</b> mljop	83% <b>k</b>	66%	69%	66%
Parcel provider operates in an environmentally responsible way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base



PRE\_QI6\_NET\_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1592	555	70	277	565	645	214	97	52	1210	149	622	658	204	66	26	1280	92	-	-
Weighted Base	1590	516	82*	234	588	613	221	103*	52*	1201	155*	612	656	212	75*	19**	1268	94*	**	**
Effective Base	836	285	34	145	299	321	119	57	31	620	88	325	334	115	40	14	658	53	-	-
Low cost	1352	449	73	193	511	529	180	82	43	1039	125	537	578	152	62	17	1115	79	-	-
35%		87%	89%	83%	87%	86%	82%	80%	83%	87%	81%	83% <sup>m</sup>	83% <sup>m</sup>	71%	83%	90%	83% <sup>m</sup>	84%	-	-
Guarantee that the parcel will arrive on time	1372	436	67	188	520	550	164	86	44	1070	130	545	581	161	60	14	1129	74	-	-
66%		85%	82%	80%	88% <sup>m</sup>	90% <sup>m</sup>	74%	84%	84%	88% <sup>m</sup>	84%	83% <sup>m</sup>	89% <sup>m</sup>	76%	80%	74%	89% <sup>m</sup>	78%	-	-
Ability to track the delivery	1324	415	59	179	508	528	156	79	44	1036	122	534	574	135	56	17	1108	75	-	-
83%		80%	72%	78%	83% <sup>m</sup>	85% <sup>m</sup>	71%	77%	84%	83% <sup>m</sup>	79%	87% <sup>m</sup>	83% <sup>m</sup>	64%	74%	89%	82% <sup>m</sup>	77%	-	-
Ability to choose an express or next day service	1105	290	43	120	425	446	122	69	37	871	107	455	460	115	59	11	916	71	-	-
70%		56%	52%	51%	72% <sup>m</sup>	73% <sup>m</sup>	55%	67%	72%	73% <sup>m</sup>	69% <sup>m</sup>	74% <sup>m</sup>	70% <sup>m</sup>	54%	79% <sup>m</sup>	59%	72% <sup>m</sup>	75% <sup>m</sup>	-	-
Ability to select a specific date/time for delivery	960	232	27	89	336	390	135	69	33	726	93	369	411	117	39	16	780	55	-	-
60%		45%	32%	38%	57%	64%	61%	58%	64%	60%	60%	60%	63%	55%	51%	86%	61%	59%	-	-
Fast delivery	1306	386	58	170	501	515	163	82	35	1016	117	535	546	138	62	15	1081	77	-	-
82%		75%	71%	73%	83% <sup>m</sup>	83% <sup>m</sup>	74%	80%	87%	83% <sup>m</sup>	76%	87% <sup>m</sup>	83% <sup>m</sup>	65%	82% <sup>m</sup>	81%	82% <sup>m</sup>	82% <sup>m</sup>	-	-
Convenient options for me to drop the parcel off	1239	371	47	161	476	492	151	76	44	950	120	484	540	139	51	15	1023	66	-	-
78%		72%	58%	69%	81% <sup>m</sup>	79% <sup>m</sup>	68%	74%	84%	80% <sup>m</sup>	78%	79% <sup>m</sup>	82% <sup>m</sup>	65%	68%	80%	81% <sup>m</sup>	70%	-	-
Convenient options for the operator to pick the parcel up from me	935	238	32	90	328	399	124	53	26	727	79	368	400	110	38	13	768	51	-	-
59%		46%	39%	38%	56%	65% <sup>m</sup>	56%	51%	51%	61%	51%	60%	61%	52%	50%	68%	61%	54%	-	-
Convenient options for the recipient to accept the delivery	1243	372	47	168	484	491	134	88	37	975	125	512	523	132	52	16	1035	67	-	-
78%		72%	57%	72%	82% <sup>m</sup>	80% <sup>m</sup>	61%	86% <sup>m</sup>	72%	81% <sup>m</sup>	81% <sup>m</sup>	84% <sup>m</sup>	80% <sup>m</sup>	62%	69%	81%	82% <sup>m</sup>	71%	-	-
Insurance against damage or loss	1250	366	51	161	491	482	147	80	44	972	124	524	508	144	55	13	1031	67	-	-
79%		71%	62%	69%	83% <sup>m</sup>	79% <sup>m</sup>	67%	78%	84%	81% <sup>m</sup>	80% <sup>m</sup>	85% <sup>m</sup>	77% <sup>m</sup>	68%	73%	67%	81% <sup>m</sup>	72%	-	-
Same price to send to anywhere within the UK	1289	416	60	195	510	500	157	77	36	1010	114	539	539	135	54	14	1079	68	-	-
87%		81%	73%	83%	87% <sup>m</sup>	82% <sup>m</sup>	71%	75%	70%	84% <sup>m</sup>	73%	88% <sup>m</sup>	82% <sup>m</sup>	63%	72%	72%	85% <sup>m</sup>	72%	-	-
Proof of postage/ dispatch	1388	460	70	199	540	552	157	89	40	1092	129	564	560	157	56	16	1150	72	-	-
87%		89%	85%	85%	92% <sup>m</sup>	90% <sup>m</sup>	71%	83% <sup>m</sup>	77%	81% <sup>m</sup>	83% <sup>m</sup>	92% <sup>m</sup>	89% <sup>m</sup>	74%	75%	83%	81% <sup>m</sup>	76%	-	-
Proof of receipt/ delivery	1372	427	56	184	529	537	167	86	44	1066	129	556	583	150	60	15	1139	75	-	-
86%		83% <sup>m</sup>	69%	79%	90% <sup>m</sup>	88% <sup>m</sup>	76%	84%	84%	89% <sup>m</sup>	84%	91% <sup>m</sup>	89% <sup>m</sup>	71%	79%	78%	80% <sup>m</sup>	79%	-	-
Delivery to recipient's door	1396	451	68	204	546	547	166	88	40	1093	128	571	576	161	61	19	1147	79	-	-
85%		87%	82%	87%	93% <sup>m</sup>	93% <sup>m</sup>	75%	86%	76%	91% <sup>m</sup>	83%	92% <sup>m</sup>	89% <sup>m</sup>	76%	81%	97%	83% <sup>m</sup>	84%	-	-
Daily collection service	1097	319	41	132	434	428	130	65	35	801	100	449	467	116	49	12	915	61	-	-
69%		62%	50%	56%	74% <sup>m</sup>	70% <sup>m</sup>	59%	64%	66%	72% <sup>m</sup>	64%	73% <sup>m</sup>	71% <sup>m</sup>	54%	65%	60%	72% <sup>m</sup>	64%	-	-
Parcel provider operates in an environmentally responsible way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Column Tested (5% risk level) - abc - d(e)(g)(h) - kl(m)(o)(p)(q - r) \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_NET\_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1592	129	1437	26	514	967	111	1555	25	7	1	1587	4
Weighted Base	1590	136*	1434	20**	491	978	121*	1546	35**	5**	2**	1586	3**
Effective Base	836	71	751	15	268	501	68	812	17	5	1	833	2
Low cost	1352	104	1228	20	416	840	95	1320	24	5	2	1349	1
85%		76%	85% <b>ab</b>	99%	85%	86%	79%	85%	70%	100%	100%	85%	28%
Guarantee that the parcel will arrive on time	1372	115	1238	19	434	840	98	1340	27	3	2	1369	1
86%		85%	86%	95%	88%	86%	82%	87%	76%	68%	100%	86%	28%
Ability to track the delivery	1324	108	1197	19	433	804	87	1297	22	3	2	1322	-
83%		79%	83%	97%	83% <b>af</b>	82% <b>cd</b>	72%	84%	63%	68%	100%	83%	6%
Ability to choose an express or next day service	1105	101	986	19	371	649	86	1075	26	2	2	1103	1
70%		74%	69%	94%	75% <b>a</b>	66%	71%	70%	75%	38%	100%	70%	28%
Ability to select a specific date/time for delivery	908	101	845	14	327	546	87	923	30	4	2	957	1
60%		74% <b>b</b>	59%	68%	57% <b>a</b>	56%	74% <b>a</b>	60%	87%	83%	100%	60%	22%
Fast delivery	1306	114	1173	19	418	800	89	1269	31	3	2	1304	1
82%		84%	82%	95%	83% <b>d</b>	82%	73%	82%	90%	68%	100%	82%	28%
Convenient options for me to drop the parcel off	1239	114	1109	16	388	767	87	1211	23	3	2	1236	1
78%		84%	77%	82%	78%	76%	72%	78%	65%	66%	100%	78%	28%
Convenient options for the operator to pick the parcel up from me	935	104	818	12	338	555	62	899	29	4	2	932	1
59%		74% <b>b</b>	57%	62%	59% <b>ab</b>	55%	51%	58%	83%	80%	100%	59%	28%
Convenient options for the recipient to accept the delivery	1243	116	1108	19	383	770	89	1213	24	3	2	1240	1
78%		85%	77%	94%	78%	79%	74%	78%	70%	68%	100%	78%	22%
Insurance against damage or loss	1250	109	1124	17	407	748	95	1223	23	2	2	1247	1
79%		80%	78%	87%	83% <b>a</b>	76%	78%	79%	65%	37%	100%	79%	28%
Same price to send to anywhere within the UK	1289	112	1158	18	407	790	92	1259	23	5	2	1286	1
87%		82%	81%	92%	83%	81%	76%	81%	65%	100%	100%	81%	28%
Proof of postage/ dispatch	1388	116	1253	19	440	851	97	1356	27	3	2	1386	1
87%		89%	87%	94%	90% <b>af</b>	87%	81%	88%	78%	68%	100%	87%	28%
Proof of receipt/ delivery	1372	113	1240	19	434	840	98	1340	27	2	2	1369	1
86%		83%	86%	96%	88%	86%	82%	87%	77%	51%	100%	86%	28%
Delivery to recipient's door	1396	118	1261	18	436	870	91	1370	20	3	2	1394	1
89%		86%	88%	89%	89% <b>af</b>	82% <b>cd</b>	75%	89%	58%	68%	100%	89%	28%
Daily collection service	1097	111	969	18	364	654	79	1069	23	3	2	1095	1
69%		81% <b>b</b>	68%	90%	74% <b>a</b>	67%	66%	69%	65%	65%	100%	69%	28%
Parcel provider operates in an environmentally responsible way	-	-	-	-	-	-	-	-	-	-	-	-	-
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	-	-	-	-	-	-	-	-	-	-	-	-	-
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab/c - d/ef - gh/ij/kl  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_NET\_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1592	791	801	-	-	274	249	268	262	282	257	-	-	-	-	-	-
Weighted Base	1590	778	812	**	**	271	247	261	286	270	266	-	-	-	-	-	-
Effective Base	836	387	452	-	-	130	122	136	150	156	147	-	-	-	-	-	-
Low cost	1352	655	696	-	-	211	218	227	241	229	227	-	-	-	-	-	-
85%	85%	84%	86%	-	-	78%	89% <b>ae</b>	87% <b>ae</b>	84%	85%	89% <b>ae</b>	-	-	-	-	-	-
Guarantee that the parcel will arrive on time	1372	660	712	-	-	238	208	214	241	241	231	-	-	-	-	-	-
86%	86%	85%	88%	-	-	88%	84%	82%	84%	89%	90%	-	-	-	-	-	-
Ability to track the delivery	1324	652	673	-	-	218	211	223	221	229	222	-	-	-	-	-	-
83%	83%	84%	83%	-	-	81%	85%	85%	77%	85%	87% <b>ah</b>	-	-	-	-	-	-
Ability to choose an express or next day service	1105	539	566	-	-	189	186	164	192	194	180	-	-	-	-	-	-
70%	70%	69%	70%	-	-	70%	76% <b>ag</b>	63%	67%	72%	70%	-	-	-	-	-	-
Ability to select a specific date/time for delivery	860	467	493	-	-	157	160	149	159	182	151	-	-	-	-	-	-
60%	60%	60%	61%	-	-	58%	65%	57%	56%	68% <b>ah</b>	59%	-	-	-	-	-	-
Fast delivery	1306	631	675	-	-	216	209	207	226	229	220	-	-	-	-	-	-
82%	82%	81%	83%	-	-	80%	85%	79%	79%	85%	86%	-	-	-	-	-	-
Convenient options for me to drop the parcel off	1239	610	629	-	-	197	202	211	218	208	203	-	-	-	-	-	-
78%	78%	78%	77%	-	-	73%	82%	81%	76%	77%	79%	-	-	-	-	-	-
Convenient options for the operator to pick the parcel up from me	935	463	471	-	-	159	157	147	154	165	152	-	-	-	-	-	-
59%	59%	60%	58%	-	-	59%	64%	56%	54%	61%	59%	-	-	-	-	-	-
Convenient options for the recipient to accept the delivery	1243	587	656	-	-	209	195	184	230	215	212	-	-	-	-	-	-
78%	78%	75%	81%	-	-	77%	79%	70%	80%	80%	83% <b>ah</b>	-	-	-	-	-	-
Insurance against damage or loss	1250	600	650	-	-	204	197	199	205	230	215	-	-	-	-	-	-
79%	79%	77%	80%	-	-	75%	80%	76%	72%	85% <b>ah</b>	84% <b>ah</b>	-	-	-	-	-	-
Same price to send to anywhere within the UK	1289	632	657	-	-	217	211	204	218	230	209	-	-	-	-	-	-
81%	81%	81%	81%	-	-	80%	85%	78%	76%	85%	81%	-	-	-	-	-	-
Proof of postage/ dispatch	1388	671	717	-	-	238	210	224	244	245	228	-	-	-	-	-	-
87%	87%	86%	88%	-	-	88%	85%	86%	85%	91%	89%	-	-	-	-	-	-
Proof of receipt/ delivery	1372	675	697	-	-	225	223	227	229	245	224	-	-	-	-	-	-
86%	86%	87%	86%	-	-	83%	84% <b>ah</b>	87%	80%	87% <b>ah</b>	87%	-	-	-	-	-	-
Delivery to recipient's door	1396	681	716	-	-	232	225	223	241	241	234	-	-	-	-	-	-
88%	88%	88%	88%	-	-	86%	91%	86%	84%	89%	91%	-	-	-	-	-	-
Daily collection service	1097	512	586	-	-	183	171	157	209	195	181	-	-	-	-	-	-
69%	69%	66%	72%	-	-	68%	70%	60%	73% <b>ag</b>	72% <b>ag</b>	71%	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QI6\_NET\_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	1592	-	1592	241	616	724	863	217	210	315	225	290	216	119	427	540	625	335	1477	105	1592
Weighted Base	1590	-	1590	312	638	759	824	256	200	335	238	262	179*	122*	456	572	562	300	1421	162*	1592
Effective Base	836	-	836	144	342	382	451	128	116	163	126	154	88	66	243	289	305	153	756	76	1592
Low cost	44	-	44	14	14	27	16	15	9	7	1	8	3	2	23	8	13	5	36	8	39
3%	-	3%	4%	2%	3%	2%	6%	4%	2%	2%	3%	2%	2%	2%	5%	1%	2%	2%	3%	5%	2%
Guarantee that the parcel will arrive on time	35	-	35	8	18	21	14	8	6	6	1	5	9	1	13	7	15	10	29	5	43
2%	-	2%	3%	3%	3%	3%	2%	3%	3%	2%	2%	5%	1%	3%	1%	3%	3%	2%	2%	3%	3%
Ability to track the delivery	65	-	65	8	24	34	28	13	4	12	6	14	12	4	17	18	30	16	56	7	66
4%	-	4%	3%	4%	5%	3%	3%	5%	2%	4%	3%	5%	7%	3%	4%	3%	5%	5%	4%	5%	4%
Ability to choose an express or next day service	119	-	119	17	49	50	69	12	8	20	18	20	20	21	20	38	61	41	113	5	141
7%	-	7%	5%	8%	7%	6%	6%	5%	4%	6%	7%	6%	11%	4%	7%	11%	14%	8%	6%	9%	9%
Ability to select a specific date/time for delivery	200	-	200	19	76	101	99	21	10	45	19	30	43	33	31	64	105	76	191	9	230
13%	-	13%	6%	12%	13%	12%	8%	8%	5%	19%	8%	11%	24%	27%	7%	11%	19%	25%	13%	5%	14%
Fast delivery	50	-	50	9	17	30	20	8	5	4	3	9	7	14	13	6	30	21	48	2	63
3%	-	3%	3%	3%	4%	2%	3%	3%	3%	1%	1%	4%	4%	3%	1%	6%	5%	7%	3%	1%	4%
Convenient options for me to drop the parcel off	87	-	87	15	25	43	44	11	10	7	11	18	10	21	21	18	48	30	81	6	102
5%	-	5%	5%	4%	6%	5%	5%	4%	5%	2%	5%	7%	5%	7%	5%	3%	9%	10%	6%	4%	6%
Convenient options for the operator to pick the parcel up from me	238	-	238	22	90	104	134	25	12	37	29	50	38	47	37	66	135	85	231	5	262
15%	-	15%	7%	14%	14%	16%	10%	10%	6%	11%	12%	19%	14%	12%	8%	12%	24%	28%	16%	3%	16%
Convenient options for the recipient to accept the delivery	57	-	57	13	28	25	32	14	5	7	4	3	4	20	19	11	27	24	51	5	68
4%	-	4%	4%	4%	3%	4%	3%	5%	5%	2%	2%	1%	2%	4%	2%	2%	5%	5%	4%	3%	4%
Insurance against damage or loss	68	-	68	14	24	36	32	6	8	11	8	8	6	19	16	19	33	25	57	11	80
4%	-	4%	4%	4%	5%	4%	4%	3%	4%	3%	3%	3%	3%	4%	4%	3%	6%	4%	4%	7%	5%
Same price to send to anywhere within the UK	53	-	53	18	18	29	24	13	6	13	2	9	5	5	20	15	19	10	47	5	48
3%	-	3%	6%	3%	4%	3%	3%	5%	3%	4%	1%	3%	3%	4%	4%	3%	3%	3%	3%	3%	3%
Proof of postage/ dispatch	43	-	43	15	19	25	16	10	7	14	7	7	1	4	17	14	12	5	34	9	32
3%	-	3%	5%	3%	3%	2%	2%	4%	4%	4%	3%	3%	3%	4%	4%	2%	2%	2%	2%	5%	2%
Proof of receipt/ delivery	43	-	43	17	13	15	26	10	8	5	3	5	10	2	19	7	17	12	37	6	44
3%	-	3%	3%	2%	2%	3%	3%	4%	4%	1%	1%	2%	5%	2%	1%	3%	4%	3%	4%	3%	4%
Delivery to recipient's door	34	-	34	5	20	18	15	6	3	11	1	4	6	2	9	13	12	8	33	*	36
2%	-	2%	2%	3%	2%	2%	2%	2%	1%	3%	2%	1%	3%	2%	2%	2%	2%	3%	2%	*	2%
Daily collection service	105	-	105	16	43	51	55	12	9	20	15	19	10	21	20	36	50	31	95	8	117
7%	-	7%	5%	7%	7%	7%	5%	5%	4%	6%	6%	7%	6%	7%	4%	6%	9%	10%	7%	5%	7%
Parcel provider operates in an environmentally responsible way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_NET\_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1592	430	464	343	355	894	698	911	659	165	201	398	418	307	1017	167	1346	-	-	-
Weighted Base	1590	338	449	387	416	788	803	1037	530	181*	204	387	408	310	998	182*	1331	**	**	**
Effective Base	836	179	259	193	208	437	401	493	349	85	114	214	218	149	546	86	707	-	-	-
Low cost	44	18	10	8	8	29	16	27	17	5	3	7	11	13	22	5	36	-	-	-
3%	3%	5%	2%	2%	2%	4%	2%	3%	3%	3%	2%	4%	3%	4%	2%	3%	3%	-	-	-
Guarantee that the parcel will arrive on time	38	9	14	1	11	23	12	20	15	3	5	14	7	4	26	3	31	-	-	-
2%	2%	3%	3%	1%	3%	3%	2%	2%	3%	2%	3%	4%	2%	1%	3%	2%	2%	-	-	-
Ability to track the delivery	65	11	24	11	20	34	30	42	22	4	10	22	20	7	52	4	59	-	-	-
4%	4%	3%	5%	3%	5%	4%	4%	4%	4%	2%	5%	6%	5%	2%	5%	2%	4%	-	-	-
Ability to choose an express or next day service	119	23	43	25	27	67	52	66	53	15	23	29	30	16	81	15	97	-	-	-
7%	7%	7%	10%	7%	6%	8%	7%	6%	10%	8%	11%	7%	7%	5%	8%	8%	7%	-	-	-
Ability to select a specific date/time for delivery	200	46	60	50	44	106	94	105	95	24	21	42	62	39	125	24	168	-	-	-
13%	13%	13%	13%	11%	13%	12%	10%	10%	15%	14%	10%	11%	15%	13%	13%	13%	13%	-	-	-
Fast delivery	50	14	12	19	5	26	24	22	28	4	10	12	14	5	36	4	42	-	-	-
3%	3%	4%	3%	5%	3%	3%	3%	2%	9%	2%	5%	3%	3%	2%	4%	2%	3%	-	-	-
Convenient options for me to drop the parcel off	87	17	22	28	20	39	48	49	38	13	9	16	27	12	52	13	65	-	-	-
5%	5%	5%	5%	7%	5%	3%	6%	5%	7%	7%	4%	4%	7%	4%	5%	7%	5%	-	-	-
Convenient options for the operator to pick the parcel up from me	238	52	66	69	51	118	121	121	118	24	34	58	55	47	146	24	200	-	-	-
15%	15%	15%	15%	18%	12%	15%	15%	12%	12%	13%	17%	15%	13%	15%	15%	13%	15%	-	-	-
Convenient options for the recipient to accept the delivery	57	16	19	9	12	38	21	31	26	9	4	17	15	7	36	9	44	-	-	-
4%	4%	5%	4%	2%	3%	5%	3%	3%	5%	5%	2%	4%	4%	2%	4%	5%	3%	-	-	-
Insurance against damage or loss	68	18	15	15	19	33	34	40	27	8	10	18	17	11	45	8	59	-	-	-
4%	4%	5%	3%	4%	5%	4%	4%	4%	5%	4%	5%	4%	4%	5%	4%	4%	4%	-	-	-
Same price to send to anywhere within the UK	53	16	10	10	17	26	28	32	22	6	3	16	16	8	35	6	43	-	-	-
3%	3%	5%	2%	3%	4%	3%	3%	3%	4%	3%	2%	4%	3%	4%	3%	3%	3%	-	-	-
Proof of postage/ dispatch	43	13	9	15	6	22	21	32	11	3	7	8	17	5	31	3	38	-	-	-
3%	3%	4%	2%	4%	1%	3%	3%	3%	2%	1%	3%	2%	4%	3%	2%	1%	3%	-	-	-
Proof of receipt/ delivery	43	14	14	5	11	28	15	18	25	2	6	18	10	6	33	2	41	-	-	-
3%	3%	4%	3%	1%	3%	4%	2%	2%	3%	1%	3%	5%	2%	2%	3%	1%	3%	-	-	-
Delivery to recipient's door	34	6	17	4	7	23	11	21	12	2	1	13	10	6	25	2	30	-	-	-
2%	2%	2%	4%	1%	2%	3%	1%	2%	2%	1%	1%	3%	3%	2%	2%	1%	2%	-	-	-
Daily collection service	105	16	34	26	29	50	56	56	49	14	14	27	23	16	64	14	82	-	-	-
7%	7%	5%	7%	7%	6%	6%	7%	5%	6%	7%	7%	7%	6%	5%	6%	7%	6%	-	-	-
Parcel provider operates in an environmentally responsible way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Column Totals (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_NET\_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1592	1087	505	226	748	347	272	225	79	90	80	80	80	78	95	80	86	63	284
Weighted Base	1590	1378	212	73*	1317	146	79	49	59*	188*	118*	112*	127*	133*	236*	207*	135*	23*	123
Effective Base	836	700	145	54	607	197	151	150	69	81	71	70	70	69	87	69	76	31	166
Low cost	44	40	3%	4	36	5	1	1	-	1	1	5	5	1	18	3	2	2	3
Guarantee that the parcel will arrive on time	35	33	2%	2	28	4	2	1	-	8	-	2	7	1	5	6	-	-	4
Ability to track the delivery	65	61	4%	4	56	4	2	2	3	7	8	4	10	1	9	9	5	1	4
Ability to choose an express or next day service	119	99	7%	10%	90	22	4	4	3	10	9	11	12	4	16	11	13	4	10
Ability to select a specific date/time for delivery	200	160	12%	41	157	28	7	8	8	21	10	21	17	17	22	24	16	4	23
Fast delivery	50	42	3%	8	35	12	1	2	2	3	1	5	3	6	7	8	-	1	11
Convenient options for me to drop the parcel off	87	74	5%	13	72	9	3	3	4	6	9	14	7	9	17	3	3	3	6
Convenient options for the operator to pick the parcel up from me	238	203	15%	35	184	33	12	10	6	28	8	19	25	14	27	32	24	6	26
Convenient options for the recipient to accept the delivery	57	45	4%	12	43	10	2	2	2	1	1	3	5	6	12	6	2	2	7
Insurance against damage or loss	68	55	4%	13	51	10	3	4	5	7	3	7	7	1	8	9	6	3	7
Same price to send to anywhere within the UK	53	46	3%	7	46	5	2	1	3	5	-	4	7	5	10	9	3	-	5
Proof of postage/ dispatch	43	41	3%	1%	38	3	2	2	2	7	-	3	5	-	14	3	4	-	3
Proof of receipt/ delivery	43	37	3%	6	37	3	1	1	1	4	3	2	8	1	12	1	5	1	3
Delivery to recipient's door	34	31	2%	2	27	4	2	1	4	6	1	2	5	-	3	5	2	1	3
Daily collection service	105	83	7%	23	83	14	3	5	5	10	12	12	9	8	7	13	6	3	12
Parcel provider operates in an environmentally responsible way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

PRE\_QI6\_NET\_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1592	555	70	277	565	645	214	97	52	1210	149	622	658	204	66	26	1280	92	-
Weighted Base	1590	516	82*	234	588	613	221	103*	52*	1201	155*	612	656	212	75*	19**	1268	94*	**
Effective Base	836	285	34	145	299	321	119	57	31	620	88	325	334	115	40	14	658	53	-
Low cost	44	8	1	5	8	22	5	5	4	30	9	12	14	13	5	1	26	5	-
3%		2%	2%	2%	1%	4%	2%	5%	7%id	3%	3%	2%	2%	3%akp	6%	3%	2%	5%	-
Guarantee that the parcel will arrive on time	35	12	-	9	16	8	8	2	2	24	4	15	13	4	2	2	27	4	-
2%		2%	-	4%	3%	1%	4%	2%	3%	2%	2%	2%	2%	4%	3%	10%	2%	4%	-
Ability to track the delivery	65	20	1	12	19	27	11	3	4	46	7	22	22	13	7	-	43	7	-
4%		4%	1%	5%	3%	4%	5%	3%	6%	4%	5%	4%	3%	6%	5%	1%	3%	7%	-
Ability to choose an express or next day service	119	72	14	37	55	42	8	11	4	97	15	47	50	10	5	6	97	11	-
7%		14%	18%	16%	9%	7%	3%	11%	8%	8%	10%	8%	8%	5%	7%	32%	8%	12%	-
Ability to select a specific date/time for delivery	200	109	19	57	96	88	11	16	8	164	25	101	64	25	10	-	165	10	-
13%		21%	24%	24%	16%id	11%	5%	16%id	17%id	14%id	18%id	17%id	10%	12%	13%	2%	13%	11%	-
Fast delivery	50	23	4	15	16	19	3	5	6	36	11	15	19	8	4	3	35	7	-
3%		5%	4%	6%	3%	3%	1%	5%	7%id	3%	7%id	3%	3%	4%	5%	17%	3%	6%akp	-
Convenient options for me to drop the parcel off	87	41	12	24	36	29	13	4	4	65	9	35	23	21	6	2	58	9	-
5%		8%	14%	10%	6%	5%	6%	4%	8%	5%	6%	6%	3%	10%id	8%	12%	5%	9%	-
Convenient options for the operator to pick the parcel up from me	238	114	14	63	117	76	20	17	8	192	25	109	90	26	6	5	200	12	-
15%		22%	17%	27%	20%id	12%	9%	17%	15%	16%	16%	18%	14%	12%	8%	27%	16%	12%	-
Convenient options for the recipient to accept the delivery	57	28	9	16	21	19	11	1	3	40	5	18	15	17	4	2	33	7	-
4%		5%	12%	7%	4%	3%	5%	1%	7%	3%	3%	3%	2%	8%akp	6%	12%	3%	7%	-
Insurance against damage or loss	68	30	7	15	25	24	8	9	2	49	11	22	24	14	6	2	46	8	-
4%		6%	8%	6%	4%	4%	4%	9%	3%	4%	7%	4%	4%	7%	8%	9%	4%	8%	-
Same price to send to anywhere within the UK	53	15	3	9	10	25	7	8	3	35	11	10	14	19	6	4	24	10	-
3%		3%	4%	4%	2%	4%	3%	8%id	6%	3%	7%id	2%	2%	9%akp	9%akp	20%	2%	11%akp	-
Proof of postage/ dispatch	43	13	-	7	7	21	9	5	1	28	8	16	15	4	7	-	31	7	-
3%		3%	3%	3%	1%	3%	4%	5%id	3%	4%	3%	3%	2%	2%	8%id	-	2%	2%id	-
Proof of receipt/ delivery	43	22	2	15	9	22	3	4	4	32	9	16	15	6	5	-	31	6	-
3%		4%	2%	7%	2%	4%	1%	4%	6%id	3%	6%id	3%	2%	3%	7%	2%	2%	6%	-
Delivery to recipient's door	34	9	-	8	10	12	11	-	1	22	1	15	11	7	-	-	26	*	-
2%		2%	-	3%	2%	2%	3%	-	2%	2%	1%	2%	2%	3%	-	2%	2%	*	-
Daily collection service	105	46	12	31	42	38	16	9	1	79	10	38	38	22	4	2	76	6	-
7%		9%	15%	13%	7%	6%	7%	9%	2%	7%	7%	6%	6%	10%	5%	13%	6%	7%	-
Parcel provider operates in an environmentally responsible way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Column Tested (5% risk level) - abc - d(e/fghij) - k(lmno)p(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_NET\_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1592	129	1437	26	514	967	111	1555	25	7	1	1587	4
Weighted Base	1590	136*	1434	20**	491	978	121*	1546	35**	5**	2**	1586	3**
Effective Base	836	71	751	15	268	501	68	812	17	5	1	833	2
Low cost	44	9	35	-	16	25	3	44	-	-	-	44	-
3%		6%	2%	-	3%	3%	3%	3%	-	-	-	3%	-
Guarantee that the parcel will arrive on time	35	8	27	-	9	18	8	32	3	-	-	35	-
2%		6% <b>b</b>	2%	-	2%	2%	7% <b>d,e</b>	2%	10%	-	-	2%	-
Ability to track the delivery	65	10	54	-	12	43	10	58	5	1	-	65	-
4%		7%	4%	-	2%	4%	8% <b>d</b>	4%	14%	32%	-	4%	-
Ability to choose an express or next day service	119	10	109	-	29	79	11	119	-	-	-	119	-
7%		8%	8%	-	6%	8%	8%	8%	-	-	-	8%	-
Ability to select a specific date/time for delivery	200	10	190	-	54	137	9	199	1	1	-	200	-
13%		8%	13%	1%	11%	14%	7%	13%	3%	13%	-	13%	-
Fast delivery	50	8	41	-	14	29	6	49	1	-	-	50	-
3%		6%	3%	1%	3%	3%	5%	3%	2%	-	-	3%	-
Convenient options for me to drop the parcel off	87	6	79	2	28	46	11	82	5	-	-	87	-
5%		5%	5%	10%	6%	5%	11% <b>a</b>	5%	14%	-	-	6%	-
Convenient options for the operator to pick the parcel up from me	238	12	222	4	54	161	24	234	3	1	-	238	-
15%		9%	16%	21%	11%	16% <b>d</b>	20% <b>d,e</b>	15%	10%	13%	-	15%	-
Convenient options for the recipient to accept the delivery	57	6	51	-	19	28	10	52	4	1	-	57	-
4%		4%	4%	-	4%	3%	8% <b>e</b>	3%	10%	32%	-	4%	-
Insurance against damage or loss	68	9	57	1	18	44	6	66	2	1	-	68	-
4%		7%	4%	7%	4%	4%	5%	4%	5%	14%	-	4%	-
Same price to send to anywhere within the UK	53	10	44	-	18	34	2	49	4	-	-	53	-
3%		7%	3%	-	4%	3%	1%	3%	13%	-	-	3%	-
Proof of postage/ dispatch	43	9	34	-	16	23	5	43	-	-	-	43	-
3%		7% <b>b</b>	2%	1%	3%	2%	4%	3%	1%	-	-	3%	-
Proof of receipt/ delivery	43	7	36	-	15	26	2	38	3	1	-	43	-
3%		5%	2%	-	3%	3%	1%	2%	8%	32%	-	3%	-
Delivery to recipient's door	34	4	30	-	5	21	8	27	7	-	-	34	-
2%		3%	2%	-	1%	2%	7% <b>d,e</b>	2%	19%	-	-	2%	-
Daily collection service	105	5	100	-	26	64	15	104	2	-	-	105	-
7%		4%	7%	-	5%	7%	13% <b>d</b>	7%	4%	-	-	7%	-
Parcel provider operates in an environmentally responsible way	-	-	-	-	-	-	-	-	-	-	-	-	-
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	-	-	-	-	-	-	-	-	-	-	-	-	-
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



PRE\_QI6\_NET\_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Not important Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1592	791	801	-	-	274	249	268	262	282	257	-	-	-	-	-	-
Weighted Base	1590	778	812	**	**	271	247	261	286	270	266	**	**	**	**	**	**
Effective Base	836	387	452	-	-	130	122	136	150	156	147	-	-	-	-	-	-
Low cost	44	18	27	-	-	7	4	7	15	6	5	-	-	-	-	-	-
3%	3%	2%	3%	-	-	3%	2%	3%	5%	2%	2%	-	-	-	-	-	-
Guarantee that the parcel will arrive on time	35	13	22	-	-	4	5	4	14	7	1	-	-	-	-	-	-
2%	2%	2%	3%	-	-	2%	2%	2%	5%	2%	*	-	-	-	-	-	-
Ability to track the delivery	65	24	41	-	-	5	11	9	24	7	10	-	-	-	-	-	-
4%	4%	3%	5%	-	-	2%	4%	3%	8%	3%	4%	-	-	-	-	-	-
Ability to choose an express or next day service	119	59	60	-	-	17	16	27	23	21	16	-	-	-	-	-	-
7%	7%	8%	7%	-	-	6%	7%	10%	8%	6%	6%	-	-	-	-	-	-
Ability to select a specific date/time for delivery	200	109	91	-	-	44	21	45	35	28	28	-	-	-	-	-	-
13%	13%	14%	11%	-	-	16%	8%	17%	12%	10%	11%	-	-	-	-	-	-
Fast delivery	50	24	25	-	-	8	5	11	9	8	8	-	-	-	-	-	-
3%	3%	3%	3%	-	-	3%	2%	4%	3%	3%	3%	-	-	-	-	-	-
Convenient options for me to drop the parcel off	87	42	45	-	-	23	5	14	18	15	12	-	-	-	-	-	-
5%	5%	5%	6%	-	-	9%	2%	5%	6%	6%	5%	-	-	-	-	-	-
Convenient options for the operator to pick the parcel up from me	238	102	136	-	-	35	19	48	55	43	38	-	-	-	-	-	-
15%	15%	13%	17%	-	-	13%	8%	16%	19%	16%	15%	-	-	-	-	-	-
Convenient options for the recipient to accept the delivery	57	28	29	-	-	8	13	8	11	10	8	-	-	-	-	-	-
4%	4%	4%	4%	-	-	3%	5%	3%	4%	4%	3%	-	-	-	-	-	-
Insurance against damage or loss	68	39	29	-	-	18	10	11	18	6	5	-	-	-	-	-	-
4%	4%	5%	4%	-	-	7%	4%	4%	5%	2%	2%	-	-	-	-	-	-
Same price to send to anywhere within the UK	53	16	37	-	-	9	3	4	18	9	10	-	-	-	-	-	-
3%	3%	2%	5%	-	-	3%	1%	1%	6%	3%	4%	-	-	-	-	-	-
Proof of postage/ dispatch	43	21	22	-	-	8	8	5	10	1	11	-	-	-	-	-	-
3%	3%	3%	3%	-	-	3%	3%	2%	4%	*	4%	-	-	-	-	-	-
Proof of receipt/ delivery	43	15	27	-	-	4	4	7	4	7	3	-	-	-	-	-	-
3%	3%	2%	3%	-	-	2%	2%	3%	5%	1%	3%	-	-	-	-	-	-
Delivery to recipient's door	34	16	17	-	-	3	2	11	10	5	2	-	-	-	-	-	-
2%	2%	2%	2%	-	-	1%	1%	4%	4%	2%	1%	-	-	-	-	-	-
Daily collection service	105	55	51	-	-	20	13	21	16	22	13	-	-	-	-	-	-
7%	7%	7%	6%	-	-	7%	5%	8%	6%	8%	5%	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QI6\_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	1992	-	1592	241	616	724	863	217	210	315	225	290	216	119	427	540	625	335	1477	105	1992
Weighted Base	1590	**	1590	312	638	759	824	256	200	335	238	262	179*	122*	456	572	562	300	1421	162*	1592
Effective Base	836	-	836	144	342	382	451	128	116	163	126	154	88	66	243	289	305	153	756	76	1592
Low cost	4.26	-	4.26	4.32	4.30	4.21	4.31e	4.28m	4.26m	4.33k	4.31m	4.23m	4.22	4.10	4.26e	4.32p	4.20	4.17	4.26	4.22	4.27
Guarantee that the parcel will arrive on time	4.32	-	4.32	4.39	4.36	4.30	4.34	4.38m	4.44k	4.30m	4.47g	4.33m	4.07	4.03	4.39p	4.40p	4.19e	4.06	4.31	4.39	4.30
Ability to track the delivery	4.25	-	4.25	4.41	4.26	4.22	4.29	4.28m	4.34m	4.28m	4.29m	4.28m	4.16	3.97	4.31e	4.29e	4.18	4.08	4.24	4.38	4.21
Ability to choose an express or next day service	3.91	-	3.91	4.11	3.94	3.94	3.88	4.05k	4.17k	4.09k	3.93m	3.99m	3.61	3.36	4.10p	4.02p	3.64	3.51	3.88	4.20*	3.87
Ability to select a specific date/time for delivery	3.73	-	3.73	4.12e	3.81	3.77	3.69	4.00k	4.10k	3.85k	3.82k	3.58m	3.19	3.08	4.09p	3.84p	3.34	3.14	3.69	4.15*	3.64
Fast delivery	4.20	-	4.20	4.40e	4.24	4.20	4.20	4.33m	4.30m	4.31m	4.28m	4.20m	3.92m	3.62	4.35p	4.30p	3.99e	3.80	4.18	4.39*	4.19
Convenient options for me to drop the parcel off	4.08	-	4.08	4.23	4.14	4.06	4.09	4.11m	4.19m	4.28k	4.13m	4.06m	3.89m	3.48	4.15p	4.22p	3.88	3.73	4.07	4.14	4.06
Convenient options for the operator to pick the parcel up from me	3.66	-	3.66	4.07e	3.75	3.69	3.63	3.88k	4.00k	3.92k	3.78k	3.44m	3.17	2.83	3.95p	3.85p	3.22	3.03	3.62	4.04*	3.59
Convenient options for the recipient to accept the delivery	4.09	-	4.09	4.30e	4.06	4.09	4.09	4.11m	4.28k	4.23k	4.19k	3.97m	3.96m	3.61	4.19p	4.21p	3.89	3.82	4.08	4.23	4.07
Insurance against damage or loss	4.13	-	4.13	4.36	4.21	4.11	4.15	4.30k	4.27m	4.24m	4.19m	4.06m	3.91m	3.56	4.29p	4.22p	3.90	3.77	4.12	4.17	4.07
Same price to send to anywhere within the UK	4.22	-	4.22	4.19	4.30	4.19	4.26	4.18	4.21	4.24	4.33m	4.22	4.25	4.08	4.19	4.28	4.20	4.18	4.23	4.16	4.27
Proof of postage/ dispatch	4.36	-	4.36	4.32	4.43	4.33	4.40	4.33	4.38	4.35	4.47m	4.43	4.28	4.26	4.35	4.40	4.34	4.27	4.37	4.37	4.38
Proof of receipt/ delivery	4.35	-	4.35	4.38	4.39	4.35	4.35	4.26	4.40e	4.52p	4.46p	4.37i	4.06	4.15	4.32e	4.40p	4.23	4.10	4.35	4.37	4.34
Delivery to recipient's door	4.39	-	4.39	4.44	4.39	4.38	4.40	4.31	4.38	4.43	4.47i	4.46i	4.25	4.33	4.34	4.45e	4.37	4.29	4.39	4.38	4.40
Daily collection service	3.93	-	3.93	4.11	3.99	3.93	3.93	4.07k	4.07k	4.02m	3.98m	3.82m	3.88m	3.43	4.07p	4.00p	3.76	3.70	3.94	3.92	3.87
Parcel provider operates in an environmentally responsible way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Options for people receiving parcels with specific needs from delivery company eg. relating to limited mobility or a disability	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1592	430	464	343	355	894	698	911	659	165	201	398	418	307	1017	167	1346	-	-	-
Weighted Base	1590	338	449	387	416	788	803	1037	530	181*	204	387	408	310	998	182*	1331	-**	-**	-**
Effective Base	836	179	259	193	208	437	401	493	349	85	114	214	218	149	546	86	707	-	-	-
Low cost	4.26	4.18	4.28a	4.24	4.32a	4.24	4.28	4.28	4.22	4.28	4.23	4.29	4.25	4.25	4.26	4.29	4.26	-	-	-
Guarantee that the parcel will arrive on time	4.32	4.26	4.29	4.34a	4.35ab	4.28	4.37a	4.37b	4.21	4.25	4.34	4.28	4.37b	4.34	4.33	4.26	4.33	-	-	-
Ability to track the delivery	4.25	4.31	4.25	4.23	4.24	4.27	4.23	4.30b	4.16	4.20	4.21	4.17	4.28	4.39b	4.22	4.21	4.26	-	-	-
Ability to choose an express or next day service	3.91	3.94	3.85	3.88	3.97	3.89	3.93	4.01b	3.71	3.83	3.81	3.89	3.91	4.10b	3.89	3.83	3.93	-	-	-
Ability to select a specific date/time for delivery	3.73	3.81	3.63	3.72	3.78	3.71	3.75	3.88b	3.42	3.53	3.77	3.80b	3.68	3.84b	3.74	3.54	3.75	-	-	-
Fast delivery	4.20	4.20	4.20	4.14	4.27	4.20	4.21	4.39b	4.04	4.19	4.15	4.15	4.23	4.28	4.18	4.19	4.21	-	-	-
Convenient options for me to drop the parcel off	4.08	4.17	4.10	4.00	4.06	4.13	4.03	4.16b	3.92	3.89	3.99	4.09	4.08	4.26b	4.06	3.90	4.11a	-	-	-
Convenient options for the operator to pick the parcel up from me	3.66	3.78c	3.63	3.54	3.69	3.70	3.62	3.83b	3.30	3.55	3.54	3.65	3.74	3.82	3.67	3.55	3.69	-	-	-
Convenient options for the recipient to accept the delivery	4.08	4.20c	4.07	4.02	4.09	4.12	4.06	4.14b	3.98	3.92	4.05	4.07	4.11	4.23b	4.09	3.92	4.12a	-	-	-
Insurance against damage or loss	4.13	4.13	4.14	4.09	4.14	4.14	4.11	4.40b	3.97	4.09	4.08	4.07	4.16	4.21	4.11	4.09	4.13	-	-	-
Same price to send to anywhere within the UK	4.22	4.17	4.35a	4.14	4.21	4.27	4.18	4.23	4.22	4.17	4.29	4.19	4.25	4.27	4.23	4.17	4.23	-	-	-
Proof of postage/ dispatch	4.36	4.27	4.36	4.40	4.41	4.32	4.40	4.39	4.31	4.36	4.36	4.40	4.31	4.40	4.35	4.36	4.36	-	-	-
Proof of receipt/ delivery	4.35	4.35	4.29	4.41	4.36	4.31	4.39	4.43b	4.20	4.22	4.34	4.31	4.36	4.46b	4.34	4.22	4.37	-	-	-
Delivery to recipient's door	4.39	4.37	4.36	4.40	4.43	4.36	4.42	4.40	4.37	4.42	4.40	4.30	4.38	4.50b	4.35	4.42	4.39	-	-	-
Daily collection service	3.93	4.00	3.91	3.93	3.90	3.95	3.92	4.02b	3.75	3.87	3.89	3.93	3.97	4.02	3.94	3.87	3.95	-	-	-
Parcel provider operates in an environmentally responsible way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Options for people receiving parcels with specific needs from delivery company eg. relating to limited mobility or a disability	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Yes/ed (5% risk level) - ab/c/d - ef - gh - ij/kl/m/n - op - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1592	1087	505	226	748	347	272	225	79	90	80	80	80	78	95	80	86	63	284
Weighted Base	1590	1378	212	73*	1317	146	79	49	59*	188*	118*	112*	127*	133*	236*	207*	135*	23*	123
Effective Base	836	700	145	54	607	197	151	150	69	81	71	70	70	69	87	69	76	31	166
Low cost	4.26	4.26	4.27	4.28	4.26	4.21	4.36	4.30	4.37*	4.36kmp	4.33kn	4.07	4.19	4.29k	4.17	4.34kmp	4.22	4.08	4.24
Guarantee that the parcel will arrive on time	4.32	4.33b	4.24	4.30	4.32	4.33	4.37	4.22	4.34	4.37jp	4.44jop	4.34l	4.12	4.40jp	4.33l	4.30j	4.24	4.42	4.31
Ability to track the delivery	4.25	4.26	4.20	4.24	4.26	4.23	4.32	4.19	4.20	4.29	4.18	4.18	4.06	4.32	4.41jp	4.31	4.14	4.15	4.24
Ability to choose an express or next day service	3.91	3.93	3.81	3.81	3.93b	3.68	3.97e	3.90	4.01r	3.98r	3.74	3.91	3.84	4.02r	4.05pr	3.93	3.83	3.66	3.69
Ability to select a specific date/time for delivery	3.73	3.78b	3.42	3.55	3.77e	3.44	3.72e	3.60	3.79r	3.80r	3.65	3.60	3.77	3.69	3.99kmp	3.73	3.67	3.36	3.46
Fast delivery	4.20	4.22	4.10	4.28	4.21	4.10	4.33e	4.23	4.20	4.20	4.18	4.13	4.23	4.20	4.35r	4.16	4.12	4.14	4.09
Convenient options for me to drop the parcel off	4.08	4.09	3.98	4.06	4.07	4.16	4.11	4.09	4.00	4.19jp	3.80	3.77	4.04	4.12jk	4.25jk	3.97	4.20jk	3.92	4.20jp
Convenient options for the operator to pick the parcel up from me	3.66	3.68	3.48	3.60	3.69b	3.46	3.63	3.56	3.75	3.69	3.63	3.59	3.62	3.58	3.94mpr	3.62	3.59	3.15	3.51
Convenient options for the recipient to accept the delivery	4.08	4.11b	3.96	4.07	4.09	4.05	4.18	4.13	4.06	4.25m	4.14	4.05	3.97	3.98	4.21	4.01	4.01	3.95	4.07
Insurance against damage or loss	4.13	4.15b	3.99	4.02	4.15op	3.94	4.18e	3.98	4.09	4.19op	4.07	4.06	4.07	4.19op	4.30ppr	4.15	4.02	3.82	3.96
Same price to send to anywhere within the UK	4.22	4.23	4.21	4.23	4.21	4.31	4.29	4.28	4.12	4.29	4.45km	4.09	4.23	4.21	4.10	4.17	4.26	4.62klmmp	4.25
Proof of postage/ dispatch	4.36	4.36	4.41	4.45	4.36	4.33	4.48	4.37	4.25	4.41	4.32	4.35	4.21	4.46r	4.34	4.38	4.43	4.24	4.34
Proof of receipt/ delivery	4.35	4.37	4.25	4.23	4.35	4.34	4.42	4.30	4.38	4.47kl	4.24	4.18	4.18	4.47kl	4.43	4.37	4.29	4.23	4.36
Delivery to recipient's door	4.39	4.39	4.36	4.46	4.38	4.41	4.47	4.38	4.24	4.28	4.43	4.36	4.24	4.49	4.43	4.51m	4.32	4.29	4.44
Daily collection service	3.93	3.96b	3.74	3.77	3.95	3.83	3.96	3.85	3.83	4.00j	3.76	3.76	3.73	4.03	4.14hklr	3.93	3.92	3.81	3.83
Parcel provider operates in an environmentally responsible way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Options for people receiving parcels with specific needs from delivery company eg. relating to limited mobility or a disability	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QI6\_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1592	555	70	277	565	645	214	97	52	1210	149	622	658	204	66	26	1280	92	-	-
Weighted Base	1590	516	82*	234	588	613	221	103*	52*	1201	155*	612	656	212	75*	19**	1268	94*	**	**
Effective Base	836	285	34	145	299	321	119	57	31	620	88	325	334	115	40	14	658	53	-	-
Low cost	4.26	4.31	4.37	4.26	4.33fg	4.29f	4.14	4.17	4.32	4.29f	4.22	4.35mm	4.28m	3.94	4.20m	4.57	4.32m	4.27m	-	-
Guarantee that the parcel will arrive on time	4.32	4.23c	4.20	4.12	4.39fg	4.39fg	4.01	4.26f	4.24f	4.39fg	4.29f	4.46mpq	4.31mq	4.04	4.13	4.13	4.58mq	4.13	-	-
Ability to track the delivery	4.25	4.17	4.14	4.02	4.38fg	4.29f	3.94	4.09	4.42f	4.32fg	4.20f	4.43lm	4.24m	3.85	4.16	4.59	4.33m	4.25m	-	-
Ability to choose an express or next day service	3.91	3.59	3.40	3.42	3.95f	3.98f	3.73	3.79	3.99	3.95f	3.86	4.02m	3.90m	3.65	3.98m	3.57	3.96m	3.90	-	-
Ability to select a specific date/time for delivery	3.73	3.35	3.07	3.19	3.64	3.79	3.81	3.66	3.81	3.72	3.71	3.70	3.79	3.60	3.56	4.46	3.75	3.74	-	-
Fast delivery	4.20	4.02	3.92	3.93	4.26f	4.24f	4.01	4.17	4.00	4.25f	4.11	4.33lm	4.19m	3.89	4.16	4.31	4.26m	4.18m	-	-
Convenient options for me to drop the parcel off	4.08	3.95	3.61	3.87	4.19f	4.09f	3.78	3.99	4.20f	4.13f	4.06f	4.17mq	4.13mq	3.73	3.82	4.12	4.15mq	3.88	-	-
Convenient options for the operator to pick the parcel up from me	3.66	3.31	3.38	3.12	3.63	3.75	3.60	3.49	3.52	3.69	3.50	3.69	3.67	3.57	3.60	3.52	3.68	3.58	-	-
Convenient options for the recipient to accept the delivery	4.09	3.94	3.66	3.88	4.22f	4.10f	3.71	4.19f	3.93	4.16f	4.10f	4.27mq	4.09mq	3.67	3.78	4.23	4.15mq	3.87	-	-
Insurance against damage or loss	4.13	3.98	3.84	3.86	4.22f	4.11	3.95	4.01	4.31f	4.16f	4.11	4.28lm	4.10m	3.84	4.02	4.14	4.18m	4.05	-	-
Same price to send to anywhere within the UK	4.22	4.26	4.17	4.26	4.40efghj	4.20f	3.96	4.07	4.08	4.30gj	4.07	4.44mpq	4.21m	3.74	4.04	3.99	4.52mq	4.03	-	-
Proof of postage/ dispatch	4.36	4.38	4.31	4.28	4.51efhj	4.39f	3.98	4.24	4.32	4.45ij	4.26f	4.52mq	4.38mq	4.08	4.00	4.55	4.44mq	4.11	-	-
Proof of receipt/ delivery	4.35	4.29	4.09	4.14	4.50efhj	4.34f	4.10	4.14	4.33	4.42ij	4.20	4.52mq	4.34m	3.99	4.11	4.52	4.43mq	4.19	-	-
Delivery to recipient's door	4.39	4.39	4.40	4.31	4.55efj	4.39f	4.01	4.36f	4.30	4.47f	4.34f	4.56mpq	4.32m	4.12	4.21	4.66	4.44mq	4.30	-	-
Daily collection service	3.93	3.79	3.54	3.64	4.05f	3.94f	3.65	3.83	4.00	3.99f	3.89	4.03m	3.93m	3.63	3.87	3.78	4.00m	3.85	-	-
Parcel provider operates in an environmentally responsible way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Options for people receiving parcels with specific needs from delivery company eg. relating to limited mobility or a disability	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - abc - d/e/f/g/h/i - kl/m/n/o/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1592	129	1437	26	514	967	111	1555	25	7	1	1587	4
Weighted Base	1590	136*	1434	20**	491	978	121*	1546	35**	5**	2**	1586	3**
Effective Base	836	71	751	15	268	501	68	812	17	5	1	833	2
Low cost	4.26	4.06	4.27a	4.63	4.25	4.27	4.17	4.26	4.08	4.59	4.00	4.26	3.28
Guarantee that the parcel will arrive on time	4.32	4.32	4.32	4.53	4.38a†	4.31†	4.15	4.32b	4.11	3.86	4.00	4.32b	3.28
Ability to track the delivery	4.25	4.18	4.25	4.71	4.38a†	4.22†	3.99	4.27	3.89	3.19	4.00	4.26	3.06
Ability to choose an express or next day service	3.91	4.03	3.89	4.57	4.03a	3.85	3.94	3.91	4.04	3.38	4.00	3.91	3.28
Ability to select a specific date/time for delivery	3.73	4.04b	3.70	4.04	3.85a	3.64	3.93a	3.72	4.22	3.83	4.00	3.73	3.22
Fast delivery	4.20	4.24	4.20	4.48	4.27	4.19	4.06	4.20	4.38	4.40	4.00	4.20	3.28
Convenient options for me to drop the parcel off	4.08	4.22	4.06	4.09	4.10	4.09	3.89	4.08	3.92	4.29	4.00	4.08	3.28
Convenient options for the operator to pick the parcel up from me	3.66	4.11b	3.62	3.69	3.91a†	3.54	3.56	3.65	4.08	4.12	4.00	3.66	3.28
Convenient options for the recipient to accept the delivery	4.09	4.27	4.07	4.38	4.14	4.09	3.92	4.10	3.93	3.37	4.00	4.09	3.22
Insurance against damage or loss	4.13	4.17	4.12	4.34	4.27a	4.06	4.10	4.14	3.85	3.23	4.00	4.13	3.28
Same price to send to anywhere within the UK	4.22	4.25	4.22	4.66	4.29	4.19	4.27	4.24	3.82	4.13	4.00	4.23	3.28
Proof of postage/ dispatch	4.36	4.14	4.38a	4.53	4.40†	4.37	4.19	4.38	4.05	3.82	4.00	4.37	3.28
Proof of receipt/ delivery	4.35	4.26	4.35	4.66	4.42	4.32	4.30	4.36	4.03	3.22	4.00	4.35	3.28
Delivery to recipient's door	4.39	4.37	4.39	4.53	4.44†	4.39†	4.16	4.41	3.65	4.45	4.00	4.39	3.28
Daily collection service	3.93	4.17b	3.91	4.24	4.06a	3.89	3.80	3.93	3.98	4.35	4.00	3.93	3.28
Parcel provider operates in an environmentally responsible way	-	-	-	-	-	-	-	-	-	-	-	-	-
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	-	-	-	-	-	-	-	-	-	-	-	-	-
Options for people receiving parcels with specific needs from delivery company eg. relating to limited mobility or a disability	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Yes/No (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QI6\_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : Sent parcels, items requiring a signature or other important items which involve postal or delivery services in the last month

	Quarter				Month												
	Total	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1592	791	801	-	-	274	249	268	262	282	257	-	-	-	-	-	-
Weighted Base	1590	778	812	**	**	271	247	261	286	270	266	**	**	**	**	**	**
Effective Base	836	387	452	-	-	130	122	136	150	156	147	-	-	-	-	-	-
Low cost	4.26	4.22	4.30a	-	-	4.09	4.31a	4.27a	4.22a	4.30ab	4.33a	-	-	-	-	-	-
Guarantee that the parcel will arrive on time	4.32	4.32	4.32	-	-	4.31b	4.30b	4.29	4.22	4.30b	4.41egh	-	-	-	-	-	-
Ability to track the delivery	4.25	4.27	4.24	-	-	4.26	4.29	4.27	4.09	4.33h	4.31h	-	-	-	-	-	-
Ability to choose an express or next day service	3.91	3.92	3.90	-	-	3.96	4.02a	3.78	3.83	3.99	3.89	-	-	-	-	-	-
Ability to select a specific date/time for delivery	3.73	3.71	3.75	-	-	3.66	3.86	3.61	3.68	3.85	3.72	-	-	-	-	-	-
Fast delivery	4.20	4.19	4.21	-	-	4.10	4.37egh	4.12	4.10	4.30eh	4.25	-	-	-	-	-	-
Convenient options for me to drop the parcel off	4.08	4.08	4.07	-	-	3.94	4.18a	4.13	3.98	4.14	4.11	-	-	-	-	-	-
Convenient options for the operator to pick the parcel up from me	3.66	3.68	3.64	-	-	3.63	3.83b	3.59	3.48	3.74	3.70	-	-	-	-	-	-
Convenient options for the recipient to accept the delivery	4.09	4.05	4.14	-	-	4.07	4.11	3.97	4.10	4.17a	4.14	-	-	-	-	-	-
Insurance against damage or loss	4.13	4.11	4.15	-	-	4.02	4.23b	4.09	3.96	4.27gh	4.22gh	-	-	-	-	-	-
Same price to send to anywhere within the UK	4.22	4.26	4.19	-	-	4.16	4.38ab	4.25	4.11	4.27	4.19	-	-	-	-	-	-
Proof of postage/ dispatch	4.36	4.37	4.36	-	-	4.40	4.30	4.41	4.26	4.45h	4.39	-	-	-	-	-	-
Proof of receipt/ delivery	4.35	4.37	4.33	-	-	4.32	4.41h	4.39h	4.16	4.47h	4.37h	-	-	-	-	-	-
Delivery to recipient's door	4.39	4.40	4.38	-	-	4.39	4.47	4.36	4.29	4.42	4.42	-	-	-	-	-	-
Daily collection service	3.93	3.88	3.98	-	-	3.85	3.97	3.83	4.02	3.96	3.96	-	-	-	-	-	-
Parcel provider operates in an environmentally responsible way	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Options for people receiving parcels with specific needs from delivery company eg. relating to limited mobility or a disability	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q16\_1. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Low cost

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	238	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Not at all important (1)	8	-	8	*	8	4	4	1	4	4	-	-	-	-	5	4	-	-	6	2	7
Not very important (2)	46	-	46	16	30	31	16	14	8	13	4	5	1	1	22	18	7	2	44	1	41
Neither important nor unimportant (3)	363	-	363	54	309	217	145	57	53	73	45	73	30	33	110	118	136	62	327	37	365
Important (4)	1203	-	1203	165	1038	570	633	138	150	235	150	229	171	131	288	384	531	302	1058	140	1227
Very important (5)	932	-	932	153	780	413	513	127	126	163	128	178	111	97	255	292	386	208	803	121	915
Don't know	26	-	26	-	26	22	4	5	5	1	5	3	5	2	10	6	10	7	20	3	25
NET Not at all important/ Not very important	55	-	55	16	39	35	20	15	12	17	4	5	1	1	26	21	7	2	50	3	48
NET Important / Very important	2135	-	2135	317	1818	984	1146	265	278	398	278	407	281	228	543	676	917	510	1861	261	2142
Mean	4.18	-	4.18	4.17	4.18	4.10	4.25	4.12	4.14	4.11	4.23	4.20	4.25	4.24	4.13	4.16	4.22	4.25	4.17	4.25	4.17
Std Dev.	0.76	-	0.76	0.82	0.75	0.79	0.72	0.85	0.84	0.80	0.73	0.72	0.63	0.68	0.84	0.78	0.69	0.65	0.76	0.74	0.75
Std Error	0.02	-	0.02	0.04	0.02	0.02	0.02	0.05	0.05	0.04	0.04	0.03	0.03	0.04	0.03	0.03	0.02	0.03	0.02	0.05	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Q16\_1. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Low cost

Base : All participants

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Not at all important (1)	8	2	6	-	-	8	-	7	1	-	1	2	2	2	6	-	8	-	8	-
Not very important (2)	46	12	17	6	24	23	40	23	4	5	2	17	15	4	34	5	38	11	35	1
Neither important nor unimportant (3)	363	65	93	78	127	159	205	228	132	42	48	98	96	53	242	42	298	71	267	25
Important (4)	1203	199	467	240	296	666	537	726	467	103	135	322	355	218	812	105	1044	246	902	55
Very important (5)	832	191	260	214	268	451	482	530	400	122	136	242	250	126	629	124	766	197	689	46
Don't know	26	1	9	4	13	10	16	14	8	5	3	8	5	-	16	5	16	5	17	5
NET Not at all important/ Not very important	55	14	18	17	6	32	23	47	6	6	3	20	17	6	40	6	46	11	43	1
NET Important / Very important	2135	390	728	454	564	1117	1018	1256	866	225	271	564	606	343	1441	229	1810	443	1591	101
Mean	4.18	4.20	4.15	4.18	4.19	4.17	4.19	4.13	4.25	4.25	4.15	4.16	4.14	4.17	4.26	4.17	4.20	4.17	4.14	
Std Dev.	0.76	0.80	0.72	0.79	0.75	0.75	0.77	0.79	0.70	0.79	0.76	0.78	0.75	0.71	0.76	0.79	0.75	0.75	0.76	0.76
Std Error	0.02	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.02	0.03	0.02	0.07

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Q16\_1. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Low cost

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
Not at all important (1)	8	8	-	-	6	1	1	-	-	2	-	-	-	-	4	-	-	-	1
Not very important (2)	46	40	6	1	40	4	2	1	3	2	3	3	5	4	10	7	4	4	
Neither important nor unimportant (3)	363	318	45	11	303	27	21	12	17	27	25	31	34	33	51	67	19	2	
Important (4)	1203	1031	172	35	995	120	54	35	46	130	93	88	110	114	149	162	104	14	
Very important (5)	832	797	135	29	802	63	44	23	38	116	81	66	76	87	120	117	92	7	
Don't know	26	24	2	-	23	2	2	-	1	6	1	-	3	3	5	-	3	-	
NET Not at all important/ Not very important	56	48	6	1	46	5	2	1	3	5	3	3	5	4	14	7	4	-	
NET Important / Very important	2135	1828	307	64	1796	183	98	58	83	246	184	154	186	200	269	278	196	21	
Mean	4.18	4.17	4.22	4.23	4.19	4.11	4.15	4.13	4.14	4.20	4.20	4.16	4.15	4.19	4.12	4.10	4.30	4.19	
Std Dev.	0.76	0.77	0.73	0.72	0.76	0.73	0.79	0.74	0.79	0.74	0.73	0.74	0.74	0.73	0.85	0.77	0.70	0.66	
Std Error	0.02	0.02	0.02	0.03	0.02	0.03	0.04	0.04	0.07	0.06	0.06	0.06	0.06	0.06	0.07	0.06	0.06	0.07	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q16\_1. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Low cost

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Not at all important (1)	8	2	-	1	-	-	3	2	-	-	8	1	4	2	1	-	5	1	6	2
							1%del	3%del	1%		3%del			1%	1%				1%	
Not very important (2)	46	12	2	1	10	8	15	7	6	18	13	10	12	12	7	3	22	10	31	16
	2%	1%	2%	*	1%	1%	4%del	4%del	5%del	1%	5%del	1%	1%	4%del	6%del	8%	1%	6%del	4%del	1%
Neither important nor unimportant (3)	363	105	11	40	81	149	87	28	14	230	42	89	149	89	26	8	238	33	114	250
	14%	71%	72%	9%	9%	14%del	21%del	17%del	18%	12%	17%del	8%	14%del	30%del	22%del	19%	11%del	21%del	14%	14%
Important (4)	1203	445	29	214	383	545	184	64	22	930	86	489	554	109	41	11	1040	52	314	888
	47%	43%del	31%	45%del	44%	53%del	45%	38%	30%	43%del	36%	43%del	54%del	37%	35%	29%	40%del	33%	38%	41%del
Very important (5)	932	355	53	177	395	329	113	61	28	724	89	487	308	78	41	15	795	56	362	570
	36%	38%	56%del	41%	45%del	32%	28%	37%	37%	38%del	37%	45%del	30%	27%	35%	37%	38%del	35%	43%del	33%
Don't know	26	5	-	1	5	6	2	2	5	11	7	7	6	4	1	3	13	5	7	20
	1%	1%	-	*	1%	1%	1%	1%	1%	1%del	1%	1%	1%	1%	8%	1%	3%del		1%	1%
NET Not at all important/ Not very important	55	14	2	2	11	8	10	11	9	19	12	11	16	14	8	3	27	11	37	18
	2%	1%	2%	1%	1%	1%	5%del	7%del	9%del	1%	7%del	1%	2%	5%del	7%del	8%	1%	7%del	4%del	1%
NET Important / Very important	2135	800	82	391	778	876	298	126	50	1654	175	973	862	188	82	25	1835	107	676	1460
	83%	87%	86%	90%	83%del	87%del	73%	75%	67%	83%del	72%	83%del	87%del	84%	70%	65%	87%del	69%	81%	84%
Mean	4.18	4.24	4.40	4.30	4.34del	4.17	3.96	4.04	4.02	4.03del	4.03	4.10del	4.12del	3.96	3.98	4.03	4.24del	3.99	4.20	4.16
Std Dev	0.76	0.72	0.78	0.67	0.70	0.68	0.85	0.98	1.00	0.70	0.98	0.68	0.72	0.89	0.96	0.98	0.71	0.98	0.87	0.70
Std Error	0.02	0.02	0.08	0.03	0.02	0.02	0.05	0.08	0.12	0.02	0.06	0.02	0.02	0.06	0.09	0.16	0.02	0.08	0.03	0.02

Proportions/Mean: Column Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_1. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Low cost

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Not at all important (1)	8	-	8	-	2	5	2	5	3	-	-	8	-
									6%gh				
Not very important (2)	46	-	45	2	12	28	7	38	4	3	-	45	1
	2%		2%	5%	2%	2%	5%e	2%	6%g	11%	-	2%	7%
Neither important nor unimportant (3)	363	20	334	9	91	246	27	323	23	11	-	357	7
	14%	13%	14%	23%	13%	14%	19%	13%	36%gh	36%	-	14%	45%
Important (4)	1203	70	1120	14	305	840	58	1172	21	6	2	1199	2
	47%	45%	47%	34%	43%	46%	41%	46%	32%	29%	32%	47%	16%
Very important (5)	932	65	854	14	292	599	41	904	13	10	4	927	1
	36%	42%	36%	35%	41%et	35%	30%	37%	21%	32%	68%	36%	9%
Don't know	26	-	25	1	6	15	5	23	-	-	-	23	3
	1%		1%	4%	1%	1%	6%de	1%	-	-	-	1%	23%
NET Not at all important/ Not very important	55	-	53	2	13	33	9	43	7	3	-	54	1
	2%		2%	5%	2%	2%	6%de	2%	11%gh	11%	-	2%	7%
NET Important / Very important	2135	134	1974	27	597	1439	99	2076	34	16	5	2126	4
	83%	87%	83%	69%	84%t	83%	71%	84%h	53%	52%	100%	83%h	25%
Mean	4.18	4.29	4.17	4.03	4.22f	4.17g	3.97	4.20h	3.57	3.73	4.65	4.10i	3.34
Std Dev	0.76	0.69	0.76	0.90	0.76	0.74	0.92	0.74	1.05	1.05	0.52	0.76	0.84
Std Error	0.02	0.06	0.02	0.16	0.03	0.02	0.07	0.01	0.15	0.21	0.30	0.02	0.24

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_1. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Low cost

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Not at all important (1)	8	-	-	2	7	-	-	-	-	-	-	-	-	1	-	2	4
	-	-	-	1%	1%	-	-	-	-	-	-	-	-	-	-	1%	1%
Not very important (2)	46	-	-	25	21	-	-	-	-	-	-	-	21	4	10	6	5
	2%	-	-	2%	2%	-	-	-	-	-	-	-	3%	1%	2%	2%	1%
Neither important nor unimportant (3)	363	-	-	186	177	-	-	-	-	-	-	-	110	77	52	47	78
	14%	-	-	14%	14%	-	-	-	-	-	-	-	13%	16%	12%	11%	13%
Important (4)	1203	-	-	616	587	-	-	-	-	-	-	-	398	218	207	187	192
	47%	-	-	48%	45%	-	-	-	-	-	-	-	49%	46%	47%	45%	44%
Very important (5)	932	-	-	443	489	-	-	-	-	-	-	-	280	163	165	170	153
	36%	-	-	34%	38%	-	-	-	-	-	-	-	34%	35%	38%	41%	35%
Don't know	26	-	-	17	9	-	-	-	-	-	-	-	9	9	2	3	4
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	2%	1%	1%	1%
NET Not at all important/ Not very important	55	-	-	27	28	-	-	-	-	-	-	-	21	5	10	9	9
	2%	-	-	2%	2%	-	-	-	-	-	-	-	3%	1%	2%	2%	2%
NET Important / Very important	2135	-	-	1060	1076	-	-	-	-	-	-	-	679	381	372	358	346
	83%	-	-	82%	83%	-	-	-	-	-	-	-	83%	81%	85%	86%	79%
Mean	4.18	-	-	4.16	4.19	-	-	-	-	-	-	-	4.16	4.16	4.21	4.25	4.12
Std Dev.	0.76	-	-	0.75	0.77	-	-	-	-	-	-	-	0.75	0.74	0.74	0.76	0.81
Std Error	0.02	-	-	0.02	0.02	-	-	-	-	-	-	-	0.03	0.04	0.04	0.04	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q16\_2. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Guarantee that the parcel will arrive on time

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	238	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Not at all important (1)	29	-	29	5	24	19	10	3	3	6	6	7	4	-	7	12	10	4	25	4	22
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%
Not very important (2)	44	-	44	8	36	22	22	14	9	4	4	2	4	8	22	8	13	12	37	7	52
	2%	-	2%	2%	2%	2%	2%	4%	3%	1%	1%	*	1%	3%	3%	1%	1%	2%	2%	2%	2%
Neither important nor unimportant (3)	418	-	418	64	354	238	178	81	43	80	54	63	55	42	124	134	161	97	362	51	387
	16%	-	16%	16%	16%	19%	14%	24%	13%	16%	13%	17%	16%	16%	18%	16%	15%	17%	16%	17%	15%
Important (4)	1166	-	1166	140	1026	546	618	122	167	217	153	244	154	109	289	370	507	263	1051	113	1193
	45%	-	45%	36%	47%	43%	47%	36%	48%	44%	46%	59%	49%	42%	42%	45%	47%	45%	47%	47%	46%
Very important (5)	893	-	893	171	721	409	480	112	121	178	113	169	97	102	233	291	369	200	757	128	897
	35%	-	35%	44%	33%	33%	36%	33%	35%	36%	34%	33%	31%	39%	34%	35%	34%	34%	34%	34%	35%
Don't know	31	-	31	-	31	24	7	10	5	4	4	3	4	2	14	7	9	6	26	1	29
	1%	-	1%	-	1%	2%	1%	3%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	-	1%
NET Not at all important/ Not very important	73	-	73	13	60	40	32	17	12	10	10	8	7	8	29	20	23	15	62	11	74
	3%	-	3%	3%	3%	3%	2%	5%	3%	2%	3%	2%	2%	3%	4%	2%	2%	3%	3%	4%	3%
NET Important / Very important	2058	-	2058	311	1748	955	1098	234	288	395	265	413	251	212	522	660	876	463	1807	241	2090
	80%	-	80%	80%	80%	76%	83%	68%	83%	81%	80%	85%	79%	80%	76%	80%	82%	80%	80%	79%	81%
Mean	4.12	-	4.12	4.20	4.10	4.06	4.17e	3.98	4.15	4.15g	4.10	4.17g	4.08	4.17	4.07	4.13	4.14	4.12	4.11	4.17	4.13
Std Dev.	0.82	-	0.82	0.88	0.81	0.85	0.78	0.92	0.80	0.81	0.84	0.77	0.79	0.80	0.86	0.82	0.78	0.80	0.81	0.88	0.80
Std Error	0.02	-	0.02	0.05	0.02	0.02	0.02	0.05	0.04	0.04	0.05	0.03	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.06	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_2. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Guarantee that the parcel will arrive on time

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Not at all important (1)	29	5	14	6	3	19	9	19	10	1	7	11	4	5	21	1	26	8	20	*
	1%	1%	2%	1%	*	1%	1%	1%	1%	*	2%	2%	1%	1%	1%	*	1%	1%	1%	*
Not very important (2)	44	10	17	9	8	27	17	14	35	7	2	11	14	4	26	7	34	13	31	*
	2%	2%	2%	2%	1%	2%	1%	1%	3%	0%	1%	2%	2%	1%	2%	2%	2%	2%	2%	*
Neither important nor unimportant (3)	418	72	133	91	122	205	213	255	160	47	55	113	115	53	283	47	344	64	323	31
	16%	15%	16%	16%	17%	16%	17%	16%	16%	17%	17%	16%	16%	13%	16%	17%	16%	12%	17%	23%
Important (4)	1166	202	397	248	318	599	567	712	445	103	136	300	359	210	795	105	1010	225	890	51
	45%	43%	47%	45%	45%	45%	45%	46%	44%	37%	42%	43%	43%	32%	43%	37%	42%	42%	46%	39%
Very important (5)	893	177	277	195	245	454	439	526	360	115	121	247	225	130	593	117	736	213	635	45
	35%	38%	33%	35%	34%	34%	35%	34%	36%	41%	37%	36%	31%	32%	34%	41%	34%	40%	33%	34%
Don't know	31	4	10	4	13	14	17	19	7	5	4	9	6	2	19	5	21	6	20	4
	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	*	1%	2%	1%	1%	1%	3%
NET Not at all important/ Not very important	73	15	31	15	11	46	26	33	30	7	9	22	18	9	49	7	60	21	51	*
	3%	3%	4%	3%	2%	4%	2%	2%	3%	3%	3%	3%	3%	2%	3%	3%	3%	4%	3%	*
NET Important / Very important	2058	378	674	443	563	1052	1006	1238	805	218	257	546	584	339	1388	222	1745	438	1524	96
	80%	81%	79%	80%	79%	80%	80%	80%	80%	79%	79%	79%	81%	84%	80%	79%	80%	83%	79%	73%
Mean	4.12	4.15	4.08	4.12	4.14	4.11	4.13	4.12	4.11	4.19	4.13	4.12	4.10	4.14	4.11	4.20	4.11	4.19	4.10	4.10
Std Dev.	0.82	0.84	0.85	0.82	0.77	0.84	0.79	0.80	0.84	0.82	0.87	0.85	0.77	0.76	0.82	0.82	0.81	0.86	0.81	0.79
Std Error	0.02	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.03	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02	0.04	0.02	0.08

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Q16\_2. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Guarantee that the parcel will arrive on time

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	144	140	133	24	166	
Not at all important (1)	29	26	3	3	26	2	1	*	1	7	-	-	5	-	6	2	5	-	2
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	-	-	2%	-	2%	1%	2%	-	1%
Not very important (2)	44	36	8	1	37	2	3	2	1	3	6	2	4	1	4	10	5	1	2
2%	2%	2%	2%	2%	2%	1%	3%	2%	1%	1%	3%	1%	2%	1%	3%	2%	3%	1	1%
Neither important nor unimportant (3)	418	352	66	10	348	45	15	10	18	32	22	28	43	31	54	92	27	6	39
16%	16%	16%	13%	16%	21%	12%	14%	14%	17%	11%	10%	15%	10%	13%	16%	26%	12%	26%	20%
Important (4)	1166	996	170	35	968	103	60	36	47	128	99	90	99	126	144	134	101	12	91
45%	45%	47%	46%	45%	47%	46%	50%	50%	45%	45%	47%	46%	44%	42%	42%	33%	46%	50%	47%
Very important (5)	893	779	113	27	763	63	43	23	37	105	84	65	75	81	125	110	82	5	58
35%	35%	31%	35%	35%	29%	29%	35%	33%	35%	37%	39%	35%	33%	34%	37%	31%	37%	21%	30%
Don't know	31	31	*	*	28	1	2	*	1	8	1	3	2	2	5	5	1	*	1
1%	1%	*	*	1%	1%	1%	*	*	1%	3%	1%	1%	1%	1%	2%	1%	1%	*	1%
NET Not at all important/ Not very important	73	62	11	4	62	4	4	2	2	10	6	2	8	1	10	12	10	1	3
3%	3%	3%	5%	3%	2%	4%	3%	3%	2%	4%	3%	1%	4%	1%	3%	3%	15%	3%	2%
NET Important / Very important	2058	1775	283	62	1730	166	103	59	83	232	183	156	174	207	269	243	183	17	150
80%	80%	79%	81%	80%	77%	83%	83%	83%	80%	82%	80%	83%	77%	80%	79%	69%	82%	17%	77%
Mean	4.12	4.13	4.06	4.08	4.12	4.04	4.16	4.13	4.14	4.16	4.20	4.18	4.05	4.20	4.13	3.98	4.13	3.89	4.06
Std Dev.	0.82	0.82	0.81	0.94	0.82	0.78	0.80	0.77	0.78	0.87	0.75	0.72	0.88	0.67	0.86	0.86	0.89	0.78	0.79
Std Error	0.02	0.02	0.03	0.04	0.02	0.03	0.04	0.04	0.07	0.07	0.06	0.06	0.07	0.06	0.07	0.07	0.08	0.08	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\*\* very small base (under 30) ineligible for sig testing



Q16\_2. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
 Guarantee that the parcel will arrive on time

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117**	39**	2112	157*	833	1747
Effective Base	1482	60	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Not at all important (1)	29	11	1	5	1%	6	5	0	5	10	13	2	17	2	6	-	19	6	10	19
	1%	1%	1%	1%	1%	1%	1%	0%de#	5%de#	1%	8%de#	*	2%k	1%	6%km#	-	1%	4%kp	1%	1%
Not very important (2)	44	22	3	15	8	16	10	8	2	23	10	6	21	10	6	1	27	7	18	25
	2%	2%	3%	4%	1%	2%	3%	5%de#	3%	4%de#	1%	1%	2%k	3%kp	5%kp	4%	1%	5%kp	2%	1%
Neither important nor unimportant (3)	418	175	19	78	91	161	115	34	16	251	50	119	153	108	28	9	272	37	126	291
	16%	19%	20%	18%	10%	15%de	28%de#	20%de#	21%de#	13%	21%de#	11%	15%k	37%kp#	24%kp	23%	13%	44%kp	15%	17%
Important (4)	1166	442	35	205	344	565	196	65	22	909	87	449	538	115	54	7	987	61	350	816
	45%	48%	36%	47%	39%	43%de#	41%	39%	30%	47%de#	36%	42%	42%km#	39%	46%	17%	47%k	38%	42%	47%
Very important (5)	893	269	38	128	422	285	106	51	25	707	76	499	296	56	22	19	795	40	321	572
	35%	29%	40%	30%	48%de#	27%	26%	30%	34%	37%de#	31%	46%km#	29%km	19%	18%	47%	35%km#	26%	39%de#	33%
Don't know	31	4	-	2	6	7	4	-	5	13	5	5	8	4	2	3	13	5	8	24
	1%	*	-	1%	1%	1%	1%	*	1%	2%	*	*	1%	1%	1%	8%	1%	3%kp	1%	1%
NET Not at all important/ Not very important	73	33	4	20	12	21	15	17	7	34	23	7	38	12	12	1	46	13	28	44
	3%	4%	4%	5%	1%	2%	4%	10%de#	9%de#	2%	10%de#	1%	4%k	4%k	10%kd#	4%	2%k	9%kp	3%	3%
NET Important / Very important	2058	711	72	334	766	850	271	116	47	1616	163	948	834	171	76	26	1782	101	671	1388
	80%	77%	76%	77%	63%de#	42%de#	67%	69%	64%	64%de#	68%	63%km#	47%km#	58%	64%	65%	47%km#	65%	81%	79%
Mean	4.12	4.02	4.11	4.01	4.34de#	4.03de#	3.89	3.85	3.88	4.34de#	3.86	4.34km#	4.05km#	3.73	3.69	4.18	4.20km#	3.80	4.16	4.10
Std Dev	0.82	0.83	0.89	0.85	0.74	0.73	0.87	1.07	1.14	0.75	1.09	0.70	0.82	0.83	1.01	0.96	0.78	1.01	0.85	0.81
Std Error	0.02	0.03	0.09	0.04	0.02	0.02	0.05	0.08	0.14	0.02	0.07	0.02	0.03	0.05	0.10	0.16	0.02	0.09	0.03	0.02

Proportions/Mean: Column Tested (5% risk level) - abc - de(f)ghij - klmn(op)q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_2. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
 Guarantee that the parcel will arrive on time

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Not at all important (1)	29	1	26	2	12	15	2	22	5	1	-	29	-
	1%	1%	1%	5%	2%	1%	1%	1%	3% <b>gh</b>	5%	-	1%	-
Not very important (2)	44	5	38	-	8	32	3	34	7	3	-	44	*
	2%	4%	2%	-	1%	2%	2%	1%	10% <b>gh</b>	8%	-	2%	*
Neither important nor unimportant (3)	418	17	394	8	107	277	34	380	20	9	-	409	9
	16%	11%	16%	19%	15%	16%	24% <b>gd</b>	15%	32% <b>gh</b>	29%	-	16%	59%
Important (4)	1166	70	1081	15	314	801	51	1128	21	14	4	1162	-
	45%	48%	45%	38%	44%	46%	36%	46%	32%	44%	65%	45%	-
Very important (5)	893	61	818	14	260	592	42	875	9	4	2	888	3
	35%	40%	34%	35%	37%	34%	30%	35% <b>gh</b>	14%	14%	35%	35% <b>gh</b>	18%
Don't know	31	-	30	1	6	16	9	26	2	-	-	28	3
	1%	-	1%	4%	1%	1%	6% <b>de</b>	1%	3%	-	-	1%	23%
NET Not at all important/ Not very important	73	7	64	2	20	47	5	57	12	4	-	73	*
	3%	4%	3%	5%	3%	3%	4%	2%	18% <b>gh</b>	13%	-	3%	*
NET Important / Very important	2058	131	1899	29	574	1392	92	2003	30	18	5	2050	3
	80%	85%	80%	72%	81% <b>h</b>	80% <b>h</b>	66%	81% <b>h</b>	47%	58%	100%	80% <b>h</b>	18%
Mean	4.12	4.19	4.11	4.02	4.14	4.12	3.96	4.12 <b>h</b>	3.36	3.55	4.35	4.12 <b>h</b>	3.46
Std Dev	0.82	0.83	0.81	1.01	0.84	0.80	0.90	0.79	1.12	1.00	0.53	0.82	0.89
Std Error	0.02	0.07	0.02	0.18	0.03	0.02	0.07	0.02	0.16	0.20	0.30	0.02	0.26

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_2. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
 Guarantee that the parcel will arrive on time

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Not at all important (1)	29	-	-	18	11	-	-	-	-	-	-	-	14	4	*	2	9
	1%	-	-	1%	1%	-	-	-	-	-	-	-	2%a	1%	*	*	2%a
Not very important (2)	44	-	-	15	29	-	-	-	-	-	-	-	11	3	12	10	7
	2%	-	-	1%	2%	-	-	-	-	-	-	-	1%	3%	3%	2%	2%
Neither important nor unimportant (3)	416	-	-	230	187	-	-	-	-	-	-	-	140	90	73	52	62
	16%	-	-	18%	15%	-	-	-	-	-	-	-	17%	19%a	17%	13%	14%
Important (4)	1166	-	-	580	586	-	-	-	-	-	-	-	371	210	194	192	200
	45%	-	-	45%	45%	-	-	-	-	-	-	-	45%	44%	44%	46%	46%
Very important (5)	893	-	-	426	467	-	-	-	-	-	-	-	270	156	156	156	155
	35%	-	-	33%	36%	-	-	-	-	-	-	-	33%	33%	36%	36%	35%
Don't know	31	-	-	21	10	-	-	-	-	-	-	-	13	9	2	3	5
	1%	-	-	2%	1%	-	-	-	-	-	-	-	2%	2%	1%	1%	1%
NET Not at all important/ Not very important	73	-	-	32	40	-	-	-	-	-	-	-	25	7	12	12	16
	3%	-	-	3%	3%	-	-	-	-	-	-	-	3%	2%	3%	3%	4%
NET Important / Very important	2058	-	-	1006	1053	-	-	-	-	-	-	-	640	366	350	348	355
	80%	-	-	78%	82%	-	-	-	-	-	-	-	78%	77%	80%	84%	81%
Mean	4.12	-	-	4.09	4.15	-	-	-	-	-	-	-	4.08	4.10	4.13	4.19	4.12
Std Dev.	0.82	-	-	0.83	0.81	-	-	-	-	-	-	-	0.85	0.79	0.79	0.78	0.86
Std Error	0.02	-	-	0.02	0.02	-	-	-	-	-	-	-	0.03	0.04	0.04	0.04	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Q16\_3. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Ability to track the delivery

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	238	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Not at all important (1)	16	-	16	5	11	12	4	2	2	6	1	4	-	-	4	7	4	-	16	-	18
	1%	-	1%	1%	*	1%	*	1%	1%	1%	*	1%	-	-	1%	1%	*	-	1%	-	1%
Not very important (2)	87	-	87	19	68	55	32	16	15	12	17	12	8	7	31	29	27	15	74	12	85
	3%	-	3%	5%	3%	4%	2%	5%	4%	2%	5%	3%	3%	3%	4%	3%	3%	3%	3%	4%	3%
Neither important nor unimportant (3)	447	-	447	68	380	245	198	61	54	86	51	84	42	69	115	137	195	111	404	40	419
	17%	-	17%	17%	17%	20%	15%	18%	15%	18%	15%	17%	13%	25%	17%	17%	18%	19%	18%	13%	16%
Important (4)	1187	-	1187	151	1036	553	632	160	153	226	161	222	164	99	314	387	486	264	1047	139	1207
	46%	-	46%	39%	47%	44%	48%	47%	44%	46%	45%	48%	52%	38%	46%	47%	45%	45%	46%	46%	47%
Very important (5)	819	-	819	145	674	370	445	97	120	158	98	163	99	85	218	258	346	183	697	112	825
	32%	-	32%	37%	31%	29%	34%	28%	38%	32%	30%	33%	31%	32%	31%	31%	32%	32%	31%	37%	32%
Don't know	24	-	24	*	24	19	5	6	3	1	4	4	4	3	9	4	11	7	19	1	26
	1%	-	1%	*	1%	2%	*	2%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%
NET Not at all important/ Not very important	103	-	103	24	79	66	36	18	17	18	18	16	8	7	35	36	32	15	90	12	103
	4%	-	4%	6%	4%	5%	3%	5%	5%	4%	5%	3%	3%	3%	5%	4%	3%	3%	4%	4%	4%
NET Important / Very important	2006	-	2006	296	1710	923	1076	257	273	384	260	385	263	184	530	644	832	447	1744	252	2032
	78%	-	78%	76%	78%	73%	82%	78%	79%	79%	78%	79%	83%	70%	77%	78%	78%	77%	77%	83%	79%
Mean	4.06	-	4.06	4.06	4.06	3.98	4.13%	3.99	4.09	4.06	4.03	4.09	4.13	4.00	4.04	4.05	4.08	4.07	4.04	4.16	4.07
Std Dev.	0.83	-	0.83	0.93	0.81	0.87	0.78	0.85	0.85	0.84	0.83	0.82	0.73	0.85	0.85	0.84	0.80	0.79	0.83	0.80	0.82
Std Error	0.02	-	0.02	0.05	0.02	0.03	0.02	0.05	0.05	0.04	0.05	0.04	0.04	0.06	0.03	0.03	0.02	0.03	0.02	0.06	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_3. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Ability to track the delivery

Base : All participants

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Not at all important (1)	16	3	7	2	3	11	5	8	8	1	3	8	2	2	13	1	15	3	13	-
Not very important (2)	87	13	33	21	14	52	35	56	30	9	5	30	25	9	60	9	70	16	68	3
Neither important nor unimportant (3)	447	71	126	104	146	197	250	257	188	50	68	106	124	64	299	51	370	84	338	25
Important (4)	1187	219	428	225	317	645	542	735	442	105	145	322	344	208	811	106	1033	233	892	62
Very important (5)	819	162	241	197	220	403	416	477	334	107	102	217	225	119	543	109	669	191	591	37
Don't know	24	1	9	4	10	10	14	11	9	6	2	8	4	-	14	6	14	3	17	4
NET Not at all important/ Not very important	103	17	46	23	17	63	40	65	38	10	8	37	27	11	73	10	84	19	81	3
NET Important / Very important	78%	381	667	421	537	1048	958	1213	776	212	247	539	569	327	1354	215	1702	424	1483	99
Mean	4.06	4.11	4.02	4.08	4.05	4.05	4.06	4.05	4.06	4.13	4.04	4.04	4.06	4.08	4.05	4.14	4.05	4.13	4.04	4.05
Std Dev.	0.83	0.81	0.84	0.86	0.80	0.83	0.82	0.82	0.84	0.85	0.82	0.86	0.81	0.77	0.83	0.85	0.82	0.82	0.83	0.77
Std Error	0.02	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.03	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02	0.04	0.02	0.07

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Q16\_3. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Ability to track the delivery

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	136	144	140	133	24	166	
Not at all important (1)	16 1%	14 1%	2 1%	2 3%	12 1%	2 1%	1 1%	-	-	2 1%	1 1%	-	3 1%	-	2 1%	4 1%	-	-	2 1%
Not very important (2)	87 3%	75 3%	12 3%	3 4%	70 3%	11 5%	5 4%	1 1%	6 8%	7 3%	5 2%	11 8%	6 3%	-	15 5%	12 5%	8 3%	3 14%	7 4%
Neither important nor unimportant (3)	447 17%	385 17%	62 17%	11 14%	378 17%	42 20%	13 10%	14 20%	18 18%	50 18%	33 15%	36 19%	42 19%	39 16%	67 20%	58 16%	35 16%	6 24%	37 19%
Important (4)	1187 46%	1002 45%	185 51%	32 42%	1000 46%	91 42%	60 48%	36 51%	52 50%	119 42%	96 45%	91 49%	88 39%	118 49%	148 44%	189 34%	99 45%	7 31%	84 43%
Very important (5)	819 32%	720 32%	99 27%	28 37%	688 32%	69 32%	43 34%	20 27%	27 25%	98 35%	76 36%	49 26%	87 38%	81 34%	101 30%	90 25%	79 36%	7 29%	62 32%
Don't know	24 1%	24 1%	-	-	21 1%	2 1%	2 2%	-	1 1%	6 2%	2 1%	1 1%	2 1%	2 1%	5 2%	-	1 1%	-	1 1%
NET Not at all important/ Not very important	103 4%	89 4%	14 4%	5 7%	82 4%	13 5%	7 5%	1 1%	6 5%	10 5%	6 3%	11 4%	9 4%	-	17 5%	16 4%	8 3%	4 16%	9 5%
NET Important / Very important	2066 78%	1722 78%	284 79%	60 79%	1688 78%	160 74%	102 83%	56 78%	79 75%	217 77%	172 81%	140 75%	175 77%	199 83%	249 74%	279 79%	178 80%	14 60%	146 75%
Mean	4.06	4.07	4.02	4.06	4.06	3.99	4.13	4.04	3.96	4.09	4.14	3.95	4.11	4.18	3.99	3.99	4.14	3.73	4.02
Std Dev.	0.83	0.83	0.80	0.96	0.82	0.90	0.85	0.74	0.83	0.84	0.81	0.83	0.88	0.69	0.86	0.81	0.80	1.09	0.88
Std Error	0.02	0.02	0.03	0.05	0.02	0.04	0.04	0.04	0.07	0.07	0.07	0.07	0.07	0.06	0.07	0.07	0.07	0.11	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

Q16\_3. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Ability to track the delivery

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Not at all important (1)	16	10	-	5	4	1	4	3	4	5	7	3	8	2	3	-	11	3	5	11
	1%	1%	-	1%	*	*	1%	3%del	3%del	*	3%del	*	1%	1%	3%kp	-	1%	3%k	1%	1%
Not very important (2)	87	43	5	24	25	34	10	9	*	59	9	22	31	17	16	2	52	18	28	59
	3%	5%	6%	6%	3%	3%	5%	5%	*	3%	4%	2%	3%	9%kp	14%klmp	4%	2%	12%kbp	3%	3%
Neither important nor unimportant (3)	447	164	18	84	102	170	119	34	16	272	50	127	184	101	24	9	310	33	122	325
	17%	18%	19%	19%	12%	16%del	20%del	20%del	21%	14%	2%	12%	18%k	34%klmp	20%	23%	15%	21%k	15%	19%
Important (4)	1187	453	39	201	379	547	165	65	29	626	94	477	506	134	55	15	983	69	378	808
	46%	48%	41%	46%	43%	53%del	41%	39%	39%	43%k	39%	44%	49%	46%	47%	37%	47%	44%	46%	46%
Very important (5)	819	250	33	118	359	282	97	57	20	641	77	445	301	38	18	11	746	29	296	523
	32%	27%	35%	27%	41%del	27%	24%	34%	27%	34%del	32%	41%klmp	29%klmp	13%	15%	28%	35%klmp	18%	36%k	30%
Don't know	24	4	-	2	6	4	3	*	*	11	5	7	4	2	1	3	11	5	4	20
	1%	*	-	1%	1%	*	1%	*	*	1%	2%k	1%	*	1%	1%	8%	1%	3%kbp	*	1%
NET Not at all important/ Not very important	103	53	5	29	29	35	23	12	4	64	16	24	39	19	20	2	63	21	33	70
	4%	6%	6%	7%	3%	3%	6%	7%	6%	3%	7%	2%	4%	6%kp	17%klmp	4%	3%	14%kbp	4%	4%
NET Important / Very important	2006	702	72	319	738	829	262	121	49	1567	171	922	807	173	73	26	1729	98	675	1331
	79%	76%	73%	73%	51%del	57%del	65%	73%	66%	53%del	77%	43%klmp	32%klmp	59%	62%	65%	43%klmp	63%	51%k	76%
Mean	4.06	3.97	4.04	3.93	4.23klmp	4.07kl	3.83	3.98	3.87	4.2del	3.95	4.2klmp	4.0klmp	3.65	3.68	3.96	4.1klmp	3.67	4.12k	4.03
Std Dev	0.83	0.86	0.88	0.89	0.80	0.76	0.88	0.85	1.04	0.78	0.98	0.76	0.81	0.80	1.00	0.87	0.79	0.98	0.83	0.83
Std Error	0.02	0.03	0.09	0.04	0.03	0.02	0.05	0.08	0.13	0.02	0.06	0.02	0.03	0.05	0.10	0.14	0.02	0.08	0.03	0.02

Proportions/Mean: Column Tested (5% risk level) - ab/c - d/e(f/g/h/i) - kl/mn/o/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_3. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Ability to track the delivery

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Not at all important (1)	16	-	16	-	8	6	2	10	4	2	-	16	-
	1%	-	1%	-	1%	1%	1%	1%	32%h	7%	-	1%	-
Not very important (2)	87	3	82	2	24	56	7	75	8	3	-	86	1
	3%	2%	3%	5%	3%	3%	5%	3%	13%gh	9%	-	3%	8%
Neither important nor unimportant (3)	447	31	410	7	127	286	34	403	29	9	-	441	6
	17%	20%	17%	18%	18%	17%	24%	16%	45%gh	30%	-	17%	43%
Important (4)	1187	59	1109	19	298	833	56	1151	18	12	4	1181	3
	46%	38%	46%	46%	42%	43%h	40%	41%h	27%	39%	66%	41%h	16%
Very important (5)	819	63	747	10	246	537	36	806	5	5	2	816	1
	32%	41%	31%	24%	35%	31%	26%	33%h	8%	15%	34%	32%h	9%
Don't know	24	-	23	1	4	14	5	21	-	-	-	21	3
	1%	-	1%	4%	1%	1%	3%de	1%	-	-	-	1%	23%
NET Not at all important/ Not very important	103	3	98	2	32	62	9	85	13	5	-	102	1
	4%	2%	4%	5%	5%	4%	6%	3%	30%hnt	15%	-	4%	8%
NET Important / Very important	2006	121	1855	29	544	1370	92	1957	23	17	5	1997	4
	79%	78%	78%	74%	72%h	72%h	66%	77%h	38%	55%	100%	72%h	26%
Mean	4.06	4.17	4.05	3.97	4.07	4.07	3.87	4.09h	3.17	3.48	4.34	4.05h	3.35
Std Dev	0.83	0.81	0.83	0.81	0.88	0.80	0.92	0.80	0.99	1.08	0.52	0.83	0.85
Std Error	0.02	0.07	0.02	0.14	0.03	0.02	0.07	0.02	0.14	0.22	0.30	0.02	0.25

Proportions/Means: Column Test (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
\* small base, \*\* very small base (under 30) ineligible for sig testing



Q16\_3. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Ability to track the delivery

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	850	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Not at all important (1)	16	-	-	6	10	-	-	-	-	-	-	-	5	1	5	1	4
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	*	1%	*	1%
Not very important (2)	87	-	-	59	28	-	-	-	-	-	-	-	33	26	9	13	6
	3%	-	-	5% <sup>td</sup>	2%	-	-	-	-	-	-	-	4% <sup>td</sup>	3% <sup>td</sup>	2%	3%	1%
Neither important nor unimportant (3)	447	-	-	222	225	-	-	-	-	-	-	-	149	74	81	55	59
	17%	-	-	17%	17%	-	-	-	-	-	-	-	18%	16%	19%	13%	20% <sup>td</sup>
Important (4)	1187	-	-	601	586	-	-	-	-	-	-	-	366	235	192	205	189
	46%	-	-	47%	45%	-	-	-	-	-	-	-	45%	50%	44%	49%	43%
Very important (5)	819	-	-	387	432	-	-	-	-	-	-	-	260	128	147	138	146
	32%	-	-	30%	33%	-	-	-	-	-	-	-	32%	27%	34%	33%	33%
Don't know	24	-	-	15	9	-	-	-	-	-	-	-	6	9	2	3	4
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	2%	*	1%	1%
NET Not at all important/ Not very important	103	-	-	65	38	-	-	-	-	-	-	-	38	27	14	14	10
	4%	-	-	5% <sup>td</sup>	3%	-	-	-	-	-	-	-	5%	6% <sup>td</sup>	3%	3%	2%
NET Important / Very important	2006	-	-	988	1018	-	-	-	-	-	-	-	626	362	339	343	335
	78%	-	-	77%	79%	-	-	-	-	-	-	-	77%	77%	78%	83%	77%
Mean	4.06	-	-	4.02	4.09	-	-	-	-	-	-	-	4.04	4.00	4.08	4.13	4.08
Std Dev.	0.83	-	-	0.84	0.81	-	-	-	-	-	-	-	0.85	0.83	0.84	0.78	0.82
Std Error	0.02	-	-	0.02	0.02	-	-	-	-	-	-	-	0.03	0.04	0.04	0.04	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Q16\_4. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Ability to choose an express or next day service

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	238	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Not at all important (1)	59	-	59	14	45	38	21	5	4	9	10	13	11	8	9	19	31	18	55	5	62
	2%	-	2%	4%	2%	3%	2%	2%	1%	2%	3%	3%	3%	3%	1%	2%	3%	3%	2%	2%	2%
Not very important (2)	191	-	191	32	159	92	96	15	28	25	24	50	30	19	42	49	99	49	178	13	201
	7%	-	7%	8%	7%	7%	7%	4%	8%	5%	7%	15% <i>id</i>	9% <i>id</i>	7%	6%	6%	9% <i>id</i>	8%	8%	4%	8%
Neither important nor unimportant (3)	663	-	663	67	596	333	327	77	59	108	85	126	114	95	136	193	335	209	609	52	644
	26%	-	26%	17%	27% <i>ic</i>	27%	25%	22%	17%	22%	26% <i>ik</i>	26% <i>ik</i>	30% <i>ghijk</i>	30% <i>ghijk</i>	20%	23%	31% <i>no</i>	36% <i>no</i>	27% <i>rs</i>	17%	25%
Important (4)	1087	-	1087	145	942	510	577	149	158	215	147	204	110	103	307	362	418	213	938	144	1098
	42%	-	42%	37%	43%	47%	44%	44%	45% <i>il</i>	44% <i>il</i>	44%	42%	35%	39%	45% <i>iq</i>	44% <i>iq</i>	39%	37%	42%	47%	43%
Very important (5)	543	-	543	126	417	260	282	86	93	126	63	87	48	36	183	189	172	84	451	88	546
	21%	-	21%	33% <i>id</i>	19%	21%	21%	20% <i>ikim</i>	22% <i>ikim</i>	20% <i>ikim</i>	19%	18%	15%	14%	27% <i>opq</i>	23% <i>opq</i>	16%	15%	20%	21%	21%
Don't know	37	-	37	4	33	24	12	7	5	5	4	8	4	3	12	9	15	7	27	4	29
	1%	-	1%	1%	2%	2%	1%	2%	2%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%
NET Not at all important/ Not very important	250	-	250	46	204	130	117	20	32	34	34	63	41	26	52	68	130	67	232	17	263
	10%	-	10%	12%	9%	10%	9%	6%	9%	7%	10%	13% <i>id</i>	13% <i>id</i>	10%	7%	8%	12% <i>no</i>	12%	10%	8%	10%
NET Important / Very important	1630	-	1630	271	1359	769	859	238	251	341	210	292	158	140	490	551	589	298	1389	232	1644
	63%	-	63%	70% <i>id</i>	62%	61%	65%	70% <i>ikim</i>	72% <i>ikim</i>	70% <i>ikim</i>	63% <i>ik</i>	69% <i>ik</i>	50%	53%	71% <i>opq</i>	67% <i>opq</i>	55%	51%	62%	76% <i>rs</i>	64%
Mean	3.73	-	3.73	3.88 <sup>id</sup>	3.71	3.70	3.77	3.90 <sup>ikim</sup>	3.90 <sup>ikim</sup>	3.85 <sup>ikim</sup>	3.70 <sup>ik</sup>	3.63	3.49	3.54	3.90 <sup>opq</sup>	3.80 <sup>opq</sup>	3.57	3.52	3.70	3.99 <sup>rs</sup>	3.73
Std Dev.	0.96	-	0.96	1.07	0.93	0.98	0.93	0.90	0.93	0.92	0.96	0.98	0.98	0.92	0.91	0.94	0.97	0.95	0.96	0.88	0.96
Std Error	0.02	-	0.02	0.06	0.02	0.03	0.03	0.05	0.05	0.04	0.05	0.04	0.05	0.06	0.04	0.03	0.03	0.04	0.02	0.06	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - n/op/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_4. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Ability to choose an express or next day service

Base : All participants

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Not at all important (1)	59	16	12	18	14	28	32	27	32	10	6	19	17	5	42	10	47	13	46	-
2%	3%	1%	3%	2%	2%	2%	3%	2%	3%	4%	2%	3%	2%	1%	2%	4%	2%	3%	2%	-
Not very important (2)	191	33	62	44	53	94	96	106	84	24	33	56	43	27	131	24	161	34	154	3
7%	7%	7%	8%	7%	7%	7%	8%	7%	8%	8%	10%	8%	6%	7%	8%	8%	7%	6%	8%	2%
Neither important nor unimportant (3)	663	93	217	139	214	310	354	354	301	78	78	168	204	73	451	79	537	121	508	34
26%	20%	26%	25%	26%	23%	23%	26%	23%	24%	24%	24%	24%	28%	18%	26%	28%	25%	23%	26%	26%
Important (4)	1087	202	395	218	271	598	489	686	392	99	136	296	314	195	746	101	948	221	806	60
42%	43%	33%	39%	38%	43%	39%	41%	39%	36%	42%	42%	43%	43%	35%	43%	36%	44%	42%	42%	45%
Very important (5)	543	125	145	127	143	273	270	343	193	63	69	138	138	102	346	65	452	137	380	27
21%	27%	17%	23%	20%	21%	21%	21%	23%	19%	20%	23%	19%	25%	20%	23%	23%	21%	25%	20%	20%
Don't know	37	1	14	6	15	15	22	23	9	4	4	12	7	1	24	4	25	4	25	8
1%	*	2%	1%	2%	1%	1%	2%	1%	1%	1%	2%	1%	-	1%	1%	1%	1%	1%	1%	8%
NET Not at all important/ Not very important	250	46	73	61	66	122	128	133	117	33	38	75	60	32	173	33	206	47	200	3
10%	10%	9%	11%	9%	9%	10%	10%	9%	12%	12%	11%	8%	8%	10%	12%	10%	9%	10%	2%	
NET Important / Very important	1630	327	544	345	414	871	759	1035	585	162	205	434	453	297	1092	165	1400	358	1186	87
63%	70%	64%	62%	58%	68%	60%	67%	67%	58%	58%	63%	63%	63%	74%	63%	59%	65%	67%	62%	66%
Mean	3.73	3.83	3.73	3.72	3.69	3.76	3.70	3.80	3.63	3.67	3.71	3.71	3.72	3.50	3.71	3.67	3.75	3.81	3.70	3.90
Std Dev.	0.96	1.01	0.89	1.01	0.95	0.93	0.98	0.93	0.99	1.04	0.97	0.97	0.92	0.90	0.95	1.04	0.94	0.97	0.96	0.76
Std Error	0.02	0.04	0.03	0.05	0.04	0.02	0.03	0.02	0.03	0.06	0.06	0.04	0.03	0.04	0.02	0.06	0.02	0.04	0.02	0.07

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Q16\_4. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Ability to choose an express or next day service

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	144	140	140	133	24	166
Not at all important (1)	59 2%	52 2%	7 2%	4 5%	50 2%	4 2%	4 3%	1 2%	3 2%	11 4%	7 3%	5 3%	6 3%	2 1%	9 3%	8 2%	- -	* 2%	4 2%
Not very important (2)	191 7%	164 7%	27 7%	5 6%	155 7%	23 11%	7 6%	5 7%	6 6%	20 7%	21 10%	22 12%	10 4%	11 5%	13 4%	26 7%	28 12%	4 19%	10 10%
Neither important nor unimportant (3)	663 26%	582 26%	81 23%	14 19%	559 26%	57 26%	30 25%	16 23%	36 3%	63 22%	41 19%	49 26%	50 22%	62 26%	95 28%	103 29%	61 28%	7 32%	49 26%
Important (4)	1087 42%	914 41%	172 48%	34 45%	910 42%	90 42%	54 44%	32 45%	39 38%	126 44%	95 45%	77 41%	109 48%	103 43%	124 37%	141 40%	96 43%	9 38%	82 42%
Very important (5)	543 21%	474 21%	69 19%	18 24%	462 21%	38 18%	27 22%	16 23%	19 18%	57 20%	47 22%	34 18%	48 21%	61 26%	91 27%	67 19%	38 17%	2 9%	36 19%
Don't know	37 1%	33 1%	4 1%	* -	31 1%	4 2%	1 1%	1 9%	1 9%	6 11%	1 1%	1 1%	5 7%	2 5%	8 21%	8 9%	- 12%	- 21%	4 23%
NET Not at all important/ Not very important	250 10%	216 10%	34 9%	9 12%	205 9%	28 13%	11 9%	6 9%	9 9%	30 11%	28 13%	27 14%	16 7%	13 9%	21 6%	33 9%	26 12%	5 21%	23 13%
NET Important / Very important	1630 63%	1388 63%	242 67%	53 69%	1373 63%	128 59%	81 66%	48 67%	58 56%	183 65%	142 67%	111 59%	157 69%	164 62%	215 64%	208 59%	134 61%	11 47%	118 61%
Mean	3.73	3.73	3.76	3.77	3.74	3.63	3.77	3.80	3.62	3.72	3.73	3.61	3.81	3.82	3.83	3.68	3.66	3.33	3.67
Std Dev.	0.96	0.96	0.92	1.06	0.95	0.97	0.96	0.93	0.95	1.00	1.02	1.00	0.92	0.87	0.96	0.94	0.90	0.98	0.97
Std Error	0.02	0.02	0.03	0.05	0.03	0.04	0.05	0.05	0.08	0.08	0.09	0.08	0.08	0.07	0.08	0.08	0.08	0.10	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

Q16\_4. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Ability to choose an express or next day service

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117**	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Not at all important (1)	59	33	7	20	16	19	11	7	7	34	14	20	27	5	2	47	7	16	43	
	2%	4%	7%	5%	2%	2%	3%	4%	3%ab	2%	3%cd	2%	3%	2%	4%	5%	2%	4%	2%	
Not very important (2)	191	126	16	66	67	71	33	13	6	138	20	90	62	19	18	1	152	20	47	
	7%	14%	17%	15%	8%	7%	8%	9%	7%	8%	8%	8%	6%	6%	16%lmn	3%	7%	13%l	6%	
Neither important nor unimportant (3)	663	271	28	149	186	266	147	43	13	452	56	213	279	126	31	11	492	41	160	
	26%	29%	29%	34%	21%	26%	36%defhi	26%	18%	24%	23%	20%	27%k	43%klmpq	26%	27%	23%	26%	19%	
Important (4)	1087	355	25	140	368	472	159	65	23	839	88	459	454	105	48	15	913	63	352	
	42%	38%	27%	32%	42%	45%	39%	39%	31%	44%	36%	43%	44%	36%	41%	37%	43%	40%	42%	
Very important (5)	543	123	20	56	231	198	54	38	18	429	56	289	199	34	14	6	489	19	253	
	21%	13%	20%	13%	26%ef	19%ef	13%	23%ef	24%	22%ef	23%ef	27%lmnq	19%lm	12%	12%	15%	23%lmnq	12%	30%sa	
Don't know	37	16	-	4	7	13	3	1	7	20	7	8	11	6	1	5	19	6	5	
	1%	2%	-	1%	1%	1%	1%	1%	1%	3%defg	1%	1%	1%	2%	1%	12%	1%	6%klpq	1%	
NET Not at all important/ Not very important	250	158	23	85	83	90	44	21	13	173	34	111	89	24	23	3	200	20	64	
	10%	17%	24%	20%	9%	9%	11%	12%	17%	9%	14%	10%	9%	8%	20%klmp	8%	9%	17%lmq	8%	
NET Important / Very important	1630	478	45	196	599	670	212	103	41	1269	144	748	654	139	62	21	1402	83	605	
	63%	52%	47%	45%	43%ef	44%ef	52%	62%	55%	43%ef	60%	43%lmnq	37%lm	47%	53%	52%	42%lmnq	53%	31%sa	
Mean	3.73	3.45	3.36	3.34	3.84	3.74	3.52	3.68	3.58	3.73	3.65	3.58	3.72	3.50	3.41	3.61	3.78	3.46	3.63	
Std Dev	0.96	1.01	1.20	1.03	0.96	0.91	0.92	1.05	1.25	0.94	1.11	0.98	0.93	0.85	1.02	1.02	0.96	1.02	0.95	
Std Error	0.02	0.03	0.12	0.05	0.03	0.03	0.05	0.08	0.15	0.02	0.07	0.03	0.03	0.05	0.10	0.17	0.02	0.09	0.03	

Proportions/Mean: Column Test (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_4. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Ability to choose an express or next day service

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Not at all important (1)	59	-	59	-	19	38	3	55	2	2	-	59	-
	2%	-	2%	-	3%	2%	2%	2%	3%	8%	-	2%	-
Not very important (2)	191	16	173	2	56	126	8	180	6	4	-	190	*
	7%	10%	7%	5%	8%	7%	6%	7%	9%	14%	-	7%	1%
Neither important nor unimportant (3)	663	25	628	11	145	477	41	622	22	11	-	656	7
	26%	16%	26% <sup>ca</sup>	27%	21%	28% <sup>cd</sup>	29%	25%	35%	37%	-	26%	50%
Important (4)	1087	60	1005	16	325	721	43	1042	31	6	4	1078	4
	42%	42%	42%	40%	45% <sup>cd</sup>	42%	31%	42%	48%	21%	65%	42%	26%
Very important (5)	543	49	487	8	157	348	38	534	4	4	2	542	-
	21%	31% <sup>b</sup>	20%	20%	22%	20%	27%	22% <sup>ah</sup>	6%	14%	35%	21% <sup>ah</sup>	-
Don't know	37	-	34	3	8	22	7	32	-	2	-	34	3
	1%	-	1%	8%	1%	1%	5% <sup>de</sup>	1%	-	7%	-	1%	23%
NET Not at all important/ Not very important	250	16	232	2	75	164	11	235	8	7	-	250	*
	10%	10%	10%	5%	11%	9%	8%	10%	12%	22%	-	10%	1%
NET Important / Very important	1630	114	1492	24	478	1069	82	1576	34	11	5	1621	4
	63%	31% <sup>ab</sup>	63%	60%	45% <sup>ca</sup>	62%	58%	64%	53%	35%	100%	63%	26%
Mean	3.73	3.42 <sup>b</sup>	3.72	3.81	3.77	3.71	3.80	3.75	3.44	3.20	4.35	3.73	3.33
Std Dev	0.96	0.94	0.96	0.85	0.97	0.94	0.99	0.95	0.85	1.14	0.53	0.96	0.52
Std Error	0.02	0.08	0.02	0.15	0.04	0.02	0.08	0.02	0.12	0.23	0.30	0.02	0.15

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_4. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Ability to choose an express or next day service

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Not at all important (1)	59	-	-	33	27	-	-	-	-	-	-	-	24	8	6	3	18
	2%	-	-	3%	2%	-	-	-	-	-	-	-	3% <b>d</b>	2%	1%	1%	4% <b>d</b>
Not very important (2)	191	-	-	101	89	-	-	-	-	-	-	-	63	38	24	28	37
	7%	-	-	8%	7%	-	-	-	-	-	-	-	8%	8%	6%	7%	9%
Neither important nor unimportant (3)	663	-	-	353	310	-	-	-	-	-	-	-	217	136	111	86	112
	26%	-	-	27%	24%	-	-	-	-	-	-	-	27%	29% <b>d</b>	25%	21%	26%
Important (4)	1087	-	-	520	566	-	-	-	-	-	-	-	335	185	191	185	191
	42%	-	-	40%	44%	-	-	-	-	-	-	-	41%	39%	44%	44%	44%
Very important (5)	543	-	-	259	285	-	-	-	-	-	-	-	166	92	102	108	75
	21%	-	-	20%	22%	-	-	-	-	-	-	-	20%	20%	23%	23% <b>d</b>	17%
Don't know	37	-	-	24	13	-	-	-	-	-	-	-	12	12	3	6	5
	1%	-	-	2%	1%	-	-	-	-	-	-	-	1%	3%	1%	1%	1%
NET Not at all important/ Not very important	250	-	-	134	116	-	-	-	-	-	-	-	88	46	30	31	55
	10%	-	-	10%	9%	-	-	-	-	-	-	-	11%	10%	7%	7%	13% <b>n</b>
NET Important / Very important	1630	-	-	779	851	-	-	-	-	-	-	-	501	278	293	293	266
	63%	-	-	60%	66% <b>c</b>	-	-	-	-	-	-	-	61%	59%	67%	70% <b>lmm</b>	61%
Mean	3.73	-	-	3.69	3.78	-	-	-	-	-	-	-	3.69	3.69	3.82 <b>p</b>	3.89 <b>mp</b>	3.62
Std Dev.	0.96	-	-	0.97	0.94	-	-	-	-	-	-	-	0.98	0.94	0.90	0.89	1.00
Std Error	0.02	-	-	0.03	0.03	-	-	-	-	-	-	-	0.03	0.05	0.04	0.04	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q16\_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Ability to select a specific date/time for delivery

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	238	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Not at all important (1)	72	-	72	9	63	44	28	5	4	5	17	21	11	9	8	22	41	20	71	-	80
3%	-	-	3%	2%	3%	3%	2%	1%	1%	1%	5% <i>gh</i>	4% <i>lm</i>	3%	4%	1%	3%	4% <i>ln</i>	3% <i>ln</i>	3%	-	3%
Not very important (2)	202	-	202	48	154	109	92	21	25	32	31	49	23	22	46	63	93	44	184	18	218
8%	-	-	8%	15% <i>cd</i>	7%	9%	7%	6%	7%	6%	9%	10%	7%	6%	7%	6%	9%	6%	6%	6%	6%
Neither important nor unimportant (3)	689	-	689	73	616	343	345	65	63	111	79	144	118	110	128	189	372	228	635	52	712
27%	-	-	27%	19%	28% <i>c</i>	27%	26%	19%	18%	23%	24%	29% <i>ah</i>	37% <i>ghl</i>	42% <i>ghlm</i>	19%	23%	35% <i>no</i>	39% <i>no</i>	28% <i>s</i>	17%	28%
Important (4)	1091	-	1091	161	930	512	574	162	174	224	134	193	116	88	337	358	397	204	942	141	1064
42%	-	-	42%	42%	42%	47% <i>lm</i>	44%	47% <i>lm</i>	50% <i>klm</i>	46% <i>lm</i>	40%	40%	37%	33%	49% <i>opq</i>	44% <i>opq</i>	37%	35%	42%	46%	41%
Very important (5)	499	-	499	94	405	228	271	83	77	116	69	77	45	33	160	185	154	77	404	92	479
16%	-	-	16%	24% <i>cd</i>	18%	18%	21%	23% <i>klm</i>	22% <i>klm</i>	25% <i>klm</i>	21%	16%	14%	12%	63% <i>opq</i>	62% <i>opq</i>	54%	19%	38%	63% <i>s</i>	35%
Don't know	26	-	26	2	24	21	6	6	4	1	4	5	6	2	10	4	12	7	21	1	27
1%	-	-	1%	1%	1%	2% <i>f</i>	*	2%	1%	*	1%	1%	2% <i>l</i>	1%	1%	1%	1%	1%	1%	1%	1%
NET Not at all important/ Not very important	274	-	274	57	217	153	121	26	29	37	48	70	34	31	54	85	135	65	255	18	298
11%	-	-	11%	15% <i>cd</i>	10%	12%	9%	8%	8%	8%	14% <i>cdj</i>	14% <i>cdj</i>	11%	12%	8%	10%	12% <i>ln</i>	11%	11% <i>s</i>	8%	12%
NET Important / Very important	1590	-	1590	255	1335	740	844	245	251	340	202	270	161	120	497	543	551	281	1346	233	1543
62%	-	-	62%	66%	61%	59%	64% <i>se</i>	72% <i>klm</i>	72% <i>klm</i>	70% <i>klm</i>	61% <i>lm</i>	55%	51%	46%	72% <i>opq</i>	68% <i>opq</i>	52%	48%	60%	77% <i>s</i>	60%
Mean	3.68	-	3.68	3.73	3.67	3.62	3.74e	3.89% <i>klm</i>	3.89% <i>klm</i>	3.89% <i>klm</i>	3.63	3.53	3.52	3.43	3.87% <i>pq</i>	3.76% <i>pq</i>	3.50	3.48	3.64	4.01% <i>r</i>	3.64
Std Dev.	0.97	-	0.97	1.04	0.95	1.00	0.94	0.90	0.88	0.89	1.07	1.02	0.94	0.94	0.89	0.98	0.98	0.94	0.97	0.84	0.98
Std Error	0.02	-	0.02	0.05	0.02	0.03	0.03	0.05	0.05	0.04	0.06	0.05	0.05	0.06	0.03	0.03	0.03	0.04	0.02	0.06	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Q16\_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Ability to select a specific date/time for delivery

Base : All participants

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Not at all important (1)	72	11	18	22	21	29	43	37	34	11	13	22	13	10	48	11	58	15	56	1
Not very important (2)	202	35	67	38	41	123	79	110	91	24	11	59	58	33	128	24	169	37	155	10
Neither important nor unimportant (3)	689	98	246	140	205	344	346	354	329	67	89	184	213	81	486	67	581	134	535	21
Important (4)	1091	222	352	219	298	574	517	719	363	102	134	302	305	195	741	104	946	215	806	70
Very important (5)	499	103	132	128	135	236	263	311	185	70	77	111	130	80	318	72	399	126	347	26
Don't know	26	*	12	6	9	12	15	12	9	4	2	11	4	-	18	4	18	4	18	4
NET Not at all important/Not very important	274	46	106	60	62	152	122	148	126	35	24	81	71	47	176	35	227	51	212	11
NET Important / Very important	1590	325	485	347	434	810	781	1030	548	172	210	413	435	274	1059	176	1344	340	1154	96
Mean	3.68	3.70	3.59	3.72	3.69	3.66	3.70	3.70	3.57	3.72	3.77	3.62	3.67	3.74	3.67	3.73	3.68	3.76	3.65	3.66
Std Dev.	0.97	0.95	0.95	1.02	0.95	0.95	0.98	0.94	1.00	1.07	0.98	0.97	0.92	0.96	0.95	1.06	0.95	0.98	0.97	0.85
Std Error	0.02	0.04	0.03	0.05	0.04	0.03	0.03	0.02	0.03	0.07	0.06	0.04	0.03	0.04	0.02	0.06	0.02	0.04	0.02	0.08

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Q16\_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Ability to select a specific date/time for delivery

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	144	140	133	24	166	
Not at all important (1)	72 3%	65 3%	7 2%	3 4%	61 3%	5 2%	5 4%	2 2%	3 3%	9 3%	7 3%	12 3%	5 2%	7 3%	4 1%	10 3%	5 2%	1 5%	4 2%
Not very important (2)	202 8%	176 8%	25 7%	9 11%	162 7%	22 10%	8 7%	9 12**	8 8%	11 4%	17 8%	9 5%	8 4%	17 7%	35 10**	33 11**	19 8%	5 23%	17 9%
Neither important nor unimportant (3)	689 27%	589 27%	100 28%	18 24%	572 26%	64 29%	35 28%	19 26%	28 27%	84 30%	49 23%	48 26%	66 29%	55 23%	83 25%	99 28%	59 26%	4 17%	60 31%
Important (4)	1091 42%	927 42%	165 46%	31 41%	922 43%	90 42%	50 40%	29 41%	43 41%	117 41%	89 42%	85 45%	112 49%	106 44%	139 41%	138 39%	92 42%	10 44%	80 41%
Very important (5)	499 19%	437 20%	62 17%	14 19%	429 20%	34 16%	24 20%	12 17%	21 20%	55 20%	50 23%	32 17%	35 15%	52 21%	72 21%	65 19%	47 21%	3 11%	31 16%
Don't know	26 1%	25 1%	2 1%	*	23 1%	1 1%	1 1%	1 1%	1 1%	6 2%	1 1%	2 1%	2 1%	3 1%	5 2%	2 1%	-	-	1 1%
NET Not at all important/ Not very important	274 11%	242 11%	32 9%	12 16%	223 10%	27 13%	13 10%	10 15%	11 11%	20 7%	24 11%	21 11%	13 6%	24 10%	39 12%	48 13**	23 10%	6 28%	21 11%
NET Important / Very important	1590 62%	1364 61%	227 63%	45 60%	1350 62%	124 57%	74 60%	41 58%	64 61%	173 61%	139 65%	116 62%	147 65%	157 66%	211 62%	204 58%	140 63%	13 55%	111 58%
Mean	3.68	3.68	3.70	3.59	3.70	3.59	3.67	3.59	3.68	3.72	3.75	3.62	3.73	3.75	3.72	3.60	3.72	3.34	3.62
Std Dev.	0.97	0.98	0.90	1.05	0.97	0.95	1.00	0.99	0.98	0.94	1.01	1.03	0.84	0.97	0.96	1.00	0.96	1.12	0.93
Std Error	0.02	0.02	0.03	0.05	0.03	0.04	0.05	0.05	0.08	0.08	0.08	0.09	0.07	0.08	0.08	0.08	0.08	0.12	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

Q16\_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Ability to select a specific date/time for delivery

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Not at all important (1)	72	45	5	24	29	19	9	8	6	48	14	35	16	9	3	51	12	17	55	
	3%	5%	5%	6%	3%	2%	2%	5%	3%	3%	3%	3%	2%	3%	7%	9%	2%	2%	3%	
Not very important (2)	202	109	14	50	71	68	39	16	7	139	23	87	73	20	15	5	159	20	62	140
	8%	12%	14%	11%	8%	7%	10%	10%	9%	7%	10%	8%	7%	7%	13%	12%	8%	8%	7%	8%
Neither important nor unimportant (3)	689	309	32	173	222	262	136	46	14	484	60	244	271	125	37	7	516	44	144	545
	27%	34%	34%	40%	25%	25%	33% <sup>ab</sup>	28%	18%	25%	25%	23%	26%	42% <sup>klmnp</sup>	32%	18%	24%	28%	17%	31% <sup>qr</sup>
Important (4)	1091	333	24	127	331	522	158	61	19	853	80	427	501	110	37	14	928	51	373	718
	42%	38%	23%	29%	38%	43% <sup>dghi</sup>	39%	38%	25%	43% <sup>lmn</sup>	33%	40%	43% <sup>klmnp</sup>	37%	32%	35%	41% <sup>opq</sup>	32%	46%	41%
Very important (5)	499	121	20	58	216	163	62	34	22	378	56	282	166	27	16	7	447	23	233	266
	19%	13%	21%	13%	25% <sup>ef</sup>	16%	15%	21%	29% <sup>ef</sup>	20% <sup>gh</sup>	23% <sup>h</sup>	26% <sup>klmpq</sup>	19% <sup>lm</sup>	9%	14%	18%	21% <sup>lm</sup>	15%	29% <sup>rs</sup>	15%
Don't know	26	6	2	2	6	5	3	1	7	11	7	5	6	4	3	11	6	4	23	
	1%	1%	*	1%	1%	*	1%	*	1% <sup>de</sup>	1%	1% <sup>de</sup>	*	1%	2%	8%	1%	6% <sup>klmp</sup>	*	1%	
NET Not at all important/ Not very important	274	153	19	74	100	88	48	25	13	188	33	121	89	29	24	8	210	32	79	195
	11%	17%	20%	17%	11%	8%	12%	15% <sup>ef</sup>	15% <sup>ef</sup>	15% <sup>ef</sup>	15% <sup>ef</sup>	11%	9%	10%	21%	10%	21% <sup>klmp</sup>	9%	11%	
NET Important / Very important	1590	454	44	185	547	685	220	95	41	1231	136	708	667	137	54	21	1376	74	606	984
	62%	49%	46%	43%	42% <sup>ef</sup>	42% <sup>ef</sup>	54%	57%	55%	44% <sup>ef</sup>	56%	45% <sup>klmnpq</sup>	43% <sup>klmnp</sup>	46%	46%	32%	43% <sup>klmnpq</sup>	47%	32% <sup>rs</sup>	36%
Mean	3.68	3.41	3.42	3.33	3.72	3.72	3.56	3.58	3.64	3.72	3.60	3.34	3.74	3.43	3.33	3.44	3.74	3.36	3.58	
Std Dev	0.97	1.02	1.13	1.03	1.03	0.87	0.94	1.08	1.29	0.95	1.14	1.03	0.88	0.87	1.11	1.23	0.96	1.14	0.96	
Std Error	0.02	0.03	0.11	0.05	0.03	0.03	0.05	0.08	0.16	0.02	0.08	0.03	0.03	0.05	0.11	0.20	0.02	0.10	0.04	

Proportions/Mean: Column Test (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Ability to select a specific date/time for delivery

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Not at all important (1)	72	-	72	-	20	52	-	67	3	-	2	70	-
	3%	-	3%	-	3%	3%	-	3%	4%	-	3%	3%	-
Not very important (2)	202	9	191	2	52	139	11	185	15	2	-	202	-
	8%	6%	8%	5%	7%	8%	8%	8%	23% <b>0%</b>	6%	-	8%	1%
Neither important nor unimportant (3)	689	38	641	10	180	465	44	655	10	18	-	683	6
	27%	24%	27%	26%	25%	27%	31%	27%	16%	57%	-	27%	43%
Important (4)	1091	67	1004	21	290	756	45	1052	29	5	4	1083	5
	42%	43%	42%	54%	41%	41%	32%	43%	41%	16%	65%	42%	33%
Very important (5)	499	42	453	5	156	308	34	484	10	4	-	499	-
	19%	27%	19%	12%	22%	18%	24%	20%	16%	14%	-	19%	-
Don't know	26	-	25	1	9	13	5	21	-	2	-	23	3
	1%	-	1%	4%	1%	1%	4%	1%	-	7%	-	1%	23%
NET Not at all important/ Not very important	274	9	263	2	72	191	11	252	18	2	2	272	-
	11%	6%	11%	5%	10%	11%	8%	10%	27% <b>0%</b>	6%	35%	11%	1%
NET Important / Very important	1590	108	1456	26	447	1064	80	1536	36	9	4	1582	5
	62%	70%	61%	65%	63%	61%	57%	62%	57%	30%	65%	62%	33%
Mean	3.68	3.31 <b>0</b>	3.67	3.75	3.73	3.66	3.76	3.70	3.41	3.42	2.96	3.69	3.43
Std Dev	0.97	0.95	0.97	0.74	0.98	0.96	0.93	0.96	1.14	0.83	1.58	0.97	0.54
Std Error	0.02	0.07	0.02	0.13	0.04	0.02	0.08	0.02	0.16	0.17	0.91	0.02	0.16

Proportions/Mean: Column Test (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_5. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Ability to select a specific date/time for delivery

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Not at all important (1)	72	-	-	38	34	-	-	-	-	-	-	-	22	16	7	11	16
	3%	-	-	3%	3%	-	-	-	-	-	-	-	3%	3%	2%	3%	4%
Not very important (2)	202	-	-	101	101	-	-	-	-	-	-	-	68	33	35	36	29
	8%	-	-	8%	8%	-	-	-	-	-	-	-	8%	7%	8%	9%	7%
Neither important nor unimportant (3)	689	-	-	345	345	-	-	-	-	-	-	-	208	136	113	94	138
	27%	-	-	27%	27%	-	-	-	-	-	-	-	25%	29%	26%	23%	31%
Important (4)	1091	-	-	547	544	-	-	-	-	-	-	-	352	195	187	182	176
	42%	-	-	42%	42%	-	-	-	-	-	-	-	43%	41%	43%	44%	40%
Very important (5)	499	-	-	241	258	-	-	-	-	-	-	-	160	81	92	90	76
	19%	-	-	19%	20%	-	-	-	-	-	-	-	20%	17%	21%	22%	17%
Don't know	26	-	-	15	8	-	-	-	-	-	-	-	8	10	3	3	2
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	2%	1%	1%	1%
NET Not at all important/ Not very important	274	-	-	139	135	-	-	-	-	-	-	-	89	50	43	47	45
	11%	-	-	11%	10%	-	-	-	-	-	-	-	11%	11%	10%	11%	10%
NET Important / Very important	1590	-	-	788	802	-	-	-	-	-	-	-	512	276	279	272	252
	62%	-	-	61%	62%	-	-	-	-	-	-	-	63%	58%	64%	65%	58%
Mean	3.68	-	-	3.67	3.70	-	-	-	-	-	-	-	3.69	3.63	3.74	3.74	3.61
Std Dev.	0.97	-	-	0.97	0.97	-	-	-	-	-	-	-	0.97	0.97	0.94	0.98	0.97
Std Error	0.02	-	-	0.03	0.03	-	-	-	-	-	-	-	0.03	0.05	0.05	0.05	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Q16\_6. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Fast delivery

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	238	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Not at all important (1)	24	-	24	4	19	17	7	6	2	7	-	3	2	3	8	7	8	5	23	1	23
	1%	-	1%	1%	1%	1%	1%	2%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Not very important (2)	80	-	80	10	69	45	35	5	22	3	8	20	13	7	28	12	40	20	71	8	81
	3%	-	3%	3%	3%	4%	3%	2%	8%	1%	2%	5%	3%	3%	4%	1%	4%	3%	3%	3%	3%
Neither important nor unimportant (3)	476	-	476	62	414	265	210	60	51	82	66	84	67	65	111	148	217	132	428	46	437
	18%	-	18%	16%	19%	21%	16%	18%	15%	17%	20%	17%	21%	25%	16%	18%	20%	23%	19%	15%	17%
Important (4)	1228	-	1228	170	1059	571	657	154	156	221	160	255	149	135	309	381	538	283	1090	134	1239
	48%	-	48%	44%	48%	45%	50%	45%	45%	45%	48%	52%	47%	51%	45%	46%	50%	49%	48%	44%	48%
Very important (5)	746	-	746	141	605	339	401	111	113	171	94	123	82	52	224	265	257	134	623	114	776
	29%	-	29%	33%	28%	27%	31%	33%	33%	33%	28%	29%	26%	20%	33%	32%	24%	28%	28%	33%	30%
Don't know	26	-	26	-	26	20	6	6	3	4	4	3	5	2	9	7	10	6	21	1	24
	1%	-	1%	-	1%	2%	*	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Not at all important/ Not very important	103	-	103	15	89	62	42	12	25	11	8	23	15	10	36	19	48	25	94	9	104
	4%	-	4%	4%	4%	5%	3%	3%	7%	2%	2%	5%	4%	4%	5%	2%	5%	4%	4%	3%	4%
NET Important / Very important	1974	-	1974	311	1664	910	1058	264	269	392	254	377	231	186	533	646	795	417	1714	248	2015
	77%	-	77%	80%	76%	72%	80%	77%	77%	77%	77%	77%	73%	71%	77%	78%	74%	72%	76%	81%	78%
Mean	4.02	-	4.02	4.12d	4.00	3.95	4.05e	4.05im	4.03	4.12kim	4.03im	3.98	3.95	3.86	4.05pp	4.09pp	3.94	3.91	3.99	4.16r	4.04
Std Dev.	0.83	-	0.83	0.85	0.82	0.87	0.78	0.86	0.89	0.82	0.77	0.81	0.84	0.80	0.87	0.80	0.82	0.82	0.83	0.80	0.83
Std Error	0.02	-	0.02	0.04	0.02	0.03	0.02	0.05	0.05	0.04	0.04	0.04	0.04	0.05	0.03	0.03	0.02	0.03	0.02	0.06	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_6. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Fast delivery

Base : All participants

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Not at all important (1)	24	4	13	4	3	17	7	8	16	2	7	9	4	3	19	2	22	4	20	-
1%	1%	1%	1%	1%	*	1%	1%	*	2% <u>u</u>	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	-
Not very important (2)	80	12	23	30	15	36	44	48	32	9	4	28	21	14	54	9	66	8	70	2
3%	3%	3%	3%	3%	3%	3%	4%	3%	3%	3%	1%	4%	3%	4%	3%	3%	3%	2%	4%	2%
Neither important nor unimportant (3)	476	83	137	102	154	220	256	273	196	57	65	132	115	69	311	58	389	87	369	21
18%	18%	16%	16%	18%	17%	17%	20%	18%	19%	20%	20%	19%	16%	17%	18%	21%	18%	16%	19%	16%
Important (4)	1228	236	443	234	315	679	549	758	462	105	153	316	380	202	848	106	1066	238	927	63
48%	50%	43% <u>u</u>	42%	44%	43% <u>u</u>	43%	43%	49%	46%	38%	47%	45%	43% <u>u</u>	43% <u>u</u>	38%	42% <u>u</u>	45%	45%	48%	46%
Very important (5)	746	134	223	180	209	357	389	444	296	100	96	200	197	115	492	102	611	188	517	41
29%	28%	26%	33%	29%	27%	29%	31%	29%	29%	38% <u>u</u>	29%	20%	27%	28%	28%	38% <u>u</u>	35% <u>u</u>	35% <u>u</u>	27%	31%
Don't know	26	*	9	4	14	9	17	14	8	5	1	6	7	-	15	5	15	6	16	4
1%	*	1%	1%	2% <u>u</u>	1%	1%	1%	1%	1%	2% <u>u</u>	*	1%	1%	-	1%	2%	1%	1%	1%	3% <u>u</u>
NET Not at all important/ Not very important	103	16	36	33	18	52	51	55	46	10	11	37	25	17	73	10	90	12	89	2
4%	3%	4%	3% <u>u</u>	3%	4%	4%	4%	4%	5%	4%	3%	5%	3%	4%	4%	4%	4%	2%	5%	2%
NET Important / Very important	1974	370	667	414	524	1036	938	1202	760	205	248	515	577	317	1341	208	1676	425	1444	104
77%	79%	79%	75%	74%	79% <u>u</u>	74%	74%	78%	75%	74%	76%	75%	80%	79%	77%	74%	77%	80%	75%	79%
Mean	4.02	4.03	4.00	4.01	4.02	4.01	4.02	4.03	3.99	4.08	4.01	3.98	4.04	4.02	4.01	4.08	4.01	4.14*	3.97	4.13
Std Dev.	0.83	0.80	0.82	0.89	0.81	0.82	0.84	0.80	0.87	0.87	0.86	0.87	0.77	0.81	0.83	0.87	0.83	0.80	0.84	0.74
Std Error	0.02	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.03	0.05	0.05	0.03	0.03	0.04	0.02	0.05	0.02	0.03	0.02	0.07

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Q16\_6. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Fast delivery

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	144	140	133	24	166	
Not at all important (1)	24	22	2	2	19	2	2	1	1	6	2	3	2	2	-	6	-	-	2
	1%	1%	1%	2%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	-	2%	-	-	1%
Not very important (2)	80	72	8	2	63	13	3	1	3	-	3	6	7	4	16	15	10	3	11
	3%	3%	2%	3%	3%	3%	2%	1%	3%	-	3%	3%	3%	2%	5%	4%	4%	12%	5%
Neither important nor unimportant (3)	476	406	70	14	407	39	19	11	24	32	35	38	51	48	60	79	40	2	38
	18%	18%	20%	19%	19%	18%	15%	16%	23%	11%	16%	20%	22%	20%	18%	22%	18%	7%	20%
Important (4)	1228	1038	191	40	1027	109	57	36	49	149	102	85	106	106	151	167	112	13	96
	48%	47%	53%	52%	47%	50%	46%	50%	46%	53%	48%	45%	46%	44%	45%	47%	50%	54%	50%
Very important (5)	746	656	90	18	630	52	41	23	27	90	70	58	61	79	106	83	57	6	46
	29%	30%	25%	23%	29%	24%	33%	32%	26%	32%	33%	30%	27%	33%	31%	24%	26%	27%	24%
Don't know	26	25	1	-	23	1	2	-	1	6	1	-	2	2	5	3	3	-	1
	1%	1%	-	-	1%	1%	1%	-	1%	2%	1%	-	1%	1%	2%	1%	1%	-	1%
NET Not at all important/ Not very important	103	94	10	4	82	15	5	1	3	6	4	9	8	5	16	20	10	3	12
	4%	4%	3%	5%	4%	3%	4%	2%	3%	2%	2%	5%	4%	2%	5%	6%	4%	12%	6%
NET Important / Very important	1974	1694	280	57	1657	161	98	58	76	239	172	141	167	185	257	169	19	142	
	77%	76%	78%	75%	76%	74%	79%	82%	72%	85%	81%	75%	73%	77%	76%	71%	76%	81%	73%
Mean	4.02	4.02	3.99	3.91	4.02	3.91	4.08	4.11	3.96	4.15	4.12	3.99	3.97	4.08	4.04	3.88	3.99	3.96	3.91
Std Dev.	0.83	0.84	0.76	0.87	0.83	0.86	0.86	0.77	0.81	0.78	0.78	0.87	0.82	0.81	0.83	0.87	0.79	0.92	0.85
Std Error	0.02	0.02	0.02	0.04	0.02	0.04	0.04	0.04	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.07	0.10	0.04	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing



Q16\_6. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Fast delivery

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117**	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Not at all important (1)	24	8	2	8	5	4	4	7	3	10	10	4	11	4	5	-	15	5	8	16
	1%	1%	2%	2%	1%	*	1%	4%del	3%del	*	8%del	*	1%	1%	4%del	-	1%	3%del	1%	1%
Not very important (2)	80	48	6	22	19	33	15	8	8	52	13	29	37	9	4	1	66	5	30	50
	3%	5%	7%	5%	2%	3%	4%	3%	11%del	6%del	3%	3%	4%	3%	4%	2%	3%	3%	4%	3%
Neither important nor unimportant (3)	476	227	28	111	111	194	126	28	10	306	39	132	186	112	39	7	319	46	124	352
	18%	25%	29%	26%	13%	19%del	31%del	17%	14%	16%	16%	12%	18%del	38%del	33%del	18%	15%	29%del	15%	20%del
Important (4)	1228	441	33	201	407	545	170	77	26	955	103	487	542	133	45	19	1030	63	372	856
	48%	53%del	34%	46%	47%	53%del	42%	46%	36%	50%del	43%	45%	52%del	45%	38%	47%	49%	40%	46%	49%
Very important (5)	746	194	27	90	326	257	88	50	21	583	71	421	252	35	23	10	673	33	295	451
	29%	21%	28%	21%	37%del	25%	22%	30%	28%	30%del	29%	39%del	24%del	12%	20%	25%	32%del	21%	35%del	26%
Don't know	26	5	-	3	6	3	3	-	5	0	5	7	4	2	1	3	11	5	4	22
	1%	1%	-	1%	1%	*	1%	-	1%	*	2%del	1%	*	1%	1%	8%	1%	3%del	*	1%
NET Not at all important/ Not very important	103	57	8	30	24	37	19	12	11	61	23	33	48	13	9	1	81	10	38	66
	4%	6%	8%	7%	3%	4%	5%	7%del	10%del	3%	10%del	3%	5%	4%	8%	2%	4%	4%	5%	4%
NET Important / Very important	1974	635	60	290	733	805	258	127	47	1538	174	908	794	168	68	28	1702	96	667	1307
	77%	69%	63%	67%	61%del	62%del	64%	64%	64%	62%del	72%	64%del	62%del	67%	58%	72%	61%del	61%	62%del	75%
Mean	4.02	3.83	3.81	3.79	4.11del	3.87del	3.80	3.95	3.78	4.04del	3.90	4.01del	3.86del	3.64	3.67	4.03	4.03del	3.75	4.11del	3.97
Std Dev	0.83	0.85	0.98	0.89	0.78	0.77	0.86	0.98	1.15	0.78	1.03	0.78	0.82	0.79	0.98	0.76	0.81	0.94	0.85	0.81
Std Error	0.02	0.03	0.10	0.04	0.03	0.02	0.05	0.08	0.14	0.02	0.07	0.02	0.03	0.05	0.10	0.12	0.02	0.08	0.03	0.02

Proportions/Mean: Column Test (5% risk level) - ab/c - d/e(f/g/h/i) - k/l(m/n/o/p/q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_6. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Fast delivery

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Not at all important (1)	24	-	23	-	10	14	-	19	3	2	-	24	-
	1%	-	1%	-	1%	1%	-	1%	3.0%	5%	-	1%	-
Not very important (2)	80	6	72	2	24	48	9	72	4	3	-	80	-
	3%	4%	3%	5%	3%	3%	6%	3%	6%	11%	-	3%	2%
Neither important nor unimportant (3)	476	22	443	11	117	329	31	440	18	12	-	470	6
	18%	14%	19%	27%	17%	19%	22%	18%	27%	41%	-	18%	41%
Important (4)	1228	67	1143	18	322	849	56	1198	28	9	2	1224	2
	48%	43%	46%	46%	46%	49%	40%	46%	43%	29%	32%	46%	16%
Very important (5)	746	59	680	7	230	480	36	724	12	4	4	740	3
	29%	38%	28%	18%	33%	28%	26%	29%	18%	14%	68%	29%	18%
Don't know	26	-	24	1	5	13	8	23	-	-	-	23	3
	1%	-	1%	4%	1%	1%	5.0%	1%	-	-	-	1%	23%
NET Not at all important/ Not very important	103	6	95	2	33	62	9	91	7	5	-	103	-
	4%	4%	4%	5%	5%	4%	6%	4%	11.0%	16%	-	4%	2%
NET Important / Very important	1974	126	1822	25	553	1329	92	1911	39	13	5	1964	5
	77%	82%	76%	65%	79.0%	77.0%	66%	77.0%	61%	43%	100%	77.0%	34%
Mean	4.02	4.16	4.01	3.81	4.05	4.01	3.90	4.03	3.64	3.37	4.68	4.03	3.66
Std Dev	0.83	0.82	0.83	0.80	0.87	0.81	0.88	0.81	1.01	1.04	0.52	0.83	0.90
Std Error	0.02	0.07	0.02	0.14	0.03	0.02	0.07	0.02	0.14	0.21	0.30	0.02	0.26

Proportions/Mean: Column Test (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_6. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Fast delivery

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Not at all important (1)	24	-	-	11	13	-	-	-	-	-	-	-	10	1	1	3	9
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	-	-	1%	2%
Not very important (2)	80	-	-	43	37	-	-	-	-	-	-	-	30	13	14	14	9
	3%	-	-	3%	3%	-	-	-	-	-	-	-	4%	3%	3%	3%	2%
Neither important nor unimportant (3)	476	-	-	219	256	-	-	-	-	-	-	-	132	87	86	70	102
	18%	-	-	17%	20%	-	-	-	-	-	-	-	16%	16%	20%	17%	23%
Important (4)	1228	-	-	650	578	-	-	-	-	-	-	-	403	247	196	190	192
	48%	-	-	50% <sup>1</sup>	45%	-	-	-	-	-	-	-	49%	52%	45%	46%	44%
Very important (5)	746	-	-	350	396	-	-	-	-	-	-	-	234	117	138	136	122
	29%	-	-	27%	31%	-	-	-	-	-	-	-	29%	25%	32%	33% <sup>1</sup>	28%
Don't know	26	-	-	17	9	-	-	-	-	-	-	-	10	6	2	3	4
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	2%	-	1%	1%
NET Not at all important/ Not very important	103	-	-	54	50	-	-	-	-	-	-	-	40	14	15	16	18
	4%	-	-	4%	4%	-	-	-	-	-	-	-	5%	3%	4%	4%	4%
NET Important / Very important	1974	-	-	1000	974	-	-	-	-	-	-	-	637	364	334	327	314
	77%	-	-	78%	76%	-	-	-	-	-	-	-	78%	77%	76%	79%	72%
Mean	4.02	-	-	4.01	4.02	-	-	-	-	-	-	-	4.01	4.00	4.05	4.08	3.94
Std Dev.	0.83	-	-	0.81	0.85	-	-	-	-	-	-	-	0.84	0.76	0.82	0.83	0.88
Std Error	0.02	-	-	0.02	0.02	-	-	-	-	-	-	-	0.03	0.04	0.04	0.04	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q16\_7. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Convenient options for me to drop the parcel off

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	238	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Not at all important (1)	36	-	36	10	26	24	12	5	4	4	1	2	4	5	9	5	21	10	30	6	38
	1%	-	1%	2%	1%	2%	1%	1%	1%	1%	*	2%	1%	2%	1%	1%	2%	2%	1%	2%	1%
Not very important (2)	87	-	87	18	69	49	37	13	13	15	14	9	11	12	26	29	32	23	84	3	82
	3%	-	3%	5%	3%	4%	3%	4%	4%	3%	4%	2%	3%	5%	4%	4%	3%	4%	4%	1%	3%
Neither important nor unimportant (3)	512	-	512	73	438	272	238	71	76	93	58	99	63	52	146	151	214	115	444	67	499
	20%	-	20%	19%	20%	22%	18%	21%	22%	19%	18%	20%	20%	20%	21%	18%	20%	20%	20%	20%	22%
Important (4)	1161	-	1161	133	1028	561	599	154	152	208	161	231	143	111	306	369	486	255	1034	126	1202
	45%	-	45%	34%	47%	45%	46%	45%	44%	43%	48%	47%	45%	42%	44%	45%	45%	44%	46%	41%	47%
Very important (5)	740	-	740	151	589	321	415	91	98	159	95	132	92	73	189	254	297	165	633	98	723
	29%	-	29%	11%	27%	26%	31%	27%	28%	33%	29%	27%	29%	28%	27%	31%	28%	28%	28%	32%	28%
Don't know	45	-	45	2	42	30	15	8	5	9	4	5	4	10	13	13	19	14	33	5	36
	2%	-	2%	1%	2%	2%	1%	2%	1%	2%	1%	1%	4%	4%	2%	2%	2%	2%	1%	2%	1%
NET Not at all important/ Not very important	123	-	123	27	95	73	49	18	17	20	15	21	15	18	35	34	53	33	114	9	120
	5%	-	5%	7%	4%	6%	4%	5%	5%	4%	4%	5%	7%	7%	5%	4%	5%	6%	5%	3%	5%
NET Important / Very important	1901	-	1901	284	1616	882	1014	245	250	367	256	363	235	185	495	623	783	420	1666	224	1925
	74%	-	74%	73%	74%	70%	77%	72%	72%	75%	77%	74%	74%	70%	72%	76%	73%	72%	74%	73%	75%
Mean	3.98	-	3.98	4.03	3.97	3.90	4.05%	3.94	3.95	4.05	4.02	3.96	3.98	3.93	3.95	4.04	3.96	3.96	3.97	4.03	3.98
Std Dev.	0.87	-	0.87	1.00	0.85	0.90	0.83	0.88	0.87	0.86	0.81	0.88	0.87	0.93	0.88	0.84	0.89	0.90	0.87	0.88	0.86
Std Error	0.02	-	0.02	0.05	0.02	0.03	0.02	0.05	0.05	0.04	0.05	0.04	0.05	0.06	0.03	0.03	0.03	0.04	0.02	0.06	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_7. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
 Convenient options for me to drop the parcel off

Base : All participants

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Not at all important (1)	36	9	13	9	5	22	14	14	20	2	7	13	8	4	27	2	31	2	34	*
Not very important (2)	87	16	26	29	17	41	46	51	36	8	10	31	19	15	59	8	75	16	71	*
Neither important nor unimportant (3)	512	95	149	108	160	244	268	307	200	60	62	124	142	79	328	61	412	95	390	27
Important (4)	1161	199	417	227	317	617	545	717	434	115	128	309	356	193	792	115	1001	220	884	56
Very important (5)	740	150	227	171	191	378	362	432	305	88	114	201	186	110	501	90	617	100	509	40
Don't know	45	1	16	8	20	16	28	23	17	5	5	13	14	1	31	5	32	7	30	8
NET Not at all important/ Not very important	123	25	39	38	21	63	60	65	56	10	16	43	27	19	87	10	107	18	104	1
NET Important / Very important	1901	349	645	398	508	994	907	1149	739	203	242	510	541	303	1293	205	1618	410	1394	97
Mean	3.98	3.99	3.99	3.96	3.98	3.99	3.97	3.99	3.97	4.03	4.04	3.97	3.97	3.97	3.98	4.03	3.98	4.11*	3.94	4.10
Std Dev.	0.87	0.91	0.85	0.94	0.82	0.87	0.87	0.84	0.91	0.85	0.93	0.91	0.82	0.84	0.88	0.85	0.87	0.83	0.88	0.76
Std Error	0.02	0.04	0.03	0.04	0.03	0.02	0.03	0.02	0.03	0.05	0.05	0.04	0.03	0.04	0.02	0.05	0.02	0.04	0.02	0.07

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Q16\_7. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Convenient options for me to drop the parcel off

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	144	140	140	133	24	166
Not at all important (1)	36	31	5	2	34	1	-	1	1	5	3	5	3	1	5	8	3	-	1
1%	1%	1%	3%	2%	2%	-	1%	1%	2%	2%	1%	3%	1%	1%	1%	2%	1%	2%	1%
Not very important (2)	87	74	13	5	73	6	4	4	2	13	7	1	6	5	12	16	11	2	4
3%	3%	4%	7%	3%	3%	4%	5%	2%	2%	5%	3%	1%	2%	3%	5%	9%	10%	10%	2%
Neither important nor unimportant (3)	512	438	73	11	424	44	28	16	25	38	35	44	36	41	73	91	41	4	40
20%	20%	20%	14%	20%	20%	23%	22%	23%	23%	14%	16%	24%	16%	17%	22%	26%	19%	18%	21%
Important (4)	1161	993	168	39	977	97	52	36	45	132	93	84	118	124	136	146	98	9	88
45%	45%	47%	51%	45%	45%	42%	51%	43%	43%	47%	44%	45%	45%	52%	49%	41%	44%	39%	45%
Very important (5)	740	646	94	19	621	67	37	14	30	87	70	53	61	64	106	83	67	7	60
29%	29%	26%	25%	29%	31%	30%	20%	29%	29%	31%	33%	28%	27%	31%	23%	23%	30%	32%	31%
Don't know	45	38	7	-	40	2	2	1	2	6	5	1	4	5	8	8	1	-	2
2%	2%	2%	-	2%	2%	1%	2%	1%	2%	2%	2%	1%	2%	2%	2%	2%	1%	-	1%
NET Not at all important/ Not very important	123	105	18	7	107	7	5	4	3	19	10	6	9	6	16	24	14	3	4
5%	5%	5%	10%	5%	3%	4%	6%	3%	3%	7%	3%	3%	4%	2%	5%	7%	6%	11%	2%
NET Important / Very important	1901	1639	262	58	1598	164	89	50	75	220	163	136	179	188	242	229	165	16	148
74%	74%	73%	76%	74%	76%	72%	71%	72%	72%	76%	77%	73%	76%	76%	71%	65%	75%	16	76%
Mean	3.98	3.99	3.94	3.89	3.98	4.04	3.99	3.84	3.98	4.02	4.00	3.95	4.02	4.04	3.99	3.81	3.98	3.90	4.00
Std Dev.	0.87	0.87	0.86	0.97	0.88	0.82	0.84	0.85	0.85	0.91	0.87	0.88	0.81	0.76	0.90	0.93	0.90	1.04	0.79
Std Error	0.02	0.02	0.03	0.05	0.02	0.04	0.04	0.05	0.07	0.08	0.07	0.07	0.07	0.06	0.07	0.08	0.08	0.11	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

Q16\_7. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Convenient options for me to drop the parcel off

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Not at all important (1)	36	11	2	6	10	8	4	11	3	18	14	14	15	4	3	-	28	3	10	26
	1%	1%	2%	1%	1%	1%	1%	3% <i>de</i> <b>f</b>	4%	1%	3% <i>de</i> <b>d</b>	1%	1%	1%	3%	-	1%	2%	1%	1%
Not very important (2)	87	33	4	15	19	33	24	9	2	52	11	26	33	12	15	*	59	16	29	58
	3%	4%	4%	4%	2%	3%	6% <i>de</i> <b>d</b>	3%	3%	5%	3%	2%	3%	4%	13% <i>klmnp</i> <b>q</b>	1%	3%	10% <i>klp</i> <b>q</b>	3%	3%
Neither important nor unimportant (3)	512	190	24	96	105	215	132	42	14	320	56	161	184	121	34	12	345	46	159	353
	20%	21%	25%	22%	12%	21% <i>de</i> <b>d</b>	33% <i>de</i> <b>d</b>	29% <i>de</i> <b>d</b>	19%	17% <i>de</i> <b>d</b>	23% <i>de</i> <b>d</b>	15%	18%	41% <i>klp</i> <b>q</b>	29% <i>klp</i> <b>q</b>	29%	16%	29% <i>klp</i> <b>q</b>	19%	20%
Important (4)	1161	413	33	183	375	522	167	64	29	897	93	465	530	105	42	17	994	59	337	824
	45%	45%	38%	42%	42%	43% <i>de</i> <b>d</b>	41%	38%	39%	47%	39%	43%	43% <i>klmnp</i> <b>q</b>	36%	36%	43%	47% <i>klm</i> <b>q</b>	38%	40%	47% <i>klr</i> <b>q</b>
Very important (5)	740	258	32	124	358	250	70	41	18	608	59	407	261	42	19	7	658	26	286	454
	29%	28%	34%	29%	41% <i>efghj</i> <b>l</b>	24% <i>kl</i> <b>f</b>	17%	24%	25%	32% <i>ef</i> <b>l</b>	25%	38% <i>klmnpq</i> <b>q</b>	25% <i>kl</i> <b>f</b>	14%	16%	18%	32% <i>klmnc</i> <b>q</b>	17%	34% <i>ks</i> <b>q</b>	26%
Don't know	45	19	-	10	9	11	8	1	7	20	8	7	11	10	4	3	18	7	12	33
	2%	2%	-	2%	7%	1%	2%	*	10% <i>de</i> <b>ef</b>	1%	2% <i>kl</i> <b>f</b>	1%	1%	3% <i>klp</i> <b>q</b>	8%	1%	4% <i>klp</i> <b>q</b>	1%	3%	
NET Not at all important/ Not very important	123	44	6	22	29	41	28	19	9	70	23	40	48	18	19	*	88	19	39	84
	5%	5%	6%	5%	3%	4%	7% <i>de</i> <b>d</b>	13% <i>de</i> <b>d</b>	8%	4%	10% <i>de</i> <b>d</b>	4%	5%	6%	16% <i>klmnp</i> <b>q</b>	1%	4%	12% <i>klp</i> <b>q</b>	5%	5%
NET Important / Very important	1901	671	66	307	732	772	238	105	48	1505	152	871	791	147	61	24	1662	86	623	1278
	74%	73%	69%	71%	43% <i>efghj</i> <b>l</b>	24% <i>kl</i> <b>f</b>	59%	63%	64%	47% <i>efghj</i> <b>l</b>	63%	41% <i>klmnc</i> <b>q</b>	42% <i>klmnc</i> <b>q</b>	50%	52%	62%	47% <i>klmnc</i> <b>q</b>	55%	75%	73%
Mean	3.98	3.97	3.95	3.95	4.31% <i>efghj</i> <b>l</b>	3.82% <b>kl</b>	3.69	3.69	3.85	4.57% <b>de<b>l</b></b>	3.74	4.14% <i>klmnpq</i> <b>q</b>	3.92% <b>klmnc<b>q</b></b>	3.59	3.52	3.86	4.98% <b>klmnc<b>q</b></b>	3.60	4.65% <b>ks<b>q</b></b>	3.95
Std Dev	0.87	0.87	0.96	0.89	0.82	0.80	0.86	1.10	1.03	0.82	1.08	0.85	0.83	0.84	1.02	0.74	0.85	0.97	0.89	0.86
Std Error	0.02	0.03	0.10	0.04	0.03	0.03	0.05	0.09	0.13	0.02	0.07	0.03	0.03	0.05	0.10	0.12	0.02	0.08	0.03	0.02

Proportions/Mean: Column Test (5% risk level) - abc - d/efghij - klmnopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_7. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
 Convenient options for me to drop the parcel off

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Not at all important (1)	36	4	31	-	13	18	5	31	5	-	-	36	-
	1%	3%	1%	1%	2%	1%	3% <b>ch</b>	1%	3% <b>ch</b>	-	-	1%	-
Not very important (2)	87	8	77	2	29	53	5	78	8	-	-	87	*
	3%	5%	3%	5%	4%	3%	4%	3%	13% <b>ch</b>	-	-	3%	1%
Neither important nor unimportant (3)	512	25	478	8	125	353	33	462	24	19	-	504	7
	20%	16%	20%	22%	18%	20%	24%	19%	37% <b>ch</b>	62%	-	20%	51%
Important (4)	1161	67	1078	16	285	825	53	1130	20	5	4	1155	2
	45%	43%	46%	40%	40%	43% <b>ch</b>	38%	46%	31%	16%	66%	45%	16%
Very important (5)	740	50	678	12	246	459	34	725	7	5	2	736	1
	29%	32%	28%	30%	35% <b>ch</b>	26%	25%	29% <b>ch</b>	10%	16%	34%	29% <b>ch</b>	9%
Don't know	45	-	43	1	12	25	8	39	-	2	-	41	3
	2%	-	2%	4%	2%	1%	5% <b>ch</b>	2%	-	7%	-	2%	23%
NET Not at all important/ Not very important	123	12	109	2	41	71	11	109	14	-	-	123	*
	5%	8%	5%	5%	6%	4%	8%	4%	31% <b>ch</b>	-	-	5%	1%
NET Important / Very important	1901	117	1756	28	529	1284	88	1855	27	10	5	1892	4
	74%	76%	74%	70%	72% <b>ch</b>	74% <b>ch</b>	63%	75% <b>ch</b>	42%	32%	100%	74% <b>ch</b>	25%
Mean	3.98	3.98	3.98	3.98	4.04	3.97	3.81	4.03 <b>ch</b>	3.22	3.51	4.34	3.93 <b>ch</b>	3.42
Std Dev	0.87	0.97	0.86	0.89	0.93	0.83	1.00	0.86	1.07	0.78	0.52	0.87	0.74
Std Error	0.02	0.08	0.02	0.16	0.03	0.02	0.08	0.02	0.15	0.16	0.30	0.02	0.21

Proportions/Mean: Columna Testad (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Q16\_7. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Convenient options for me to drop the parcel off

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Not at all important (1)	36	-	-	17	19	-	-	-	-	-	-	-	11	6	1	1	16
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	1%	-	-	4%
Not very important (2)	87	-	-	45	42	-	-	-	-	-	-	-	37	8	20	12	10
	3%	-	-	3%	3%	-	-	-	-	-	-	-	3%	2%	5%	3%	2%
Neither important nor unimportant (3)	512	-	-	269	243	-	-	-	-	-	-	-	158	111	77	79	87
	20%	-	-	21%	19%	-	-	-	-	-	-	-	19%	24%	18%	19%	20%
Important (4)	1161	-	-	580	581	-	-	-	-	-	-	-	376	203	186	185	210
	45%	-	-	45%	45%	-	-	-	-	-	-	-	46%	43%	43%	45%	48%
Very important (5)	740	-	-	353	387	-	-	-	-	-	-	-	221	131	143	134	110
	29%	-	-	27%	30%	-	-	-	-	-	-	-	27%	28%	33%	32%	25%
Don't know	45	-	-	26	18	-	-	-	-	-	-	-	14	12	9	4	5
	2%	-	-	2%	1%	-	-	-	-	-	-	-	2%	3%	2%	1%	1%
NET Not at all important/ Not very important	123	-	-	62	61	-	-	-	-	-	-	-	48	14	21	13	26
	5%	-	-	5%	5%	-	-	-	-	-	-	-	6%	3%	5%	3%	6%
NET Important / Very important	1901	-	-	932	969	-	-	-	-	-	-	-	598	335	329	319	320
	74%	-	-	72%	75%	-	-	-	-	-	-	-	73%	71%	75%	77%	73%
Mean	3.98	-	-	3.95	4.00	-	-	-	-	-	-	-	3.95	3.97	4.00p	4.00p	3.90
Std Dev.	0.87	-	-	0.87	0.87	-	-	-	-	-	-	-	0.88	0.85	0.85	0.81	0.94
Std Error	0.02	-	-	0.02	0.02	-	-	-	-	-	-	-	0.03	0.04	0.04	0.04	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q16\_8. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Convenient options for the operator to pick the parcel up from me

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	238	690	798	1092	590	2370	197	2580
Weighted Base	2580	-**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Not at all important (1)	85	-	85	13	73	48	37	8	5	7	15	24	16	10	13	23	49	26	84	1	103
	3%	-	3%	3%	3%	4%	3%	2%	2%	2%	5%	6%	5%	4%	2%	3%	5%	4%	4%	1	4%
Not very important (2)	213	-	213	26	186	108	105	13	23	28	29	50	35	38	36	56	120	71	198	15	221
	8%	-	8%	7%	9%	9%	8%	4%	7%	6%	9%	15%	11%	15%	5%	7%	11%	12%	9%	5%	9%
Neither important nor unimportant (3)	678	-	678	81	597	330	346	77	66	114	86	125	122	88	144	200	335	210	627	48	678
	26%	-	26%	21%	27%	26%	26%	23%	19%	23%	26%	25%	30%	24%	21%	24%	31%	28%	28%	16%	26%
Important (4)	1036	-	1036	154	882	490	542	143	170	221	129	195	91	87	312	351	373	178	890	139	1026
	40%	-	40%	40%	40%	39%	41%	42%	40%	45%	39%	40%	29%	33%	45%	43%	35%	37%	39%	46%	40%
Very important (5)	511	-	511	110	401	245	263	92	78	110	64	87	47	33	170	174	167	80	411	97	497
	20%	-	20%	23%	18%	20%	20%	27%	23%	25%	19%	18%	15%	13%	23%	21%	16%	14%	18%	32%	19%
Don't know	58	-	58	4	53	36	22	10	5	9	9	9	7	10	15	17	25	16	47	5	57
	2%	-	2%	1%	2%	3%	2%	3%	2%	2%	3%	2%	4%	2%	2%	2%	3%	2%	2%	2%	2%
NET Not at all important/ Not very important	298	-	298	39	259	156	142	20	28	35	44	73	51	46	49	79	170	97	282	15	324
	12%	-	12%	10%	12%	12%	11%	6%	8%	7%	13%	10%	10%	17%	7%	10%	16%	17%	13%	5%	13%
NET Important / Very important	1546	-	1546	263	1283	735	806	235	247	331	194	282	138	120	482	524	540	258	1301	236	1523
	60%	-	60%	68%	59%	59%	61%	69%	67%	69%	60%	60%	44%	46%	70%	64%	50%	44%	58%	78%	59%
Mean	3.66	-	3.66	3.64	3.63	3.64	3.69	3.90	3.85	3.83	3.61	3.57	3.38	3.39	3.85	3.74	3.47	3.38	3.61	4.06	3.63
Std Dev.	1.00	-	1.00	1.02	0.99	1.02	0.98	0.93	0.90	0.90	1.05	1.06	1.04	1.01	0.91	0.97	1.04	1.02	1.01	0.84	1.02
Std Error	0.02	-	0.02	0.05	0.02	0.03	0.03	0.05	0.05	0.04	0.06	0.05	0.06	0.07	0.04	0.03	0.03	0.04	0.02	0.06	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - n/op/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q16\_8. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Convenient options for the operator to pick the parcel up from me

Base : All participants

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Not at all important (1)	85	14	26	22	23	41	44	35	50	12	8	34	15	12	57	12	69	20	63	2
3%	3%	3%	3%	4%	3%	3%	4%	2%	5%	4%	2%	5%	2%	3%	3%	4%	3%	4%	3%	2%
Not very important (2)	213	26	66	46	45	122	91	111	96	16	31	65	62	30	158	16	186	41	165	6
8%	8%	6%	11% <sup>ab</sup>	8%	6%	8%	7%	7%	7%	6%	9%	9%	8%	7%	8%	6%	9%	8%	9%	5%
Neither important nor unimportant (3)	678	107	216	144	213	322	356	374	301	74	74	166	211	90	451	75	557	112	528	38
26%	23%	23%	25%	26%	24%	28%	28%	24%	27%	23%	24%	24%	29%	22%	26%	27%	26%	21%	28%	29%
Important (4)	1036	211	352	201	271	563	473	668	358	99	127	282	295	192	704	101	904	231	753	51
40%	40%	41%	35%	38%	43%	37%	37%	41%	35%	36%	39%	41%	41%	33%	40%	36%	42%	44%	39%	39%
Very important (5)	511	105	136	131	136	244	267	323	180	67	78	126	127	78	331	69	412	115	366	30
20%	20%	23% <sup>ab</sup>	16%	24% <sup>ab</sup>	19%	19%	21%	21%	18%	24%	24%	18%	18%	19%	19%	25%	19%	22%	19%	23%
Don't know	58	3	23	10	22	26	32	29	23	8	9	18	12	1	39	8	40	11	42	5
2%	2%	1%	3%	2%	3%	2%	3%	2%	2%	3% <sup>lm</sup>	3% <sup>lm</sup>	3% <sup>lm</sup>	2%	-	2% <sup>lm</sup>	3%	2%	2%	2%	3%
NET Not at all important/ Not very important	298	40	122	67	68	162	135	146	145	26	38	99	78	42	214	28	257	61	229	8
12%	9%	14% <sup>ab</sup>	12%	10%	12%	11%	9%	9%	10% <sup>ab</sup>	10%	12%	14%	11%	10%	12%	10%	12%	12%	12%	6%
NET Important / Very important	1546	319	488	332	407	807	739	996	538	167	205	408	423	270	1035	170	1316	346	1119	81
60%	60%	57% <sup>ab</sup>	58%	60%	57%	61%	59%	64% <sup>lm</sup>	53%	60%	63%	59%	58%	67% <sup>lm</sup>	60%	60%	61%	57% <sup>ab</sup>	58%	62%
Mean	3.66	3.60	3.58	3.69	3.66	3.66	3.67	3.76 <sup>lm</sup>	3.52	3.72	3.75	3.60	3.64	3.73	3.64	3.73	3.66	3.73	3.64	3.79
Std Dev.	1.00	0.96	1.00	1.05	0.98	0.99	1.01	0.95	1.06	1.05	1.01	1.05	0.94	0.96	1.00	1.05	0.99	1.01	1.00	0.91
Std Error	0.02	0.04	0.04	0.05	0.04	0.03	0.03	0.02	0.03	0.06	0.06	0.04	0.03	0.04	0.02	0.06	0.02	0.04	0.02	0.09

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Q16\_8. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
 Convenient options for the operator to pick the parcel up from me

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	136	144	140	133	24	166	
Not at all important (1)	85 3%	71 3%	14 4%	7 2%	71 3%	4 2%	7 3%	3 4%	5 5%	13 5%	4 2%	7 4%	9 4%	3 1%	8 2%	13 4%	10 5%	2 7%	2 1%
Not very important (2)	213 8%	189 8%	24 7%	4 6%	172 8%	27 13% <sup>min</sup>	7 6%	8 8%	5 5%	16 6%	25 15% <sup>min</sup>	15 8%	10 4%	15 6%	22 7%	47 13% <sup>min</sup>	15 7%	4 19%	23 12% <sup>min</sup>
Neither important nor unimportant (3)	678 26%	564 25%	114 32%	16 21%	572 26%	56 26%	33 27%	18 25%	31 29%	81 29%	48 23%	48 25%	52 24%	59 24%	74 22%	107 30%	72 32% <sup>min</sup>	5 22%	51 26%
Important (4)	1036 40%	901 41%	134 37%	32 43%	868 40%	88 41%	49 39%	31 43%	47 43%	97 34%	80 37%	73 39%	107 44%	112 50%	155 63% <sup>min</sup>	115 33%	81 37%	9 41%	79 41%
Very important (5)	511 20%	441 20%	70 19%	16 21%	438 20%	37 17%	25 20%	11 16%	16 15%	69 25%	47 22%	42 22%	44 19%	50 21%	68 20%	65 19%	37 17%	2 8%	35 16%
Don't know	58 2%	53 2%	4 1%	1 1%	47 2%	5 2%	2 2%	3 4%	1 1%	6 2%	6 3%	4 2%	5 1%	3 1%	11 3%	5 1%	6 3%	1 2%	5 2%
NET Not at all important/ Not very important	298 12%	260 12%	38 10%	11 14%	244 11%	31 14%	14 12%	8 12%	10 9%	30 10%	32 13% <sup>min</sup>	22 12%	19 8%	17 7%	30 9%	59 13% <sup>min</sup>	25 11%	6 26%	25 13%
NET Important / Very important	1546 60%	1343 60%	204 57%	48 64%	1306 60%	125 58%	74 60%	42 59%	63 60%	167 59%	126 59%	114 61%	151 61%	161 67% <sup>min</sup>	223 63% <sup>min</sup>	181 51%	118 53%	11 49%	113 59%
Mean	3.66	3.67	3.62	3.63	3.67	3.59	3.64	3.62	3.63	3.70	3.67	3.69	3.70	3.61	3.70	3.59	3.56	3.24	3.64
Std Dev.	1.00	1.00	1.00	1.15	1.00	0.98	1.06	0.99	0.96	1.06	1.03	1.03	0.96	0.88	0.93	1.06	1.01	1.12	0.96
Std Error	0.02	0.03	0.03	0.05	0.03	0.04	0.05	0.05	0.08	0.09	0.09	0.09	0.08	0.07	0.08	0.09	0.09	0.12	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

Q16\_8. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Convenient options for the operator to pick the parcel up from me

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Not at all important (1)	85	55	5	36	38	25	1	14	7	63	20	47	24	3	9	3	70	11	19	66
	3%	6%	5%	8%	4% <i>ab</i>	2% <i>cd</i>	*	1% <i>efgh</i>	1% <i>ghij</i>	3% <i>klm</i>	2% <i>nop</i>	4% <i>qrst</i>	2%	1%	2% <i>lmn</i>	7%	3%	2% <i>opq</i>	2%	4%
Not very important (2)	213	96	8	48	89	74	34	12	3	163	15	79	96	20	11	5	175	16	65	148
	8%	10%	8%	11%	10%	7%	8%	7%	4%	9%	6%	7%	9%	7%	9%	12%	8%	10%	8%	8%
Neither important nor unimportant (3)	678	271	36	144	199	263	147	51	14	462	65	243	262	127	36	8	505	43	149	530
	26%	29%	38%	33%	23%	25%	36% <i>den</i>	31%	19%	24%	27%	23%	25%	43% <i>kipo</i>	30%	19%	24%	28%	18%	30% <i>qr</i>
Important (4)	1036	335	19	131	304	485	156	59	25	783	85	420	460	106	41	9	880	50	353	683
	40%	37% <i>ab</i>	20%	30%	35%	41% <i>cdgh</i>	39%	36%	34%	41% <i>klm</i>	38%	39%	43% <i>lmn</i>	36%	33%	42%	42%	32%	42%	39%
Very important (5)	511	139	24	60	228	171	60	29	19	399	48	277	171	32	17	10	448	28	231	280
	20%	15%	26% <i>ac</i>	14%	26% <i>ef</i>	16%	15%	17%	26%	21% <i>ef</i>	20%	26% <i>lmnp</i>	17%	11%	15%	26%	21% <i>lm</i>	18%	26% <i>rs</i>	16%
Don't know	58	28	3	15	16	18	6	2	7	34	8	13	20	6	4	5	33	9	17	41
	2%	3%	3%	3%	2%	2%	2%	1%	1% <i>cdgh</i>	2%	3%	1%	2%	2%	3%	12%	2%	6% <i>lmnp</i>	2%	2%
NET Not at all important/ Not very important	298	151	13	84	127	99	36	26	10	226	36	126	120	23	20	7	245	27	84	214
	12%	16%	14%	19%	15% <i>ef</i>	10%	9%	16%	13%	12%	15%	12%	12%	8%	17%	19%	12%	17% <i>lm</i>	10%	12%
NET Important / Very important	1546	473	44	191	533	659	217	88	44	1192	132	697	631	138	58	19	1328	78	583	983
	60%	51%	46%	44%	61%	63% <i>gh</i>	53%	53%	60%	63% <i>kl</i>	59%	63% <i>lmno</i>	61% <i>lm</i>	47%	50%	49%	63% <i>lmno</i>	50%	52% <i>rs</i>	55%
Mean	3.66	3.45	3.54	3.31	3.69	3.69% <i>ab</i>	3.60	3.47	3.69	3.53	3.53	3.54% <i>lmno</i>	3.65	3.50	3.42	3.56	3.70% <i>lmno</i>	3.45	3.52	3.56
Std Dev	1.00	1.07	1.13	1.12	1.10	0.92	0.86	1.12	1.22	1.01	1.15	1.06	0.95	0.83	1.10	1.28	1.01	1.14	0.99	0.99
Std Error	0.02	0.04	0.12	0.05	0.04	0.03	0.05	0.09	0.15	0.02	0.08	0.03	0.03	0.05	0.11	0.21	0.02	0.10	0.04	0.02

Proportions/Mean: Column t-test (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_8. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Convenient options for the operator to pick the parcel up from me

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Not at all important (1)	85	3	82	-	19	65	1	78	4	3	-	85	-
	3%	2%	3%	-	3%	4%	1%	3%	7%	8%	-	3%	-
Not very important (2)	213	6	203	4	56	149	7	202	6	3	2	211	*
	8%	4%	9%	9%	8%	9%	5%	8%	9%	11%	35%	8%	1%
Neither important nor unimportant (3)	678	30	635	13	159	474	45	633	19	15	2	668	9
	26%	19%	27%	34%	23%	27%	32%	26%	30%	50%	34%	26%	59%
Important (4)	1036	73	945	12	300	689	48	1004	25	2	2	1032	2
	40%	51%	40%	30%	42%	40%	35%	41%	38%	8%	32%	40%	17%
Very important (5)	511	37	466	8	159	326	25	494	10	7	-	511	-
	20%	24%	20%	19%	23%	19%	18%	20%	15%	24%	-	20%	-
Don't know	58	-	54	3	13	32	13	54	-	-	-	54	3
	2%	-	2%	8%	2%	2%	9%	2%	-	-	-	2%	23%
NET Not at all important/ Not very important	298	9	285	4	76	214	8	280	10	6	2	296	*
	12%	6%	12%	9%	11%	12%	6%	11%	16%	19%	35%	12%	1%
NET Important / Very important	1546	116	1411	19	460	1012	75	1498	35	10	2	1542	2
	60%	73%	59%	49%	53%	53%	53%	61%	54%	31%	32%	60%	17%
Mean	3.66	3.31D	3.65	3.65	3.72*	3.62	3.71	3.68	3.47	3.27	2.97	3.67	3.20
Std Dev.	1.00	0.87	1.01	0.93	0.90	1.01	0.88	1.00	1.07	1.20	0.90	1.00	0.46
Std Error	0.02	0.07	0.02	0.17	0.04	0.02	0.07	0.02	0.15	0.24	0.52	0.02	0.13

Proportions/Mean: Column Test (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_8. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Convenient options for the operator to pick the parcel up from me

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	850	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Not at all important (1)	85	-	-	48	38	-	-	-	-	-	-	-	30	18	11	12	14
	3%	-	-	4%	3%	-	-	-	-	-	-	-	4%	4%	3%	3%	3%
Not very important (2)	213	-	-	104	109	-	-	-	-	-	-	-	67	37	42	28	38
	8%	-	-	8%	8%	-	-	-	-	-	-	-	8%	8%	10%	7%	9%
Neither important nor unimportant (3)	676	-	-	348	330	-	-	-	-	-	-	-	217	131	120	91	119
	26%	-	-	27%	26%	-	-	-	-	-	-	-	27%	28%	27%	22%	27%
Important (4)	1036	-	-	500	536	-	-	-	-	-	-	-	334	166	178	187	171
	40%	-	-	39%	42%	-	-	-	-	-	-	-	41%	35%	41%	48% <sup>min</sup>	39%
Very important (5)	511	-	-	252	259	-	-	-	-	-	-	-	144	107	80	92	87
	20%	-	-	20%	20%	-	-	-	-	-	-	-	16%	23%	16%	22%	20%
Don't know	58	-	-	39	19	-	-	-	-	-	-	-	26	13	6	6	8
	2%	-	-	3% <sup>adj</sup>	1%	-	-	-	-	-	-	-	3%	3%	1%	1%	2%
NET Not at all important/ Not very important	298	-	-	152	146	-	-	-	-	-	-	-	97	55	53	41	52
	12%	-	-	12%	11%	-	-	-	-	-	-	-	12%	12%	12%	10%	12%
NET Important / Very important	1546	-	-	752	795	-	-	-	-	-	-	-	478	273	258	279	258
	60%	-	-	58%	62%	-	-	-	-	-	-	-	58%	58%	59%	67% <sup>min</sup>	59%
Mean	3.66	-	-	3.64	3.68	-	-	-	-	-	-	-	3.63	3.67	3.63	3.77	3.65
Std Dev.	1.00	-	-	1.01	0.99	-	-	-	-	-	-	-	1.00	1.04	0.98	0.97	1.00
Std Error	0.02	-	-	0.03	0.03	-	-	-	-	-	-	-	0.03	0.05	0.05	0.05	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Q16\_9. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
 Convenient options for the recipient to accept the delivery

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	238	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Not at all important (1)	29	-	29	6	23	15	14	5	5	1	-	7	8	3	10	1	19	11	25	4	27
	1%	-	1%	1%	1%	1%	1%	1%	1%	*	-	1%	3%	1%	1%	-	2%	2%	1%	1%	1%
Not very important (2)	81	-	81	14	68	46	36	15	7	22	14	16	3	4	22	36	23	7	66	15	73
	3%	-	3%	4%	3%	4%	3%	5%	2%	7%	4%	3%	1%	2%	3%	4%	2%	1%	3%	5%	3%
Neither important nor unimportant (3)	498	-	498	82	415	283	214	55	68	96	56	96	61	63	126	152	220	123	455	40	485
	19%	-	19%	21%	19%	22%	16%	17%	20%	20%	17%	20%	19%	24%	18%	19%	21%	21%	20%	13%	19%
Important (4)	1267	-	1267	155	1112	591	673	166	161	244	166	238	164	128	327	411	530	292	1129	134	1309
	49%	-	49%	40%	51%	47%	51%	48%	46%	50%	50%	49%	52%	48%	47%	50%	50%	50%	50%	44%	51%
Very important (5)	665	-	665	128	536	295	368	86	104	121	91	126	74	61	192	212	261	135	549	109	645
	26%	-	26%	33%	24%	23%	28%	26%	30%	25%	27%	26%	23%	23%	28%	26%	24%	23%	24%	33%	25%
Don't know	40	-	40	2	38	29	12	10	2	5	5	5	7	5	13	10	18	12	33	1	41
	2%	-	2%	1%	2%	2%	1%	3%	1%	1%	2%	1%	2%	2%	2%	1%	2%	2%	1%	-	2%
NET Not at all important/ Not very important	110	-	110	19	91	60	50	20	12	23	14	23	11	7	32	37	42	19	91	19	100
	4%	-	4%	5%	4%	5%	4%	6%	3%	5%	4%	5%	4%	3%	5%	5%	4%	3%	4%	6%	4%
NET Important / Very important	1932	-	1932	284	1648	885	1041	254	265	365	257	364	238	189	519	622	790	427	1678	244	1954
	75%	-	75%	73%	75%	70%	79%	74%	76%	75%	77%	74%	75%	72%	75%	76%	74%	73%	74%	80%	76%
Mean	3.97	-	3.97	4.00	3.96	3.90	4.03	3.96	4.02	3.96	4.02	3.95	3.94	3.92	3.99	3.98	3.94	3.93	3.95	4.09	3.97
Std Dev.	0.83	-	0.83	0.91	0.81	0.85	0.81	0.87	0.84	0.80	0.79	0.85	0.84	0.81	0.86	0.80	0.84	0.83	0.82	0.90	0.81
Std Error	0.02	-	0.02	0.05	0.02	0.02	0.02	0.05	0.05	0.04	0.04	0.04	0.05	0.05	0.03	0.03	0.03	0.03	0.02	0.06	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - n/op/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Q16\_9. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
 Convenient options for the recipient to accept the delivery

Base : All participants

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Not at all important (1)	29	3	13	7	7	15	14	10	19	2	8	8	6	3	22	2	25	6	23	-
	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	3%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Not very important (2)	81	22	24	19	17	45	36	58	23	14	1	30	24	8	56	14	64	20	57	4
	3%	5%	3%	4%	2%	3%	3%	4%	2%	5%	4%	4%	3%	2%	3%	5%	3%	4%	3%	3%
Neither important nor unimportant (3)	498	87	163	118	130	250	248	305	190	55	54	115	151	78	320	57	402	76	402	20
	19%	18%	19%	21%	18%	19%	20%	20%	19%	20%	17%	17%	21%	19%	18%	20%	19%	14%	21%	15%
Important (4)	1267	232	449	255	331	681	586	776	479	106	142	357	381	217	880	106	1116	239	956	72
	49%	49%	53%	46%	47%	52%	46%	50%	47%	38%	44%	42%	43%	24%	31%	38%	45%	45%	50%	55%
Very important (5)	665	122	186	147	210	308	357	380	281	92	113	172	155	90	439	94	539	178	458	29
	26%	26%	22%	27%	30%	23%	28%	25%	28%	33% <sup>ab</sup>	35% <sup>ab</sup>	31%	21%	24%	25%	33% <sup>ab</sup>	34% <sup>ab</sup>	34% <sup>ab</sup>	24%	22%
Don't know	40	5	14	7	15	18	22	16	19	8	8	8	7	1	23	8	23	11	23	7
	2%	1%	2%	1%	2%	1%	2%	1%	2%	3%	2%	1%	1%	1%	1%	3%	1%	2%	1%	3%
NET Not at all important/ Not very important	110	24	37	26	24	61	50	68	42	16	10	38	30	11	78	16	89	26	81	4
	4%	5%	4%	5%	3%	5%	4%	4%	4%	6%	3%	6%	4%	3%	5%	6%	4%	5%	4%	3%
NET Important / Very important	1932	354	635	402	541	989	943	1156	760	198	254	529	536	314	1319	200	1656	417	1414	101
	75%	75%	75%	73%	76%	75%	75%	75%	75%	71%	78%	77%	74%	78%	76%	71%	76%	79%	74%	77%
Mean	3.97	3.97	3.92	3.94	4.04 <sup>ab</sup>	3.94	4.00	3.95	3.99	4.01	4.10 <sup>ab</sup>	3.96	3.91	3.99	3.97	4.01	3.97	4.09 <sup>ab</sup>	3.93	4.00
Std Dev.	0.83	0.83	0.82	0.86	0.82	0.82	0.84	0.81	0.86	0.91	0.88	0.84	0.79	0.76	0.83	0.91	0.81	0.86	0.83	0.72
Std Error	0.02	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.03	0.06	0.05	0.03	0.03	0.04	0.02	0.06	0.02	0.04	0.02	0.07

Proportions: Means: Columns Tested (5% risk level) - ab/c/d - ef - gh - ij/kl/m/n - op - q/r/s  
 \* small base

Q16\_9. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
 Convenient options for the recipient to accept the delivery

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	144	140	133	24	166	
Not at all important (1)	29	27	2	2	26	1	2	1	2	5	1	2	5	2	4	5	-	1	-
	1%	1%	1%	2%	1%	-	2%	1%	2%	2%	1%	1%	2%	1%	2%	-	2%	-	2%
Not very important (2)	81	66	16	3	68	10	3	1	1	12	6	8	6	3	5	22	6	1	8
	3%	3%	4%	4%	3%	4%	2%	1%	1%	4%	3%	4%	3%	1%	7%	15%	3%	5%	4%
Neither important nor unimportant (3)	498	437	60	12	419	45	18	15	18	59	33	44	33	42	66	78	45	2	42
	19%	20%	17%	15%	19%	21%	15%	21%	17%	21%	16%	24%	15%	18%	20%	22%	20%	11%	22%
Important (4)	1267	1074	193	42	1055	107	68	38	55	120	105	88	122	121	161	163	120	15	93
	49%	45%	53%	56%	49%	50%	55%	53%	52%	42%	49%	47%	54%	50%	49%	46%	54%	64%	48%
Very important (5)	665	577	87	17	567	51	30	16	29	79	59	44	60	68	95	81	51	4	47
	26%	25%	24%	22%	26%	24%	24%	23%	27%	28%	28%	23%	26%	29%	23%	23%	23%	18%	24%
Don't know	40	38	2	1	34	3	2	1	1	8	8	1	2	4	8	3	-	-	3
	2%	2%	1%	1%	2%	1%	2%	1%	1%	3%	4%	1%	1%	2%	2%	1%	-	-	1%
NET Not at all important/ Not very important	110	93	18	5	93	10	5	2	3	17	7	10	10	5	9	27	6	2	9
	4%	4%	5%	6%	4%	5%	4%	2%	2%	6%	3%	6%	5%	2%	3%	8%	3%	7%	4%
NET Important / Very important	1932	1652	280	59	1621	159	97	54	83	199	165	132	182	189	256	244	171	19	140
	75%	74%	78%	78%	75%	73%	79%	75%	80%	70%	77%	70%	80%	79%	76%	69%	77%	82%	72%
Mean	3.97	3.97	3.97	3.92	3.97	3.93	3.99	3.96	4.04	3.93	4.06	3.87	4.01	4.06	4.02	3.83	3.98	3.91	3.93
Std Dev.	0.83	0.83	0.80	0.86	0.83	0.81	0.81	0.77	0.79	0.91	0.78	0.87	0.84	0.76	0.81	0.91	0.73	0.84	0.81
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.04	0.07	0.08	0.07	0.07	0.06	0.07	0.08	0.06	0.06	0.09	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

Q16\_9. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Convenient options for the recipient to accept the delivery

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Not at all important (1)	29	14	2	14	8	13	1	5	3	21	7	8	12	5	2	2	20	4	12	17
	1%	2%	2%	3%	1%	1%	*	3% <i>def</i>	3% <i>def</i>	1%	3% <i>def</i>	1%	1%	2%	2%	4%	1%	2%	1%	1%
Not very important (2)	81	44	3	17	22	27	15	13	4	49	17	14	37	9	18	*	52	19	35	47
	3%	5%	3%	4%	2%	3%	4%	8% <i>def</i>	6%	3%	7% <i>def</i>	1%	4% <i>kl</i>	3%	16% <i>klmp</i>	1%	2%	12% <i>klmp</i>	4%	3%
Neither important nor unimportant (3)	498	186	25	83	124	184	139	35	13	308	48	158	189	105	34	12	347	46	155	343
	19%	20%	26%	19%	14%	18%	34% <i>defgh</i>	21%	18%	16%	20%	15%	18%	36% <i>klmp</i>	29% <i>klmp</i>	30%	16%	29% <i>klmp</i>	19%	20%
Important (4)	1267	454	32	209	406	590	174	71	22	996	93	533	540	134	46	10	1073	56	362	905
	49%	49% <i>kl</i>	34%	49% <i>kl</i>	40% <i>klh</i>	49% <i>klgh</i>	42%	43%	30%	52% <i>klm</i>	39%	43% <i>kl</i>	45% <i>klmp</i>	45%	39%	25%	41% <i>kl</i>	36%	43%	52% <i>kl</i>
Very important (5)	665	213	32	103	306	217	67	42	27	524	70	359	241	36	15	12	500	27	263	401
	26%	23%	33%	24%	35% <i>klf</i>	21%	16%	28%	37% <i>klf</i>	27% <i>klf</i>	29% <i>klf</i>	33% <i>klmpq</i>	23% <i>kl</i>	12%	13%	30%	28% <i>klmnc</i>	18%	32% <i>kl</i>	23%
Don't know	40	13	1	9	9	7	10	1	5	16	6	6	14	6	1	4	20	5	7	33
	2%	1%	1%	2%	7% <i>kl</i>	1%	2% <i>kl</i>	*	7% <i>defgh</i>	1%	2%	1%	1%	2%	1%	10%	1%	3% <i>klmp</i>	1%	2%
NET Not at all important/ Not very important	110	57	5	31	30	40	16	18	7	70	25	23	50	14	20	2	72	22	46	64
	4%	6%	6%	7%	3%	4%	4%	11% <i>def</i>	9%	4%	10% <i>def</i>	2%	9% <i>kl</i>	5%	17% <i>klmp</i>	5%	3%	14% <i>klmp</i>	6%	4%
NET Important / Very important	1932	667	64	312	712	808	241	114	49	1520	163	892	780	170	61	22	1673	83	625	1307
	75%	72%	67%	72%	51% <i>klgh</i>	62% <i>kl</i>	59%	60%	66%	62% <i>klgh</i>	68%	63% <i>klmpq</i>	63% <i>klmp</i>	58%	52%	55%	67% <i>klmnc</i>	53%	75%	75%
Mean	3.97	3.89	3.93	3.87	3.13% <i>klgh</i>	3.84% <i>kl</i>	3.73	3.80	3.97	3.85% <i>kl</i>	3.85	3.44% <i>klmpq</i>	3.54% <i>klmp</i>	3.65	3.47	3.86	3.53% <i>klmnc</i>	3.56	4.01	3.95
Std Dev	0.83	0.87	0.98	0.93	0.81	0.79	1.00	1.08	0.80	1.03	0.77	0.82	0.80	0.97	1.06	0.80	0.80	1.00	0.90	0.80
Std Error	0.02	0.03	0.10	0.04	0.03	0.02	0.04	0.08	0.13	0.02	0.07	0.02	0.03	0.05	0.10	0.18	0.02	0.09	0.03	0.02

Proportions/Mean: Column Test (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_9. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
 Convenient options for the recipient to accept the delivery

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Not at all important (1)	29	-	27	2	9	18	2	27	-	2	-	29	-
	1%	-	1%	4%	1%	1%	2%	1%	-	5%	-	1%	-
Not very important (2)	81	7	73	2	27	51	3	64	9	6	2	79	*
	3%	5%	3%	5%	4%	3%	2%	3%	14% <sup>gh</sup>	20%	35%	3%	1%
Neither important nor unimportant (3)	498	29	460	9	117	345	35	452	26	13	-	491	6
	19%	19%	19%	23%	17%	20%	25%	18%	41% <sup>gh</sup>	44%	-	19%	42%
Important (4)	1267	76	1177	15	323	883	61*	1237	20	2	4	1260	4
	49%	49%	49%	38%	46%	51%	44%	87% <sup>gh</sup>	31%	8%	65%	81% <sup>gh</sup>	25%
Very important (5)	665	43	611	11	217	419	29	652	7	5	-	663	1
	26%	28%	26%	27%	31% <sup>gh</sup>	24%	21%	26% <sup>gh</sup>	11%	16%	-	26% <sup>gh</sup>	9%
Don't know	40	-	39	1	14	16	10	33	2	2	-	37	3
	2%	-	2%	4%	2%	1%	7% <sup>gh</sup>	1%	3%	8%	-	1%	23%
NET Not at all important/ Not very important	110	7	100	3	36	69	5	92	9	8	2	108	*
	4%	5%	4%	9%	5%	4%	4%	4%	14% <sup>gh</sup>	25%	35%	4%	1%
NET Important / Very important	1932	119	1787	25	540	1302	90	1889	27	7	4	1923	5
	75%	75%	75%	65%	70% <sup>gh</sup>	74%	64%	77% <sup>gh</sup>	42%	24%	65%	82% <sup>gh</sup>	34%
Mean	3.97	4.00	3.97	3.82	4.03	3.95	3.86	4.00% <sup>gh</sup>	3.40	3.10	3.31	3.97% <sup>gh</sup>	3.55
Std Dev	0.83	0.81	0.83	1.05	0.87	0.81	0.84	0.81	0.87	1.11	1.05	0.83	0.74
Std Error	0.02	0.07	0.02	0.18	0.03	0.02	0.07	0.02	0.13	0.23	0.61	0.02	0.21

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_9. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
 Convenient options for the recipient to accept the delivery

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	850	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Not at all important (1)	29	-	-	17	12	-	-	-	-	-	-	-	16	1	5	3	5
	1%	-	-	1%	1%	-	-	-	-	-	-	-	2%	-	1%	1%	1%
Not very important (2)	81	-	-	51	30	-	-	-	-	-	-	-	35	16	11	9	10
	3%	-	-	4%	2%	-	-	-	-	-	-	-	4%	3%	3%	2%	2%
Neither important nor unimportant (3)	496	-	-	252	246	-	-	-	-	-	-	-	161	91	88	66	92
	19%	-	-	20%	19%	-	-	-	-	-	-	-	20%	19%	20%	16%	21%
Important (4)	1267	-	-	638	629	-	-	-	-	-	-	-	398	240	206	215	208
	49%	-	-	49%	49%	-	-	-	-	-	-	-	49%	51%	47%	52%	47%
Very important (5)	665	-	-	304	361	-	-	-	-	-	-	-	192	112	124	119	118
	26%	-	-	24%	28%	-	-	-	-	-	-	-	23%	24%	28%	29%	27%
Don't know	40	-	-	28	12	-	-	-	-	-	-	-	16	12	3	4	5
	2%	-	-	2%	1%	-	-	-	-	-	-	-	2%	3%	1%	1%	1%
NET Not at all important/ Not very important	110	-	-	68	43	-	-	-	-	-	-	-	51	16	16	12	15
	4%	-	-	5%	3%	-	-	-	-	-	-	-	6%	3%	4%	3%	3%
NET Important / Very important	1932	-	-	942	989	-	-	-	-	-	-	-	590	352	330	334	325
	75%	-	-	73%	77%	-	-	-	-	-	-	-	72%	75%	76%	80%	74%
Mean	3.97	-	-	3.92	4.01	-	-	-	-	-	-	-	3.89	3.97	4.00	4.07	3.98
Std Dev.	0.83	-	-	0.85	0.81	-	-	-	-	-	-	-	0.89	0.77	0.83	0.77	0.83
Std Error	0.02	-	-	0.02	0.02	-	-	-	-	-	-	-	0.03	0.04	0.04	0.04	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q16\_10. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Insurance against damage or loss

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	238	690	798	1092	590	2370	197	2580
Weighted Base	2580	-**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Not at all important (1)	27	-	27	3	24	19	8	3	3	5	2	8	5	*	6	7	14	6	22	5	33
	1%	-	1%	1%	1%	2%	1%	1%	1%	1%	2%	2%	*	*	1%	1%	1%	1%	1%	2%	1%
Not very important (2)	126	-	126	25	101	64	62	31	14	13	13	26	15	13	45	26	55	28	106	18	128
	5%	-	5%	6%	5%	5%	5%	7% <b>ch</b>	4%	3%	4%	5%	5%	5%	17% <b>ch</b>	3%	5%	5%	5%	5%	5%
Neither important nor unimportant (3)	591	-	591	88	503	302	288	66	81	116	72	96	83	76	146	189	256	160	538	51	564
	23%	-	23%	23%	23%	24%	22%	19%	23%	24%	22%	20%	26%	29% <b>ch</b>	21%	23%	24%	27%	24%	17%	22%
Important (4)	1201	-	1201	151	1050	572	627	147	157	234	157	234	146	126	304	391	506	271	1060	137	1221
	47%	-	47%	39%	48% <b>ch</b>	46%	48%	43%	45%	48%	47%	48%	46%	48%	44%	48%	47%	47%	47%	45%	47%
Very important (5)	601	-	601	121	480	277	320	86	87	119	85	116	61	43	176	204	221	104	508	87	598
	23%	-	23%	31% <b>ch</b>	22%	22%	24%	25% <b>ch</b>	25%	24%	24%	24%	19%	16%	23% <b>ch</b>	23% <b>ch</b>	21%	16%	22%	29%	23%
Don't know	34	-	34	*	34	23	11	6	4	1	4	7	7	5	10	5	19	11	23	5	36
	1%	-	1%	*	2%	2%	1%	*	*	*	1%	2%	2% <b>ch</b>	2%	1%	1%	2%	2%	1%	2%	1%
NET Not at all important/ Not very important	153	-	153	28	125	83	70	34	17	19	14	34	21	13	52	33	68	34	128	24	161
	6%	-	6%	7%	6%	7%	5%	10% <b>ch</b>	5%	4%	4%	7%	6%	5%	8% <b>ch</b>	4%	6%	6%	6%	8%	6%
NET Important / Very important	1802	-	1802	271	1531	849	946	236	245	353	242	351	207	169	481	595	727	376	1568	224	1819
	70%	-	70%	70%	70%	68%	72%	69%	71%	72%	73%	72%	65%	64%	70%	72% <b>ch</b>	68%	65%	69%	74%	71%
Mean	3.87	-	3.87	3.93	3.86	3.83	3.91	3.86	3.91	3.92	3.94	3.88	3.78	3.77	3.88	3.93% <b>ch</b>	3.82	3.77	3.86	3.94	3.87
Std Dev.	0.86	-	0.86	0.93	0.85	0.89	0.84	0.95	0.86	0.83	0.82	0.89	0.88	0.79	0.90	0.83	0.87	0.84	0.85	0.93	0.87
Std Error	0.02	-	0.02	0.05	0.02	0.03	0.02	0.05	0.05	0.04	0.05	0.04	0.05	0.05	0.03	0.03	0.03	0.03	0.02	0.07	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_10. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Insurance against damage or loss

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Not at all important (1)	27	7	7	6	6	15	13	15	12	2	3	13	6	2	22	2	24	9	18	-
Not very important (2)	126	29	53	23	22	62	44	67	59	12	21	32	38	21	91	13	112	18	106	2
Neither important nor unimportant (3)	591	103	190	121	178	293	298	351	234	61	74	149	177	84	400	61	494	95	467	29
Important (4)	1201	206	410	256	327	618	583	728	464	127	128	333	356	203	817	128	1034	271	881	49
Very important (5)	691	120	173	141	166	294	307	370	226	72	94	156	140	92	389	74	487	133	422	45
Don't know	34	3	14	6	11	16	17	14	15	4	5	8	7	1	20	4	20	3	24	7
NET Not at all important/ Not very important	153	36	60	29	28	97	57	82	72	14	25	45	43	23	113	14	136	28	124	2
NET Important / Very important	1802	328	584	397	493	912	890	1098	691	199	222	489	496	295	1207	202	1520	404	1303	95
Mean	3.87	3.87	3.83	3.92	3.89	3.84	3.91	3.90	3.84	3.93	3.90	3.86	3.82	3.90	3.85	3.94	3.86	3.85	3.84	4.11*
Std Dev.	0.86	0.92	0.86	0.86	0.83	0.88	0.84	0.85	0.89	0.85	0.94	0.89	0.83	0.83	0.87	0.85	0.86	0.85	0.87	0.80
Std Error	0.02	0.04	0.03	0.04	0.03	0.02	0.02	0.02	0.03	0.05	0.05	0.04	0.03	0.04	0.02	0.05	0.02	0.04	0.02	0.08

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Q16\_10. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Insurance against damage or loss

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	144	140	133	24	166	
Not at all important (1)	27	26	2	1	21	5	1	1	1	2	2	5	1	3	4	-	3	*	4
	1%	1%	*	1%	1%	2%	1%	1%	1%	1%	1%	3%	1%	1%	1%	-	1%	1%	2%
Not very important (2)	126	105	21	5	107	10	6	3	7	13	8	12	10	7	15	29	7	3	7
	5%	5%	6%	7%	5%	5%	5%	5%	7%	5%	4%	6%	4%	3%	4%	8%	3%	1%	4%
Neither important nor unimportant (3)	591	510	81	13	509	48	18	15	20	75	35	40	43	53	84	98	61	3	45
	23%	23%	23%	17%	23%	22%	15%	21%	19%	27%	16%	21%	19%	22%	25%	26%	26%	13%	23%
Important (4)	1201	1017	184	39	992	107	67	35	52	118	116	83	121	113	141	154	96	14	93
	47%	45%	51%	52%	45%	50%	34%	49%	49%	42%	44%	44%	53%	47%	42%	44%	43%	61%	45%
Very important (5)	601	531	70	17	511	44	30	17	23	69	50	48	50	61	86	69	55	3	41
	23%	24%	19%	22%	24%	20%	24%	23%	22%	24%	23%	26%	22%	25%	20%	25%	25%	14%	21%
Don't know	34	32	2	1	28	3	2	*	1	6	3	1	2	4	9	2	-	*	2
	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	2%	1%	1%	2%	3%	1%	-	*	1%
NET Not at all important/ Not very important	153	130	23	6	128	15	7	4	8	15	10	16	11	9	19	29	10	3	12
	6%	6%	6%	6%	6%	7%	5%	6%	8%	5%	4%	9%	5%	4%	5%	8%	4%	12%	6%
NET Important / Very important	1802	1548	254	56	1503	151	96	51	75	186	166	131	171	174	227	223	150	17	134
	70%	70%	71%	74%	69%	70%	73%	72%	72%	65%	73%	70%	75%	73%	67%	63%	68%	75%	69%
Mean	3.87	3.88	3.83	3.88	3.87	3.82	3.97	3.89	3.86	3.86	3.79	3.84	3.82	3.95	3.88	3.75	3.87	3.75	3.83
Std Dev.	0.86	0.87	0.82	0.87	0.86	0.88	0.82	0.86	0.88	0.87	0.79	0.96	0.80	0.84	0.89	0.87	0.87	0.88	0.89
Std Error	0.02	0.02	0.03	0.04	0.02	0.04	0.04	0.05	0.08	0.07	0.07	0.08	0.07	0.07	0.07	0.07	0.07	0.09	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\*\* very small base (under 30) ineligible for sig testing



Q16\_10. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Insurance against damage or loss

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Not at all important (1)	27	13	2	7	5	13	3	5	1	18	6	7	13	3	4	20	4	10	17	15
	1%	1%	2%	2%	1%	1%	1%	3% <b>ad</b>	1%	1%	3% <b>ad</b>	1%	1%	1%	3% <b>ak</b>	1%	1%	3%	1%	1%
Not very important (2)	126	57	6	35	45	44	17	10	11	89	21	45	45	24	9	3	90	12	47	79
	5%	6%	7%	8%	5%	4%	4%	6%	14% <b>adef</b>	5%	9% <b>af</b>	4%	4%	9% <b>akp</b>	8%	8%	4%	8%	6%	5%
Neither important nor unimportant (3)	591	237	27	131	152	226	151	40	15	378	55	193	219	123	45	8	412	52	147	444
	23%	26%	29%	30%	17%	22%	37% <b>deghij</b>	24%	20%	20%	23%	18%	21%	42% <b>klmp</b>	38% <b>klp</b>	20%	19%	33% <b>klmp</b>	78%	25% <b>kr</b>
Important (4)	1201	426	38	182	390	547	165	72	25	938	97	488	538	105	43	12	1036	56	378	823
	47%	46%	40%	42%	45%	53% <b>dghj</b>	41%	43%	33%	40%	40%	43% <b>km</b>	42% <b>klmnpq</b>	36%	37%	31%	43% <b>klmnp</b>	36%	46%	47%
Very important (5)	601	181	22	74	276	199	64	39	19	475	57	330	208	33	15	12	538	27	244	357
	23%	20%	23%	17%	32% <b>efl</b>	19%	16%	23%	25%	26% <b>efl</b>	24%	31% <b>klmnpq</b>	20% <b>kl</b>	11%	13%	32%	25% <b>klmn</b>	17%	29% <b>ks</b>	20%
Don't know	34	10	-	6	7	10	6	-	5	17	5	7	10	7	1	3	17	5	7	27
	1%	1%	-	1%	1%	1%	1%	-	1% <b>deghj</b>	1%	2%	1%	1%	2%	1%	8%	1%	3% <b>klp</b>	1%	2%
NET Not at all important/ Not very important	153	70	8	42	50	57	20	16	11	107	23	52	58	27	13	3	110	10	56	97
	6%	8%	9%	10%	6%	5%	5%	9%	10% <b>adef</b>	6%	11% <b>adef</b>	5%	6%	9% <b>klp</b>	11% <b>klp</b>	9%	5%	10% <b>klp</b>	7%	6%
NET Important / Very important	1802	607	60	256	666	746	230	111	43	1412	154	828	746	138	58	25	1574	83	623	1179
	70%	66%	63%	59%	51% <b>dghj</b>	52% <b>dghj</b>	57%	60%	50%	51% <b>dghj</b>	64%	47% <b>klmnpq</b>	42% <b>klmnpq</b>	47%	50%	63%	47% <b>klmnpq</b>	53%	31% <b>ks</b>	68%
Mean	3.87	3.77	3.75	3.66	3.72	3.69	3.68	3.77	3.72	3.75	3.76	3.76	3.76	3.69	3.69	3.93	3.69	3.59	3.72	3.83
Std Dev	0.86	0.89	0.95	0.91	0.87	0.82	0.82	0.88	0.85	0.85	1.00	0.84	0.83	0.84	0.93	1.00	0.84	0.97	0.90	0.84
Std Error	0.02	0.03	0.10	0.04	0.03	0.03	0.04	0.08	0.13	0.02	0.07	0.02	0.03	0.05	0.09	0.17	0.02	0.08	0.03	0.02

Proportions/Mean: Column Test(s) (5% risk level) - ab/c - d/e(f/g/h/i) - kl/mn/op/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_10. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Insurance against damage or loss

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Not at all important (1)	27	1	26	-	9	18	-	28	-	1	-	27	-
	1%	1%	1%	-	1%	1%	-	1%	-	5%	-	1%	-
Not very important (2)	126	7	119	-	33	83	11	113	9	5	-	126	-
	5%	5%	5%	-	5%	5%	8%	5%	13% <b>ab</b>	15%	-	5%	-
Neither important nor unimportant (3)	591	38	541	12	156	395	41	552	18	13	-	582	9
	23%	24%	23%	31%	22%	23%	29%	22%	28%	41%	-	23%	59%
Important (4)	1201	60	1118	17	335	828	40	1158	32	6	4	1196	1
	47%	43%	47%	42%	42% <b>d</b>	43% <b>d</b>	28%	47%	50%	21%	66%	47%	9%
Very important (5)	601	42	550	9	171	389	41	587	5	6	2	598	1
	23%	27%	23%	23%	24%	22%	30%	24% <b>ah</b>	8%	19%	34%	23% <b>ah</b>	9%
Don't know	34	-	32	1	7	19	7	30	-	-	-	30	3
	1%	-	1%	4%	1%	1%	5% <b>de</b>	1%	-	-	-	1%	23%
NET Not at all important/ Not very important	153	9	145	-	41	101	11	139	9	6	-	153	-
	6%	6%	6%	-	6%	6%	8%	6%	13%	20%	-	6%	-
NET Important / Very important	1802	108	1668	26	504	1217	81	1745	37	12	5	1794	3
	70%	70%	70%	65%	71% <b>d</b>	70% <b>d</b>	59%	71%	58%	39%	100%	70%	18%
Mean	3.87	3.91	3.87	3.91	3.89	3.87	3.84	3.89	3.54	3.34	4.34	3.87	3.35
Std Dev	0.86	0.88	0.86	0.75	0.87	0.85	0.96	0.86	0.83	1.10	0.52	0.86	0.71
Std Error	0.02	0.07	0.02	0.13	0.03	0.02	0.08	0.02	0.12	0.22	0.30	0.02	0.20

Proportions/Mean: Column Test(s) (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_10. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Insurance against damage or loss

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Not at all important (1)	27	-	-	11	16	-	-	-	-	-	-	-	8	3	7	3	6
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	1%	2%	1%	1%
Not very important (2)	126	-	-	58	69	-	-	-	-	-	-	-	38	20	24	32	13
	5%	-	-	4%	5%	-	-	-	-	-	-	-	5%	4%	6%	8%	3%
Neither important nor unimportant (3)	991	-	-	310	281	-	-	-	-	-	-	-	195	115	88	69	115
	23%	-	-	24%	22%	-	-	-	-	-	-	-	24%	24%	22%	17%	23%
Important (4)	1201	-	-	596	605	-	-	-	-	-	-	-	382	214	198	199	208
	47%	-	-	46%	47%	-	-	-	-	-	-	-	47%	45%	45%	48%	48%
Very important (5)	601	-	-	296	305	-	-	-	-	-	-	-	186	109	107	108	91
	23%	-	-	23%	24%	-	-	-	-	-	-	-	23%	23%	24%	26%	21%
Don't know	34	-	-	20	14	-	-	-	-	-	-	-	9	11	3	5	5
	1%	-	-	2%	1%	-	-	-	-	-	-	-	1%	2%	1%	1%	1%
NET Not at all important/ Not very important	153	-	-	68	85	-	-	-	-	-	-	-	46	23	31	35	18
	6%	-	-	5%	7%	-	-	-	-	-	-	-	6%	5%	7%	8%	4%
NET Important / Very important	1802	-	-	892	910	-	-	-	-	-	-	-	569	324	305	307	299
	70%	-	-	69%	71%	-	-	-	-	-	-	-	70%	69%	70%	74%	68%
Mean	3.87	-	-	3.87	3.87	-	-	-	-	-	-	-	3.87	3.88	3.86	3.92	3.85
Std Dev.	0.86	-	-	0.85	0.88	-	-	-	-	-	-	-	0.85	0.84	0.91	0.90	0.83
Std Error	0.02	-	-	0.02	0.02	-	-	-	-	-	-	-	0.03	0.04	0.04	0.04	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
\*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q16\_11. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Same price to send to anywhere within the UK

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	238	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Not at all important (1)	27	-	27	4	23	17	10	8	5	3	3	5	1	2	13	6	8	3	20	8	21
Not very important (2)	79	-	79	16	64	62	17	15	21	18	11	11	1	2	36	29	14	3	55	23	62
Neither important nor unimportant (3)	400	-	400	44	356	229	170	65	63	84	49	85	30	32	120	133	147	62	350	48	381
Important (4)	1147	-	1147	176	971	539	606	156	145	239	140	212	146	109	301	379	467	255	1006	136	1144
Very important (5)	443	-	443	45	398	43	46	43	42	49	42	43	46	42	44	46	44	44	45	44	44
Don't know	878	-	878	145	733	380	495	84	121	134	124	173	128	115	205	258	416	243	786	88	931
NET Not at all important/ Not very important	345	-	345	37%	33%	30%	33%	25%	25%	27%	23%	25%	11%	11%	30%	31%	23%	24%	35%	25%	36%
NET Important / Very important	2025	-	2025	321	1705	918	1101	240	266	373	264	385	273	225	506	637	883	498	1792	223	2075
Mean	4.09	-	4.09	4.15	4.08	3.98	4.20	3.88	4.04	4.01	4.13	4.11	4.30	4.29	3.96	4.06	4.21	4.29	4.12	4.12	3.90
Std Dev.	0.85	-	0.85	0.86	0.85	0.91	0.77	0.93	0.93	0.82	0.86	0.84	0.70	0.76	0.93	0.84	0.78	0.73	0.82	0.99	0.82
Std Error	0.02	-	0.02	0.04	0.02	0.03	0.02	0.05	0.05	0.04	0.05	0.04	0.04	0.05	0.04	0.03	0.02	0.03	0.02	0.07	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_11. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Same price to send to anywhere within the UK

Base : All participants

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Not at all important (1)	27	9	15	-	3	-	-	16	10	6	2	9	4	4	16	6	20	8	20	-
	1%	2% <i>ab</i>	2% <i>bc</i>	-	2%	-	-	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	-
Not very important (2)	79	16	32	22	9	47	32	57	23	7	11	17	23	19	51	7	71	14	65	-
	3%	3%	4% <i>cd</i>	4% <i>d</i>	1%	4%	3%	4%	2%	3%	3%	2%	3%	5%	3%	3%	3%	3%	3%	-
Neither important nor unimportant (3)	400	78	113	77	133	191	209	257	140	48	53	94	113	55	261	49	320	72	301	27
	16%	17%	13%	14%	19% <i>b</i>	15%	17%	17%	14%	17%	16%	14%	16%	14%	15%	17%	15%	14%	16%	21%
Important (4)	1147	203	385	249	310	588	559	707	431	98	131	329	335	195	794	99	1005	232	854	61
	44%	43%	45%	45%	44%	45%	44%	46%	43%	35%	40%	43%	44%	32%	45% <i>d</i>	35%	44%	44%	45%	45%
Very important (5)	878	160	291	193	235	451	428	485	385	111	121	229	234	129	584	113	721	196	649	34
	34%	34%	34%	35%	33%	34%	34%	31%	35% <i>cd</i>	40%	37%	33%	32%	33%	34%	40%	33%	37%	34%	26%
Don't know	48	4	13	11	20	17	31	23	20	7	8	12	14	-	34	7	34	9	29	10
	2%	1%	2%	2%	3%	1%	2%	2%	2%	2% <i>lm</i>	2% <i>lm</i>	2% <i>lm</i>	2% <i>lm</i>	-	2% <i>lm</i>	3%	2%	2%	2%	8% <i>lm</i>
NET Not at all important/ Not very important	106	25	47	23	13	71	35	72	33	13	13	26	28	23	67	13	90	21	85	-
	4%	4% <i>cd</i>	5% <i>cd</i>	4%	2%	5% <i>d</i>	3%	5%	3%	5%	4%	4%	4%	6%	4%	5%	4%	4%	4%	-
NET Important / Very important	2025	363	675	443	544	1039	987	1192	820	209	252	557	569	324	1378	212	1726	428	1503	94
	79%	77%	80%	80%	77%	79%	78%	77%	81%	75%	77%	81%	79%	80%	79%	75%	80%	81%	78%	72%
Mean	4.09	4.05	4.08	4.13	4.11	4.07	4.12	4.04	4.17% <i>g</i>	4.12	4.12	4.11	4.09	4.06	4.10	4.12	4.09	4.14	4.08	4.05
Std Dev.	0.85	0.90	0.89	0.81	0.79	0.89	0.80	0.85	0.83	0.94	0.85	0.83	0.82	0.86	0.83	0.93	0.83	0.86	0.85	0.71
Std Error	0.02	0.04	0.03	0.04	0.03	0.02	0.02	0.02	0.03	0.06	0.05	0.03	0.03	0.04	0.02	0.06	0.02	0.04	0.02	0.07

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Q16\_11. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Same price to send to anywhere within the UK

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	144	140	133	24	166	
Not at all important (1)	27	24	3	3	25	1	1	1	-	8	2	-	4	-	5	4	2	-	1
	1%	1%	1%	3%	1%	-	-	1%	-	3%	1%	-	2%	-	2%	1%	1%	-	-
Not very important (2)	79	68	11	2	68	7	3	1	2	7	8	4	12	5	11	14	6	1	6
	3%	3%	3%	3%	3%	3%	2%	1%	2%	2%	4%	2%	5%	2%	3%	4%	3%	4%	3%
Neither important nor unimportant (3)	400	347	53	10	340	36	12	12	23	38	30	29	38	33	58	62	29	3	33
	16%	16%	15%	13%	16%	17%	10%	16%	27%	13%	14%	16%	17%	14%	17%	18%	13%	11%	17%
Important (4)	1147	979	168	27	965	89	60	32	46	137	91	91	101	113	139	152	97	9	80
	44%	44%	46%	36%	45%	41%	49%	45%	44%	49%	43%	46%	44%	47%	41%	43%	44%	40%	41%
Very important (5)	878	759	119	33	728	80	45	25	31	88	79	63	72	84	114	112	86	10	70
	34%	34%	33%	44%	34%	37%	36%	39%	30%	31%	37%	33%	31%	35%	34%	32%	39%	45%	36%
Don't know	48	41	6	-	41	3	3	1	2	6	3	1	2	5	12	9	1	-	3
	2%	2%	2%	-	2%	1%	2%	1%	2%	2%	1%	1%	1%	2%	3%	3%	1%	-	2%
NET Not at all important/ Not very important	106	92	14	5	93	8	4	2	2	14	10	4	16	5	17	17	8	1	7
	4%	4%	4%	7%	4%	4%	3%	2%	2%	5%	3%	2%	7%	2%	5%	5%	4%	4%	4%
NET Important / Very important	2025	1739	287	61	1694	169	105	57	77	225	170	153	172	197	252	264	183	20	150
	79%	78%	80%	80%	78%	78%	55%	80%	74%	80%	80%	82%	76%	82%	74%	75%	83%	85%	77%
Mean	4.09	4.09	4.10	4.14	4.08	4.13	4.21	4.14	4.04	4.05	4.13	4.14	3.99	4.17	4.05	4.03	4.18	4.25	4.11
Std Dev.	0.85	0.85	0.83	1.01	0.85	0.84	0.76	0.81	0.78	0.90	0.86	0.75	0.93	0.75	0.90	0.88	0.82	0.84	0.84
Std Error	0.02	0.02	0.03	0.05	0.02	0.04	0.04	0.04	0.07	0.08	0.07	0.06	0.08	0.06	0.07	0.07	0.07	0.09	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\*\* very small base (under 30) ineligible for sig testing

Q16\_11. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Same price to send to anywhere within the UK

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Not at all important (1)	27	10	-	7	13	2	4	6	2	15	8	6	6	2	9	3	12	12	13	14
	1%	1%	-	2%	1%abc	*	1%	1%cd	1%	1%cd	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%
Not very important (2)	79	27	3	9	14	36	12	10	8	50	18	17	42	15	5	*	59	5	41	38
	3%	3%	3%	2%	2%	3%	3%	6%def	11%def	7%def	2%	2%	4%k	5%k	4%	1%	3%	3%	5%k	2%
Neither important nor unimportant (3)	400	111	13	46	79	155	110	39	11	234	50	119	157	92	23	5	276	28	110	290
	16%	12%	14%	11%	9%	19%def	27%def	29%def	14%	12%	21%def	11%	15%k	21%klpq	19%k	13%	13%	18%	13%	17%
Important (4)	1147	415	36	193	347	535	174	63	25	885	88	435	526	114	54	18	981	71	357	790
	44%	46%	37%	44%	40%	53%efgh	43%	38%	33%	63%gh	36%	49%	63%klmnp	39%	46%	46%	63%kl	46%	43%	46%
Very important (5)	878	347	43	175	413	295	97	48	20	707	68	494	288	63	21	9	782	29	300	579
	34%	38%	45%	40%	47%efgh	28%	24%	29%	27%	57%ef	28%	48%lmnpq	28%	21%	18%	22%	57%lmnq	19%	36%	33%
Don't know	48	14	*	5	9	14	9	1	9	24	9	8	14	9	6	4	22	10	12	36
	2%	1%	*	1%	1%	1%	2%	*	1%	2%def	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
NET Not at all important/ Not very important	106	37	3	16	27	37	15	17	10	64	22	23	48	17	14	4	72	17	54	52
	4%	4%	3%	4%	3%	4%	4%	10%def	10%def	3%	11%def	2%	9%k	8%k	12%kl	9%	3%	11%klp	7%k	3%
NET Important / Very important	2025	762	79	368	760	832	272	111	45	1592	156	929	814	177	74	26	1743	101	656	1369
	79%	82%	83%	85%	67%efgh	67%ef	66%	60%	60%	64%gh	64%	63%lmnpq	62%lmn	60%	63%	67%	63%lmnq	64%	79%	78%
Mean	4.09	4.17	4.25	4.21	4.31efgh	4.09	3.88	3.81	3.81	4.14efgh	3.81	4.09mnpq	4.09mnp	3.77	3.65	3.80	4.17mnpq	3.68	4.08	4.10
Std Dev	0.85	0.83	0.82	0.83	0.82	0.77	0.84	1.04	1.10	0.80	1.06	0.77	0.81	0.88	1.09	1.13	0.80	1.10	0.92	0.81
Std Error	0.02	0.03	0.08	0.04	0.03	0.02	0.05	0.08	0.14	0.02	0.07	0.02	0.03	0.06	0.11	0.19	0.02	0.09	0.03	0.02

Proportions/Mean: Column: Yates (5% risk level) - abc - def/ghij - klmn/opqr - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_11. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Same price to send to anywhere within the UK

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Not at all important (1)	27	4	21	2	16	10	2	16	9	2	-	27	-
	1%	3%	1%	5%	2% <b>h</b>	1%	1%	1%	3% <b>h</b>	7%	-	1%	-
Not very important (2)	79	7	73	-	21	54	4	70	5	4	-	79	*
	3%	4%	3%	-	3%	3%	3%	3%	8%	13%	-	3%	1%
Neither important nor unimportant (3)	400	20	371	9	105	264	31	358	21	13	-	393	8
	16%	13%	16%	23%	15%	15%	22%	15%	33% <b>h</b>	43%	-	15%	52%
Important (4)	1147	65	1063	19	286	806	55	1110	25	7	4	1141	2
	44%	42%	49%	46%	40%	37% <b>h</b>	32%	46%	38%	22%	65%	45%	16%
Very important (5)	878	58	813	8	271	570	37	867	4	4	2	875	1
	34%	37%	34%	20%	38% <b>h</b>	33%	26%	35% <b>h</b>	6%	14%	35%	34% <b>h</b>	9%
Don't know	48	-	46	1	9	27	12	45	-	-	-	45	3
	2%	-	2%	4%	1%	2%	8% <b>h</b>	2%	-	-	-	2%	23%
NET Not at all important/ Not very important	106	11	94	2	36	65	6	86	14	6	-	106	*
	4%	7%	4%	5%	5%	4%	4%	3%	22% <b>h</b>	20%	-	4%	1%
NET Important / Very important	2025	123	1875	27	558	1376	91	1977	29	11	5	2016	4
	79%	80%	79%	69%	72% <b>h</b>	67% <b>h</b>	65%	78% <b>h</b>	45%	37%	100%	72% <b>h</b>	24%
Mean	4.09	4.07	4.10	3.83	4.11	4.10	3.94	4.12 <b>h</b>	3.14	3.24	4.35	4.10 <b>h</b>	3.42
Std Dev	0.85	0.97	0.84	0.93	0.92	0.81	0.89	0.81	1.13	1.08	0.53	0.85	0.73
Std Error	0.02	0.08	0.02	0.17	0.03	0.02	0.07	0.02	0.16	0.22	0.30	0.02	0.21

Proportions/Mean: Column Test (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
\* small base, \*\* very small base (under 30) ineligible for sig testing



Q16\_11. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Same price to send to anywhere within the UK

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	850	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Not at all important (1)	27	-	-	15	12	-	-	-	-	-	-	-	13	2	4	-	8
	1%	-	-	1%	1%	-	-	-	-	-	-	-	2% <b>o</b>	-	1%	-	2% <b>o</b>
Not very important (2)	79	-	-	45	35	-	-	-	-	-	-	-	36	8	16	11	8
	3%	-	-	3%	3%	-	-	-	-	-	-	-	4%	2%	4%	3%	2%
Neither important nor unimportant (3)	400	-	-	194	206	-	-	-	-	-	-	-	102	92	57	67	92
	16%	-	-	15%	16%	-	-	-	-	-	-	-	12%	20% <b>o</b>	13%	16%	19% <b>o</b>
Important (4)	1147	-	-	573	574	-	-	-	-	-	-	-	366	207	196	193	184
	44%	-	-	44%	44%	-	-	-	-	-	-	-	45%	44%	45%	46%	42%
Very important (5)	878	-	-	433	445	-	-	-	-	-	-	-	286	147	157	139	149
	34%	-	-	34%	35%	-	-	-	-	-	-	-	35%	31%	36%	34%	34%
Don't know	48	-	-	30	18	-	-	-	-	-	-	-	14	16	7	6	6
	2%	-	-	2%	1%	-	-	-	-	-	-	-	2%	3%	2%	1%	1%
NET Not at all important/ Not very important	106	-	-	59	47	-	-	-	-	-	-	-	50	10	20	11	17
	4%	-	-	5%	4%	-	-	-	-	-	-	-	6% <b>o</b>	2%	5%	3%	4%
NET Important / Very important	2025	-	-	1006	1019	-	-	-	-	-	-	-	652	354	353	333	333
	79%	-	-	78%	79%	-	-	-	-	-	-	-	80%	75%	81%	80%	76%
Mean	4.09	-	-	4.08	4.10	-	-	-	-	-	-	-	4.09	4.07	4.13	4.13	4.06
Std Dev.	0.85	-	-	0.86	0.84	-	-	-	-	-	-	-	0.90	0.79	0.84	0.77	0.89
Std Error	0.02	-	-	0.02	0.02	-	-	-	-	-	-	-	0.03	0.04	0.04	0.04	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
\*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q16\_12. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Proof of postage/dispatch

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	238	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Not at all important (1)	21	-	21	5	15	14	6	2	3	9	*	4	2	*	5	10	6	2	21	-	25
	1%	-	1%	1%	1%	1%	*	1%	1%	2%	*	1%	1%	*	1%	1%	1%	2%	1%	-	1%
Not very important (2)	37	-	37	13	24	22	15	6	12	4	8	4	1	1	18	12	7	2	34	3	40
	1%	-	1%	3% <sup>ci</sup>	1%	2%	1%	2%	3% <sup>ci</sup>	1%	2%	1%	*	1%	3% <sup>ci</sup>	1%	1%	*	2%	1%	2%
Neither important nor unimportant (3)	353	-	353	50	303	212	139	61	53	83	46	58	29	22	115	128	110	51	298	53	320
	14%	-	14%	13%	14%	17% <sup>ci</sup>	11%	18% <sup>ci</sup>	15%	17% <sup>ci</sup>	14%	12%	9%	9%	17% <sup>ci</sup>	16% <sup>ci</sup>	10%	9%	13%	17%	12%
Important (4)	1201	-	1201	166	1034	555	641	156	168	221	128	235	158	134	323	349	528	293	1074	121	1222
	47%	-	47%	43%	47%	44%	49%	46%	48%	45%	39%	48% <sup>ci</sup>	50% <sup>ci</sup>	51% <sup>ci</sup>	47%	43%	49% <sup>ci</sup>	50% <sup>ci</sup>	48%	40%	47%
Very important (5)	940	-	940	153	787	432	505	109	107	171	147	183	123	100	216	318	406	223	807	126	945
	36%	-	36%	40%	36%	34%	38%	32%	31%	35%	41% <sup>ci</sup>	38%	39%	38%	31%	33% <sup>ci</sup>	33% <sup>ci</sup>	33% <sup>ci</sup>	36%	41%	37%
Don't know	30	-	30	-	30	21	9	8	5	1	4	3	5	5	12	5	13	10	25	1	28
	1%	-	1%	-	1%	2%	1%	2% <sup>ci</sup>	1%	*	1%	1%	1%	2% <sup>ci</sup>	2%	1%	1%	2%	1%	*	1%
NET Not at all important/ Not very important	57	-	57	18	39	36	21	8	15	13	8	8	2	2	23	21	13	4	55	3	65
	2%	-	2%	5% <sup>ci</sup>	2%	3%	2%	2%	4% <sup>ci</sup>	3%	2%	2%	1%	1%	3% <sup>ci</sup>	3%	1%	1%	2%	1%	3%
NET Important / Very important	2140	-	2140	319	1821	988	1147	265	274	392	275	419	282	234	539	667	934	516	1880	248	2167
	83%	-	83%	82%	83%	79%	87% <sup>ci</sup>	77%	79%	80%	83%	86% <sup>ci</sup>	89% <sup>ci</sup>	89% <sup>ci</sup>	78%	81%	87% <sup>ci</sup>	89% <sup>ci</sup>	83%	81%	84%
Mean	4.18	-	4.18	4.16	4.18	4.11	4.24 <sup>ci</sup>	4.09	4.06	4.11	4.26% <sup>ci</sup>	4.21% <sup>ci</sup>	4.28% <sup>ci</sup>	4.28% <sup>ci</sup>	4.07	4.17	4.25% <sup>ci</sup>	4.25% <sup>ci</sup>	4.17	4.22	4.18
Std Dev.	0.78	-	0.78	0.87	0.76	0.83	0.72	0.80	0.82	0.85	0.79	0.75	0.68	0.66	0.81	0.83	0.71	0.67	0.78	0.76	0.78
Std Error	0.02	-	0.02	0.04	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.03	0.04	0.04	0.03	0.03	0.02	0.03	0.02	0.05	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - n/op/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_12. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Proof of postage/dispatch

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108	
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*	
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69	
Not at all important (1)	21	2	7	7	5	9	12	10	10	2	5	9	2	1	16	2	17	5	15	-	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	*	1%	1%	1%	1%	1%	-	
Not very important (2)	37	9	17	6	5	26	11	29	6	2	5	13	5	7	23	2	30	1	33	2	
	1%	2%	2%	1%	1%	2%	1%	2%	1%	1%	2%	2%	1%	2%	1%	1%	1%	*	2%	2%	
Neither important nor unimportant (3)	353	66	95	81	110	161	192	237	114	31	44	88	103	50	235	31	292	64	263	26	
	14%	14%	11%	15%	16%	12%	15%	15%	11%	11%	13%	13%	14%	12%	14%	11%	13%	12%	14%	20%	
Important (4)	1201	216	412	244	328	628	572	716	474	116	150	318	360	204	828	117	1043	248	895	58	
	47%	46%	49%	44%	45%	48%	45%	46%	47%	42%	46%	46%	50%	51%	48%	42%	49%	47%	47%	44%	
Very important (5)	940	172	308	210	250	480	460	540	393	122	115	252	251	140	618	124	768	209	690	41	
	36%	37%	36%	38%	35%	36%	36%	35%	39%	44% <sup>lm</sup>	35%	37%	35%	35%	36%	44% <sup>lp</sup>	35%	39%	36%	31%	
Don't know	30	4	10	4	12	14	16	14	11	5	7	10	3	-	20	5	20	3	22	4	
	1%	1%	1%	1%	2%	1%	1%	1%	1%	2% <sup>lm</sup>	2% <sup>lm</sup>	1%	*	*	1%	2%	1%	1%	1%	3% <sup>lm</sup>	
NET Not at all important/ Not very important	57	11	23	13	10	34	23	39	19	3	10	22	7	8	39	3	46	7	48	2	
	2%	2%	3%	2%	1%	3%	2%	3%	2%	1%	3%	3% <sup>lm</sup>	1%	2%	2%	1%	2%	1%	3%	2%	
NET Important / Very important	2140	389	720	455	577	1108	1032	1256	868	238	265	570	610	344	1445	241	1811	456	1585	99	
	83%	83%	85%	82%	81%	84%	82%	87%	80% <sup>lm</sup>	86%	81%	83%	84%	85%	83%	86%	83%	85% <sup>lm</sup>	83%	83%	75%
Mean	4.18	4.18	4.19	4.17	4.17	4.19	4.17	4.14	4.23 <sup>lg</sup>	4.31 <sup>ln</sup>	4.14	4.16	4.18	4.18	4.17	4.31 <sup>lp</sup>	4.17	4.24	4.17	4.07	
Std Dev.	0.78	0.78	0.77	0.81	0.76	0.77	0.78	0.79	0.76	0.74	0.83	0.82	0.72	0.74	0.78	0.74	0.77	0.75	0.79	0.78	
Std Error	0.02	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.02	0.05	0.05	0.03	0.03	0.03	0.02	0.05	0.02	0.03	0.02	0.08	

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Q16\_12. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Proof of postage/dispatch

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	144	140	140	133	24	166
Not at all important (1)	21	19	1	1	16	1	1	2	1	2	3	1	-	-	2	6	1	-	1
	9%	1%	-	1%	1%	1%	1%	3%	1%	1%	2%	1%	-	-	1%	2%	1%	-	1%
Not very important (2)	37	36	1	-	28	6	2	1	1	2	-	3	4	2	6	7	3	2	4
	1%	2%	-	1%	1%	3%	2%	2%	1%	1%	-	1%	2%	1%	2%	2%	1%	8%	2%
Neither important nor unimportant (3)	353	305	47	9	305	28	12	7	14	38	22	21	36	41	51	59	24	5	23
	14%	14%	13%	11%	14%	13%	10%	10%	13%	13%	10%	11%	16%	17%	15%	17%	11%	21%	12%
Important (4)	1201	1012	188	39	998	105	63	35	49	121	92	101	110	101	152	159	112	10	95
	47%	46%	52%	52%	46%	48%	51%	50%	47%	43%	43%	54%	49%	42%	45%	45%	50%	43%	49%
Very important (5)	940	817	122	26	795	75	44	25	39	111	83	58	76	95	123	121	80	6	68
	36%	37%	34%	35%	37%	35%	36%	35%	38%	39%	44%	31%	33%	39%	36%	34%	36%	27%	35%
Don't know	30	29	1	-	27	1	2	-	1	8	3	4	2	2	5	-	1	-	1
	1%	1%	-	-	1%	1%	1%	-	1%	3%	2%	2%	1%	1%	2%	-	1%	-	1%
NET Not at all important/ Not very important	57	55	2	1	44	7	3	3	1	5	3	4	4	2	8	13	5	2	5
	2%	2%	1%	1%	2%	3%	3%	4%	1%	2%	2%	2%	2%	1%	2%	4%	2%	8%	3%
NET Important / Very important	2140	1830	311	66	1793	180	107	61	88	232	185	159	186	195	275	280	192	16	163
	83%	82%	86%	87%	83%	83%	87%	85%	84%	82%	87%	85%	82%	81%	81%	80%	87%	71%	84%
Mean	4.18	4.17	4.19	4.20	4.18	4.14	4.21	4.14	4.22	4.22	4.20	4.15	4.14	4.21	4.17	4.09	4.21	3.90	4.17
Std Dev.	0.78	0.79	0.69	0.73	0.78	0.79	0.76	0.87	0.74	0.78	0.78	0.73	0.74	0.75	0.78	0.85	0.74	0.92	0.77
Std Error	0.02	0.02	0.02	0.03	0.02	0.03	0.04	0.05	0.06	0.07	0.07	0.06	0.06	0.06	0.06	0.07	0.06	0.10	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q16\_12. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Proof of postage/dispatch

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Not at all important (1)	21	11	-	7	4	6	3	3	4	10	7	6	7	3	3	-	13	4	8	13
	1%	1%	-	1%	1%	1%	1%	2%	1%	3%del	1%	1%	1%	1%	3%del	1%	1%	1%	2%	1%
Not very important (2)	37	11	2	2	6	5	18	7	-	11	7	5	16	6	8	2	21	9	17	20
	1%	1%	2%	-	1%	1%	4%del	4%del	-	1%	3%del	1%	2%	2%	6%del	5%	1%	6%del	2%	1%
Neither important nor unimportant (3)	353	118	9	48	63	141	106	29	9	204	39	80	158	86	22	4	238	26	125	228
	14%	13%	9%	11%	7%	14%del	26%del	17%del	13%	11%del	16%del	7%	15%del	28%del	19%del	9%	11%del	17%del	75%	13%
Important (4)	1201	454	42	225	369	553	177	72	26	922	100	468	528	136	52	15	996	67	380	821
	47%	46%	43%	52%	42%	53%del	43%	43%	38%	43%del	41%	43%	53%del	46%	46%	37%	47%	43%	46%	47%
Very important (5)	940	322	43	147	425	327	98	55	28	752	83	513	317	60	30	16	830	46	294	645
	36%	35%	45%	34%	49%del	31%del	24%	33%	37%	39%del	34%del	48%del	31%del	20%	26%	40%	39%del	29%	35%	37%
Don't know	30	8	-	6	8	7	4	-	5	15	5	7	8	4	1	3	15	5	9	20
	1%	1%	-	1%	1%	1%	1%	-	1%	2%	2%	1%	1%	1%	1%	8%	1%	3%del	1%	1%
NET Not at all important/ Not very important	57	22	2	9	10	12	21	10	4	22	15	12	23	10	11	2	35	13	25	33
	2%	2%	2%	2%	1%	1%	3%del	6%del	6%del	1%	6%del	1%	2%	3%del	9%del	5%	2%	9%del	3%	2%
NET Important / Very important	2140	776	85	372	794	879	275	127	56	1674	183	981	844	196	83	30	1825	113	674	1466
	83%	84%	89%	85%	51%del	87%del	68%	76%	75%	87%del	76%	51%del	82%del	65%	70%	77%	83%del	72%	81%	84%
Mean	4.18	4.16	4.32	4.17	4.3del	4.1del	3.87	4.02	4.08	4.04	4.04	4.3del	4.1del	3.83	3.85	4.21	4.3del	3.94	4.14	4.20
Std Dev	0.78	0.78	0.72	0.76	0.89	0.71	0.86	0.92	1.04	0.71	0.96	0.70	0.76	0.82	0.98	0.88	0.74	0.81	0.81	0.76
Std Error	0.02	0.03	0.07	0.04	0.02	0.02	0.05	0.07	0.12	0.02	0.06	0.02	0.02	0.05	0.10	0.14	0.02	0.08	0.03	0.02

Proportions/Mean: Columna Testad (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_12. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Proof of postage/dispatch

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Not at all important (1)	21	-	21	-	10	10	1	14	5	2	-	21	-
	1%	-	1%	-	1%	1%	1%	1%	2% <b>ph</b>	7%	-	1%	-
Not very important (2)	37	2	33	2	13	18	6	28	6	3	-	37	*
	1%	1%	1%	5%	2%	1%	4% <b>ae</b>	1%	9% <b>ph</b>	8%	-	1%	1%
Neither important nor unimportant (3)	353	19	323	11	76	239	38	324	14	8	-	346	6
	14%	12%	14%	27%	11%	14%	27% <b>ade</b>	13%	21%	27%	-	14%	43%
Important (4)	1201	80	1115	6	333	821	46	1149	29	13	5	1192	4
	47%	51%	47%	16%	47% <b>ade</b>	47% <b>ade</b>	33%	47%	46%	44%	100%	47%	24%
Very important (5)	940	54	866	19	265	630	45	925	9	4	-	938	1
	36%	35%	36%	49%	37%	36%	32%	38% <b>ah</b>	14%	14%	-	37% <b>ah</b>	9%
Don't know	30	-	28	1	10	14	5	25	2	-	-	26	3
	1%	-	1%	4%	1%	1%	4% <b>ae</b>	1%	3%	-	-	1%	23%
NET Not at all important/ Not very important	57	2	54	2	23	28	6	42	10	5	-	57	*
	2%	1%	2%	5%	3%	2%	5%	2%	16% <b>ant</b>	15%	-	2%	1%
NET Important / Very important	2140	134	1981	25	598	1451	91	2074	38	18	5	2130	5
	83%	86%	83%	64%	83% <b>ade</b>	83% <b>ade</b>	65%	83% <b>ah</b>	60%	58%	100%	83% <b>ah</b>	33%
Mean	4.18	4.20	4.18	4.13	4.18	4.18	3.95	4.18	3.52	3.50	4.00	4.18	3.53
Std Dev	0.78	0.70	0.78	0.99	0.81	0.75	0.91	0.75	1.09	1.07	0.00	0.78	0.74
Std Error	0.02	0.06	0.02	0.18	0.03	0.02	0.07	0.02	0.16	0.21	0.00	0.02	0.21

Proportions/Means: Column Test (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_12. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Proof of postage/dispatch

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Not at all important (1)	21	-	-	10	10	-	-	-	-	-	-	-	7	3	4	3	4
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	1%	1%	1%	1%
Not very important (2)	37	-	-	22	14	-	-	-	-	-	-	-	13	9	3	5	7
	1%	-	-	2%	1%	-	-	-	-	-	-	-	2%	2%	1%	1%	2%
Neither important nor unimportant (3)	363	-	-	174	179	-	-	-	-	-	-	-	101	73	70	47	62
	14%	-	-	13%	14%	-	-	-	-	-	-	-	12%	16%	16%	11%	14%
Important (4)	1201	-	-	595	605	-	-	-	-	-	-	-	375	220	201	191	214
	47%	-	-	46%	47%	-	-	-	-	-	-	-	46%	47%	46%	46%	49%
Very important (5)	940	-	-	470	470	-	-	-	-	-	-	-	314	156	155	167	147
	36%	-	-	36%	36%	-	-	-	-	-	-	-	38%	33%	36%	40%	34%
Don't know	30	-	-	15	11	-	-	-	-	-	-	-	8	10	4	3	4
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	2%	1%	1%	1%
NET Not at all important/ Not very important	57	-	-	33	25	-	-	-	-	-	-	-	21	12	7	8	10
	2%	-	-	3%	2%	-	-	-	-	-	-	-	3%	3%	2%	2%	2%
NET Important / Very important	2140	-	-	1065	1075	-	-	-	-	-	-	-	689	378	358	358	361
	83%	-	-	83%	83%	-	-	-	-	-	-	-	84%	80%	81%	86%	83%
Mean	4.18	-	-	4.17	4.18	-	-	-	-	-	-	-	4.20	4.12	4.16	4.25	4.14
Std Dev.	0.78	-	-	0.79	0.77	-	-	-	-	-	-	-	0.79	0.79	0.78	0.75	0.77
Std Error	0.02	-	-	0.02	0.02	-	-	-	-	-	-	-	0.03	0.04	0.04	0.04	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q16\_13. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Proof of receipt/delivery

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	238	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Not at all important (1)	22	-	22	5	17	16	6	4	4	7	-	6	-	-	8	7	7	-	22	-	20
	1%	-	1%	1%	1%	1%	*	1%	1%	1%	-	1%	-	-	1%	1%	1%	-	1%	-	1%
Not very important (2)	60	-	60	20	40	48	11	15	10	9	8	12	4	2	25	17	17	6	47	13	60
	2%	-	2%	5% <i>cd</i>	2%	4% <i>f</i>	1%	3% <i>m</i>	3%	2%	2%	3%	1%	1%	10% <i>opq</i>	2%	2%	1%	2%	4%	2%
Neither important nor unimportant (3)	334	-	334	58	276	182	150	64	53	71	33	56	23	34	118	103	113	57	291	39	322
	13%	-	13%	15%	13%	14%	11%	19% <i>kl</i>	15% <i>kl</i>	14% <i>kl</i>	10%	11%	7%	13%	17% <i>opq</i>	13%	11%	10%	13%	13%	12%
Important (4)	1222	-	1222	158	1064	577	642	142	166	235	159	213	171	134	308	395	519	305	1097	120	1217
	47%	-	47%	41%	49% <i>c</i>	46%	49%	41%	48%	48%	48%	44%	54% <i>opq</i>	51%	45%	48%	48%	53% <i>n</i>	49% <i>c</i>	40%	47%
Very important (5)	915	-	915	147	769	411	500	110	111	163	129	197	114	91	221	292	403	206	779	130	932
	35%	-	35%	38%	35%	33%	38% <i>c</i>	32%	32%	33%	39%	40%	30%	35%	32%	36%	38%	35%	35%	35%	36%
Don't know	27	-	27	-	27	22	5	7	2	4	4	4	4	3	9	7	11	7	22	2	29
	1%	-	1%	-	1%	2% <i>f</i>	*	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Not at all important/ Not very important	82	-	82	26	56	65	17	19	15	16	8	18	4	2	34	24	24	6	69	13	80
	3%	-	3%	7% <i>cd</i>	3%	5% <i>f</i>	1%	6% <i>klm</i>	4%	3%	2%	4%	1%	1%	9% <i>opq</i>	3%	2%	1%	3%	4%	3%
NET Important / Very important	2137	-	2137	304	1833	988	1143	252	277	398	288	410	286	225	529	686	922	511	1876	250	2149
	83%	-	83%	78%	84%	79%	87% <i>ce</i>	74%	80%	81% <i>kl</i>	84% <i>kl</i>	84% <i>kl</i>	90% <i>opq</i>	86% <i>kl</i>	77%	84% <i>n</i>	86% <i>n</i>	88% <i>n</i>	83%	82%	83%
Mean	4.15	-	4.15	4.08	4.17	4.07	4.24 <i>e</i>	4.01	4.07	4.11	4.24 <i>gh</i>	4.20 <i>g</i>	4.25 <i>gh</i>	4.20 <i>g</i>	4.04	4.16 <i>n</i>	4.22 <i>n</i>	4.24 <i>n</i>	4.15	4.21	4.17
Std Dev.	0.80	-	0.80	0.93	0.77	0.87	0.72	0.90	0.84	0.82	0.73	0.83	0.65	0.69	0.87	0.79	0.75	0.67	0.79	0.83	0.79
Std Error	0.02	-	0.02	0.05	0.02	0.03	0.02	0.05	0.05	0.04	0.04	0.04	0.03	0.05	0.03	0.03	0.02	0.03	0.02	0.06	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - n/op/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing



Q16\_13. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Proof of receipt/delivery

Base : All participants

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Not at all important (1)	22	5	5	5	7	10	12	9	13	1	7	11	3	1	20	1	21	7	15	*
Not very important (2)	60	14	20	17	9	34	26	35	25	7	17	14	10	38	7	48	13	40	1	
Neither important nor unimportant (3)	133	33	2	3%	1%	3%	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	1%
Important (4)	334	69	86	83	95	155	179	227	104	30	32	95	96	46	223	30	275	45	264	25
Very important (5)	1222	224	448	211	339	672	550	729	485	116	153	316	357	214	826	117	1052	281	905	56
NET Not at all important/ Not very important	47%	4%	3%	3%	3%	4%	4%	47%	49%	42%	47%	45%	49%	43%	47%	41%	49%	49%	47%	42%
NET Important/ Very important	53%	96%	97%	97%	97%	96%	96%	53%	51%	58%	53%	55%	51%	57%	53%	59%	51%	51%	53%	58%
Don't know	27	2	9	7	10	11	16	14	9	5	2	11	3	1	17	5	18	7	15	4
NET Not at all important/ Not very important	82	19	24	22	16	44	39	44	38	8	13	28	17	11	58	8	69	20	61	1
NET Important/ Very important	3%	4%	3%	4%	2%	3%	3%	3%	4%	3%	4%	4%	2%	3%	3%	3%	3%	4%	3%	1%
Mean	4.15	4.09	4.17	4.18	4.16	4.14	4.17	4.14	4.18	4.26	4.19	4.11	4.16	4.16	4.15	4.27	4.15	4.20	4.14	4.14
Std Dev	0.80	0.83	0.74	0.87	0.78	0.78	0.82	0.79	0.82	0.79	0.85	0.86	0.75	0.73	0.81	0.79	0.80	0.80	0.80	0.76
Std Error	0.02	0.03	0.03	0.04	0.03	0.02	0.02	0.02	0.03	0.05	0.05	0.03	0.03	0.03	0.02	0.05	0.02	0.03	0.02	0.07

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Q16\_13. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Proof of receipt/delivery

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	144	140	140	133	24	166
Not at all important (1)	22	20	2	2	21	-	1	-	-	4	2	3	2	3	2	4	3	-	-
1%	1%	1%	2%	1%	1%	-	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	-	-
Not very important (2)	60	55	5	2	46	8	4	2	2	1	7	4	6	3	8	8	6	2	6
2%	2%	1%	3%	2%	2%	4%	4%	3%	2%	1%	3%	2%	3%	1%	2%	2%	3%	8%	3%
Neither important nor unimportant (3)	334	285	49	8	280	34	9	11	16	33	26	27	31	26	48	56	18	3	31
13%	13%	14%	11%	13% <sup>nl</sup>	16% <sup>nl</sup>	7%	19% <sup>nl</sup>	15%	12%	12%	14%	14%	11%	14%	16% <sup>up</sup>	8%	13%	16% <sup>up</sup>	
Important (4)	1222	1043	178	36	1025	103	61	33	45	128	94	94	107	111	155	173	112	10	93
47%	47%	49%	47%	47%	47%	47%	49%	48%	43%	45%	47%	50%	47%	46%	49%	51%	41%	48%	
Very important (5)	915	789	126	28	776	70	45	25	40	111	77	59	79	97	118	112	83	9	61
35%	36%	35%	36%	36%	36%	32%	37%	34%	38%	39%	36%	32%	35%	40%	32%	37%	38%	38%	
Don't know	27	27	1	-	21	2	4	-	1	6	1	1	2	2	-	-	-	-	2
1%	1%	-	1%	1%	1%	3% <sup>up</sup>	-	-	1% <sup>up</sup>	2%	1%	1%	1%	2%	-	-	-	-	1%
NET Not at all important/ Not very important	82	76	6	4	67	8	5	2	2	5	9	7	8	5	10	11	9	2	6
3%	3%	2%	5%	3%	4%	4%	4%	3%	2%	2%	4%	4%	4%	3%	3%	4%	4%	8%	3%
NET Important / Very important	2137	1832	305	63	1801	173	106	58	85	239	177	153	187	207	273	285	195	18	154
83%	83%	85%	83%	83%	80%	86%	81%	82%	82%	84%	83%	82%	82%	86%	81%	81%	88%	79%	80%
Mean	4.15	4.15	4.18	4.13	4.16	4.09	4.21	4.12	4.19	4.23	4.15	4.09	4.13	4.24	4.15	4.08	4.20	4.09	4.09
Std Dev.	0.80	0.81	0.74	0.89	0.80	0.79	0.79	0.80	0.77	0.78	0.83	0.82	0.81	0.78	0.79	0.81	0.80	0.92	0.78
Std Error	0.02	0.02	0.02	0.04	0.02	0.03	0.04	0.04	0.07	0.07	0.07	0.07	0.07	0.08	0.07	0.07	0.10	0.04	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**Q16\_13. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)**

**Proof of receipt/delivery**

**Base : All participants**

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Not at all important (1)	22	8	-	5	5	-	2	7	4	9	11	4	10	2	5	1	14	7	13	9
	1%	1%	-	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Not very important (2)	60	23	1	10	11	14	21	14	-	24	14	17	20	11	8	4	37	11	30	30
	2%	2%	2%	2%	1%	1%	5%del	6%del	-	1%	6%del	2%	2%	4%	7%klp	9%	2%	7%klp	4%a	2%
Neither important nor unimportant (3)	334	115	10	47	80	124	93	24	10	203	33	86	123	89	21	12	209	32	116	218
	13%	12%	11%	11%	9%	12%	23%del	14%	13%	11%	14%	8%	12%kl	30%klp	18%klp	29%	10%	21%klp	14%	12%
Important (4)	1222	466	37	222	360	577	182	74	27	936	100	474	546	133	57	6	1020	63	359	663
	47%	50%	38%	51%	41%	53%del	45%	44%	36%	43%kl	42%	44%	53%klp	45%	46%	46%	46%	46%	43%	41%kl
Very important (5)	915	306	47	146	412	315	104	48	29	728	78	492	325	57	25	13	817	38	309	606
	35%	33%	49%kl	34%	47%kl	30%	26%	29%	39%	38%kl	32%	46%klmpq	31%kl	19%	21%	34%	39%klmp	25%	37%	35%
Don't know	27	5	-	4	8	5	4	-	5	13	5	7	8	2	1	4	15	5	7	21
	1%	1%	-	1%	1%	-	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Not at all important/ Not very important	82	31	1	16	15	19	23	21	4	34	25	20	31	13	5	51	18	42	40	40
	3%	3%	2%	4%	2%	2%	6%del	13%del	5%	2%	10%del	2%	3%	4%	11%kl	12%	2%	12%klmp	3%a	2%
NET Important / Very important	2137	772	84	368	772	892	286	122	56	1664	178	966	871	191	82	19	1837	101	668	1469
	83%	84%	88%	85%	83%klp	85%kl	70%	73%	75%	87%klp	74%	83%klmpq	81%klmp	85%	79%	49%	87%klmp	65%	80%	84%
Mean	4.15	4.13	4.35a	4.15	4.24klp	4.14klp	3.91	3.85	4.11	4.24del	3.93	4.34klmpq	4.12klmp	3.80	3.76	3.74	4.23klmp	3.76	4.12	4.17
Std Dev	0.80	0.79	0.74	0.80	0.74	0.71	0.86	1.07	1.03	0.73	1.06	0.72	0.77	0.82	1.02	1.18	0.75	1.05	0.89	0.75
Std Error	0.02	0.03	0.07	0.04	0.02	0.02	0.05	0.08	0.12	0.02	0.07	0.02	0.02	0.05	0.10	0.20	0.02	0.09	0.03	0.02

Proportions/Mean: Column Tested (5% risk level) - a/b/c - d/e/f/g/h/i - kl/mn/o/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_13. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Proof of receipt/delivery

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Not at all important (1)	22	3	19	-	11	12	-	18	5	1	-	22	-
	1%	2%	1%	-	1%	1%	-	1%	2% <b>gh</b>	5%	-	1%	-
Not very important (2)	60	1	57	2	20	37	4	50	6	4	-	60	-
	2%	1%	2%	5%	3%	2%	3%	2%	10% <b>gh</b>	12%	-	2%	1%
Neither important nor unimportant (3)	334	30	292	11	96	200	37	298	21	7	-	325	8
	13%	20% <b>gh</b>	12%	27%	14%	12%	27% <b>gh</b>	12%	32% <b>gh</b>	22%	-	13%	58%
Important (4)	1222	68	1135	18	324	844	54	1176	25	14	5	1215	1
	47%	44%	46%	46%	46%	46%	38%	46%	38%	46%	100%	47%	9%
Very important (5)	915	52	856	7	252	624	39	902	7	5	-	914	1
	35%	34%	36%	19%	36%	36%	28%	37% <b>gh</b>	11%	16%	-	36% <b>gh</b>	9%
Don't know	27	-	26	1	6	16	6	24	-	-	-	24	3
	1%	-	1%	4%	1%	1%	4% <b>gh</b>	1%	1%	-	-	1%	23%
NET Not at all important/ Not very important	82	4	76	2	30	48	4	66	11	5	-	82	-
	3%	2%	3%	5%	4%	3%	3%	3%	17% <b>gh</b>	16%	-	3%	1%
NET Important / Very important	2137	121	1991	25	576	1488	93	2078	32	19	5	2129	3
	83%	78%	83%	64%	81% <b>gh</b>	83% <b>gh</b>	67%	84% <b>gh</b>	50%	62%	100%	83% <b>gh</b>	18%
Mean	4.15	4.07	4.17	3.81	4.12	4.10 <b>gh</b>	3.96	4.10 <b>gh</b>	3.36	3.57	4.00	4.10 <b>gh</b>	3.33
Std Dev	0.80	0.85	0.79	0.82	0.85	0.77	0.83	0.77	1.06	1.05	0.00	0.80	0.74
Std Error	0.02	0.07	0.02	0.14	0.03	0.02	0.07	0.02	0.15	0.21	0.00	0.02	0.21

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_13. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Proof of receipt/delivery

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Not at all important (1)	22	-	-	9	13	-	-	-	-	-	-	-	8	1	3	3	8
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	*	1%	1%	2%
Not very important (2)	60	-	-	37	23	-	-	-	-	-	-	-	29	8	10	5	7
	2%	-	-	3%	2%	-	-	-	-	-	-	-	4%	2%	2%	1%	2%
Neither important nor unimportant (3)	334	-	-	167	167	-	-	-	-	-	-	-	89	65	44	50	67
	13%	-	-	13%	13%	-	-	-	-	-	-	-	12%	14%	10%	13%	15%
Important (4)	1222	-	-	622	600	-	-	-	-	-	-	-	390	231	207	190	203
	47%	-	-	48%	46%	-	-	-	-	-	-	-	48%	49%	47%	46%	46%
Very important (5)	915	-	-	439	476	-	-	-	-	-	-	-	285	154	168	159	149
	35%	-	-	34%	37%	-	-	-	-	-	-	-	35%	33%	36%	36%	34%
Don't know	27	-	-	15	11	-	-	-	-	-	-	-	6	10	4	3	4
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	2%	1%	1%	1%
NET Not at all important/ Not very important	82	-	-	46	36	-	-	-	-	-	-	-	37	9	13	8	15
	3%	-	-	4%	3%	-	-	-	-	-	-	-	5%	2%	3%	2%	3%
NET Important / Very important	2137	-	-	1061	1076	-	-	-	-	-	-	-	675	385	375	349	352
	83%	-	-	82%	83%	-	-	-	-	-	-	-	83%	82%	86%	84%	81%
Mean	4.15	-	-	4.13	4.18	-	-	-	-	-	-	-	4.13	4.14	4.22	4.21	4.10
Std Dev.	0.80	-	-	0.80	0.80	-	-	-	-	-	-	-	0.83	0.74	0.77	0.77	0.84
Std Error	0.02	-	-	0.02	0.02	-	-	-	-	-	-	-	0.03	0.04	0.04	0.04	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q16\_14. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Delivery to recipient's door

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	238	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Not at all important (1)	14	-	14	3	11	11	3	5	2	7	-	-	-	-	7	7	-	-	11	3	10
	1%	-	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Not very important (2)	41	-	41	13	28	27	15	5	14	7	7	6	1	2	18	15	8	3	34	8	45
	2%	-	2%	3% <i>cd</i>	1%	2%	1%	1%	4%	2%	2%	1%	*	1%	3%	2%	1%	*	1%	3%	2%
Neither important nor unimportant (3)	275	-	275	38	237	164	109	59	40	67	33	39	19	18	59	100	76	37	244	29	253
	11%	-	11%	10%	11%	13% <i>f</i>	8%	17% <i>klm</i>	12%	14% <i>klm</i>	10%	8%	6%	7%	14% <i>opq</i>	12% <i>opq</i>	7%	6%	11%	10%	10%
Important (4)	1196	-	1196	164	1032	555	637	158	175	233	153	208	148	121	333	386	477	269	1070	123	1194
	46%	-	46%	42%	47%	44%	48%	46%	50%	48%	46%	43%	47%	46%	48%	47%	45%	46%	47%	40%	46%
Very important (5)	1025	-	1025	169	856	477	546	109	114	169	135	232	145	121	222	304	489	287	876	140	1051
	40%	-	40%	44%	39%	38%	42%	32%	33%	33%	41%	43% <i>ghj</i>	43% <i>ghj</i>	43% <i>ghj</i>	32%	37%	47% <i>no</i>	43% <i>no</i>	38%	46%	41%
Don't know	28	-	28	*	28	23	5	6	3	6	4	3	4	2	9	10	9	6	23	2	27
	1%	-	1%	*	1%	2% <i>f</i>	*	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Not at all important/ Not very important	55	-	55	16	39	37	18	10	16	14	7	6	1	2	26	22	8	3	45	10	55
	2%	-	2%	4% <i>cd</i>	2%	3% <i>f</i>	1%	7% <i>klm</i>	7% <i>kl</i>	2%	1%	*	1%	*	4% <i>opq</i>	3% <i>opq</i>	1%	*	2%	3%	2%
NET Important / Very important	2221	-	2221	333	1888	1032	1183	267	289	402	288	440	294	242	555	690	976	536	1946	263	2245
	86%	-	86%	86%	86%	82%	80% <i>no</i>	78%	83%	82%	87% <i>no</i>	90% <i>ghj</i>	92% <i>ghj</i>	92% <i>ghj</i>	81%	84%	91% <i>no</i>	92% <i>no</i>	86%	86%	87%
Mean	4.25	-	4.25	4.25	4.24	4.18	4.30% <i>no</i>	4.07	4.12	4.14	4.27% <i>g</i>	4.37% <i>ghj</i>	4.40% <i>ghj</i>	4.39% <i>ghj</i>	4.10	4.19	4.36% <i>no</i>	4.39% <i>no</i>	4.24	4.29	4.27
Std Dev.	0.75	-	0.75	0.83	0.74	0.81	0.69	0.83	0.80	0.81	0.73	0.68	0.61	0.64	0.82	0.78	0.65	0.63	0.74	0.81	0.74
Std Error	0.01	-	0.01	0.04	0.02	0.02	0.02	0.05	0.04	0.04	0.04	0.03	0.03	0.04	0.03	0.03	0.02	0.03	0.02	0.06	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/p/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_14. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Delivery to recipient's door

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Not at all important (1)	14 1%	1 *	9 1% <b></b>	4 1%	-	10 1%	4 *	12 1%	2 *	-	2 1%	7 1%	1 *	3 1%	10 1%	-	14 1%	2 *	12 1%	-
Not very important (2)	41 2%	5 1%	16 2%	10 2%	9 1%	22 2%	19 2%	27 2%	14 1%	4 2%	3 1%	18 3%	8 1%	7 2%	29 2%	4 2%	36 2%	7 1%	34 2%	1 *
Neither important nor unimportant (3)	275 11%	57 12%	74 9%	59 11%	86 12%	131 10%	144 11%	194 13% <b></b>	79 8%	28 10%	30 9%	63 9%	79 11%	42 10%	172 10%	28 10%	223 10%	42 8%	210 11%	23 17% <b></b>
Important (4)	1196 46%	211 45%	414 49%	240 43%	331 47%	625 47%	571 45%	745 49%	442 44%	124 45%	139 43%	310 45%	354 49%	201 50%	803 46%	126 45%	1018 47%	237 45%	910 47%	49 37%
Very important (5)	1025 40%	195 41%	327 39%	233 42%	270 38%	522 40%	503 40%	551 36% <b></b>	465 46% <b></b>	116 42%	150 46%	283 41%	274 38%	149 37%	707 41%	117 42%	862 40%	230 45% <b></b>	735 38%	51 39%
Don't know	28 1%	-	8 1%	6 1%	14 2% <b></b>	8 1%	20 2%	15 1%	8 1%	5 2% <b></b>	2 1%	8 1%	7 1%	-	18 1%	5 2%	18 1%	3 1%	17 1%	8 6% <b></b>
NET Not at all important/ Not very important	55 2%	7 1%	25 3%	14 3%	9 1%	32 2%	23 2%	39 3%	16 2%	4 2%	5 2%	25 3% <b></b>	9 1%	10 3%	39 2%	4 2%	49 2%	8 2%	46 2%	1 1%
NET Important / Very important	2221 86%	406 86%	741 87%	473 86%	601 85%	1147 87%	1075 85%	1296 84% <b></b>	908 90% <b></b>	239 86%	288 89%	593 86%	629 87%	350 87%	1510 87%	243 86%	1880 87%	476 90% <b></b>	1645 86% <b></b>	100 76%
Mean	4.25	4.26	4.23	4.26	4.24	4.24	4.25	4.17 4.35% <b></b>	4.29	4.29	4.33	4.24	4.25	4.21	4.26	4.29	4.25	4.34% <b></b>	4.22	4.21
Std Dev.	0.75	0.74	0.77	0.78	0.71	0.76	0.74	0.77	0.71	0.72	0.74	0.81	0.70	0.76	0.75	0.71	0.75	0.71	0.76	0.78
Std Error	0.01	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.04	0.04	0.03	0.03	0.04	0.02	0.04	0.02	0.03	0.02	0.08

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Q16\_14. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Delivery to recipient's door

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	144	140	133	24	166	
Not at all important (1)	14 1%	14 1%	-	-	12 1%	2 1%	-	-	1 1%	2 1%	-	2 1%	-	-	2 1%	5 1%	-	-	2 1%
Not very important (2)	41 2%	38 2%	3 1%	3 3%	35 2%	3 2%	1 1%	1 2%	2 2%	2 1%	1 1%	5 3%	4 2%	2 1%	13 4%	3 1%	3 1%	1 3%	
Neither important nor unimportant (3)	275 11%	242 11%	33 9%	6 7%	236 11%	22 10%	9 7%	8 12%	10 10%	20 7%	18 9%	23 12%	39 17% <b>***</b>	20 8%	41 12%	43 12%	20 9%	1 3%	
Important (4)	1196 46%	1018 46%	178 49%	31 41%	996 46%	104 48%	60 48%	36 51%	53 51%	139 49%	91 43%	91 49%	94 41%	116 48%	149 44%	151 43%	111 50%	9 38%	
Very important (5)	1025 40%	882 40%	143 40%	36 48%	865 40%	84 39%	52 42%	25 35%	37 35%	113 40%	99 47% <b>***</b>	65 34%	89 39%	100 42%	139 41%	136 39%	86 39%	13 57%	
Don't know	28 1%	25 1%	4 1%	-	25 1%	1 1%	2 1%	1 1%	1 1%	6 2%	3 1%	1 1%	2 1%	2 1%	5 2%	3 1%	1 1%	-	
NET Not at all important/ Not very important	55 2%	52 2%	3 1%	3 3%	47 2%	6 3%	1 1%	1 2%	3 3%	4 1%	1 1%	7 4%	4 2%	2 1%	4 1%	18 5% <b>***</b>	3 1%	5 3%	
NET Important / Very important	2221 86%	1901 86%	321 89%	68 89%	1861 86%	188 87%	111 90%	61 86%	90 86%	252 89% <b>***</b>	190 87% <b>***</b>	156 83%	182 80%	216 89% <b>***</b>	288 85%	288 82%	198 89% <b>***</b>	22 94%	
Mean	4.25	4.24	4.29	4.34	4.24	4.23	4.33	4.21	4.19	4.30	4.37% <b>***</b>	4.13	4.18	4.32% <b>***</b>	4.26	4.15	4.28	4.48	
Std Dev.	0.75	0.76	0.67	0.76	0.75	0.77	0.67	0.71	0.76	0.71	0.67	0.82	0.78	0.66	0.74	0.88	0.68	0.70	
Std Error	0.01	0.02	0.02	0.04	0.02	0.03	0.03	0.04	0.06	0.06	0.06	0.07	0.07	0.06	0.06	0.07	0.06	0.07	

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\*\* very small base (under 30) ineligible for sig testing



Q16\_14. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Delivery to recipient's door

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Not at all important (1)	14	3	-	-	1	2	1	10	-	2	10	-	13	-	-	-	13	-	8	6
	1%	-	-	-	*	*	*	3%del	-	*	3%del	-	1%	-	-	-	1%	-	1%	*
Not very important (2)	41	12	1	4	1	13	17	8	4	14	10	7	18	13	3	*	25	3	25	17
	2%	1%	1%	1%	*	1%del	4%del	4%del	5%del	1%	4%del	1%	2%	5%del	2%	1%	1%	2%	3%del	1%
Neither important nor unimportant (3)	275	87	11	32	35	109	94	21	7	144	28	36	123	86	18	9	159	27	101	174
	11%	9%	7%	7%	4%	11%del	23%del	12%del	10%	8%del	12%del	3%	12%del	28%del	15%del	22%	8%del	17%del	10%	12%
Important (4)	1196	439	42	204	350	563	175	78	31	913	108	471	505	138	62	17	976	79	356	840
	46%	48%	44%	47%	40%	53%del	43%	47%	41%	43%del	45%	44%	49%	47%	43%	43%	46%	50%	43%	46%
Very important (5)	1025	375	42	193	482	344	116	51	27	826	79	560	366	55	32	10	926	42	337	688
	40%	41%	44%	44%	55%del	33%	29%	31%	37%	43%del	33%	52%del	35%del	19%	27%	25%	44%del	27%	40%	39%
Don't know	28	7	-	2	6	9	2	1	5	15	6	5	8	2	3	3	13	7	6	23
	1%	1%	-	1%	1%	1%	1%	*	1%	1%	2%	*	1%	1%	3%del	8%	1%	4%del	1%	1%
NET Not at all important/ Not very important	55	14	1	4	2	15	18	17	4	17	21	8	31	14	3	*	38	3	33	23
	2%	2%	1%	1%	*	3%del	4%del	10%del	5%del	1%	8%del	1%	3%del	5%del	2%	1%	2%	2%	4%del	1%
NET Important / Very important	2221	815	84	396	832	907	291	129	58	1739	187	1030	872	193	93	27	1902	120	693	1528
	86%	88%	87%	91%	53%del	51%del	72%	77%	78%	53%del	77%	43%del	42%del	65%	43%del	68%	50%del	77%	83%	84%del
Mean	4.25	4.28	4.30	4.35	4.34del	4.30del	3.96	3.92	4.18	3.96	4.10	4.10del	4.16del	3.80	4.07del	4.01	4.32del	4.06del	4.20	4.27
Std Dev	0.75	0.71	0.72	0.66	0.59	0.68	0.85	1.07	0.84	0.66	1.01	0.60	0.80	0.80	0.73	0.76	0.72	0.73	0.84	0.71
Std Error	0.01	0.02	0.07	0.03	0.02	0.02	0.05	0.08	0.10	0.01	0.07	0.02	0.03	0.05	0.07	0.12	0.02	0.06	0.03	0.02

Proportions/Means: Column Test (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op) - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_14. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Delivery to recipient's door

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Not at all important (1)	14	-	14	-	1	7	6	12	2	-	-	14	-
	1%	-	1%	-	-	-	4%de	1%	3%gh	-	-	1%	-
Not very important (2)	41	1	40	-	15	25	2	28	7	6	-	41	*
	2%	1%	2%	-	2%	1%	1%	1%	11%gh	20%	-	2%	1%
Neither important nor unimportant (3)	275	26	241	7	73	174	28	245	19	6	-	270	5
	11%	17%gh	10%	19%	10%	10%	20%de	10%	30%gh	19%	-	11%	35%
Important (4)	1196	63	1116	18	301	835	59	1151	23	14	4	1188	5
	46%	41%	47%	46%	43%	48%	42%	47%	33%	45%	66%	46%	32%
Very important (5)	1025	64	948	13	312	673	40	1004	14	5	2	1022	1
	40%	42%	40%	33%	44%f	39%	29%	41%gh	21%	16%	34%	40%gh	9%
Don't know	28	-	27	1	5	18	5	25	-	-	-	25	3
	1%	-	1%	4%	1%	1%	4%de	1%	-	-	-	1%	23%
NET Not at all important/ Not very important	55	1	54	-	16	32	8	40	0	6	-	55	*
	2%	1%	2%	-	2%	2%	5%de	2%	14%gh	20%	-	2%	1%
NET Important / Very important	2221	127	2063	31	614	1508	99	2155	36	19	5	2210	6
	86%	82%	86%	78%	82%f	81%f	71%	87%gh	56%	61%	100%	86%gh	41%
Mean	4.25	4.23	4.25	4.15	4.23	4.30	3.94	4.27	3.60	3.57	4.34	4.23	3.63
Std Dev	0.75	0.76	0.75	0.73	0.75	0.73	0.97	0.73	1.04	0.99	0.52	0.75	0.73
Std Error	0.01	0.06	0.02	0.13	0.03	0.02	0.08	0.01	0.15	0.20	0.30	0.01	0.21

Proportions/Mean: Column Test (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_14. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Delivery to recipient's door

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Not at all important (1)	14	-	-	1	13	-	-	-	-	-	-	-	1	-	5	1	7
	1%	-	-	1%	1%	-	-	-	-	-	-	-	-	1%	-	1%	2%
Not very important (2)	41	-	-	19	22	-	-	-	-	-	-	-	18	1	5	10	7
	2%	-	-	2%	2%	-	-	-	-	-	-	-	2%	-	1%	2%	2%
Neither important nor unimportant (3)	275	-	-	142	133	-	-	-	-	-	-	-	84	59	39	31	63
	11%	-	-	11%	10%	-	-	-	-	-	-	-	10%	12%	9%	7%	14%
Important (4)	1196	-	-	586	610	-	-	-	-	-	-	-	381	206	204	198	207
	46%	-	-	45%	47%	-	-	-	-	-	-	-	47%	44%	47%	48%	47%
Very important (5)	1025	-	-	520	506	-	-	-	-	-	-	-	326	194	182	173	150
	40%	-	-	40%	39%	-	-	-	-	-	-	-	40%	41%	42%	42%	34%
Don't know	28	-	-	21	8	-	-	-	-	-	-	-	9	12	2	3	2
	1%	-	-	2%	1%	-	-	-	-	-	-	-	1%	3%	1%	1%	1%
NET Not at all important/ Not very important	55	-	-	21	35	-	-	-	-	-	-	-	19	2	10	10	14
	2%	-	-	2%	3%	-	-	-	-	-	-	-	2%	-	2%	2%	3%
NET Important / Very important	2221	-	-	1106	1115	-	-	-	-	-	-	-	706	400	386	371	358
	86%	-	-	86%	86%	-	-	-	-	-	-	-	86%	85%	89%	89%	82%
Mean	4.25	-	-	4.26	4.23	-	-	-	-	-	-	-	4.28p	4.28p	4.27p	4.28p	4.12
Std Dev.	0.75	-	-	0.72	0.78	-	-	-	-	-	-	-	0.74	0.70	0.76	0.72	0.83
Std Error	0.01	-	-	0.02	0.02	-	-	-	-	-	-	-	0.03	0.03	0.04	0.03	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
\*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q16\_15. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Daily collection service

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	238	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Not at all important (1)	32	-	32	7	25	19	13	4	4	4	5	8	4	4	8	9	15	8	32	-	35
	1%	-	1%	2%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%
Not very important (2)	114	-	114	20	94	66	48	15	19	24	15	20	5	15	34	39	40	20	101	12	118
	4%	-	4%	5%	4%	5%	4%	4%	5%	5%	4%	2%	6%	5%	5%	4%	3%	4%	4%	4%	5%
Neither important nor unimportant (3)	574	-	574	77	496	300	273	80	76	113	75	98	68	64	156	188	230	132	523	49	539
	22%	-	22%	20%	23%	24%	21%	23%	22%	23%	20%	21%	24%	23%	23%	23%	21%	23%	23%	23%	21%
Important (4)	1185	-	1185	163	1022	561	620	154	155	227	157	225	152	115	310	384	491	266	1033	148	1201
	46%	-	46%	42%	47%	45%	47%	45%	45%	47%	47%	46%	48%	44%	45%	47%	46%	46%	46%	46%	47%
Very important (5)	637	-	637	121	517	285	350	80	89	115	75	131	84	63	169	190	278	147	537	94	652
	25%	-	25%	33%	24%	23%	27%	23%	26%	24%	23%	27%	24%	24%	25%	23%	26%	25%	24%	24%	25%
Don't know	38	-	38	-	38	26	12	9	3	5	5	7	5	4	12	11	16	8	31	1	35
	1%	-	1%	-	2%	2%	1%	2%	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	-	1%
NET Not at all important/ Not very important	146	-	146	27	119	85	61	19	23	28	20	28	9	18	43	48	55	28	134	12	153
	6%	-	6%	7%	5%	7%	5%	6%	7%	6%	6%	3%	7%	6%	6%	5%	5%	5%	6%	4%	6%
NET Important / Very important	1822	-	1822	283	1539	846	970	234	244	343	232	356	236	177	479	575	769	413	1570	242	1853
	71%	-	71%	73%	70%	67%	74%	68%	70%	70%	70%	73%	74%	67%	69%	70%	72%	71%	70%	60%	72%
Mean	3.90	-	3.90	3.95	3.89	3.83	3.96%	3.87	3.89	3.88	3.86	3.94	3.98	3.84	3.88	3.87	3.93	3.92	3.87	4.07%	3.91
Std Dev.	0.87	-	0.87	0.94	0.86	0.90	0.84	0.87	0.89	0.85	0.87	0.88	0.82	0.90	0.88	0.86	0.87	0.86	0.88	0.79	0.88
Std Error	0.02	-	0.02	0.05	0.02	0.03	0.02	0.05	0.05	0.04	0.05	0.04	0.04	0.06	0.03	0.03	0.03	0.04	0.02	0.06	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - n/op/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_15. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Daily collection service

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Not at all important (1)	32	7	11	8	7	17	15	13	19	4	7	13	6	1	26	4	27	8	24	*
1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	2%	1%	*	1%	1%	2%	2%	1%	*
Not very important (2)	114	17	47	26	23	64	50	72	41	18	9	34	30	21	73	18	95	18	93	2
4%	4%	4%	6%	5%	3%	5%	4%	5%	4%	7%	3%	5%	4%	5%	4%	7%	4%	3%	5%	2%
Neither important nor unimportant (3)	574	114	176	125	159	290	284	358	210	46	65	149	169	90	383	47	479	102	430	43
22%	24%	21%	23%	22%	22%	22%	22%	23%	21%	17%	20%	22%	23%	22%	22%	17%	22%	19%	22%	37% <sup>q</sup>
Important (4)	1185	209	428	234	315	635	550	724	452	116	139	324	358	194	820	117	1027	248	887	51
46%	45%	49%	42%	44%	48%	44%	47%	47%	45%	42%	43%	47%	49%	46%	47%	42%	47%	47%	46%	38%
Very important (5)	637	122	175	149	191	296	341	353	280	85	100	161	154	94	416	90	519	150	459	28
25%	26%	21%	27% <sup>b</sup>	27% <sup>d</sup>	22%	27% <sup>e</sup>	23%	23%	25% <sup>g</sup>	32% <sup>h</sup>	31% <sup>i</sup>	23%	21%	23%	24%	32% <sup>o</sup>	24%	28%	24%	21%
Don't know	38	1	14	10	14	15	24	23	10	6	5	10	7	2	22	6	24	4	26	8
1%	*	2%	2%	2% <sup>h</sup>	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	8% <sup>q</sup>
NET Not at all important/ Not very important	146	24	57	35	30	81	65	86	60	22	16	47	35	22	99	22	121	27	117	2
6%	5%	7%	6%	4%	6%	5%	6%	6%	6%	8%	5%	7%	5%	5%	6%	8%	6%	5%	6%	2%
NET Important / Very important	1822	331	601	384	507	932	890	1077	732	204	239	485	512	288	1235	207	1545	397	1346	79
77%	70%	71%	69%	71%	71%	71%	71%	70%	72%	73%	73%	70%	71%	71%	71%	73%	71%	75% <sup>q</sup>	70%	60%
Mean	3.90	3.90	3.85	3.90	3.95	3.87	3.93	3.87	3.93	3.98	3.98	3.86	3.87	3.90	3.89	3.98	3.89	3.97	3.88	3.84
Std Dev.	0.87	0.88	0.86	0.91	0.85	0.86	0.88	0.85	0.90	0.94	0.92	0.90	0.82	0.82	0.87	0.94	0.86	0.87	0.87	0.79
Std Error	0.02	0.04	0.03	0.04	0.03	0.02	0.03	0.02	0.03	0.06	0.05	0.04	0.03	0.04	0.02	0.06	0.02	0.04	0.02	0.08

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Q16\_15. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Daily collection service

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	144	140	133	24	166	
Not at all important (1)	32	29	4	3	26	3	2	1	1	3	3	4	2	2	4	6	2	1	2
	1%	1%	1%	3%	1%	1%	2%	2%	1%	1%	2%	2%	1%	1%	1%	2%	1%	6%	1%
Not very important (2)	114	95	19	3	91	13	5	5	5	10	11	9	8	16	15	11	4	9	
	4%	4%	5%	3%	4%	6%	4%	6%	5%	4%	5%	5%	4%	5%	4%	5%	18%	5%	
Neither important nor unimportant (3)	574	492	82	13	487	46	26	15	28	56	41	38	51	43	76	106	48	2	45
	22%	22%	23%	17%	22%	21%	21%	20%	27%	20%	19%	20%	23%	18%	22%	30%	21%	7%	23%
Important (4)	1185	1010	175	34	985	107	60	33	39	131	91	87	114	122	152	150	98	10	97
	46%	46%	48%	45%	45%	49%	49%	48%	37%	46%	43%	46%	52%	51%	45%	43%	44%	41%	52%
Very important (5)	637	560	77	23	546	46	28	17	31	77	63	48	43	65	84	70	61	6	39
	25%	25%	21%	30%	25%	21%	23%	24%	29%	27%	29%	25%	21%	27%	25%	20%	28%	27%	20%
Don't know	38	34	4	*	33	2	2	1	1	6	3	2	5	2	8	5	1	*	1
	1%	2%	1%	1%	2%	1%	2%	1%	1%	2%	2%	1%	2%	1%	2%	1%	1%	1%	1%
NET Not at all important/ Not very important	146	123	22	6	117	16	7	6	6	13	14	13	10	8	20	20	13	6	11
	6%	6%	6%	6%	5%	7%	5%	8%	6%	5%	7%	7%	4%	3%	6%	6%	6%	24%	5%
NET Important / Very important	1822	1570	252	56	1531	153	89	50	70	208	154	135	161	188	236	221	160	16	137
	71%	71%	70%	75%	71%	70%	72%	70%	67%	74%	72%	72%	71%	73%	70%	63%	72%	68%	71%
Mean	3.90	3.91	3.85	3.93	3.91	3.83	3.89	3.85	3.91	3.97	3.95	3.90	3.89	4.02	3.89	3.76	3.93	3.65	3.85
Std Dev.	0.87	0.87	0.85	1.01	0.87	0.88	0.86	0.93	0.91	0.86	0.92	0.91	0.81	0.79	0.88	0.88	0.88	1.25	0.82
Std Error	0.02	0.02	0.03	0.05	0.02	0.04	0.04	0.05	0.08	0.07	0.08	0.08	0.07	0.07	0.07	0.07	0.07	0.13	0.04

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q16\_15. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Daily collection service

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Not at all important (1)	32	25	4	15	11	10	3	3	5	21	8	14	6	5	2	20	7	11	21	
	1%	3%	4%	4%	1%	1%	1%	2%	5% <b>del</b>	1%	3% <b>del</b>	1%	1%	2%	4% <b>del</b>	5%	1%	1%	1%	
Not very important (2)	114	55	10	21	32	42	19	15	5	74	21	41	41	20	9	3	82	12	45	
	4%	6%	11%	5%	4%	4%	5%	9% <b>del</b>	7%	4%	9% <b>del</b>	4%	4%	7%	8%	7%	4%	8%	5%	
Neither important nor unimportant (3)	574	222	19	99	141	204	159	45	19	345	63	169	235	119	40	6	404	46	154	
	22%	24%	20%	23%	16%	20%	39% <b>del</b>	27% <b>del</b>	25%	18%	26% <b>del</b>	16%	23% <b>del</b>	40% <b>del</b>	34% <b>del</b>	16%	19%	39% <b>del</b>	18%	
Important (4)	1185	427	28	201	378	549	170	71	17	827	88	492	514	116	47	15	1006	62	367	
	46%	47% <b>del</b>	29%	45% <b>del</b>	43% <b>del</b>	53% <b>del</b>	42% <b>del</b>	43% <b>del</b>	23%	43% <b>del</b>	36%	46%	50% <b>del</b>	39%	40%	37%	43% <b>del</b>	38%	44%	
Very important (5)	637	184	34	94	305	222	48	33	24	527	57	359	222	30	13	11	581	24	248	
	25%	20%	36% <b>del</b>	22%	35% <b>del</b>	21% <b>del</b>	12%	20%	32% <b>del</b>	28% <b>del</b>	23% <b>del</b>	33% <b>del</b>	21% <b>del</b>	10%	11%	27%	28% <b>del</b>	15%	30% <b>del</b>	
Don't know	38	12	-	5	7	12	8	1	5	19	5	6	14	6	3	3	20	6	7	
	1%	1%	-	1%	1%	1%	2%	*	1% <b>del</b>	1%	2%	1%	1%	2%	2%	8%	1%	1%		
NET Not at all important/ Not very important	146	79	14	37	43	52	22	19	10	96	29	55	47	25	14	5	102	19	56	
	6%	9%	15%	8%	5%	5%	5%	11% <b>del</b>	10% <b>del</b>	5%	12% <b>del</b>	5%	5%	8%	12% <b>del</b>	12%	5%	7%		
NET Important / Very important	1822	611	62	295	684	771	218	103	41	1455	144	851	737	146	60	25	1587	85	616	
	71%	66%	65%	68%	61% <b>del</b>	61% <b>del</b>	54%	62%	55%	60% <b>del</b>	60%	63% <b>del</b>	61% <b>del</b>	49%	51%	64%	62% <b>del</b>	54%	74%	
Mean	3.90	3.76	3.82	3.78	3.88	3.81	3.68	3.73	3.54	3.70	3.70	4.04	3.80	3.51	3.47	3.80	3.88	3.55	3.87	
Std Dev	0.87	0.93	1.15	0.96	0.88	0.81	0.79	0.86	1.21	0.85	1.03	0.87	0.81	0.83	0.96	1.13	0.84	1.01	0.91	
Std Error	0.02	0.03	0.12	0.04	0.03	0.03	0.04	0.08	0.15	0.02	0.07	0.03	0.03	0.05	0.09	0.19	0.02	0.09	0.03	

Proportions/Mean: Column Test (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_15. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Daily collection service

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Not at all important (1)	32	-	32	*	12	19	2	29	-	2	-	31	1
	7%	-	1%	-	2%	1%	1%	1%	-	7%	-	1%	8%
Not very important (2)	114	6	107	*	25	84	4	102	11	-	-	113	*
	4%	4%	4%	-	4%	5%	3%	4%	18% <sup>gh</sup>	-	-	4%	2%
Neither important nor unimportant (3)	574	37	529	8	160	371	43	524	21	20	-	565	8
	22%	24%	22%	20%	23%	21%	31% <sup>gh</sup>	21%	32%	66%	-	22%	58%
Important (4)	1185	56	1107	21	309	827	49	1151	26	4	4	1181	-
	46%	38%	46%	54%	44%	43%	32%	47%	41%	13%	65%	46%	-
Very important (5)	637	55	573	9	195	406	36	624	6	4	2	634	1
	25%	36% <sup>gh</sup>	24%	22%	28%	23%	26%	25% <sup>gh</sup>	9%	14%	35%	25% <sup>gh</sup>	9%
Don't know	38	-	37	1	7	28	5	35	-	-	-	35	3
	1%	-	2%	4%	1%	1%	4%	1%	-	-	-	1%	23%
NET Not at all important/ Not very important	146	6	139	*	37	103	6	131	11	2	-	144	1
	6%	4%	6%	1%	5%	6%	4%	5%	18% <sup>gh</sup>	7%	-	6%	10%
NET Important / Very important	1822	112	1681	30	504	1233	85	1775	32	8	5	1816	1
	71%	72%	70%	76%	71%	71%	61%	72% <sup>gh</sup>	50%	27%	100%	71% <sup>gh</sup>	9%
Mean	3.90	4.04	3.89	4.01	3.93	3.89	3.84	3.92 <sup>gh</sup>	3.41	3.28	4.35	3.90 <sup>gh</sup>	2.99
Std Dev	0.87	0.88	0.87	0.69	0.89	0.86	0.90	0.86	0.89	0.95	0.53	0.87	0.99
Std Error	0.02	0.07	0.02	0.12	0.03	0.02	0.07	0.02	0.13	0.19	0.30	0.02	0.29

Proportions/Mean: Column Test (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Q16\_15. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Daily collection service

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	850	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Not at all important (1)	32	-	-	13	19	-	-	-	-	-	-	-	10	4	6	5	8
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	1%	1%	1%	2%
Not very important (2)	114	-	-	57	57	-	-	-	-	-	-	-	38	19	21	19	17
	4%	-	-	4%	4%	-	-	-	-	-	-	-	5%	4%	5%	4%	4%
Neither important nor unimportant (3)	574	-	-	273	301	-	-	-	-	-	-	-	187	106	105	75	121
	22%	-	-	21%	23%	-	-	-	-	-	-	-	20%	23%	24%	18%	23%
Important (4)	1165	-	-	593	592	-	-	-	-	-	-	-	381	212	199	212	180
	46%	-	-	46%	46%	-	-	-	-	-	-	-	47%	45%	46%	51%	41%
Very important (5)	637	-	-	326	311	-	-	-	-	-	-	-	209	118	101	102	108
	25%	-	-	25%	24%	-	-	-	-	-	-	-	25%	25%	23%	25%	25%
Don't know	38	-	-	22	11	-	-	-	-	-	-	-	14	13	4	3	4
	1%	-	-	1%	1%	-	-	-	-	-	-	-	2%	3%	1%	1%	1%
NET Not at all important/ Not very important	146	-	-	70	75	-	-	-	-	-	-	-	47	23	27	23	25
	6%	-	-	5%	6%	-	-	-	-	-	-	-	6%	5%	6%	6%	6%
NET Important / Very important	1822	-	-	919	903	-	-	-	-	-	-	-	590	330	301	314	288
	71%	-	-	71%	70%	-	-	-	-	-	-	-	72%	70%	69%	76%	66%
Mean	3.90	-	-	3.92	3.88	-	-	-	-	-	-	-	3.92	3.92	3.85	3.94	3.84
Std Dev.	0.87	-	-	0.86	0.88	-	-	-	-	-	-	-	0.87	0.85	0.88	0.84	0.91
Std Error	0.02	-	-	0.02	0.02	-	-	-	-	-	-	-	0.03	0.04	0.04	0.04	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q16\_16. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Parcel provider operates in an environmentally responsible way

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	238	690	798	1092	590	2370	197	2580
Weighted Base	2580	-**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Not at all important (1)	131	-	131	22	109	91	40	9	6	21	38	39	14	5	15	57	59	20	125	6	148
	5%	-	5%	6%	5%	7% <i>f</i>	3%	3%	2%	4%	11% <i>ghilm</i>	6% <i>ghlm</i>	4%	2%	2%	7% <i>ng</i>	5% <i>n</i>	3%	6%	2%	6%
Not very important (2)	197	-	197	41	156	88	109	20	36	38	22	41	18	21	56	59	81	40	178	18	192
	8%	-	8%	11%	7%	7%	8%	6%	10%	8%	7%	8%	6%	8%	8%	7%	8%	7%	8%	5%	7%
Neither important nor unimportant (3)	714	-	714	75	640	380	353	80	84	103	85	150	108	105	164	188	362	212	658	51	762
	28%	-	28%	19%	29% <i>c</i>	29%	27%	23%	24%	21%	26%	31% <i>h</i>	34% <i>ghl</i>	40% <i>ghlm</i>	24%	23%	34% <i>no</i>	37% <i>no</i>	29% <i>s</i>	17%	30%
Important (4)	999	-	999	146	852	488	509	148	143	216	124	166	117	84	291	340	368	202	853	141	997
	39%	-	39%	38%	39%	39%	39%	43% <i>km</i>	41%	44% <i>km</i>	37%	34%	37%	32%	42% <i>ng</i>	41% <i>n</i>	34%	35%	38%	46% <i>r</i>	39%
Very important (5)	501	-	501	103	398	204	293	77	76	106	63	84	54	41	153	169	179	95	409	88	445
	19% <i>d</i>	-	19%	23% <i>d</i>	18%	16%	27% <i>c</i>	23%	22%	22%	19%	17%	16%	17%	22% <i>ng</i>	21%	17%	16%	18%	23% <i>s</i>	17%
Don't know	38	-	38	-	38	26	12	8	2	5	2	8	6	6	10	7	21	13	34	-	36
	1%	-	1%	-	2%	2%	1%	2%	1%	1%	2%	2%	2%	2%	1%	1%	2%	2%	2%	-	1%
NET Not at all important/ Not very important	328	-	328	63	265	179	149	29	42	59	58	80	33	27	72	117	140	59	303	24	340
	13% <i>e</i>	-	13%	16%	12%	14%	11%	9%	12%	12%	10% <i>ghl</i>	10% <i>gh</i>	10%	10%	10%	14%	13%	10%	13%	8%	13%
NET Important / Very important	1500	-	1500	249	1251	692	802	225	219	322	187	250	171	126	444	509	547	297	1262	229	1442
	58%	-	58%	64% <i>d</i>	57%	55%	61% <i>e</i>	66% <i>km</i>	63% <i>km</i>	66% <i>ghlm</i>	56%	51%	54%	48%	64% <i>ng</i>	62% <i>nl</i>	51%	51%	56%	76% <i>r</i>	56%
Mean	3.61	-	3.61	3.69	3.59	3.51	3.70%	3.79% <i>klm</i>	3.71% <i>k</i>	3.72% <i>k</i>	3.47	3.45	3.57	3.52	3.75% <i>ng</i>	3.62	3.50	3.55	3.56	3.94% <i>r</i>	3.55
Std Dev.	1.05	-	1.05	1.14	1.03	1.08	1.01	0.95	0.98	1.03	1.20	1.12	0.99	0.93	0.97	1.11	1.04	0.96	1.05	0.93	1.05
Std Error	0.02	-	0.02	0.06	0.02	0.03	0.03	0.05	0.05	0.05	0.07	0.05	0.05	0.06	0.04	0.04	0.03	0.04	0.02	0.07	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - n/op/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_16. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Parcel provider operates in an environmentally responsible way

Base : All participants

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits				
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)		
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108	
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*	
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69	
Not at all important (1)	131	19	45	35	32	65	67	73	58	18	18	28	38	24	84	18	108	24	98	9	
	5%	4%	5%	6%	4%	5%	5%	5%	6%	7%	5%	4%	5%	6%	5%	6%	5%	5%	5%	5%	7%
Not very important (2)	197	45	64	37	47	113	84	127	69	13	20	58	79	19	158	13	178	27	163	1	
	8%	10%	8%	7%	7%	8%	7%	8%	7%	5%	6%	8%	11% <u>lm</u>	5%	9% <u>lm</u>	5%	9%	5%	9% <u>lm</u>	1%	
Neither important nor unimportant (3)	714	136	238	132	207	375	340	384	324	85	105	170	175	121	450	87	580	146	538	30	
	28%	29%	28%	24%	29%	28%	27%	25%	32% <u>lm</u>	31%	32% <u>lm</u>	25%	24%	30%	26%	31%	28%	28%	28%	23%	
Important (4)	999	165	355	219	260	520	479	624	362	87	115	281	308	155	705	88	875	188	763	47	
	39%	35%	42%	40%	37%	39%	38%	40%	36%	31%	35%	41% <u>lm</u>	43% <u>lm</u>	38%	31%	31%	36%	36%	40%	36%	
Very important (5)	591	99	133	122	147	232	269	319	182	70	61	141	115	85	317	72	403	136	327	39	
	19%	21%	16%	22% <u>lm</u>	21%	18%	21%	21%	18%	25% <u>lm</u>	19%	18%	16%	21%	18%	25% <u>lm</u>	25% <u>lm</u>	17%	25% <u>lm</u>	25% <u>lm</u>	
Don't know	38	1	13	7	17	14	24	17	16	4	6	10	9	-	26	4	26	8	24	6	
	1%	*	2%	1%	2% <u>lm</u>	1%	2%	1%	2%	2%	2% <u>lm</u>	2%	1%	-	1%	1%	1%	1%	1%	5% <u>lm</u>	
NET Not at all important/ Not very important	328	66	109	72	78	177	151	201	127	31	38	87	117	42	242	31	286	51	267	10	
	13%	14%	13%	13%	11%	13%	12%	13%	13%	11%	12%	13%	15% <u>lm</u>	11%	14%	11%	13%	10%	14%	7%	
NET Important / Very important	1500	264	488	341	407	752	748	943	544	157	177	422	423	240	1022	159	1278	324	1090	86	
	58%	56%	58%	62%	57%	57%	59%	61% <u>lm</u>	54%	56%	54%	61%	58%	60%	59%	57%	59%	61%	57%	65%	
Mean	3.61	3.59	3.56	3.65	3.64	3.57	3.65	3.65	3.54	3.65	3.57	3.66	3.54	3.64	3.59	3.65	3.60	3.74 <sup>†</sup>	3.55	3.64 <sup>†</sup>	
Std Dev.	1.05	1.06	1.02	1.10	1.03	1.04	1.06	1.05	1.05	1.11	1.04	1.03	1.05	1.05	1.04	1.11	1.04	1.05	1.04	1.10	
Std Error	0.02	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.03	0.07	0.06	0.04	0.04	0.05	0.03	0.07	0.02	0.05	0.02	0.11	

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Q16\_16. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Parcel provider operates in an environmentally responsible way

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	144	140	133	24	166	
Not at all important (1)	131	112	19	6	107	12	7	5	8	19	15	4	14	10	15	8	1	11	6%
Not very important (2)	197	160	36	4	162	23	7	4	8	19	19	7	15	19	21	33	19	3	10%
Neither important nor unimportant (3)	714	599	115	26	599	58	33	24	40	76	36	58	57	67	87	105	74	7	51%
Important (4)	999	860	139	30	833	86	51	28	35	94	90	82	93	87	138	126	88	7	78%
Very important (5)	501	452	49	10	434	35	23	9	12	72	52	37	45	56	74	55	33	4	31%
Don't know	38	36	2	1	32	3	2	1	1	4	1	1	3	2	5	13	1	1	3%
NET Not at all important/ Not very important	328	273	55	9	270	35	14	9	16	37	34	10	20	29	35	54	26	5	30%
NET Important / Very important	1500	1312	188	40	1267	121	74	38	47	165	142	119	139	142	212	181	120	11	109%
Mean	3.61	3.63b	3.46	3.46	3.62g	3.51	3.62	3.47	3.34	3.65h	3.60h	3.76hor	3.63h	3.67h	3.74h	3.49	3.54	3.41	3.52
Std Dev.	1.05	1.05	1.02	1.04	1.05	1.07	1.04	1.03	1.04	1.13	1.14	0.88	1.07	1.05	1.02	1.03	0.96	1.11	1.06
Std Error	0.02	0.03	0.03	0.05	0.03	0.05	0.05	0.06	0.09	0.10	0.10	0.07	0.09	0.09	0.08	0.09	0.08	0.12	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q16\_16. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Parcel provider operates in an environmentally responsible way

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Not at all important (1)	131	52	6	27	62	32	14	16	15	84	31	63	42	12	6	9	105	15	26	106
	5%	6%	6%	6%	4% <b>abc</b>	3%	4%	3% <b>def</b>	2% <b>ghij</b>	4%	3% <b>klm</b>	5%	4%	4%	5%	23%	5%	9%	3%	4%
Not very important (2)	197	93	11	33	68	67	27	26	9	135	35	90	66	24	14	2	157	16	62	134
	8%	10%	11%	8%	8%	6%	7%	15% <b>def</b>	1%	14% <b>def</b>	4%	8%	6%	8%	12%	4%	7%	7%	7%	8%
Neither important nor unimportant (3)	714	282	39	154	208	289	163	39	10	497	49	244	279	130	52	10	522	62	172	543
	28%	31%	40%	35%	24%	29% <b>klm</b>	40% <b>defghij</b>	24%	13%	26%	20%	23%	27%	44% <b>klm</b>	44% <b>klm</b>	25%	25%	39% <b>klm</b>	21%	31% <b>kl</b>
Important (4)	999	347	19	144	310	445	161	53	26	755	79	402	449	105	26	11	850	37	335	664
	39%	39% <b>klm</b>	20%	33% <b>klm</b>	35%	43% <b>klm</b>	40%	32%	35%	39%	33%	37% <b>klm</b>	43% <b>klm</b>	35%	22%	26%	40% <b>klm</b>	24%	40%	36%
Very important (5)	501	135	20	66	225	195	38	32	10	421	42	271	189	22	14	5	450	18	236	266
	19%	15%	21%	15%	26% <b>klm</b>	19% <b>kl</b>	9%	19% <b>kl</b>	13%	22% <b>klm</b>	17% <b>kl</b>	25% <b>klm</b>	18% <b>klm</b>	7%	12%	12%	22% <b>klm</b>	12%	26% <b>kl</b>	15%
Don't know	38	14	1	10	11	11	3	1	5	22	5	10	9	3	5	3	18	8	3	35
	1%	2%	2%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	4% <b>klm</b>	8%	1%	3% <b>klm</b>	1%	2% <b>kl</b>
NET Not at all important/ Not very important	329	145	17	60	121	99	41	41	24	220	65	154	108	35	20	11	262	31	88	240
	13%	16%	17%	14%	14% <b>kl</b>	10%	10%	25% <b>def</b>	33% <b>def</b>	11%	27% <b>def</b>	14% <b>kl</b>	10%	12%	17%	27%	12%	20% <b>klp</b>	11%	14%
NET Important / Very important	1500	482	39	211	535	641	199	86	36	1175	121	672	638	127	40	16	1310	56	570	930
	59%	52%	41%	48%	41% <b>klp</b>	47% <b>klp</b>	49%	51%	46%	53% <b>klp</b>	50%	43% <b>klm</b>	47% <b>klm</b>	43%	34%	40%	42% <b>klm</b>	36%	33% <b>kl</b>	53%
Mean	3.61	3.46	3.39	3.45	3.53% <b>klm</b>	3.61% <b>klm</b>	3.45%	3.37	3.08	3.54% <b>klm</b>	3.26	3.56% <b>klm</b>	3.66% <b>klm</b>	3.35	3.25	3.02	3.57% <b>klm</b>	3.19	3.52%	3.50
Std Dev	1.05	1.05	1.13	1.05	1.12	0.96	0.89	1.23	1.40	1.04	1.28	1.12	0.98	0.88	1.00	1.38	1.05	1.11	1.02	1.04
Std Error	0.02	0.03	0.11	0.05	0.04	0.03	0.05	0.10	0.17	0.02	0.08	0.03	0.03	0.06	0.10	0.23	0.02	0.09	0.04	0.02

Proportions/Mean: Column Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_16. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)

Parcel provider operates in an environmentally responsible way

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Not at all important (1)	131	3	128	-	40	88	4	127	5	-	-	131	-
	5%	2%	5%	-	6%	5%	3%	5%	7%	-	-	5%	-
Not very important (2)	197	7	187	2	52	137	7	185	5	6	-	196	*
	8%	5%	8%	5%	7%	8%	5%	8%	8%	20%	-	8%	1%
Neither important nor unimportant (3)	714	43	659	12	199	473	43	672	20	13	2	705	7
	28%	28%	28%	32%	28%	27%	31%	27%	31%	43%	34%	28%	50%
Important (4)	999	50	934	15	246	699	54	965	23	7	2	984	3
	39%	32%	39%	38%	36%	37%	39%	38%	33%	22%	32%	39%	17%
Very important (5)	501	51	441	9	163	315	24	482	11	5	2	498	1
	19%	33%	18%	23%	23%	18%	17%	20%	18%	16%	35%	19%	9%
Don't know	38	-	36	1	9	20	9	34	-	-	-	34	3
	1%	-	2%	4%	1%	1%	6%	1%	1%	-	-	1%	23%
NET Not at all important/ Not very important	328	10	316	2	92	225	11	312	10	6	-	328	*
	13%	7%	13%	5%	13%	13%	8%	13%	16%	20%	-	13%	1%
NET Important / Very important	1500	101	1375	24	408	1014	78	1447	34	11	4	1493	4
	59%	65%	58%	60%	58%	59%	56%	59%	53%	37%	66%	59%	26%
Mean	3.61	3.30%	3.58	3.81	3.63	3.59	3.67	3.61	3.48	3.33	4.01	3.61	3.44
Std Dev.	1.05	0.99	1.05	0.86	1.09	1.04	0.93	1.05	1.11	0.98	0.92	1.05	0.74
Std Error	0.02	0.08	0.02	0.15	0.04	0.03	0.08	0.02	0.16	0.20	0.53	0.02	0.21

Proportions/Means: Column Test(s) (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_16. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Parcel provider operates in an environmentally responsible way

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	850	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Not at all important (1)	131	-	-	70	61	-	-	-	-	-	-	-	48	25	18	22	21
	5%	-	-	5%	5%	-	-	-	-	-	-	-	6%	5%	4%	5%	5%
Not very important (2)	197	-	-	95	102	-	-	-	-	-	-	-	51	43	44	30	28
	8%	-	-	7%	8%	-	-	-	-	-	-	-	6%	9%	10%	7%	6%
Neither important nor unimportant (3)	714	-	-	348	368	-	-	-	-	-	-	-	221	125	115	102	151
	28%	-	-	27%	29%	-	-	-	-	-	-	-	27%	27%	26%	25%	33%
Important (4)	999	-	-	509	489	-	-	-	-	-	-	-	322	187	173	163	153
	39%	-	-	39%	38%	-	-	-	-	-	-	-	39%	40%	40%	39%	35%
Very important (5)	501	-	-	248	253	-	-	-	-	-	-	-	164	84	79	96	79
	19%	-	-	19%	20%	-	-	-	-	-	-	-	20%	18%	18%	23%	18%
Don't know	38	-	-	22	16	-	-	-	-	-	-	-	14	8	8	3	5
	1%	-	-	2%	1%	-	-	-	-	-	-	-	2%	2%	2%	1%	1%
NET Not at all important/ Not very important	328	-	-	165	163	-	-	-	-	-	-	-	97	68	62	52	49
	13%	-	-	13%	13%	-	-	-	-	-	-	-	12%	14%	14%	12%	11%
NET Important / Very important	1500	-	-	757	743	-	-	-	-	-	-	-	486	271	252	259	232
	58%	-	-	59%	58%	-	-	-	-	-	-	-	59%	57%	58%	62%	53%
Mean	3.61	-	-	3.61	3.61	-	-	-	-	-	-	-	3.63	3.56	3.59	3.68	3.56
Std Dev.	1.05	-	-	1.06	1.04	-	-	-	-	-	-	-	1.05	1.06	1.03	1.07	1.02
Std Error	0.02	-	-	0.03	0.03	-	-	-	-	-	-	-	0.04	0.05	0.05	0.05	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
\*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**Q16\_17. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)**

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	-**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Not at all important (1)	123	-	123	12	111	67	56	7	3	11	18	37	18	28	10	29	84	47	121	2	139
	5%	-	5%	3%	5%	5%	4%			2%	5% <i>nl</i>	6% <i>nl</i>	6% <i>nl</i>	11% <i>nl</i>	2%	3%	6% <i>no</i>	6% <i>no</i>	5% <i>nl</i>		5%
Not very important (2)	237	-	237	23	213	102	134	21	27	24	34	50	54	27	48	57	131	81	222	14	261
	9%	-	9%	6%	10%	8%	10%	6%	8%	5%	10% <i>nl</i>	10% <i>nl</i>	11% <i>nl</i>	13% <i>nl</i>	7%	7%	12% <i>no</i>	14% <i>no</i>	13% <i>nl</i>		10%
Neither important nor unimportant (3)	751	-	751	96	655	399	351	88	67	135	91	149	118	102	155	226	370	220	674	72	737
	29%	-	29%	25%	30%	32% <i>f</i>	27%	26%	19%	28% <i>nl</i>	27%	31% <i>nl</i>	37% <i>nl</i>	39% <i>nl</i>	23%	28%	35% <i>no</i>	38% <i>no</i>	30%	24%	29%
Important (4)	965	-	965	134	831	475	484	141	165	207	123	165	83	80	306	331	328	163	828	135	942
	37%	-	37%	35%	38%	38%	37%	41% <i>nl</i>	45% <i>nl</i>	42% <i>nl</i>	37% <i>nl</i>	34%	26%	30%	44% <i>no</i>	40% <i>no</i>	31%	28%	37%	44%	37%
Very important (5)	449	-	449	120	329	184	265	73	82	106	63	78	31	13	155	170	123	46	366	77	449
	17%	-	17%	31% <i>nl</i>	19%	19%	21% <i>nl</i>	23% <i>nl</i>	23% <i>nl</i>	23% <i>nl</i>	19% <i>nl</i>	16% <i>nl</i>	10%	9%	23% <i>no</i>	21% <i>no</i>	12%	8%	16%	23% <i>nl</i>	17%
Don't know	55	-	55	3	53	30	26	11	3	4	4	9	11	13	14	8	34	24	46	5	52
	2%	-	2%	1%	2%	2%	2%	3% <i>nl</i>	1%	1%	1%	2%	4% <i>nl</i>	6% <i>nl</i>	2%	1%	3% <i>no</i>	4% <i>no</i>	2%	2%	2%
NET Not at all important/ Not very important	360	-	360	35	325	170	190	28	30	34	52	87	73	55	58	86	215	128	343	16	400
	14%	-	14%	9%	15% <i>nl</i>	13%	14%	8%	9%	7%	16% <i>nl</i>	16% <i>nl</i>	23% <i>nl</i>	21% <i>nl</i>	8%	10%	20% <i>no</i>	22% <i>no</i>	10% <i>nl</i>	5%	16%
NET Important / Very important	1414	-	1414	254	1160	659	749	214	247	315	186	243	116	93	461	501	452	209	1194	211	1391
	55%	-	55%	65% <i>nl</i>	53%	52%	57%	63% <i>nl</i>	71% <i>nl</i>	64% <i>nl</i>	56% <i>nl</i>	59% <i>nl</i>	36%	30%	67% <i>no</i>	61% <i>no</i>	42%	36%	53%	69% <i>nl</i>	54%
Mean	3.55	-	3.55	3.85 <sup>d</sup>	3.49	3.49	3.60	3.70 <sup>nl</sup>	3.80 <sup>nl</sup>	3.70 <sup>nl</sup>	3.54 <sup>nl</sup>	3.41 <sup>nl</sup>	3.19	3.09	3.81 <sup>no</sup>	3.68 <sup>no</sup>	3.27	3.14	3.50	3.90 <sup>nl</sup>	3.51
Std Dev.	1.04	-	1.04	1.03	1.03	1.02	1.06	0.94	0.90	0.92	1.08	1.11	1.04	1.04	0.92	0.99	1.08	1.04	1.05	0.86	1.07
Std Error	0.02	-	0.02	0.05	0.02	0.03	0.03	0.05	0.05	0.04	0.06	0.05	0.06	0.07	0.04	0.04	0.03	0.04	0.02	0.06	0.02

Proportions/Mean: Columns Tested (5% risk level) - nl = not tested - no = not tested - nl = not tested - nl = not tested  
\* small base, \*\* very small base (under 30) ineligible for sig testing



Q16\_17. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Not at all important (1)	123	22	44	25	31	67	56	50	73	15	20	44	22	16	87	15	103	25	95	2
Not very important (2)	237	43	76	60	51	119	117	115	121	30	19	67	69	31	156	30	193	39	189	9
Neither important nor unimportant (3)	29%	9%	9%	12% <b>a</b>	7%	8%	9%	7%	7%	11%	6%	10%	10%	8%	9%	11%	9%	7%	10%	7%
Important (4)	751	118	252	145	237	370	381	394	349	70	105	199	220	101	524	71	637	154	552	45
Very important (5)	965	195	329	192	249	524	441	649	305	92	111	258	280	176	649	92	835	181	735	50
NET Not at all important/Not very important	37%	47%	39%	35%	35%	40%	35%	42% <b>gh</b>	30%	33%	34%	37%	39%	34% <b>gh</b>	37%	33%	38%	34%	38%	38%
NET Important/Very important	44%	17%	14%	21% <b>b</b>	17%	16%	19%	20% <b>h</b>	13%	23% <b>h</b>	20%	15%	17%	17%	23% <b>op</b>	17%	23% <b>op</b>	23% <b>op</b>	16%	12%
Don't know	55	6	25	6	19	31	25	23	28	9	5	15	13	5	33	9	37	7	39	10
NET Not at all important/Not very important	2%	1%	3%	1%	3%	2%	2%	1%	3%	3%	1%	2%	2%	1%	2%	3%	2%	1%	2%	8% <b>op</b>
NET Important/Very important	14%	14%	14%	11% <b>cd</b>	12%	14%	14%	11%	15% <b>cd</b>	16%	12%	16%	13%	12%	14%	16%	14%	12%	15%	9%
NET Important / Very important	1414	280	451	311	372	731	683	962	441	155	176	365	399	249	940	157	1199	304	1044	65
Mean	3.55	3.60	3.50	3.57	3.55	3.53	3.56	3.76% <b>h</b>	3.32	3.59	3.56	3.47	3.57	3.65% <b>h</b>	3.53	3.60	3.55	3.65	3.52	3.55
Std Dev.	1.04	1.04	1.03	1.10	1.01	1.03	1.05	0.99	1.09	1.12	1.07	1.07	0.98	1.00	1.04	1.12	1.03	1.07	1.04	0.88
Std Error	0.02	0.04	0.04	0.05	0.04	0.03	0.03	0.03	0.03	0.07	0.06	0.04	0.04	0.05	0.03	0.07	0.02	0.05	0.02	0.09

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Q16\_17. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	144	140	133	24	166	
Not at all important (1)	123	107	16	7	105	6	7	4	4	16	10	11	13	8	10	23	9	1	5
	5%	5%	4%	9%	5%	3%	8%	6%	4%	6%	9%	6%	6%	3%	3%	7%	4%	6%	3%
Not very important (2)	237	193	44	11	184	30	14	8	11	25	21	14	15	17	30	34	17	6	24
	9%	9%	12%	14% <sup>a</sup>	8%	14% <sup>a</sup>	11%	11%	11%	9%	10%	7%	6%	7%	9%	10%	8%	26%	13%
Neither important nor unimportant (3)	751	636	115	23	629	75	28	19	32	65	51	59	62	72	98	112	77	6	69
	29%	29%	32%	30%	29%	35% <sup>a</sup>	23%	27%	31%	23%	24%	31%	27%	30%	29%	32%	35% <sup>a</sup>	24%	36% <sup>a</sup>
Important (4)	965	828	137	26	817	72	49	27	37	104	72	69	94	102	133	119	86	9	63
	37%	37%	38%	35%	38%	33%	39%	38%	36%	37%	34%	37%	41%	43%	39%	34%	39%	38%	32%
Very important (5)	449	402	47	9	385	30	23	11	18	62	55	31	39	40	55	54	32	1	28
	17%	16%	13%	12%	18%	14%	18%	16%	18%	22%	25% <sup>a</sup> <sup>nopt</sup>	16%	17%	17%	16%	15%	14%	6%	15%
Don't know	55	54	1	*	48	4	3	2	1	10	3	4	4	2	10	1	*	*	4
	2%	2%	*	*	2%	2%	2%	2%	1%	3%	2%	2%	2%	1%	4%	3%	1%	*	2%
NET Not at all important/ Not very important	360	300	60	17	290	37	21	12	16	42	32	25	28	24	40	57	26	7	29
	14%	14%	17%	13% <sup>a</sup>	13%	17%	17%	17%	15%	15%	19%	13%	12%	16%	12%	16%	12%	31%	15%
NET Important / Very important	1414	1229	184	35	1203	101	71	39	56	166	127	100	133	142	188	173	117	10	91
	55%	55%	51%	46%	59% <sup>a</sup>	47%	58% <sup>a</sup>	54%	53%	59% <sup>a</sup>	59% <sup>a</sup>	53%	59%	59% <sup>a</sup>	56%	49%	53%	44%	47%
Mean	3.55	3.57 <sup>c</sup>	3.43	3.27	3.56	3.41	3.54	3.49	3.52	3.62	3.66	3.51	3.59	3.63	3.59	3.43	3.52	3.13	3.45
Std Dev.	1.04	1.04	1.01	1.12	1.04	1.00	1.10	1.09	1.04	1.11	1.12	1.05	1.04	0.95	0.97	1.08	0.97	1.06	0.98
Std Error	0.02	0.03	0.03	0.05	0.03	0.04	0.05	0.06	0.09	0.10	0.09	0.09	0.09	0.08	0.08	0.09	0.08	0.11	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**Q16\_17. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)**  
**Option to deliver items to a location other than the home (e.g. a local shop, or a locker)**

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117**	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Not at all important (1)	123	75	10	43	86	30	18	12	7	86	19	71	28	13	2	99	11	27	96	96
	5%	8%	10%	10%	6% <i>abc</i>	3%	4%	3% <i>abc</i>	1% <i>abc</i>	4%	2% <i>abc</i>	5%	3%	4%	1%	5%	5%	2%	3%	5%
Not very important (2)	237	119	19	65	86	98	31	11	8	185	18	108	89	19	19	1	197	20	54	182
	9%	13%	20%	15%	10%	9%	8%	6%	10%	10%	8%	10%	9%	6%	16% <i>lmn</i>	3%	9%	13%	7%	10% <i>qr</i>
Neither important nor unimportant (3)	751	304	25	169	230	295	163	42	18	524	59	251	306	147	34	13	556	47	181	570
	29%	33%	26%	39%	26%	28%	40% <i>deghij</i>	25%	24%	27%	25%	23%	30% <i>klpq</i>	50% <i>klmpqr</i>	29%	32%	26%	30%	22%	33% <i>rst</i>
Important (4)	965	301	21	102	285	453	142	68	17	737	85	389	429	90	40	13	819	53	340	625
	37%	33% <i>abc</i>	22%	24%	33%	43% <i>dehij</i>	35%	43% <i>klm</i>	23%	43% <i>opq</i>	38%	39%	42% <i>lmn</i>	30%	34%	33%	40% <i>opq</i>	34%	41%	36%
Very important (5)	449	109	20	43	203	146	45	32	21	349	52	247	161	21	11	7	408	18	223	226
	17%	12%	21% <i>abc</i>	10%	23% <i>def</i>	14%	11%	19%	28% <i>efg</i>	18% <i>efg</i>	22% <i>efg</i>	23% <i>lmno</i>	16% <i>lmn</i>	7%	9%	18%	19% <i>lmn</i>	12%	27% <i>rst</i>	13%
Don't know	55	18	1	13	15	18	6	3	5	33	7	14	20	5	4	3	33	7	8	47
	2%	2%	1%	3%	2%	2%	2%	2%	7% <i>def</i>	2%	3%	1%	2%	2%	4%	8%	2%	8% <i>opq</i>	1%	3% <i>rst</i>
NET Not at all important/ Not very important	360	184	29	108	143	128	49	23	14	271	37	179	117	32	28	3	296	32	81	273
	14%	21%	30%	25%	16%	12%	12%	14%	19%	14%	15%	17% <i>kl</i>	11%	11%	24% <i>lmn</i>	9%	14%	20% <i>lmn</i>	10%	16% <i>qr</i>
NET Important / Very important	1414	410	41	145	487	599	188	100	38	1086	137	637	590	111	51	20	1227	71	563	851
	55%	44% <i>abc</i>	43%	33%	54% <i>def</i>	53% <i>def</i>	46%	49% <i>ghij</i>	51%	47% <i>klm</i>	57%	53% <i>lmno</i>	49% <i>lmno</i>	38%	43%	51%	45% <i>opq</i>	45%	53% <i>rst</i>	49%
Mean	3.55	3.27% <i>abc</i>	3.24	3.09	3.57	3.67% <i>def</i>	3.42	3.55	3.54	3.57% <i>ghij</i>	3.57	3.60% <i>lmno</i>	3.60% <i>lmno</i>	3.30	3.21	3.60	3.68% <i>opq</i>	3.31	3.52% <i>rst</i>	3.41
Std Dev	1.04	1.09	1.28	1.10	1.15	1.05	1.10	1.29	1.04	1.16	1.14	1.05	0.87	1.10	1.04	1.05	1.09	1.01	1.01	1.03
Std Error	0.02	0.04	0.13	0.05	0.04	0.03	0.05	0.09	0.16	0.02	0.08	0.03	0.03	0.06	0.11	0.17	0.02	0.09	0.04	0.02

Proportions/Mean: Column Tested (5% risk level) - abc/c - d/e/f/gh/ij - kl/mn/op/qr - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_17. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Not at all important (1)	123 9%	5 3%	118 5%	*	47 7%	76 4%	*	117 5%	6 9%	-	-	123 5%	-
Not very important (2)	237 9%	16 10%	217 9%	3 8%	55 8%	162 9%	20 14%	228 9%	3 4%	6 18%	-	236 9%	* 1%
Neither important nor unimportant (3)	751 29%	37 24%	698 29%	16 40%	202 28%	507 29%	42 30%	704 29%	26 41%	12 40%	-	742 29%	9 59%
Important (4)	965 37%	64 41%	890 37%	11 29%	254 36%	671 39%	40 28%	926 38%	26 41%	7 22%	4 66%	959 37%	2 17%
Very important (5)	449 17%	33 21%	409 17%	7 19%	138 20%	284 16%	27 19%	438 18%	3 4%	6 20%	2 34%	447 17%	-
Don't know	55 2%	-	54 2%	1 4%	13 2%	31 2%	3 2%	52 2%	-	12 1%	-	52 2%	3 23%
NET Not at all important/ Not very important	360 14%	21 13%	335 14%	3 9%	102 14%	238 14%	20 14%	345 14%	8 13%	6 18%	-	359 14%	* 1%
NET Important / Very important	1414 55%	96 62%	1299 54%	19 46%	392 55%	956 55%	66 47%	1364 55%	29 46%	13 42%	5 100%	1406 55%	2 17%
Mean	3.55	3.67	3.54	3.60	3.55	3.54	3.57	3.56	3.28	3.43	4.34	3.55	3.21
Std Dev.	1.04	1.02	1.04	0.92	1.10	1.02	0.99	1.04	0.97	1.02	0.52	1.04	0.45
Std Error	0.02	0.09	0.02	0.16	0.04	0.02	0.08	0.02	0.14	0.20	0.30	0.02	0.13

Proportions/Mean: Column Test (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_17. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	850	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Not at all important (1)	123	-	-	73	50	-	-	-	-	-	-	-	51	23	11	10	29
	5%	-	-	6%	4%	-	-	-	-	-	-	-	6% <sup>ns</sup>	5%	2%	2%	7% <sup>ns</sup>
Not very important (2)	237	-	-	127	109	-	-	-	-	-	-	-	82	45	44	34	32
	9%	-	-	10%	8%	-	-	-	-	-	-	-	10%	10%	8%	8%	7%
Neither important nor unimportant (3)	781	-	-	377	374	-	-	-	-	-	-	-	296	141	132	106	136
	29%	-	-	29%	29%	-	-	-	-	-	-	-	29%	30%	30%	26%	31%
Important (4)	965	-	-	471	494	-	-	-	-	-	-	-	293	178	159	176	159
	37%	-	-	37%	38%	-	-	-	-	-	-	-	36%	36%	36%	42%	36%
Very important (5)	449	-	-	201	248	-	-	-	-	-	-	-	130	71	86	85	77
	17%	-	-	16%	19%	-	-	-	-	-	-	-	16%	15%	20%	20%	18%
Don't know	55	-	-	40	16	-	-	-	-	-	-	-	26	14	6	5	4
	2%	-	-	3% <sup>sd</sup>	1%	-	-	-	-	-	-	-	3%	3%	1%	1%	1%
NET Not at all important/ Not very important	360	-	-	201	159	-	-	-	-	-	-	-	133	68	54	44	61
	14%	-	-	16%	12%	-	-	-	-	-	-	-	16% <sup>sd</sup>	14%	12%	11%	14%
NET Important / Very important	1414	-	-	672	741	-	-	-	-	-	-	-	424	249	245	261	236
	55%	-	-	52%	57% <sup>sd</sup>	-	-	-	-	-	-	-	52%	53%	56%	63% <sup>imp</sup>	54%
Mean	3.55	-	-	3.48	3.61 <sup>c</sup>	-	-	-	-	-	-	-	3.47	3.50	3.62	3.71 <sup>imp</sup>	3.52
Std Dev.	1.04	-	-	1.06	1.02	-	-	-	-	-	-	-	1.08	1.03	0.99	0.97	1.07
Std Error	0.02	-	-	0.03	0.03	-	-	-	-	-	-	-	0.04	0.05	0.05	0.05	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
\*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q16\_18. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Options for people receiving parcels with specific needs from delivery company, eg. relating to limited mobility or a disability

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	238	690	798	1092	590	2370	197	2580
Weighted Base	2580	-**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Not at all important (1)	88	-	88	21	67	54	33	7	11	5	21	28	12	6	17	26	44	31	81	7	90
	3%	-	3%	5%	3%	4%	3%	2%	3%	1%	6% <i>nl</i>	6% <i>nl</i>	4% <i>nl</i>	2%	3%	3%	4%	3%	4%	2%	3%
Not very important (2)	146	-	146	22	124	71	75	17	20	22	17	39	25	6	37	39	70	31	127	17	155
	6%	-	6%	6%	6%	6%	6%	5%	6%	4%	5% <i>nl</i>	5% <i>nl</i>	3% <i>nl</i>	2%	5%	5%	7%	5%	6%	5%	6%
Neither important nor unimportant (3)	699	-	699	87	612	331	367	71	81	128	98	127	101	94	152	226	321	195	643	56	697
	27%	-	27%	22%	28%	26%	28%	21%	23%	26%	29%	26%	32% <i>nl</i>	30% <i>nl</i>	22%	28%	30% <i>nl</i>	33% <i>nl</i>	28% <i>nl</i>	18%	27%
Important (4)	1003	-	1003	135	868	497	502	143	144	210	126	183	109	88	287	336	380	197	871	125	1026
	39%	-	39%	35%	40%	40%	38%	42%	42%	43%	38%	38%	34%	33%	42% <i>nl</i>	41% <i>nl</i>	36%	34%	39%	41%	40%
Very important (5)	565	-	565	119	446	256	307	94	87	114	65	95	54	56	181	180	204	110	466	96	534
	22%	-	22%	33% <i>nl</i>	20%	20%	23%	23% <i>nl</i>	25%	23%	20%	19%	17%	21%	33% <i>nl</i>	22%	19%	19%	21%	23%	21%
Don't know	79	-	79	3	75	47	31	10	4	10	6	19	16	14	14	15	49	30	69	3	78
	3%	-	3%	1%	3% <i>nl</i>	4%	2%	3%	1%	2%	2%	4%	6% <i>nl</i>	6% <i>nl</i>	2%	2%	6% <i>nl</i>	6% <i>nl</i>	3%	1%	3%
NET Not at all important/ Not very important	234	-	234	43	191	125	108	24	31	27	38	65	37	12	54	65	114	50	208	23	245
	9%	-	9%	11%	9%	10%	8%	7%	9%	5%	11% <i>nl</i>	12% <i>nl</i>	12% <i>nl</i>	5%	8%	8%	11%	9%	9%	8%	9%
NET Important / Very important	1568	-	1568	254	1314	753	809	237	231	324	191	278	163	144	468	515	585	307	1337	222	1560
	61%	-	61%	65%	60%	60%	62%	69% <i>nl</i>	67% <i>nl</i>	66% <i>nl</i>	57%	57%	51%	50%	68% <i>nl</i>	63% <i>nl</i>	55%	53%	59%	73% <i>nl</i>	60%
Mean	3.72	-	3.72	3.80	3.71	3.69	3.76	3.91 <i>nl</i>	3.81 <i>nl</i>	3.85 <i>nl</i>	3.60	3.60	3.55	3.73	3.86 <i>nl</i>	3.75 <i>nl</i>	3.62	3.63	3.69	3.96 <i>nl</i>	3.70
Std Dev.	0.99	-	0.99	1.11	0.97	1.01	0.97	0.94	0.99	0.87	1.06	1.07	1.01	0.92	0.96	0.96	1.02	0.97	0.99	0.96	0.99
Std Error	0.02	-	0.02	0.06	0.02	0.03	0.03	0.05	0.05	0.04	0.06	0.05	0.05	0.06	0.04	0.03	0.03	0.04	0.02	0.07	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - n/op/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_18. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Options for people receiving parcels with specific needs from delivery company, eg. relating to limited mobility or a disability

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Not at all important (1)	88	20	23	29	15	43	44	47	40	14	10	25	20	13	56	14	69	14	69	4
	3%	4%	3%	3%	2%	3%	4%	3%	4%	5%	3%	4%	3%	3%	3%	5%	3%	3%	4%	3%
Not very important (2)	146	26	60	26	33	87	59	93	52	20	11	40	46	25	97	20	124	24	120	2
	6%	6%	7%	5%	5%	7%	5%	6%	5%	7%	3%	6%	6%	6%	7%	7%	6%	5%	6%	1%
Neither important nor unimportant (3)	699	110	217	165	208	327	373	410	282	65	96	184	201	106	481	66	593	115	550	35
	27%	23%	26%	30%	29%	25%	30%	27%	28%	23%	29%	27%	28%	26%	28%	23%	27%	22%	26%	26%
Important (4)	1003	197	364	190	252	561	442	622	375	101	103	264	303	169	671	101	859	195	752	56
	39%	42%	43%	34%	35%	43%	35%	40%	37%	36%	32%	35%	32%	23%	39%	36%	40%	37%	39%	42%
Very important (5)	565	105	156	129	171	255	300	338	224	73	94	154	133	64	380	75	465	166	370	29
	22%	23%	18%	23%	24%	20%	24%	22%	22%	25%	29%	22%	18%	21%	22%	27%	21%	27%	19%	22%
Don't know	79	6	28	14	31	33	45	35	38	6	11	22	21	4	55	6	60	16	57	6
	3%	1%	3%	3%	4%	3%	4%	2%	4%	2%	3%	3%	3%	1%	3%	2%	3%	3%	3%	5%
NET Not at all important/Not very important	234	46	83	55	48	131	103	140	93	34	22	65	66	39	153	34	193	38	189	6
	9%	10%	10%	10%	7%	10%	8%	9%	9%	12%	7%	9%	9%	10%	9%	12%	9%	7%	10%	5%
NET Important / Very important	1568	306	521	319	422	827	742	959	599	174	197	418	436	253	1051	176	1323	361	1122	85
	61%	65%	61%	58%	59%	63%	59%	62%	59%	63%	60%	61%	60%	63%	60%	63%	61%	63%	59%	64%
Mean	3.72	3.75	3.70	3.68	3.78	3.71	3.73	3.74	3.71	3.73	3.82	3.72	3.69	3.71	3.73	3.74	3.72	3.69	3.66	3.82
Std Dev.	0.99	1.02	0.95	1.06	0.95	0.98	1.00	0.98	1.01	1.09	1.01	1.00	0.95	0.98	0.98	1.09	0.98	0.99	0.99	0.92
Std Error	0.02	0.04	0.03	0.05	0.04	0.03	0.03	0.03	0.03	0.07	0.06	0.04	0.04	0.05	0.02	0.07	0.02	0.04	0.02	0.09

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Q16\_18. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Options for people receiving parcels with specific needs from delivery company, eg. relating to limited mobility or a disability

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	144	140	140	133	24	166
Not at all important (1)	88 3%	76 3%	11 3%	7 3.4%	75 3%	7 3%	3 3%	2 3%	5 5%	16 6%	8 4%	5 3%	8 3%	6 3%	9 3%	8 2%	11 5%	2 10%	5 2%
Not very important (2)	146 6%	116 5%	30 8%	3 4%	123 6%	15 7%	4 3%	4 6%	7 6%	16 6%	14 7%	16 9%	21 9%	12 5%	12 4%	18 5%	7 3%	2 8%	13 7%
Neither important nor unimportant (3)	699 27%	608 27%	91 25%	18 24%	587 27%	66 30%	28 23%	18 25%	31 29%	74 26%	48 23%	47 25%	60 26%	56 24%	82 24%	127 36%	62 28%	6 26%	60 31%
Important (4)	1003 39%	855 39%	148 41%	32 43%	825 39%	89 41%	59 49%	30 43%	43 41%	98 35%	81 38%	82 33%	88 39%	96 40%	140 41%	106 30%	92 41%	9 41%	79 41%
Very important (5)	565 22%	494 22%	71 20%	14 19%	491 23%	36 17%	24 20%	13 19%	18 17%	72 25%	54 25%	33 18%	49 22%	63 26%	80 24%	78 22%	43 20%	3 14%	33 17%
Don't know	79 3%	70 3%	8 2%	1 1%	67 3%	4 2%	5 4%	3 5%	1 1%	8 3%	8 4%	5 3%	2 1%	6 3%	15 4%	15 4%	6 3%	·	3 2%
NET Not at all important/ Not very important	234 9%	193 9%	41 11%	10 13%	198 9%	22 10%	7 6%	6 9%	12 12%	32 11%	22 10%	21 11%	28 12%	18 8%	21 6%	26 7%	18 8%	4 19%	18 9%
NET Important / Very important	1568 61%	1348 61%	220 61%	47 62%	1316 61%	125 58%	83 67%	44 61%	61 58%	170 60%	134 63%	115 61%	138 60%	159 65%	221 65%	184 52%	135 61%	13 55%	112 58%
Mean	3.72	3.73	3.68	3.60	3.73	3.62	3.52%	3.71	3.59	3.71	3.77	3.67	3.67	3.52%	3.64%	3.68	3.69	3.39	3.65
Std Dev.	0.99	0.99	0.99	1.12	1.00	0.96	0.90	0.96	1.02	1.09	1.04	0.96	1.02	0.97	0.93	0.97	0.99	1.17	0.93
Std Error	0.02	0.02	0.03	0.05	0.03	0.04	0.04	0.05	0.09	0.09	0.09	0.08	0.09	0.08	0.08	0.08	0.09	0.12	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\*\* very small base (under 30) ineligible for sig testing



Q16\_18. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Options for people receiving parcels with specific needs from delivery company, eg. relating to limited mobility or a disability

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Not at all important (1)	88	56	7	29	37	20	7	15	0	57	23	44	23	9	2	67	11	20	68	
	3%	6%	7%	7%	4% <b>ab</b>	2%	2%	3% <b>cd</b>	11% <b>de</b>	3%	10% <b>de</b>	4%	2%	3%	6% <b>ef</b>	5%	3%	2% <b>fg</b>	2%	4%
Not very important (2)	146	80	16	36	43	62	34	5	2	105	7	59	53	18	12	4	112	16	50	96
	6%	9%	17% <b>abc</b>	8%	5%	6%	5% <b>ij</b>	3%	3%	5%	3%	5%	5%	6%	10%	5%	5%	10% <b>op</b>	6%	6%
Neither important nor unimportant (3)	699	269	22	132	198	275	157	51	15	473	66	236	281	135	41	6	517	47	170	530
	27%	29%	23%	30%	23%	26%	39% <b>defhi</b>	30%	20%	25%	27%	22%	27% <b>kl</b>	46% <b>klpq</b>	35% <b>kl</b>	15%	24%	30%	20%	30% <b>qr</b>
Important (4)	1003	312	24	136	323	447	136	68	25	770	93	405	450	94	32	18	855	50	313	690
	39%	34%	20%	31%	37%	43% <b>d</b>	33%	41%	34%	40%	39%	38%	44% <b>klmn</b>	32%	27%	46%	40% <b>lmn</b>	32%	38%	40%
Very important (5)	565	163	26	78	251	205	62	28	16	457	44	308	200	32	17	6	508	23	269	296
	22%	18%	27%	18%	29% <b>efij</b>	20%	15%	17%	22%	24% <b>kl</b>	18%	29% <b>lmnopq</b>	19% <b>kl</b>	11%	14%	15%	24% <b>lmn</b>	14%	32% <b>rs</b>	17%
Don't know	79	43	1	24	22	30	10	2	1	52	8	27	27	6	7	4	53	10	13	66
	3%	5%	1%	5%	3%	3%	2%	1%	1%	10% <b>de</b>	3%	2%	3%	2%	6%	9%	3%	6% <b>op</b>	2%	4% <b>qr</b>
NET Not at all important/ Not very important	234	136	23	65	80	82	41	20	11	162	30	104	75	27	22	6	179	23	69	164
	9%	15%	24%	15%	9%	8%	10%	12%	14%	8%	13%	10%	7%	9%	18% <b>kl</b>	15%	8%	18% <b>klp</b>	8%	9%
NET Important / Very important	1568	475	50	214	575	652	198	95	42	1227	137	713	650	126	48	24	1363	72	581	987
	61%	51%	52%	49%	63% <b>kl</b>	61% <b>kl</b>	49%	57%	56%	61%	57%	63% <b>lmno</b>	62% <b>lmno</b>	43%	41%	60%	62% <b>lmno</b>	46%	52% <b>rs</b>	56%
Mean	3.72	3.51	3.48	3.48	3.33% <b>ij</b>	3.74% <b>kl</b>	3.53	3.53	3.58	3.34% <b>ij</b>	3.55	3.53% <b>lmno</b>	3.37% <b>lmno</b>	3.42	3.31	3.60	3.74% <b>lmno</b>	3.38	3.52% <b>rs</b>	3.63
Std Dev	0.99	1.09	1.25	1.11	1.04	0.92	0.92	1.09	1.25	0.98	1.14	1.05	0.91	0.88	1.12	1.09	0.98	1.11	0.99	0.97
Std Error	0.02	0.04	0.13	0.05	0.03	0.03	0.05	0.09	0.15	0.02	0.08	0.03	0.03	0.06	0.11	0.18	0.02	0.10	0.04	0.02

Proportions/Mean: Columna Testad (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q) - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_18. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Options for people receiving parcels with specific needs from delivery company, eg. relating to limited mobility or a disability

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Not at all important (1)	88	-	87	-	18	67	2	82	2	2	2	86	-
	3%	-	4%	-	3%	4%	2%	3%	3%	8%	35%	3%	-
Not very important (2)	146	5	140	2	32	107	8	132	8	6	-	146	*
	6%	3%	6%	4%	5%	6%	5%	5%	13%	18%	-	6%	1%
Neither important nor unimportant (3)	699	38	648	14	188	471	41	664	21	8	-	693	6
	27%	24%	27%	35%	26%	27%	29%	27%	32%	27%	-	27%	43%
Important (4)	1003	62	927	14	254	704	46	971	17	8	4	986	4
	39%	40%	39%	37%	36%	41%	33%	39%	26%	27%	65%	39%	24%
Very important (5)	565	50	507	8	200	333	32	541	17	6	-	564	1
	22%	32% <sup>b</sup>	21%	28% <sup>a</sup>	19%	23%	23%	22%	26%	21%	-	22%	9%
Don't know	79	1	76	1	16	51	11	75	-	-	-	75	3
	3%	1%	3%	4%	2%	3%	3% <sup>b</sup>	3%	1%	-	-	3%	23%
NET Not at all important/ Not very important	234	5	227	2	50	173	10	214	10	8	2	232	*
	9%	3%	10% <sup>a</sup>	4%	7%	10%	7%	9%	15%	26%	35%	9%	1%
NET Important / Very important	1568	111	1434	23	453	1037	78	1512	33	15	4	1560	5
	61%	32% <sup>b</sup>	60%	58%	64%	60%	56%	61%	52%	47%	65%	61%	33%
Mean	3.72	4.02 <sup>b</sup>	3.70	3.77	3.52 <sup>a</sup>	3.67	3.76	3.74	3.60	3.34	2.96	3.73	3.53
Std Dev	0.99	0.84	1.00	0.85	0.96	0.99	0.96	0.98	1.09	1.23	1.58	0.99	0.74
Std Error	0.02	0.07	0.02	0.15	0.04	0.02	0.08	0.02	0.16	0.25	0.91	0.02	0.21

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_18. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels)  
Options for people receiving parcels with specific needs from delivery company, eg. relating to limited mobility or a disability

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Not at all important (1)	88	-	-	52	36	-	-	-	-	-	-	-	35	16	13	9	15
	3%	-	-	4%	3%	-	-	-	-	-	-	-	4%	3%	3%	2%	3%
Not very important (2)	146	-	-	60	86	-	-	-	-	-	-	-	43	17	26	30	30
	6%	-	-	5%	7%	-	-	-	-	-	-	-	5%	4%	6%	7%	7%
Neither important nor unimportant (3)	699	-	-	364	335	-	-	-	-	-	-	-	221	143	108	104	123
	27%	-	-	28%	26%	-	-	-	-	-	-	-	27%	30%	25%	25%	28%
Important (4)	1003	-	-	518	485	-	-	-	-	-	-	-	331	187	160	172	153
	39%	-	-	40%	38%	-	-	-	-	-	-	-	40%	40%	37%	41%	35%
Very important (5)	565	-	-	254	311	-	-	-	-	-	-	-	162	92	114	90	107
	22%	-	-	20%	24%	-	-	-	-	-	-	-	20%	20%	26%	22%	25%
Don't know	79	-	-	42	36	-	-	-	-	-	-	-	26	16	16	12	9
	3%	-	-	3%	3%	-	-	-	-	-	-	-	3%	3%	4%	3%	2%
NET Not at all important/ Not very important	234	-	-	111	122	-	-	-	-	-	-	-	78	33	39	39	45
	9%	-	-	9%	9%	-	-	-	-	-	-	-	10%	7%	9%	9%	10%
NET Important / Very important	1568	-	-	772	796	-	-	-	-	-	-	-	493	279	273	262	261
	61%	-	-	60%	62%	-	-	-	-	-	-	-	60%	59%	63%	63%	60%
Mean	3.72	-	-	3.69	3.76	-	-	-	-	-	-	-	3.68	3.71	3.80	3.75	3.72
Std Dev.	0.99	-	-	0.98	1.00	-	-	-	-	-	-	-	1.00	0.95	1.01	0.95	1.02
Std Error	0.02	-	-	0.03	0.03	-	-	-	-	-	-	-	0.03	0.05	0.05	0.05	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
\*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**Q16\_NET\_IMPORTANT.** For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Important Summary

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Low cost	2135	-	2135	317	1818	984	1146	265	278	398	278	407	281	228	543	676	917	510	1861	261	2142
83%	-	83%	82%	83%	83%	78%	87% <u>ae</u>	77%	80%	81%	84%	83%	89% <u>ghij</u>	87% <u>kl</u>	79%	82%	86% <u>mn</u>	88% <u>no</u>	82%	86%	83%
Guarantee that the parcel will arrive on time	2058	-	2058	311	1748	955	1098	234	288	395	265	413	251	212	522	660	876	463	1807	241	2090
80%	-	80%	80%	80%	80%	76%	83% <u>ae</u>	68%	83% <u>fg</u>	81% <u>gh</u>	80% <u>ij</u>	83% <u>kl</u>	73% <u>lm</u>	69% <u>mn</u>	76%	80%	82% <u>no</u>	80%	80%	79%	87%
Ability to track the delivery	2006	-	2006	296	1710	923	1076	257	273	384	260	385	263	184	530	644	832	447	1744	252	2032
78%	-	78%	76%	78%	78%	73%	82% <u>ae</u>	75%	79%	79% <u>gh</u>	78%	79% <u>ij</u>	83% <u>kl</u>	70%	77%	78%	78%	77%	77%	78%	79%
Ability to choose an express or next day service	1630	-	1630	271	1359	769	859	235	251	341	210	292	158	140	490	551	589	298	1389	232	1644
63%	-	63%	70% <u>cd</u>	62%	63%	61%	81% <u>ae</u>	70% <u>gh</u>	72% <u>ij</u>	71% <u>kl</u>	63% <u>lm</u>	63% <u>no</u>	53%	46%	71% <u>pq</u>	73% <u>rs</u>	55%	51%	62%	63% <u>t</u>	64%
Ability to select a specific date/time for delivery	1590	-	1590	255	1335	740	844	245	251	340	202	270	161	120	497	543	551	281	1346	233	1543
62%	-	62%	66%	61%	61%	59%	84% <u>ae</u>	72% <u>gh</u>	72% <u>ij</u>	70% <u>kl</u>	61% <u>lm</u>	55%	51%	46%	72% <u>pq</u>	68% <u>rs</u>	52%	48%	60%	60% <u>t</u>	60%
Fast delivery	1974	-	1974	311	1664	910	1058	264	269	392	254	377	231	186	533	646	795	417	1714	248	2015
77%	-	77%	80%	76%	76%	72%	80% <u>ae</u>	77%	77%	76% <u>gh</u>	76%	77%	73%	71%	77%	79% <u>ij</u>	74%	72%	76%	78%	78%
Convenient options for me to drop the parcel off	1901	-	1901	284	1616	882	1014	245	250	367	256	363	235	185	495	623	783	420	1666	224	1925
74%	-	74%	73%	74%	74%	70%	77% <u>ae</u>	72%	72%	75%	77%	74%	74%	70%	72%	76%	73%	72%	74%	73%	75%
Convenient options for the operator to pick the parcel up from me	1546	-	1546	263	1283	735	806	235	247	331	194	282	138	120	482	524	540	258	1301	236	1523
60%	-	60%	68% <u>cd</u>	59%	59%	59%	81% <u>ae</u>	69% <u>gh</u>	71% <u>ij</u>	69% <u>kl</u>	69% <u>lm</u>	68% <u>no</u>	44%	46%	70% <u>pq</u>	64% <u>rs</u>	50%	44%	58%	58% <u>t</u>	59%
Convenient options for the recipient to accept the delivery	1932	-	1932	284	1648	885	1041	254	265	365	257	364	238	189	519	622	790	427	1678	244	1954
75%	-	75%	73%	75%	75%	70%	79% <u>ae</u>	74%	76%	76%	75%	77%	74%	72%	75%	76%	74%	73%	74%	74%	80%
Insurance against damage or loss	1802	-	1802	271	1531	849	946	236	245	353	242	351	207	169	481	595	727	376	1568	224	1819
70%	-	70%	70%	70%	70%	66%	72% <u>ae</u>	69%	71%	72%	73%	72%	65%	64%	70%	72% <u>gh</u>	66%	65%	69%	74%	71%
Same price to send to anywhere within the UK	2025	-	2025	321	1705	918	1101	240	266	373	264	355	273	225	506	637	883	498	1792	223	2075
79%	-	79%	83%	78%	78%	73%	84% <u>ae</u>	70%	77%	76%	79% <u>gh</u>	79% <u>ij</u>	86% <u>kl</u>	85% <u>lm</u>	73%	78%	83% <u>no</u>	88% <u>op</u>	79%	73%	80%
Proof of postage/ dispatch	2140	-	2140	319	1821	988	1147	265	274	392	275	419	282	234	539	667	934	516	1880	248	2167
83%	-	83%	82%	83%	83%	79%	87% <u>ae</u>	77%	79%	80%	83%	86% <u>gh</u>	89% <u>ij</u>	89% <u>kl</u>	78%	81%	87% <u>lm</u>	89% <u>no</u>	83%	81%	84%
Proof of receipt/ delivery	2137	-	2137	304	1833	988	1143	252	277	398	288	410	296	225	529	686	922	511	1876	250	2149
83%	-	83%	78%	84%	84%	79%	85% <u>ae</u>	74%	80%	81% <u>gh</u>	81% <u>ij</u>	84% <u>kl</u>	90% <u>lm</u>	83% <u>no</u>	77%	84% <u>op</u>	83% <u>qr</u>	83% <u>rs</u>	83%	82%	83%
Delivery to recipient's door	2221	-	2221	333	1888	1032	1183	267	289	402	288	440	294	242	555	690	976	536	1946	263	2245
86%	-	86%	86%	86%	86%	82%	90% <u>ae</u>	78%	83%	82%	87% <u>gh</u>	90% <u>ij</u>	92% <u>kl</u>	92% <u>lm</u>	81%	84%	91% <u>no</u>	92% <u>op</u>	86%	86%	87%
Daily collection service	1822	-	1822	283	1539	846	970	234	244	343	232	356	236	177	479	575	769	413	1570	242	1853
77%	-	77%	73%	70%	70%	67%	74% <u>ae</u>	68%	70%	70%	70%	73%	74%	67%	69%	70%	72%	71%	70%	70%	72%
Parcel provider operates in an environmentally responsible way	1500	-	1500	249	1251	692	802	225	210	322	187	250	171	128	444	509	547	297	1262	229	1442
58%	-	58%	64% <u>cd</u>	57%	57%	56%	81% <u>ae</u>	66% <u>gh</u>	65% <u>ij</u>	65% <u>kl</u>	56%	51%	54%	46%	64% <u>lm</u>	62% <u>no</u>	51%	51%	56%	56% <u>rs</u>	56% <u>t</u>
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	1414	-	1414	254	1160	659	749	214	247	315	186	243	116	93	461	501	452	209	1194	211	1391
55%	-	55%	65% <u>cd</u>	53%	53%	52%	81% <u>ae</u>	67% <u>gh</u>	71% <u>ij</u>	64% <u>kl</u>	56% <u>lm</u>	50% <u>no</u>	36%	35%	67% <u>pq</u>	61% <u>rs</u>	42%	36%	53%	69% <u>t</u>	54%
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability	1568	-	1568	254	1314	753	809	237	231	324	191	278	163	144	468	515	585	307	1337	222	1560
67%	-	67%	65%	60%	60%	60%	82% <u>ae</u>	67% <u>gh</u>	67% <u>ij</u>	69% <u>kl</u>	57%	57%	51%	55%	68% <u>lm</u>	63% <u>no</u>	55%	53%	59%	69% <u>rs</u>	60%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**Q16\_NET\_IMPORTANT.** For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Important Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Low cost	2135	390	728	454	564	1117	1018	1256	866	225	271	564	606	343	1441	229	1810	443	1591	101
83%		83%	80% <b>td</b>	82%	80%	80% <b>td</b>	81%	81%	80% <b>td</b>	81%	83%	82%	84%	85%	83%	81%	83%	84%	83%	77%
Guarantee that the parcel will arrive on time	2088	378	674	443	563	1052	1066	1238	805	218	257	546	584	339	1388	222	1745	438	1524	96
80%		81%	79%	80%	79%	80%	80%	80%	80%	79%	79%	79%	81%	84%	80%	79%	80%	83%	79%	73%
Ability to track the delivery	2006	381	667	421	537	1048	958	1213	776	212	247	539	569	327	1354	215	1702	424	1483	99
75%		81%	79%	76%	76%	80%	76%	79%	77%	76%	76%	78%	79%	81%	78%	76%	78%	80%	77%	75%
Ability to choose an express or next day service	1630	327	544	345	414	871	759	1035	585	162	205	434	453	297	1092	165	1400	355	1186	87
63%		70% <b>td</b>	64%	62%	58%	68% <b>td</b>	60%	67% <b>td</b>	58%	58%	63%	63%	63%	74% <b>td</b>	63%	59%	65%	67%	62%	66%
Ability to select a specific date/time for delivery	1590	325	485	347	434	810	781	1030	548	172	210	413	435	274	1059	176	1344	340	1154	96
62%		69% <b>td</b>	57%	63%	61%	61%	62%	67% <b>td</b>	54%	62%	65%	60%	60%	66% <b>td</b>	61%	62%	62%	64%	60%	73% <b>td</b>
Fast delivery	1974	370	667	414	524	1036	938	1202	760	205	248	515	577	317	1341	208	1676	425	1444	104
77%		79%	79%	75%	74%	79% <b>td</b>	74%	78%	75%	74%	76%	75%	80%	79%	77%	74%	74%	80%	75%	79%
Convenient options for me to drop the parcel off	1901	349	645	398	508	994	907	1149	739	203	242	510	541	303	1293	205	1618	410	1394	97
74%		74%	76%	72%	72%	79%	72%	74%	73%	73%	74%	74%	75%	75%	74%	73%	73%	77%	73%	73%
Convenient options for the operator to pick the parcel up from me	1546	319	488	332	407	807	739	996	538	167	205	408	423	270	1035	170	1316	346	1119	81
60%		69% <b>td</b>	58%	60%	57%	61%	59%	64% <b>td</b>	53%	60%	63%	59%	58%	67% <b>td</b>	60%	60%	61%	60% <b>td</b>	58%	62%
Convenient options for the recipient to accept the delivery	1932	354	635	402	541	989	943	1156	760	198	254	529	586	314	1319	200	1656	417	1414	101
75%		75%	75%	73%	76%	75%	75%	75%	75%	71%	78%	77%	74%	78%	76%	71%	76%	79%	74%	77%
Insurance against damage or loss	1802	326	584	397	493	912	890	1098	691	199	222	489	496	295	1207	202	1520	404	1303	95
70%		70%	69%	72%	69%	69%	70%	71%	68%	72%	68%	71%	69%	73%	69%	70%	70%	76% <b>td</b>	68%	72%
Same price to send to anywhere within the UK	2025	363	675	443	544	1039	987	1192	820	209	252	557	569	324	1378	212	1726	428	1503	94
79%		77%	80%	80%	77%	79%	78%	77%	81%	75%	77%	77%	79%	80%	79%	75%	75%	80%	78%	72%
Proof of postage/ dispatch	2140	389	720	455	577	1108	1032	1256	868	238	285	570	610	344	1445	241	1811	456	1585	99
83%		83%	85%	82%	81%	84%	82%	81%	80% <b>td</b>	86%	85%	83%	83%	84%	85%	86%	83%	85% <b>td</b>	83%	75%
Proof of receipt/ delivery	2137	380	728	440	589	1108	1029	1260	861	235	278	556	607	345	1442	238	1809	457	1578	101
83%		81%	85% <b>td</b>	80%	83%	84%	81%	82%	85%	85%	85%	81%	84%	86%	83%	85%	83%	85% <b>td</b>	82%	77%
Delivery to recipient's door	2221	406	741	473	601	1147	1075	1296	908	239	288	593	629	350	1510	243	1880	476	1645	100
86%		86%	87%	86%	85%	87%	85%	84%	80% <b>td</b>	86%	89%	86%	87%	87%	87%	86%	87%	90% <b>td</b>	86% <b>td</b>	76%
Daily collection service	1822	331	601	394	507	932	890	1077	732	204	239	485	512	288	1235	207	1545	397	1346	79
71%		70%	71%	69%	71%	71%	71%	70%	72%	73%	73%	70%	71%	71%	71%	70%	71%	75% <b>td</b>	70%	60%
Parcel provider operates in an environmentally responsible way	1500	294	488	341	407	752	748	943	544	157	177	422	423	240	1022	159	1278	324	1090	86
58%		56%	58%	62%	57%	57%	59%	61% <b>td</b>	54%	56%	54%	61%	58%	60%	59%	57%	59%	61%	57%	65%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	1414	280	451	311	372	731	683	962	441	155	176	365	399	249	940	157	1199	304	1044	65
55%		60%	63%	60%	62%	60%	64%	63% <b>td</b>	44%	56%	54%	53%	55%	65% <b>td</b>	54%	56%	56%	57%	54%	50%
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability	1589	396	521	319	422	827	742	969	599	174	197	418	436	253	1051	176	1323	361	1122	85
61%		65%	61%	58%	59%	63%	59%	62%	59%	63%	60%	61%	60%	63%	60%	63%	61%	60% <b>td</b>	59%	64%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**Q16\_NET\_IMPORTANT.** For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Important Summary

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber/derby (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
Low cost	2135	1828	307	64	1796	183	98	58	83	246	184	164	186	200	269	278	196	21	162
83%		82%	85%	85%	83%	84%	80%	81%	80%	87%	86%	87%	82%	83%	79%	80%	80%	89%	84%
Guarantee that the parcel will arrive on time	2088	1775	283	62	1730	186	103	59	83	232	183	156	174	207	269	243	183	17	150
80%		80%	79%	81%	80%	77%	83%	83%	80%	82%	83%	81%	77%	81%	80%	80%	81%	71%	77%
Ability to track the delivery	2006	1722	284	60	1688	160	102	56	79	217	172	140	175	199	249	279	176	14	146
75%		76%	79%	79%	78%	74%	80%	78%	75%	77%	81%	75%	77%	83%	74%	79%	80%	60%	75%
Ability to choose an express or next day service	1630	1380	242	53	1373	128	81	49	58	163	142	111	157	164	215	208	134	11	118
63%		63%	67%	69%	63%	59%	66%	67%	56%	65%	67%	59%	59%	68%	64%	59%	61%	47%	61%
Ability to select a specific date/time for delivery	1590	1364	227	45	1350	124	74	41	64	173	139	116	147	157	211	204	140	13	111
62%		61%	63%	60%	62%	57%	60%	58%	61%	61%	65%	62%	65%	66%	62%	58%	63%	55%	58%
Fast delivery	1974	1694	280	57	1657	161	98	58	76	239	172	141	167	185	257	250	169	19	142
77%		76%	78%	75%	76%	74%	79%	82%	72%	85%	81%	75%	73%	77%	76%	71%	76%	81%	73%
Convenient options for me to drop the parcel off	1901	1639	262	58	1598	164	89	50	75	220	163	136	179	188	242	229	165	16	148
74%		74%	73%	76%	74%	76%	72%	71%	72%	81%	71%	73%	75%	76%	77%	65%	73%	71%	71%
Convenient options for the operator to pick the parcel up from me	1546	1343	204	48	1306	125	74	42	63	167	126	114	151	161	223	181	118	11	113
60%		60%	57%	64%	60%	58%	60%	59%	60%	59%	59%	61%	66%	67%	66%	51%	53%	49%	59%
Convenient options for the recipient to accept the delivery	1932	1652	280	59	1621	159	97	54	83	199	165	132	182	189	256	244	171	19	140
75%		74%	78%	78%	75%	73%	79%	75%	80%	70%	77%	70%	80%	79%	76%	69%	77%	82%	72%
Insurance against damage or loss	1802	1548	254	56	1503	151	86	51	75	186	166	131	171	174	227	223	150	17	134
70%		70%	71%	74%	69%	70%	75%	72%	72%	66%	73%	70%	75%	73%	67%	63%	69%	75%	69%
Same price to send to anywhere within the UK	2025	1739	287	61	1694	169	105	57	77	225	170	153	172	197	252	245	183	20	150
79%		78%	80%	80%	78%	78%	80%	80%	74%	80%	80%	82%	76%	82%	74%	75%	83%	85%	77%
Proof of postage/ dispatch	2140	1830	311	66	1793	180	107	61	88	232	185	159	186	195	275	280	192	16	163
83%		82%	86%	87%	83%	83%	87%	85%	84%	82%	87%	85%	82%	81%	81%	80%	87%	71%	84%
Proof of receipt/ delivery	2137	1832	305	63	1801	173	106	59	85	239	177	153	187	207	273	285	195	18	154
83%		83%	85%	83%	83%	80%	86%	81%	82%	84%	83%	82%	82%	86%	81%	81%	88%	79%	80%
Delivery to recipient's door	2221	1901	321	68	1861	188	111	61	90	252	190	156	182	216	288	288	198	22	166
86%		86%	89%	89%	86%	87%	90%	86%	86%	89%	89%	83%	80%	90%	85%	82%	89%	94%	86%
Daily collection service	1822	1570	252	56	1531	153	89	50	70	208	154	135	161	188	236	221	160	16	137
71%		71%	70%	75%	71%	70%	72%	70%	67%	74%	72%	72%	71%	75%	70%	63%	72%	68%	71%
Parcel provider operates in an environmentally responsible way	1500	1312	188	40	1267	121	74	38	47	165	142	119	139	142	212	181	120	11	109
58%		59%	52%	53%	58%	56%	60%	53%	45%	68%	67%	63%	61%	59%	62%	51%	54%	49%	57%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	1444	1229	184	35	1203	101	71	39	56	186	127	100	133	142	188	173	117	10	91
55%		55%	51%	46%	53%	47%	53%	54%	53%	55%	57%	53%	56%	57%	56%	49%	53%	44%	47%
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability.	1568	1348	220	47	1318	125	83	44	61	170	134	115	138	159	221	184	135	13	112
61%		61%	62%	62%	61%	58%	63%	61%	58%	60%	63%	61%	60%	66%	65%	62%	61%	55%	58%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

Q16\_NET\_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Important Summary

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Low cost	2135	800	82	391	778	876	298	126	50	1854	175	973	862	188	82	25	1835	107	676	1460
83%		87%	86%	90%	89% <sup>(a g h j)</sup>	85% <sup>(a g h j)</sup>	89%	73%	75%	83% <sup>(a g h j)</sup>	73%	82% <sup>(a g h j)</sup>	83% <sup>(a g h j)</sup>	64%	70%	65%	83% <sup>(a g h j)</sup>	69%	81%	84%
Guarantee that the parcel will arrive on time	2058	711	72	334	766	850	271	116	47	1616	163	945	834	171	76	26	1782	101	671	1388
80%		77%	76%	77%	86% <sup>(a g h j)</sup>	82% <sup>(a g h j)</sup>	67%	69%	64%	84% <sup>(a g h j)</sup>	68%	83% <sup>(a g h j)</sup>	81% <sup>(a g h j)</sup>	58%	64%	65%	84% <sup>(a g h j)</sup>	65%	81%	79%
Ability to track the delivery	2006	702	72	319	738	829	262	121	48	1587	171	922	807	173	73	26	1729	98	675	1331
78%		76%	75%	73%	84% <sup>(a g h j)</sup>	80% <sup>(a g h j)</sup>	65%	73%	66%	83% <sup>(a g h j)</sup>	71%	83% <sup>(a g h j)</sup>	78% <sup>(a g h j)</sup>	59%	65%	65%	82% <sup>(a g h j)</sup>	63%	83%	76%
Ability to choose an express or next day service	1630	478	45	196	599	670	212	103	41	1269	144	748	654	139	62	21	1402	83	605	1025
63%		52%	47%	45%	69% <sup>(a g h j)</sup>	64% <sup>(a g h j)</sup>	52%	62%	55%	68% <sup>(a g h j)</sup>	60%	69% <sup>(a g h j)</sup>	63% <sup>(a g h j)</sup>	47%	53%	52%	66% <sup>(a g h j)</sup>	53%	73%	59%
Ability to select a specific date/time for delivery	1580	454	44	185	547	685	220	95	41	1231	136	708	667	137	54	21	1378	74	606	984
62%		49%	46%	43%	62% <sup>(a g h j)</sup>	65% <sup>(a g h j)</sup>	54%	57%	55%	64% <sup>(a g h j)</sup>	56%	69% <sup>(a g h j)</sup>	63% <sup>(a g h j)</sup>	46%	46%	52%	65% <sup>(a g h j)</sup>	47%	73%	56%
Fast delivery	1974	635	60	290	733	805	258	127	47	1538	174	908	794	168	68	28	1702	96	667	1307
77%		69%	63%	67%	84% <sup>(a g h j)</sup>	77% <sup>(a g h j)</sup>	64%	64%	64%	80% <sup>(a g h j)</sup>	72%	81% <sup>(a g h j)</sup>	77% <sup>(a g h j)</sup>	57%	58%	72%	81% <sup>(a g h j)</sup>	61%	67%	75%
Convenient options for me to drop the parcel off	1901	671	66	307	732	772	238	105	48	1505	152	871	791	147	61	24	1602	86	623	1278
74%		73%	69%	71%	84% <sup>(a g h j)</sup>	74% <sup>(a g h j)</sup>	59%	63%	64%	79% <sup>(a g h j)</sup>	63%	81% <sup>(a g h j)</sup>	73% <sup>(a g h j)</sup>	50%	52%	62%	79% <sup>(a g h j)</sup>	55%	75%	73%
Convenient options for the operator to pick the parcel up from me	1546	473	44	191	533	659	217	88	44	1192	132	697	631	138	58	19	1328	76	583	963
60%		51%	46%	44%	61% <sup>(a g h j)</sup>	63% <sup>(a g h j)</sup>	53%	53%	60%	62% <sup>(a g h j)</sup>	55%	69% <sup>(a g h j)</sup>	61% <sup>(a g h j)</sup>	47%	50%	49%	63% <sup>(a g h j)</sup>	50%	77%	55%
Convenient options for the recipient to accept the delivery	1932	667	64	312	712	808	241	114	49	1520	163	892	780	170	61	22	1673	83	625	1307
75%		72%	67%	72%	81% <sup>(a g h j)</sup>	78% <sup>(a g h j)</sup>	59%	68%	66%	78% <sup>(a g h j)</sup>	68%	83% <sup>(a g h j)</sup>	76% <sup>(a g h j)</sup>	58%	52%	55%	78% <sup>(a g h j)</sup>	53%	75%	75%
Insurance against damage or loss	1802	607	60	256	686	746	230	111	43	1412	154	828	746	138	58	25	1574	83	623	1179
70%		66%	63%	59%	76% <sup>(a g h j)</sup>	72% <sup>(a g h j)</sup>	57%	66%	59%	74% <sup>(a g h j)</sup>	64%	77% <sup>(a g h j)</sup>	72% <sup>(a g h j)</sup>	47%	50%	63%	74% <sup>(a g h j)</sup>	59%	75%	68%
Same price to send to anywhere within the UK	2025	762	79	368	760	832	272	111	45	1592	156	929	814	177	74	26	1743	101	656	1369
79%		82%	83%	85%	87% <sup>(a g h j)</sup>	89% <sup>(a g h j)</sup>	67%	66%	60%	83% <sup>(a g h j)</sup>	64%	86% <sup>(a g h j)</sup>	79% <sup>(a g h j)</sup>	60%	63%	67%	82% <sup>(a g h j)</sup>	64%	79%	78%
Proof of postage/ dispatch	2140	776	85	372	794	879	275	127	56	1674	183	981	841	196	83	30	1825	113	674	1466
83%		84%	89%	85%	83% <sup>(a g h j)</sup>	85% <sup>(a g h j)</sup>	68%	76%	75%	87% <sup>(a g h j)</sup>	76%	81% <sup>(a g h j)</sup>	85% <sup>(a g h j)</sup>	66%	70%	77%	80% <sup>(a g h j)</sup>	72%	81%	84%
Proof of receipt/ delivery	2137	772	84	368	772	892	286	122	56	1664	178	966	871	191	82	19	1837	101	668	1469
83%		84%	88%	85%	88% <sup>(a g h j)</sup>	86% <sup>(a g h j)</sup>	70%	73%	75%	87% <sup>(a g h j)</sup>	74%	90% <sup>(a g h j)</sup>	84% <sup>(a g h j)</sup>	65%	70%	49%	87% <sup>(a g h j)</sup>	65%	80%	84%
Delivery to recipient's door	2221	815	84	396	832	907	291	129	58	1739	187	1030	872	193	93	27	1902	120	693	1528
86%		89%	87%	91%	89% <sup>(a g h j)</sup>	87% <sup>(a g h j)</sup>	72%	77%	78%	83% <sup>(a g h j)</sup>	77%	83% <sup>(a g h j)</sup>	89% <sup>(a g h j)</sup>	65%	68%	68%	82% <sup>(a g h j)</sup>	77%	83%	83%
Daily collection service	1922	611	62	295	604	771	219	103	41	1455	144	851	737	146	60	25	1597	85	616	1207
71%		66%	65%	68%	76% <sup>(a g h j)</sup>	74% <sup>(a g h j)</sup>	54%	62%	55%	76% <sup>(a g h j)</sup>	60%	79% <sup>(a g h j)</sup>	71% <sup>(a g h j)</sup>	49%	51%	64%	75% <sup>(a g h j)</sup>	54%	74%	69%
Parcel provider operates in an environmentally responsible way	1500	482	39	211	535	641	199	86	36	1175	121	672	638	127	40	16	1310	56	570	930
58%		52%	41%	48%	61% <sup>(a g h j)</sup>	62% <sup>(a g h j)</sup>	49%	51%	48%	61% <sup>(a g h j)</sup>	50%	62% <sup>(a g h j)</sup>	63% <sup>(a g h j)</sup>	43%	40%	40%	62% <sup>(a g h j)</sup>	36%	65%	53%
Options to deliver items to a location other than the home (e.g. a local shop, or a locker)	1414	410	41	145	487	599	188	100	38	1086	137	637	590	111	51	20	1227	71	563	851
55%		44%	43%	33%	56% <sup>(a g h j)</sup>	58% <sup>(a g h j)</sup>	46%	50%	51%	57% <sup>(a g h j)</sup>	57%	68% <sup>(a g h j)</sup>	57% <sup>(a g h j)</sup>	38%	43%	51%	58% <sup>(a g h j)</sup>	45%	65%	49%
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability.	1568	475	50	214	575	652	198	95	42	1227	137	713	650	126	48	24	1363	72	581	987
61%		51%	52%	49%	66% <sup>(a g h j)</sup>	63% <sup>(a g h j)</sup>	49%	57%	56%	64% <sup>(a g h j)</sup>	57%	66% <sup>(a g h j)</sup>	63% <sup>(a g h j)</sup>	43%	41%	60%	65% <sup>(a g h j)</sup>	46%	70%	56%

Proportions/Mean: Column Total (5% risk level) - abc - d(e|f|g|h|j) - k(l|m|n|o|p|q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_NET\_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Important Summary

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Low cost	2135	134	1974	27	507	1439	99	2076	34	16	5	2126	4
83%		87%	83%	69%	73% <sup>†</sup>	83% <sup>†</sup>	71%	85% <sup>†</sup>	53%	52%	100%	83% <sup>†</sup>	25%
Guarantee that the parcel will arrive on time	2058	131	1899	29	574	1392	92	2005	30	18	5	2050	3
80%		85%	80%	72%	81% <sup>†</sup>	80% <sup>†</sup>	66%	81% <sup>†</sup>	47%	58%	100%	80% <sup>†</sup>	18%
Ability to track the delivery	2006	121	1855	29	544	1370	92	1957	23	17	5	1997	4
78%		78%	78%	74%	77% <sup>†</sup>	79% <sup>†</sup>	65%	79% <sup>†</sup>	35%	55%	100%	79% <sup>†</sup>	26%
Ability to choose an express or next day service	1630	114	1492	24	479	1059	82	1576	34	11	5	1621	4
63%		74% <sup>†</sup>	63%	60%	88% <sup>†</sup>	62%	58%	64%	53%	35%	100%	63%	26%
Ability to select a specific date/time for delivery	1580	108	1459	26	447	1084	80	1536	36	8	4	1582	5
62%		70%	61%	65%	63%	61%	57%	62%	29%	30%	65%	62%	33%
Fast delivery	1974	126	1822	25	553	1329	92	1911	39	13	5	1964	5
77%		82%	76%	65%	73% <sup>†</sup>	77% <sup>†</sup>	66%	76% <sup>†</sup>	61%	43%	100%	76% <sup>†</sup>	34%
Convenient options for me to drop the parcel off	1901	117	1756	28	529	1284	88	1855	27	10	5	1892	4
74%		76%	74%	70%	75% <sup>†</sup>	74% <sup>†</sup>	63%	75% <sup>†</sup>	42%	32%	100%	74% <sup>†</sup>	25%
Convenient options for the operator to pick the parcel up from me	1546	116	1411	19	460	1012	75	1498	35	10	2	1542	2
60%		73% <sup>†</sup>	59%	49%	85% <sup>†</sup>	58%	53%	61%	54%	31%	32%	60%	17%
Convenient options for the recipient to accept the delivery	1932	119	1787	25	540	1302	90	1889	27	7	4	1923	5
75%		77%	75%	65%	78% <sup>†</sup>	75% <sup>†</sup>	64%	77% <sup>†</sup>	42%	24%	65%	75% <sup>†</sup>	34%
Insurance against damage or loss	1802	108	1668	26	504	1217	81	1745	37	12	5	1794	3
70%		70%	70%	65%	71% <sup>†</sup>	70% <sup>†</sup>	58%	71%	58%	39%	100%	70%	18%
Same price to send to anywhere within the UK	2025	123	1875	27	558	1376	91	1977	29	11	5	2016	4
79%		80%	79%	69%	79% <sup>†</sup>	79% <sup>†</sup>	65%	80% <sup>†</sup>	45%	37%	100%	79% <sup>†</sup>	24%
Proof of postage/ dispatch	2140	134	1981	25	598	1451	91	2074	38	18	5	2130	5
83%		86%	83%	64%	83% <sup>†</sup>	84% <sup>†</sup>	65%	84% <sup>†</sup>	60%	58%	100%	83% <sup>†</sup>	33%
Proof of receipt/ delivery	2137	121	1991	25	576	1468	93	2078	32	19	5	2129	3
83%		78%	83%	64%	81% <sup>†</sup>	85% <sup>†</sup>	67%	84% <sup>†</sup>	50%	62%	100%	83% <sup>†</sup>	18%
Delivery to recipient's door	2221	127	2063	31	614	1508	99	2155	36	19	5	2210	6
86%		82%	86%	78%	82% <sup>†</sup>	87% <sup>†</sup>	71%	87% <sup>†</sup>	56%	61%	100%	86% <sup>†</sup>	41%
Daily collection service	1822	112	1661	30	504	1233	85	1775	32	8	5	1818	1
71%		72%	70%	76%	71%	71%	61%	72% <sup>†</sup>	50%	27%	100%	71% <sup>†</sup>	9%
Parcel provider operates in an environmentally responsible way	1500	101	1375	24	408	1014	78	1447	34	11	4	1493	4
58%		65%	58%	60%	58%	59%	56%	59%	53%	37%	66%	58%	26%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	1414	95	1299	19	392	956	66	1364	29	13	5	1406	2
55%		62%	54%	48%	55%	55%	47%	55%	46%	42%	100%	55%	17%
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability	1568	111	1434	23	453	1037	78	1512	33	15	4	1560	5
61%		72% <sup>†</sup>	60%	58%	64%	60%	56%	61%	52%	47%	65%	61%	33%

Proportions/Mean: Column Total (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q16\_NET\_IMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Important Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	412	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	263	249	248	259
Low cost	2135	-	-	1060	1076	-	-	-	-	-	-	-	679	381	372	358	346
83%	-	-	-	82%	83%	-	-	-	-	-	-	-	83%	81%	85%	85% <b>up</b>	79%
Guarantee that the parcel will arrive on time	2058	-	-	1006	1053	-	-	-	-	-	-	-	640	366	350	348	355
80%	-	-	-	78%	82%	-	-	-	-	-	-	-	78%	77%	80%	84%	81%
Ability to track the delivery	2006	-	-	988	1018	-	-	-	-	-	-	-	626	362	339	343	335
78%	-	-	-	77%	79%	-	-	-	-	-	-	-	77%	77%	78%	83%	77%
Ability to choose an express or next day service	1630	-	-	779	851	-	-	-	-	-	-	-	501	278	293	293	266
63%	-	-	-	60%	68% <b>up</b>	-	-	-	-	-	-	-	61%	59%	67%	70% <b>imp</b>	61%
Ability to select a specific date/time for delivery	1590	-	-	788	802	-	-	-	-	-	-	-	512	276	279	272	252
62%	-	-	-	61%	62%	-	-	-	-	-	-	-	63%	58%	64%	65%	58%
Fast delivery	1974	-	-	1000	974	-	-	-	-	-	-	-	637	364	324	327	314
77%	-	-	-	78%	76%	-	-	-	-	-	-	-	76%	77%	76%	79%	72%
Convenient options for me to drop the parcel off	1901	-	-	932	969	-	-	-	-	-	-	-	598	335	329	319	320
74%	-	-	-	72%	75%	-	-	-	-	-	-	-	73%	71%	75%	77%	73%
Convenient options for the operator to pick the parcel up from me	1546	-	-	752	795	-	-	-	-	-	-	-	478	273	258	279	258
60%	-	-	-	58%	62%	-	-	-	-	-	-	-	58%	58%	59%	67% <b>up</b>	59%
Convenient options for the recipient to accept the delivery	1932	-	-	942	989	-	-	-	-	-	-	-	590	352	330	334	325
75%	-	-	-	73%	77%	-	-	-	-	-	-	-	72%	75%	76%	80% <b>up</b>	74%
Insurance against damage or loss	1802	-	-	892	910	-	-	-	-	-	-	-	569	324	305	307	299
70%	-	-	-	69%	71%	-	-	-	-	-	-	-	70%	69%	70%	74%	68%
Same price to send to anywhere within the UK	2025	-	-	1006	1019	-	-	-	-	-	-	-	652	354	353	333	333
79%	-	-	-	78%	79%	-	-	-	-	-	-	-	80%	75%	81%	80%	75%
Proof of postage/ dispatch	2140	-	-	1065	1075	-	-	-	-	-	-	-	689	376	356	358	361
83%	-	-	-	83%	83%	-	-	-	-	-	-	-	84%	80%	81%	86%	83%
Proof of receipt/ delivery	2137	-	-	1061	1076	-	-	-	-	-	-	-	675	385	375	349	352
83%	-	-	-	82%	83%	-	-	-	-	-	-	-	83%	82%	86%	84%	81%
Delivery to recipient's door	2221	-	-	1106	1115	-	-	-	-	-	-	-	708	400	395	371	358
86%	-	-	-	86%	86%	-	-	-	-	-	-	-	86%	85%	85% <b>up</b>	89% <b>up</b>	82%
Daily collection service	1822	-	-	919	903	-	-	-	-	-	-	-	590	330	301	314	288
71%	-	-	-	71%	70%	-	-	-	-	-	-	-	72%	70%	69%	76% <b>up</b>	66%
Parcel provider operates in an environmentally responsible way	1500	-	-	757	743	-	-	-	-	-	-	-	486	271	252	250	232
58%	-	-	-	56%	58%	-	-	-	-	-	-	-	59%	57%	58%	62% <b>up</b>	53%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	1414	-	-	672	741	-	-	-	-	-	-	-	424	249	245	261	236
55%	-	-	-	52%	57% <b>up</b>	-	-	-	-	-	-	-	52%	53%	56%	63% <b>imp</b>	54%
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability.	1568	-	-	772	796	-	-	-	-	-	-	-	493	279	273	262	261
61%	-	-	-	60%	62%	-	-	-	-	-	-	-	60%	59%	63%	63%	60%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Q16\_NET\_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Not important Summary

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET			Ethnicity		Unweighted	Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		
Unweighted Base	2580	-	2580	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Low cost	55	-	55	16	35	20	15	12	17	4	5	1	1	26	21	7	2	50	3	48
2%	-	2%	4% <b>sd</b>	2%	3%	2%	4% <b>klm</b>	3%	3%	1%	1%	-	-	4% <b>ppd</b>	3% <b>ppd</b>	1%	2%	5%	2%	1%
Guarantee that the parcel will arrive on time	73	-	73	13	60	40	17	12	10	10	8	7	8	29	20	23	15	62	11	74
3%	-	3%	3%	3%	3%	2%	5% <b>a</b>	3%	2%	3%	2%	2%	3%	4%	2%	2%	3%	3%	3%	4%
Ability to track the delivery	103	-	103	24	79	66	18	17	18	18	16	8	7	35	36	32	15	90	12	103
4%	-	4%	6%	4%	6% <b>f</b>	3%	5%	5%	4%	5%	3%	3%	3%	5%	4%	3%	3%	4%	4%	4%
Ability to choose an express or next day service	250	-	250	46	204	130	20	32	34	34	63	41	26	52	68	130	67	232	17	265
10%	-	10%	12%	9%	10%	9%	6%	9%	7%	10%	13% <b>ppj</b>	13% <b>ppj</b>	10%	7%	8%	14% <b>ppd</b>	12%	10%	6%	10%
Ability to select a specific date/time for delivery	274	-	274	57	217	153	26	29	37	48	70	34	31	54	85	135	65	255	18	298
17%	-	17%	15% <b>sd</b>	10%	12%	9%	8%	8%	8%	14% <b>ppj</b>	14% <b>ppj</b>	11%	12%	8%	10%	13% <b>ppj</b>	11%	11% <b>ppj</b>	6%	12%
Fast delivery	103	-	103	15	89	62	12	25	11	8	23	15	10	36	19	48	25	94	9	104
4%	-	4%	4%	4%	5%	3%	3%	7% <b>klm</b>	2%	2%	5%	5%	4%	5% <b>ppd</b>	2%	5%	4%	4%	3%	4%
Convenient options for me to drop the parcel off	123	-	123	27	95	73	18	17	20	15	21	15	18	35	34	53	33	114	9	120
5%	-	5%	7%	4%	6%	4%	5%	5%	4%	4%	4%	5%	7%	5%	4%	5%	6%	5%	3%	5%
Convenient options for the operator to pick the parcel up from me	298	-	298	39	259	156	20	28	35	44	73	51	46	49	79	170	97	282	15	324
12%	-	12%	10%	12%	12%	11%	6%	8%	7%	13% <b>ppj</b>	16% <b>ppj</b>	16% <b>ppj</b>	17% <b>ppj</b>	7%	10%	16% <b>ppd</b>	17% <b>ppd</b>	13% <b>ppj</b>	5%	13%
Convenient options for the recipient to accept the delivery	110	-	110	19	91	60	20	12	23	14	23	11	7	32	37	42	19	91	19	100
4%	-	4%	5%	4%	5%	4%	6%	3%	5%	4%	5%	4%	3%	5%	5%	4%	3%	4%	4%	6%
Insurance against damage or loss	153	-	153	28	125	83	34	17	19	14	34	21	13	52	33	68	34	128	24	161
6%	-	6%	7%	6%	7%	5%	10% <b>ppj</b>	5%	4%	4%	7%	6%	5%	8% <b>ppd</b>	4%	6%	6%	6%	6%	6%
Same price to send to anywhere within the UK	106	-	106	20	86	80	24	26	21	14	16	3	3	49	35	22	6	74	30	83
4%	-	4%	5%	4%	6% <b>f</b>	2%	7% <b>klm</b>	7% <b>klm</b>	4% <b>kl</b>	4% <b>kl</b>	3%	1%	1%	7% <b>ppd</b>	4% <b>ppd</b>	2%	1%	3%	10% <b>klr</b>	3%
Proof of postage/ dispatch	57	-	57	18	39	36	8	15	13	8	8	2	2	23	21	13	4	55	3	65
2%	-	2%	3% <b>sd</b>	2%	3%	2%	2%	4% <b>kl</b>	3%	2%	2%	1%	1%	3% <b>ppd</b>	3%	1%	1%	2%	1%	3%
Proof of receipt/ delivery	82	-	82	28	56	65	19	15	16	8	18	4	2	34	24	24	6	69	13	80
3%	-	3%	7% <b>sd</b>	3%	3%	1%	6% <b>klm</b>	4%	3%	2%	4%	1%	1%	8% <b>ppd</b>	3%	2%	1%	3%	4%	3%
Delivery to recipient's door	55	-	55	37	18	18	10	16	14	7	6	1	2	26	22	8	3	45	10	55
2%	-	2%	4% <b>sd</b>	2%	3% <b>f</b>	1%	3% <b>f</b>	6% <b>klm</b>	3% <b>f</b>	2%	1%	-	1%	4% <b>ppd</b>	3% <b>ppd</b>	1%	-	2%	3%	2%
Daily collection service	146	-	146	27	119	85	19	23	28	20	28	9	18	43	48	55	28	134	12	153
6%	-	6%	7%	5%	7%	5%	6%	7%	6%	6%	6%	3%	7%	6%	6%	5%	5%	6%	4%	6%
Parcel provider operates in an environmentally responsible way	328	-	328	63	265	179	29	42	59	59	80	33	27	72	117	140	59	303	24	340
13%	-	13%	16%	12%	14%	11%	9%	12%	12%	10% <b>kl</b>	10% <b>kl</b>	10%	10%	10%	14%	13%	10%	13%	8%	13%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	360	-	360	35	325	170	28	30	34	52	87	73	55	58	86	215	128	343	16	400
14%	-	14%	9%	15% <b>sd</b>	13%	14%	8%	9%	7%	10% <b>ppj</b>	13% <b>ppj</b>	23% <b>ppj</b>	21% <b>ppj</b>	8%	10%	20% <b>ppd</b>	22% <b>ppd</b>	15% <b>ppj</b>	5%	16%
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability	234	-	234	43	191	125	24	31	27	38	65	37	12	54	65	114	50	208	23	245
9%	-	9%	11%	9%	10%	8%	7%	9%	5%	11% <b>klm</b>	13% <b>ppj</b>	12% <b>klm</b>	5%	6%	6%	11%	9%	9%	6%	9%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q16\_NET\_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Not important Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	738	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Low cost	55	14	18	17	6	32	23	47	6	6	3	20	17	6	40	6	46	11	43	2
Guarantee that the parcel will arrive on time	73	15	21	15	11	46	26	33	39	7	9	22	18	9	49	7	60	21	51	1
Ability to track the delivery	103	17	46	23	17	63	40	65	38	10	8	37	27	11	73	10	84	19	81	3
Ability to choose an express or next day service	250	49	73	51	66	122	128	133	117	33	38	75	60	32	173	33	208	47	200	3
Ability to select a specific date/time for delivery	274	46	106	60	62	152	122	148	126	35	24	81	71	47	176	35	227	51	212	11
Fast delivery	103	16	36	33	18	52	51	55	48	10	11	37	25	17	73	10	90	12	89	2
Convenient options for me to drop the parcel off	123	25	39	38	21	63	60	65	56	10	16	43	27	19	87	3	107	18	104	1
Convenient options for the operator to pick the parcel up from me	288	40	122	67	68	162	135	146	149	28	38	99	78	42	214	28	257	61	229	8
Convenient options for the recipient to accept the delivery	110	24	37	26	24	61	50	68	42	16	10	38	30	11	78	16	89	26	81	4
Insurance against damage or loss	153	36	60	29	28	87	57	82	72	14	25	45	43	23	113	14	138	26	124	2
Same price to send to anywhere within the UK	106	25	47	23	13	35	47	35	33	13	13	26	28	6	67	13	90	21	85	1
Proof of postage/ dispatch	57	11	23	13	10	34	23	39	19	3	10	22	7	8	39	3	48	7	48	2
Proof of receipt/ delivery	82	19	24	22	16	44	39	44	38	8	13	23	17	11	58	8	69	20	61	1
Delivery to recipient's door	55	7	25	14	9	32	23	39	16	4	5	25	9	10	39	4	49	8	46	1
Daily collection service	146	24	57	35	30	81	65	86	60	22	16	47	35	22	99	22	121	27	117	2
Parcel provider operates in an environmentally responsible way	326	68	109	72	78	177	151	201	127	31	38	87	117	42	242	31	286	51	267	10
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	380	65	120	92	82	186	174	165	184	44	40	111	91	47	242	45	296	64	264	11
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability	234	48	83	55	48	131	103	140	93	34	22	65	66	39	153	34	193	38	188	6

Proportions/Means: Columns Tested (5% risk level) - ab/c/d - ef - gh - ij/k/l/m/n - op - q/r/s  
\* small base

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**Q16\_NET\_NOTIMPORTANT.** For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Not important Summary

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ Merseyside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
Low cost	55	48	6	1	46	5	2	1	3	5	3	3	5	4	14	7	4	-	5
2%	2%	2%	2%	1%	1%	2%	2%	2%	3%	2%	2%	1%	2%	2%	4%	2%	2%	1%	2%
Guarantee that the parcel will arrive on time	73	62	11	4	62	4	4	2	2	10	6	2	8	1	10	12	10	3	3
3%	3%	3%	3%	5%	3%	2%	4%	3%	2%	4%	3%	1%	4%	3%	3%	5%	5%	1%	2%
Ability to track the delivery	103	89	14	5	82	13	7	1	6	10	6	11	9	-	17	16	8	4	9
4%	4%	4%	7%	4%	4%	7%	7%	1%	6%	10%	9%	10%	10%	-	10%	10%	15%	5%	5%
Ability to choose an express or next day service	250	216	34	9	205	28	11	6	9	30	28	27	16	13	21	33	26	5	23
10%	10%	10%	9%	12%	9%	13%	9%	9%	9%	11%	13%	14%	7%	5%	6%	9%	12%	21%	12%
Ability to select a specific date/time for delivery	274	242	32	12	223	27	13	10	11	20	24	21	13	24	39	48	23	6	21
11%	11%	11%	16%	10%	13%	10%	16%	11%	11%	7%	11%	11%	6%	10%	12%	14%	10%	28%	11%
Fast delivery	103	94	10	4	82	15	5	1	3	6	4	9	8	5	16	20	10	3	12
4%	4%	3%	5%	4%	4%	7%	4%	2%	3%	2%	2%	5%	4%	2%	5%	6%	4%	12%	6%
Convenient options for me to drop the parcel off	123	105	18	7	107	7	5	4	3	19	10	6	9	6	18	24	14	3	4
5%	5%	5%	10%	5%	5%	3%	4%	6%	3%	7%	5%	3%	4%	2%	3%	7%	6%	11%	2%
Convenient options for the operator to pick the parcel up from me	288	260	38	11	244	31	14	8	10	30	32	22	19	17	30	59	25	6	25
12%	12%	12%	14%	11%	11%	14%	12%	12%	9%	10%	15%	12%	8%	7%	9%	17%	11%	26%	13%
Convenient options for the recipient to accept the delivery	110	93	18	5	93	10	5	2	3	17	7	10	10	5	9	27	6	2	9
4%	4%	4%	6%	4%	4%	5%	4%	2%	2%	6%	3%	6%	5%	3%	8%	3%	7%	4%	4%
Insurance against damage or loss	153	130	23	6	128	15	7	4	8	15	10	10	11	9	19	28	10	3	12
6%	6%	6%	8%	6%	6%	7%	5%	6%	8%	9%	4%	9%	5%	4%	6%	9%	4%	12%	6%
Same price to send to anywhere within the UK	106	92	14	5	93	8	4	2	2	14	10	4	16	5	17	17	8	1	7
4%	4%	4%	7%	4%	4%	3%	2%	2%	2%	5%	5%	2%	7%	2%	5%	5%	4%	4%	4%
Proof of postage/ dispatch	57	55	2	1	44	7	3	3	1	5	3	4	4	2	8	13	5	2	5
2%	2%	2%	1%	2%	2%	3%	3%	3%	1%	2%	2%	2%	2%	1%	2%	4%	2%	8%	3%
Proof of receipt/ delivery	82	76	6	4	67	8	5	2	2	5	9	7	8	5	10	11	9	2	6
3%	3%	3%	5%	3%	3%	4%	4%	3%	2%	2%	4%	4%	3%	3%	3%	3%	4%	8%	3%
Delivery to recipient's door	55	52	3	3	47	6	1	1	3	4	1	7	4	2	4	18	3	1	5
2%	2%	1%	3%	2%	2%	3%	1%	2%	3%	1%	1%	4%	2%	1%	1%	6%	1%	3%	3%
Daily collection service	146	123	22	8	117	16	7	6	6	13	14	13	10	8	20	20	13	6	11
6%	6%	6%	8%	5%	5%	7%	5%	6%	6%	6%	7%	7%	4%	3%	6%	6%	6%	24%	5%
Parcel provider operates in an environmentally responsible way	326	273	55	9	270	35	14	9	16	37	34	10	29	29	35	54	26	5	30
13%	12%	15%	13%	12%	16%	11%	13%	15%	13%	13%	16%	6%	13%	10%	15%	12%	20%	16%	16%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	380	300	60	17	290	37	21	12	16	42	32	25	28	24	40	57	26	7	29
14%	14%	17%	13%	13%	17%	17%	17%	17%	15%	19%	15%	13%	12%	10%	12%	16%	12%	31%	16%
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability.	234	183	41	10	188	22	7	6	12	32	22	21	28	18	21	26	18	4	18
9%	9%	11%	13%	9%	10%	6%	9%	9%	12%	11%	10%	11%	12%	6%	7%	8%	19%	19%	9%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

Q16\_NET\_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Not important Summary

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Low cost	55	14	2	2	11	8	19	11	8	19	17	11	16	14	8	3	27	11	37	18
Guarantee that the parcel will arrive on time	73	33	4	20	12	21	15	17	7	34	23	7	38	12	12	1	46	13	28	44
Ability to track the delivery	103	53	5	29	29	35	23	12	4	64	16	24	39	19	20	2	63	21	33	70
Ability to choose an express or next day service	250	158	23	85	83	90	44	21	13	173	34	111	89	24	23	3	200	26	64	186
Ability to select a specific date/time for delivery	274	153	19	74	100	88	48	25	13	188	38	121	89	28	24	8	210	32	79	195
Fast delivery	103	57	8	30	24	37	19	12	11	61	23	33	48	13	9	1	81	10	38	66
Convenient options for me to drop the parcel off	123	44	6	22	29	41	28	19	6	70	25	40	48	16	19	**	88	10	39	84
Convenient options for the operator to pick the parcel up from me	288	151	13	84	127	99	38	26	10	226	36	126	120	23	20	7	245	27	84	214
Convenient options for the recipient to accept the delivery	110	57	5	31	30	40	16	18	7	70	25	23	50	14	20	2	72	22	46	64
Insurance against damage or loss	153	70	8	42	50	57	20	16	11	107	27	52	58	27	13	3	110	16	56	97
Same price to send to anywhere within the UK	106	37	3	16	27	37	15	17	10	64	27	23	48	17	14	4	72	17	54	52
Proof of postage/ dispatch	87	22	2	9	10	12	21	10	4	34	15	12	23	10	11	2	35	13	25	33
Proof of receipt/ delivery	82	31	1	16	15	19	23	21	4	44	25	20	31	13	13	5	51	18	42	40
Delivery to recipient's door	55	14	1	4	2	15	18	17	4	17	21	8	31	14	3	*	38	3	33	23
Daily collection service	146	79	14	37	43	52	22	19	10	96	28	55	47	25	14	5	102	19	56	89
Parcel provider operates in an environmentally responsible way	328	145	17	60	121	99	41	41	24	220	86	154	108	35	20	11	262	31	88	240
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	360	194	29	108	143	128	49	23	14	271	37	170	117	32	28	3	296	32	81	278
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability	234	136	23	65	80	82	41	20	11	162	30	104	75	27	22	6	179	28	69	164

Proportions/Mean: Column Totals (5% risk level) - abc - d(e)(gh) - kl(mn)(op)q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_NET\_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Not important Summary

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Low cost	55	*	53	2	13	33	9	43	7	3	-	54	1
2%			2%	5%	2%	2%	6% <b>ns</b>	2%	13% <b>sig</b>	11%	-	2%	7%
Guarantee that the parcel will arrive on time	73	7	64	2	20	47	5	57	12	4	-	73	*
3%		4%	3%	5%	3%	3%	4%	2%	18% <b>sig</b>	13%	-	3%	*
Ability to track the delivery	103	3	98	2	32	62	9	85	13	5	-	102	1
4%		2%	4%	5%	4%	4%	6%	3%	23% <b>sig</b>	15%	-	4%	8%
Ability to choose an express or next day service	250	16	232	2	75	164	11	235	8	7	-	250	*
10%		10%	10%	5%	11%	9%	8%	10%	12%	22%	-	10%	1%
Ability to select a specific date/time for delivery	274	9	263	5	72	191	11	252	18	2	2	272	*
11%		6%	11%	5%	10%	11%	8%	10%	27% <b>sig</b>	6%	35%	11%	1%
Fast delivery	103	6	95	2	33	62	9	91	7	5	-	103	*
4%		4%	4%	5%	5%	4%	6%	4%	11% <b>sig</b>	16%	-	4%	2%
Convenient options for me to drop the parcel off	123	12	109	2	41	71	11	109	14	-	-	123	*
5%		8%	5%	5%	6%	4%	8%	5%	21% <b>sig</b>	-	-	5%	1%
Convenient options for the operator to pick the parcel up from me	298	9	285	4	76	214	8	280	10	6	2	296	*
12%		6%	12%	9%	11%	12%	6%	11%	16%	19%	35%	12%	1%
Convenient options for the recipient to accept the delivery	110	7	100	3	36	69	5	92	9	8	2	108	*
4%		5%	4%	9%	5%	4%	4%	4%	14% <b>sig</b>	25%	35%	4%	1%
Insurance against damage or loss	153	9	145	-	41	101	11	139	9	6	-	153	-
6%		6%	6%	-	6%	6%	8%	6%	13%	20%	-	6%	-
Same price to send to anywhere within the UK	106	11	94	2	36	65	6	86	14	6	-	106	*
4%		7%	4%	5%	5%	4%	4%	3%	22% <b>sig</b>	20%	-	4%	1%
Proof of postage/ dispatch	87	2	54	2	23	28	6	42	10	5	-	57	-
2%		1%	2%	5%	3%	2%	5%	2%	18% <b>sig</b>	16%	-	2%	1%
Proof of receipt/ delivery	82	4	76	2	30	48	4	66	11	5	-	82	*
3%		2%	3%	5%	4%	3%	3%	3%	17% <b>sig</b>	16%	-	3%	1%
Delivery to recipient's door	55	1	54	-	16	32	8	40	9	6	-	55	*
2%		1%	2%	-	2%	2%	6% <b>ns</b>	2%	14% <b>sig</b>	20%	-	2%	1%
Daily collection service	146	6	139	-	37	103	6	131	11	2	-	144	1
6%		4%	6%	1%	5%	6%	4%	5%	19% <b>sig</b>	7%	-	6%	10%
Parcel provider operates in an environmentally responsible way	328	10	316	2	92	225	11	312	10	6	-	328	*
13%		7%	13%	5%	13%	13%	8%	13%	16%	20%	-	13%	1%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	360	21	335	3	102	238	20	345	8	6	-	359	*
14%		13%	14%	9%	14%	14%	14%	14%	13%	18%	-	14%	1%
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability	234	5	227	2	50	173	10	214	10	8	2	232	*
9%		3%	10% <b>ns</b>	4%	7%	10%	7%	9%	15%	26%	35%	9%	1%

Proportions/Mean: Column Total (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_NET\_NOTIMPORTANT. For each factor, please tell us how important it is to you in choosing a postal provider or service (Parcels) - Not important Summary

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Low cost	55	-	-	27	28	-	-	-	-	-	-	-	21	5	10	9	9
2%	-	-	2%	2%	-	-	-	-	-	-	-	-	3%	1%	2%	2%	2%
Guarantee that the parcel will arrive on time	73	-	-	32	40	-	-	-	-	-	-	-	25	7	12	12	16
3%	-	-	3%	3%	-	-	-	-	-	-	-	-	3%	2%	3%	3%	4%
Ability to track the delivery	103	-	-	65	38	-	-	-	-	-	-	-	38	27	14	14	10
4%	-	-	5% <sup>u</sup>	3%	-	-	-	-	-	-	-	-	5%	6% <sup>u</sup>	3%	3%	2%
Ability to choose an express or next day service	250	-	-	134	116	-	-	-	-	-	-	-	88	46	30	31	55
10%	-	-	10%	9%	-	-	-	-	-	-	-	-	11%	10%	7%	7%	13% <sup>u</sup>
Ability to select a specific date/time for delivery	274	-	-	139	135	-	-	-	-	-	-	-	89	50	43	47	45
11%	-	-	11%	10%	-	-	-	-	-	-	-	-	11%	11%	10%	11%	10%
Fast delivery	103	-	-	54	50	-	-	-	-	-	-	-	40	14	15	16	18
4%	-	-	4%	4%	-	-	-	-	-	-	-	-	5%	3%	4%	4%	4%
Convenient options for me to drop the parcel off	123	-	-	62	61	-	-	-	-	-	-	-	48	14	21	13	26
5%	-	-	5%	5%	-	-	-	-	-	-	-	-	6%	3%	5%	3%	6%
Convenient options for the operator to pick the parcel up from me	298	-	-	152	146	-	-	-	-	-	-	-	97	55	53	41	52
12%	-	-	12%	11%	-	-	-	-	-	-	-	-	12%	12%	12%	10%	12%
Convenient options for the recipient to accept the delivery	110	-	-	68	43	-	-	-	-	-	-	-	51	16	16	12	15
4%	-	-	5%	3%	-	-	-	-	-	-	-	-	6% <sup>u</sup>	3%	4%	3%	3%
Insurance against damage or loss	153	-	-	68	85	-	-	-	-	-	-	-	46	23	31	35	18
6%	-	-	5%	7%	-	-	-	-	-	-	-	-	6%	5%	7%	6% <sup>u</sup>	4%
Same price to send to anywhere within the UK	106	-	-	59	47	-	-	-	-	-	-	-	50	10	20	11	17
4%	-	-	5%	4%	-	-	-	-	-	-	-	-	6% <sup>u</sup>	2%	5%	3%	4%
Proof of postage/ dispatch	57	-	-	33	25	-	-	-	-	-	-	-	21	12	7	8	10
2%	-	-	3%	2%	-	-	-	-	-	-	-	-	3%	3%	2%	2%	2%
Proof of receipt/ delivery	82	-	-	46	36	-	-	-	-	-	-	-	37	9	13	8	15
3%	-	-	4%	3%	-	-	-	-	-	-	-	-	5%	2%	3%	2%	3%
Delivery to recipient's door	55	-	-	21	35	-	-	-	-	-	-	-	19	2	10	10	14
2%	-	-	2%	3%	-	-	-	-	-	-	-	-	2% <sup>u</sup>	2%	2% <sup>u</sup>	3% <sup>u</sup>	3% <sup>u</sup>
Daily collection service	146	-	-	70	75	-	-	-	-	-	-	-	47	23	27	23	25
6%	-	-	5%	6%	-	-	-	-	-	-	-	-	6%	5%	6%	6%	6%
Parcel provider operates in an environmentally responsible way	328	-	-	165	163	-	-	-	-	-	-	-	97	68	62	52	49
13%	-	-	13%	13%	-	-	-	-	-	-	-	-	12%	14%	14%	12%	11%
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	360	-	-	201	159	-	-	-	-	-	-	-	133	68	54	44	61
14%	-	-	16%	12%	-	-	-	-	-	-	-	-	16% <sup>u</sup>	14%	12%	11%	14%
Options for people receiving parcels with specific needs from the delivery company, for example relating to limited mobility or a disability.	234	-	-	111	122	-	-	-	-	-	-	-	78	33	39	39	45
9%	-	-	9%	9%	-	-	-	-	-	-	-	-	10%	7%	9%	9%	10%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Q16\_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All Participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)			
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580	
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580	
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580	
Low cost	4.18	-	4.18	4.17	4.18	4.10	4.25e	4.12	4.14	4.11	4.23gh	4.20i	4.24ghl	4.13	4.16	4.22no	4.25no	4.17	4.35r		4.17	
Guarantee that the parcel will arrive on time	4.12	-	4.12	4.20d	4.10	4.06	4.17e	3.98	4.15g	4.11g	4.10g	4.17g	4.08	4.17g	4.07	4.13	4.14e	4.12	4.11	4.17		4.13
Ability to track the delivery	4.06	-	4.06	4.06	4.06	3.98	4.13e	3.99	4.09	4.06	4.03	4.09	4.13	4.00	4.04	4.05	4.08	4.07	4.04	4.16		4.07
Ability to choose an express or next day service	3.73	-	3.73	3.88d	3.71	3.70	3.77	3.90klm	3.90klm	3.80klm	3.70l	3.63	3.49	3.54	3.90pq	3.80pq	3.57	3.52	3.70	3.99r		3.73
Ability to select a specific date/time for delivery	3.68	-	3.68	3.73	3.67	3.62	3.74e	3.80klm	3.80klm	3.85klm	3.63	3.53	3.52	3.43	3.87pq	3.76pq	3.50	3.48	3.64	4.01r		3.64
Fast delivery	4.02	-	4.02	4.12d	4.00	3.95	4.05e	4.06m	4.03	4.12klm	4.03m	3.98	3.95	3.86	4.05pq	4.09pq	3.94	3.91	3.99	4.16r		4.04
Convenient options for me to drop the parcel off	3.98	-	3.98	4.03	3.97	3.90	4.05e	3.94	3.95	4.05	4.02	3.96	3.98	3.93	3.95	4.04	3.96	3.96	3.97	4.03		3.98
Convenient options for the operator to pick the parcel up from me	3.66	-	3.66	3.84d	3.63	3.64	3.69	3.80klm	3.80klm	3.83klm	3.61l	3.57	3.38	3.39	3.88opq	3.74pq	3.47	3.38	3.61	4.06r		3.63
Convenient options for the recipient to accept the delivery	3.97	-	3.97	4.00	3.96	3.90	4.03e	3.96	4.02	3.96	4.02	3.95	3.94	3.92	3.99	3.98	3.94	3.93	3.95	4.09		3.97
Insurance against damage or loss	3.87	-	3.87	3.93	3.86	3.83	3.91	3.86	3.91	3.92	3.94	3.88	3.78	3.77	3.88	3.93pq	3.82	3.77	3.86	3.94		3.87
Same price to send to anywhere within the UK	4.09	-	4.09	4.15	4.08	3.98	4.20e	3.88	4.04	4.01	4.13g	4.11g	4.30ghijk	4.29ghk	3.96	4.06	4.21no	4.28no	4.12s		3.90	4.14
Proof of postage/ dispatch	4.18	-	4.18	4.16	4.18	4.11	4.24e	4.09	4.06	4.11	4.26ghl	4.21h	4.28ghl	4.28ghl	4.07	4.17	4.25m	4.28no	4.17	4.22		4.18
Proof of receipt/ delivery	4.15	-	4.15	4.08	4.17	4.07	4.24e	4.01	4.07	4.11	4.24ghl	4.20g	4.26ghl	4.20g	4.04	4.16n	4.22o	4.24n	4.15	4.21		4.17
Delivery to recipient's door	4.25	-	4.25	4.25	4.24	4.18	4.30e	4.07	4.12	4.14	4.27g	4.37ghl	4.40ghl	4.38ghl	4.10	4.19	4.38no	4.39no	4.24	4.29		4.27
Daily collection service	3.90	-	3.90	3.95	3.89	3.83	3.95e	3.87	3.89	3.88	3.86	3.94	3.98	3.84	3.88	3.87	3.93	3.92	3.87	4.07r		3.91
Parcel provider operates in an environmentally responsible way	3.61	-	3.61	3.69	3.59	3.51	3.70e	3.70klm	3.71jk	3.72jk	3.47	3.45	3.57	3.52	3.75pq	3.62	3.50	3.55	3.56	3.94r		3.55
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.55	-	3.55	3.85d	3.49	3.49	3.60	3.70klm	3.80klm	3.70klm	3.54lm	3.41lm	3.19	3.09	3.81pq	3.68pq	3.27	3.14	3.50	3.90r		3.51
Options for people receiving parcels with specific needs from delivery company eg. relating to limited mobility or a disability	3.72	-	3.72	3.80	3.71	3.69	3.76	3.91klm	3.91klm	3.85klm	3.60	3.60	3.55	3.73	3.86pq	3.75pq	3.62	3.63	3.69	3.96r		3.70

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Q16\_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All Participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Low cost	4.18	4.20	4.15	4.18	4.19	4.17	4.19	4.13	4.25p	4.25kmm	4.25kmm	4.15	4.16	4.14	4.17	4.25p	4.17	4.20	4.17	4.14
Guarantee that the parcel will arrive on time	4.12	4.15	4.08	4.12	4.14	4.11	4.13	4.12	4.11	4.19m	4.13	4.12	4.10	4.14	4.11	4.20p	4.11	4.19p	4.10	4.10
Ability to track the delivery	4.06	4.11	4.02	4.08	4.05	4.05	4.06	4.05	4.06	4.13	4.04	4.04	4.06	4.08	4.05	4.14	4.05	4.13	4.04	4.05
Ability to choose an express or next day service	3.73	3.83	3.73	3.72	3.69	3.76	3.70	3.80h	3.63	3.67	3.71	3.71	3.72	3.80kmm	3.71	3.67	3.75	3.83p	3.70	3.90
Ability to select a specific date/time for delivery	3.68	3.79b	3.59	3.72	3.69	3.66	3.70	3.75h	3.57	3.72	3.77	3.62	3.67	3.74	3.67	3.73	3.68	3.76	3.65	3.86
Fast delivery	4.02	4.03	4.00	4.01	4.02	4.01	4.02	4.03	3.99	4.08	4.01	3.98	4.04	4.02	4.01	4.08	4.01	4.14p	3.97	4.13
Convenient options for me to drop the parcel off	3.98	3.99	3.99	3.96	3.98	3.99	3.97	3.99	3.97	4.03	4.04	3.97	3.97	3.97	3.98	4.03	3.98	4.11p	3.94	4.10
Convenient options for the operator to pick the parcel up from me	3.66	3.80b	3.58	3.69	3.66	3.66	3.67	3.75h	3.52	3.72	3.75	3.60	3.64	3.73	3.64	3.73	3.66	3.73	3.64	3.79
Convenient options for the recipient to accept the delivery	3.97	3.97	3.92	3.94	4.04b	3.94	4.00	3.95	3.99	4.01	4.10l	3.96	3.91	3.99	3.97	4.01	3.97	4.09p	3.93	4.00
Insurance against damage or loss	3.87	3.87	3.83	3.92	3.89	3.84	3.91	3.90	3.84	3.93	3.90	3.86	3.82	3.90	3.85	3.94	3.86	3.89p	3.84	4.11l
Same price to send to anywhere within the UK	4.09	4.05	4.08	4.13	4.11	4.07	4.12	4.04	4.17g	4.12	4.12	4.11	4.09	4.06	4.10	4.12	4.09	4.14	4.08	4.05
Proof of postage/ dispatch	4.18	4.18	4.19	4.17	4.17	4.19	4.17	4.14	4.23g	4.31m	4.14	4.16	4.18	4.18	4.17	4.31p	4.17	4.24	4.17	4.07
Proof of receipt/ delivery	4.15	4.09	4.17	4.18	4.16	4.14	4.17	4.14	4.18	4.26	4.19	4.11	4.16	4.16	4.15	4.27	4.15	4.20	4.14	4.14
Delivery to recipient's door	4.25	4.26	4.23	4.26	4.24	4.24	4.25	4.17	4.35g	4.29	4.33	4.24	4.25	4.21	4.26	4.29	4.25	4.34p	4.22	4.21
Daily collection service	3.90	3.90	3.85	3.90	3.95	3.87	3.93	3.87	3.93	3.98	3.98	3.86	3.87	3.90	3.89	3.98	3.89	3.97	3.88	3.84
Parcel provider operates in an environmentally responsible way	3.61	3.59	3.56	3.65	3.64	3.57	3.65	3.65	3.54	3.65	3.57	3.66	3.54	3.64	3.59	3.65	3.60	3.74p	3.55	3.84p
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.55	3.60	3.50	3.57	3.55	3.53	3.56	3.70h	3.32	3.59	3.56	3.47	3.57	3.65k	3.53	3.60	3.55	3.65	3.52	3.55
Options for people receiving parcels with specific needs from delivery company eg. relating to limited mobility or a disability	3.72	3.75	3.70	3.68	3.78	3.71	3.73	3.74	3.71	3.73	3.82	3.72	3.69	3.71	3.73	3.74	3.72	3.82p	3.66	3.82

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Q16\_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All Participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
Low cost	4.18	4.17	4.22	4.23	4.19	4.11	4.15	4.13	4.14	4.28kinor	4.28kinor	4.16	4.15	4.18o	4.12	4.10	4.30kinor	4.19	4.11
Guarantee that the parcel will arrive on time	4.12	4.13	4.06	4.08	4.12	4.04	4.16	4.13	4.14	4.16o	4.23lor	4.18lo	4.05	4.20lor	4.13o	3.98	4.13o	3.89	4.06
Ability to track the delivery	4.06	4.07	4.02	4.06	4.06	3.99	4.13	4.04	3.96	4.09	4.14	3.95	4.11	4.18ko	3.99	3.99	4.14	3.73	4.02
Ability to choose an express or next day service	3.73	3.73	3.76	3.77	3.74	3.63	3.77	3.80	3.62	3.72	3.73	3.61	3.81	3.68wpr	3.83	3.68	3.66	3.33	3.67
Ability to select a specific date/time for delivery	3.68	3.68	3.70	3.59	3.70	3.59	3.67	3.59	3.68	3.72	3.75	3.62	3.73	3.75	3.72	3.60	3.72	3.34	3.62
Fast delivery	4.02	4.02	3.99	3.91	4.02	3.91	4.08	4.11o	3.96	4.15or	4.12or	3.99	3.97	4.08	4.04	3.88	3.99	3.96	3.91
Convenient options for me to drop the parcel off	3.98	3.99	3.94	3.89	3.92g	4.04g	3.99	3.84	3.98	4.02	4.06o	3.95	4.02	4.04o	3.99	3.81	3.98	3.90	4.06o
Convenient options for the operator to pick the parcel up from me	3.66	3.67	3.62	3.63	3.67	3.59	3.64	3.62	3.63	3.70	3.67	3.69	3.75o	3.81op	3.77o	3.50	3.56	3.24	3.64
Convenient options for the recipient to accept the delivery	3.97	3.97	3.97	3.92	3.97	3.93	3.99	3.96	4.04	3.93	4.06o	3.87	4.01	4.06o	4.02	3.83	3.98	3.91	3.93
Insurance against damage or loss	3.87	3.88	3.83	3.88	3.87	3.82	3.97	3.89	3.86	3.86	3.97o	3.84	3.92	3.95	3.88	3.75	3.87	3.75	3.83
Same price to send to anywhere within the UK	4.09	4.09	4.10	4.14	4.08	4.13	4.21	4.14	4.04	4.05	4.13	4.14	3.99	4.17	4.05	4.03	4.18	4.25	4.11
Proof of postage/ dispatch	4.18	4.17	4.19	4.20	4.18	4.14	4.21	4.14	4.22	4.22	4.29o	4.15	4.14	4.21	4.17	4.09	4.21	3.90	4.17
Proof of receipt/ delivery	4.15	4.15	4.18	4.13	4.16	4.09	4.21	4.12	4.19	4.23	4.15	4.09	4.13	4.24	4.15	4.08	4.20	4.09	4.09
Delivery to recipient's door	4.25	4.24	4.29	4.34	4.24	4.23	4.33	4.21	4.19	4.30	4.37kinor	4.13	4.18	4.32k	4.26	4.15	4.28	4.48	4.20
Daily collection service	3.90	3.91	3.85	3.93	3.91	3.83	3.89	3.85	3.91	3.97	3.95	3.90	3.89	4.02o	3.89	3.76	3.93	3.65	3.85
Parcel provider operates in an environmentally responsible way	3.61	3.63o	3.46	3.46	3.62g	3.51	3.62	3.47	3.34	3.65h	3.68h	3.76hor	3.63h	3.67h	3.71h	3.49	3.54	3.41	3.52
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.55	3.57o	3.43	3.27	3.56	3.41	3.54	3.49	3.52	3.62	3.66	3.51	3.59	3.63	3.59	3.43	3.52	3.13	3.45
Options for people receiving parcels with specific needs from delivery company eg. relating to limited mobility or a disability	3.72	3.73	3.68	3.60	3.73	3.62	3.82e	3.71	3.59	3.71	3.77	3.67	3.67	3.85h	3.84h	3.68	3.69	3.39	3.65

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q16\_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All Participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Low cost	4.18	4.24	4.40a	4.30	4.34efghj	4.16fgj	3.96	4.04	4.02	4.24efghj	4.03	4.35mnpq	4.12mn	3.86	3.98	4.03	4.24mno	3.99	4.20	4.16
Guarantee that the parcel will arrive on time	4.12	4.02	4.11	4.01	4.35efghj	4.07fgj	3.89	3.85	3.88	4.20efghj	3.86	4.34mnpq	4.05mn	3.73	3.69	4.18mnq	4.20mno	3.80	4.16a	4.10
Ability to track the delivery	4.06	3.97	4.04	3.93	4.23efghj	4.04f	3.83	3.98	3.87	4.12efghj	3.95	4.25mnpq	4.03mn	3.65	3.58	3.96	4.14mno	3.67	4.12a	4.03
Ability to choose an express or next day service	3.73	3.45	3.36	3.34	3.84f	3.74f	3.52	3.68	3.58	3.79f	3.65	3.85mnq	3.72mn	3.50	3.41	3.61	3.78mnq	3.46	3.94a	3.63
Ability to select a specific date/time for delivery	3.68	3.41	3.42	3.33	3.73f	3.72f	3.56	3.58	3.64	3.72f	3.60	3.78mnq	3.71mn	3.43	3.33	3.44	3.74mn	3.35	3.90a	3.58
Fast delivery	4.02	3.83	3.81	3.79	4.18efghj	3.99f	3.80	3.95	3.78	4.08efghj	3.90	4.20mnpq	3.96mn	3.64	3.67	4.03	4.09mno	3.75	4.11a	3.97
Convenient options for me to drop the parcel off	3.98	3.97	3.95	3.95	4.21efghj	3.95f	3.69	3.69	3.85	4.07efghj	3.74	4.14mnpq	3.97mn	3.59	3.52	3.86	4.08mno	3.60	4.05a	3.95
Convenient options for the operator to pick the parcel up from me	3.66	3.45	3.54	3.31	3.69	3.59a	3.60	3.47	3.69	3.69a	3.53	3.75mn	3.65	3.50	3.42	3.56	3.70mn	3.45	3.87a	3.56
Convenient options for the recipient to accept the delivery	3.97	3.89	3.93	3.87	4.13efghj	3.94f	3.73	3.80	3.97	4.03efghj	3.85	4.14mnpq	3.94mn	3.65	3.47	3.86	4.04mno	3.56	4.01	3.95
Insurance against damage or loss	3.87	3.77	3.75	3.66	4.02efghj	3.85f	3.68	3.77	3.72	3.83j	3.76	4.03mnq	3.86mn	3.49	3.49	3.93	3.99mno	3.59	3.97a	3.83
Same price to send to anywhere within the UK	4.09	4.17	4.25	4.21	4.31efghj	4.06fj	3.88	3.81	3.81	4.18efghj	3.81	4.30mnpq	4.03mn	3.77	3.65	3.80	4.17mno	3.68	4.08	4.10
Proof of postage/ dispatch	4.18	4.16	4.32	4.17	4.38efghj	4.15f	3.87	4.02	4.08	4.26efghj	4.04	4.38mnpq	4.10mn	3.83	3.85	4.21	4.24mno	3.94	4.14	4.20
Proof of receipt/ delivery	4.15	4.13	4.38a	4.15	4.34efghj	4.14f	3.91	3.85	4.11	4.24efghj	3.93	4.34mnpq	4.13mn	3.80	3.76	3.74	4.23mno	3.76	4.12	4.17
Delivery to recipient's door	4.25	4.28	4.30	4.35	4.51efghj	4.20fj	3.96	3.92	4.18	4.34efghj	3.99	4.47mnpq	4.16m	3.80	4.07m	4.01	4.32mno	4.06m	4.20	4.27
Daily collection service	3.90	3.76	3.82	3.78	4.08efghj	3.91fj	3.61	3.68	3.73	3.90fj	3.70	4.06mnpq	3.89mn	3.51	3.47	3.80	3.99mno	3.55	3.96a	3.87
Parcel provider operates in an environmentally responsible way	3.61	3.46	3.39	3.45	3.68efghj	3.69fghj	3.45h	3.37	3.08	3.69fghj	3.28	3.69mnq	3.66mn	3.35	3.25	3.02	3.67mno	3.19	3.53a	3.50
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.55	3.27c	3.24	3.09	3.57	3.59f	3.42	3.58	3.54	3.57f	3.57	3.60mnq	3.60mn	3.30	3.21	3.60	3.60mno	3.31	3.62a	3.41
Options for people receiving parcels with specific needs from delivery company eg. relating to limited mobility or a disability	3.72	3.51	3.48	3.48	3.83efghj	3.75fghj	3.53	3.53	3.58	3.79fghj	3.55	3.83mnq	3.78mn	3.42	3.31	3.60	3.78mno	3.38	3.83a	3.63

Proportions/Means: Columns Tested (5% risk level) - abc - d/efghj - klmn/opq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All Participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Low cost	4.18	4.29bc	4.17	4.03	4.28ef	4.17f	3.97	4.20hi	3.57	3.73	4.68	4.18hi	3.34
Guarantee that the parcel will arrive on time	4.12	4.19	4.11	4.02	4.14f	4.12f	3.96	4.16hi	3.36	3.55	4.35	4.12hi	3.46
Ability to track the delivery	4.06	4.17	4.05	3.97	4.07	4.07f	3.87	4.09h	3.17	3.48	4.34	4.08h	3.35
Ability to choose an express or next day service	3.73	3.95b	3.72	3.81	3.77	3.71	3.80	3.75	3.44	3.20	4.35	3.73	3.33
Ability to select a specific date/time for delivery	3.68	3.91b	3.67	3.75	3.73	3.66	3.76	3.70	3.41	3.42	2.96	3.69	3.43
Fast delivery	4.02	4.16	4.01	3.81	4.05	4.01	3.90	4.03h	3.64	3.37	4.68	4.02h	3.66
Convenient options for me to drop the parcel off	3.98	3.98	3.98	3.98	4.04	3.97	3.81	4.01h	3.22	3.51	4.34	3.98h	3.42
Convenient options for the operator to pick the parcel up from me	3.66	3.91b	3.65	3.65	3.75e	3.62	3.71	3.68	3.47	3.27	2.97	3.67	3.20
Convenient options for the recipient to accept the delivery	3.97	4.00	3.97	3.82	4.03	3.95	3.86	4.00h	3.40	3.10	3.31	3.97h	3.55
Insurance against damage or loss	3.87	3.91	3.87	3.91	3.89	3.87	3.84	3.89h	3.54	3.34	4.34	3.87h	3.35
Same price to send to anywhere within the UK	4.09	4.07	4.10	3.83	4.11	4.10	3.94	4.13h	3.14	3.24	4.35	4.10h	3.42
Proof of postage/ dispatch	4.18	4.20	4.18	4.13	4.19f	4.19f	3.95	4.21h	3.52	3.50	4.00	4.18h	3.53
Proof of receipt/ delivery	4.15	4.07	4.17	3.81	4.12	4.12f	3.96	4.18h	3.36	3.57	4.00	4.18h	3.33
Delivery to recipient's door	4.25	4.23	4.25	4.15	4.29f	4.29f	3.94	4.27h	3.60	3.57	4.34	4.25h	3.63
Daily collection service	3.90	4.04	3.89	4.01	3.93	3.89	3.84	3.92h	3.41	3.28	4.35	3.90h	2.99
Parcel provider operates in an environmentally responsible way	3.61	3.90b	3.58	3.81	3.83	3.59	3.67	3.61	3.48	3.33	4.01	3.61	3.44
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.55	3.67	3.54	3.60	3.55	3.54	3.57	3.56	3.28	3.43	4.34	3.55	3.21
Options for people receiving parcels with specific needs from delivery company eg. relating to limited mobility or a disability	3.72	4.02b	3.70	3.77	3.85e	3.67	3.76	3.74	3.60	3.34	2.96	3.73	3.53

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q16\_MEAN. For each factor, please tell us how important it is to you in choosing a postal provider or service - Mean Summary

Base : All Participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	360	430	430	430	430
Weighted Base	2580	**	**	1290	1290	-	-	-	-	-	-	-	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Low cost	4.18	-	-	4.16	4.19	-	-	-	-	-	-	-	4.16	4.16	4.31p	4.33imp	4.12
Guarantee that the parcel will arrive on time	4.12	-	-	4.09	4.15c	-	-	-	-	-	-	-	4.08	4.10	4.13	4.18im	4.12
Ability to track the delivery	4.06	-	-	4.02	4.09	-	-	-	-	-	-	-	4.04	4.00	4.08	4.13	4.08
Ability to choose an express or next day service	3.73	-	-	3.69	3.78	-	-	-	-	-	-	-	3.69	3.69	3.82p	3.83imp	3.62
Ability to select a specific date/time for delivery	3.68	-	-	3.67	3.70	-	-	-	-	-	-	-	3.69	3.63	3.74	3.74	3.61
Fast delivery	4.02	-	-	4.01	4.02	-	-	-	-	-	-	-	4.01	4.00	4.05	4.08	3.94
Convenient options for me to drop the parcel off	3.98	-	-	3.95	4.00	-	-	-	-	-	-	-	3.95	3.97	4.95p	4.96p	3.90
Convenient options for the operator to pick the parcel up from me	3.66	-	-	3.64	3.68	-	-	-	-	-	-	-	3.63	3.67	3.63	3.77	3.65
Convenient options for the recipient to accept the delivery	3.97	-	-	3.92	4.01c	-	-	-	-	-	-	-	3.89	3.97	4.00	4.07i	3.98
Insurance against damage or loss	3.87	-	-	3.87	3.87	-	-	-	-	-	-	-	3.87	3.88	3.86	3.92	3.85
Same price to send to anywhere within the UK	4.09	-	-	4.08	4.10	-	-	-	-	-	-	-	4.09	4.07	4.13	4.13	4.06
Proof of postage/ dispatch	4.18	-	-	4.17	4.18	-	-	-	-	-	-	-	4.20	4.12	4.16	4.25	4.14
Proof of receipt/ delivery	4.15	-	-	4.13	4.18	-	-	-	-	-	-	-	4.13	4.14	4.22	4.21	4.10
Delivery to recipient's door	4.25	-	-	4.26	4.23	-	-	-	-	-	-	-	4.25p	4.29p	4.27p	4.29p	4.12
Daily collection service	3.90	-	-	3.92	3.88	-	-	-	-	-	-	-	3.92	3.92	3.85	3.94	3.84
Parcel provider operates in an environmentally responsible way	3.61	-	-	3.61	3.61	-	-	-	-	-	-	-	3.63	3.56	3.59	3.68	3.56
Option to deliver items to a location other than the home (e.g. a local shop, or a locker)	3.55	-	-	3.48	3.61c	-	-	-	-	-	-	-	3.47	3.50	3.62	3.71imp	3.52
Options for people receiving parcels with specific needs from delivery company eg. relating to limited mobility or a disability	3.72	-	-	3.69	3.76	-	-	-	-	-	-	-	3.68	3.71	3.80	3.75	3.72

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q17\_1. How much do you agree or disagree with the following statements  
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	2680	-	2580	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2680	-**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Disagree strongly (1)	363	-	363	36	327	193	170	16	31	50	70	102	52	41	47	120	195	93	332	29	353
14%	-	-	14%	9%	15%	15%	13%	5%	9%	10% <sup>gh</sup>	21% <sup>ghl</sup>	21% <sup>ghl</sup>	16% <sup>gh</sup>	16% <sup>gh</sup>	7%	15% <sup>un</sup>	16% <sup>un</sup>	16% <sup>un</sup>	15%	9%	14%
Disagree (2)	515	-	515	57	458	237	278	48	41	70	68	124	89	76	89	138	288	165	469	44	533
20%	-	-	20%	15%	21%	19%	21%	14%	12%	14%	21% <sup>gh</sup>	21% <sup>ghl</sup>	21% <sup>ghl</sup>	21% <sup>ghl</sup>	13%	17%	22% <sup>un</sup>	22% <sup>un</sup>	21%	14%	21%
Neither agree nor disagree (3)	812	-	812	127	685	391	419	95	94	170	96	148	114	95	189	266	357	209	728	82	863
31%	-	-	31%	33%	31%	31%	32%	28%	27%	35%	29%	30%	36%	36%	27%	32%	33% <sup>un</sup>	35% <sup>un</sup>	32%	27%	33%
Agree (4)	659	-	659	122	537	329	328	138	122	145	78	85	51	39	260	223	176	90	548	107	623
26%	-	-	26%	31% <sup>gh</sup>	24%	26%	25%	40% <sup>ijklm</sup>	35% <sup>ijklm</sup>	30% <sup>iklm</sup>	23%	17%	16%	15%	35% <sup>opq</sup>	27% <sup>opq</sup>	16%	16%	24%	35% <sup>rs</sup>	24%
Agree strongly (5)	190	-	190	46	144	93	93	38	52	48	18	25	6	4	90	65	35	10	146	38	175
7%	-	-	7%	12% <sup>gh</sup>	7%	7%	7%	14% <sup>ijklm</sup>	15% <sup>ijklm</sup>	10% <sup>iklm</sup>	5%	5%	2%	2%	13% <sup>opq</sup>	8% <sup>opq</sup>	3%	2%	6%	15% <sup>rs</sup>	7%
Don't know	42	-	42	-	42	15	27	7	6	6	3	4	6	8	15	9	18	14	34	4	33
2%	-	-	2%	-	2%	1%	2%	2%	2%	1%	1%	1%	2%	3%	2%	1%	2%	2%	2%	1%	1%
NET Agree	848	-	848	167	681	421	421	176	174	193	95	110	57	43	350	288	211	100	695	146	798
32%	-	-	32%	43% <sup>gh</sup>	31%	34%	32%	51% <sup>ijklm</sup>	50% <sup>ijklm</sup>	39% <sup>ijklm</sup>	29% <sup>iklm</sup>	23%	18%	16%	51% <sup>opq</sup>	35% <sup>opq</sup>	20%	17%	31%	45% <sup>rs</sup>	31%
NET Disagree	878	-	878	93	785	430	448	64	72	120	138	226	141	117	136	290	484	265	800	72	886
34%	-	-	34%	24%	35%	34%	34%	19%	21%	25%	42% <sup>ghl</sup>	43% <sup>ghl</sup>	44% <sup>ghl</sup>	45% <sup>ghl</sup>	20%	31% <sup>un</sup>	45% <sup>un</sup>	44% <sup>un</sup>	35%	24%	34%
Mean	2.92	-	2.92	3.22 <sup>gh</sup>	2.87	2.91	2.92	3.40 <sup>ijklm</sup>	3.36 <sup>ijklm</sup>	3.14 <sup>iklm</sup>	2.71	2.60	2.58	2.56	3.33 <sup>opq</sup>	3.97 <sup>opq</sup>	2.59	2.58	2.87	3.23 <sup>rs</sup>	2.90
Std Dev.	1.15	-	1.15	1.12	1.15	1.17	1.13	1.02	1.16	1.11	1.19	1.15	1.01	0.99	1.09	1.17	1.07	1.00	1.14	1.15	1.13
Std Error	0.02	-	0.02	0.06	0.02	0.03	0.03	0.06	0.06	0.05	0.07	0.05	0.05	0.06	0.04	0.04	0.03	0.04	0.02	0.08	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nloplq - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Q17\_1. How much do you agree or disagree with the following statements  
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Disagree strongly (1)	363	55	119	74	115	174	189	208	151	46	59	93	100	43	252	46	295	69	277	17
	14%	12%	14%	13%	16%	13%	15%	13%	15%	17%	19%	14%	14%	11%	15%	16%	14%	13%	14%	13%
Disagree (2)	816	83	195	104	133	276	237	292	230	57	88	143	146	74	357	57	440	94	403	18
	20%	18%	23%	19%	19%	21%	19%	18%	21%	20%	21%	20%	20%	16%	21%	20%	20%	18%	21%	14%
Neither agree nor disagree (3)	812	133	281	164	234	414	398	447	357	79	92	209	260	104	560	80	675	147	615	49
	31%	28%	33%	30%	33%	31%	32%	29%	35%	28%	28%	30%	30%	26%	29%	29%	31%	28%	32%	37%
Agree (4)	659	142	187	161	169	329	330	447	207	76	85	178	153	137	416	77	561	150	468	40
	26%	30%	22%	23%	24%	25%	26%	27%	20%	27%	26%	26%	21%	24%	27%	27%	26%	28%	24%	31%
Agree strongly (5)	190	53	51	42	44	104	85	115	45	14	18	54	57	43	128	15	171	60	126	4
	7%	11%	6%	8%	6%	8%	7%	8%	4%	5%	5%	8%	8%	11%	7%	6%	8%	11%	7%	3%
Don't know	42	5	14	7	16	19	23	16	21	6	4	13	9	2	26	6	28	9	29	3
	2%	1%	2%	1%	2%	1%	2%	1%	2%	2%	1%	2%	1%	1%	2%	2%	1%	2%	2%	3%
NET Agree	848	195	238	203	212	433	416	501	252	90	103	231	210	180	544	92	732	210	594	44
	33%	41%	28%	31%	30%	33%	33%	34%	25%	32%	32%	34%	29%	31%	33%	33%	34%	30%	31%	34%
NET Disagree	878	137	315	179	248	452	426	490	382	103	127	237	245	117	609	103	736	163	680	34
	34%	29%	37%	32%	35%	34%	34%	32%	35%	37%	39%	34%	34%	29%	35%	36%	34%	31%	35%	26%
Mean	2.92	3.12	2.83	2.99	2.85	2.93	2.91	3.02	2.76	2.83	2.80	2.93	2.89	3.18	2.89	2.85	2.94	3.07	2.87	2.98
Std Dev.	1.15	1.18	1.12	1.16	1.15	1.15	1.16	1.18	1.09	1.16	1.18	1.16	1.13	1.17	1.15	1.17	1.16	1.21	1.14	1.05
Std Error	0.02	0.05	0.04	0.05	0.04	0.03	0.03	0.03	0.03	0.07	0.07	0.05	0.04	0.05	0.03	0.07	0.02	0.05	0.03	0.10

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Q17\_1. How much do you agree or disagree with the following statements  
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	136	144	140	133	24	166	
Disagree strongly (1)	363 14%	305 14%	58 6%	8 1%	305 14%	31 14%	19 15%	9 12%	16 15%	41 14%	38 18%	23 12%	33 14%	28 11%	55 16%	44 12%	28 13%	3 13%	28 14%
Disagree (2)	815 29%	424 20%	82 23%	19 2%	432 20%	48 22%	20 17%	16 22%	21 20%	58 20%	53 13% <b></b>	41 22%	41 18%	48 20%	46 19%	75 21%	50 22%	5 22%	42 22%
Neither agree nor disagree (3)	812 31%	697 31%	114 32%	29 3%	664 31%	76 35%	47 35% <b></b>	25 34%	39 37% <b></b>	84 30%	59 28%	62 33%	54 24%	77 32%	107 32%	110 31%	70 32%	9 37%	67 35% <b></b>
Agree (4)	659 26%	570 26%	89 25%	18 2%	574 24%	44 20%	23 19%	17 24%	22 21%	76 27%	51 24%	47 25%	72 25%	62 26%	96 28%	90 25%	58 26%	5 20%	39 20%
Agree strongly (5)	190 7%	170 7%	10 3%	2 0%	150 7%	17 8%	10 8%	4 6%	6 5%	20 7%	10 5%	12 6%	22 10%	15 6%	30 9%	31 9%	12 5%	2 8%	15 8%
Don't know	42 2%	35 2%	7 2%	-	36 2%	1 1%	4 3%	1 1%	1 1%	4 1%	1 1%	3 2%	5 2%	10 4%	5 1%	2 1%	4 2%	-	1 1%
NET Agree	848 33%	749 34%	99 27%	20 2%	732 34%	61 28%	33 27%	22 31%	28 27%	96 34%	61 29%	59 31%	95 42% <b></b>	77 32%	126 37%	121 34%	70 32%	6 28%	55 28%
NET Disagree	878 34%	738 33%	140 39%	27 3%	736 34%	78 36%	39 32%	24 34%	37 35%	98 35%	91 43% <b></b>	64 34%	73 32%	76 31%	101 30%	119 34%	78 35%	8 35%	70 36%
Mean	2.92	2.95 <b></b>	2.75	2.83	2.93	2.86	2.87	2.90	2.82	2.92	2.72	2.91	2.93	2.95	3.00	2.97	2.89	2.87	2.86
Std Dev.	1.15	1.16	1.09	1.00	1.16	1.14	1.15	1.10	1.10	1.16	1.15	1.11	1.23	1.11	1.20	1.15	1.10	1.14	1.14
Std Error	0.02	0.03	0.04	0.05	0.03	0.05	0.06	0.06	0.09	0.10	0.10	0.09	0.10	0.09	0.10	0.10	0.09	0.12	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\*\* very small base (under 30) ineligible for sig testing



Q17\_1. How much do you agree or disagree with the following statements

I would be willing to pay more for a parcel provider that operates in an environmentally responsible way

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Disagree strongly (1)	363	158	21	66	158	107	47	21	26	266	48	176	113	36	23	13	289	37	87	276
	14%	17%	22%	15%	19% <sup>sd</sup>	10%	12%	12%	3% <sup>sd</sup>	10%	3% <sup>sd</sup>	15% <sup>sd</sup>	11%	12%	5% <sup>sd</sup>	34%	14%	14%	10%	4% <sup>sd</sup>
Disagree (2)	515	251	22	122	184	211	76	36	7	396	43	250	178	42	39	5	428	44	119	396
	20%	27%	23%	28%	21%	20%	19%	22%	10%	21%	16%	23% <sup>sd</sup>	17%	14%	33% <sup>sd</sup>	12%	20%	28% <sup>sd</sup>	14%	23% <sup>sd</sup>
Neither agree nor disagree (3)	812	292	33	166	229	334	174	45	20	563	66	289	344	133	32	9	633	42	227	585
	31%	32%	34%	38%	26%	32% <sup>sd</sup>	43% <sup>sd</sup>	27%	27%	29%	27%	27%	33% <sup>sd</sup>	45% <sup>sd</sup>	28%	24%	30%	27%	27%	33% <sup>sd</sup>
Agree (4)	699	163	15	60	195	316	86	50	8	511	59	247	320	62	18	7	568	25	286	372
	26%	18%	15%	14%	22%	30% <sup>sd</sup>	21%	33% <sup>sd</sup>	11%	42% <sup>sd</sup>	24%	23%	33% <sup>sd</sup>	21%	16%	17%	42% <sup>sd</sup>	16%	34% <sup>sd</sup>	21%
Agree strongly (5)	190	40	3	8	93	67	3%	12	6	160	18	103	71	13	3	-	173	3	106	84
	7%	4%	3%	2%	11% <sup>sd</sup>	6%	3%	7%	8%	9% <sup>sd</sup>	7%	10% <sup>sd</sup>	7%	5%	2%	-	6% <sup>sd</sup>	2%	13% <sup>sd</sup>	5%
Don't know	42	20	2	12	16	4	10	2	5	20	7	15	6	8	2	5	21	7	8	34
	2%	2%	3%	3%	2% <sup>sd</sup>	*	3% <sup>sd</sup>	1%	1%	1% <sup>sd</sup>	1%	1%	1%	3% <sup>sd</sup>	1%	13%	1%	4% <sup>sd</sup>	1%	2%
NET Agree	848	203	18	69	283	383	98	62	14	671	77	350	391	76	21	7	741	27	392	456
	33%	22% <sup>sd</sup>	19%	16%	33% <sup>sd</sup>	37% <sup>sd</sup>	24%	37% <sup>sd</sup>	19%	39% <sup>sd</sup>	32%	32% <sup>sd</sup>	38% <sup>sd</sup>	26%	18%	17%	35% <sup>sd</sup>	17%	47% <sup>sd</sup>	26%
NET Disagree	878	409	43	188	343	319	123	57	35	661	92	426	291	79	63	18	717	81	206	672
	34%	44%	45%	43%	39% <sup>sd</sup>	31%	30%	34%	47% <sup>sd</sup>	35%	38%	39% <sup>sd</sup>	28%	27%	53% <sup>sd</sup>	46%	34% <sup>sd</sup>	51% <sup>sd</sup>	25%	38% <sup>sd</sup>
Mean	2.92	2.64	2.54	2.58	2.88 <sup>sd</sup>	3.02 <sup>sd</sup>	2.85 <sup>sd</sup>	2.98 <sup>sd</sup>	2.39	2.95 <sup>sd</sup>	2.81	2.86 <sup>sd</sup>	3.08 <sup>sd</sup>	2.91 <sup>sd</sup>	2.46	2.28	2.96 <sup>sd</sup>	2.42	3.25 <sup>sd</sup>	2.76
Std Dev.	1.15	1.10	1.11	0.98	1.26	1.09	0.99	1.15	1.34	1.17	1.24	1.22	1.10	1.03	1.06	1.19	1.17	1.09	1.17	1.11
Std Error	0.02	0.04	0.11	0.05	0.04	0.03	0.05	0.09	0.16	0.03	0.08	0.04	0.03	0.06	0.10	0.20	0.03	0.09	0.04	0.03

Proportions/Mean: Column Test(s) (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q17\_1. How much do you agree or disagree with the following statements

I would be willing to pay more for a parcel provider that operates in an environmentally responsible way

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Disagree strongly (1)	363	14	343	5	123	229	10	368	*	5	-	363	*
14%		9%	14%		17% <b>h</b>	13%		15% <b>h</b>		19%		14% <b>h</b>	1%
Disagree (2)	515	29	485	2	129	372	14	507	4	4	-	515	*
20%		19%	20%		18%	21% <b>f</b>		21% <b>h</b>	6%	14%		20% <b>h</b>	*
Neither agree nor disagree (3)	812	49	747	16	223	527	61	759	26	18	2	803	7
31%		32%	31%		32%	30%	44% <b>de</b>	31%	40%	60%	32%	31%	51%
Agree (4)	659	43	610	6	171	455	33	621	31	1	4	653	2
26%		28%	26%		24%	26%	23%	25%	43% <b>gh</b>	2%	68%	25%	16%
Agree strongly (5)	190	20	162	7	56	119	15	182	4	3	-	188	1
7%		13% <b>b</b>	7%		8%	7%	11%	7%	6%	9%		7%	9%
Don't know	42	-	39	3	5	30	6	38	-	-	-	38	3
2%		-	2%		1%	2%	4% <b>d</b>	2%	-	-	-	2%	23%
NET Agree	648	63	772	13	228	574	48	803	35	3	4	841	4
33%		41%	32%		32%	33%	34%	33%	64% <b>gh</b>	17%	68%	33%	25%
NET Disagree	878	43	828	7	253	601	25	865	4	9	-	878	*
34%		28%	35%		36% <b>f</b>	35% <b>f</b>	18%	35% <b>h</b>	6%	29%		34% <b>h</b>	2%
Mean	2.92	3.17 <b>b</b>	2.90	3.21	2.87	2.92	3.21 <b>de</b>	2.90	3.54 <b>gh</b>	2.76	3.68	2.92	3.40
Std Dev.	1.15	1.15	1.15	1.25	1.20	1.14	1.04	1.16	0.71	1.05	0.52	1.15	0.79
Std Error	0.02	0.10	0.02	0.23	0.04	0.03	0.08	0.02	0.10	0.21	0.30	0.02	0.22

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f - g-h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q17\_1. How much do you agree or disagree with the following statements

I would be willing to pay more for a parcel provider that operates in an environmentally responsible way

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	850	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Disagree strongly (1)	363	-	-	190	173	-	-	-	-	-	-	-	121	69	55	63	55
14%	14%	-	-	15%	13%	-	-	-	-	-	-	-	15%	15%	13%	15%	13%
Disagree (2)	515	-	-	285	230	-	-	-	-	-	-	-	184	102	69	62	99
20%	20%	-	-	22% <sup>ns</sup>	18%	-	-	-	-	-	-	-	22% <sup>ns</sup>	22%	16%	15%	23% <sup>ns</sup>
Neither agree nor disagree (3)	812	-	-	378	434	-	-	-	-	-	-	-	231	146	148	137	149
31%	31%	-	-	29%	34%	-	-	-	-	-	-	-	29%	31%	34%	33%	34%
Agree (4)	659	-	-	345	314	-	-	-	-	-	-	-	231	114	111	114	89
26%	26%	-	-	27%	24%	-	-	-	-	-	-	-	23% <sup>ns</sup>	24%	25%	27%	20%
Agree strongly (5)	190	-	-	77	112	-	-	-	-	-	-	-	45	32	42	38	33
7%	7%	-	-	6%	8% <sup>ns</sup>	-	-	-	-	-	-	-	5%	7%	11% <sup>ns</sup>	9%	7%
Don't know	42	-	-	15	27	-	-	-	-	-	-	-	7	9	13	2	12
2%	2%	-	-	1%	2%	-	-	-	-	-	-	-	1%	2%	3% <sup>ns</sup>	1%	3% <sup>ns</sup>
NET Agree	848	-	-	422	426	-	-	-	-	-	-	-	275	146	152	152	122
33%	33%	-	-	33%	33%	-	-	-	-	-	-	-	34%	31%	35%	37% <sup>ns</sup>	28%
NET Disagree	878	-	-	475	403	-	-	-	-	-	-	-	305	171	124	125	154
34%	34%	-	-	32% <sup>ns</sup>	31%	-	-	-	-	-	-	-	36%	29%	29%	30%	35%
Mean	2.92	-	-	2.87	2.97	-	-	-	-	-	-	-	2.87	2.87	3.04	3.00	2.87
Std Dev.	1.15	-	-	1.15	1.16	-	-	-	-	-	-	-	1.15	1.15	1.16	1.19	1.12
Std Error	0.02	-	-	0.03	0.03	-	-	-	-	-	-	-	0.04	0.06	0.06	0.06	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q17\_2. How much do you agree or disagree with the following statements

I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver

Base : All participants

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)		NET White (r)	NET EMG (s)
Unweighted Base	2580	-	2580	378	2202	1219	1364	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	-**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Disagree strongly (1)	231	-	231	18	213	129	102	6	13	38	51	69	29	25	19	89	123	54	212	16	244
	9%	-	9%	5%	10%	10%	8%	2%	4%	8%	15%	14%	9%	9%	3%	11%	12%	9%	9%	9%	5%
Disagree (2)	395	-	395	64	331	177	218	43	48	46	46	90	53	68	91	93	211	121	356	39	418
	15%	-	15%	17%	15%	14%	17%	12%	14%	9%	14%	11%	11%	13%	13%	11%	23%	21%	16%	13%	16%
Neither agree nor disagree (3)	803	-	803	103	700	403	398	91	82	141	109	171	129	80	173	250	380	209	705	93	831
	31%	-	31%	27%	32%	32%	30%	27%	24%	29%	33%	35%	40%	31%	25%	30%	35%	32%	31%	31%	32%
Agree (4)	840	-	840	118	722	406	432	130	129	199	95	119	90	76	260	294	286	167	736	100	803
	33%	-	33%	30%	33%	32%	33%	38%	37%	41%	29%	24%	28%	29%	35%	36%	27%	29%	33%	33%	31%
Agree strongly (5)	267	-	267	83	184	125	138	66	61	60	27	35	12	6	127	87	53	18	214	48	251
	10%	-	10%	21%	8%	10%	10%	45%	43%	42%	8%	7%	4%	2%	11%	11%	9%	3%	9%	16%	10%
Don't know	45	-	45	2	43	17	28	5	13	5	4	5	8	19	9	17	13	33	8	8	33
	2%	-	2%	0%	2%	1%	2%	2%	4%	1%	1%	1%	1%	3%	3%	1%	2%	2%	1%	3%	7%
NET Agree	1107	-	1107	201	906	531	570	197	190	259	122	154	103	82	387	382	338	185	950	148	1054
	43%	-	43%	52%	41%	42%	43%	63%	63%	63%	37%	31%	32%	31%	56%	46%	32%	32%	42%	49%	41%
NET Disagree	626	-	626	82	544	308	320	48	62	84	97	100	82	93	110	181	335	175	568	55	662
	24%	-	24%	21%	25%	24%	24%	14%	18%	17%	23%	23%	23%	16%	22%	27%	31%	26%	23%	19%	25%
Mean	3.20	-	3.20	3.47	3.15	3.18	3.22	3.82	3.83	3.41	3.00	2.92	3.01	2.88	3.57	3.24	2.94	2.95	3.17	3.42	3.16
Std Dev.	1.11	-	1.11	1.14	1.10	1.12	1.10	0.99	1.07	1.07	1.18	1.13	0.99	1.02	1.03	1.13	1.07	1.01	1.11	1.08	1.11
Std Error	0.02	-	0.02	0.06	0.02	0.03	0.03	0.05	0.06	0.05	0.07	0.05	0.05	0.07	0.04	0.04	0.03	0.04	0.02	0.08	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q17\_2. How much do you agree or disagree with the following statements

I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Disagree strongly (1)	231	35	78	51	68	113	119	136	92	25	27	62	72	34	161	25	196	42	178	12
	9%	7%	9%	9%	10%	9%	9%	9%	9%	9%	8%	9%	10%	9%	9%	9%	9%	8%	9%	9%
Disagree (2)	396	75	153	70	97	223	167	222	172	36	59	96	114	62	269	36	337	69	323	4
	15%	16%	19% <b>abc</b>	13%	14%	17% <b>c</b>	13%	14%	13%	13%	16%	14%	16%	15%	15%	13%	16%	13%	17% <b>abc</b>	17% <b>abc</b>
Neither agree nor disagree (3)	803	124	260	187	232	384	419	445	351	92	104	194	255	92	553	93	656	147	596	59
	31%	26%	31%	34%	33%	29%	33%	29%	35% <b>d</b>	35% <b>am</b>	32% <b>am</b>	28%	35% <b>am</b>	23%	32% <b>am</b>	33%	30%	28%	31%	45% <b>am</b>
Agree (4)	840	154	277	169	239	431	409	518	313	79	105	248	211	154	565	80	727	185	612	42
	33%	33%	33%	31%	34%	33%	32%	34%	31%	28%	32%	33% <b>d</b>	29%	33% <b>d</b>	32%	28%	34%	35%	32%	32%
Agree strongly (5)	267	75	66	66	61	140	126	201	66	38	30	77	59	33	165	40	224	80	175	12
	10%	10% <b>abc</b>	8%	12%	9%	11%	10%	13% <b>h</b>	7%	14% <b>l</b>	9%	11%	8%	14% <b>lm</b>	10%	10%	14%	10%	15% <b>o</b>	9%
Don't know	45	7	14	10	13	21	23	22	18	7	2	13	13	2	28	7	30	7	34	3
	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	*	2%	2%	1%	2%	2%	1%	1%	2%	3%
NET Agree	1107	228	343	235	300	572	535	719	379	117	135	325	270	212	730	120	951	265	788	54
	43%	47% <b>abc</b>	40%	42%	42%	43%	42%	47% <b>cd</b>	37%	42%	41%	41% <b>cd</b>	37%	43% <b>d</b>	42%	43%	44%	40% <b>abc</b>	41%	41%
NET Disagree	626	110	231	121	164	341	286	359	284	61	85	155	188	97	429	61	533	111	500	15
	24%	23%	27%	22%	23%	26%	23%	23%	26%	22%	26%	23%	26%	24%	25%	22%	25%	21%	26% <b>abc</b>	12%
Mean	3.20	3.34 <b>d</b>	3.12	3.24	3.19	3.20	3.21	3.28 <b>h</b>	3.09	3.25	3.16	3.27 <b>l</b>	3.10	3.33 <b>lm</b>	3.18	3.22	3.21	3.27 <b>o</b>	3.15	3.30
Std Dev.	1.14	1.15	1.09	1.12	1.09	1.12	1.10	1.14	1.06	1.14	1.09	1.12	1.09	1.16	1.10	1.14	1.11	1.13	1.11	1.00
Std Error	0.02	0.05	0.04	0.05	0.04	0.03	0.03	0.03	0.03	0.07	0.06	0.04	0.04	0.05	0.03	0.07	0.02	0.05	0.03	0.10

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Q17\_2. How much do you agree or disagree with the following statements

I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	136	144	140	133	24	146	166
Disagree strongly (1)	231 9%	199 9%	33 9%	8 10%	183 8%	29 13% <b>d</b>	13 7%	7 10%	11 10%	24 9%	23 11%	10 8%	12 5%	19 8%	35 10%	33 9%	15 7%	2 8%	27 14% <b>o</b>
Disagree (2)	395 15%	337 15%	57 16%	13 17%	336 15%	34 16%	19 15%	12 17%	15 14%	59 21% <b>im</b>	40 19%	31 16%	25 11%	27 11%	44 13%	57 16%	32 14%	3 13%	31 16%
Neither agree nor disagree (3)	803 31%	685 31%	117 33%	33 43% <b>a</b>	670 31%	68 31%	44 35%	21 30%	32 31%	69 24%	58 27%	58 31%	79 35%	86 36% <b>u</b>	105 31%	101 29%	83 37% <b>u</b>	8 34%	60 31%
Agree (4)	840 33%	723 32% <b>d</b>	117 32%	17 23%	714 33%	65 30%	36 29%	25 35%	41 39%	94 33%	74 35%	63 34%	66 29%	78 32%	101 30%	129 37%	68 31%	6 26%	59 31%
Agree strongly (5)	267 10%	239 11%	28 8%	4 6%	231 11%	21 10%	10 8%	5 7%	5 5%	34 12%	17 8%	20 11%	35 16% <b>h</b>	22 9%	47 14% <b>h</b>	30 9%	20 9%	5 20%	17 9%
Don't know	45 2%	37 2%	8 2%	-	41 2%	-	3 2% <b>e</b>	1 1%	1 1%	3 1%	-	5 2%	11 9% <b>or</b>	9 4% <b>pr</b>	8 2%	2 1%	4 2%	-	-
NET Agree	1107 43%	961 43% <b>d</b>	145 40% <b>e</b>	22 29%	945 44%	86 40%	46 37%	30 42%	46 44%	128 45%	91 43%	84 45%	101 45%	99 41%	147 44%	159 45%	88 40%	11 46%	76 39%
NET Disagree	626 24%	536 24%	90 25%	21 28%	513 24%	62 29%	31 28%	20 28%	28 25%	83 29% <b>u</b>	63 30% <b>im</b>	41 22%	37 16%	47 19%	79 23%	90 25%	47 21%	5 20%	57 30% <b>im</b>
Mean	3.20	3.21 <b>d</b>	3.14	2.97	3.23	3.08	3.09	3.10	3.15	3.20	3.10	3.28	3.40 <b>pr</b>	3.24	3.24	3.19	3.21	3.38	3.04
Std Dev.	1.11	1.11	1.08	1.03	1.10	1.17	1.09	1.11	1.07	1.16	1.14	1.05	1.06	1.05	1.17	1.10	1.03	1.19	1.17
Std Error	0.02	0.03	0.04	0.05	0.03	0.05	0.05	0.06	0.09	0.10	0.10	0.09	0.09	0.10	0.09	0.09	0.12	0.06	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

Q17\_2. How much do you agree or disagree with the following statements

I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Disagree strongly (1)	231	101	8	37	108	59	28	12	21	167	33	105	83	23	12	8	187	20	54	177
	9%	11%	8%	9%	14% <sup>ab</sup>	6%	7%	7%	29% <sup>defghj</sup>	19%	14% <sup>def</sup>	10%	8%	9%	10%	20%	9%	13%	6%	41% <sup>qr</sup>
Disagree (2)	395	159	16	80	129	150	68	30	18	279	48	185	128	36	41	4	313	45	93	302
	15%	17%	16%	18%	15%	14%	17%	18%	24%	15%	20%	17% <sup>kl</sup>	12%	12%	35% <sup>klmp</sup>	10%	15%	29% <sup>klmp</sup>	11%	17% <sup>qr</sup>
Neither agree nor disagree (3)	803	272	29	154	228	336	164	48	14	565	63	276	338	139	36	8	614	45	229	573
	31%	30%	30%	36%	26%	32% <sup>cd</sup>	40% <sup>dehij</sup>	29%	19%	30%	26%	26%	33% <sup>kl</sup>	47% <sup>klmpq</sup>	31%	21%	29%	28%	28%	33% <sup>qr</sup>
Agree (4)	840	302	29	133	275	397	100	50	8	672	67	342	391	80	16	9	733	25	300	540
	33%	33%	30%	31%	41% <sup>h</sup>	42% <sup>ghij</sup>	43% <sup>h</sup>	33% <sup>h</sup>	11%	35% <sup>h</sup>	42% <sup>h</sup>	35% <sup>cdq</sup>	33% <sup>klmnq</sup>	47% <sup>klmpq</sup>	19%	24%	33% <sup>kl</sup>	16%	36%	31%
Agree strongly (5)	267	73	13	21	117	90	37	13	8	208	21	149	91	13	9	3	240	12	149	118
	10%	8%	13% <sup>bc</sup>	5%	13% <sup>ae</sup>	9%	9%	8%	11%	11%	9%	14% <sup>klm</sup>	9%	4%	8%	8%	11% <sup>lm</sup>	8%	16% <sup>sa</sup>	7%
Don't know	45	17	2	9	17	6	9	4	5	23	9	22	3	5	3	7	25	9	8	37
	2%	2%	2%	2%	2% <sup>ab</sup>	1%	2% <sup>ab</sup>	2%	2% <sup>ab</sup>	1%	4% <sup>def</sup>	2% <sup>h</sup>	*	*	2%	17%	1%	9% <sup>klmp</sup>	1%	2%
NET Agree	1107	374	41	154	302	488	137	72	16	880	88	431	482	93	25	13	973	38	449	658
	43%	41%	43%	35%	45% <sup>h</sup>	47% <sup>h</sup>	34%	43% <sup>h</sup>	22%	46% <sup>h</sup>	37%	46% <sup>lmnq</sup>	47% <sup>lmnq</sup>	32%	21%	32%	46% <sup>lmnq</sup>	24%	34% <sup>sa</sup>	38%
NET Disagree	626	260	24	117	237	209	96	42	39	446	82	290	210	58	53	12	500	65	147	479
	24%	28%	25%	27%	27% <sup>ae</sup>	20%	24%	25%	52% <sup>defghj</sup>	22%	34% <sup>def</sup>	27% <sup>kl</sup>	20%	20%	45% <sup>klmp</sup>	30%	24%	41% <sup>klmp</sup>	18%	27% <sup>qr</sup>
Mean	3.20	3.09	3.23	3.05	3.19 <sup>h</sup>	3.30 <sup>h</sup>	3.13 <sup>h</sup>	3.16 <sup>h</sup>	2.49	3.26 <sup>h</sup>	2.97 <sup>h</sup>	3.23 <sup>mq</sup>	3.27 <sup>mnq</sup>	3.09 <sup>mq</sup>	2.73	2.88	3.25 <sup>mq</sup>	2.76	3.48 <sup>q</sup>	3.07
Std Dev.	1.11	1.13	1.15	1.02	1.22	1.01	1.03	1.07	1.35	1.11	1.20	1.19	1.05	0.94	1.09	1.35	1.12	1.15	1.11	1.09
Std Error	0.02	0.04	0.12	0.05	0.04	0.03	0.06	0.08	0.16	0.03	0.08	0.04	0.03	0.06	0.11	0.23	0.02	0.10	0.04	0.03

Proportions/Mean: Column Test (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q17\_2. How much do you agree or disagree with the following statements

I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Disagree strongly (1)	231	9	220	2	72	150	9	229	2	-	-	231	-
	9%	6%	9%	4%	10%	9%	7%	9%	3%	-	-	9%	-
Disagree (2)	395	14	376	5	107	274	14	380	7	8	-	395	*
	15%	9%	16%	12%	15%	16%	10%	15%	12%	25%	-	15%	1%
Neither agree nor disagree (3)	803	46	739	17	229	521	53	757	24	11	2	792	9
	31%	30%	31%	44%	32%	30%	38%	31%	38%	36%	32%	31%	59%
Agree (4)	840	62	773	4	210	594	37	805	25	9	-	839	1
	33%	40%	32%	11%	30%	34%	25%	33%	39%	29%	-	33%	6%
Agree strongly (5)	287	22	237	8	85	161	21	253	6	3	4	262	1
	10%	14%	10%	21%	12%	9%	15%	10%	9%	10%	68%	10%	9%
Don't know	45	1	41	3	6	33	6	41	-	-	-	41	3
	2%	*	2%	8%	1%	2%	4%	2%	-	-	-	2%	23%
NET Agree	1107	85	1010	12	295	755	57	1058	31	12	4	1101	2
	43%	55% <b>b</b>	42%	32%	42%	44%	41%	43%	48%	39%	68%	43%	17%
NET Disagree	626	24	596	6	179	424	23	609	9	8	-	626	*
	24%	15%	25% <b>a</b>	16%	25%	25%	16%	25%	14%	25%	-	24%	1%
Mean	3.20	3.48 <b>b</b>	3.18	3.34	3.18	3.20	3.34	3.19	3.39	3.25	4.36	3.20	3.32
Std Dev.	1.11	1.05	1.11	1.12	1.15	1.10	1.08	1.12	0.91	0.96	1.03	1.11	0.72
Std Error	0.02	0.09	0.02	0.20	0.04	0.03	0.09	0.02	0.13	0.19	0.60	0.02	0.20

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Q17\_2. How much do you agree or disagree with the following statements

I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	850	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Disagree strongly (1)	231	-	-	111	120	-	-	-	-	-	-	-	73	38	38	40	43
9%	-	-	-	9%	9%	-	-	-	-	-	-	-	9%	8%	9%	9%	10%
Disagree (2)	395	-	-	208	186	-	-	-	-	-	-	-	144	64	64	48	74
15%	-	-	-	16%	14%	-	-	-	-	-	-	-	16%	14%	15%	12%	17%
Neither agree nor disagree (3)	803	-	-	402	401	-	-	-	-	-	-	-	242	160	133	126	139
31%	-	-	-	31%	31%	-	-	-	-	-	-	-	30%	34%	31%	31%	32%
Agree (4)	840	-	-	424	416	-	-	-	-	-	-	-	268	155	136	143	137
33%	-	-	-	33%	32%	-	-	-	-	-	-	-	33%	33%	31%	34%	31%
Agree strongly (5)	267	-	-	122	144	-	-	-	-	-	-	-	76	44	54	53	37
10%	-	-	-	9%	11%	-	-	-	-	-	-	-	10%	9%	12%	13%	9%
Don't know	45	-	-	22	22	-	-	-	-	-	-	-	12	10	11	4	7
2%	-	-	-	2%	2%	-	-	-	-	-	-	-	1%	2%	3%	1%	2%
NET Agree	1107	-	-	546	560	-	-	-	-	-	-	-	347	200	190	196	174
43%	-	-	-	42%	43%	-	-	-	-	-	-	-	42%	42%	44%	47%	40%
NET Disagree	626	-	-	320	306	-	-	-	-	-	-	-	217	103	102	88	117
24%	-	-	-	25%	24%	-	-	-	-	-	-	-	27%	22%	23%	21%	27%
Mean	3.20	-	-	3.19	3.22	-	-	-	-	-	-	-	3.17	3.22	3.25	3.30	3.12
Std Dev.	1.11	-	-	1.10	1.12	-	-	-	-	-	-	-	1.11	1.07	1.13	1.13	1.11
Std Error	0.02	-	-	0.03	0.03	-	-	-	-	-	-	-	0.04	0.05	0.05	0.05	0.05

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

Q17\_3. How much do you agree or disagree with the following statements  
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	2580	-	2580	378	2202	1219	1364	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	-**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Disagree strongly (1)	441	-	441	45	396	242	198	27	39	60	81	124	62	47	66	141	234	110	401	37	456
	17%	-	17%	12%	16%	19%	15%	8%	11%	12%	24% <sup>ghl</sup>	25% <sup>ghl</sup>	20% <sup>ghl</sup>	18% <sup>gh</sup>	10%	17% <sup>un</sup>	22% <sup>un</sup>	19% <sup>un</sup>	18%	12%	18%
Disagree (2)	604	-	604	74	530	267	336	61	63	78	71	140	95	94	124	150	330	189	543	57	611
	23%	-	23%	19%	24%	21%	25%	18%	18%	16%	21%	31% <sup>ghl</sup>	31% <sup>ghl</sup>	31% <sup>ghl</sup>	18%	18%	21% <sup>un</sup>	23% <sup>un</sup>	24%	15%	24%
Neither agree nor disagree (3)	733	-	733	108	624	351	380	96	89	152	102	116	100	77	185	253	294	177	644	86	747
	28%	-	28%	28%	28%	28%	29%	28%	26%	31%	31%	24%	32%	29%	27%	31%	27%	31%	29%	28%	29%
Agree (4)	578	-	578	100	479	280	296	115	112	130	58	79	49	35	227	188	164	84	503	72	558
	22%	-	22%	26%	22%	22%	23%	34% <sup>ghl</sup>	32% <sup>ghl</sup>	27% <sup>ghl</sup>	17%	16%	15%	13%	33% <sup>opq</sup>	23% <sup>opq</sup>	15%	15%	22%	24%	22%
Agree strongly (5)	193	-	193	61	132	105	84	35	39	63	19	26	6	5	76	82	36	11	136	51	177
	7%	-	7%	13% <sup>cd</sup>	6%	8%	6%	10% <sup>ghl</sup>	11% <sup>ghl</sup>	13% <sup>ghl</sup>	6%	6%	2%	2%	11% <sup>opq</sup>	10% <sup>opq</sup>	3%	2%	6%	11% <sup>cd</sup>	7%
Don't know	32	-	32	-	32	12	21	7	5	2	3	4	4	6	12	8	13	10	28	1	31
	1%	-	1%	-	1%	1%	2%	2%	1%	1%	1%	1%	1%	2%	2%	1%	1%	2%	1%	*	1%
NET Agree	771	-	771	160	611	385	380	151	151	193	77	105	55	40	301	270	200	95	642	123	735
	30%	-	30%	21% <sup>cd</sup>	28%	31%	29%	43% <sup>ghl</sup>	43% <sup>ghl</sup>	40% <sup>ghl</sup>	23%	22%	17%	15%	44% <sup>opq</sup>	33% <sup>opq</sup>	19%	16%	28%	28%	28%
NET Disagree	1044	-	1044	119	926	509	535	88	102	139	152	204	158	141	190	201	563	209	944	94	1067
	40%	-	40%	31%	42% <sup>cd</sup>	40%	41%	26%	29%	28%	46% <sup>ghl</sup>	54% <sup>ghl</sup>	50% <sup>ghl</sup>	54% <sup>ghl</sup>	28%	35% <sup>un</sup>	53% <sup>un</sup>	51% <sup>un</sup>	42% <sup>un</sup>	31%	41%
Mean	2.80	-	2.80	3.15 <sup>cd</sup>	2.73	2.79	2.79	3.21 <sup>ghl</sup>	3.14 <sup>ghl</sup>	3.12 <sup>ghl</sup>	2.58	2.47	2.49	2.44	3.18 <sup>opq</sup>	3.09 <sup>opq</sup>	2.47	2.47	2.75	3.14 <sup>r</sup>	2.76
Std Dev.	1.19	-	1.19	1.23	1.17	1.23	1.15	1.11	1.19	1.20	1.19	1.19	1.04	1.00	1.15	1.23	1.10	1.02	1.17	1.25	1.18
Std Error	0.02	-	0.02	0.06	0.03	0.04	0.03	0.06	0.06	0.06	0.07	0.05	0.06	0.07	0.04	0.04	0.03	0.04	0.02	0.09	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
\* small base; \*\* very small base (under 30) ineligible for sig testing

Q17\_3. How much do you agree or disagree with the following statements  
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Disagree strongly (1)	441	64	145	96	136	209	232	245	192	52	67	122	115	61	303	52	366	84	337	20
	17%	14%	17%	17%	19%	16%	18%	16%	19%	19%	20%	18%	16%	15%	17%	18%	17%	16%	18%	15%
Disagree (2)	604	109	224	111	159	333	270	326	273	67	77	149	177	88	402	67	502	102	477	25
	23%	23%	23%	20%	22%	25%	21%	21%	24%	24%	24%	22%	24%	22%	23%	24%	23%	19%	23%	19%
Neither agree nor disagree (3)	733	123	243	156	211	365	367	425	300	79	83	195	224	103	502	80	613	134	552	47
	28%	26%	29%	28%	28%	28%	29%	28%	30%	29%	25%	28%	31%	26%	29%	28%	28%	25%	29%	35%
Agree (4)	578	126	167	135	150	293	285	381	191	54	79	153	165	100	397	56	505	128	419	31
	22%	27%	20%	24%	21%	22%	23%	25%	19%	20%	24%	22%	23%	25%	23%	20%	23%	24%	22%	24%
Agree strongly (5)	193	46	54	48	44	101	92	155	38	19	21	58	39	49	118	20	167	72	114	6
	7%	10%	6%	9%	6%	8%	7%	10%	4%	7%	6%	8%	5%	12%	7%	7%	8%	14%	6%	5%
Don't know	32	2	14	7	9	16	16	11	17	7	-	14	3	-	17	7	17	10	18	3
	1%	-	2%	1%	1%	1%	1%	1%	2%	2%	2%	2%	1%	-	1%	1%	1%	2%	1%	3%
NET Agree	771	173	221	183	194	394	377	536	229	73	100	210	204	149	515	76	672	200	534	37
	30%	37%	26%	27%	30%	30%	30%	35%	23%	26%	31%	31%	28%	31%	30%	27%	31%	28%	28%	29%
NET Disagree	1044	172	370	207	298	542	502	572	465	118	143	270	292	149	706	118	888	186	814	44
	40%	37%	44%	37%	42%	41%	40%	37%	46%	43%	44%	39%	40%	37%	41%	42%	40%	35%	42%	34%
Mean	2.80	2.97	2.71	2.87	2.72	2.80	2.79	2.92	2.61	2.71	2.73	2.82	2.77	2.97	2.73	2.82	2.82	3.09	2.74	2.84
Std Dev.	1.19	1.20	1.16	1.22	1.18	1.18	1.20	1.22	1.11	1.19	1.22	1.22	1.13	1.25	1.18	1.20	1.19	1.28	1.16	1.11
Std Error	0.02	0.05	0.04	0.05	0.05	0.03	0.04	0.03	0.03	0.07	0.07	0.05	0.04	0.06	0.03	0.07	0.03	0.06	0.03	0.11

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Q17\_3. How much do you agree or disagree with the following statements  
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
Disagree strongly (1)	441	375	66	11	360	44	25	12	18	40	42	28	39	43	66	52	33	4	40
	17%	17%	8%	14%	17%	20%	20%	16%	18%	14%	20%	15%	17%	18%	19%	15%	15%	19%	20%
Disagree (2)	604	505	98	25	503	55	28	18	22	89	50	44	39	44	61	96	60	6	49
	23%	23%	27%	33%	23%	25%	23%	23%	21%	33%**	24%	23%	17%	18%	18%	23%	27%	25%	25%
Neither agree nor disagree (3)	733	633	99	20	611	59	41	21	32	70	53	57	62	85	92	100	60	7	53
	28%	29%	28%	26%	28%	27%	33%	30%	31%	25%	25%	31%	27%	35%	27%	28%	27%	30%	27%
Agree (4)	578	501	77	14	496	47	20	16	27	61	56	38	63	56	79	70	46	4	42
	22%	23%	21%	16%	22%	22%	16%	22%	26%	22%	26%	20%	28%	23%	23%	20%	21%	19%	22%
Agree strongly (5)	193	170	14	6	171	10	7	4	5	22	11	17	20	10	36	31	19	2	8
	7%	8%	4%	8%	8%	5%	6%	6%	5%	8%	5%	9%	9%	4%	11%**	9%	9%	7%	4%
Don't know	32	27	5	*	28	1	2	1	1	4	1	3	5	3	5	2	4	-	1
	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	2%	1%	1%	1%	2%	-	1%
NET Agree	771	680	91	20	667	57	27	20	32	84	67	55	83	66	115	101	65	6	51
	30%	31%	25%	26%	31%	26%	22%	29%	31%	30%	31%	29%	36%	27%	34%	29%	26%	26%	26%
NET Disagree	1044	880	164	36	863	99	53	29	40	125	92	72	78	87	127	149	93	10	89
	40%	40%	46%	48%	40%	46%	43%	41%	38%	44%	43%	38%	34%	36%	38%	42%	44%	66%**	66%**
Mean	2.80	2.82	2.65	2.71	2.82	2.65	2.63	2.78	2.80	2.79	2.74	2.85	2.77	2.87	2.80	2.81	2.71	2.11	2.64
Std Dev.	1.19	1.20	1.13	1.16	1.19	1.17	1.16	1.16	1.16	1.17	1.19	1.19	1.23	1.12	1.28	1.18	1.19	1.21	1.16
Std Error	0.02	0.03	0.04	0.05	0.03	0.05	0.06	0.06	0.10	0.10	0.10	0.10	0.10	0.09	0.10	0.10	0.10	0.13	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\*\* very small base (under 30) ineligible for sig testing

Q17\_3. How much do you agree or disagree with the following statements  
 I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Disagree strongly (1)	441	197	26	87	205	120	57	30	27	325	57	222	135	42	24	16	357	40	120	321
	17%	21%	27%	20%	25% <sup>sd</sup>	12%	14%	18%	30% <sup>sd</sup>	17%	21% <sup>sd</sup>	23%	13%	14%	20%	40%	41% <sup>sd</sup>	29% <sup>imp</sup>	14%	18%
Disagree (2)	604	261	26	141	194	264	86	44	16	457	60	287	221	47	44	3	509	47	128	476
	23%	28%	27%	32%	22%	25%	21%	26%	21%	24%	25%	27% <sup>sd</sup>	21%	16%	37% <sup>imp</sup>	8%	24% <sup>sd</sup>	30% <sup>sd</sup>	15%	27% <sup>sd</sup>
Neither agree nor disagree (3)	733	252	24	132	199	313	162	40	10	512	50	237	322	132	32	5	559	37	244	488
	28%	27%	25%	30%	23%	30% <sup>sd</sup>	40% <sup>sd</sup>	24%	13%	27%	21%	22%	31% <sup>sd</sup>	45% <sup>imp</sup>	27%	12%	25% <sup>sd</sup>	24%	29%	28%
Agree (4)	878	159	13	60	169	286	75	36	9	455	45	202	292	65	12	6	494	18	223	355
	22%	17%	14%	14%	19%	32% <sup>sd</sup>	16%	22%	12%	23% <sup>sd</sup>	19%	19%	32% <sup>sd</sup>	42% <sup>imp</sup>	10%	16%	33% <sup>sd</sup>	12%	27% <sup>sd</sup>	30%
Agree strongly (5)	193	43	5	10	99	51	22	14	8	149	22	119	57	7	4	4	176	8	115	78
	7%	5%	5%	2%	11% <sup>sd</sup>	5%	5%	9%	10%	8% <sup>sd</sup>	9%	11% <sup>sd</sup>	6%	2%	3%	11%	8% <sup>sd</sup>	5%	14% <sup>sd</sup>	4%
Don't know	32	10	2	5	10	6	4	2	5	16	7	12	6	2	1	5	18	6	3	29
	1%	1%	2%	1%	1%	1%	1%	1%	2% <sup>sd</sup>	1%	1% <sup>sd</sup>	1%	1%	1%	1%	1%	1%	6% <sup>imp</sup>	*	2% <sup>sd</sup>
NET Agree	771	203	18	70	267	337	97	50	17	604	67	321	349	71	16	10	670	27	338	433
	30%	22%	18%	16%	31%	32% <sup>sd</sup>	24%	30%	22%	30% <sup>sd</sup>	28%	30% <sup>sd</sup>	34% <sup>imp</sup>	24%	14%	26%	32% <sup>sd</sup>	17%	41% <sup>sd</sup>	25%
NET Disagree	1044	458	52	228	399	383	143	74	43	762	117	509	356	90	68	19	865	87	247	797
	40%	50%	54%	52%	46% <sup>sd</sup>	37%	35%	44%	57% <sup>sd</sup>	41%	48% <sup>sd</sup>	47% <sup>imp</sup>	34%	30%	55% <sup>imp</sup>	48%	41% <sup>sd</sup>	65% <sup>imp</sup>	30%	46% <sup>sd</sup>
Mean	2.80	2.55	2.41	2.45	2.72	2.89 <sup>sd</sup>	2.80 <sup>sd</sup>	2.76	2.35	2.81 <sup>sd</sup>	2.64	2.73 <sup>sd</sup>	2.92 <sup>sd</sup>	2.82 <sup>sd</sup>	2.38	2.41	2.82 <sup>sd</sup>	2.39	3.10 <sup>sd</sup>	2.65
Std Dev.	1.19	1.15	1.18	1.04	1.32	1.09	1.07	1.23	1.39	1.20	1.29	1.29	1.11	1.01	1.04	1.54	1.21	1.16	1.24	1.13
Std Error	0.02	0.04	0.12	0.05	0.04	0.03	0.06	0.10	0.17	0.03	0.09	0.04	0.04	0.06	0.10	0.26	0.03	0.10	0.05	0.03

Proportions/Mean: Column Test (5% risk level) - abc - d(e)(gh)ij - kl(mn)(op)q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q17\_3. How much do you agree or disagree with the following statements

I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Disagree strongly (1)	441	22	413	5	138	288	15	429	7	4	-	441	-
	17%	14%	17%	14%	19%	17%	10%	17%	12%	13%	-	17%	-
Disagree (2)	604	24	575	4	162	424	17	595	6	3	-	603	*
	23%	16%	24%	10%	23% <i>f</i>	24% <i>f</i>	12%	24% <i>h</i>	9%	10%	-	24% <i>h</i>	1%
Neither agree nor disagree (3)	733	44	675	14	200	481	51	684	24	15	2	723	7
	28%	28%	28%	36%	28%	28%	36%	28%	36%	50%	32%	28%	51%
Agree (4)	578	52	523	3	149	399	29	549	16	7	4	572	2
	22%	34% <i>h</i>	22%	9%	21%	23%	21%	22%	24%	24%	68%	22%	16%
Agree strongly (5)	193	12	170	10	52	119	22	179	12	1	-	192	1
	7%	8%	7%	26%	7%	7%	16% <i>de</i>	7%	18% <i>gh</i>	4%	-	7%	9%
Don't know	32	-	30	3	6	20	6	29	-	-	-	29	3
	1%	-	1%	6%	1%	1%	4% <i>de</i>	1%	-	-	-	1%	23%
NET Agree	771	65	693	13	201	518	52	728	27	9	4	764	4
	30%	42% <i>h</i>	29%	34%	28%	30%	37%	30%	42%	28%	68%	30%	25%
NET Disagree	1044	47	988	9	300	713	32	1024	13	7	-	1044	*
	40%	30%	41% <i>h</i>	24%	42% <i>f</i>	41% <i>f</i>	23%	42% <i>h</i>	20%	22%	-	41% <i>h</i>	1%
Mean	2.80	3.05 <i>h</i>	2.77	3.24	2.74	2.79	3.21 <i>de</i>	2.78	3.28 <i>gh</i>	2.97	3.68	2.79	3.42
Std Dev.	1.19	1.18	1.19	1.37	1.21	1.18	1.19	1.19	1.20	1.01	0.52	1.19	0.74
Std Error	0.02	0.10	0.02	0.25	0.05	0.03	0.10	0.02	0.17	0.20	0.30	0.02	0.21

Proportions/Mean: Columns Test(s) (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q17\_3. How much do you agree or disagree with the following statements  
 I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way

Base : All participants

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Disagree strongly (1)	441	-	-	234	207	-	-	-	-	-	-	-	145	89	65	75	66
17%	-	-	18%	16%	-	-	-	-	-	-	-	-	18%	19%	15%	18%	15%
Disagree (2)	604	-	-	331	272	-	-	-	-	-	-	-	223	108	91	86	95
23%	-	-	23%	21%	-	-	-	-	-	-	-	-	27%	23%	21%	21%	22%
Neither agree nor disagree (3)	733	-	-	336	336	-	-	-	-	-	-	-	210	127	139	105	152
28%	-	-	28%	27%	-	-	-	-	-	-	-	-	28%	27%	32%	29%	23%
Agree (4)	578	-	-	293	285	-	-	-	-	-	-	-	185	108	90	111	84
22%	-	-	23%	22%	-	-	-	-	-	-	-	-	23%	23%	21%	27%	19%
Agree strongly (5)	193	-	-	82	111	-	-	-	-	-	-	-	53	30	45	35	31
7%	-	-	6%	9%	-	-	-	-	-	-	-	-	6%	6%	10%	8%	7%
Don't know	32	-	-	13	19	-	-	-	-	-	-	-	3	11	7	4	8
1%	-	-	1%	1%	-	-	-	-	-	-	-	-	3%	3%	2%	1%	2%
NET Agree	771	-	-	375	396	-	-	-	-	-	-	-	238	137	135	145	116
30%	-	-	29%	31%	-	-	-	-	-	-	-	-	29%	29%	31%	35%	26%
NET Disagree	1044	-	-	565	479	-	-	-	-	-	-	-	368	197	156	162	162
40%	-	-	44%	37%	-	-	-	-	-	-	-	-	42%	42%	36%	39%	37%
Mean	2.80	-	-	2.73	2.85	-	-	-	-	-	-	-	2.73	2.74	2.90	2.86	2.81
Std Dev.	1.19	-	-	1.19	1.19	-	-	-	-	-	-	-	1.18	1.20	1.20	1.24	1.14
Std Error	0.02	-	-	0.03	0.03	-	-	-	-	-	-	-	0.04	0.06	0.06	0.06	0.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Q17\_NET\_AGREE. How much do you agree or disagree with the following statements - Agree/Agree strongly Summary

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	2580	-	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	-**	2580	388	2193	1257	1315	342	347	489	333	488	318	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	394	474	613	325	1323	154	2580
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	848	-	848	187	681	421	421	176	174	193	95	110	57	350	288	211	100	695	146	798
	33%	-	33%	43% <sup>cd</sup>	31%	34%	32%	51% <sup>ujkim</sup>	50% <sup>ujkim</sup>	39% <sup>ujkim</sup>	29% <sup>kim</sup>	23%	18%	51% <sup>opq</sup>	35% <sup>opq</sup>	20%	17%	31%	48% <sup>rs</sup>	31%
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	1107	-	1107	201	906	531	570	197	190	259	122	154	103	387	382	338	185	950	148	1054
	43%	-	43%	35% <sup>cd</sup>	41%	42%	43%	58% <sup>ujkim</sup>	55% <sup>ujkim</sup>	53% <sup>ujkim</sup>	37%	31%	32%	57% <sup>opq</sup>	47% <sup>opq</sup>	32%	32%	42%	49%	41%
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	771	-	771	160	611	385	380	151	151	193	77	105	55	301	270	200	95	642	123	735
	30%	-	30%	41% <sup>cd</sup>	28%	31%	29%	41% <sup>ujkim</sup>	41% <sup>ujkim</sup>	40% <sup>ujkim</sup>	23%	22%	17%	41% <sup>opq</sup>	33% <sup>opq</sup>	19%	16%	28%	40% <sup>rs</sup>	28%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Q17\_NET\_AGREE. How much do you agree or disagree with the following statements - Agree/Agree strongly Summary

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	848	195	238	203	212	433	416	591	252	90	103	231	210	180	544	92	732	210	594	44
	33%	41% <sup>abcd</sup>	28%	37% <sup>abcd</sup>	30%	33%	33%	38% <sup>gh</sup>	25%	32%	32%	34%	29%	48% <sup>ijklm</sup>	31%	33%	34%	48% <sup>qr</sup>	31%	34%
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	1107	228	343	235	300	572	535	719	379	117	135	325	270	212	730	120	951	285	789	54
	43%	47% <sup>ab</sup>	40%	42%	42%	43%	42%	47% <sup>gh</sup>	37%	42%	41%	47% <sup>ij</sup>	37%	53% <sup>klm</sup>	42%	43%	44%	50% <sup>qr</sup>	41%	41%
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	771	173	221	183	194	394	377	536	229	73	100	210	204	149	515	76	672	200	534	37
	30%	37% <sup>ab</sup>	26%	33% <sup>ab</sup>	27%	30%	30%	35% <sup>gh</sup>	23%	26%	31%	31%	28%	37% <sup>gh</sup>	30%	27%	31%	38% <sup>qr</sup>	28%	28%

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Q17\_NET\_AGREE. How much do you agree or disagree with the following statements - Agree/Agree strongly Summary

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	848 33%	749 34%	99 27%	20 26%	732 34%	61 28%	33 27%	22 31%	28 27%	96 34%	61 29%	59 31%	95 42% <sup>h/j</sup>	77 32%	126 37%	121 34%	70 32%	6 28%	55 28%
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	1107 43%	861 43% <sup>h/c</sup>	145 40% <sup>h/c</sup>	22 25%	945 44%	86 40%	46 37%	30 42%	46 44%	128 45%	91 43%	84 45%	101 45%	99 41%	147 44%	159 45%	88 40%	11 46%	70 39%
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	771 30%	680 31%	91 25%	20 26%	667 31% <sup>h/d</sup>	57 26%	27 22%	20 29%	32 31%	84 30%	67 31%	55 29%	83 36%	66 27%	115 34%	101 29%	65 29%	6 26%	51 26%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

*Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)*

**Q17\_NET\_AGREE.** How much do you agree or disagree with the following statements - Agree/Agree strongly Summary

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	848	203	18	69	288	383	98	62	14	671	77	350	301	76	21	7	741	27	392	456
	33%	25%	19%	16%	43% <i>df</i>	37% <i>dm</i>	24%	37% <i>df</i>	19%	43% <i>dh</i>	32%	42% <i>mg</i>	33% <i>kmng</i>	26%	18%	17%	63% <i>mmg</i>	17%	47% <i>rs</i>	26%
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	1107	374	41	154	392	488	137	72	16	880	88	491	482	93	25	13	973	38	449	658
	43%	41%	43%	35%	45% <i>dh</i>	47% <i>dm</i>	34%	43% <i>dh</i>	22%	48% <i>dh</i>	37%	48% <i>mg</i>	47% <i>mmg</i>	32%	21%	32%	48% <i>mmg</i>	24%	54% <i>rs</i>	38%
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	771	203	18	70	267	337	97	50	17	604	67	321	349	71	16	10	670	27	338	433
	30%	22%	18%	16%	31%	32% <i>df</i>	24%	30%	22%	32% <i>df</i>	28%	38% <i>mg</i>	34% <i>mmg</i>	24%	14%	26%	32% <i>md</i>	17%	41% <i>rs</i>	25%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q17\_NET\_AGREE. How much do you agree or disagree with the following statements - Agree/Agree strongly Summary

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	848	63	772	13	226	574	48	803	35	3	4	841	4
	33%	41%	32%	34%	32%	33%	34%	33%	45% <b>b</b>	11%	68%	33%	26%
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	1107	85	1010	12	295	755	57	1058	31	12	4	1101	2
	43%	65% <b>b</b>	42%	32%	42%	44%	41%	43%	48%	39%	68%	43%	17%
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	771	65	693	13	201	518	52	728	27	9	4	764	4
	30%	42% <b>b</b>	29%	34%	28%	30%	37%	30%	42%	28%	68%	30%	25%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q17\_NET\_AGREE. How much do you agree or disagree with the following statements - Agree/Agree strongly Summary

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	3580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	848	-	-	422	426	-	-	-	-	-	-	-	275	146	152	152	122
	33%	-	-	33%	33%	-	-	-	-	-	-	-	34%	31%	35%	37%	28%
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	1107	-	-	546	560	-	-	-	-	-	-	-	347	200	190	196	174
	43%	-	-	42%	43%	-	-	-	-	-	-	-	42%	42%	44%	47%	40%
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	771	-	-	375	396	-	-	-	-	-	-	-	238	137	135	145	116
	30%	-	-	29%	31%	-	-	-	-	-	-	-	29%	29%	31%	32%	26%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Q17\_NET\_DISAGREE. How much do you agree or disagree with the following statements - Disagree/Disagree strongly Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	-**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	878	-	878	93	785	430	448	64	72	120	138	226	141	117	136	259	484	258	800	72	886
	34%	-	34%	24%	38%	34%	34%	19%	21%	25%	42%	46%	44%	45%	20%	31%	45%	44%	35%	24%	34%
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	626	-	626	82	544	306	320	48	62	84	97	160	82	93	110	181	335	175	568	55	662
	24%	-	24%	21%	25%	24%	24%	14%	18%	17%	22%	32%	20%	20%	16%	22%	31%	20%	25%	18%	26%
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	1044	-	1044	119	926	509	535	88	102	139	152	264	156	141	190	291	563	299	944	94	1067
	40%	-	40%	31%	42%	40%	41%	26%	28%	28%	40%	52%	30%	24%	28%	35%	53%	31%	43%	31%	41%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q17\_NET\_DISAGREE. How much do you agree or disagree with the following statements - Disagree/Disagree stongly Summary

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	878	137	315	179	248	452	426	490	382	103	127	237	245	117	609	103	736	163	680	34
	34%	29%	37%	32%	35%	34%	34%	32%	38%	37%	30%	34%	34%	29%	35%	36%	34%	31%	35%	26%
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	626	110	231	121	164	341	286	358	264	61	85	158	188	97	428	61	533	111	500	15
	24%	23%	27%	22%	23%	26%	23%	23%	26%	22%	28%	23%	26%	24%	25%	22%	25%	21%	26%	12%
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	1044	172	370	207	296	542	502	572	465	118	143	270	292	149	706	118	868	186	814	44
	40%	37%	44%	37%	42%	41%	40%	37%	46%	43%	44%	39%	40%	37%	41%	42%	40%	35%	43%	34%

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Q17\_NET\_DISAGREE. How much do you agree or disagree with the following statements - Disagree/Disagree strongly Summary

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	878 34%	738 33%	140 39%	27 35%	736 34%	78 36%	39 32%	24 34%	37 35%	98 35%	91 43% <u>in</u>	64 34%	73 32%	76 31%	101 30%	119 34%	78 35%	8 35%	70 36%
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	626 24%	536 24%	90 25%	21 28%	513 24%	62 29%	31 25%	20 28%	26 25%	83 29% <u>in</u>	63 30% <u>in</u>	41 22%	37 16%	47 19%	79 23%	95 25%	47 21%	5 20%	57 30% <u>in</u>
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	1044 40%	880 40%	164 46%	36 48%	863 40%	99 46%	53 43%	29 41%	40 38%	125 44%	92 43%	72 38%	78 34%	87 36%	127 38%	149 42%	93 42%	10 44%	80 46% <u>in</u>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing



Q17\_NET\_DISAGREE. How much do you agree or disagree with the following statements - Disagree/Disagree strongly Summary

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	878	409	43	188	343	319	123	57	35	661	92	426	201	79	63	18	717	81	206	672
	34%	44%	45%	43%	43% <i>adj</i>	31%	30%	34%	43% <i>adj</i>	35%	38%	33% <i>imp</i>	28%	27%	53% <i>klmp</i>	46%	42% <i>kl</i>	51% <i>klmp</i>	25%	35% <i>nr</i>
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	626	260	24	117	237	209	96	42	39	446	82	290	210	58	53	12	500	65	147	479
	24%	28%	25%	27%	27% <i>adj</i>	20%	24%	25%	52% <i>deadj</i>	23%	34% <i>kl</i>	27% <i>kl</i>	20%	20%	45% <i>klmp</i>	30%	24%	41% <i>klmp</i>	18%	27% <i>nr</i>
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	1044	458	52	228	399	383	143	74	43	782	117	509	356	90	68	19	865	87	247	797
	40%	50%	54%	52%	46% <i>kl</i>	37%	35%	44%	57% <i>kl</i>	41%	45% <i>kl</i>	47% <i>klmp</i>	34%	30%	58% <i>klmp</i>	48%	41% <i>klm</i>	55% <i>klmp</i>	30%	46% <i>nr</i>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q17\_NET\_DISAGREE. How much do you agree or disagree with the following statements - Disagree/Disagree stongly Summary

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	878	43	828	7	253	601	25	865	4	9	-	878	-
	34%	28%	35%	19%	35% <i>df</i>	32% <i>df</i>	18%	55% <i>gh</i>	6%	29%	-	84% <i>gh</i>	2%
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	626	24	596	6	179	424	23	609	9	8	-	626	*
	24%	15%	25% <i>ga</i>	16%	25%	25%	16%	25%	14%	25%	-	24%	1%
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	1044	47	988	9	300	713	32	1024	13	7	-	1044	*
	40%	30%	41% <i>ga</i>	24%	42% <i>df</i>	41% <i>df</i>	23%	42% <i>gh</i>	20%	22%	-	41% <i>gh</i>	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q17\_NET\_DISAGREE. How much do you agree or disagree with the following statements - Disagree/Disagree strongly Summary

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	475	253	249	248	259
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	878	-	-	475	403	-	-	-	-	-	-	305	171	124	125	154
	34%	-	-	37% <sup>sd</sup>	31%	-	-	-	-	-	-	37% <sup>sd</sup>	36%	28%	30%	38%
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	626	-	-	320	306	-	-	-	-	-	-	217	103	102	88	117
	24%	-	-	25%	24%	-	-	-	-	-	-	27%	22%	23%	21%	27%
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	1044	-	-	565	479	-	-	-	-	-	-	368	197	156	162	162
	40%	-	-	44% <sup>sd</sup>	37%	-	-	-	-	-	-	42% <sup>sd</sup>	42%	36%	39%	37%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Q17\_MEAN . How much do you agree or disagree with the following statements - Mean Summary

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	-**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2.92	-	2.92	3.22d	2.87	2.91	2.92	3.40jklm	3.36jklm	3.14jklm	2.71m	2.60	2.58	2.56	3.38opq	2.97pq	2.59	2.58	2.87	3.28r	2.90
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	3.20	-	3.20	3.47d	3.15	3.18	3.22	3.62jklm	3.53jklm	3.41jklm	3.00	2.92	3.01m	2.88	3.57opq	3.24pq	2.94	2.95	3.17	3.42r	3.16
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2.80	-	2.80	3.15d	2.73	2.79	2.79	3.21jklm	3.14jklm	3.12jklm	2.58	2.47	2.49	2.44	3.18opq	2.90pq	2.47	2.47	2.75	3.14r	2.76

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q17\_MEAN . . How much do you agree or disagree with the following statements - Mean Summary

Base : All participants

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2.92	3.12bcd	2.83	2.99bcd	2.85	2.93	2.91	3.02h	2.76	2.83	2.80	2.93j	2.89	3.18jkm	2.89	2.85	2.94	3.07r	2.87	2.98
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	3.20	3.34bcd	3.12	3.24b	3.19	3.20	3.21	3.28h	3.09	3.25j	3.16	3.27im	3.10	3.35jkn	3.18l	3.27	3.21	3.27r	3.15	3.30r
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2.80	2.97bcd	2.71	2.87	2.72	2.80	2.79	2.92h	2.61	2.71	2.73	2.82	2.77	2.97jkn	2.78	2.73	2.82	3.00r	2.74	2.84

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

Q17\_MEAN. . How much do you agree or disagree with the following statements - Mean Summary

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2.92	2.95b	2.75	2.83	2.93	2.86	2.87	2.90	2.82	2.92j	2.72	2.91i	3.05l	2.95m	3.00n	2.97o	2.89	2.87	2.86
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	3.20	3.21	3.14	2.97	3.22a	3.08	3.09	3.10	3.15	3.20	3.10	3.25g	3.40h/j/m/n/o/r	3.24r	3.24r	3.19	3.21	3.38	3.04
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2.80	2.82	2.65	2.71	2.82	2.65	2.63	2.78	2.80	2.79	2.74	2.85	2.94k	2.77	2.87	2.80	2.81	2.71	2.64

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

*Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)*

**Q17\_MEAN . How much do you agree or disagree with the following statements - Mean Summary**

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2.92	2.64	2.54	2.58	2.86h	3.02dfhj	2.85h	2.98h	2.39	2.95dfhj	2.81h	2.86noq	3.06kmnopq	2.91noq	2.46	2.28	2.96knoq	2.42	3.25e	2.76
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	3.20	3.09	3.23	3.05	3.19hj	3.30dfhj	3.13hj	3.18hj	2.49	3.28fhj	3.97h	3.23mq	3.27mmq	3.09no	2.73	2.88	3.25mmno	2.76	3.46e	3.07
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2.80	2.55	2.41	2.45	2.72	2.83dfhj	2.80h	2.76	2.35	2.81h	2.64	2.73no	2.92mq	2.82no	2.38	2.41	2.82mq	2.39	3.10e	2.65

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Q17\_MEAN. . How much do you agree or disagree with the following statements - Mean Summary

Base : All participants

Total	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2.92	3.17b	2.90	3.21b	2.87	2.92	3.21de	2.90	3.54mjk	2.76	3.68	2.92	3.40
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	3.20	3.45b	3.18	3.34	3.18	3.20	3.34	3.19	3.39	3.25	4.36	3.20	3.32
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2.80	3.05b	2.77	3.24	2.74	2.79	3.21de	2.78	3.28pk	2.97	3.68	2.79	3.42

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Q17\_MEAN . How much do you agree or disagree with the following statements - Mean Summary

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
I would be willing to pay more for a parcel provider that operates in an environmentally responsible way	2.92	-	-	2.87	2.97	-	-	-	-	-	-	-	2.87	2.87	3.04mp	3.03mp	2.87
I would be willing to use a parcel provider that operates in an environmentally responsible way even if the items take longer to deliver	3.20	-	-	3.19	3.22	-	-	-	-	-	-	-	3.17	3.22	3.25p	3.30p	3.12
I would be willing to pay more AND wait longer for a parcel provider that operates in an environmentally responsible way	2.80	-	-	2.73	2.86c	-	-	-	-	-	-	-	2.73	2.74	2.90	2.86	2.81

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_1. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Royal Mail

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	5161	-	5161	619	2818	2461	2883	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
I've used them to send a packet or parcel	3087	-	3087	459	1574	1448	1629	379	377	628	444	571	390	298	756	1073	1259	687	2726	335	3193
60%			60%	65% <sup>td</sup>	56%	58%	62% <sup>fa</sup>	55%	58%	62% <sup>td</sup>	62% <sup>td</sup>	62% <sup>td</sup>	61%	57%	56%	62% <sup>td</sup>	60%	59%	59%	63%	62%
They've delivered a packet or parcel	3592	-	3592	376	1955	1707	1870	460	418	671	530	669	483	351	879	1210	1503	834	3262	306	3739
70%			70%	54%	65% <sup>td</sup>	68%	71%	57%	54%	66%	62% <sup>td</sup>	61% <sup>td</sup>	63% <sup>td</sup>	67%	65%	70%	72% <sup>td</sup>	72% <sup>td</sup>	71% <sup>td</sup>	58%	72%
I've heard of them but not used them in the last 12 months	322	-	322	19	208	179	143	27	38	68	39	55	34	57	66	107	150	91	289	27	262
6%			6%	3%	7% <sup>td</sup>	7%	5%	4%	6%	7%	5%	6%	5%	11% <sup>td</sup>	5%	6%	7% <sup>td</sup>	8% <sup>td</sup>	6%	5%	5%
I've not heard of them before	192	-	192	56	52	110	79	44	28	46	21	24	16	13	72	67	53	29	180	31	178
4%			4%	9% <sup>td</sup>	2%	4%	3%	5% <sup>td</sup>	4%	5%	3%	3%	2%	3%	4% <sup>td</sup>	4%	3%	2%	3%	3%	3%
NET Any usage	4647	-	4647	622	2570	2225	2405	618	586	902	657	843	584	456	1204	1559	1884	1040	4141	473	4721
90%			90%	89%	91%	89%	92% <sup>td</sup>	90%	90%	89%	92% <sup>td</sup>	91%	92% <sup>td</sup>	87%	90%	90%	90%	90%	90%	89%	91%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - td - did - ell - ghij/klm - nlo/pq - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_1. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Royal Mail

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
I've used them to send a packet or parcel	3087	587	950	723	827	1537	1550	1887	1159	351	400	807	821	513	2028	357	2576	286	969	58
60%		62%	60%	61%	57%	61%	59%	65%	58%	55%	61%	60%	60%	53%	60%	55%	61%	54%	50%	44%
They've delivered a packet or parcel	3592	600	1143	824	1020	1748	1843	2045	1500	447	415	950	906	541	2390	452	2956	363	1302	81
70%		63%	72%	74%	71%	69%	70%	69%	69%	47%	70%	63%	71%	73%	66%	70%	70%	68%	68%	62%
I've heard of them but not used them in the last 12 months	322	40	110	72	100	150	172	183	134	44	47	73	85	48	205	44	259	37	153	17
6%		4%	7%	6%	7%	6%	7%	6%	7%	7%	7%	5%	6%	6%	7%	6%	7%	7%	8%	13%
I've not heard of them before	192	67	50	30	44	118	75	142	45	29	28	27	53	45	108	29	155	*	14	*
4%		7%	3%	3%	3%	5%	3%	5%	2%	5%	4%	2%	4%	6%	3%	4%	*	1%	*	*
NET Any usage	4647	838	1433	1075	1301	2271	2376	2751	1833	565	582	1240	1234	722	3056	574	3836	493	1751	114
90%		89%	90%	91%	90%	89%	91%	89%	91%	89%	89%	93%	90%	89%	91%	89%	90%	93%	91%	87%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_1. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Royal Mail

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
I've used them to send a packet or parcel	3087	2631	456	134	2563	261	164	98	131	367	248	209	243	310	378	417	261	27	235
60%	59%	63%	70%	59%	60%	67%	63%	63%	63%	65%	58%	56%	54%	64%	56%	59%	59%	52%	62%
They've delivered a packet or parcel	3592	3070	522	133	2991	324	181	96	145	407	321	254	311	352	390	494	324	36	286
70%	69%	72%	70%	69%	71%	73%	69%	71%	71%	72%	70%	68%	68%	73%	66%	70%	73%	68%	70%
I've heard of them but not used them in the last 12 months	322	297	25	9	287	17	13	4	12	16	27	21	35	24	69	61	23	1	17
6%	7%	3%	5%	7%	4%	5%	3%	6%	3%	6%	5%	5%	6%	5%	10%	9%	5%	1%	4%
I've not heard of them before	192	172	20	5	160	21	7	4	8	21	11	18	16	9	40	21	15	8	14
4%	4%	3%	2%	4%	5%	3%	3%	4%	4%	3%	5%	5%	4%	2%	9%	3%	3%	14%	4%
NET Any usage	4647	3969	677	177	3891	395	227	134	189	528	387	337	404	447	569	625	405	44	351
90%	89%	94%	93%	90%	91%	92%	94%	90%	90%	93%	91%	90%	89%	93%	84%	88%	91%	84%	92%

Question focuses on packets and parcels since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QJ1\_1. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Royal Mail

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
	Total																			
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
I've used them to send a packet or parcel	3087	1121	152	522	1184	1231	392	189	80	2415	269	1345	1229	314	136	42	2573	178	431	881
	60%	62%	64%	59%	41% <sup>de</sup> 47% <sup>fb</sup>	41% <sup>de</sup> 49% <sup>fb</sup>	48%	54%	49%	14% <sup>de</sup> 19% <sup>fb</sup>	52%	49% <sup>de</sup> 50% <sup>fb</sup>	41% <sup>de</sup> 40% <sup>fb</sup>	42%	15% <sup>de</sup> 16% <sup>fb</sup>	43%	43% <sup>de</sup> 45% <sup>fb</sup>	49%	52%	50%
They've delivered a packet or parcel	3592	1332	176	659	1226	1441	538	242	110	2567	352	1405	1439	448	189	65	2843	254	504	1242
	70%	74%	74%	75%	70%	71% <sup>de</sup>	66%	69%	67%	71% <sup>de</sup>	68%	72% <sup>de</sup>	71% <sup>de</sup>	60%	72% <sup>de</sup>	66%	71% <sup>de</sup>	70% <sup>de</sup>	60%	71% <sup>de</sup>
I've heard of them but not used them in the last 12 months	322	128	15	67	101	87	92	19	13	188	32	81	89	99	32	10	170	42	58	150
	6%	7%	6%	8%	6%	4%	11% <sup>de</sup> 10% <sup>fb</sup>	5%	8%	5%	6%	4%	4%	13% <sup>de</sup> 14% <sup>fb</sup>	12% <sup>de</sup> 11% <sup>fb</sup>	10% <sup>de</sup> 10% <sup>fb</sup>	4%	7%	7%	
I've not heard of them before	192	36	4	13	64	57	40	17	9	121	26	60	47	62	13	6	107	19	8	6
	4%	2%	1%	1%	4%	3%	5% <sup>de</sup>	5%	5%	3%	5%	3%	2%	8% <sup>de</sup> 8% <sup>fb</sup>	5%	6%	3%	1%	1%	
NET Any usage	4647	1642	219	800	1589	1877	684	318	143	3466	461	1821	1891	585	218	83	3712	301	767	1591
	90%	91%	92%	91%	41% <sup>de</sup> 41% <sup>fb</sup>	42% <sup>de</sup> 45% <sup>fb</sup>	84%	89% <sup>de</sup>	87%	72% <sup>de</sup>	89%	49% <sup>de</sup> 50% <sup>fb</sup>	43% <sup>de</sup> 43% <sup>fb</sup>	78%	83%	84%	43% <sup>de</sup> 45% <sup>fb</sup>	83%	92%	91%

Question focuses on packets and parcels since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r  
 \* small base

QJ1\_1. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Royal Mail

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
I've used them to send a packet or parcel	3087	190	2849	48	874	2036	177	3019	40	12	6	3071	10
60%		57%	60%	50%	59%	61%	55%	91% <sup>gh</sup>	34%	25%	79%	95% <sup>gh</sup>	39%
They've delivered a packet or parcel	3592	195	3352	45	1032	2382	178	3494	51	31	1	3576	15
70%		58%	71% <sup>ac</sup>	56%	69% <sup>kl</sup>	71% <sup>kl</sup>	55%	70% <sup>gh</sup>	44%	66%	11%	70% <sup>gh</sup>	57%
I've heard of them but not used them in the last 12 months	322	8	305	8	68	215	39	298	11	6	2	315	5
6%		2%	6% <sup>ac</sup>	10% <sup>ac</sup>	5%	6%	12% <sup>de</sup>	6%	9%	13%	21%	6%	21%
I've not heard of them before	192	26	161	6	61	107	25	162	22	4	-	188	4
4%		8% <sup>b</sup>	3%	7%	4%	3%	8% <sup>de</sup>	3%	19% <sup>gh</sup>	9%	-	4%	16%
NET Any usage	4647	301	4280	66	1362	3026	259	4503	84	37	6	4624	16
90%		90%	90%	82%	81% <sup>kl</sup>	80% <sup>kl</sup>	80%	91% <sup>gh</sup>	72%	79%	79%	90% <sup>gh</sup>	63%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ1\_1.** For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Royal Mail

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
I've used them to send a packet or parcel	3087	896	870	661	651	297	294	304	304	286	289	-	435	226	235	218	197
60%	69%cd	66%cd	51%	50%	69%klmnop	68%klmnop	71%klmnop	68%klmnop	69%klmnop	70%klmnop	-	63%p	48%	54%	53%	45%	
They've delivered a packet or parcel	3592	954	892	893	853	312	330	312	304	295	292	-	571	321	287	264	303
70%	74%bcd	69%	69%	66%	72%ce	77%klmnop	73%ce	66%	72%	70%	-	70%	68%	66%	63%	69%	
I've heard of them but not used them in the last 12 months	322	60	55	95	113	19	23	18	29	15	11	-	46	49	44	35	34
6%	7%ab	4%	7%ab	5%ab	4%	3%	4%	6%	4%	3%	-	6%	11%efghj	10%efghj	8%	8%	
I've not heard of them before	192	74	104	4	10	25	17	32	42	32	30	-	2	2	2	2	6
4%	6%cd	7%cd	+	1%	6%klmnop	6%klmnop	7%klmnop	6%klmnop	6%klmnop	6%klmnop	-	-	+	+	1%	+	1%
NET Any usage	4647	1156	1132	1192	1167	308	391	377	392	365	375	-	770	422	391	379	397
90%	90%	86%	92%b	90%	90%	91%b	88%	85%	89%	90%	-	84%efghlm	69%	89%	91%b	91%b	

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/gh/hj/kl/mnop  
 \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ1\_2.** For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Citipost

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	2581	-	2581	241	616	1242	1329	309	319	492	369	481	377	234	628	861	1092	611	2411	149	2581
Weighted Base	2581	**	2581	312	638	1256	1312	347	305	527	384	438	317	263	652	912	1017	579	2333	227	2581
Effective Base	1390	-	1390	144	342	676	706	180	181	269	211	264	162	129	360	480	551	291	1271	108	2581
I've used them to send a packet or parcel	38	-	38	27	5	26	11	20	3	7	8	-	-	-	23	15	-	-	26	11	21
1%	1%	-	1%	9% <b>cd</b>	1%	2%	1%	6% <b>klm</b>	1%	1%	2% <b>kl</b>	-	-	-	4% <b>opq</b>	2% <b>opq</b>	-	-	1%	5% <b>rs</b>	1%
They've delivered a packet or parcel	65	-	65	22	10	41	24	10	8	22	12	8	4	2	17	33	14	6	60	4	67
3%	-	3%	7% <b>cd</b>	7% <b>cd</b>	2%	3%	2%	3%	3%	4%	3%	2%	1%	1%	3%	6% <b>opq</b>	1%	1%	3%	2%	3%
I've heard of them but not used them in the last 12 months	298	-	298	16	80	178	120	4	16	50	67	79	41	33	20	125	152	73	280	16	313
12%	-	12%	5%	13% <b>cd</b>	14% <b>f</b>	9%	1%	5% <b>op</b>	11% <b>op</b>	17% <b>op</b>	18% <b>op</b>	13% <b>op</b>	13% <b>op</b>	12% <b>op</b>	3%	14% <b>un</b>	15% <b>un</b>	13% <b>un</b>	12%	7%	12%
I've not heard of them before	2187	-	2187	253	542	1017	1157	316	279	444	298	350	272	228	595	742	851	500	1970	197	2184
85%	-	85%	81%	85% <b>cd</b>	81%	81%	83% <b>cd</b>	81% <b>klj</b>	81% <b>klj</b>	84%	79%	80%	83%	82% <b>cd</b>	81% <b>opq</b>	81%	84%	86%	84%	87%	85%
NET Any usage	96	-	96	43	15	61	35	27	10	25	20	8	4	2	37	45	14	6	83	13	84
4%	-	4%	14% <b>d</b>	14% <b>d</b>	2%	5% <b>f</b>	3%	8% <b>klm</b>	3%	5% <b>un</b>	5% <b>un</b>	2%	1%	1%	6% <b>opq</b>	6% <b>opq</b>	1%	1%	4%	6%	3%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - aD - dD - eH - ghIjKlM - nOpQ - rS  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_2. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Citipost

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2581	635	760	544	642	1395	1186	1356	1178	327	323	658	663	425	1644	331	2109	-	-	-
Weighted Base	2581	475	746	625	735	1221	1360	1530	1000	361	332	649	649	412	1629	366	2081	**	**	**
Effective Base	1390	255	425	317	396	679	712	749	639	182	183	372	348	203	902	184	1126	-	-	-
I've used them to send a packet or parcel	38	17	10	8	3	27	10	34	1	4	4	7	5	17	16	4	33	-	-	-
1%	0%	2%	1%	1%	0%	2%	1%	2%	0%	1%	1%	1%	1%	4%	1%	1%	2%	-	-	-
They've delivered a packet or parcel	65	23	19	13	9	46	22	52	10	6	5	20	12	21	36	6	58	-	-	-
3%	5%	3%	2%	1%	4%	3%	2%	3%	1%	2%	1%	3%	2%	5%	2%	3%	3%	-	-	-
I've heard of them but not used them in the last 12 months	298	39	88	84	87	127	171	173	124	48	30	83	83	38	195	48	236	-	-	-
12%	8%	12%	13%	12%	10%	13%	11%	13%	12%	13%	9%	13%	13%	9%	13%	13%	11%	-	-	-
I've not heard of them before	2187	399	631	520	637	1030	1157	1276	855	306	293	541	548	339	1363	311	1759	-	-	-
85%	84%	85%	83%	87%	84%	85%	83%	83%	86%	85%	88%	83%	85%	82%	85%	85%	84%	-	-	-
NET Any usage	96	37	26	20	12	64	32	81	12	7	9	26	18	35	52	7	87	-	-	-
4%	8%	4%	3%	2%	5%	2%	6%	7%	1%	2%	3%	4%	3%	8%	2%	4%	-	-	-	-

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_2. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Citipost

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1784	797	332	1281	523	440	337	139	141	142	140	144	143	144	144	144	84	439
Weighted Base	2581	2219	362	115*	2169	217	124	71	105	283	213	188	227	240	339	354	221	29*	188
Effective Base	1390	1169	225	73	1037	274	252	239	123	125	125	123	126	126	130	123	127	37	237
I've used them to send a packet or parcel	38	35	3	-	35	2	1	-	2	2	-	2	2	2	15	7	3	-	2
%	2%	2%	1%	-	2%	1%	-	-	2%	1%	-	1%	1%	1%	4%	2%	2%	-	1%
They've delivered a packet or parcel	65	47	17	7	55	5	4	1	5	7	9	5	4	2	13	3	6	2	2
%	3%	2%	5%	6%	3%	2%	3%	2%	5%	2%	4%	3%	2%	1%	4%	1%	3%	5%	1%
I've heard of them but not used them in the last 12 months	298	250	48	11	251	24	16	7	8	46	32	22	27	36	27	30	23	2	22
12%	11%	13%	9%	12%	11%	13%	9%	9%	8%	16%	15%	12%	12%	15%	8%	9%	10%	2	12%
I've not heard of them before	2167	1890	297	97	1834	187	103	63	89	228	172	155	185	201	280	314	189	24	162
85%	85%	82%	84%	85%	85%	86%	83%	89%	85%	81%	81%	84%	86%	84%	85%	89%	85%	84%	86%
NET Any usage	96	78	17	7	84	6	5	1	7	9	9	7	5	4	23	10	9	2	4
4%	4%	5%	6%	4%	3%	4%	2%	7%	3%	4%	4%	2%	2%	7%	3%	4%	5%	2%	

Question focuses on packets and parcels since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_2. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Citipost

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2581	908	118	495	857	1021	391	172	102	1878	274	908	1012	413	126	74	1920	200	-	-
Weighted Base	2581	881	142*	445	879	982	411	187	90*	1861	277	882	995	451	146*	59*	1876	205	-**	-**
Effective Base	1390	480	64	261	448	531	227	106	62	978	166	471	530	240	79	45	1001	120	-	-
I've used them to send a packet or parcel	38	4	1	-	22	13	1	2	-	35	2	18	15	4	-	-	33	-	-	-
	1%	1%	1%	-	3% <b>(d)</b>	1%	1%	1%	-	2%	1%	2%	2%	1%	-	-	2%	-	-	-
They've delivered a packet or parcel	65	19	1	5	27	21	8	2	6	48	9	25	18	12	4	7	43	10	-	-
	3%	2%	1%	1%	3%	2%	2%	1%	7% <b>(d)</b>	3%	3%	3%	2%	3%	2%	11% <b>(k)(m)(o)</b>	2%	5% <b>(j)</b>	-	-
I've heard of them but not used them in the last 12 months	298	122	27	58	131	111	37	9	9	242	18	99	125	46	21	4	224	26	-	-
	12%	14%	19%	13%	15% <b>(d)(g)</b>	11% <b>(g)</b>	9%	5%	10%	13% <b>(g)</b>	7%	11%	13%	10%	15%	8%	12%	12%	-	-
I've not heard of them before	2187	737	113	382	701	841	366	173	75	1542	249	740	842	390	121	48	1582	169	-	-
	85%	84%	80%	86%	80%	89% <b>(d)</b>	89% <b>(d)</b>	93% <b>(d)</b>	83%	83%	90% <b>(d)</b>	84%	85%	86%	83%	81%	84%	82%	-	-
NET Any usage	96	22	2	5	47	30	9	4	6	77	10	42	27	15	4	7	70	11	-	-
	4%	3%	1%	1%	5% <b>(d)</b>	3%	2%	2%	7%	4%	4%	5%	3%	3%	3%	11% <b>(k)(m)(o)</b>	4%	5%	-	-

Question focuses on packets and parcels since Q3 2022  
 Proportions: Mears, Column: Tested (5% risk level) - 2d/c - d/(g/h/i) - k/(m/o/p/q) - r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ1\_2. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Citipost

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2581	175	2363	43	812	1599	170	2512	38	19	2	2569	10
Weighted Base	2581	180*	2361	40**	782	1616	183	2498	52**	16**	3**	2567	11**
Effective Base	1390	99	1268	23	435	849	108	1345	27	12	2	1383	5
I've used them to send a packet or parcel	38	8	29	-	17	19	2	36	2	-	-	38	-
	1%	5%	1%	-	2%	1%	1%	1%	3%	-	-	1%	-
They've delivered a packet or parcel	65	-	61	3	15	43	6	63	2	-	-	65	-
	3%	-	3%	8%	2%	3%	3%	3%	3%	-	-	3%	-
I've heard of them but not used them in the last 12 months	298	13	279	6	96	190	12	294	-	4	-	298	-
	12%	7%	12%	14%	12%	12%	7%	12%	-	23%	-	12%	-
I've not heard of them before	2187	158	1998	32	654	1370	163	2111	49	12	3	2173	11
	85%	88%	85%	79%	84%	85%	89%	85%	94%	77%	100%	85%	100%
NET Any usage	96	9	84	3	32	56	8	93	3	-	-	96	-
	4%	5%	4%	8%	4%	3%	4%	4%	6%	-	-	4%	-

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mears, columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ1\_2. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Citipost**

Base : All participants

Total	Quarter				Month											
	Q1 2022 (g)	Q2 2022 (c)	Q3 2022 (c)	Q4 2022 (g)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2581	1290	1291	-	-	430	430	430	430	430	431	-	-	-	-	-
Weighted Base	2581	1290	1291	**	**	432	431	427	464	412	416	**	**	**	**	**
Effective Base	1390	661	732	-	-	215	220	226	251	240	242	-	-	-	-	-
I've used them to send a packet or parcel	38	20	18	-	-	5	6	9	3	6	9	-	-	-	-	-
1%	2%	1%	-	-	1%	1%	2%	1%	1%	2%	-	-	-	-	-	-
They've delivered a packet or parcel	65	32	33	-	-	12	17	3	9	14	11	-	-	-	-	-
3%	2%	3%	-	-	3%	4%	1%	2%	3%	3%	-	-	-	-	-	-
I've heard of them but not used them in the last 12 months	298	156	142	-	-	60	45	51	55	52	35	-	-	-	-	-
12%	12%	11%	-	-	14%	10%	12%	12%	13%	8%	-	-	-	-	-	-
I've not heard of them before	2187	1083	1105	-	-	355	364	364	397	343	365	-	-	-	-	-
85%	84%	86%	-	-	82%	84%	85%	86%	83%	86%	-	-	-	-	-	-
NET Any usage	96	51	44	-	-	17	22	12	11	17	16	-	-	-	-	-
4%	4%	3%	-	-	4%	5%	3%	2%	4%	4%	-	-	-	-	-	-

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_3. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Collect +

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
I've used them to send a packet or parcel	355	-	355	89	205	145	210	47	77	92	63	45	22	8	125	155	75	30	312	7	378
7%	-	-	7%	13% <i>cd</i>	7%	6%	8%	7% <i>km</i>	12% <i>ghim</i>	9% <i>klm</i>	9% <i>klm</i>	6% <i>lm</i>	3%	2%	9% <i>opq</i>	9% <i>opq</i>	4%	3%	7%	8%	7%
They've delivered a packet or parcel	543	-	543	116	332	235	309	76	122	146	103	64	25	8	108	249	97	33	461	81	548
11%	-	-	11%	18% <i>cd</i>	12%	9%	12%	11% <i>klm</i>	13% <i>ghim</i>	11% <i>klm</i>	11% <i>klm</i>	7% <i>lm</i>	4%	2%	13% <i>opq</i>	14% <i>opq</i>	5%	3%	10%	13%	11%
I've heard of them but not used them in the last 12 months	1556	-	1556	186	1099	670	850	177	184	322	245	314	169	143	361	571	625	311	1394	147	1480
30%	-	-	30%	27%	39% <i>cd</i>	27%	33%	26%	28%	32% <i>ij</i>	35% <i>klm</i>	34% <i>kl</i>	27%	27%	27%	33% <i>no</i>	30%	30%	30%	28%	29%
I've not heard of them before	2804	-	2804	321	1256	1498	1291	406	290	476	324	513	427	368	695	799	1309	796	2510	274	2854
54%	-	-	54%	46%	44%	53% <i>d</i>	49%	45% <i>klh</i>	44%	47%	45%	55% <i>hij</i>	41% <i>ghijk</i>	41% <i>ghijk</i>	33% <i>o</i>	46%	33% <i>no</i>	43% <i>opq</i>	55%	52%	56%
NET Any usage	801	-	801	192	475	345	456	107	179	218	145	99	38	15	285	363	153	53	686	110	818
16%	-	-	16%	29% <i>d</i>	17%	14%	17%	19% <i>klm</i>	27% <i>ghiklm</i>	21% <i>ghim</i>	20% <i>klm</i>	11% <i>lm</i>	6%	3%	21% <i>opq</i>	21% <i>opq</i>	7% <i>kl</i>	5%	15%	21%	16%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - sd - cd - ei - ghijklm - no/pq - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ1\_3. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Collect +**

**Base : All participants**

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
I've used them to send a packet or parcel	355	77	109	88	81	186	169	269	79	37	31	93	100	79	223	39	305	48	157	11
7%	7%	8%	7%	8%	6%	7%	6%	9%	4%	6%	5%	7%	7%	10%	7%	6%	7%	8%	8%	8%
They've delivered a packet or parcel	543	122	181	117	123	303	241	414	122	53	54	136	139	134	329	53	466	94	235	19
19%	10%	11%	10%	9%	12%	9%	15%	6%	8%	8%	10%	10%	16%	10%	8%	11%	19%	12%	15%	
I've heard of them but not used them in the last 12 months	1556	212	505	370	470	717	840	973	560	184	196	422	429	218	1047	185	1282	214	891	59
30%	22%	32%	31%	33%	28%	32%	32%	28%	29%	29%	30%	32%	31%	27%	31%	29%	30%	40%	46%	45%
I've not heard of them before	204	551	825	628	789	1386	1418	1492	1269	371	392	717	735	406	1834	376	2284	106	669	48
54%	39%	52%	53%	55%	55%	54%	49%	53%	59%	54%	54%	54%	50%	54%	58%	54%	54%	35%	35%	36%
NET Any usage	801	172	264	179	186	436	365	610	183	84	80	200	209	190	488	86	684	130	358	25
16%	18%	17%	15%	13%	17%	14%	20%	9%	13%	12%	15%	15%	23%	14%	13%	16%	24%	19%	19%	

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QJ1\_3. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Collect +

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
I've used them to send a packet or parcel	355	308	48	14	294	30	18	13	13	25	37	25	43	43	51	41	17	4	26
%	7%	7%	7%	7%	7%	7%	7%	9%	6%	5%	9% <sup>sd</sup>	7%	9% <sup>sd</sup>	9% <sup>sd</sup>	7%	6%	4%	7%	7%
They've delivered a packet or parcel	543	458	85	23	451	51	23	18	25	90	32	38	44	35	99	84	43	5	45
%	11%	10%	12%	12%	10%	12%	8%	13%	12% <sup>sd</sup>	16%	7%	10%	10%	7%	15% <sup>sd</sup>	12%	10%	9%	12% <sup>sd</sup>
I've heard of them but not used them in the last 12 months	1556	1342	215	45	1325	128	69	35	58	174	152	113	140	158	171	233	125	17	111
%	30%	30%	30%	24%	31% <sup>sd</sup>	29%	28%	25%	28%	31%	38% <sup>sd</sup>	30%	31%	33% <sup>sd</sup>	25%	33%	28%	33%	29%
I've not heard of them before	2804	2412	392	115	2347	236	144	80	118	319	211	203	234	254	376	365	266	28	208
%	54%	54%	54%	60%	54%	54%	57%	56%	57%	56%	50%	54%	51%	53%	55%	52%	60% <sup>sd</sup>	53%	55%
NET Any usage	801	685	116	31	666	70	37	28	33	72	62	59	80	67	130	109	53	7	63
%	16%	15%	16%	16%	15%	16%	15%	20% <sup>sd</sup>	16%	13%	15%	16%	18%	14%	19% <sup>sd</sup>	15%	12%	14%	16%

Question focuses on packets and parcels since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_3. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Collect +

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
I've used them to send a packet or parcel	355	139	11	33	124	139	50	29	10	263	39	178	127	28	15	5	306	21	109	107
	7%	8% <sup>bc</sup>	5%	4%	7%	7%	6%	8%	6%	7%	8%	13% <sup>km</sup>	13% <sup>km</sup>	3%	6%	6%	8% <sup>km</sup>	6%	13% <sup>ks</sup>	6%
They've delivered a packet or parcel	543	154	14	40	158	240	92	34	12	398	46	177	252	88	14	9	429	22	189	159
	11%	9% <sup>bc</sup>	6%	5%	9%	12% <sup>cd</sup>	11%	10%	7%	11%	9%	9%	12% <sup>kmq</sup>	12% <sup>kmq</sup>	5%	9%	11% <sup>md</sup>	6%	23% <sup>sa</sup>	9%
I've heard of them but not used them in the last 12 months	1556	523	70	225	521	626	246	96	63	1147	159	636	620	187	80	29	1255	108	331	834
	30%	29%	29%	26%	30%	31%	30%	27%	38%	30%	31%	32% <sup>km</sup>	31% <sup>km</sup>	25%	30%	29%	31% <sup>km</sup>	30%	40%	48% <sup>kr</sup>
I've not heard of them before	2804	1023	145	588	988	1053	443	198	82	2041	280	1015	1068	452	161	56	2083	216	227	677
	54%	57%	61%	67% <sup>ba</sup>	56%	52%	54%	56%	50%	54%	54%	52%	53%	61% <sup>klp</sup>	61% <sup>klp</sup>	57%	52%	60% <sup>klp</sup>	27%	39% <sup>kr</sup>
NET Any usage	801	259	23	67	245	342	127	60	20	586	80	310	341	107	23	14	651	37	275	237
	16%	14% <sup>cs</sup>	10%	8%	14%	17%	16%	17%	12%	16%	15%	19% <sup>kmq</sup>	17% <sup>kmq</sup>	14%	9%	14%	16% <sup>kmq</sup>	10%	23% <sup>cs</sup>	14%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base

QJ1\_3. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Collect +

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
I've used them to send a packet or parcel	355	30	322	3	118	221	16	345	6	4	-	355	*
7%	9%	7%	4%	8%	7%	5%	7%	5%	5%	5%	-	7%	1%
They've delivered a packet or parcel	543	46	481	17	172	339	32	503	29	10	-	542	2
11%	14%	10%	21% <b>b</b>	12%	10%	10%	10%	10%	25% <b>gh</b>	21%	-	11%	6%
I've heard of them but not used them in the last 12 months	1556	86	1445	26	419	1044	93	1494	30	16	5	1541	11
30%	26%	30%	32%	28%	31%	29%	30%	30%	26%	35%	66%	30%	41%
I've not heard of them before	2804	184	2582	37	816	1802	186	2719	52	16	3	2787	14
54%	55%	54%	47%	55%	54%	58%	55%	55%	45%	35%	34%	54%	53%
NET Any usage	801	64	720	17	255	503	44	751	35	14	-	799	2
16%	19%	15%	21%	17%	15%	14%	15%	15%	37% <b>gh</b>	30%	-	16%	6%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mears, Columnn Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ1\_3. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Collect +**

**Base : All participants**

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
I've used them to send a packet or parcel	355	73	66	101	115	16	30	27	22	12	33	-	61	40	26	47	42
7%	6%	5%	8%ab	9%ab	4%	7%b	6%	5%	3%	8%b	-	7%b	9%b	6%	11%abhi	10%abhi	
They've delivered a packet or parcel	543	106	89	182	167	28	29	48	28	33	28	-	123	59	49	47	70
11%	8%	7%	14%ab	13%ab	7%	7%	11%b	6%	8%	7%	-	15%abhi	12%abhi	11%b	11%b	16%abhi	
I've heard of them but not used them in the last 12 months	1558	209	183	604	560	86	73	50	79	52	52	-	371	233	202	181	177
39%	16%	14%	4%ab	4%ab	20%cd	17%	12%	17%	13%	13%	-	43%afghj	43%afghj	43%afghj	44%afghj	41%afghj	
I've not heard of them before	2804	925	975	430	474	305	305	316	342	319	314	-	280	150	164	149	160
54%	72%cd	72%cd	33%	37%	74%ghmnop	74%ghmnop	74%ghmnop	74%ghmnop	74%ghmnop	74%ghmnop	74%ghmnop	-	34%	32%	38%	35%	37%
NET Any usage	801	156	134	255	255	41	53	62	43	41	50	-	107	89	71	85	100
16%	12%	10%	20%ab	20%ab	9%	12%	14%	9%	10%	12%	-	20%efhi	19%efhi	16%efhi	20%efhi	23%efgh	

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_4. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DHL

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
I've used them to send a packet or parcel	363	-	363	120	175	195	167	70	70	108	46	39	13	17	140	154	69	30	282	77	305
	7%	-	7%	17% <sub>cd</sub>	6%	8%	6%	10% <sub>klm</sub>	11% <sub>klm</sub>	11% <sub>klm</sub>	6% <sub>d</sub>	4%	2%	3%	10% <sub>opq</sub>	9% <sub>opq</sub>	3%	3%	6%	15% <sub>rs</sub>	6%
They've delivered a packet or parcel	2016	-	2016	236	1118	971	1040	217	261	397	349	395	213	185	477	746	793	397	1928	395	2229
	39%	-	39%	34%	40%	39%	40%	31%	40% <sub>klp</sub>	37% <sub>klp</sub>	42% <sub>ghilm</sub>	42% <sub>ghilm</sub>	34%	35%	36%	43% <sub>opq</sub>	38%	34%	40%	34%	43%
I've heard of them but not used them in the last 12 months	2226	-	2226	201	1340	1069	1149	211	222	382	281	452	369	298	433	683	1129	667	2020	188	2129
	43%	-	43%	29%	47% <sub>cd</sub>	43%	44%	31%	34%	35% <sub>klp</sub>	39% <sub>klp</sub>	50% <sub>ghilm</sub>	50% <sub>ghilm</sub>	57% <sub>ghilm</sub>	32%	38% <sub>lm</sub>	54% <sub>lmno</sub>	50% <sub>lmno</sub>	44% <sub>rs</sub>	44% <sub>rs</sub>	41%
I've not heard of them before	687	-	687	166	261	343	335	219	120	158	67	48	43	32	338	225	123	75	565	112	617
	13%	-	13%	7% <sub>cd</sub>	9%	14%	13%	43% <sub>ghijklm</sub>	18% <sub>ijklm</sub>	11% <sub>ijklm</sub>	3% <sub>kl</sub>	5%	7%	6%	35% <sub>opq</sub>	33% <sub>opq</sub>	6%	6%	12%	21% <sub>rs</sub>	12%
NET Any usage	2248	-	2248	330	1229	1101	1143	290	310	476	369	416	222	196	570	845	834	418	2005	231	2415
	44%	-	44%	47%	43%	44%	44%	38%	46% <sub>klm</sub>	47% <sub>klm</sub>	51% <sub>klm</sub>	45% <sub>klm</sub>	35%	37%	42% <sub>klp</sub>	49% <sub>klp</sub>	40%	36%	44%	44%	47%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - aD - dD - eH - ghiljklm - nloplq - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_4. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DHL

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
I've used them to send a packet or parcel	363	110	108	77	68	218	145	282	76	53	39	81	95	87	214	55	302	55	105	3
	7%	12% <b>cd</b>	7%	7%	5%	3% <b>f</b>	6%	2% <b>gh</b>	4%	8%	6%	6%	7%	11% <b>lm</b>	6%	9%	7%	10% <b>n</b>	5%	2%
They've delivered a packet or parcel	2016	400	654	463	499	1054	961	1210	785	231	233	508	572	343	1311	232	1677	212	762	54
	39%	43% <b>d</b>	41% <b>d</b>	39%	35%	42% <b>f</b>	37%	39%	36%	35%	35%	38%	42% <b>n</b>	42%	39%	36%	40%	40%	40%	41%
I've heard of them but not used them in the last 12 months	2226	288	708	512	718	996	1230	1216	979	289	300	610	592	284	1502	294	1819	251	998	64
	43%	30%	44% <b>ab</b>	43% <b>a</b>	50% <b>abcd</b>	39%	47% <b>ae</b>	40%	49% <b>cd</b>	45% <b>cm</b>	46% <b>cm</b>	46% <b>cm</b>	43% <b>lm</b>	35%	45% <b>lm</b>	43%	47%	47%	52%	49%
I've not heard of them before	697	100	163	151	194	342	345	464	203	86	94	168	154	133	417	87	561	27	86	12
	13%	10% <b>cd</b>	10%	13%	13% <b>b</b>	13%	13%	15% <b>h</b>	10%	14%	14%	13%	11%	16% <b>lm</b>	12%	13%	13%	5%	4%	9%
NET Any usage	2248	477	723	515	533	1201	1048	1396	831	263	263	560	627	398	1450	266	1871	253	835	56
	44%	51% <b>cd</b>	45% <b>d</b>	44% <b>d</b>	37%	47% <b>d</b>	40%	45% <b>h</b>	41%	41%	40%	42%	46%	49% <b>lm</b>	43%	41%	44%	48%	44%	42%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QJ1\_4. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DHL

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
I've used them to send a packet or parcel	363	320	43	18	321	21	13	8	18	30	22	25	29	30	80	67	21	3	18
7%	7%	7%	5%	10%	7%	5%	5%	5%	6%	5%	5%	7%	6%	8%	12% <i>klmnop</i>	9%	5%	5%	5%
They've delivered a packet or parcel	2016	1687	328	97	1630	210	100	64	90	209	170	128	185	198	206	275	180	22	104
39%	38%	45% <i>a</i>	51% <i>a</i>	37%	38%	30% <i>cd</i>	46%	45% <i>d</i>	39%	37%	41% <i>cd</i>	34%	43% <i>lm</i>	41% <i>lm</i>	30%	39% <i>a</i>	41% <i>lm</i>	43%	51% <i>klmnop</i>
I've heard of them but not used them in the last 12 months	2226	1909	317	67	1905	162	107	52	90	246	186	184	196	226	263	312	202	21	142
43%	43%	44%	35%	44% <i>gh</i>	37%	43% <i>g</i>	36%	43%	44%	44%	44%	44%	43%	47% <i>g</i>	39%	44%	45% <i>g</i>	39%	37%
I've not heard of them before	697	625	62	20	599	42	34	22	26	90	52	54	54	40	141	84	48	7	35
13%	14% <i>cd</i>	9%	10%	14% <i>a</i>	10%	14%	14% <i>a</i>	13%	16% <i>lmj</i>	12%	14% <i>lmj</i>	13%	12%	8%	21% <i>klmnop</i>	12%	11%	13%	9%
NET Any usage	2248	1905	344	104	1844	229	106	69	93	230	187	138	206	214	274	310	193	25	204
44%	43%	48%	55% <i>a</i>	43%	53% <i>cd</i>	43%	48% <i>d</i>	44%	41%	44%	37%	45%	45%	45%	40%	44%	44%	48%	54% <i>klmnop</i>

Question focuses on packets and parcels since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/klmnop/q/r  
 \* small base

QJ1\_4. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DHL

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
I've used them to send a packet or parcel	363	89	9	25	151	146	42	18	5	207	23	167	138	39	13	3	305	17	110	52
	7%	5%	4%	3%	8% <b>d</b>	7%	5%	5%	3%	5% <b>d</b>	3%	8% <b>d</b>	7%	5%	5%	3%	8%	5%	4% <b>d</b>	3%
They've delivered a packet or parcel	2016	670	70	337	691	825	297	121	64	1515	185	834	800	239	92	36	1634	128	354	683
	39%	37%	30%	38%	39%	41%	36%	34%	39%	40%	36%	43% <b>m</b>	39% <b>m</b>	32%	35%	37%	41% <b>m</b>	35%	44% <b>s</b>	38%
I've heard of them but not used them in the last 12 months	2226	924	139	468	789	851	336	157	76	1640	233	829	864	330	118	49	1693	167	346	966
	43%	51%	59%	53%	45%	42%	41%	44%	46%	43%	45%	42%	43%	44%	45%	50%	42%	46%	42%	55% <b>r</b>
I've not heard of them before	687	168	25	62	177	260	154	59	22	436	81	198	268	152	44	10	466	55	39	85
	13%	9%	10%	7%	10%	13% <b>d</b>	19% <b>d</b>	17% <b>d</b>	14%	12%	16% <b>d</b>	10%	13% <b>k</b>	20% <b>k</b>	17% <b>k</b>	11%	12%	15% <b>k</b>	5%	5%
NET Any usage	2248	712	74	350	789	910	326	138	67	1699	204	934	895	263	101	39	1829	140	448	696
	44%	39%	31%	40%	45%	45%	40%	39%	40%	45% <b>d</b>	39%	49% <b>m</b>	45% <b>m</b>	35%	38%	39%	46% <b>m</b>	39%	53% <b>s</b>	40%

Question focuses on packets and parcels since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r  
 \* small base

QJ1\_4. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DHL

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
I've used them to send a packet or parcel	363	39	318	5	113	225	24	338	21	1	3	369	-
7%	13% <sup>ab</sup>	7%	7%	8%	7%	7%	7%	13% <sup>gh</sup>	15% <sup>gh</sup>	2%	33%	7%	-
They've delivered a packet or parcel	2016	130	1840	45	621	1299	95	1950	41	18	3	2010	3
39%	39%	39%	57% <sup>ab</sup>	42% <sup>cd</sup>	39% <sup>ef</sup>	30%	39%	35%	38%	34%	39%	39%	12%
I've heard of them but not used them in the last 12 months	2226	95	2113	18	566	1545	115	2166	19	22	2	2208	16
43%	28%	45% <sup>ac</sup>	22%	38%	46% <sup>cd</sup>	36%	44% <sup>gh</sup>	17%	48%	21%	43% <sup>kl</sup>	60%	
I've not heard of them before	687	74	597	16	213	380	94	638	35	5	2	678	7
13%	22% <sup>ab</sup>	13%	21%	14% <sup>ac</sup>	11%	29% <sup>de</sup>	13%	39% <sup>gh</sup>	12%	24%	13%	27%	
NET Any usage	2248	166	2037	45	711	1423	114	2160	62	19	5	2241	3
44%	50%	43%	57%	49% <sup>ab</sup>	43%	35%	44%	53%	40%	56%	44%	12%	

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ1\_4. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DHL**

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
I've used them to send a packet or parcel	363	110	90	72	90	36	38	38	39	28	24	-	49	23	31	30	30
	7%	8% <sup>ab</sup>	7%	6%	7%	8%	8%	9%	8%	7%	6%	-	6%	5%	7%	7%	7%
They've delivered a packet or parcel	2016	530	450	491	536	174	181	184	158	152	140	-	327	164	180	164	193
	39%	41% <sup>ab</sup>	35%	38%	41% <sup>ab</sup>	40%	42%	43% <sup>ab</sup>	37%	34%	34%	-	40%	35%	41%	39%	44% <sup>ab</sup>
I've heard of them but not used them in the last 12 months	2225	430	483	687	626	148	158	124	181	146	156	-	420	268	214	212	200
	43%	33%	37%	53% <sup>ab</sup>	49% <sup>ab</sup>	34%	37%	29%	43% <sup>ab</sup>	35%	36%	-	51% <sup>af</sup> <sup>ab</sup>	45% <sup>af</sup> <sup>ab</sup>	43% <sup>af</sup> <sup>ab</sup>	41% <sup>af</sup> <sup>ab</sup>	40% <sup>af</sup> <sup>ab</sup>
I've not heard of them before	687	263	300	57	67	85	80	97	98	96	106	-	34	22	23	17	27
	13%	20% <sup>cd</sup>	23% <sup>cd</sup>	4%	5%	19% <sup>h</sup> <sup>mnop</sup>	18% <sup>h</sup> <sup>mnop</sup>	22% <sup>h</sup> <sup>mnop</sup>	21% <sup>h</sup> <sup>mnop</sup>	22% <sup>h</sup> <sup>mnop</sup>	23% <sup>h</sup> <sup>mnop</sup>	-	4%	5%	5%	4%	6%
NET Any usage	2248	597	508	546	598	189	193	205	184	170	153	-	363	183	200	187	210
	44%	46% <sup>ab</sup>	39%	42%	46% <sup>ab</sup>	46% <sup>ab</sup>	45%	48% <sup>ab</sup>	40%	41%	37%	-	44%	39%	45% <sup>ab</sup>	45%	48% <sup>ab</sup>

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - <sup>a</sup>ab/c/d - e/gh/hj/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_5. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - FedEx

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	2868
I've used them to send a packet or parcel	269	-	269	116	121	158	111	40	79	93	25	20	8	3	119	118	32	12	208	59	269
They've delivered a packet or parcel	5%	-	5%	17% <b>d</b>	4%	8% <b>f</b>	4%	6% <b>g</b>	12% <b>g</b>	9% <b>g</b>	4% <b>h</b>	2%	1%	1%	9% <b>o</b>	7% <b>o</b>	2%	1%	5%	11% <b>r</b>	4%
I've heard of them but not used them in the last 12 months	1176	-	1176	156	650	583	589	158	167	263	183	220	98	88	324	446	406	166	1037	132	1176
I've not heard of them before	23%	-	23%	22%	23%	23%	22%	23% <b>g</b>	23% <b>g</b>	23% <b>g</b>	23% <b>g</b>	23% <b>g</b>	15%	17%	24% <b>o</b>	23% <b>o</b>	19%	16%	23%	25%	24%
NET Any usage	3035	-	3035	283	1831	1440	1582	322	304	495	435	616	470	392	626	931	1478	862	2763	248	3106
	59%	-	59%	40%	65% <b>c</b>	57%	60%	47%	47%	49%	61% <b>h</b>	66% <b>h</b>	74% <b>h</b>	75% <b>h</b>	47%	54% <b>n</b>	71% <b>n</b>	74% <b>n</b>	60% <b>s</b>	47%	60%
I've not heard of them before	752	-	752	171	264	373	375	180	120	186	87	77	59	42	300	273	178	101	639	105	752
	15%	-	15%	24% <b>d</b>	9%	15%	14%	14% <b>g</b>	11% <b>g</b>	11% <b>g</b>	1% <b>h</b>	6%	9%	9%	22% <b>o</b>	14% <b>o</b>	9%	9%	14%	20% <b>r</b>	13%
NET Any usage	1375	-	1375	246	735	701	670	187	228	335	194	234	105	92	415	529	430	197	1189	178	1377
	27%	-	27%	35% <b>d</b>	26%	28%	25%	27% <b>g</b>	35% <b>g</b>	33% <b>g</b>	27% <b>g</b>	25% <b>h</b>	17%	17%	31% <b>o</b>	31% <b>o</b>	21%	17%	26%	34% <b>r</b>	27%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - d - d - d - d - g - h - i - j - k - l - m - n - o - p - q - r - s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_5. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - FedEx

Base : All participants

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
I've used them to send a packet or parcel	269	88	66	65	50	154	115	223	46	18	21	90	82	50	192	20	244	52	97	7
5%	5%	7% <b>cdcd</b>	4%	6%	3%	5% <b>cd</b>	4%	7% <b>cd</b>	2%	3%	3%	7% <b>cd</b>	6% <b>cd</b>	6% <b>cd</b>	6% <b>cd</b>	3%	6% <b>cd</b>	10% <b>cd</b>	5%	5%
They've delivered a packet or parcel	1178	267	321	299	292	598	588	755	410	132	115	292	348	224	755	132	991	118	419	36
23%	23%	7% <b>cd</b>	20%	25% <b>cdcd</b>	20%	23%	22%	25% <b>cd</b>	20%	21%	18%	22%	25% <b>cd</b>	27% <b>cd</b>	22% <b>cd</b>	20%	23%	22%	22%	27%
I've heard of them but not used them in the last 12 months	3035	429	1009	684	912	1438	1596	1613	1384	387	414	767	827	409	2007	393	2461	349	1357	87
59%	59%	45%	63% <b>cd</b>	58% <b>cd</b>	63% <b>cd</b>	57%	61% <b>cd</b>	52%	69% <b>cd</b>	61% <b>cd</b>	63% <b>cd</b>	67% <b>cd</b>	60% <b>cd</b>	50%	60% <b>cd</b>	61%	58%	66%	71%	66%
I've not heard of them before	752	151	206	154	210	387	365	534	191	107	108	203	151	147	463	107	618	19	68	6
15%	15%	19% <b>cdcd</b>	13%	13%	15%	15%	14%	17% <b>cd</b>	10%	17% <b>cd</b>	16% <b>cd</b>	15% <b>cd</b>	11%	16% <b>cd</b>	14%	17%	12%	4%	4%	4%
NET Any usage	1375	335	378	339	322	713	661	928	437	144	136	369	394	258	899	147	1171	161	493	39
27%	27%	39% <b>cdcd</b>	24%	29% <b>cd</b>	22%	28%	25%	30% <b>cd</b>	22%	23%	21%	28% <b>cd</b>	29% <b>cd</b>	32% <b>cd</b>	27% <b>cd</b>	23%	28%	30%	26%	29%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_5. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - FedEx

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
I've used them to send a packet or parcel	269	248	21	4	229	24	9	7	5	22	17	19	23	19	70	45	8	3	21
5%		7% <b>ab</b>	3%	2%	5%	5%	4%	5%	2%	4%	4%	5% <b>ap</b>	5% <b>ap</b>	4%	10% <b>hjkimpr</b>	5% <b>op</b>	2%	5%	5% <b>h</b>
They've delivered a packet or parcel	1178	1016	180	47	963	127	53	32	47	150	90	83	98	102	196	148	108	9	116
23%	23%	23%	25%	22%	23% <b>afg</b>	22%	23%	22%	22%	27% <b>ik</b>	21%	17%	22%	21%	23%	21%	24% <b>ak</b>	18%	31% <b>hklmno</b>
I've heard of them but not used them in the last 12 months	3035	2575	460	101	2568	234	155	77	133	324	275	226	268	315	339	418	271	30	204
59%	58%	64% <b>ac</b>	53%	59% <b>ah</b>	54%	63% <b>afg</b>	54%	64% <b>hm</b>	57%	65% <b>kr</b>	60% <b>kn</b>	60% <b>kn</b>	60% <b>kn</b>	66% <b>kmr</b>	50%	60% <b>kn</b>	61% <b>kn</b>	58%	54%
I've not heard of them before	752	664	87	39	636	55	33	28	28	82	46	71	70	47	129	104	59	10	44
15%	15%	12%	21% <b>b</b>	15%	13%	13%	20% <b>deh</b>	13%	15%	11%	19% <b>jm</b>	15%	15%	10%	19% <b>jm</b>	15%	13%	20% <b>jm</b>	12%
NET Any usage	1375	1199	175	51	1133	144	59	38	48	159	105	78	117	117	211	185	113	12	133
27%	27%	24%	27%	26%	33% <b>afg</b>	24%	26%	23%	28%	25%	21%	26%	24%	24%	31% <b>km</b>	26%	25%	22%	35% <b>hklmnop</b>

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_5. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - FedEx

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
I've used them to send a packet or parcel	269	48	4	11	87	113	51	13	4	200	17	109	120	28	13	1	229	14	121	35
	5%	3%	2%	1%	5%	6%	6%	4%	3%	5%	3%	6%	6%	3%	5%	1%	6%	4%	14%	2%
They've delivered a packet or parcel	1176	339	28	152	407	469	177	77	39	878	116	497	449	154	49	20	947	69	244	329
	23%	19%	12%	17%	23%	23%	22%	24%	23%	22%	22%	25%	22%	21%	19%	20%	24%	19%	29%	19%
I've heard of them but not used them in the last 12 months	3035	1229	173	652	1070	1208	434	202	97	2278	299	1184	1196	394	162	60	2380	222	448	1345
	59%	68%	73%	74% <sup>ca</sup>	61% <sup>cf</sup>	69% <sup>cf</sup>	53%	57%	59%	60% <sup>ci</sup>	58%	60% <sup>km</sup>	59% <sup>km</sup>	53%	61%	61%	60% <sup>km</sup>	61% <sup>km</sup>	54%	77% <sup>kr</sup>
I've not heard of them before	752	198	33	66	207	270	163	65	25	478	91	198	298	178	40	17	496	57	46	47
	15%	11% <sup>cc</sup>	14% <sup>cc</sup>	8%	12%	13%	20% <sup>del</sup>	18% <sup>de</sup>	15%	13%	17% <sup>del</sup>	10%	15% <sup>ka</sup>	24% <sup>ka/impq</sup>	15%	18%	12% <sup>ka</sup>	16% <sup>ka</sup>	6% <sup>sa</sup>	3%
NET Any usage	1375	377	31	162	476	543	219	86	42	1019	128	579	533	174	61	21	1113	82	339	355
	27%	21% <sup>cb</sup>	13%	18%	27%	27%	27%	24%	28%	27%	25%	59% <sup>km/kl</sup>	26%	23%	23%	21%	28%	23%	41% <sup>cb</sup>	20%

Question focuses on packets and parcels since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r  
 \* small base

QJ1\_5. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - FedEx

Base : All participants

	Housebound			Disability			Internet access					Don't know (l)	
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)		NET: Have access to the internet (k)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
I've used them to send a packet or parcel	269	37	225	8	100	154	15	252	15	-	2	267	*
5%	31% <sup>ab</sup>	5%	10%	5%	5%	5%	5%	5%	15% <sup>gh</sup>	1%	22%	5%	*
They've delivered a packet or parcel	1176	78	1078	21	338	774	65	1122	32	12	2	1187	8
23%	23%	23%	26%	23%	23%	23%	20%	23%	28%	27%	22%	23%	31%
I've heard of them but not used them in the last 12 months	3035	143	2856	35	826	2047	162	2967	26	28	4	3021	11
59%	43%	60% <sup>abc</sup>	44%	55%	61% <sup>def</sup>	50%	60% <sup>gh</sup>	22%	60%	43%	69% <sup>kl</sup>	41%	
I've not heard of them before	752	87	648	16	247	417	87	692	43	6	3	741	7
15%	26% <sup>ab</sup>	14%	21%	17% <sup>ac</sup>	12%	27% <sup>de</sup>	14%	14%	37% <sup>gh</sup>	13%	34%	14%	28%
NET Any usage	1375	104	1242	28	416	884	74	1304	48	13	2	1385	8
27%	31%	26%	36%	28%	26%	23%	26%	26%	47% <sup>gh</sup>	27%	22%	27%	31%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/ef - gh/ij/kl  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_5. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - FedEx

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
I've used them to send a packet or parcel	269	66	47	76	80	28	11	27	17	18	13	-	45	31	31	31	18
5%	5%	4%	6% <sup>ab</sup>	6% <sup>ab</sup>	7% <sup>cd</sup>	3%	6%	4%	4%	3%	-	5%	7% <sup>ef</sup>	7% <sup>ef</sup>	8% <sup>gh</sup>	4%	
They've delivered a packet or parcel	1176	317	287	287	285	119	101	96	104	91	92	-	184	104	95	81	109
23%	25%	22%	22%	22%	23% <sup>cd</sup>	19%	23%	22%	22%	22%	-	22%	22%	22%	20%	25%	
I've heard of them but not used them in the last 12 months	3035	635	606	901	893	209	223	203	219	200	187	-	573	328	288	299	296
59%	49%	47%	71% <sup>ab</sup>	63% <sup>ab</sup>	48%	52%	48%	47%	49%	45%	-	73% <sup>efgh</sup>	63% <sup>efgh</sup>	63% <sup>efgh</sup>	72% <sup>efgh</sup>	63% <sup>efgh</sup>	
I've not heard of them before	752	296	362	41	52	91	98	108	127	109	126	-	27	14	22	9	21
15%	23% <sup>cd</sup>	32% <sup>abcd</sup>	3%	4%	23% <sup>lmnop</sup>	23% <sup>lmnop</sup>	23% <sup>lmnop</sup>	23% <sup>lmnop</sup>	23% <sup>lmnop</sup>	23% <sup>lmnop</sup>	23% <sup>lmnop</sup>	-	3%	3%	5%	2%	5%
NET Any usage	1375	358	323	346	345	133	110	116	110	102	103	-	217	130	117	108	120
27%	28%	25%	27%	27%	31%	26%	27%	25%	25%	25%	-	27%	26%	27%	26%	27%	

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_6. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Evri

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2481	2883	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	282	5161
I've used them to send a packet or parcel	941	-	941	221	500	385	554	145	140	189	150	157	85	74	285	340	316	159	833	100	985
	18%	-	18%	32% <sup>cd</sup>	18%	15%	21% <sup>ae</sup>	21% <sup>im</sup>	22% <sup>im</sup>	19% <sup>il</sup>	21% <sup>im</sup>	17%	13%	14%	21% <sup>opq</sup>	20% <sup>opq</sup>	15%	14%	18%	19%	19%
They've delivered a packet or parcel	2922	-	2922	292	1587	1250	1658	326	342	543	461	561	386	303	668	1004	1250	689	2679	225	3186
	57%	-	57%	42% <sup>cd</sup>	50% <sup>cd</sup>	50%	53% <sup>ae</sup>	47%	52%	53%	64% <sup>ghj</sup>	61% <sup>ghj</sup>	61% <sup>ghj</sup>	63% <sup>ghj</sup>	50%	55% <sup>gh</sup>	49% <sup>gh</sup>	52% <sup>gh</sup>	61% <sup>rs</sup>	42%	62%
I've heard of them but not used them in the last 12 months	1023	-	1023	88	638	590	431	123	94	164	136	230	159	117	216	301	506	276	919	99	937
	20%	-	20%	13% <sup>cd</sup>	23% <sup>cd</sup>	23% <sup>il</sup>	16%	18%	14%	16%	19%	25% <sup>ghj</sup>	25% <sup>ghj</sup>	22% <sup>il</sup>	16%	17%	24% <sup>noo</sup>	24% <sup>noo</sup>	20%	19%	18%
I've not heard of them before	834	-	834	186	403	503	326	176	140	211	77	91	66	72	316	289	230	138	694	158	694
	16%	-	16%	2% <sup>cd</sup>	14%	20% <sup>cd</sup>	12%	25% <sup>ghjlm</sup>	21% <sup>ghjlm</sup>	21% <sup>ghjlm</sup>	11%	10%	10%	14%	24% <sup>opq</sup>	18% <sup>opq</sup>	11%	12%	14%	13%	13%
NET Any usage	3304	-	3304	423	1789	1420	1870	390	419	640	503	605	409	337	809	1144	1351	746	3008	274	3530
	64%	-	64%	61%	63%	57%	71% <sup>ae</sup>	57%	64% <sup>gh</sup>	63%	70% <sup>ghj</sup>	65% <sup>ghj</sup>	64% <sup>ghj</sup>	64%	60%	66% <sup>gh</sup>	65%	64%	66% <sup>rs</sup>	52%	68%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - aD - cD - eH - gH/i/j/k/l/m - nO/p/q - rS  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_6. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Evri

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
I've used them to send a packet or parcel	941	183	303	215	240	486	454	615	306	102	142	264	233	149	640	104	797	105	315	26
18%	19%	19%	18%	17%	19%	17%	17%	20% <b>g</b>	15%	16%	22%	20%	17%	18%	19%	16%	19%	20%	18%	20%
They've delivered a packet or parcel	2922	489	938	688	809	1425	1497	1661	1227	359	363	746	828	442	1937	384	2410	300	1060	76
57%	52%	59% <b>a</b>	53% <b>a</b>	56%	56%	57%	54%	61% <b>d</b>	56%	56%	55%	56%	60% <b>um</b>	54%	57%	56%	57%	57%	55%	58%
I've heard of them but not used them in the last 12 months	1023	140	341	235	308	481	542	572	435	134	124	280	263	134	668	134	826	109	476	31
20%	15%	21% <b>a</b>	20% <b>a</b>	21% <b>a</b>	19%	21%	19%	22% <b>a</b>	19%	21%	19%	21%	19%	16%	20%	21%	19%	21%	25%	23%
I've not heard of them before	834	230	201	181	222	431	403	550	243	101	109	200	197	175	506	102	691	57	219	12
16%	24% <b>bcde</b>	13%	15%	15%	17%	15%	19% <b>h</b>	12%	16%	16%	17%	15%	14%	22% <b>klm</b>	15%	16%	11%	11%	9%	
NET Any usage	3304	575	1052	762	915	1627	1677	1923	1334	404	425	859	912	505	2195	411	2734	364	1223	89
64%	61%	66% <b>a</b>	65%	63%	64%	64%	63%	66% <b>d</b>	63%	63%	65%	64%	66%	62%	65%	64%	64%	69%	64%	68%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_6. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Evri

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
I've used them to send a packet or parcel	941	789	151	49	794	67	60	19	40	92	86	62	96	108	108	108	95	6	62
18%	18%	21%	23% <sup>a</sup>	13% <sup>b</sup>	18%	16%	24% <sup>d</sup>	13%	19%	16%	20%	17%	21%	22% <sup>m</sup>	16%	15%	22%	11%	16%
They've delivered a packet or parcel	2922	2437	485	150	2380	307	150	85	126	295	265	216	260	293	269	401	276	36	271
57%	55%	57% <sup>a</sup>	71% <sup>a</sup>	21% <sup>d</sup>	55%	71% <sup>d</sup>	51% <sup>d</sup>	59%	60% <sup>h</sup>	62% <sup>i</sup>	60% <sup>j</sup>	55% <sup>k</sup>	63% <sup>l</sup>	61% <sup>m</sup>	40%	67% <sup>o</sup>	62% <sup>p</sup>	69% <sup>q</sup>	71% <sup>r</sup>
I've heard of them but not used them in the last 12 months	1023	914	109	22	897	54	47	25	41	127	81	76	96	89	148	164	74	6	48
20%	21% <sup>a</sup>	15%	12%	21% <sup>a</sup>	13%	19% <sup>a</sup>	17% <sup>a</sup>	20% <sup>h</sup>	23% <sup>i</sup>	19% <sup>j</sup>	20% <sup>k</sup>	21% <sup>l</sup>	19% <sup>m</sup>	22% <sup>o</sup>	23% <sup>o</sup>	17%	12%	13%	
I've not heard of them before	834	750	74	20	724	55	29	26	23	105	59	58	77	50	104	98	60	9	46
16%	17% <sup>a</sup>	10%	10%	17% <sup>a</sup>	13%	12%	19% <sup>a</sup>	11%	19% <sup>h</sup>	14%	16%	17% <sup>h</sup>	10%	23% <sup>h</sup>	14%	14%	17%	12%	
NET Any usage	3304	2764	539	149	2717	324	171	91	146	333	286	241	282	341	336	444	309	37	287
64%	62%	75% <sup>a</sup>	76% <sup>a</sup>	63%	75% <sup>d</sup>	69% <sup>d</sup>	64%	70% <sup>h</sup>	69% <sup>i</sup>	67% <sup>j</sup>	64% <sup>k</sup>	62% <sup>l</sup>	71% <sup>m</sup>	50%	63% <sup>o</sup>	70% <sup>o</sup>	71% <sup>o</sup>	75% <sup>r</sup>	

Question focuses on packets and parcels since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QJ1\_6. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Evri

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <€11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
I've used them to send a packet or parcel	941	378	39	163	318	380	156	49	33	698	82	380	381	112	49	12	761	61	172	275
	18%	21%	16%	19%	18%	19%	19%	14%	20%	18%	16%	19%	19%	15%	19%	12%	19%	17%	31%	16%
They've delivered a packet or parcel	2922	1114	154	563	1048	1154	422	189	88	2202	277	1207	1147	354	135	55	2354	190	446	990
	57%	62%	65%	64%	60% <sup>f</sup>	57% <sup>f</sup>	52%	54%	54%	58% <sup>f</sup>	54%	62% <sup>f</sup> <sup>m</sup> <sup>n</sup>	57% <sup>f</sup> <sup>m</sup> <sup>n</sup>	47%	51%	56%	59% <sup>f</sup> <sup>m</sup>	52%	54%	57%
I've heard of them but not used them in the last 12 months	1023	376	52	184	331	398	174	71	37	729	108	330	409	180	60	24	738	84	181	434
	20%	21%	22%	21%	19%	20%	21%	20%	23%	19%	21%	17%	20% <sup>k</sup>	24% <sup>k</sup>	23%	24%	19%	23% <sup>k</sup>	22%	25%
I've not heard of them before	834	200	23	82	242	320	164	65	26	562	91	272	329	159	47	13	601	60	94	194
	16%	11%	10%	9%	14%	16%	20% <sup>d</sup>	19%	16%	15%	18%	14%	16%	21% <sup>k</sup> <sup>p</sup>	18%	13%	15%	16%	11%	11%
NET Any usage	3304	1230	162	614	1180	1304	478	217	102	2484	319	1360	1290	406	157	62	2650	219	558	1119
	64%	68%	68%	70%	67% <sup>f</sup>	65% <sup>f</sup>	59%	61%	62%	60% <sup>f</sup>	61%	69% <sup>f</sup> <sup>m</sup> <sup>n</sup>	65% <sup>f</sup> <sup>m</sup> <sup>n</sup>	54%	60%	62%	66% <sup>f</sup> <sup>m</sup>	60%	67%	64%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base

QJ1\_6. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Evri

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
I've used them to send a packet or parcel	941	57	872	12	302	578	61	898	29	12	1	937	3
18%	17%	18%	15%	20%	17%	19%	18%	25%	25%	11%	16%	10%	10%
They've delivered a packet or parcel	2922	172	2702	47	881	1895	147	2855	34	22	2	2910	10
57%	52%	57%	59%	59% <b>kl</b>	57% <b>kl</b>	45%	58% <b>lh</b>	29%	46%	22%	57% <b>lh</b>	39%	39%
I've heard of them but not used them in the last 12 months	1023	37	978	10	234	726	63	982	19	12	4	1013	6
20%	11%	21% <b>la</b>	13%	16%	22% <b>ld</b>	20%	20%	17%	26%	43%	20%	24%	24%
I've not heard of them before	834	95	722	17	258	497	80	782	37	6	2	825	7
16%	28% <b>lb</b>	15%	22%	17%	15%	25% <b>ld</b>	16%	32% <b>lh</b>	13%	24%	16%	27%	27%
NET Any usage	3304	203	3049	52	998	2126	180	3200	60	29	3	3289	13
64%	61%	64%	65%	67% <b>kl</b>	63% <b>kl</b>	56%	63% <b>lh</b>	52%	61%	33%	64%	49%	49%

Question focuses on packets and parcels since Q3 2022  
 Proportions: Mears; Columns: Tested (5% risk level) - a/b/c - d/ef - gh/i/j/kl  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ1\_6. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Evri**

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
I've used them to send a packet or parcel	941	258	235	211	236	75	91	93	70	70	95	-	148	62	70	82	85
18%	20%	18%	16%	18%	17%	21% <sup>ab</sup>	22% <sup>ab</sup>	15%	17%	23% <sup>abmm</sup>	-	18%	13%	16%	20%	19%	
They've delivered a packet or parcel	2922	787	699	719	718	263	260	264	252	221	226	-	463	255	239	222	257
57%	61% <sup>abcd</sup>	54%	56%	56%	61%	60%	62%	54%	54%	54%	-	57%	54%	55%	53%	59%	
I've heard of them but not used them in the last 12 months	1023	200	208	323	293	74	70	55	87	58	62	-	187	135	101	100	91
20%	15%	16%	25% <sup>ab</sup>	23% <sup>ab</sup>	17%	16%	13%	19%	14%	15%	-	23% <sup>abj</sup>	23% <sup>afotjlp</sup>	21% <sup>abj</sup>	21% <sup>abj</sup>	21% <sup>abj</sup>	
I've not heard of them before	834	234	312	140	148	77	73	84	104	114	94	-	89	51	52	51	45
16%	18% <sup>abcd</sup>	24% <sup>abcd</sup>	11%	11%	18% <sup>abmp</sup>	17% <sup>abp</sup>	20% <sup>abmmop</sup>	22% <sup>abmmop</sup>	24% <sup>abgmmno</sup>	23% <sup>abmmop</sup>	-	11%	11%	12%	12%	10%	
NET Any usage	3304	855	772	823	845	280	288	267	272	240	259	-	542	286	284	265	301
64%	66% <sup>ab</sup>	60%	64%	66% <sup>ab</sup>	65%	67%	67% <sup>ab</sup>	59%	58%	62%	-	65% <sup>ab</sup>	61%	65%	64%	68% <sup>ab</sup>	

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - <sup>ab</sup>/<sub>cd</sub> - <sup>ab</sup>/<sub>ghijklmnop</sub>  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_7. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Interlink

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	2581	-	2581	241	616	1242	1329	309	319	492	369	481	377	234	628	861	1092	611	2411	149	2581
Weighted Base	2581	**	2581	312	638	1256	1312	347	305	527	384	438	317	263	652	912	1017	579	2333	227	2581
Effective Base	1390	-	1390	144	342	676	706	180	181	269	211	264	162	129	360	480	551	291	1271	108	2581
I've used them to send a packet or parcel	43	-	43	30	11	28	15	8	5	18	8	2	2	-	13	26	4	2	40	2	31
	2%	-	2%	10% <i>cd</i>	2%	2%	1%	2%	2%	3% <i>km</i>	2%	*	1%	-	2%	3%	3%	*	2%	1%	1%
They've delivered a packet or parcel	71	-	71	12	15	34	37	1	10	17	21	13	5	5	10	37	24	10	70	2	84
	3%	-	3%	4%	2%	3%	3%	*	3%	4%	5%	3%	2%	2%	4%	14%	2%	2%	3%	1%	3%
I've heard of them but not used them in the last 12 months	525	-	525	27	146	255	268	12	17	114	109	124	74	75	29	223	273	149	494	26	545
	20%	-	20%	9%	23% <i>cd</i>	20%	20%	3%	6%	22% <i>gh</i>	29% <i>gh</i>	28% <i>gh</i>	23% <i>gh</i>	29% <i>gh</i>	4%	24% <i>un</i>	27% <i>un</i>	26% <i>un</i>	21% <i>rs</i>	11%	21%
I've not heard of them before	1947	-	1947	246	466	942	994	327	275	381	246	299	236	182	602	629	716	418	1734	197	1926
	75%	-	75%	79%	73%	75%	76%	34% <i>ijklm</i>	30% <i>ijklm</i>	72%	65%	68%	74% <i>kl</i>	69%	33% <i>opq</i>	69%	70%	72%	74%	3%	75%
NET Any usage	109	-	109	37	26	60	49	8	13	33	27	15	7	5	21	60	28	12	105	4	110
	4%	-	4%	12% <i>cd</i>	4%	5%	4%	2%	4%	6%	7% <i>lm</i>	3%	2%	2%	3%	7% <i>npp</i>	3%	2%	4%	2%	4%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - *ab* - *cd* - *ef* - *gh*/*ijklm* - *n*/*op*/*q* - *rs*  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_7. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Interlink

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2581	635	760	544	642	1395	1186	1356	1178	327	323	658	663	425	1644	331	2109	-	-	-
Weighted Base	2581	475	746	625	735	1221	1360	1530	1000	361	332	649	649	412	1629	366	2081	**	**	**
Effective Base	1390	255	425	317	396	679	712	749	639	182	183	372	348	203	902	184	1126	-	-	-
I've used them to send a packet or parcel	43	29	7	6	1	36	7	39	4	3	3	7	11	18	21	3	39	-	-	-
	2%	5% <b>cd</b>	1%	1%	*	5% <b>d</b>	*	3% <b>h</b>	*	1%	1%	1%	2%	4% <b>km</b>	1%	3%	2%	-	-	-
They've delivered a packet or parcel	71	12	17	22	20	29	42	48	23	10	4	16	29	12	48	10	61	-	-	-
	3%	2%	2%	4%	3%	2%	3%	3%	2%	3%	1%	2%	4% <b>l</b>	3%	3%	3%	3%	-	-	-
I've heard of them but not used them in the last 12 months	525	66	164	134	160	230	294	273	249	83	67	106	155	72	328	86	414	-	-	-
	20%	14%	22% <b>a</b>	22% <b>a</b>	25% <b>a</b>	19%	22%	18%	21% <b>a</b>	23%	20%	16%	24% <b>kl</b>	18%	20%	23%	20%	-	-	-
I've not heard of them before	1947	370	550	463	554	930	1017	1176	724	266	258	521	459	309	1238	267	1572	-	-	-
	75%	78%	75%	74%	75%	76%	75%	77%	72%	74%	78%	80% <b>l</b>	71%	75%	76%	75%	76%	-	-	-
NET Any usage	109	39	21	27	21	61	48	82	27	13	7	22	35	30	64	13	95	-	-	-
	4%	6% <b>cd</b>	3%	4%	3%	5%	4%	6% <b>d</b>	3%	3%	2%	3%	5%	7% <b>km</b>	4%	3%	6%	-	-	-

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_7. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Interlink

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1784	797	332	1281	523	440	337	139	141	142	140	144	143	144	144	144	84	439
Weighted Base	2581	2219	362	115*	2169	217	124	71	105	283	213	188	227	240	339	354	221	29*	188
Effective Base	1390	1169	225	73	1037	274	252	239	123	125	125	123	126	126	130	123	127	37	237
I've used them to send a packet or parcel	43	37	6	*	39	1	2	1	4	-	-	5	2	1	22	5	1	-	1
2%	2%	2%	*	2%	2%	1%	1%	1%	4% <sup>h</sup>	-	-	3% <sup>j</sup>	1%	*	6% <sup>l</sup>	1%	*	-	1%
They've delivered a packet or parcel	71	58	13	5	61	3	0	2	5	8	2	7	7	5	4	9	11	*	2
3%	3%	4%	5%	3%	1%	0%	3%	3%	6% <sup>h</sup>	3%	1%	4%	3%	2%	1%	3%	5%	2%	1%
I've heard of them but not used them in the last 12 months	525	431	94	34	446	40	26	13	18	49	50	33	49	65	35	94	53	2	39
20%	19%	26% <sup>h</sup>	30% <sup>h</sup>	21%	19%	21%	18%	17%	17%	24% <sup>h</sup>	18%	22% <sup>h</sup>	27% <sup>h</sup>	10%	26% <sup>h</sup>	24% <sup>h</sup>	5%	21% <sup>h</sup>	
I've not heard of them before	1947	1697	250	75	1629	173	90	55	78	226	160	146	170	169	270	247	157	27	146
75%	76% <sup>h</sup>	69%	65%	75%	80%	73%	78%	75%	75%	80%	75%	76%	75%	71%	82% <sup>h</sup>	70%	71%	83% <sup>h</sup>	79%
NET Any usage	109	91	18	5	95	4	7	3	9	8	2	9	8	6	26	14	11	*	3
4%	4%	5%	5%	4%	2%	6% <sup>h</sup>	4%	3% <sup>h</sup>	3%	3%	1%	5%	4%	3%	8% <sup>h</sup>	4%	5%	2%	2%

Question focuses on packets and parcels since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base



QJ1\_7. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Interlink

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2581	908	118	495	857	1021	391	172	102	1878	274	908	1012	413	126	74	1920	200	-	-
Weighted Base	2581	881	142*	445	879	982	411	187	90*	1861	277	882	995	451	146*	59*	1876	205	-**	-**
Effective Base	1390	480	64	261	448	531	227	106	62	978	166	471	530	240	79	45	1001	120	-	-
I've used them to send a packet or parcel	43	5	-	1	16	16	5	4	1	32	5	19	12	6	4	-	30	4	-	-
2%	15%	-	-	-	2%	2%	1%	2%	1%	2%	2%	2%	1%	1%	3%	-	2%	2%	-	-
They've delivered a packet or parcel	71	31	4	13	26	32	8	1	4	58	5	31	24	10	2	4	55	6	-	-
3%	4%	3%	3%	3%	3%	3%	2%	1%	4%	3%	2%	3%	2%	2%	2%	6%	3%	3%	-	-
I've heard of them but not used them in the last 12 months	525	233	43	123	227	192	60	25	20	419	45	216	178	90	23	14	393	36	-	-
20%	26%	31%	28%	26%	20%	14%	13%	22%	23%	16%	24%	18%	20%	16%	23%	21%	18%	-	-	
I've not heard of them before	1947	616	94	307	611	745	338	157	65	1366	222	619	781	345	118	42	1400	160	-	-
75%	70%	67%	69%	70%	76% <sup>kl</sup>	82% <sup>kl</sup>	84% <sup>kl</sup>	72%	73%	89% <sup>kl</sup>	70%	70%	79% <sup>kl</sup>	76%	81%	71%	75%	78%	-	-
NET Any usage	109	33	4	14	40	45	13	5	5	86	10	47	36	16	5	4	83	9	-	-
4%	4%	3%	3%	5%	5%	3%	3%	5%	5%	4%	5%	5%	4%	3%	4%	6%	4%	4%	-	-

Question focuses on packets and parcels since Q3 2022  
 Proportions: Mears; Columns: Tested (5% risk level) - 2d/c - dr/(gh/w) - kl/mm/opp/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ1\_7. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Interlink

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	2581	175	2363	43	812	1599	170	2512	38	19	2	2569	10
Weighted Base	2581	180*	2361	40**	782	1616	183	2498	52**	16**	3**	2567	11**
Effective Base	1390	99	1268	23	435	849	108	1345	27	12	2	1383	5
I've used them to send a packet or parcel	43	1	42	-	23	16	4	40	3	-	-	43	-
2%	1%	2%	-	5.3%	1%	2%	2%	2%	6%	-	-	2%	-
They've delivered a packet or parcel	71	3	67	1	27	43	2	71	-	-	-	71	-
3%	2%	3%	3%	3%	3%	3%	1%	3%	-	-	-	3%	-
I've heard of them but not used them in the last 12 months	525	30	484	11	154	350	20	521	*	4	-	525	-
20%	16%	21%	28%	20%	22%	11%	11%	21%	*	24%	-	20%	-
I've not heard of them before	1947	146	1773	28	580	1209	158	1872	49	12	3	1933	11
75%	81%	75%	69%	74%	74%	75%	87%	75%	94%	76%	100%	75%	100%
NET Any usage	109	4	104	1	48	56	5	106	3	-	-	109	-
4%	2%	4%	3%	11%	3%	2%	4%	4%	6%	-	-	4%	-

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mears, columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

***Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)***

**QJ1\_7. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Interlink**

**Base : All participants**

Total	Quarter				Month											
	Q1 2022 (g)	Q2 2022 (c)	Q3 2022 (c)	Q4 2022 (g)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2581	1290	1291	-	-	430	430	430	430	430	431	-	-	-	-	-
Weighted Base	2581	1290	1291	**	**	432	431	427	464	412	416	**	**	**	**	**
Effective Base	1390	661	732	-	-	215	220	226	251	240	242	-	-	-	-	-
I've used them to send a packet or parcel	43	19	23	-	-	11	2	7	10	7	6	-	-	-	-	-
2%	2%	2%	-	-	3%	*	2%	2%	2%	2%	-	-	-	-	-	-
They've delivered a packet or parcel	71	31	40	-	-	18	8	5	21	10	9	-	-	-	-	-
3%	2%	3%	-	-	4%	2%	3%	3%	2%	2%	-	-	-	-	-	-
I've heard of them but not used them in the last 12 months	525	288	237	-	-	100	101	88	94	79	64	-	-	-	-	-
29%	22%	18%	-	-	23%	23%	21%	20%	19%	15%	-	-	-	-	-	-
I've not heard of them before	1947	951	996	-	-	303	321	327	341	317	338	-	-	-	-	-
75%	74%	77%	-	-	70%	74%	77%	74%	77%	77%	74%	-	-	-	-	-
NET Any usage	109	51	58	-	-	29	9	12	20	16	14	-	-	-	-	-
4%	4%	4%	-	-	7%	2%	3%	6%	4%	3%	-	-	-	-	-	-

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_8. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DPD

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2883	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
I've used them to send a packet or parcel	333	-	333	116	177	171	161	59	79	92	45	32	18	8	138	137	58	26	275	53	351
%	6%	-	6%	17% <sup>cd</sup>	6%	7%	6%	9% <sup>klm</sup>	12% <sup>klm</sup>	9% <sup>klm</sup>	6% <sup>klm</sup>	3%	3%	2%	10% <sup>opq</sup>	8% <sup>opq</sup>	3%	2%	6%	10% <sup>rs</sup>	7%
They've delivered a packet or parcel	2381	-	2381	292	1328	1086	1289	261	299	485	399	485	266	186	560	884	937	451	2164	202	2656
%	46%	-	46%	42%	47%	43%	44% <sup>cd</sup>	38%	40% <sup>ghm</sup>	43% <sup>ghm</sup>	50% <sup>ghilm</sup>	49% <sup>ghilm</sup>	42%	35%	42%	51% <sup>npq</sup>	45% <sup>npq</sup>	39%	41% <sup>rs</sup>	38%	51%
I've heard of them but not used them in the last 12 months	1637	-	1637	141	984	820	809	163	167	274	201	309	282	241	330	475	832	523	1482	144	1513
%	32%	-	32%	20%	35% <sup>cd</sup>	33%	31%	24%	26%	27%	28%	33% <sup>ghm</sup>	45% <sup>ghilm</sup>	46% <sup>ghilm</sup>	25%	27%	40% <sup>noo</sup>	45% <sup>noo</sup>	32%	27%	29%
I've not heard of them before	939	-	939	185	404	505	428	227	134	197	94	114	78	94	361	292	286	172	778	151	803
%	18%	-	18%	2% <sup>cd</sup>	14%	16% <sup>cd</sup>	16%	33% <sup>ghilm</sup>	20% <sup>ghj</sup>	11% <sup>ghj</sup>	19%	12%	12%	13% <sup>cd</sup>	22% <sup>npq</sup>	17% <sup>npq</sup>	14%	15%	17%	21% <sup>rs</sup>	16%
NET Any usage	2585	-	2585	371	1443	1189	1389	299	351	545	422	503	274	192	650	967	968	466	2331	235	2845
%	50%	-	50%	53%	51%	47%	53% <sup>cd</sup>	43%	54% <sup>ghlm</sup>	54% <sup>ghlm</sup>	59% <sup>ghlm</sup>	54% <sup>ghlm</sup>	43%	36%	48% <sup>gh</sup>	56% <sup>npq</sup>	48% <sup>gh</sup>	40%	51% <sup>rs</sup>	44%	55%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - cd - cd - cd - ghilj/klm - nlo/pq - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_8. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DPD

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
I've used them to send a packet or parcel	333	66	123	69	75	189	144	256	74	39	37	90	97	58	223	40	284	61	113	10
8%		7%	8%	6%	5%	7%	5%	9%	4%	6%	6%	7%	7%	7%	7%	6%	7%	11%	6%	8%
They've delivered a packet or parcel	2381	422	744	548	670	1166	1216	1440	915	276	279	616	673	389	1568	279	1989	279	926	58
46%		45%	47%	46%	46%	46%	46%	47%	45%	43%	42%	46%	49%	48%	47%	43%	47%	53%	48%	45%
I've heard of them but not used them in the last 12 months	1637	224	558	368	486	782	855	877	735	245	218	418	429	202	1065	250	1289	167	748	55
32%		24%	35%	31%	34%	31%	33%	29%	37%	39%	33%	31%	31%	25%	32%	39%	30%	31%	38%	42%
I've not heard of them before	939	250	224	219	238	482	457	603	314	91	135	244	220	190	599	92	803	36	163	11
18%		27%	14%	18%	16%	19%	17%	20%	16%	14%	14%	18%	16%	15%	16%	14%	19%	7%	9%	9%
NET Any usage	2585	463	811	590	720	1275	1311	1596	963	302	304	677	724	422	1704	305	2158	327	1008	65
50%		49%	51%	50%	50%	50%	50%	52%	48%	47%	46%	51%	53%	52%	51%	47%	51%	62%	53%	50%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QJ1\_8. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DPD

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
I've used them to send a packet or parcel	333	302	31	6	273	31	19	9	11	30	31	15	34	26	49	60	18	1	30
8%	7%	4%	3%	6%	7%	8%	7%	7%	5%	5%	7%	4%	8%	6%	7%	6%	4%	2%	3%
They've delivered a packet or parcel	2381	2002	378	107	1923	251	137	69	95	248	214	163	167	228	233	315	224	19	232
46%	45%	53% <sup>sa</sup>	59% <sup>sa</sup>	44%	44%	33% <sup>sdg</sup>	56% <sup>sdg</sup>	49%	45% <sup>un</sup>	41% <sup>un</sup>	50% <sup>un</sup>	45% <sup>un</sup>	43% <sup>un</sup>	43% <sup>un</sup>	34%	45% <sup>un</sup>	51% <sup>un</sup>	37%	61% <sup>un</sup>
I've heard of them but not used them in the last 12 months	1637	1399	238	47	1424	104	65	43	70	187	128	136	150	179	197	235	141	19	85
32%	32%	33%	25%	33% <sup>rel</sup>	24%	26%	30% <sup>sa</sup>	33% <sup>ur</sup>	33% <sup>ur</sup>	30% <sup>ur</sup>	36% <sup>ur</sup>	33% <sup>ur</sup>	37% <sup>ur</sup>	29%	33% <sup>ur</sup>	32% <sup>ur</sup>	37% <sup>ur</sup>	22%	
I've not heard of them before	939	852	87	34	816	65	33	24	37	106	68	62	84	59	213	121	66	13	52
18%	19% <sup>un</sup>	12%	18%	19% <sup>rel</sup>	15%	13%	17%	17%	18%	19% <sup>un</sup>	16%	17%	18%	12%	31% <sup>un</sup>	17%	15%	25% <sup>un</sup>	14%
NET Any usage	2585	2187	398	110	2097	264	149	75	103	272	230	177	220	241	288	350	235	20	244
50%	49%	55% <sup>sa</sup>	59% <sup>sa</sup>	48%	48%	61% <sup>sdg</sup>	60% <sup>sdg</sup>	52%	49% <sup>un</sup>	48% <sup>un</sup>	54% <sup>un</sup>	47%	48% <sup>un</sup>	60% <sup>un</sup>	40%	50% <sup>un</sup>	63% <sup>un</sup>	38%	64% <sup>un</sup>

Question focuses on packets and parcels since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_8. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DPD

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <€11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
I've used them to send a packet or parcel	333	79	9	21	109	132	57	21	14	242	34	143	127	35	23	6	269	29	102	82
	6%	4%	4%	2%	6%	7%	7%	6%	6%	6%	7%	7%	6%	5%	9%	7%	7%	8%	12%	5%
They've delivered a packet or parcel	2381	829	97	409	823	957	371	143	68	1780	211	985	932	293	115	39	1917	154	395	888
	46%	46%	41%	47%	47%	47%	45%	40%	41%	47%	41%	50%lmq	46%ln	39%	44%	40%	43%lm	43%	47%	50%
I've heard of them but not used them in the last 12 months	1637	690	117	333	581	632	239	113	58	1212	171	596	635	242	95	41	1230	136	276	693
	32%	38%	49%aac	38%	33%	31%	29%	32%	35%	32%	33%	30%	31%	32%	36%	42%	31%	38%kqp	33%	40%kr
I've not heard of them before	939	241	21	123	286	355	167	81	34	640	115	286	389	186	43	15	676	57	82	129
	18%	13%	9%	14%	16%	18%	20%	23%cd	20%	17%	22%dl	15%	19%ka	25%klnpqa	16%	15%	17%	16%	10%	7%
NET Any usage	2585	874	100	424	888	1035	411	159	73	1923	232	1079	1004	317	125	43	2083	168	475	925
	50%	48%	42%	48%	51%	51%	50%	48%	44%	51%	48%	49%lmq	49%ln	43%	47%	44%	52%lm	46%	57%	53%

Question focuses on packets and parcels since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r  
 \* small base

QJ1\_8. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DPD

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
I've used them to send a packet or parcel	333	38	294	3	104	195	34	311	18	4	-	333	*
6%	33%	6%	4%	7%	6%	6%	11%	6%	15%	9%	-	6%	1%
They've delivered a packet or parcel	2381	152	2189	40	734	1539	109	2313	33	25	3	2370	9
46%	46%	46%	50%	49% <sup>kl</sup>	46% <sup>kl</sup>	34%	47% <sup>klh</sup>	28%	53%	34%	45% <sup>klh</sup>	33%	
I've heard of them but not used them in the last 12 months	1637	70	1552	15	389	1153	95	1592	19	12	4	1622	11
32%	21%	33% <sup>klac</sup>	19%	26%	34% <sup>klcd</sup>	29%	32% <sup>klh</sup>	16%	25%	43%	32% <sup>klh</sup>	44%	
I've not heard of them before	939	85	831	23	304	541	94	878	47	6	2	931	6
18%	25% <sup>klb</sup>	18%	29% <sup>klb</sup>	20% <sup>kla</sup>	16%	29% <sup>klde</sup>	18%	40% <sup>klh</sup>	13%	24%	18%	23%	
NET Any usage	2585	180	2364	42	797	1654	134	2494	51	29	3	2574	9
50%	54%	50%	52%	53% <sup>klac</sup>	49% <sup>klc</sup>	42%	50%	43%	62%	34%	50%	34%	

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Column: Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ1\_8. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DPD**

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
I've used them to send a packet or parcel	333	78	72	84	100	15	30	32	18	27	27	-	51	33	23	41	37
6%	6%	6%	6%	8%	4%	7%	8%	4%	6%	6%	6%	-	6%	7%	5%	10%abn	8%ab
They've delivered a packet or parcel	2381	571	546	633	631	204	178	190	188	182	178	-	414	219	204	198	229
46%	44%	42%	49%ab	49%ab	47%	41%	44%	41%	44%	42%	42%	-	51%ab	46%	47%	48%	52%abn
I've heard of them but not used them in the last 12 months	1637	345	323	502	467	113	125	107	128	101	94	-	308	184	164	160	144
32%	27%	25%	39%ab	36%ab	26%	29%	25%	28%	25%	23%	23%	-	35%afgijl	41%afgijl	37%afghj	33%afgijl	33%af
I've not heard of them before	939	335	393	95	116	110	108	117	142	120	130	-	60	35	54	26	36
18%	26%cd	30%cd	7%	9%	25%lmnop	23%lmnop	24%lmnop	24%lmnop	24%lmnop	24%lmnop	24%lmnop	-	7%	7%	12%ab	6%	8%
NET Any usage	2565	610	575	693	703	209	197	203	194	190	191	-	450	243	219	230	257
50%	47%	45%	54%ab	55%ab	48%	46%	48%	42%	46%	46%	46%	-	55%hij	52%h	50%	55%hij	58%afghij

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - e/gh/hj/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_9. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Parcelforce

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	5161	-	5161	619	2818	2461	2883	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
I've used them to send a packet or parcel	597	-	597	108	334	305	291	47	80	105	114	114	81	55	127	219	251	137	548	43	649
12%	12%	-	12%	15%	12%	12%	11%	7%	12%g	10%	16%nlm	12%g	13%g	10%	9%	13%o	12%	12%	12%	8%	13%
They've delivered a packet or parcel	1972	-	1972	241	1092	960	1007	141	195	389	353	431	256	207	336	742	894	463	1825	136	2215
38%	-	38%	35%	39%	38%	38%	38%	20%	30%g	31%g	41%nlm	41%g	40%g	33%g	25%	43%o	41%o	41%o	40%r	40%r	43%
I've heard of them but not used them in the last 12 months	1977	-	1977	167	1191	914	1052	200	251	347	228	381	305	256	451	575	952	571	1781	181	1893
38%	-	38%	24%	43%c	36%	40%e	29%	35%g	34%	32%	41%g	40%nlm	51%nlm	34%	34%	33%	46%oo	49%oo	39%	34%	37%
I've not heard of them before	899	-	899	222	347	479	415	320	153	222	95	60	29	20	473	317	109	49	699	189	750
17%	-	17%	35%cd	12%	13%d	13%f	16%	44%hikim	31%hkm	27%hkm	1%ckim	7%	3%	4%	33%opp	13%op	5%	4%	15%	3%r	15%
NET Any usage	2285	-	2285	311	1292	1121	1160	169	245	447	394	485	301	240	418	842	1025	541	2111	161	2518
44%	-	44%	44%	46%	45%	44%	25%	39%g	44%g	55%nlm	52%nlm	47%g	48%g	31%	49%o	49%o	47%o	46%r	30%	49%	

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - 3d - 0d - eil - ghiljklm - nloplq - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_9. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Parcelforce

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
I've used them to send a packet or parcel	597	122	180	135	161	301	296	378	208	75	77	139	177	100	393	77	500	67	221	17
	12%	13%	11%	11%	11%	12%	11%	12%	10%	12%	12%	10%	13%	12%	12%	12%	12%	13%	12%	13%
They've delivered a packet or parcel	1972	346	618	468	542	964	1007	1154	804	216	239	525	588	302	1332	217	1652	228	763	55
	38%	37%	39%	40%	37%	38%	38%	38%	40%	34%	36%	39%	41% <u>u</u>	37%	40% <u>u</u>	34%	39%	43%	40%	42%
I've heard of them but not used them in the last 12 months	1977	272	657	439	610	928	1049	1047	899	268	269	505	513	264	1286	273	1588	231	893	43
	38%	29%	41% <u>a</u>	37% <u>a</u>	42% <u>a</u>	37%	40%	34%	45% <u>d</u>	42% <u>m</u>	41% <u>m</u>	38%	37%	32%	38% <u>m</u>	42%	37%	44%	47% <u>a</u>	33%
I've not heard of them before	899	263	225	196	216	487	412	669	212	116	105	236	205	196	547	117	749	22	118	19
	17%	28% <u>bcde</u>	14%	17%	15%	18% <u>f</u>	16%	22% <u>gh</u>	11%	18%	16%	18%	15%	24% <u>ijlm</u>	16%	18%	18%	4%	6%	14% <u>q</u>
NET Any usage	2285	411	712	543	619	1123	1162	1359	902	254	284	598	654	354	1536	257	1914	277	907	70
	44%	43%	45%	46%	43%	44%	44%	44%	45%	40%	43%	45%	48% <u>u</u>	44%	46% <u>u</u>	40%	45%	52%	47%	53%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QJ1\_9. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Parcelforce

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
I've used them to send a packet or parcel	597	501	96	31	484	61	30	23	16	70	59	44	35	66	70	82	42	9	52
	12%	11%	13%	16%	11%	14%	12%	13% <b>df</b>	8%	12%	14% <b>dh</b>	12%	8%	14% <b>dm</b>	10%	12%	9%	17% <b>dr</b>	14% <b>du</b>
They've delivered a packet or parcel	1972	1653	319	83	1619	195	97	62	94	200	181	131	160	197	186	279	181	22	173
	38%	37%	44% <b>ba</b>	49% <b>ba</b>	37%	45% <b>bd</b>	39%	43% <b>bd</b>	45% <b>bh</b>	43% <b>bi</b>	43% <b>bj</b>	39%	39%	41% <b>bm</b>	40% <b>bn</b>	40% <b>bo</b>	43% <b>bq</b>	42% <b>br</b>	45% <b>bu</b>
I've heard of them but not used them in the last 12 months	1977	1681	296	67	1692	138	101	46	85	218	157	145	201	239	264	175	16	122	
	38%	38%	41%	35%	39% <b>ch</b>	32%	41% <b>ch</b>	32%	41% <b>ci</b>	39%	37%	39%	44% <b>cl</b>	43% <b>cm</b>	35%	37%	39%	31%	32%
I've not heard of them before	899	834	65	22	777	68	33	21	25	110	56	75	72	42	205	131	61	9	59
	17%	19% <b>ca</b>	9%	12%	19% <b>ca</b>	16%	13%	15%	12%	19% <b>ch</b>	13%	20% <b>ch</b>	16% <b>cl</b>	9%	30% <b>ch</b>	19% <b>co</b>	14%	17% <b>cr</b>	19% <b>cu</b>
NET Any usage	2285	1923	361	101	1869	227	113	75	99	237	212	155	181	230	234	312	208	27	201
	44%	43%	50% <b>ca</b>	53% <b>ca</b>	43%	52% <b>cd</b>	46%	53% <b>cd</b>	47% <b>ci</b>	42%	50% <b>ch</b>	41%	40%	48% <b>cl</b>	34%	44% <b>co</b>	47% <b>cp</b>	51% <b>cr</b>	53% <b>cu</b>

Question focuses on packets and parcels since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_9. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Parcelforce

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
I've used them to send a packet or parcel	597	225	34	108	258	211	80	30	19	468	49	279	232	53	27	5	512	32	129	176
	12%	12%	14%	12%	43% <b>del</b>	10%	10%	8%	11%	12%	9%	44% <b>mmq</b>	41% <b>lm</b>	7%	10%	6%	41% <b>lm</b>	9%	15% <b>ls</b>	10%
They've delivered a packet or parcel	1972	713	77	337	720	821	277	102	46	1541	148	838	804	238	66	20	1639	86	348	698
	38%	39%	32%	38%	41% <b>fghj</b>	41% <b>fghj</b>	34%	29%	28%	41% <b>fghj</b>	29%	43% <b>mmq</b>	40% <b>mmq</b>	32% <b>q</b>	25%	21%	41% <b>mmq</b>	24%	42%	24%
I've heard of them but not used them in the last 12 months	1977	815	122	437	688	777	285	139	69	1465	208	727	762	281	124	54	1488	178	298	869
	38%	45%	51%	50%	39%	38%	35%	39%	42%	39%	40%	37%	38%	38%	47% <b>kjp</b>	55% <b>kmp</b>	37%	49% <b>kmp</b>	36%	50% <b>kr</b>
I've not heard of them before	899	172	27	59	209	330	204	92	39	539	131	249	355	190	61	19	603	80	83	75
	17%	10%	11%	7%	12%	19% <b>kd</b>	25% <b>del</b>	26% <b>del</b>	24% <b>di</b>	14%	25% <b>del</b>	13%	17% <b>k</b>	25% <b>kjp</b>	23% <b>kjp</b>	19%	15%	22% <b>kjp</b>	10% <b>sa</b>	4%
NET Any usage	2285	818	89	384	857	914	328	123	56	1771	179	986	911	276	79	25	1897	104	451	803
	44%	45%	38%	44%	49% <b>fghj</b>	45% <b>lm</b>	40%	36%	34%	47% <b>fghj</b>	35%	50% <b>mmq</b>	45% <b>mmq</b>	37% <b>q</b>	30%	26%	46% <b>mmq</b>	29%	53% <b>sa</b>	46%

Question focuses on packets and parcels since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/j - k/l/m/n/o/p/q - r  
 \* small base

QJ1\_9. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Parcelforce

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
I've used them to send a packet or parcel	597	51	537	9	166	400	29	587	6	2	2	595	*
12%	15%	11%	11%	11%	11%	12%	9%	12%	5%	5%	22%	12%	*
They've delivered a packet or parcel	1972	118	1828	26	629	1257	85	1913	42	15	-	1970	2
38%	35%	39%	33%	42% <b>ad</b>	39% <b>af</b>	39% <b>af</b>	26%	39%	36%	33%	-	38%	8%
I've heard of them but not used them in the last 12 months	1977	87	1861	29	517	1344	117	1911	18	26	4	1956	18
36%	26%	39% <b>ae</b>	37%	35%	40% <b>ad</b>	36%	39% <b>ah</b>	16%	56%	43%	43%	38% <b>ah</b>	68%
I've not heard of them before	899	95	787	17	253	544	102	835	51	5	3	891	6
17%	28% <b>ab</b>	17%	22%	17%	16%	32% <b>af</b>	32%	17%	44% <b>ah</b>	10%	34%	17%	23%
NET Any usage	2285	152	2099	33	721	1460	104	2218	47	16	2	2281	2
44%	46%	44%	42%	40% <b>ad</b>	41% <b>af</b>	42%	45%	41%	34%	22%	22%	44%	8%

Question focuses on packets and parcels since Q3 2022  
 Proportions: Mears; Columns: Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ1\_9. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Parcelforce**

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
I've used them to send a packet or parcel	597	160	132	140	165	49	55	56	33	44	54	-	87	53	53	56	56
12%	12%	10%	11%	13%	11%	13% <sup>ab</sup>	13% <sup>ab</sup>	7%	11%	13% <sup>ab</sup>	-	11%	11%	12%	13% <sup>ab</sup>	13% <sup>ab</sup>	13% <sup>ab</sup>
They've delivered a packet or parcel	1972	474	452	514	532	153	159	162	168	149	137	-	340	174	172	175	185
38%	37%	35%	40%	41% <sup>ab</sup>	35%	37%	38%	36%	36%	33%	-	42% <sup>ab</sup>	37%	39%	42% <sup>ab</sup>	42% <sup>ab</sup>	42% <sup>ab</sup>
I've heard of them but not used them in the last 12 months	1977	397	412	605	562	142	136	119	163	118	131	-	379	227	202	176	183
38%	31%	32%	47% <sup>ab</sup>	44% <sup>ab</sup>	33%	32%	28%	35%	29%	32%	-	45% <sup>ab</sup>	44% <sup>ab</sup>	43% <sup>ab</sup>	41% <sup>ab</sup>	42% <sup>ab</sup>	42% <sup>ab</sup>
I've not heard of them before	899	363	378	74	85	121	119	122	127	126	125	-	40	34	30	24	31
17%	28% <sup>ab</sup>	29% <sup>ab</sup>	6%	7%	28% <sup>ab</sup>	28% <sup>ab</sup>	28% <sup>ab</sup>	28% <sup>ab</sup>	28% <sup>ab</sup>	28% <sup>ab</sup>	28% <sup>ab</sup>	-	5%	7%	7%	6%	7%
NET Any usage	2265	530	501	611	643	168	175	186	174	160	159	-	399	212	205	216	223
44%	41%	39%	47% <sup>ab</sup>	50% <sup>ab</sup>	39%	41%	44%	37%	41%	38%	-	49% <sup>ab</sup>	45%	47% <sup>ab</sup>	51% <sup>ab</sup>	51% <sup>ab</sup>	51% <sup>ab</sup>

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - <sup>a</sup>ab/c/d - e/gh/hj/k/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing





Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_10. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - TNT

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
I've used them to send a packet or parcel	106	46	35	17	8	81	25	86	18	11	11	23	33	25	68	13	93	32	53	-
	2%	3% <b>abcd</b>	2% <b>bc</b>	1%	1%	3% <b>ef</b>	1%	3% <b>gh</b>	1%	2%	2%	2%	2%	3%	2%	2%	2%	3% <b>qr</b>	3%	-
They've delivered a packet or parcel	583	127	179	140	138	398	277	382	188	67	60	159	136	139	355	67	484	85	250	20
	11%	10% <b>d</b>	11%	12%	10%	14% <b>ef</b>	11%	13% <b>gh</b>	10%	6%	9%	12%	10%	17% <b>ijklm</b>	11%	10%	12%	16%	13%	15%
I've heard of them but not used them in the last 12 months	2648	390	873	627	757	1264	1384	1450	1170	307	340	693	745	377	1779	309	2191	309	1277	90
	51%	41%	55% <b>a</b>	53% <b>a</b>	57% <b>a</b>	50%	53%	47%	50% <b>kl</b>	48%	52%	52%	54% <b>lm</b>	46%	53% <b>lm</b>	48%	52%	58%	67% <b>qr</b>	68%
I've not heard of them before	1845	395	513	395	542	908	937	1173	630	254	247	466	465	284	1178	257	1493	111	345	22
	36%	32% <b>bc</b>	32%	34%	38% <b>bc</b>	36%	36%	38% <b>gh</b>	31%	40%	38%	35%	34%	35%	35%	40%	35%	21%	18%	17%
NET Any usage	669	160	208	155	146	367	301	452	212	78	70	180	162	154	412	81	567	110	296	20
	13%	17% <b>abc</b>	13%	13%	10%	14% <b>d</b>	11%	15% <b>gh</b>	11%	12%	11%	13%	12%	19% <b>ijklm</b>	12%	13%	21% <b>qr</b>	15%	15%	

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_10. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - TNT

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
I've used them to send a packet or parcel	106	95	10	2	94	6	4	2	3	14	14	6	11	6	24	13	3	-	6
	2%	2%	1%	1%	2%	1%	2%	1%	1%	2%	5%	2%	2%	1%	8%	2%	1%	-	2%
They've delivered a packet or parcel	583	481	93	22	493	50	27	14	30	64	51	40	36	58	82	77	55	7	43
	11%	11%	13%	12%	11%	11%	11%	9%	14%	11%	12%	11%	8%	12%	12%	11%	12%	13%	11%
I've heard of them but not used them in the last 12 months	2648	2261	387	88	2223	224	130	71	116	273	231	199	231	281	277	368	247	26	198
	51%	51%	54%	46%	51%	52%	53%	50%	65%	48%	64%	62%	61%	69%	41%	62%	66%	50%	62%
I've not heard of them before	1845	1600	236	78	1544	157	86	57	63	215	131	132	176	137	301	251	138	20	137
	36%	36%	33%	41%	36%	36%	35%	40%	30%	33%	31%	35%	39%	29%	44%	36%	31%	38%	38%
NET Any usage	669	569	99	24	571	52	31	15	31	78	64	44	48	61	100	87	58	7	46
	13%	13%	14%	13%	13%	12%	12%	10%	15%	14%	15%	12%	10%	13%	15%	12%	13%	13%	12%

Question focuses on packets and parcels since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QJ1\_10. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - TNT

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <€11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
I've used them to send a packet or parcel	108	22	2	6	50	47	3	4	2	97	6	54	42	6	1	2	96	3	62	23
	2%	1%	1%	1%	3% <i>d</i>	2% <i>d</i>	*	1%	1%	3% <i>d</i>	1%	3% <i>m</i>	2%	1%	*	2%	3% <i>m</i>	1%	2% <i>s</i>	1%
They've delivered a packet or parcel	583	187	23	95	215	209	97	45	17	424	63	247	220	76	26	13	468	39	167	187
	11%	10%	10%	11%	12%	10%	12%	13%	11%	11%	12%	13%	11%	10%	10%	14%	12%	11%	20% <i>s</i>	11%
I've heard of them but not used them in the last 12 months	2648	1080	142	569	943	1076	377	159	69	2020	227	1037	1045	353	140	47	2082	187	458	1218
	51%	60%	60%	65%	54% <i>(q)</i>	53% <i>(q)</i>	46%	45%	42%	54% <i>(q)</i>	44%	53%	52%	47%	53%	47%	52%	52%	55%	70% <i>r</i>
I've not heard of them before	1845	520	70	210	557	697	340	146	77	1254	223	631	731	312	96	36	1362	132	157	322
	36%	29% <i>c</i>	29%	24%	32%	34%	42% <i>d</i>	41% <i>d</i>	47% <i>d</i>	33%	43% <i>d</i>	32%	36%	42% <i>(p)</i>	37%	37%	34%	37%	19%	18%
NET Any usage	669	206	25	100	253	248	99	49	19	501	68	292	252	81	27	16	545	43	218	208
	13%	11%	11%	11%	14%	12%	12%	14%	11%	13%	13%	15% <i>m</i>	12%	11%	10%	16%	14%	12%	25% <i>s</i>	12%

Question focuses on packets and parcels since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r  
 \* small base

QJ1\_10. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - TNT

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
I've used them to send a packet or parcel	108	16	86	4	27	70	8	103	3	-	-	106	-
2%	5%	2%	6%	2%	2%	3%	2%	2%	2%	-	-	2%	-
They've delivered a packet or parcel	583	49	522	12	203	358	22	539	32	10	-	580	3
11%	15%	11%	15%	14% <sup>kl</sup>	11%	7%	11%	27% <sup>gh</sup>	21%	-	-	11%	11%
I've heard of them but not used them in the last 12 months	2648	129	2488	31	677	1835	136	2577	23	31	5	2631	11
51%	38%	52% <sup>ka</sup>	39%	45%	55% <sup>kl</sup>	42%	52% <sup>gh</sup>	20%	66%	66%	66%	51% <sup>kl</sup>	44%
I've not heard of them before	1845	143	1669	32	583	1104	158	1766	58	6	3	1830	12
36%	43% <sup>lb</sup>	35%	40%	39% <sup>ka</sup>	33%	49% <sup>ld</sup>	36%	59% <sup>gh</sup>	13%	34%	34%	36%	45%
NET Any usage	669	62	590	17	230	408	30	621	35	10	-	666	3
13%	19% <sup>lb</sup>	12%	21%	19% <sup>ka</sup>	12%	9%	13%	59% <sup>gh</sup>	21%	-	-	13%	11%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mears, columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ1\_10. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - TNT

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
I've used them to send a packet or parcel	106	10	11	40	45	5	3	3	2	4	5	-	24	16	18	17	10
2%	1%	1%	3%ab	3%ab	1%	1%	1%	-	1%	1%	-	-	3%ah	3%ah	4%afghj	4%afghj	2%
They've delivered a packet or parcel	583	120	109	174	180	55	37	29	47	35	27	-	105	69	54	56	71
11%	9%	8%	13%ab	14%ab	13%af	9%	7%	7%	10%	8%	6%	-	13%ah	13%ah	12%afghj	13%afghj	16%afghj
I've heard of them but not used them in the last 12 months	2648	516	456	838	838	168	178	169	174	143	139	-	524	313	289	257	292
51%	40%	35%	65%ab	65%ab	39%	41%	40%	37%	35%	33%	-	-	64%afghj	63%afghj	63%afghj	62%afghj	67%afghj
I've not heard of them before	1845	645	721	245	233	206	213	226	242	233	245	-	167	78	83	86	64
36%	50%bcd	56%abcd	19%	18%	48%ghmnop	48%ghmnop	50%ghmnop	52%ghmnop	51%ghmnop	51%ghmnop	52%ghmnop	-	20%	17%	19%	21%	15%
NET Any usage	669	129	114	205	215	53	40	31	48	35	31	-	127	81	65	73	81
13%	10%	9%	16%ab	17%ab	13%af	9%	7%	7%	10%	9%	8%	-	16%ah	17%ah	15%afghj	17%afghj	18%afghj

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/gh/hj/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_11. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - TNT Post UK

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	2581	-	2581	241	616	1242	1329	309	319	492	369	481	377	234	628	861	1092	611	2411	149	2581
Weighted Base	2581	**	2581	312	638	1256	1312	347	305	527	384	438	317	263	652	912	1017	579	2333	227	2581
Effective Base	1390	-	1390	144	342	676	706	180	181	269	211	264	162	129	360	480	551	291	1271	108	2581
I've used them to send a packet or parcel	25	-	25	17	6	18	7	6	1	12	2	2	*	1	7	14	3	1	18	6	19
%	1%	-	1%	6% <sup>sd</sup>	1%	1%	1%	2%	*	2%	1%	1%	*	*	1%	2% <sup>sd</sup>	*	*	1%	3% <sup>sd</sup>	1%
They've delivered a packet or parcel	116	-	116	25	29	66	50	14	9	24	28	21	7	13	23	52	41	20	111	5	119
%	5%	-	5%	8%	4%	5%	4%	4%	3%	5%	7% <sup>sd</sup>	5%	2%	5%	4%	6%	4%	3%	5%	2%	5%
I've heard of them but not used them in the last 12 months	407	-	407	23	97	231	176	20	25	68	69	82	79	63	45	138	224	142	384	21	404
%	16%	-	16%	7%	15% <sup>sd</sup>	18% <sup>sd</sup>	13%	6%	8%	13% <sup>sd</sup>	19% <sup>sd</sup>	19% <sup>sd</sup>	20% <sup>sd</sup>	24% <sup>sd</sup>	7%	15% <sup>sd</sup>	22% <sup>sd</sup>	24% <sup>sd</sup>	16% <sup>sd</sup>	15%	16%
I've not heard of them before	2040	-	2040	251	508	947	1081	308	270	423	287	334	230	187	579	710	752	417	1826	195	2046
%	79%	-	79%	80%	80%	75%	82% <sup>sd</sup>	63% <sup>sd</sup>	63% <sup>sd</sup>	63% <sup>sd</sup>	75%	70%	73%	71%	63% <sup>sd</sup>	78%	74%	72%	78%	86%	79%
NET Any usage	134	-	134	38	33	79	55	19	9	36	28	21	7	13	29	64	41	20	123	11	131
%	5%	-	5%	12% <sup>sd</sup>	5%	6%	4%	6%	3%	7% <sup>sd</sup>	7% <sup>sd</sup>	5%	2%	5%	4%	7% <sup>sd</sup>	4%	3%	5%	5%	5%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - sd - did - ell - ghi/jkl/m - nop/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_11. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - TNT Post UK

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2581	635	760	544	642	1395	1186	1356	1178	327	323	658	663	425	1644	331	2109	-	-	-
Weighted Base	2581	475	746	625	735	1221	1360	1530	1000	361	332	649	649	412	1629	366	2081	**	**	**
Effective Base	1390	255	425	317	396	679	712	749	639	182	183	372	348	203	902	184	1126	-	-	-
I've used them to send a packet or parcel	25	17	3	3	1	20	4	21	4	2	1	5	5	11	11	2	22	-	-	-
1%	0.6%	0.4%	0.4%	0.2%	0.3%	1.4%	0.3%	1.5%	0.3%	0.6%	0.3%	0.8%	0.8%	0.7%	0.7%	0.1%	0.2%	-	-	-
They've delivered a packet or parcel	116	24	29	41	22	53	84	77	39	15	8	29	33	27	70	15	96	-	-	-
4%	3.6%	3.9%	6.3%	3.4%	3.8%	3.8%	3.3%	5.6%	3.4%	4.6%	2.4%	4.4%	5.1%	4.5%	4.5%	4.5%	5%	-	-	-
I've heard of them but not used them in the last 12 months	407	53	123	115	115	176	230	213	192	55	44	103	126	48	274	56	334	-	-	-
16%	11%	17%	18%	16%	14%	17%	14%	14%	19%	15%	13%	16%	19%	12%	17%	15%	16%	-	-	-
I've not heard of them before	2048	385	592	468	596	976	1064	1225	766	289	279	512	489	328	1280	292	1635	-	-	-
79%	81%	79%	75%	81%	80%	78%	80%	77%	80%	80%	84%	79%	75%	80%	79%	80%	79%	-	-	-
NET Any usage	134	38	31	42	24	68	66	92	42	18	9	33	34	36	76	18	112	-	-	-
5%	6.6%	4%	7.6%	3%	6%	5%	6%	4%	5%	3%	3%	5%	5%	9.6%	5%	5%	5%	-	-	-

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_11. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - TNT Post UK

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1784	797	332	1281	797	523	440	337	139	141	142	140	144	143	144	144	84	439
Weighted Base	2581	2219	362	115*	2169	217	124	71	105	283	213	188	227	240	339	354	221	29*	188
Effective Base	1390	1169	225	73	1037	274	252	239	123	125	125	123	126	130	123	127	37	237	
I've used them to send a packet or parcel	25	24	1	*	22	1	1	1	1	-	2	2	-	-	11	5	2	-	1
%	1%	1%	+	+	1%	+	1%	1%	1%	-	1%	1%	-	-	3%	1%	1%	-	1%
They've delivered a packet or parcel	118	100	16	7	97	12	5	2	6	10	9	10	8	9	21	12	13	1	12
%	5%	5%	4%	6%	4%	6%	4%	3%	5%	3%	4%	6%	4%	4%	6%	3%	6%	3%	6%
I've heard of them but not used them in the last 12 months	407	360	47	13	346	30	22	9	14	52	23	34	43	50	30	66	36	1	29
%	16%	16%	13%	11%	16%	14%	18%	13%	13%	16%	11%	16%	19%	21%	9%	19%	16%	3%	15%
I've not heard of them before	2048	1742	299	95	1710	174	96	60	85	222	179	144	176	181	276	274	172	27	147
%	79%	78%	83%	83%	79%	80%	78%	83%	81%	78%	84%	77%	78%	75%	82%	78%	78%	84%	76%
NET Any usage	134	118	16	7	114	12	5	3	6	10	10	10	7	8	9	14	14	1	12
%	5%	5%	5%	6%	5%	6%	4%	4%	6%	3%	5%	6%	4%	4%	10%	4%	6%	3%	6%

Question focuses on packets and parcels since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base



QJ1\_11. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - TNT Post UK

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2581	908	118	495	857	1021	391	172	102	1878	274	908	1012	413	126	74	1920	200	-	-
Weighted Base	2581	881	142*	445	879	982	411	187	90*	1861	277	882	995	451	146*	59*	1876	205	-**	-**
Effective Base	1390	480	64	261	448	531	227	106	62	978	166	471	530	240	79	45	1001	120	-	-
I've used them to send a packet or parcel	25	4	-	1	15	3	4	2	-	18	2	11	7	2	2	18	4	4	-	-
%	1%	0%	0%	0%	2% <b>sd</b>	0%	1%	1%	0%	1%	0%	1%	1%	0%	1%	2%	1%	2%	-	-
They've delivered a packet or parcel	116	47	3	18	45	36	23	8	4	82	12	49	43	14	8	2	92	10	-	-
%	5%	5%	2%	4%	5%	4%	6%	4%	4%	4%	4%	6%	4%	3%	6%	3%	5%	5%	-	-
I've heard of them but not used them in the last 12 months	407	166	35	95	167	160	38	26	16	327	42	147	163	64	16	15	310	31	-	-
%	16%	19%	25%	21%	19% <b>sd</b>	16% <b>sd</b>	9%	14%	18%	18% <b>sd</b>	15%	17%	16%	14%	11%	25% <b>sd</b>	17%	15%	-	-
I've not heard of them before	2040	667	104	332	655	785	347	151	71	1440	222	677	784	372	120	40	1462	160	-	-
%	79%	76%	73%	75%	75%	80% <b>sd</b>	84% <b>sd</b>	81%	78%	77%	80%	77%	79%	63% <b>sd</b>	82%	68%	78%	78%	-	-
NET Any usage	134	48	3	18	57	37	26	10	4	94	14	58	47	15	10	4	105	15	-	-
%	5%	5%	2%	4%	7% <b>sd</b>	4%	6%	5%	4%	5%	5%	7%	5%	3%	7%	6%	7%	7%	-	-

Question focuses on packets and parcels since Q3 2022  
 Proportions: Mears, Column: Tested (5% risk level) - sd: d - dr: (g/h/i) - kl: (m/o/p/q) - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ\_11. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - TNT Post UK

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2581	175	2363	43	812	1599	170	2512	38	19	2	2569	10
Weighted Base	2581	180*	2361	40**	782	1616	183	2498	52**	16**	3**	2567	11**
Effective Base	1390	99	1268	23	435	849	108	1345	27	12	2	1383	5
I've used them to send a packet or parcel	25	10	14	-	12	9	4	22	2	-	-	25	-
1%	5%	3%	-	-	2%	1%	2%	1%	4%	-	-	1%	-
They've delivered a packet or parcel	118	3	111	2	28	85	4	115	-	2	-	116	-
5%	2%	5%	6%	4%	5%	5%	2%	5%	-	1%	-	5%	-
I've heard of them but not used them in the last 12 months	407	20	380	6	116	272	19	402	-	5	-	407	-
16%	11%	16%	15%	15%	17%	10%	10%	16%	-	29%	-	16%	-
I've not heard of them before	2040	146	1862	32	626	1255	159	1966	50	10	3	2026	11
79%	81%	79%	78%	80%	78%	87% <sup>ns</sup>	87%	79%	96%	60%	100%	79%	100%
NET Any usage	134	13	119	2	40	89	5	130	2	2	-	134	-
5%	7%	5%	6%	5%	6%	2%	5%	5%	4%	1%	-	5%	-

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mears, columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ1\_11. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - TNT Post UK

Base : All participants

Total	Quarter				Month											
	Q1 2022 (g)	Q2 2022 (c)	Q3 2022 (c)	Q4 2022 (g)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2581	1290	1291	-	-	430	430	430	430	430	431	-	-	-	-	-
Weighted Base	2581	1290	1291	**	**	432	431	427	464	412	416	**	**	**	**	**
Effective Base	1390	661	732	-	-	215	220	226	251	240	242	-	-	-	-	-
I've used them to send a packet or parcel	25	12	12	-	-	7	2	3	4	3	5	-	-	-	-	-
1%	1%	1%	-	-	2%	*	1%	1%	1%	1%	1%	-	-	-	-	-
They've delivered a packet or parcel	116	72	44	-	-	26	22	24	20	7	17	-	-	-	-	-
5%	5%	3%	-	-	9%	9%	9%	4%	2%	4%	-	-	-	-	-	-
I've heard of them but not used them in the last 12 months	407	213	184	-	-	74	72	67	76	61	57	-	-	-	-	-
16%	16%	15%	-	-	17%	17%	16%	16%	16%	15%	14%	-	-	-	-	-
I've not heard of them before	2040	997	1043	-	-	325	337	335	364	342	337	-	-	-	-	-
79%	77%	81%	-	-	75%	78%	78%	79%	83%	81%	-	-	-	-	-	-
NET Any usage	134	61	53	-	-	33	22	25	23	9	21	-	-	-	-	-
5%	5%	4%	-	-	8%	5%	8%	5%	2%	5%	-	-	-	-	-	-

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_12. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UPS

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
I've used them to send a packet or parcel	245	80	57	51	57	137	108	187	56	33	18	55	63	64	136	35	200	54	88	4
5%	5%	5%	4%	4%	4%	5%	4%	6%	3%	5%	3%	4%	5%	8%	4%	5%	5%	10%	5%	3%
They've delivered a packet or parcel	1289	261	385	309	311	669	620	804	477	156	135	315	379	241	829	158	1083	148	498	42
25%	25%	24%	24%	23%	22%	26%	24%	26%	24%	24%	20%	24%	23%	30%	25%	24%	23%	28%	26%	32%
I've heard of them but not used them in the last 12 months	2606	362	873	575	797	1235	1372	1418	1158	319	360	689	707	334	1757	323	2136	319	1220	76
51%	51%	38%	45%	49%	49%	49%	52%	46%	50%	50%	55%	61%	52%	41%	52%	50%	50%	60%	64%	57%
I've not heard of them before	1120	251	307	260	302	558	563	735	351	145	149	309	251	197	709	146	915	32	139	11
22%	22%	17%	19%	22%	21%	22%	21%	24%	17%	23%	23%	23%	18%	24%	21%	22%	22%	6%	7%	9%
NET Any usage	1434	332	414	342	346	747	688	922	503	175	148	341	415	283	903	179	1200	179	560	45
28%	28%	35%	26%	29%	24%	29%	26%	30%	25%	27%	22%	25%	30%	35%	27%	28%	28%	34%	29%	34%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QJ1\_12. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UPS

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
I've used them to send a packet or parcel	245	220	24	9	213	18	9	5	5	31	24	19	21	28	45	26	13	1	17
%	5%	5%	3%	5%	5%	4%	4%	3%	3%	5%	6%	5%	5%	6%	7%h	4%	3%	2%	5%
They've delivered a packet or parcel	1289	1089	201	55	1054	184	69	32	58	137	127	93	102	123	145	150	113	10	133
%	25%	25%	29%	29%	24%	33%de	28%	22%	28%	24%	30%de	23%	22%	26%	21%	22%	25%	20%	33%hlmnopq
I've heard of them but not used them in the last 12 months	2606	2234	372	85	2216	193	128	70	107	286	211	200	236	263	308	381	224	28	165
%	51%	50%	51%	44%	61%r	44%	62%de	49%	61%r	51%	49%	63%r	62%r	65%nr	45%	64%nr	51%	54%	43%
I've not heard of them before	1120	981	139	47	943	87	53	37	42	125	74	74	100	79	193	158	96	13	75
%	22%	22%	19%	25%	22%	20%	21%	25%de	20%	22%	17%	20%	22%	17%	23%hlmnr	22%	22%	25%	20%
NET Any usage	1434	1223	212	59	1180	153	66	35	60	155	141	102	119	138	177	167	122	11	142
%	28%	28%	29%	31%	27%	35%de	27%	25%	29%	27%	33%de	27%	26%	29%	26%	24%	28%	22%	37%hlmnopq

Question focuses on packets and parcels since Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_12. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UPS

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
I've used them to send a packet or parcel	245	65	7	22	110	86	31	14	4	195	18	117	92	20	14	2	208	16	86	59
	5%	4%	3%	2%	3%	4%	4%	4%	3%	5%	3%	3%	5%	3%	5%	2%	3%	4%	10%	3%
They've delivered a packet or parcel	1289	392	50	195	448	493	191	95	53	941	147	540	504	154	55	29	1044	84	282	406
	25%	22%	21%	22%	26%	24%	23%	27%	32%	25%	28%	26%	25%	21%	21%	29%	23%	23%	34%	23%
I've heard of them but not used them in the last 12 months	2606	1059	136	542	921	1050	365	173	78	1971	251	995	1050	338	140	50	2045	191	424	1190
	51%	59%	57%	62%	52%	52%	45%	49%	47%	52%	48%	51%	52%	45%	53%	51%	53%	51%	51%	68%
I've not heard of them before	1120	322	49	133	327	420	244	76	31	747	108	360	416	245	58	18	776	77	72	110
	22%	16%	21%	15%	19%	21%	30%	22%	19%	20%	21%	18%	21%	33%	22%	19%	19%	21%	9%	6%
NET Any usage	1434	423	52	205	506	551	208	104	56	1058	160	606	562	164	65	30	1168	95	337	447
	28%	23%	22%	23%	29%	27%	25%	29%	34%	28%	31%	29%	28%	22%	25%	30%	28%	28%	40%	26%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r  
 \* small base

QJ1\_12. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UPS

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
I've used them to send a packet or parcel	245	31	210	3	74	164	16	234	7	2	2	243	-
5%	5%	5%	4%	4%	5%	5%	5%	5%	6%	4%	22%	5%	-
They've delivered a packet or parcel	1289	80	1184	25	386	840	64	1232	36	19	-	1288	1
25%	25%	24%	25%	32%	26%	25%	20%	25%	31%	41%	-	25%	5%
I've heard of them but not used them in the last 12 months	2606	128	2443	35	703	1772	131	2546	24	19	2	2589	16
51%	38%	51% <sup>ns</sup>	44%	47%	53% <sup>ns</sup>	41%	51% <sup>ns</sup>	20%	42%	21%	50% <sup>ns</sup>	60%	
I've not heard of them before	1120	104	1000	17	354	650	116	1046	54	6	5	1106	9
22%	31% <sup>ns</sup>	21%	21%	24% <sup>ns</sup>	19%	35% <sup>ns</sup>	21%	21%	46% <sup>ns</sup>	13%	57%	22%	35%
NET Any usage	1434	102	1304	28	433	926	76	1371	39	21	2	1431	1
28%	31%	27%	35%	29%	28%	23%	28%	33%	45%	22%	28%	5%	

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mears, columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ1\_12.** For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UPS

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
I've used them to send a packet or parcel	245	50	49	78	67	24	13	13	25	12	12	-	54	24	25	26	16
5%	4%	4%	6%ab	5%	6%	3%	3%	3%	5%	3%	3%	-	7%klj	5%	6%	6%	4%
They've delivered a packet or parcel	1289	314	288	314	374	102	103	109	112	91	84	-	205	110	95	132	146
25%	24%	22%	24%	29%ab	24%	24%	26%	24%	22%	20%	-	-	25%	23%	22%	32%ijmn	33%klmno
I've heard of them but not used them in the last 12 months	2606	509	484	830	784	164	188	156	165	158	161	-	515	315	289	242	254
51%	39%	37%	64%ab	61%ab	38%	44%	37%	36%	38%	39%	-	-	63%afghl	67%afghlno	65%afghl	63%afghl	65%afghl
I've not heard of them before	1120	448	490	89	93	153	137	158	172	154	164	-	55	34	38	25	31
22%	35%cd	38%cd	7%	7%	35%lmnop	34%lmnop	37%lmnop	37%lmnop	37%lmnop	34%lmnop	34%lmnop	-	7%	7%	9%	6%	7%
NET Any usage	1434	333	317	371	413	115	106	113	127	100	91	-	248	123	111	149	153
28%	26%	26%	29%	32%ab	27%	24%	26%	27%	24%	22%	-	-	30%	26%	25%	35%efghijmn	35%efghijmn

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QJ1\_13. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UK Mail

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity		Unweighted
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
I've used them to send a packet or parcel	199	-	199	78	113	113	86	24	63	49	18	31	11	3	86	67	45	14	166	30	171
They've delivered a packet or parcel	4%	-	4%	11% <i>cd</i>	4%	4%	3%	3% <i>m</i>	10% <i>ghiklm</i>	6% <i>im</i>	3%	3% <i>m</i>	2%	1%	6% <i>opq</i>	4% <i>pd</i>	2%	1%	4%	6%	3%
I've heard of them but not used them in the last 12 months	673	-	673	117	412	357	316	71	76	148	100	137	80	62	147	248	279	141	610	99	633
I've not heard of them before	13%	-	13%	17%	15%	14%	12%	10%	12%	15%	14%	13%	13%	12%	11%	14% <i>m</i>	13%	12%	13%	11%	12%
NET Any usage	1593	-	1593	179	1167	811	776	170	172	305	236	315	205	187	343	541	710	392	1420	162	1566
	31%	-	31%	26%	41% <i>cd</i>	32%	30%	25%	26%	30%	32% <i>gh</i>	34% <i>gh</i>	32% <i>gh</i>	36% <i>ghm</i>	26%	31% <i>n</i>	34% <i>n</i>	34% <i>n</i>	31%	30%	30%
I've not heard of them before	2749	-	2749	342	1171	1264	1471	433	351	526	367	455	343	274	783	893	1073	617	2441	285	2841
	53%	-	53%	6% <i>cd</i>	41%	50%	53% <i>op</i>	13% <i>ghiklm</i>	9%	12%	9%	10%	9%	8%	13% <i>opq</i>	12%	9%	8%	9%	5%	9%
	819	-	819	179	492	439	379	86	129	185	114	153	86	65	215	299	304	151	729	85	754
	16%	-	16%	26% <i>cd</i>	17%	17% <i>gh</i>	14%	13%	20% <i>ghlm</i>	18% <i>ghm</i>	16%	17%	14%	12%	16%	17% <i>gh</i>	15%	13%	16%	16%	15%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Column tested (5% risk level) - 3D - 0D - eH - ghijklm - nloplq - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_13. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UK Mail

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
I've used them to send a packet or parcel	199	62	37	52	48	99	100	157	42	28	18	43	60	42	120	30	162	54	110	2
	4%	17% <b>cd</b>	2%	4% <b>a</b>	3%	4%	4%	3% <b>h</b>	2%	4%	3%	3%	4%	5%	4%	5%	4%	10% <b>ra</b>	6%	2%
They've delivered a packet or parcel	673	137	229	151	158	395	308	434	234	85	74	146	205	139	425	86	557	91	331	35
	13%	14%	14% <b>d</b>	13%	11%	14% <b>d</b>	12%	14%	12%	13%	11%	11%	15% <b>nk</b>	15% <b>kn</b>	13%	13%	13%	17%	17%	27%
I've heard of them but not used them in the last 12 months	1593	227	530	392	444	757	836	937	640	178	194	443	446	239	1084	178	1339	240	933	64
	31%	24%	33% <b>a</b>	33% <b>a</b>	31% <b>a</b>	30%	32%	30%	32%	28%	29%	33%	33%	29%	32%	27%	27%	45%	49%	48%
I've not heard of them before	2749	526	816	601	805	1342	1407	1587	1110	355	375	717	681	417	1773	361	2236	152	575	31
	53%	56%	51%	51%	56%	53%	54%	52%	55%	56%	57% <b>a</b>	54%	50%	51%	53%	56%	53%	29%	30%	23%
NET Any usage	819	192	247	184	196	439	379	552	262	106	88	178	245	158	512	109	675	137	410	37
	16%	20% <b>cdcd</b>	16%	16%	14%	17% <b>d</b>	14%	18% <b>h</b>	13%	17%	13%	13%	16% <b>nk</b>	16% <b>kn</b>	15%	17%	16%	26%	21%	28%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QJ1\_13. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UK Mail

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
I've used them to send a packet or parcel	199	172	27	2	179	9	6	4	7	30	17	19	15	26	29	24	13	1	9
	4%	4%	4%	1%	4%	2%	2%	3%	3%	5%	4%	5%	3%	5%	4%	3%	3%	1%	2%
They've delivered a packet or parcel	673	583	90	22	593	42	22	16	26	70	81	47	44	57	91	112	64	4	38
	13%	13%	13%	12%	14% <sup>ab</sup>	10%	9%	11%	13%	12%	19% <sup>hiklmopqr</sup>	13%	10%	12%	13%	16% <sup>ab</sup>	15%	8%	10%
I've heard of them but not used them in the last 12 months	1593	1349	244	49	1337	135	85	36	67	181	120	126	161	183	179	208	112	15	120
	31%	30%	34%	26%	31% <sup>g</sup>	31%	34% <sup>fg</sup>	25%	32%	32%	28%	34% <sup>klp</sup>	35% <sup>klmp</sup>	38% <sup>klmnop</sup>	26%	29%	25%	29%	31%
I've not heard of them before	2749	2304	365	110	2276	249	136	88	111	292	216	189	239	216	307	369	258	32	216
	53%	54%	50%	62% <sup>ab</sup>	52%	57%	55%	62% <sup>df</sup>	53%	52%	51%	50%	53%	45%	57% <sup>lm</sup>	52%	58% <sup>lm</sup>	82% <sup>lm</sup>	57% <sup>lm</sup>
NET Any usage	819	705	114	24	725	49	27	18	32	93	90	60	55	81	112	129	73	5	45
	16%	16%	16%	13%	17% <sup>cdgh</sup>	11%	11%	13%	15%	16%	21% <sup>klp</sup>	16%	12%	17%	17%	18% <sup>kl</sup>	17%	9%	12%

Question focuses on packets and parcels since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QJ1\_13. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UK Mail

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
I've used them to send a packet or parcel	199	49	1	12	72	76	34	14	2	148	16	107	66	15	9	1	172	10	108	59
	4%	3%	1%	1%	4%	4%	4%	4%	1%	4%	3%	33% <i>um</i>	3%	2%	3%	1%	47% <i>um</i>	3%	33% <i>us</i>	3%
They've delivered a packet or parcel	673	243	32	112	183	295	125	48	21	478	69	256	268	92	39	17	523	56	210	247
	13%	13%	13%	13%	10%	15% <i>ud</i>	15% <i>ud</i>	13%	13%	13%	13%	13%	13%	12%	15%	17%	13%	16%	25% <i>us</i>	14%
I've heard of them but not used them in the last 12 months	1593	599	78	277	563	631	240	96	51	1194	148	643	643	183	84	27	1285	111	363	874
	31%	33%	33%	32%	32%	31%	29%	27%	31%	32%	28%	33% <i>um</i>	32% <i>um</i>	25%	32%	27%	32% <i>um</i>	31%	44%	50% <i>ur</i>
I've not heard of them before	2749	931	127	483	947	1045	427	201	90	1992	291	990	1065	460	131	55	2055	186	165	593
	53%	52%	53%	55%	54%	52%	52%	57%	55%	53%	56%	51%	53%	62% <i>uk/imp</i>	50%	56%	52%	51%	20%	34% <i>ur</i>
NET Any usage	819	275	33	119	244	345	149	56	23	589	79	328	320	103	48	17	648	65	305	280
	16%	15%	14%	14%	14%	17% <i>us</i>	16% <i>ud</i>	16%	14%	16%	15%	17%	16%	14%	18%	17%	16%	18%	37% <i>us</i>	16%

Question focuses on packets and parcels since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base

QJ1\_13. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UK Mail

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
I've used them to send a packet or parcel	199	31	163	4	64	115	19	182	15	-	2	197	*
4%	23% <b>a</b>	3%	5%	5%	4%	3%	6%	4%	15% <b>ah</b>	-	23%	4%	-
They've delivered a packet or parcel	673	56	597	21	223	420	30	623	32	14	2	689	2
13%	17%	13%	22% <b>b</b>	15% <b>f</b>	13%	9%	13%	28% <b>ah</b>	30%	22%	13%	8%	
I've heard of them but not used them in the last 12 months	1593	64	1518	11	363	1146	84	1544	20	17	2	1581	10
31%	19%	32% <b>ac</b>	14%	24%	34% <b>af</b>	26%	31% <b>ah</b>	78%	37%	21%	31% <b>ah</b>	39%	
I've not heard of them before	2749	188	2516	44	852	1699	198	2663	53	16	3	2733	14
53%	56%	53%	56%	57% <b>ae</b>	51%	61% <b>ae</b>	54%	46%	34%	34%	53%	53%	
NET Any usage	819	82	712	24	275	503	41	756	43	14	4	813	2
16%	25% <b>a</b>	15%	31% <b>b</b>	10% <b>af</b>	15%	13%	15%	27% <b>ah</b>	30%	45%	16%	8%	

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mears; Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ1\_13. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - UK Mail

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
I've used them to send a packet or parcel	199	25	7	86	81	13	3	9	4	-	3	-	65	21	17	31	32
4%	2%ab	1%	7%ab	6%ab	3%j	1%	2%j	1%	-	-	-	-	9%efghij	4%hij	4%hij	7%efghj	7%efghj
They've delivered a packet or parcel	673	128	88	229	228	51	41	36	39	21	28	-	140	88	63	73	92
13%	10%ab	7%	18%ab	18%ab	12%j	10%	8%	9%	5%	7%	-	-	17%efghj	18%efghj	15%efghj	17%efghj	21%efghj
I've heard of them but not used them in the last 12 months	1593	200	156	650	587	77	58	65	56	61	39	-	400	250	203	180	203
31%	15%	12%	50%ab	45%ab	13%j	13%	15%	12%	15%	9%	-	-	43%efghj	53%efghj	47%efghj	43%efghj	45%efghj
I've not heard of them before	2749	949	1042	349	408	297	332	320	366	330	346	-	231	119	154	135	119
53%	42%cd	81%abcd	27%	32%	59%klmnop	47%klmnop	45%klmnop	49%klmnop	52%klmnop	53%klmnop	53%klmnop	-	28%	25%	23%klmnp	33%	27%
NET Any usage	619	141	92	290	295	59	41	42	41	21	30	-	128	103	79	100	115
16%	11%ab	7%	23%ab	23%ab	14%j	10%	10%	9%	5%	7%	-	-	23%efghj	22%efghj	18%efghj	24%efghj	26%efghj

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - e/gh/hij/klmnop  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_14. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DX

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	2581	-	2581	241	616	1242	1329	309	319	492	369	481	377	234	628	861	1092	611	2411	149	2581
Weighted Base	2581	**	2581	312	638	1256	1312	347	305	527	384	438	317	263	652	912	1017	579	2333	227	2581
Effective Base	1390	-	1390	144	342	676	706	180	181	269	211	264	162	129	360	480	551	291	1271	108	2581
I've used them to send a packet or parcel	18	-	18	7	7	12	6	2	6	8	1	*	*	*	9	9	*	*	12	6	17
I've delivered a packet or parcel	1%	-	1%	2%	1%	1%	*	1%	2%	2%	*	*	*	*	1%	1%	*	*	1%	3%	1%
They've delivered a packet or parcel	86	-	86	10	21	48	38	1	11	20	33	16	3	3	12	52	22	6	84	2	108
I've heard of them but not used them in the last 12 months	229	-	229	15	52	137	92	13	19	44	49	61	27	16	32	94	103	42	217	10	221
I've not heard of them before	87%	-	87%	90%	87%	85%	87%	85%	83%	81%	79%	82%	81%	83%	83%	83%	83%	83%	87%	82%	87%
NET Any usage	101	-	101	16	28	57	44	3	18	25	33	16	3	3	21	58	22	6	94	7	119
	4%	-	4%	5%	4%	5%	3%	1%	6%	5%	6%	4%	1%	1%	3%	6%	2%	1%	4%	3%	5%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - aB - cD - eF - gH/I/J/K/L/M - nO/P/Q - RS  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_14. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DX

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2581	635	760	544	642	1395	1186	1356	1178	327	323	658	663	425	1644	331	2109	-	-	-
Weighted Base	2581	475	746	625	735	1221	1360	1530	1000	361	332	649	649	412	1629	366	2081	**	**	**
Effective Base	1390	255	425	317	396	679	712	749	639	182	183	372	348	203	902	184	1126	-	-	-
I've used them to send a packet or parcel	18	5	11	2	-	16	2	18	-	-	-	9	3	6	11	-	17	-	-	-
	1%	1%	1%			1%		1%				1%		1%	1%		1%			
They've delivered a packet or parcel	86	16	28	22	20	43	43	74	12	6	1	17	30	25	46	6	76	-	-	-
	3%	3%	4%	4%	3%	4%	3%	5%	1%	2%		3%	5%	6%	3%	2%	4%	-	-	-
I've heard of them but not used them in the last 12 months	229	36	59	60	73	96	133	147	81	30	19	54	67	36	140	30	179	-	-	-
	9%	8%	8%	10%	10%	8%	10%	10%	8%	8%	6%	8%	10%	9%	9%	8%	9%	-	-	-
I've not heard of them before	2251	418	651	540	642	1069	1182	1295	907	325	311	569	550	344	1431	329	1810	-	-	-
	87%	88%	87%	86%	87%	88%	87%	88%	91%	90%	94%	88%	85%	84%	88%	90%	87%	-	-	-
NET Any usage	101	21	36	24	20	56	45	89	12	6	1	26	31	32	58	6	91	-	-	-
	4%	4%	5%	4%	3%	5%	3%	6%	1%	2%		4%	5%	8%	2%	4%	-	-	-	

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing

QJ1\_14. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DX

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1784	797	332	1281	523	440	337	139	141	142	140	144	143	144	144	144	84	439
Weighted Base	2581	2219	362	115*	2169	217	124	71	105	283	213	188	227	240	339	354	221	29*	188
Effective Base	1390	1169	225	73	1037	274	252	239	123	125	125	123	126	130	123	127	37	237	
I've used them to send a packet or parcel	18	17	1	*	16	1	1	*	1	-	-	3	3	-	3	6	-	-	1
%	1%	1%	*	*	1%	1%	1%	*	1%	-	-	2%	2%	-	2%	4%	-	-	1%
They've delivered a packet or parcel	86	72	14	6	69	12	8	2	7	13	3	6	3	11	14	-	9	1	11
%	3%	3%	4%	6%	3%	5%	5%	2%	5%	9%	2%	4%	2%	8%	10%	-	6%	1%	6%
I've heard of them but not used them in the last 12 months	229	194	35	4	195	21	9	3	13	34	19	14	24	34	31	13	1	1	20
%	9%	9%	10%	4%	9%	10%	8%	4%	12%	12%	9%	7%	11%	14%	9%	6%	3%	1%	11%
I've not heard of them before	2251	1939	312	104	1895	193	107	67	85	236	190	167	197	195	309	316	199	27	155
%	87%	87%	86%	90%	87%	84%	87%	93%	81%	84%	89%	89%	87%	81%	91%	89%	90%	94%	83%
NET Any usage	101	86	15	7	80	12	7	2	7	13	3	7	6	11	17	6	9	1	12
%	4%	4%	4%	6%	4%	6%	6%	2%	5%	4%	1%	4%	3%	5%	5%	2%	4%	3%	6%

Question focuses on packets and parcels since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QJ1\_14. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DX

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2581	908	118	495	857	1021	391	172	102	1878	274	908	1012	413	126	74	1920	200	-	-
Weighted Base	2581	881	142*	445	879	982	411	187	90*	1861	277	882	995	451	146*	59*	1876	205	-**	-**
Effective Base	1390	480	64	261	448	531	227	106	62	978	166	471	530	240	79	45	1001	120	-	-
I've used them to send a packet or parcel	18	-	-	-	6	10	-	2	1	15	3	10	4	-	2	14	4	-	-	-
%	1%	-	-	-	1%	1%	-	1%	1%	1%	3%	1%	-	-	1%	1%	2%	-	-	-
They've delivered a packet or parcel	86	20	4	5	27	36	16	4	2	63	6	34	24	20	6	1	58	6	-	-
%	3%	2%	3%	1%	3%	4%	4%	2%	2%	3%	2%	4%	2%	4%	4%	1%	3%	3%	-	-
I've heard of them but not used them in the last 12 months	229	85	11	32	82	87	33	16	8	169	25	83	81	42	13	4	164	17	-	-
%	9%	10%	8%	7%	9%	9%	8%	9%	9%	9%	9%	9%	8%	9%	7%	9%	9%	8%	-	-
I've not heard of them before	2251	776	127	409	765	852	361	164	80	1617	244	756	885	388	127	52	1641	179	-	-
%	87%	88%	90%	92%	87%	87%	88%	88%	88%	87%	88%	86%	89%	86%	87%	88%	87%	87%	-	-
NET Any usage	101	20	4	5	32	43	16	7	2	75	9	43	28	20	6	3	71	8	-	-
%	4%	2%	3%	1%	4%	4%	4%	4%	2%	4%	3%	5%	3%	4%	4%	5%	4%	4%	-	-

Question focuses on packets and parcels since Q3 2022  
 Proportions: Mears, Column: Tested (5% risk level) - 2b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ1\_14. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DX

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2581	175	2363	43	812	1599	170	2512	38	19	2	2569	10
Weighted Base	2581	180*	2361	40**	782	1616	183	2498	52**	16**	3**	2567	11**
Effective Base	1390	99	1268	23	435	849	108	1345	27	12	2	1383	5
I've used them to send a packet or parcel	18	3	15	-	9	9	-	17	2	-	-	18	-
1%	2%	3%	-	3%	1%	-	-	1%	3%	-	-	1%	-
They've delivered a packet or parcel	86	3	83	-	23	61	3	83	3	-	-	86	-
3%	2%	4%	-	3%	4%	2%	-	3%	5%	-	-	3%	-
I've heard of them but not used them in the last 12 months	229	10	214	4	59	155	14	228	-	1	-	228	*
9%	5%	9%	11%	8%	70%	8%	-	9%	-	4%	-	9%	2%
I've not heard of them before	2251	165	2051	36	694	1391	166	2174	48	15	3	2237	11
87%	92%	87%	89%	89%	86%	86%	91%	87%	92%	96%	100%	87%	98%
NET Any usage	101	5	96	-	29	69	3	97	4	-	-	101	-
4%	3%	4%	-	4%	4%	2%	-	4%	8%	-	-	4%	-

Question focuses on packets and parcels since Q3 2022  
 Proportions: Mears; Columns: Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ1\_14. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - DX

Base : All participants

Total	Quarter				Month											
	Q1 2022 (g)	Q2 2022 (c)	Q3 2022 (c)	Q4 2022 (g)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2581	1290	1291	-	-	430	430	430	430	430	431	-	-	-	-	-
Weighted Base	2581	1290	1291	**	**	432	431	427	464	412	416	**	**	**	**	**
Effective Base	1390	661	732	-	-	215	220	226	251	240	242	-	-	-	-	-
I've used them to send a packet or parcel	18	9	10	-	-	2	6	*	2	4	4	-	-	-	-	-
1%	1%	1%	-	-	1%	1%	*	*	1%	1%	1%	-	-	-	-	-
They've delivered a packet or parcel	86	47	39	-	-	13	21	12	14	17	8	-	-	-	-	-
3%	4%	3%	-	-	3%	5%	3%	3%	4%	2%	-	-	-	-	-	-
I've heard of them but not used them in the last 12 months	229	130	99	-	-	38	46	44	41	20	38	-	-	-	-	-
9%	10%	8%	-	-	9%	11%	10%	9%	5%	9%	-	-	-	-	-	-
I've not heard of them before	2281	1105	1146	-	-	379	356	370	408	372	366	-	-	-	-	-
87%	86%	89%	-	-	88%	83%	87%	88%	87%	86%	-	-	-	-	-	-
NET Any usage	101	55	46	-	-	15	27	12	14	20	12	-	-	-	-	-
4%	4%	4%	-	-	4%	6%	3%	3%	5%	3%	-	-	-	-	-	-

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_15. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Yodel

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2481	2883	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
I've used them to send a packet or parcel	299	-	299	94	163	130	169	47	59	77	44	36	25	10	107	121	71	35	254	45	289
6%	6%	-	6%	13% <sup>cd</sup>	6%	5%	6%	7% <sup>km</sup>	9% <sup>km</sup>	8% <sup>km</sup>	6% <sup>km</sup>	4%	4%	2%	8% <sup>ppq</sup>	7% <sup>ppq</sup>	3%	3%	6%	8%	6%
They've delivered a packet or parcel	2045	-	2045	216	1120	908	1134	151	261	412	350	421	247	202	412	762	870	449	1914	119	2321
40%	-	40%	31%	40% <sup>cd</sup>	36%	41% <sup>cd</sup>	36%	22%	40% <sup>kg</sup>	41% <sup>kg</sup>	40% <sup>ghilm</sup>	40% <sup>kg</sup>	30% <sup>kg</sup>	23% <sup>kg</sup>	31%	44% <sup>ng</sup>	42% <sup>ng</sup>	32% <sup>ng</sup>	42% <sup>rs</sup>	22%	45%
I've heard of them but not used them in the last 12 months	1817	-	1817	175	1178	881	927	212	180	291	222	351	302	259	392	513	912	561	1633	169	1712
35%	-	35%	25%	42% <sup>cd</sup>	35%	35%	31%	28%	29%	31%	33% <sup>ghij</sup>	40% <sup>ghijlm</sup>	40% <sup>ghijlm</sup>	29%	29%	30%	44% <sup>noo</sup>	40% <sup>noo</sup>	36%	32%	33%
I've not heard of them before	1119	-	1119	234	434	635	476	294	169	260	123	135	76	62	463	383	274	138	904	204	965
22%	-	22%	13%	33% <sup>cd</sup>	18%	23% <sup>cd</sup>	18%	45% <sup>ghijklm</sup>	45% <sup>ghijklm</sup>	42% <sup>ghijklm</sup>	11% <sup>cd</sup>	15%	12%	12%	33% <sup>ppq</sup>	32% <sup>ppq</sup>	13%	12%	20%	31% <sup>rs</sup>	19%
NET Any usage	2224	-	2224	290	1218	997	1224	184	303	455	373	440	256	205	496	837	901	461	2053	159	2484
43%	-	43%	42%	43%	40%	47% <sup>cd</sup>	40%	27%	46% <sup>kg</sup>	46% <sup>kg</sup>	52% <sup>ghlm</sup>	47% <sup>ghlm</sup>	40% <sup>kg</sup>	39% <sup>kg</sup>	36%	48% <sup>ppq</sup>	43% <sup>ppq</sup>	40%	45% <sup>rs</sup>	30%	48%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - cd - cd - cd - ghijklm - no/pq - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_15. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Yodel

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
I've used them to send a packet or parcel	299	56	100	72	71	156	143	219	76	31	33	81	90	54	203	33	259	56	123	7
8%	6%	6%	6%	5%	6%	5%	5%	7%	4%	5%	5%	6%	7%	7%	6%	5%	6%	11%	6%	5%
They've delivered a packet or parcel	2045	349	667	475	554	1016	1029	1183	841	234	234	528	610	321	1377	235	1715	236	753	45
40%	37%	42%	40%	38%	40%	39%	38%	42%	37%	37%	36%	39%	45%	39%	41%	36%	40%	45%	39%	34%
I've heard of them but not used them in the last 12 months	1817	238	586	414	569	834	983	998	794	239	268	477	458	232	1203	245	1464	217	904	67
35%	25%	37%	35%	39%	33%	37%	32%	39%	32%	37%	41%	36%	33%	29%	36%	38%	34%	41%	47%	51%
I've not heard of them before	1119	324	268	238	290	592	527	755	337	143	136	279	251	235	665	143	920	32	177	17
22%	34%	27%	20%	20%	23%	20%	25%	17%	17%	22%	21%	21%	18%	29%	20%	22%	22%	6%	9%	13%
NET Any usage	2224	384	729	526	586	1113	1112	1322	881	257	254	583	347	347	1501	260	1866	281	837	48
43%	41%	46%	45%	41%	44%	42%	43%	44%	40%	40%	39%	44%	48%	43%	45%	40%	44%	53%	44%	36%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_15. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Yodel

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
I've used them to send a packet or parcel	299	256	42	14	256	19	18	6	12	29	19	20	38	30	40	42	27	3	16
8%	6%	6%	7%	6%	6%	4%	7%	4%	6%	5%	5%	5%	21%	8%	6%	8%	6%	3	4%
They've delivered a packet or parcel	2045	1716	329	93	1650	219	115	61	95	190	183	131	165	230	182	271	184	22	107
49%	39%	45%	49%	38%	31%	46%	43%	46%	46%	44%	35%	37%	37%	43%	27%	33%	44%	43%	52%
I've heard of them but not used them in the last 12 months	1817	1538	279	62	1562	126	79	50	66	229	162	151	172	207	249	163	15	111	
35%	35%	39%	32%	36%	29%	32%	35%	32%	32%	41%	38%	40%	35%	36%	31%	35%	37%	29%	29%
I've not heard of them before	1119	1031	88	31	970	80	41	28	41	126	67	81	100	61	256	168	71	13	67
22%	23%	12%	16%	22%	18%	17%	20%	19%	19%	22%	16%	22%	22%	13%	35%	24%	16%	26%	17%
NET Any usage	2224	1869	355	98	1805	227	127	65	103	211	197	143	193	247	215	289	208	24	203
43%	42%	49%	52%	42%	52%	52%	45%	49%	49%	46%	38%	42%	42%	51%	32%	41%	47%	46%	53%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base



QJ1\_15. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Yodel

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <€11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
	Total																			
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
I've used them to send a packet or parcel	299	112	10	32	115	95	57	19	10	210	29	138	103	20	35	3	239	38	116	71
	6%	6%	4%	4%	7%	5%	7%	5%	6%	6%	6%	12% <sup>mn</sup>	8% <sup>ln</sup>	3%	13% <sup>kn</sup>	3%	8% <sup>pn</sup>	19% <sup>qn</sup>	14% <sup>rn</sup>	4%
They've delivered a packet or parcel	2045	754	92	390	709	842	309	113	60	1551	173	867	792	252	91	31	1659	123	336	698
	40%	42%	39%	44%	40% <sup>gn</sup>	42% <sup>gn</sup>	38%	32%	37%	41% <sup>gn</sup>	33%	44% <sup>mnoq</sup>	39%	34%	35%	32%	42% <sup>mn</sup>	34%	40%	40%
I've heard of them but not used them in the last 12 months	1817	737	107	376	662	722	236	131	54	1385	185	695	728	240	91	39	1423	129	331	856
	35%	41%	45%	43%	38% <sup>fn</sup>	36% <sup>fn</sup>	29%	37% <sup>fn</sup>	33%	37% <sup>fn</sup>	36%	35%	36%	32%	34%	39%	36%	36%	40%	49% <sup>fn</sup>
I've not heard of them before	1119	256	33	100	311	400	242	97	46	710	142	319	439	242	67	25	758	92	79	148
	22%	14%	14%	11%	18%	20%	30% <sup>del</sup>	27% <sup>del</sup>	28% <sup>del</sup>	19%	27% <sup>del</sup>	16%	22% <sup>kl</sup>	32% <sup>kjp</sup>	25% <sup>kl</sup>	26% <sup>kl</sup>	19%	25% <sup>kjp</sup>	9%	8%
NET Any usage	2224	812	97	404	781	899	338	126	65	1680	191	947	861	264	106	35	1808	140	423	743
	43%	45%	41%	46%	45% <sup>gn</sup>	44% <sup>gn</sup>	41%	36%	39%	45% <sup>gn</sup>	37%	49% <sup>mnoq</sup>	42% <sup>gn</sup>	35%	40%	35%	45% <sup>gn</sup>	39%	51% <sup>gn</sup>	43%

Question focuses on packets and parcels since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r  
 \* small base

QJ1\_15. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Yodel

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
I've used them to send a packet or parcel	299	27	262	10	104	175	19	278	15	8	-	299	-
	6%	8%	6%	12%	7%	5%	6%	6%	15% <b>gh</b>	12%	-	6%	-
They've delivered a packet or parcel	2045	131	1883	31	636	1308	101	1981	34	22	4	2038	4
	40%	39%	40%	39%	43% <b>kl</b>	39% <b>kl</b>	31%	40%	30%	46%	45%	40%	15%
I've heard of them but not used them in the last 12 months	1817	68	1731	19	456	1260	102	1772	20	12	2	1803	12
	35%	20%	35% <b>ea</b>	24%	31%	38% <b>ed</b>	31%	36% <b>gh</b>	17%	26%	21%	35% <b>kl</b>	46%
I've not heard of them before	1119	116	983	21	335	676	108	1049	50	8	3	1106	10
	22%	35% <b>la</b>	21%	26%	23%	20%	33% <b>de</b>	21%	43% <b>gh</b>	16%	34%	22%	39%
NET Any usage	2224	151	2034	40	699	1412	113	2143	47	27	4	2217	4
	43%	45%	43%	50%	47% <b>kl</b>	42%	35%	43%	40%	58%	45%	43%	15%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/kl  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_15. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Yodel

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
I've used them to send a packet or parcel	299	50	63	96	90	8	14	27	23	20	20	-	58	39	33	34	23
6%	4%	5%	7%ab	7%a	2%	3%	6%a	5%	5%	5%	-	7%af	9%af	9%af	9%af	9%af	5%
They've delivered a packet or parcel	2045	517	494	504	531	177	183	157	187	141	165	-	331	173	161	173	196
40%	40%	38%	39%	41%	41%	42%	37%	40%	40%	34%	40%	-	40%	37%	37%	42%	28%b
I've heard of them but not used them in the last 12 months	1817	329	301	605	576	110	110	109	104	105	92	-	381	229	190	193	188
35%	25%	23%	47%ab	45%ab	26%	25%	25%	22%	22%	22%	-	47%afabjl	43%afabjl	45%afabjl	45%afabjl	43%afabjl	43%afabjl
I've not heard of them before	1119	425	467	111	116	143	134	149	164	159	145	-	62	49	54	25	37
22%	32%cd	32%cd	9%	9%	33%mnop	31%mnop	33%mnop	33%mnop	33%mnop	33%mnop	33%mnop	-	8%	10%	12%bc	6%	9%
NET Any usage	2224	536	523	570	595	179	185	169	196	148	179	-	376	194	187	197	232
43%	42%	40%	44%	46%b	41%	44%	40%	42%	36%	43%	-	46%l	41%	43%	47%j	48%j	

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_16. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Amazon Delivery Service/ Logistics

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	2868
I've used them to send a packet or parcel	345	-	345	96	217	173	170	47	78	81	42	44	26	27	125	123	97	53	289	51	336
I've not heard of them before	7%	-	7%	14% <sup>sd</sup>	8%	7%	6%	7%	12% <sup>gij/klm</sup>	8% <sup>kl</sup>	6%	5%	4%	5%	9% <sup>opq</sup>	7% <sup>pd</sup>	5%	5%	6%	10% <sup>rs</sup>	7%
They've delivered a packet or parcel	2472	-	2472	263	1569	1159	1303	279	258	466	384	494	332	259	537	850	1085	590	2233	225	2477
I've heard of them but not used them in the last 12 months	48%	-	48%	38%	53% <sup>sd</sup>	46%	50%	41%	40%	46%	54% <sup>gij</sup>	51% <sup>ghi</sup>	53% <sup>gh</sup>	43% <sup>gh</sup>	40%	49% <sup>gh</sup>	52% <sup>gh</sup>	51% <sup>gh</sup>	49%	42%	48%
I've not heard of them before	866	-	866	102	615	457	408	86	103	161	99	191	126	99	189	280	417	226	773	87	857
NET Any usage	17%	-	17%	15%	22% <sup>sd</sup>	18%	16%	12%	16%	16%	14%	21% <sup>gij</sup>	20% <sup>gij</sup>	19% <sup>gij</sup>	14%	15%	20% <sup>lmno</sup>	19% <sup>lmno</sup>	17%	17%	17%
I've not heard of them before	1602	-	1602	254	511	783	809	286	233	332	216	216	165	154	519	548	535	319	1405	179	1620
NET Any usage	31%	-	31%	16% <sup>sd</sup>	18%	31%	31%	44% <sup>ijklm</sup>	35% <sup>ijkl</sup>	31% <sup>ijkl</sup>	30% <sup>ijkl</sup>	23%	26%	29%	9% <sup>opqr</sup>	9% <sup>opqr</sup>	26%	27%	31%	34%	31%
NET Any usage	2694	-	2694	344	1704	1273	1410	317	316	523	402	520	343	273	634	925	1135	615	2413	265	2684
NET Any usage	52%	-	52%	49%	69% <sup>sd</sup>	51%	54%	46%	48%	51%	56% <sup>gh</sup>	56% <sup>gh</sup>	54% <sup>gh</sup>	52%	47%	53% <sup>lm</sup>	54% <sup>lm</sup>	53% <sup>lm</sup>	53%	50%	52%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - sd - did - ell - ghij/klm - nop/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_16. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Amazon Delivery Service/ Logistics

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
I've used them to send a packet or parcel	345	80	110	81	74	190	155	244	96	30	48	91	106	55	244	32	301	66	202	8
	7%	6%	7%	7%	5%	7%	6%	8%	4%	5%	7%	7%	8%	7%	7%	5%	7%	12%	11%	6%
They've delivered a packet or parcel	2472	423	823	532	694	1246	1226	1401	1043	286	304	638	708	398	1651	288	2080	338	1152	81
	48%	45%	52% <sup>ab</sup>	45%	48%	49%	47%	46%	45%	46%	46%	48%	52% <sup>kl</sup>	49%	49%	45%	49%	64%	50%	62%
I've heard of them but not used them in the last 12 months	866	129	257	210	270	386	480	492	363	110	110	243	233	99	586	113	701	118	490	39
	17%	14%	16%	18%	19% <sup>ab</sup>	15%	18% <sup>ab</sup>	16%	18%	17% <sup>ab</sup>	17%	18% <sup>ab</sup>	17% <sup>ab</sup>	12%	17% <sup>ab</sup>	18%	16%	22%	26%	29%
I've not heard of them before	1602	340	443	394	434	783	818	1013	550	219	212	399	369	279	980	221	1280	23	142	5
	31%	28%	33% <sup>ab</sup>	30%	31%	31%	31%	33% <sup>ab</sup>	27%	34% <sup>ab</sup>	32%	30%	27%	34% <sup>ab</sup>	29%	34%	30%	4%	7%	4%
NET Any usage	2694	475	894	583	741	1369	1324	1570	1099	309	335	696	771	437	1803	313	2270	388	1286	88
	52%	50%	56% <sup>ab</sup>	50%	51%	54%	51%	51%	55%	48%	51%	52%	56% <sup>kl</sup>	54%	54%	48%	53%	73% <sup>qr</sup>	67%	67%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_16. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Amazon Delivery Service/ Logistics

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
I've used them to send a packet or parcel	345	290	55	12	297	24	13	11	17	43	26	27	35	28	60	35	27	3	21
7%	7%	8%	7%	7%	8%	5%	8%	8%	8%	8%	7%	8%	8%	9%	5%	8%	5%	5%	6%
They've delivered a packet or parcel	2472	2092	380	80	2072	218	111	71	95	265	213	188	163	257	269	334	249	14	205
48%	47%	53% <sup>ab</sup>	42%	48%	50%	45%	50%	50%	47% <sup>ac</sup>	51% <sup>cd</sup>	50% <sup>de</sup>	45% <sup>ef</sup>	54% <sup>fg</sup>	40%	47% <sup>gh</sup>	56% <sup>hi</sup>	27%	54% <sup>ij</sup>	
I've heard of them but not used them in the last 12 months	866	757	109	30	737	63	49	17	32	91	68	62	87	91	112	137	57	11	52
17%	17%	15%	16%	17% <sup>kl</sup>	15%	20% <sup>lm</sup>	12%	15%	16%	16%	17%	17%	19%	17%	19% <sup>no</sup>	13%	22%	14%	
I've not heard of them before	1602	1399	203	70	1336	139	78	49	66	182	124	111	147	114	250	218	125	24	114
31%	32%	28%	40% <sup>ab</sup>	31%	32%	32%	34%	31%	32% <sup>lm</sup>	29%	29%	32% <sup>mn</sup>	24%	37% <sup>no</sup>	31%	28%	47% <sup>op</sup>	30%	
NET Any usage	2694	2283	411	84	2265	232	120	77	111	292	234	203	221	274	316	351	262	16	215
52%	51%	57% <sup>ac</sup>	44%	52%	53%	48%	54%	53% <sup>cd</sup>	52% <sup>de</sup>	55% <sup>ef</sup>	54% <sup>fg</sup>	49% <sup>gh</sup>	67% <sup>hi</sup>	47% <sup>ij</sup>	50% <sup>kl</sup>	69% <sup>lm</sup>	31%	57% <sup>no</sup>	

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QJ1\_16. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Amazon Delivery Service/ Logistics

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
I've used them to send a packet or parcel	345	89	9	32	137	122	52	23	11	258	34	172	137	21	9	5	309	14	145	130
	7%	5%	4%	4%	8%	6%	6%	6%	7%	7%	7%	5%moq	5%mo	3%	4%	5%	6%mo	4%	13%is	7%
They've delivered a packet or parcel	2472	902	117	464	879	991	352	171	67	1871	237	1037	1002	267	122	34	2035	156	454	1117
	48%	50%	49%	53%	50% <i>f</i>	49% <i>f</i>	43%	48%	40%	50% <i>f</i>	46%	53%moq	49%mo	36%	46%mo	34%	51%moq	43%	54%	64% <i>r</i>
I've heard of them but not used them in the last 12 months	866	343	44	177	255	353	165	52	28	609	80	308	332	147	45	16	641	61	211	437
	17%	19%	19%	20%	15%	17%	20% <i>d</i>	15%	17%	16%	16%	16%	16%	20%	17%	16%	16%	17%	25%	25%
I've not heard of them before	1602	514	69	225	533	598	267	114	63	1131	177	516	598	318	90	44	1113	134	52	118
	31%	28%	29%	26%	30%	30%	33%	32%	38%	30%	34%	26%	29%	43% <i>k</i> <i>p</i>	34% <i>k</i>	45% <i>k</i> <i>p</i>	28%	37% <i>k</i> <i>p</i>	6%	7%
NET Any usage	2694	948	125	478	965	1070	384	187	74	2036	261	1137	1098	281	128	39	2235	167	570	1192
	52%	52%	52%	54%	55% <i>m</i>	53% <i>r</i>	47%	53%	45%	54% <i>r</i>	50%	59%moq	54%mo	38%	49%mo	39%	56%moq	49%mo	68%	68%

Question focuses on packets and parcels since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - j/k/l/m/n/o/p/q - r/s  
 \* small base

QJ1\_16. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Amazon Delivery Service/ Logistics

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
I've used them to send a packet or parcel	345	36	303	5%	121	207	17	330	11	2	1	344	-
	7%	11% <b>ab</b>	6%	7%	8%	6%	5%	7%	10%	5%	11%	7%	-
They've delivered a packet or parcel	2472	154	2287	31	722	1641	109	2412	35	14	-	2481	11
	48%	46%	48%	39%	45% <b>cd</b>	49% <b>ef</b>	34%	49% <b>gh</b>	30%	29%	-	45% <b>kl</b>	44%
I've heard of them but not used them in the last 12 months	866	29	819	18	221	579	66	813	20	20	4	854	9
	17%	9%	17% <b>ab</b>	22% <b>ca</b>	15%	17%	21%	16%	17%	43%	43%	17%	33%
I've not heard of them before	1602	124	1451	27	469	996	137	1529	53	10	4	1592	6
	31%	37%	31%	34%	31%	30%	42% <b>de</b>	31%	45% <b>gh</b>	22%	46%	31%	23%
NET Any usage	2694	182	2477	35	800	1774	120	2621	44	16	1	2681	11
	52%	54%	52%	44%	54% <b>cd</b>	53% <b>ef</b>	37%	53% <b>gh</b>	38%	34%	11%	52% <b>kl</b>	44%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mears; Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ1\_16.** For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Amazon Delivery Service/ Logistics

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
I've used them to send a packet or parcel	345	36	33	132	144	10	7	19	15	4	14	-	81	50	43	57	45
	7%	3%	3%	10%ab	11%ab	2%	2%	4%a	3%	1%	3%	-	10%efghj	11%efghj	10%efghj	14%efghj	10%efghj
They've delivered a packet or parcel	2472	476	425	790	780	162	164	150	149	127	150	-	509	281	275	239	266
	48%	37%	33%	61%ab	61%ab	37%	38%	35%	32%	31%	36%	-	62%efghj	60%efghj	63%efghj	58%efghj	61%efghj
I've heard of them but not used them in the last 12 months	868	116	102	322	324	39	43	34	45	35	23	-	183	130	105	113	109
	17%	9%	8%	25%ab	25%ab	9%	10%	8%	10%	8%	6%	-	24%efghj	23%efghj	24%efghj	22%efghj	23%efghj
I've not heard of them before	1602	682	749	88	82	226	223	233	264	249	236	-	58	30	31	18	34
	31%	52%bcd	58%bcd	7%	6%	52%klmnop	52%klmnop	52%klmnop	52%klmnop	52%klmnop	52%klmnop	-	7%	6%	7%	4%	8%
NET Any usage	2694	492	440	870	804	106	105	100	155	120	156	-	557	312	301	294	299
	52%	36%	34%	68%ab	68%ab	39%	38%	37%	33%	31%	38%	-	69%efghj	65%efghj	63%efghj	63%efghj	63%efghj

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_97. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Other Postal Service

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
I've used them to send a packet or parcel	99	-	99	51	47	36	62	14	33	27	7	9	5	3	47	35	17	8	81	2	73
They've delivered a packet or parcel	291	-	291	76	210	167	134	53	50	78	43	40	14	13	103	121	67	27	239	50	270
I've heard of them but not used them in the last 12 months	991	-	991	125	863	498	489	117	118	220	135	203	124	75	235	355	402	199	891	91	971
I've not heard of them before	3793	-	3793	447	1720	1825	1952	508	452	694	533	677	493	436	960	1227	1606	929	3393	375	3858
NET Any usage	377	-	377	124	247	191	186	65	82	103	45	46	18	15	147	151	79	33	306	66	332
	7%	-	7%	19% <sup>d</sup>	9%	8%	7%	9% <sup>kim</sup>	13% <sup>hlm</sup>	10% <sup>kim</sup>	7% <sup>lm</sup>	5%	3%	3%	11% <sup>ppg</sup>	9% <sup>ppc</sup>	4%	3%	7%	12% <sup>lr</sup>	6%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - aD - cId - eIl - gHil/jOlm - nIol/pIq - rIs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_97. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Other Postal Service

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/ prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
I've used them to send a packet or parcel	99	22	31	27	19	53	46	79	20	12	9	26	28	19	62	14	81	37	54	8
2%	2%	2%	2%	1%	2%	2%	2%	2.8%	1%	2%	1%	2%	2%	2%	2%	2%	2%	7.6%	3%	6%
They've delivered a packet or parcel	291	67	83	60	81	150	141	200	89	34	37	89	65	47	192	34	243	74	193	17
6%	7%	5%	5%	6%	6%	5%	6%	6.3%	4%	5%	6%	7%	5%	6%	6%	6%	6%	14%	10%	13%
I've heard of them but not used them in the last 12 months	991	152	316	241	282	468	523	634	346	106	101	253	302	166	656	106	829	191	738	62
19%	16%	20%	20%	20%	18%	20%	17%	21.4%	17%	17%	15%	19%	22.4%	20%	19%	16%	19%	36%	38%	47%
I've not heard of them before	3793	710	1164	851	1068	1873	1920	2173	1560	487	510	977	981	583	2468	494	3109	232	938	49
73%	75%	73%	72%	74%	74%	73%	71%	78.6%	76%	76%	73%	71%	72%	73%	76%	73%	73%	44%	49%	38%
NET Any usage	377	84	114	85	94	197	179	268	107	45	46	109	89	65	244	48	313	107	242	20
7%	9%	7%	7%	7%	8%	7%	9.4%	8%	5%	7%	7%	8%	6%	8%	7%	7%	7%	20.4%	13%	15%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_97. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Other Postal Service

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
I've used them to send a packet or parcel	99	95	4	1	89	5	2	2	3	14	4	3	16	7	22	16	4	*	5
	2%	2% <b>td</b>	1%	*	2%	1%	1%	1%	1%	3%	1%	1%	3% <b>ka</b>	1%	3%	2%	1%	*	1%
They've delivered a packet or parcel	291	265	27	8	253	22	9	7	10	21	20	21	26	33	65	39	18	*	22
	6%	6%	4%	4%	6%	5%	4%	5%	5%	4%	5%	6%	6%	7%	10% <b>hijp</b>	5%	4%	1%	6%
I've heard of them but not used them in the last 12 months	991	833	158	26	840	70	57	24	40	127	97	66	93	93	140	91	6	64	17%
	19%	19%	22% <b>ac</b>	13%	19%	16%	23% <b>af</b>	17%	19%	22% <b>an</b>	23% <b>kn</b>	18%	20% <b>ln</b>	19%	14%	20% <b>pn</b>	11%	11%	17%
I've not heard of them before	3793	3256	537	155	3167	336	180	110	158	404	304	285	321	349	501	515	332	46	291
	73%	73%	74%	52% <b>ia</b>	73%	75% <b>ia</b>	73%	77%	75%	71%	71%	76%	70%	73%	74%	73%	75%	87% <b>hijlmnop</b>	76%
NET Any usage	377	349	28	9	330	27	11	9	12	35	25	24	41	38	84	51	20	1	27
	7%	6% <b>ad</b>	4%	5%	6% <b>ia</b>	6%	4%	6%	6%	6%	6%	6%	9% <b>pdq</b>	8%	12% <b>hijkopqr</b>	7%	5%	1%	7%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_97. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Other Postal Service

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <€11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
I've used them to send a packet or parcel	99	26	1	6	36	46	10	6	2	81	8	51	33	8	3	4	84	7	73	26
2%	1%	*	1%	1%	2%	2%	1%	2%	1%	2%	1%	3%	2%	1%	1%	3.3% <i>m</i>	2%	2%	6.2% <i>s</i>	1%
They've delivered a packet or parcel	291	73	6	26	62	136	62	18	9	199	27	102	116	53	13	5	218	18	151	133
6%	4%	2%	3%	4%	7% <i>d</i>	9% <i>d</i>	5%	5%	5%	9% <i>d</i>	5%	5%	6%	7%	5%	5%	5%	5%	18% <i>s</i>	8%
I've heard of them but not used them in the last 12 months	991	352	36	140	328	369	191	66	30	697	97	388	432	114	40	13	820	53	294	697
19%	20%	75%	76%	19%	18%	23% <i>d</i>	19%	18%	18%	19%	19%	20% <i>m</i>	21% <i>m</i>	15%	15%	21% <i>m</i>	15%	35%	35%	40%
I've not heard of them before	3793	1360	195	708	1333	1479	553	264	123	2812	387	1431	1449	572	208	76	2880	285	320	899
73%	75%	82%	89% <i>a</i>	76% <i>d</i>	73% <i>d</i>	68%	75%	75%	75%	74% <i>d</i>	75% <i>d</i>	73%	71%	77% <i>d</i>	79%	77%	72%	79% <i>d</i>	38%	51% <i>d</i>
NET Any usage	377	93	6	31	94	173	72	23	11	267	34	142	147	60	15	10	289	25	219	150
7%	5%	3%	4%	5%	9% <i>d</i>	8% <i>d</i>	7%	7%	7%	7%	7%	7%	7%	8%	6%	10%	7%	7%	25% <i>s</i>	9%

Question focuses on packets and parcels since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r  
 \* small base

QJ1\_97. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Other Postal Service

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
I've used them to send a packet or parcel	99	15	82	2	47	47	4	93	1	2	2	97	*
	2%	4% <b>h</b>	2%	2%	3% <b>d</b>	1%	1%	2%	1%	4%	22%	2%	1%
They've delivered a packet or parcel	291	26	251	15	96	164	31	255	22	12	-	289	3
	6%	8%	5%	1% <b>ab</b>	6%	5%	10% <b>e</b>	5%	19% <b>gh</b>	25%	-	6%	10%
I've heard of them but not used them in the last 12 months	991	57	927	8	262	678	51	934	31	13	4	978	9
	19%	17%	20%	10%	18%	20%	16%	19%	27%	28%	43%	19%	36%
I've not heard of them before	3783	237	3501	55	1091	2466	236	3694	62	20	3	3777	14
	73%	71%	74%	69%	73%	74%	73%	74% <b>h</b>	53%	43%	34%	74% <b>h</b>	53%
NET Any usage	377	41	319	16	137	204	36	335	23	14	2	372	3
	7%	12% <b>h</b>	7%	21% <b>ab</b>	9% <b>d</b>	6%	11% <b>e</b>	7%	20% <b>gh</b>	29%	22%	7%	11%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mears; Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_97. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Other Postal Service

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
I've used them to send a packet or parcel	99	-	-	52	47	-	-	-	-	-	-	-	38	14	16	19	11
	2%	-	-	4%ab	4%ab	-	-	-	-	-	-	-	5%efghj	3%efghj	4%efghj	5%efghj	3%efghj
They've delivered a packet or parcel	291	1	7	138	146	*	*	-	4	1	2	-	83	55	41	45	59
	6%	*	7%	11%ab	11%ab	*	*	-	7%	*	*	-	10%efghj	12%efghj	9%efghj	11%efghj	14%efghj
I've heard of them but not used them in the last 12 months	991	-	-	490	501	-	-	-	-	-	-	-	308	185	180	148	172
	19%	-	-	38%ab	39%ab	-	-	-	-	-	-	-	37%efghj	39%efghj	41%efghj	35%efghj	39%efghj
I've not heard of them before	3793	1289	1284	616	604	432	431	427	459	411	414	-	395	220	202	203	199
	73%	100%cd	99%cd	48%	47%	100%klmnop	100%klmnop	100%klmnop	99%klmnop	100%klmnop	100%klmnop	-	49%	47%	46%	49%	45%
NET Any usage	377	1	7	184	185	*	*	-	4	1	2	-	117	67	54	65	66
	7%	*	7%	14%ab	14%ab	-	-	-	7%	*	*	-	14%efghj	14%efghj	12%efghj	15%efghj	15%efghj

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_NET\_SENT. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Used to send

Base : All participants

Table with columns: Total, Methodology, Online business/hobby, Gender, Age, Age NET, Ethnicity, Unweighted. Rows list various companies like Unweighted Base, Weighted Base, Effective Base, Royal Mail, etc.

Question focuses on packets and parcels since Q3 2022. Proportions/Mean: Columns tested (5% risk level) - 3D - old - ell - ghhj/klm - nlo/pq - rs. \* small base; \*\* very small base (under 30) ineligible for sig testing.



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_NET\_SENT. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Used to send

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Royal Mail	3087	587	950	723	827	1537	1550	1887	1159	351	400	807	821	513	2028	357	2576	286	969	58
	60%	62%	60%	61%	57%	61%	59%	67%	58%	55%	61%	60%	60%	63%	60%	55%	61%	54%	50%	44%
Clipost	38	17	10	8	3	27	10	34	1	4	4	7	5	17	16	4	33	-	-	-
	1%	2%	1%	1%	-	1%	-	1%	-	1%	1%	1%	-	2%	1%	1%	1%	-	-	-
Collect + (Collect Plus)	35	77	109	88	81	186	169	269	79	37	31	93	100	79	223	39	305	48	157	11
	7%	8%	7%	8%	6%	7%	6%	9%	4%	6%	5%	7%	7%	10%	7%	6%	7%	9%	8%	8%
DHL	383	110	108	77	68	218	145	282	76	53	39	81	95	87	214	55	302	55	105	3
	7%	9%	7%	7%	5%	8%	6%	9%	4%	6%	6%	6%	7%	11%	6%	9%	7%	10%	5%	2%
FedEx or FedEx Express	269	69	66	65	50	154	115	222	48	18	21	80	82	50	102	20	244	52	97	7
	5%	9%	4%	6%	3%	9%	4%	7%	2%	3%	3%	7%	6%	6%	3%	3%	6%	10%	5%	5%
Evi (formerly known as Hermes)	941	183	303	215	240	486	454	615	306	102	142	264	233	149	640	104	797	105	315	26
	18%	19%	19%	18%	17%	19%	17%	20%	15%	16%	22%	20%	17%	18%	19%	16%	19%	20%	16%	20%
Interlink	43	29	7	6	1	36	7	39	4	3	3	7	11	18	21	3	39	-	-	-
	1%	3%	1%	1%	0%	1%	0%	1%	0%	0%	0%	0%	1%	3%	1%	0%	1%	-	-	-
DPD	33	66	123	69	75	189	144	256	74	39	37	90	97	58	223	40	284	61	113	10
	6%	7%	8%	6%	5%	7%	5%	8%	4%	6%	6%	7%	7%	7%	7%	6%	7%	11%	6%	8%
Parcelforce	597	122	180	135	161	301	296	378	208	75	77	139	177	100	393	77	500	67	221	17
	12%	13%	11%	11%	11%	12%	11%	12%	10%	12%	12%	10%	13%	12%	12%	12%	12%	13%	12%	13%
TNT	106	46	35	17	8	81	25	86	18	11	11	23	33	25	88	13	93	32	53	-
	2%	3%	2%	1%	0%	3%	1%	3%	1%	1%	1%	2%	2%	3%	2%	1%	2%	3%	2%	3%
TNT Post UK	25	17	3	3	1	20	4	21	4	2	1	5	5	11	11	2	22	-	-	-
	-	2%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	1%	-	-	-
UPS	245	80	57	51	57	137	108	187	56	33	18	55	63	64	136	35	200	54	88	4
	5%	8%	4%	4%	4%	5%	4%	6%	3%	5%	3%	4%	5%	6%	4%	5%	5%	10%	5%	3%
UK Mail (not to be confused with Royal Mail)	199	62	37	52	48	99	100	157	42	28	18	43	60	42	120	30	162	54	110	2
	4%	7%	2%	4%	3%	4%	4%	5%	2%	4%	3%	4%	4%	5%	4%	5%	4%	10%	6%	2%
DX	18	5	11	2	-	16	2	18	-	-	-	9	3	6	11	-	17	-	-	-
	0%	1%	1%	0%	0%	1%	0%	1%	0%	0%	0%	1%	0%	1%	0%	0%	1%	0%	0%	0%
Yodel	299	56	100	72	71	156	143	219	76	31	33	81	90	54	203	33	259	56	123	7
	6%	6%	6%	6%	5%	6%	5%	7%	4%	5%	5%	6%	7%	7%	6%	5%	6%	11%	6%	5%
Amazon Delivery Service/Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	345	80	110	81	74	190	155	244	96	30	48	91	106	55	244	32	301	66	202	8
	7%	9%	7%	7%	5%	7%	6%	8%	5%	5%	7%	7%	8%	7%	7%	5%	7%	12%	11%	6%
Other	99	22	31	27	19	53	46	79	20	12	9	26	28	19	62	14	81	37	54	8
	2%	2%	2%	2%	1%	2%	2%	3%	1%	2%	1%	2%	2%	2%	2%	2%	2%	7%	3%	6%
None of the above	1573	212	486	357	518	698	875	848	697	235	204	394	409	206	1007	237	1243	179	730	56
	30%	22%	31%	30%	36%	27%	32%	28%	27%	26%	23%	29%	30%	25%	30%	28%	37%	29%	34%	43%
NET Used any other provider to send (not Royal Mail/Parcelforce)	1803	443	545	391	425	988	815	1243	538	182	233	476	478	353	1186	184	1553	216	659	49
	35%	47%	34%	33%	29%	39%	31%	40%	27%	26%	35%	26%	35%	43%	35%	26%	37%	41%	34%	37%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - ef - gh - i/jk/l/m/n - op - q/r/s  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

**QJ1\_NET\_SENT.** For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Used to send

Base : All participants

	Rurality				Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872	
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381	
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388	
Royal Mail	3087	2631	456	134	2563	261	164	98	131	367	248	209	243	310	378	417	261	27	235	
	60%	59%	63%	72%	59%	60%	67%	60%	63%	63%	58%	56%	54%	64%	56%	59%	59%	52%	62%	
Clipost	38	35	3	-	35	2	1	-	2	2	-	2	2	15	7	3	-	-	2	
	1%	1%	-	-	1%	-	-	-	1%	1%	-	1%	2%	2%	1%	1%	-	-	1%	
Collect + (Collect Plus)	355	308	48	14	294	30	18	13	13	25	37	25	43	43	51	41	17	4	26	
	7%	7%	7%	7%	7%	7%	7%	9%	6%	5%	9%	7%	9%	9%	7%	6%	4%	7%	7%	
DHL	363	320	43	18	321	21	13	8	18	30	22	25	29	30	80	67	21	3	18	
	7%	7%	6%	10%	7%	5%	5%	5%	6%	5%	5%	7%	6%	6%	12%	10%	5%	5%	5%	
FedEx or FedEx Express	269	248	21	4	229	24	9	7	5	22	17	19	23	19	70	45	8	3	21	
	5%	6%	3%	2%	5%	5%	4%	5%	2%	4%	4%	3%	3%	4%	10%	10%	2%	5%	5%	
Evo (formerly known as Hermes)	941	789	151	49	794	67	60	19	40	92	86	62	96	108	106	108	95	6	62	
	18%	18%	21%	26%	18%	16%	24%	13%	19%	16%	20%	17%	21%	22%	16%	15%	22%	11%	16%	
Interlink	43	37	6	-	39	1	2	1	4	-	-	5	2	1	22	5	1	-	1	
	1%	1%	1%	-	1%	-	1%	-	1%	-	-	1%	-	-	3%	1%	-	-	-	
DPD	333	302	31	6	273	31	19	9	11	30	31	15	34	26	49	60	18	1	30	
	6%	7%	4%	3%	6%	7%	8%	7%	5%	5%	7%	4%	8%	6%	7%	9%	4%	2%	9%	
Parcelforce	597	501	96	31	484	61	30	23	16	70	59	44	35	66	70	82	42	9	52	
	12%	11%	13%	16%	11%	14%	12%	16%	8%	12%	14%	12%	8%	14%	10%	12%	9%	17%	14%	
TNT	106	95	10	2	94	6	4	2	3	14	14	6	11	6	24	13	3	-	6	
	2%	2%	1%	1%	2%	1%	2%	1%	1%	2%	3%	1%	2%	1%	4%	2%	1%	-	2%	
TNT Post UK	25	24	1	-	22	1	1	1	1	-	2	2	-	-	11	5	2	-	1	
	-	1%	-	-	1%	-	-	-	-	-	-	-	-	-	2%	1%	-	-	-	
UPS	245	220	24	9	213	18	9	5	5	31	24	19	21	28	45	26	13	1	17	
	5%	5%	3%	5%	5%	4%	4%	3%	3%	5%	6%	5%	5%	6%	12%	4%	3%	2%	5%	
UK Mail (not to be confused with Royal Mail)	199	172	27	2	179	9	6	4	7	30	17	19	15	26	29	24	13	1	9	
	4%	4%	4%	1%	4%	2%	2%	3%	3%	5%	4%	5%	3%	5%	4%	3%	3%	1%	2%	
DX	18	17	1	-	16	1	1	-	1	-	-	3	3	-	3	6	-	-	1	
	-	-	-	-	-	-	-	-	-	-	-	1%	1%	-	-	1%	-	-	-	
Yodel	299	256	42	14	256	19	18	6	12	29	19	20	38	30	40	42	27	3	16	
	6%	6%	6%	7%	6%	4%	7%	4%	6%	5%	5%	5%	9%	6%	6%	6%	6%	6%	4%	
Amazon Delivery Services/Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	345	290	55	12	297	24	13	11	17	43	26	27	35	28	60	35	27	3	21	
	7%	7%	8%	7%	7%	6%	5%	8%	8%	8%	6%	7%	8%	6%	9%	5%	6%	5%	6%	
Other	89	85	4	1	88	5	2	2	3	14	4	3	16	7	22	16	4	-	5	
	2%	2%	1%	-	2%	1%	1%	1%	1%	3%	1%	1%	3%	1%	3%	2%	1%	-	1%	
None of the above	1573	1372	201	41	1349	125	63	36	61	167	131	124	163	122	225	221	134	19	106	
	30%	31%	28%	21%	31%	29%	25%	25%	29%	30%	31%	33%	36%	25%	33%	31%	30%	36%	28%	
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	1803	1556	248	71	1524	142	91	46	68	178	144	131	175	178	271	229	151	14	128	
	35%	35%	34%	38%	35%	33%	37%	32%	32%	31%	34%	35%	38%	37%	40%	32%	34%	27%	34%	

Question focuses on packets and parcels since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QJ1\_NET\_SENT. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Used to send

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836	
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747	
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025	
Royal Mail	3087	1121	152	522	1184	1231	392	189	80	2415	269	1345	1220	314	136	42	2573	178	431	881	
60%		62%	64%	59%	49% <b>(d)</b>	53% <b>(e)</b>	48%	54%	46%	45% <b>(f)</b>	52%	49% <b>(k)</b>	43% <b>(l)</b>	42%	43% <b>(m)</b>	43%	48% <b>(p)</b>	49%	52%	50%	
Clippost	38	4	1	-	22	13	1	2	-	35	2	18	15	4	-	33	-	-	-		
1%		1%	-	-	1% <b>(d)</b>	1%	1%	1%	-	1%	2	1%	1%	1%	-	1%	-	-	-		
Collect + (Collect Plus)	355	139	11	33	124	139	50	29	10	263	39	178	127	26	15	5	306	21	109		
7%		8% <b>(a)</b>	5%	4%	7%	7%	6%	8%	6%	7%	8%	9% <b>(k)</b>	8% <b>(l)</b>	3%	6%	6%	9% <b>(p)</b>	6%	13% <b>(r)</b>	6%	
DHL	363	89	9	25	151	146	42	18	5	297	23	167	138	39	13	3	305	17	110		
7%		5%	4%	3%	43% <b>(d)</b>	47%	5%	3%	3%	81% <b>(f)</b>	6%	47% <b>(k)</b>	41% <b>(l)</b>	5%	3%	3%	49% <b>(p)</b>	5%	13% <b>(r)</b>	3%	
FedEx or FedEx Express	269	48	4	11	87	113	51	13	4	200	17	109	120	26	13	1	229	14	121		
5%		3%	2%	1%	5%	6%	6%	4%	3%	5%	3%	6%	6%	3%	5%	1%	6%	4%	14% <b>(s)</b>	2%	
Evi (formerly known as Hermes)	941	378	39	163	318	380	156	49	33	698	82	380	381	112	49	12	761	61	172		
16%		21%	16%	19%	18%	19%	19%	14%	20%	78%	15%	19%	19%	15%	19%	12%	19%	17%	21% <b>(r)</b>	16%	
Interlink	43	5	-	1	16	16	5	4	1	32	5	19	12	6	4	-	30	4	-		
1%		-	-	-	1%	1%	1%	1%	1%	1%	1%	1%	7%	1%	2%	-	1%	1%	-		
DPD	333	79	9	21	109	132	57	21	14	242	34	143	127	35	23	6	269	29	102		
6%		4%	2%	2%	6%	7%	7%	6%	8%	6%	7%	7%	6%	5%	9%	7%	7%	8%	12% <b>(s)</b>	8%	
Parcelforce	997	225	34	108	258	211	80	30	19	468	49	279	232	53	27	5	512	32	129		
12%		12%	14%	12%	41% <b>(d)</b>	10%	10%	8%	11%	12%	9%	44% <b>(k)</b>	41% <b>(l)</b>	7%	10%	6%	47% <b>(p)</b>	9%	13% <b>(r)</b>	10%	
TNT	106	22	2	6	50	47	3	4	2	97	6	54	42	6	1	2	95	3	62		
2%		1%	1%	1%	3% <b>(d)</b>	2% <b>(e)</b>	1%	1%	1%	3% <b>(f)</b>	1%	3% <b>(k)</b>	2%	1%	1%	2%	3% <b>(p)</b>	1%	7% <b>(s)</b>	1%	
TNT Post UK	25	4	-	1	15	3	4	2	-	18	2	11	7	2	2	2	18	4	-		
1%		1%	-	-	1% <b>(d)</b>	1%	1%	1%	-	1%	2	1%	1%	1%	1%	2% <b>(m)</b>	-	-	-		
UPS	245	65	7	22	110	96	31	14	4	195	18	117	92	20	14	2	208	16	86		
5%		4%	3%	2%	45% <b>(d)</b>	4%	4%	3%	4%	3%	3%	45% <b>(k)</b>	41% <b>(l)</b>	3%	5%	2%	49% <b>(p)</b>	4%	13% <b>(r)</b>	3%	
UK Mail (not to be confused with Royal Mail)	199	49	1	12	72	76	34	14	2	148	16	107	66	15	9	1	172	10	105		
4%		3%	1%	1%	4%	4%	4%	4%	1%	4%	3%	5% <b>(k)</b>	3%	2%	3%	1%	4% <b>(p)</b>	3%	13% <b>(r)</b>	3%	
DX	18	*	*	-	6	10	-	2	1	15	3	10	4	*	2	2	14	4	-		
*		*	-	-	*	*	-	1%	*	1%	1%	1%	*	1%	2% <b>(m)</b>	*	1% <b>(m)</b>	-	-		
Yodel	299	112	10	32	115	95	57	19	10	210	29	136	103	20	35	3	239	38	116		
6%		6% <b>(a)</b>	4%	4%	7%	5%	7%	5%	6%	6%	6%	7% <b>(k)</b>	6% <b>(l)</b>	3%	13% <b>(m)</b>	3%	6% <b>(p)</b>	10% <b>(s)</b>	4%		
Amazon Delivery Service/Logistics)NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	345	89	9	32	137	122	52	23	11	258	34	172	137	21	9	5	309	14	145		
7%		5%	4%	4%	8%	8%	6%	6%	7%	7%	7%	9% <b>(k)</b>	7% <b>(l)</b>	3%	4%	5% <b>(p)</b>	4%	17% <b>(r)</b>	7%		
Other	99	26	1	6	36	46	10	6	2	81	8	51	33	8	3	4	84	7	73		
2%		1%	1%	1%	2%	2%	1%	2%	1%	2%	1%	3%	2%	1%	1%	5% <b>(m)</b>	2%	9% <b>(s)</b>	1%		
None of the above	1573	554	68	286	429	591	332	129	55	1020	184	447	606	355	86	43	1053	129	236		
30%		31%	29%	34%	24%	29% <b>(d)</b>	41% <b>(e)</b>	38% <b>(f)</b>	33% <b>(g)</b>	27%	36% <b>(i)</b>	23%	30% <b>(k)</b>	48% <b>(l)</b>	33% <b>(m)</b>	42% <b>(o)</b>	26% <b>(p)</b>	36% <b>(q)</b>	28%	42% <b>(r)</b>	
NET Used any other provider to send (not Royal Mail/Parcelforce)	1803	576	62	228	610	720	295	114	56	1330	170	756	704	206	100	27	1459	127	419		
35%		32% <b>(a)</b>	26%	26%	35%	36%	36%	32%	34%	35%	33%	35% <b>(k)</b>	35% <b>(l)</b>	28%	35% <b>(m)</b>	28%	37% <b>(p)</b>	35%	65% <b>(r)</b>	29%	

Question focuses on packets and parcels since Q3 2022  
Proportions: Means: Columns Tested (5% risk level) - a-b(c) - d(e) f(g/h) - i(j) m(n) o(p/q) - r(s) - small base

QJ1\_NET\_SENT. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Used to send

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2888	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Royal Mail	3087	190	2849	48	874	2036	177	3019	40	12	6	3071	10
	60%	57%	60%	66%	59%	61%	55%	63%b	34%	26%	79%	63%b	39%
Clippost	38	8	29	-	17	19	2	36	2	-	-	38	-
	1%	2%b	1%	-	1%	1%	1%	1%	1%	-	-	1%	-
Collect + (Collect Plus)	355	30	322	3	118	221	16	345	6	4	-	355	*
	7%	9%	7%	4%	8%	7%	5%	7%	5%	9%	-	7%	1%
DHL	363	39	318	5	113	225	24	338	21	1	3	360	-
	7%	13%b	7%	7%	8%	7%	7%	7%	13%g	2%	33%	7%	-
FedEx or FedEx Express	289	37	225	8	100	154	15	252	15	*	2	267	*
	5%	11%b	5%	10%	7%	5%	5%	5%	13%g	1%	22%	5%	*
Evi (formerly known as Hermes)	941	57	872	12	302	578	61	896	29	12	1	937	3
	18%	17%	18%	15%	20%	17%	19%	18%	25%	26%	11%	18%	10%
Interlink	43	1	42	-	23	16	4	40	3	-	-	43	-
	1%	-	1%	-	2%b	-	1%	1%	3%	-	-	1%	-
DPD	333	36	294	3	104	195	34	311	18	4	-	333	*
	6%	11%b	6%	4%	7%	6%	10%e	6%	15%g	9%	-	6%	1%
Parcelforce	997	51	537	9	168	400	29	587	6	2	2	595	*
	12%	15%	11%	11%	12%	9%	9%	12%	5%	8%	22%	12%	*
TNT	106	16	86	4	27	70	8	103	3	-	-	106	-
	2%	5%b	2%	2%	2%	3%	3%	2%	2%	-	-	2%	-
TNT Post UK	25	10	14	-	12	9	4	22	2	-	-	25	-
	*	3%b	-	-	1%e	-	1%e	-	2%	-	-	-	-
UPS	245	31	210	3	74	154	16	234	7	2	2	243	-
	5%	8%b	4%	4%	5%	5%	5%	5%	6%	4%	22%	5%	-
UK Mail (not to be confused with Royal Mail)	199	31	163	4	64	115	19	182	15	*	2	197	*
	4%	9%b	3%	4%	3%	6%	6%	4%	13%g	*	23%	4%	*
DX	18	3	15	-	9	9	-	17	2	-	-	18	-
	*	1%	*	-	1%	*	-	*	1%	-	-	*	-
Yodel	299	27	262	10	104	175	19	278	15	6	-	299	-
	6%	8%	6%	12%	7%	5%	6%	6%	13%g	12%	-	6%	-
Amazon Delivery Service/Logistics)NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	345	36	303	5	121	207	17	330	11	2	1	344	-
	7%	11%b	6%	7%	8%	6%	5%	7%	10%	5%	11%	7%	-
Other	99	15	82	2	47	47	4	93	1	2	2	97	*
	2%	4%b	2%	2%	3%b	1%	1%	2%	1%	4%	22%	2%	1%
None of the above	1573	95	1452	26	442	1017	114	1503	33	21	2	1557	14
	30%	31%	33%	30%	30%	35%	35%	30%	28%	45%	21%	30%	56%
NET Used any other provider to send (not Royal Mail/Parcelforce)	1803	148	1623	31	578	1109	117	1709	69	18	5	1796	3
	35%	11%b	34%	38%	31%b	33%	36%	34%	13%g	38%	56%	35%	12%

Question focuses on packets and parcels since Q3 2022  
Proportions/Mean: Columns tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
\* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_NET\_SENT. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Used to send

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	728	756	215	220	226	251	240	242	-	475	253	249	248	259
Royal Mail	3087	896	879	661	651	297	294	304	304	286	289	-	435	226	235	218	197
60%	69% <sub>led</sub>	69% <sub>led</sub>	51%	50%	69% <sub>innop</sub>	68% <sub>innop</sub>	71% <sub>innop</sub>	86% <sub>innop</sub>	69% <sub>innop</sub>	70% <sub>innop</sub>	-	53%	48%	54%	53%	45%	
Colpost	38	20	18	-	-	5	6	9	3	6	9	-	-	-	-	-	
1%	2% <sub>cd</sub>	1% <sub>cd</sub>	-	-	1% <sub>cd</sub>	1% <sub>cd</sub>	2% <sub>innop</sub>	1% <sub>cd</sub>	2% <sub>innop</sub>	1% <sub>cd</sub>	2% <sub>innop</sub>	-	-	-	-	-	
Collect + (Collect Plus)	355	73	68	101	115	16	30	27	22	12	43	-	61	40	26	47	42
7%	6%	5%	8% <sub>b</sub>	8% <sub>ab</sub>	4%	7% <sub>h</sub>	6%	5%	3%	8% <sub>h</sub>	-	7% <sub>h</sub>	8% <sub>ab</sub>	6%	11% <sub>ab</sub> h	10% <sub>ab</sub> h	
DHL	363	110	90	72	90	36	36	38	39	28	24	-	49	23	31	30	30
7%	9% <sub>b</sub>	7%	6%	7%	8%	8%	9%	9%	8%	7%	6%	-	6%	5%	7%	7%	7%
FedEx or FedEx Express	289	66	47	76	80	28	11	27	17	18	13	-	45	31	31	31	18
5%	5%	4%	3% <sub>cd</sub>	3% <sub>cd</sub>	7% <sub>h</sub>	3%	6%	4%	4%	3%	-	5%	7% <sub>cd</sub>	7% <sub>cd</sub>	3% <sub>cd</sub>	4%	
Evt (formerly known as Hermes)	941	258	235	211	236	75	91	93	70	70	95	-	148	62	70	82	85
16%	20%	18%	16%	18%	17%	21% <sub>um</sub>	22% <sub>um</sub>	15%	17%	23% <sub>hmm</sub>	-	18%	13%	16%	20%	19%	
Interlink	43	19	23	-	-	11	2	7	10	7	6	-	-	-	-	-	
1%	2% <sub>cd</sub>	2% <sub>cd</sub>	-	-	3% <sub>innop</sub>	2% <sub>innop</sub>	2% <sub>innop</sub>	2% <sub>innop</sub>	2% <sub>innop</sub>	2% <sub>innop</sub>	2% <sub>innop</sub>	-	-	-	-	-	
DPD	333	78	72	84	100	15	30	32	18	27	27	-	51	33	23	41	37
6%	6%	6%	6%	8%	4%	7%	8%	4%	6%	6%	-	6%	7%	5%	10% <sub>ab</sub> h	8% <sub>ab</sub> h	
Parcelforce	697	160	132	140	165	49	55	56	33	44	54	-	87	53	53	56	56
12%	12%	10%	11%	13%	11%	13% <sub>h</sub>	13% <sub>h</sub>	7%	11%	13% <sub>h</sub>	-	11%	11%	12%	13% <sub>h</sub>	13% <sub>h</sub>	
TNT	106	10	11	40	45	5	3	3	2	4	5	-	24	16	18	17	10
2%	1%	1%	3% <sub>ab</sub>	3% <sub>ab</sub>	1%	1%	1%	1%	1%	1%	-	3% <sub>h</sub>	3% <sub>h</sub>	4% <sub>efghj</sub>	4% <sub>efghj</sub>	2%	
TNT Post UK	25	12	12	-	-	7	2	3	4	3	5	-	-	-	-	-	
1%	1% <sub>cd</sub>	1% <sub>cd</sub>	-	-	2% <sub>innop</sub>	1%	1%	1%	1%	1% <sub>h</sub>	1% <sub>h</sub>	-	-	-	-	-	
UPS	245	50	49	78	67	24	13	13	25	12	12	-	54	24	25	26	16
5%	4%	4%	6% <sub>b</sub>	5%	6%	3%	3%	3%	5%	3%	3%	-	7% <sub>cd</sub>	5%	6%	6%	4%
UK Mail (not to be confused with Royal Mail)	199	25	7	86	81	13	3	9	4	1	3	-	65	21	17	31	32
4%	2% <sub>ab</sub>	1%	7% <sub>ab</sub>	6% <sub>ab</sub>	3% <sub>h</sub>	1%	2% <sub>h</sub>	1%	1%	1%	-	8% <sub>efghij</sub>	4% <sub>cd</sub> h	4% <sub>cd</sub> h	7% <sub>efghj</sub>	7% <sub>efghj</sub>	
DX	18	9	10	-	-	2	6	1	2	4	4	-	-	-	-	-	
1%	1% <sub>cd</sub>	1% <sub>cd</sub>	-	-	1%	1% <sub>h</sub>	1%	1%	1% <sub>h</sub>	1% <sub>h</sub>	1% <sub>h</sub>	-	-	-	-	-	
Yodel	299	50	63	96	90	8	14	27	23	20	20	-	58	39	33	34	23
6%	4%	5%	8% <sub>ab</sub>	7% <sub>ab</sub>	2%	3%	6% <sub>h</sub>	5%	4%	5%	5%	-	7% <sub>cd</sub>	8% <sub>cd</sub>	3% <sub>cd</sub>	3% <sub>cd</sub>	5%
Amazon Delivery Service/Logistics/NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	345	38	33	132	144	10	7	19	15	4	14	-	11	50	43	57	45
7%	3%	3%	10% <sub>ab</sub>	11% <sub>ab</sub>	2%	2%	4% <sub>h</sub>	3%	1%	3%	-	10% <sub>efghj</sub>	11% <sub>efghj</sub>	10% <sub>efghj</sub>	14% <sub>efghj</sub>	10% <sub>efghj</sub>	
Other	99	-	-	52	47	-	-	-	-	-	-	-	38	14	16	19	11
2%	-	-	4% <sub>ab</sub>	4% <sub>ab</sub>	-	-	-	-	-	-	-	-	5% <sub>efghj</sub>	3% <sub>efghj</sub>	4% <sub>efghj</sub>	5% <sub>efghj</sub>	3% <sub>efghj</sub>
None of the above	1873	291	316	487	479	102	102	87	125	96	95	-	291	196	156	149	174
30%	23%	23%	33% <sub>ab</sub>	33% <sub>ab</sub>	24%	24%	20%	27%	23%	23%	-	23% <sub>efghj</sub>	24% <sub>efghj</sub>	23% <sub>efghj</sub>	24% <sub>efghj</sub>	24% <sub>efghj</sub>	
NET Used any 'other' provider to send (not Royal Mail/Parcelforce)	1803	452	427	449	475	137	151	164	146	132	149	-	295	154	141	168	166
35%	35%	33%	35%	37%	32%	35%	38%	31%	32%	36%	-	36%	33%	32%	40% <sub>h</sub>	38%	

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - ab/c/d - e/gh/hj/k/ln/mnop  
 \*\*very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

**QJ1\_NET\_RECEIVED.** For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - They've delivered

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	802	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Royal Mail	3592	600	1148	824	1020	1748	1843	2045	1500	447	415	950	996	541	2360	452	2958	363	1302	81
70%	63%	72% <sup>a</sup>	70% <sup>a</sup>	71% <sup>a</sup>	69%	69%	70%	66%	73% <sup>b</sup>	70%	63%	71% <sup>b</sup>	73% <sup>b</sup>	66%	70% <sup>c</sup>	70%	58%	68%	68%	62%
Clipost	86	23	19	13	9	42	22	52	10	6	5	12	21	36	6	58	-	-	-	-
1%	2% <sup>d</sup>	1%	1%	1%	2%	2%	1%	2% <sup>e</sup>	1%	1%	1%	1%	3% <sup>d</sup>	1%	1%	1%	-	-	-	-
Collect + (Collect Plus)	543	122	181	117	123	303	241	414	122	53	54	136	139	134	329	53	466	94	235	19
11%	13% <sup>d</sup>	11%	10%	9%	12% <sup>d</sup>	9%	9%	13% <sup>e</sup>	6%	8%	8%	10%	10%	16% <sup>d</sup>	10%	8%	11%	16% <sup>d</sup>	12%	15%
DHL	2016	400	654	463	499	1054	961	1210	785	231	233	506	572	343	1311	232	1677	212	762	54
39%	32% <sup>d</sup>	41% <sup>d</sup>	39%	35%	42% <sup>d</sup>	37%	39%	39%	39%	36%	36%	38%	42%	39%	36%	36%	39%	40%	40%	41%
FedEx or FedEx Express	1176	267	321	296	292	588	588	758	410	132	115	292	348	224	755	132	991	118	419	36
23%	26% <sup>b</sup>	20%	25% <sup>b</sup>	20%	23%	22%	22%	25% <sup>b</sup>	20%	21%	18%	22%	25% <sup>c</sup>	27% <sup>c</sup>	23% <sup>c</sup>	20%	23%	22%	22%	27%
Evri (formerly known as Hermes)	2922	489	936	688	809	1425	1497	1661	1227	359	363	746	828	442	1937	364	2410	300	1060	76
57%	52%	59% <sup>a</sup>	59% <sup>a</sup>	56%	56%	57%	57%	54%	61% <sup>a</sup>	56%	55%	56%	60% <sup>m</sup>	54%	57%	56%	57%	57%	55%	58%
Interlink	71	12	17	22	20	29	42	48	23	10	4	16	29	12	48	10	61	-	-	-
1%	1%	1%	2%	1%	1%	2%	2%	2%	1%	2%	1%	1%	2%	2%	1%	2%	3%	-	-	-
DPD	2381	422	744	546	670	1166	1216	1440	915	278	279	616	673	389	1568	279	1989	279	926	59
46%	45%	47%	46%	46%	46%	46%	46%	47%	45%	43%	42%	46%	49% <sup>c</sup>	48%	47%	43%	47%	53%	48%	45%
Parcelforce	1972	346	618	466	542	964	1007	1154	804	216	239	525	568	302	1332	217	1652	228	763	55
38%	37%	39%	40%	37%	38%	38%	38%	38%	40%	34%	36%	39%	41% <sup>b</sup>	37%	40% <sup>b</sup>	34%	39%	43%	40%	42%
TNT	583	127	179	140	138	306	277	362	198	67	60	159	136	139	358	67	484	85	250	20
11%	13% <sup>d</sup>	11%	12%	10%	12%	11%	11%	13% <sup>e</sup>	10%	10%	12%	10%	12% <sup>c</sup>	11% <sup>c</sup>	11%	10%	12%	16%	13%	16%
TNT Post UK	116	24	29	41	22	53	64	77	39	15	8	29	33	27	70	15	96	-	-	-
2%	3%	2%	4% <sup>b</sup>	2%	2%	2%	3%	3%	2%	2%	1%	2%	2%	3%	2%	2%	2%	-	-	-
UPS	1289	284	385	309	311	669	620	804	477	156	135	315	379	241	829	158	1083	148	488	42
25%	29% <sup>b</sup>	24%	25% <sup>d</sup>	22%	26%	24%	24%	26%	24%	24%	20%	24%	26% <sup>d</sup>	23% <sup>d</sup>	25%	24%	29%	28%	26%	32%
UK Mail (not to be confused with Royal Mail)	673	137	228	151	158	365	308	434	234	85	74	146	205	120	425	86	557	91	331	35
13%	14%	14% <sup>d</sup>	13%	11%	14% <sup>d</sup>	12%	14%	14% <sup>e</sup>	12%	13%	11%	11%	15% <sup>k</sup>	16% <sup>k</sup>	13%	13%	13%	17%	17%	27%
DX	86	16	28	22	20	43	43	74	12	6	1	17	30	26	49	6	76	-	-	-
2%	2%	2%	2%	1%	2%	2%	2%	3% <sup>c</sup>	1%	1%	*	1%	2% <sup>b</sup>	2% <sup>b</sup>	1%	1%	2%	-	-	-
Yodel	2045	349	667	475	554	1016	1029	1193	841	234	234	528	616	321	1377	235	1715	236	753	45
40%	37%	42%	40%	38%	40%	39%	38%	42%	37%	37%	36%	39%	45% <sup>b</sup>	39%	41%	36%	40%	45%	39%	34%
Amazon Delivery Service/Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2472	423	823	532	694	1246	1226	1401	1048	286	304	688	708	398	1651	288	2080	338	1152	81
48%	45%	52% <sup>b</sup>	45%	48%	49%	47%	46%	52% <sup>b</sup>	45%	45%	46%	48%	52% <sup>c</sup>	49%	49%	45%	49%	64%	60%	62%
Other	291	67	83	60	81	150	141	200	89	34	37	89	65	47	192	34	243	74	193	17
6%	7%	6%	6%	6%	6%	6%	6%	7% <sup>a</sup>	4%	5%	6%	7%	6%	6%	6%	5%	6%	14%	10%	13%
None of the above	590	149	149	136	156	298	292	413	164	91	77	140	130	117	347	93	473	38	158	9
11%	16% <sup>b</sup>	9%	12%	11%	12%	11%	11%	13% <sup>d</sup>	8%	8%	14% <sup>m</sup>	12%	10%	9%	14% <sup>k</sup>	14%	11%	7%	8%	7%
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	4226	750	1338	957	1181	2088	2137	2463	1711	491	541	1102	1162	649	2806	497	3509	472	1666	122
82%	79%	84% <sup>a</sup>	81%	82%	82%	82%	80%	89% <sup>b</sup>	80%	77%	82%	82%	85% <sup>l</sup>	80%	83% <sup>l</sup>	77%	83% <sup>o</sup>	89%	87%	92%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - ab/bcd - ef - gh - ij/k/lmn - op - q/rs  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_NET\_RECEIVED. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - They've delivered

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Royal Mail	3592	3070	522	133	2991	324	181	96	149	407	321	254	311	352	380	494	324	36	288
70%	69%	72%	70%	69%	73%	73%	68%	74%	72%	73%	69%	69%	73%	56%	76%	73%	68%	73%	
Clipost	66	47	17	7	55	5	4	1	3	7	9	5	4	13	3	6	2	2	
1%	1%	2%	4%	1%	1%	2%	1%	0%	1%	2%	1%	1%	2%	2%	1%	1%	5%	1%	
Collect + (Collect Plus)	543	458	85	23	451	51	23	18	26	50	32	39	44	35	99	84	43	5	46
11%	10%	12%	12%	10%	12%	9%	13%	12%	12%	9%	7%	10%	10%	7%	18%	12%	10%	9%	12%
DHL	2016	1687	328	97	1636	216	100	64	80	209	176	128	185	196	206	275	180	22	194
39%	38%	43%	41%	38%	40%	40%	42%	39%	39%	37%	34%	34%	41%	30%	43%	41%	43%	21%	13%
FedEx or FedEx Express	1176	1016	160	47	963	127	53	32	47	150	90	63	88	102	156	148	108	9	118
23%	23%	22%	25%	22%	25%	22%	23%	22%	22%	27%	21%	17%	22%	21%	23%	21%	24%	18%	31%
Evo (formerly known as Hermes)	2922	2437	485	135	2380	307	150	85	126	295	255	216	250	293	269	401	276	36	271
57%	55%	67%	71%	55%	71%	61%	59%	59%	60%	62%	60%	58%	65%	40%	57%	62%	69%	71%	74%
Interlink	71	58	13	5	61	3	6	2	0	8	2	7	7	5	4	9	11	1	2
1%	1%	2%	3%	1%	1%	2%	2%	2%	0%	2%	1%	2%	2%	1%	1%	1%	2%	1%	1%
DPD	2381	2002	379	107	1923	251	137	89	95	248	214	169	197	228	233	315	224	19	232
46%	45%	53%	56%	44%	50%	56%	49%	45%	45%	44%	50%	45%	45%	34%	45%	51%	37%	61%	
Parcelforce	1972	1653	319	87	1618	195	97	62	94	200	181	131	160	197	186	279	191	22	173
38%	37%	44%	47%	37%	45%	39%	42%	40%	40%	38%	43%	35%	35%	27%	40%	43%	42%	45%	
TNT	893	491	93	22	493	90	27	14	30	64	51	40	36	58	82	77	55	7	43
11%	11%	13%	13%	11%	11%	11%	9%	9%	11%	11%	12%	11%	8%	12%	11%	12%	13%	13%	
TNT Post UK	116	100	16	7	97	12	5	2	5	10	9	10	8	9	21	12	13	1	12
2%	2%	2%	4%	2%	3%	2%	1%	3%	2%	2%	3%	2%	2%	3%	2%	3%	2%	2%	3%
UPS	1289	1089	201	55	1054	144	60	32	58	137	127	93	102	123	145	156	113	10	133
25%	25%	28%	29%	24%	33%	24%	22%	22%	26%	24%	20%	25%	22%	26%	21%	22%	29%	20%	23%
UK Mail (not to be confused with Royal Mail)	673	583	90	22	593	42	22	16	26	70	21	47	44	57	91	112	64	4	38
13%	13%	13%	12%	14%	10%	9%	11%	13%	12%	19%	11%	13%	10%	13%	16%	15%	8%	10%	
DX	86	72	14	6	66	12	6	2	7	13	3	6	3	11	14	9	1	1	
2%	2%	2%	3%	2%	3%	3%	1%	0%	3%	2%	1%	2%	1%	2%	2%	3%	2%	2%	
Yodel	2045	1716	329	93	1680	219	115	61	99	190	186	131	168	230	182	271	194	22	197
40%	39%	45%	49%	38%	51%	46%	43%	40%	46%	34%	44%	35%	37%	27%	38%	44%	43%	52%	
Amazon Delivery Service/Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2472	2092	380	80	2072	218	111	71	99	265	218	188	193	257	269	334	249	14	205
48%	47%	53%	42%	48%	50%	45%	50%	47%	47%	51%	50%	42%	42%	40%	47%	56%	27%	54%	
Other	291	265	27	8	253	22	9	7	10	21	20	21	28	33	65	38	18	1	22
6%	6%	4%	4%	6%	5%	4%	6%	6%	5%	4%	5%	6%	6%	7%	10%	9%	4%	1%	
None of the above	590	552	38	14	520	35	20	15	24	57	32	48	54	44	134	78	49	3	32
11%	11%	5%	7%	12%	8%	8%	10%	12%	12%	10%	8%	13%	12%	9%	11%	11%	6%	6%	
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	4226	3575	651	168	3513	383	210	119	174	463	371	300	363	412	504	553	372	46	337
82%	81%	80%	88%	81%	88%	85%	84%	83%	83%	82%	87%	80%	80%	86%	74%	78%	84%	89%	

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - abc/c - d/ef/g - hij/klm/nop/q/r  
 \* small base



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Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Royal Mail	3992	1332	176	659	1226	1441	538	242	110	2667	352	1405	1430	448	189	65	2843	254	504	1242
	70%	74%	74%	75%	70%	68%	69%	67%	67%	68%	69%	62%	61%	60%	62%	61%	61%	60%	61%	61%
Clipost	65	19	1	5	27	21	8	2	6	48	9	25	18	12	4	7	43	10	-	-
	1%	1%	1%	1%	2%	1%	1%	1%	4%	1%	2%	1%	1%	2%	1%	7%	1%	3%	-	-
Collect + (Collect Plus)	543	154	14	40	158	240	92	34	12	398	46	177	252	88	14	9	429	22	189	159
	11%	8%	6%	5%	9%	12%	11%	10%	7%	11%	9%	9%	12%	12%	5%	9%	11%	6%	23%	9%
DHL	2016	670	70	337	691	825	297	121	64	1515	185	834	800	239	92	36	1634	128	364	663
	39%	37%	30%	38%	39%	41%	36%	34%	38%	41%	36%	43%	43%	32%	38%	37%	41%	35%	41%	38%
FedEx or FedEx Express	1176	339	28	152	407	469	177	77	39	876	116	497	449	154	49	20	947	69	244	329
	23%	19%	12%	17%	23%	23%	22%	22%	24%	23%	22%	25%	22%	21%	19%	20%	24%	19%	29%	19%
Evi (formerly known as Hermes)	2922	1114	154	563	1048	1154	422	189	88	2202	277	1207	1147	354	135	55	2354	190	446	990
	57%	62%	65%	64%	60%	61%	52%	54%	54%	63%	54%	63%	61%	47%	51%	56%	63%	52%	54%	57%
Interlink	71	31	4	13	20	32	8	1	4	58	5	31	24	10	2	4	55	6	-	-
	1%	2%	2%	1%	1%	2%	1%	-	2%	2%	1%	2%	1%	1%	1%	4%	1%	2%	-	-
DPD	2381	829	97	409	823	957	371	143	68	1780	211	985	932	293	115	39	1917	154	395	868
	46%	46%	41%	47%	47%	47%	45%	40%	41%	47%	41%	50%	46%	39%	44%	40%	48%	43%	47%	50%
Parcelforce	1972	713	77	337	720	821	277	102	46	1541	148	836	804	238	66	20	1639	86	348	698
	38%	39%	32%	38%	41%	41%	34%	29%	28%	41%	29%	43%	43%	25%	21%	21%	43%	24%	42%	40%
TNT	583	187	23	95	215	209	97	45	17	424	63	247	220	76	26	13	468	39	167	187
	11%	10%	10%	11%	12%	10%	12%	13%	11%	11%	12%	13%	11%	10%	10%	14%	12%	11%	20%	11%
TNT Post UK	116	47	3	18	46	36	23	8	4	82	12	49	43	14	8	2	92	10	-	-
	2%	3%	1%	2%	3%	2%	3%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	3%	-	-
UPS	1289	392	50	195	448	493	191	95	53	941	147	540	504	154	55	29	1044	84	282	406
	25%	22%	21%	22%	26%	24%	23%	27%	30%	29%	28%	40%	40%	21%	21%	29%	42%	23%	37%	23%
UK Mail (not to be confused with Royal Mail)	673	243	32	112	183	295	125	48	21	478	69	256	268	92	39	17	523	56	210	247
	13%	13%	13%	13%	10%	15%	18%	13%	13%	13%	13%	13%	13%	15%	17%	13%	16%	16%	25%	14%
DX	86	20	4	5	27	36	16	4	2	63	6	34	24	20	6	1	58	6	-	-
	2%	1%	2%	1%	2%	2%	2%	1%	1%	2%	1%	2%	1%	2%	1%	1%	1%	2%	-	-
Yodel	2045	754	92	390	709	842	309	113	60	1551	173	867	792	252	91	31	1659	123	336	698
	40%	42%	39%	44%	40%	42%	30%	32%	37%	41%	33%	44%	43%	34%	35%	32%	42%	34%	40%	40%
Amazon Delivery Service/Logistics)NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2472	902	117	464	879	991	352	171	67	1871	237	1037	1002	267	122	34	2038	156	454	1117
	48%	50%	49%	53%	50%	49%	43%	48%	40%	50%	46%	53%	49%	36%	46%	34%	51%	43%	54%	46%
Other	291	73	6	26	62	136	62	18	9	190	27	102	116	53	13	5	218	18	151	133
	6%	4%	2%	3%	4%	7%	6%	5%	5%	5%	5%	5%	6%	7%	5%	5%	5%	5%	18%	8%
None of the above	590	169	28	70	190	204	125	42	18	395	61	195	198	140	29	13	393	42	57	149
	11%	9%	12%	8%	11%	10%	15%	12%	11%	10%	12%	10%	10%	11%	13%	10%	12%	12%	7%	9%
NET Received from any other provider (not Royal Mail/Parcelforce)	4226	1518	183	757	1459	1676	642	293	125	3135	418	1666	1695	542	217	74	3361	291	752	1507
	82%	84%	77%	80%	83%	83%	79%	83%	76%	83%	81%	85%	84%	73%	82%	79%	81%	80%	80%	86%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_NET\_RECEIVED. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - They've delivered

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Royal Mail	3992	195	3352	45	1032	2382	178	3494	51	31	1	3376	15
70%		58%	61% <b>a</b>	56%	63% <b>d</b>	61% <b>f</b>	55%	60% <b>h</b>	44%	66%	11%	60% <b>k</b>	57%
Clippost	65	-	61	3	15	43	6	63	2	-	-	65	-
1%		-	1%	4% <b>a</b>	1%	1%	2%	1%	1%	-	-	1%	-
Collect + (Collect Plus)	543	46	481	17	172	339	32	503	29	10	-	542	2
11%		14%	10%	21% <b>b</b>	12%	10%	10%	10%	25% <b>g</b>	21%	-	11%	6%
DHL	2016	130	1840	45	621	1299	95	1950	41	18	3	2010	3
32%		39%	39%	51% <b>b</b>	47% <b>d</b>	51% <b>f</b>	30%	39%	35%	38%	34%	39%	12%
FedEx or FedEx Express	1176	78	1078	21	338	774	65	1122	32	2	2	1167	8
23%		23%	23%	26%	23%	23%	20%	23%	28%	27%	22%	23%	31%
Evi (formerly known as Hermes)	2922	172	2702	47	881	1895	147	2855	34	22	2	2910	10
57%		52%	57%	59%	62% <b>d</b>	67% <b>f</b>	45%	58% <b>h</b>	29%	46%	22%	57% <b>k</b>	39%
Interlink	71	3	67	1	27	43	2	71	-	-	-	71	-
1%		1%	1%	2%	2%	1%	-	1%	-	-	-	1%	-
DPD	2381	152	2189	40	734	1539	109	2313	33	25	3	2370	9
46%		46%	46%	50%	49% <b>d</b>	46% <b>f</b>	34%	47% <b>h</b>	28%	53%	34%	46% <b>k</b>	33%
Parcelforce	1972	118	1828	26	629	1257	85	1913	42	15	-	1970	2
35%		35%	35%	33%	43% <b>d</b>	41% <b>f</b>	26%	39%	36%	33%	-	36%	8%
TNT	583	49	522	12	203	358	22	539	32	10	3	580	3
11%		15%	11%	15%	14% <b>d</b>	11% <b>f</b>	7%	11%	27% <b>g</b>	21%	-	11%	11%
TNT Post UK	116	3	111	2	28	85	4	115	-	2	-	116	-
2%		1%	2%	3%	2%	3%	1%	2%	-	4%	-	2%	-
UPS	1289	80	1184	25	388	840	64	1232	36	19	-	1288	1
25%		24%	25%	32%	26%	25%	20%	25%	31%	41%	-	25%	5%
UK Mail (not to be confused with Royal Mail)	673	56	597	21	223	420	30	623	32	14	2	669	2
13%		17%	13%	26% <b>b</b>	15% <b>d</b>	13% <b>f</b>	9%	13%	26% <b>g</b>	30%	22%	13%	8%
DX	86	3	83	-	23	61	3	83	3	-	-	86	-
2%		1%	2%	-	2%	2%	1%	2%	2%	-	-	2%	-
Yodel	2045	131	1883	31	636	1308	101	1981	34	22	4	2038	4
40%		39%	40%	39%	43% <b>d</b>	39% <b>f</b>	31%	40%	30%	46%	45%	40%	15%
Amazon Delivery Service/ Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2472	154	2287	31	722	1641	109	2412	35	14	-	2461	11
48%		46%	48%	39%	43% <b>d</b>	49% <b>f</b>	34%	48% <b>h</b>	30%	29%	-	48% <b>k</b>	44%
Other	291	26	251	15	96	164	31	255	22	12	-	289	3
6%		8%	5%	19% <b>b</b>	6%	5%	19% <b>e</b>	5%	19% <b>g</b>	25%	-	6%	10%
None of the above	590	63	518	9	177	354	59	556	19	4	4	578	8
11%		19% <b>b</b>	11%	11%	12%	11%	19% <b>e</b>	11%	16%	8%	44%	11%	32%
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	4226	252	3909	65	1235	2761	229	4070	92	42	5	4204	17
82%		75%	82% <b>b</b>	81%	83% <b>d</b>	81% <b>f</b>	71%	82%	79%	88%	56%	82%	65%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Column: Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_NET\_RECEIVED. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - They've delivered

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416
Effective Base	2868	661	732	726	796	215	220	226	251	240	242	-	475	253	249	248
Royal Mail	3892	954	892	893	853	312	330	312	304	295	292	-	571	321	287	284
70%	74%bcd	69%	69%	66%	72%op	77%hmo	73%op	66%	72%	70%	-	-	70%	68%	66%	63%
Colpost	65	32	33	-	-	12	17	3	9	14	11	-	-	-	-	-
1%	2%cd	3%cd	-	-	3%innop	4%ginnop	1%	2%innop	3%ginnop	3%innop	-	-	-	-	-	-
Collect + (Collect Plus)	543	106	89	182	187	28	29	48	430	33	28	-	123	59	49	70
11%	8%	7%	44%ab	13%ab	7%	7%	11%h	6%	8%	7%	-	15%efhj	12%efhj	11%h	11%h	
DHL	2016	539	450	491	536	174	181	184	158	152	140	-	327	164	180	164
39%	42%h	35%	38%	42%h	40%	42%	43%hj	34%	37%	34%	-	-	40%	35%	41%	39%
FedEx or FedEx Express	1176	317	287	287	285	119	101	96	104	91	92	-	184	104	95	81
23%	25%	22%	22%	22%	23%mi	23%	23%	22%	22%	22%	-	-	22%	22%	22%	20%
Evt (formerly known as Hermes)	2922	727	689	719	718	263	260	264	252	221	226	-	463	255	239	222
57%	61%bcd	54%	56%	56%	61%	60%	62%	54%	54%	54%	-	-	57%	54%	55%	53%
Interlink	71	31	40	-	-	18	8	5	21	10	9	-	-	-	-	-
1%	2%cd	3%cd	-	-	4%innop	2%innop	1%	5%ginnop	2%innop	2%innop	-	-	-	-	-	-
DPD	2391	571	546	633	631	204	178	190	188	182	176	-	414	219	204	198
46%	44%	42%	49%ab	49%ab	47%	41%	44%	41%	44%	42%	-	49%efhj	46%	47%	46%	46%
Parcelforce	1972	474	452	514	532	153	159	162	166	149	137	-	340	174	172	175
38%	37%	35%	40%	41%h	35%	37%	38%	36%	36%	33%	-	-	42%j	37%	39%	42%j
TNT	583	120	109	174	180	55	37	29	47	35	27	-	105	69	54	56
11%	9%	8%	13%ab	14%ab	13%hj	9%	7%	7%	7%	6%	-	-	13%gj	15%gj	12%gj	13%gj
TNT Post UK	116	72	44	-	-	26	22	24	20	7	17	-	-	-	-	-
2%	3%cd	4%cd	-	-	4%innop	3%innop	4%innop	4%innop	2%innop	4%innop	-	-	-	-	-	-
UPS	1289	314	288	314	374	102	103	109	112	91	84	-	205	110	95	132
25%	24%	22%	24%	29%abc	24%	24%	26%	24%	22%	20%	-	-	25%	23%	22%	32%jmn
UK Mail (not to be confused with Royal Mail)	673	128	88	229	228	51	41	36	39	21	28	-	140	88	63	73
13%	10%h	7%	18%ab	18%ab	12%h	10%	8%	9%	8%	5%	7%	-	17%efghj	19%efghj	15%efghj	17%efghj
DX	86	47	39	-	-	13	21	12	14	17	8	-	-	-	-	-
2%	4%cd	3%cd	-	-	3%innop	5%innop	3%innop	3%innop	4%innop	2%innop	-	-	-	-	-	-
Yodel	2045	517	494	504	531	177	183	157	187	141	165	-	331	173	161	173
49%	40%	38%	39%	41%	41%	41%	42%	37%	40%	34%	40%	-	40%	37%	37%	42%
Amazon Delivery Service/Logistics)NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2472	476	425	790	780	162	164	150	149	127	150	-	509	281	275	239
48%	37%	33%	61%ab	61%ab	37%	38%	35%	32%	31%	36%	-	-	62%efghj	60%efghj	63%efghj	66%efghj
Other	291	1	7	138	146	*	*	-	4	1	2	-	83	55	41	45
6%	1%	1%	11%ab	11%ab	-	-	-	1%	-	-	-	-	10%efghj	12%efghj	9%efghj	11%efghj
None of the above	590	154	231	93	112	45	48	61	98	60	73	-	50	43	42	29
11%	9%bcd	9%bcd	7%	9%	10%	11%j	14%lo	14%lo	14%efinnop	15%lo	14%efinnop	-	6%	9%	10%	7%
NET Received from any 'other' provider (not Royal Mail/Parcelforce)	4226	1022	944	1127	1133	339	343	340	332	306	306	-	730	396	384	364
82%	79%h	73%	87%ab	89%ab	78%	80%h	80%h	72%	74%	74%	-	-	89%efghjmn	84%h	88%efghj	88%efghj

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - ab|bcd - e|fgh|ij|kl|mnop  
 \*\*very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

**QJ1\_NET\_ANY.** For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Any usage

Base : All participants

	Total	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity		Unweighted Total
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161	
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161	
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161	
Royal Mail	4647	-	4647	622	2570	2225	2405	618	586	902	657	843	584	456	1204	1559	1884	1040	4141	473	5161	
90%	90%	-	91%	89%	91%	89%	92% <b>m</b>	90%	90%	89%	92% <b>m</b>	91%	92% <b>m</b>	91%	90%	90%	90%	90%	90%	89%	91%	
Citipost	96	-	96	43	15	61	35	27	10	25	20	8	4	2	37	45	14	6	83	13	84	
2%	2%	-	2%	5% <b>pd</b>	1%	8% <b>pd</b>	1%	4% <b>pkkm</b>	2%	7% <b>pkkm</b>	3% <b>pkkm</b>	1%	1%	0%	2% <b>ppd</b>	2% <b>ppd</b>	1%	0%	2%	2%	2%	
Collect + (Collect Plus)	801	-	801	192	475	345	456	107	179	215	145	99	38	15	285	353	153	53	686	110	818	
16%	16%	-	17%	28% <b>pd</b>	7%	14% <b>pd</b>	17% <b>pd</b>	15% <b>pkkm</b>	27% <b>pkkm</b>	21% <b>pkkm</b>	20% <b>pkkm</b>	11% <b>pkkm</b>	6%	3%	21% <b>ppd</b>	21% <b>ppd</b>	7% <b>ppd</b>	5%	15%	11%	16%	
DHL	2248	-	2248	330	1229	1101	1143	260	310	476	369	416	222	196	570	845	834	418	2005	231	2415	
44%	44%	-	47%	47%	43%	44%	44%	38%	45% <b>ppm</b>	47% <b>ppm</b>	51% <b>ppkm</b>	45% <b>ppm</b>	37%	37%	42% <b>pp</b>	49% <b>pppd</b>	40%	36%	44%	44%	47%	
FedEx or FedEx Express	1375	-	1375	246	735	701	670	187	228	335	194	234	105	92	415	529	430	197	1189	176	1377	
27%	27%	-	27%	33% <b>pd</b>	26%	26%	29%	22% <b>pkkm</b>	25% <b>pkkm</b>	25% <b>pkkm</b>	23% <b>pkkm</b>	25% <b>pkkm</b>	17%	17%	31% <b>ppd</b>	33% <b>ppd</b>	21%	17%	26%	27%	27%	
Evtl (formerly known as Hermes)	3304	-	3304	423	1789	1420	1870	390	419	640	503	605	409	337	809	1144	1351	746	3008	274	3530	
64%	64%	-	61%	63%	57%	71% <b>pd</b>	57%	64% <b>pd</b>	63%	70% <b>pd</b>	65% <b>pd</b>	64% <b>pd</b>	64%	64%	60%	66% <b>pd</b>	65%	64%	66% <b>pd</b>	52%	68%	
Interlink	109	-	109	37	26	60	49	8	13	33	27	15	7	5	21	60	28	12	105	4	110	
2%	2%	-	2%	3% <b>pd</b>	2%	2%	2%	1%	2%	3% <b>pd</b>	4% <b>pkkm</b>	2%	1%	1%	2%	3% <b>ppd</b>	1%	1%	2%	1%	2%	
DPD	2585	-	2585	371	1443	1189	1359	299	351	545	422	503	274	192	650	907	968	468	2331	235	2845	
90%	90%	-	90%	93% <b>pd</b>	87%	87%	83%	54% <b>pkkm</b>	54% <b>pkkm</b>	53% <b>pkkm</b>	54% <b>pkkm</b>	43% <b>pkkm</b>	36%	36%	45% <b>pd</b>	56% <b>pppd</b>	46% <b>pd</b>	40%	51% <b>pd</b>	44%	55%	
Parcelforce	2285	-	2285	311	1292	1121	1160	169	249	447	394	485	301	240	418	842	1025	541	2111	161	2518	
44%	44%	-	44%	44%	46%	45%	44%	25%	30% <b>pd</b>	44% <b>pd</b>	55% <b>pkkm</b>	52% <b>pkkm</b>	47% <b>pkkm</b>	46% <b>pd</b>	31%	49% <b>pd</b>	49% <b>pd</b>	47% <b>pd</b>	46% <b>pd</b>	30%	49%	
TNT	669	-	669	142	378	385	284	58	103	161	112	131	62	42	161	273	235	104	598	67	663	
13%	13%	-	12%	23% <b>pd</b>	12%	13% <b>pd</b>	11%	8%	10% <b>pkkm</b>	10% <b>pkkm</b>	10% <b>pkkm</b>	11% <b>pkkm</b>	6%	6%	12%	16% <b>pppd</b>	11%	9%	13%	13%	13%	
TNT Post UK	134	-	134	38	33	79	55	19	9	35	29	21	7	13	29	54	41	20	123	11	131	
3%	3%	-	3%	5% <b>pd</b>	1%	3%	2%	3%	1%	4% <b>pd</b>	4% <b>pd</b>	2%	1%	2%	2%	4% <b>ppd</b>	2%	2%	3%	2%	3%	
UPS	1434	-	1434	237	794	742	687	179	222	312	228	250	161	83	401	540	494	244	1272	150	1503	
28%	28%	-	28%	34% <b>pd</b>	26%	30% <b>pd</b>	26%	26% <b>pkkm</b>	34% <b>pkkm</b>	31% <b>pkkm</b>	32% <b>pkkm</b>	27% <b>pkkm</b>	25% <b>pkkm</b>	16%	39% <b>ppd</b>	31% <b>ppd</b>	24%	21%	28%	28%	29%	
UK Mail (not to be confused with Royal Mail)	819	-	819	179	492	439	379	86	129	185	114	153	86	65	215	299	304	151	729	85	754	
16%	16%	-	16%	25% <b>pd</b>	17%	17% <b>pd</b>	14%	13%	20% <b>pkkm</b>	18% <b>pkkm</b>	16%	17%	14%	12%	16%	17% <b>pkkm</b>	15%	13%	16%	16%	15%	
DX	101	-	101	16	28	57	44	3	18	26	33	16	3	3	21	58	22	6	94	7	119	
2%	2%	-	2%	7% <b>pd</b>	2%	7% <b>pd</b>	2%	3% <b>pkkm</b>	3% <b>pkkm</b>	3% <b>pkkm</b>	2%	2%	1%	1%	2%	3% <b>ppd</b>	1%	1%	2%	1%	2%	
Yodel	2224	-	2224	290	1218	997	1224	184	303	465	373	440	258	205	486	837	901	461	2053	199	2484	
43%	43%	-	43%	40% <b>pd</b>	43%	40% <b>pd</b>	41% <b>pd</b>	27%	41% <b>pkkm</b>	45% <b>pkkm</b>	39% <b>pkkm</b>	44% <b>pkkm</b>	43% <b>pkkm</b>	33% <b>pkkm</b>	36%	49% <b>pppd</b>	43% <b>pppd</b>	40%	43% <b>pd</b>	30%	46%	
Amazon Delivery Service/ Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2694	-	2694	344	1704	1273	1410	317	316	523	402	520	343	273	634	925	1135	615	2413	265	2684	
52%	52%	-	52%	49%	60% <b>pd</b>	51%	54%	46%	48%	51%	58% <b>pkkm</b>	58% <b>pkkm</b>	54% <b>pkkm</b>	52%	47%	63% <b>pd</b>	64% <b>pd</b>	63% <b>pd</b>	53%	50%	52%	
Other	377	-	377	124	247	191	186	65	82	103	48	46	18	15	147	151	79	33	306	66	332	
7%	7%	-	7%	13% <b>pd</b>	7%	8% <b>pd</b>	7%	5% <b>pkkm</b>	12% <b>pkkm</b>	10% <b>pkkm</b>	7% <b>pkkm</b>	6%	3%	3%	11% <b>ppd</b>	9% <b>ppd</b>	4%	3%	7%	12% <b>pd</b>	6%	
None of the above	190	-	190	14	93	113	74	25	23	37	27	31	19	28	48	64	78	47	168	15	157	
4%	4%	-	4%	2%	3%	4% <b>pd</b>	3%	4%	3%	4%	4%	3%	3%	5%	4%	4%	4%	4%	4%	3%	5%	
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	4486	-	4486	632	2495	2126	2345	587	570	891	633	828	539	438	1157	1524	1805	977	3993	465	4570	
87%	87%	-	87%	90%	88%	85%	89% <b>pd</b>	85%	85%	87%	88%	88%	89% <b>pkkm</b>	83%	86%	89% <b>pd</b>	87%	84%	87%	88%	89%	

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Column: Tested (5% risk level) - all - old - ell - g(hi)j(k)l(m - n)op(q - rs  
 \* small base; \*\* very small base (under 30) ineligible for eg testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ1\_NET\_ANY.** For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Any usage

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year	£11,500 - £17,499 per year (i)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	865	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Royal Mail	4647	838	1433	1075	1301	2271	2376	2751	1833	565	582	1240	1234	722	3056	574	3836	493	1751	114
90%	89%	90%	90%	91%	90%	89%	91%	89%	91%	89%	89%	123%jm	90%	89%	91%	89%	90%	93%	91%	87%
Clippost	96	37	26	20	12	64	32	81	12	7	9	26	18	55	52	7	87	-	-	-
2%	4%bcd	2%	2%	1%	3%ef	1%	3%h	1%	1%	1%	2%	1%	1%	4%ijkm	2%	1%	2%	-	-	-
Collect + (Collect Plus)	801	172	264	179	186	436	365	610	183	84	80	200	209	190	488	86	684	130	358	25
16%	18%bcd	17%cd	15%	13%	17%ef	14%	20%gh	9%	13%	13%	12%	15%	15%	23%ijklm	14%	13%	16%	24%op	19%	19%
DHL	2248	477	723	515	533	1201	1048	1396	831	263	263	560	627	398	1450	266	1871	253	835	56
44%	31%bcd	45%cd	34%de	37%	42%ef	40%	49%	41%	41%	41%	40%	42%	46%	43%	43%	41%	44%	46%	44%	42%
FedEx or FedEx Express	1375	335	379	339	322	713	661	929	437	144	136	369	394	253	899	147	1171	161	493	39
27%	35%bcd	24%	29%bcde	22%	27%	28%	25%	30%gh	22%	23%	21%	26%ij	25%kl	32%lm	27%n	23%	28%	30%	26%	29%
Evri (formerly known as Hermes)	3304	575	1052	762	915	1627	1677	1923	1334	404	425	859	912	505	2195	411	2734	364	1223	89
64%	61%	66%a	65%	63%	64%	64%	64%	63%	66%g	63%	65%	64%	66%	62%	65%	64%	64%	69%	64%	68%
Interlink	109	39	21	27	21	61	48	82	27	13	7	21	35	30	64	13	95	-	-	-
2%	4%bcd	1%	2%	1%	2%	2%	2%	3%e	1%	2%	1%	2%	3%	4%ijkl	2%	2%	2%	-	-	-
DPD	2585	463	811	590	720	1275	1311	1596	963	302	304	677	724	422	1704	305	2158	327	1008	65
90%	49%	51%	50%	50%	50%	50%	50%	52%ij	48%	47%	46%	51%	53%kl	52%	51%	47%	51%	62%op	53%	50%
Parcelforce	2285	411	712	543	619	1123	1162	1359	902	254	284	598	654	354	1536	257	1914	277	907	70
44%	43%	45%	46%	43%	44%	44%	44%	44%	45%	40%	43%	45%	48%kl	44%	46%kl	40%	45%	52%	47%	53%
TNT	699	160	208	155	146	367	301	452	212	78	70	160	162	114	412	81	567	110	296	20
13%	17%bcd	13%	13%	10%	14%ef	11%	13%g	11%	11%	12%	12%	13%	12%	19%ijklm	12%	12%	13%	18%op	15%	16%
TNT Post UK	134	38	31	42	24	68	66	92	42	18	9	33	34	36	76	18	112	-	-	-
3%	4%bcd	2%	4%ef	2%	3%	3%	3%	3%	2%	3%	2%	2%	2%	4%ijkl	3%	3%	-	-	-	
UPS	1434	332	414	342	346	747	688	922	503	175	148	341	415	283	903	179	1200	179	560	45
28%	23%bcd	26%	29%cd	24%	29%	29%	26%	30%gh	25%	27%	22%	25%	30%ijkl	33%klm	27%	28%	28%	34%	29%	34%
UK Mail (not to be confused with Royal Mail)	819	192	247	184	196	439	379	552	262	106	88	178	245	153	512	109	675	137	410	37
16%	18%bcd	16%	16%	14%	17%ef	14%	18%gh	13%	13%	17%	13%	13%	16%kl	19%lm	15%	17%	16%	26%	21%	28%
DX	101	21	36	24	20	56	45	89	12	6	1	26	31	32	58	6	91	-	-	-
2%	2%	2%	2%	1%	2%	2%	2%	3%ef	1%	1%	-	3%g	3%h	4%ijklm	3%kl	1%	2%	-	-	-
Yodel	2324	384	729	526	586	1113	1112	1322	881	257	254	583	664	347	1501	260	1866	281	837	48
43%	41%	46%kl	45%	41%	44%	44%	42%	43%g	44%	40%	39%	44%	45%ij	43%	45%kl	40%	44%	53%lm	44%	36%
Amazon Delivery Service/Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2694	475	894	583	741	1369	1324	1570	1099	309	335	696	771	437	1803	313	2270	388	1286	88
52%	50%	56%aabcd	50%	51%	54%	51%	51%	51%	55%	48%	51%	52%	56%ijkl	54%	54%	48%	53%	73%op	67%	67%
Other	377	84	114	85	94	197	179	268	107	45	46	109	89	65	244	48	313	107	242	20
7%	9%	7%	7%	7%	8%	8%	8%	8%a	5%	7%	7%	8%	6%	8%	7%	7%	7%	20%op	13%	15%
None of the above	190	32	64	41	53	96	94	115	69	38	29	28	49	27	106	38	139	12	62	3
4%	3%	4%	3%	4%	4%	4%	4%	4%	3%	6%klm	4%kl	2%	4%	3%	3%	6%op	3%	2%	3%	3%
NET Any usage of 'other' powder (not Royal Mail/Parcelforce)	4486	841	1392	1017	1238	2233	2253	2684	1763	525	571	1163	1209	730	2943	533	3728	488	1721	124
87%	89%	87%	86%	86%	88%	86%	87%	86%	88%	82%	87%	87%	88%kl	89%lm	87%kl	82%	86%op	92%	90%	94%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_NET\_ANY. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Any usage

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Royal Mail	4647	3969	677	177	3891	395	227	134	189	528	387	337	404	447	569	625	405	44	351
90%	89%	94%	93%	93%	90%	91%	92%	84%	89%	92%	91%	90%	89%	93%	84%	88%	91%	84%	82%
Clipost	96	78	17	7	84	6	5	1	7	9	9	7	4	23	10	9	3	4	4
2%	2%	2%	4%	2%	1%	2%	1%	3%	1%	2%	2%	2%	1%	1%	1%	2%	5%	1%	1%
Collect + (Collect Plus)	801	685	116	31	666	70	37	28	33	72	62	59	80	67	130	109	53	7	63
16%	15%	16%	16%	15%	16%	15%	15%	20%	16%	13%	15%	16%	18%	14%	19%	15%	12%	14%	16%
DHL	2248	1905	344	104	1844	229	106	69	93	230	187	138	206	214	274	310	193	25	204
44%	43%	48%	53%	43%	43%	43%	43%	49%	44%	41%	44%	37%	45%	40%	44%	44%	46%	53%	46%
FedEx or FedEx Express	1375	1199	175	51	1133	144	59	38	48	159	105	78	117	117	211	185	113	12	133
27%	27%	24%	27%	26%	33%	24%	26%	23%	23%	28%	25%	21%	26%	24%	31%	26%	25%	22%	35%
Evri (formerly known as Hermes)	3304	2764	539	149	2717	324	171	91	146	333	286	241	282	341	336	444	309	37	287
64%	62%	75%	78%	63%	75%	69%	64%	70%	69%	67%	64%	62%	62%	71%	50%	63%	70%	71%	75%
Interlink	109	91	18	5	95	4	7	3	0	8	2	9	8	6	20	14	11	*	3
2%	2%	3%	3%	2%	1%	3%	2%	2%	4%	2%	1%	2%	2%	1%	3%	2%	3%	1%	1%
DPD	2885	2187	398	110	2097	284	149	75	103	272	230	177	220	241	268	350	235	20	244
50%	49%	65%	69%	48%	61%	60%	52%	49%	49%	48%	54%	47%	48%	50%	40%	50%	53%	38%	64%
Parcelforce	2285	1923	361	101	1869	227	113	75	99	237	212	155	181	230	234	312	208	27	201
44%	43%	50%	53%	43%	52%	46%	50%	47%	47%	42%	50%	41%	40%	48%	34%	44%	47%	51%	52%
TNT	689	569	99	24	571	52	31	15	31	78	64	44	48	81	100	87	58	7	46
13%	13%	14%	13%	13%	12%	12%	10%	15%	15%	14%	15%	12%	16%	15%	15%	13%	13%	13%	12%
TNT Post UK	134	118	16	7	114	12	5	3	6	10	10	10	8	9	33	14	14	1	12
3%	3%	2%	4%	3%	3%	2%	2%	3%	3%	2%	2%	3%	2%	5%	2%	3%	3%	2%	3%
UPS	1434	1223	212	59	1180	153	66	35	60	155	141	102	119	138	177	167	122	11	142
28%	28%	29%	31%	27%	30%	27%	29%	29%	29%	27%	33%	27%	28%	29%	26%	24%	28%	22%	30%
UK Mail (not to be confused with Royal Mail)	819	705	114	24	725	49	27	18	32	93	90	60	55	81	112	129	73	5	45
16%	16%	16%	13%	17%	11%	11%	13%	15%	15%	16%	11%	16%	12%	17%	17%	17%	9%	9%	12%
DX	101	88	15	7	80	12	7	2	7	13	3	7	6	11	17	6	9	1	12
2%	2%	2%	4%	2%	3%	3%	1%	1%	3%	1%	1%	2%	1%	2%	3%	1%	2%	2%	3%
Yodel	2324	1869	355	99	1805	227	127	65	103	211	197	143	193	247	216	289	208	24	203
43%	42%	49%	52%	42%	52%	52%	45%	49%	49%	37%	48%	38%	42%	51%	32%	41%	47%	46%	53%
Amazon Delivery Service/ Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2694	2283	411	84	2265	232	120	77	111	292	234	203	221	274	316	351	262	16	215
52%	51%	67%	64%	52%	53%	48%	54%	53%	53%	52%	59%	54%	49%	57%	47%	59%	59%	31%	67%
Other	377	349	28	9	330	27	11	9	12	38	25	24	41	38	84	51	20	1	27
7%	7%	8%	4%	6%	6%	4%	6%	6%	6%	6%	6%	6%	6%	8%	12%	7%	5%	1%	7%
None of the above	190	182	9	3	171	11	5	3	8	17	12	17	17	9	51	27	13	1	10
4%	4%	1%	2%	4%	3%	2%	2%	4%	4%	3%	3%	4%	4%	2%	8%	4%	3%	1%	3%
NET Any usage of 'other' powder (not Royal Mail/Parcelforce)	4486	3819	668	172	3746	396	220	124	186	486	386	322	388	432	573	584	390	47	349
87%	86%	92%	90%	86%	91%	89%	87%	89%	89%	86%	91%	86%	85%	90%	85%	83%	88%	91%	92%

Question focuses on packets and parcels since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ1\_NET\_ANY.** For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Any usage

Base : All participants

	2nd class usage				Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Royal Mail	4647	1642	219	800	1580	1877	684	318	143	3466	461	1821	1891	585	218	83	3712	301	767	1591
	90%	91%	92%	91%	81%	83%	84%	80%	87%	83%	83%	83%	83%	78%	83%	84%	83%	83%	92%	91%
Clippost	96	22	2	5	47	30	9	4	6	77	10	42	27	15	4	7	70	11	-	-
	2%	1%	1%	1%	3%	1%	1%	1%	4%	2%	2%	2%	1%	2%	2%	7%	2%	3%	-	-
Collect + (Collect Plus)	801	259	23	67	245	342	127	60	20	586	80	310	341	107	23	14	651	37	275	237
	16%	14%	10%	8%	14%	17%	16%	17%	12%	16%	15%	16%	17%	14%	9%	14%	16%	10%	33%	14%
DHL	2248	712	74	350	789	910	326	138	67	1699	204	834	895	263	101	39	1820	140	446	696
	44%	39%	31%	40%	45%	46%	40%	39%	40%	40%	39%	40%	41%	35%	38%	39%	40%	39%	47%	40%
FedEx or FedEx Express	1375	377	31	162	476	543	219	86	42	1019	128	579	533	174	61	21	1113	82	339	355
	27%	21%	13%	18%	27%	27%	27%	24%	26%	27%	25%	30%	26%	23%	21%	28%	23%	23%	41%	20%
Evi (formerly known as Hermes)	3304	1230	162	614	1180	1304	478	217	102	2484	319	1360	1290	406	157	62	2650	219	558	1119
	64%	68%	68%	70%	67%	65%	59%	61%	62%	63%	61%	63%	63%	54%	60%	62%	63%	60%	67%	64%
Interlink	109	33	4	14	40	45	13	5	5	96	10	47	36	16	5	4	83	9	-	-
	2%	2%	2%	2%	2%	2%	2%	1%	3%	2%	2%	2%	2%	2%	2%	4%	2%	2%	-	-
DPD	2585	874	100	424	888	1035	411	159	73	1923	232	1079	1004	317	125	43	2083	168	475	925
	50%	48%	42%	48%	51%	51%	45%	44%	44%	51%	45%	55%	49%	43%	47%	44%	52%	46%	57%	53%
Parcelforce	2285	818	89	384	857	914	328	123	56	1771	179	986	911	276	79	25	1897	104	451	803
	44%	45%	38%	44%	49%	49%	40%	35%	34%	39%	35%	52%	43%	30%	26%	40%	40%	29%	51%	46%
TNT	689	206	25	100	253	248	99	49	19	501	68	292	252	81	27	16	545	43	218	208
	13%	11%	11%	11%	14%	12%	12%	14%	11%	13%	13%	15%	12%	11%	10%	16%	14%	12%	32%	12%
TNT Post UK	134	48	3	18	57	37	26	10	4	94	14	58	47	15	10	4	105	15	-	-
	3%	3%	1%	2%	3%	2%	3%	3%	2%	2%	3%	3%	2%	2%	4%	3%	3%	4%	-	-
UPS	1434	423	52	205	506	551	208	104	56	1058	160	606	562	164	65	30	1165	95	337	447
	26%	23%	22%	23%	29%	27%	25%	29%	34%	28%	31%	31%	29%	22%	29%	30%	29%	26%	37%	26%
UK Mail (not to be confused with Royal Mail)	819	275	33	119	244	345	149	56	23	589	79	328	320	103	48	17	648	65	305	280
	16%	15%	14%	14%	14%	17%	18%	16%	14%	16%	15%	17%	16%	14%	17%	16%	18%	18%	37%	16%
DX	101	20	4	5	32	43	16	7	2	75	9	43	28	20	6	3	71	8	-	-
	2%	1%	2%	1%	2%	2%	2%	2%	1%	2%	2%	2%	1%	3%	2%	3%	2%	2%	-	-
Yodel	2224	812	97	404	781	899	338	126	65	1680	191	947	861	264	106	35	1808	140	423	743
	43%	45%	41%	46%	45%	44%	41%	36%	39%	46%	37%	48%	42%	35%	40%	35%	45%	39%	51%	43%
Amazon Delivery Service/Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2694	948	125	478	965	1070	384	187	74	2036	261	1137	1098	281	128	39	2235	167	570	1192
	52%	52%	52%	54%	55%	53%	47%	53%	45%	54%	50%	55%	54%	38%	49%	39%	50%	46%	68%	68%
Other	377	93	6	31	94	173	72	23	11	267	34	142	147	60	15	10	289	25	219	150
	7%	5%	3%	4%	5%	9%	9%	7%	7%	7%	7%	7%	7%	8%	6%	10%	7%	7%	35%	9%
None of the above	190	68	12	33	56	42	63	13	7	97	20	40	38	74	18	7	78	26	15	63
	4%	4%	5%	4%	3%	2%	8%	4%	4%	3%	4%	2%	2%	10%	7%	6%	2%	7%	2%	4%
NET Any usage of other provider (not Royal Mail/Parcelforce)	4486	1571	192	776	1559	1775	680	305	135	3334	441	1771	1784	582	220	76	3565	304	782	1550
	87%	87%	81%	85%	85%	85%	83%	86%	82%	85%	85%	86%	86%	78%	81%	77%	85%	84%	84%	89%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - j/k/l/m/n/o/p/q - r/s  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_NET\_ANY. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Any usage

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Royal Mail	4647	301	4280	66	1362	3026	259	4503	84	37	6	4624	16
	90%	90%	90%	82%	81% <b>lb</b>	82% <b>lf</b>	80%	81% <b>lb</b>	72%	79%	79%	81% <b>lb</b>	63%
Clippost	96	9	84	3	32	56	8	93	3	-	-	95	-
	2%	3%	2%	4%	2%	2%	2%	2%	3%	-	-	2%	-
Collect + (Collect Plus)	801	64	720	17	255	503	44	751	35	14	-	799	2
	16%	19%	15%	21%	17%	15%	14%	15%	30% <b>g</b>	30%	-	16%	6%
DHL	2248	166	2037	45	711	1423	114	2180	62	19	5	2241	3
	44%	50%	43%	57%	43% <b>lf</b>	43%	35%	44%	53%	40%	56%	44%	12%
FedEx or FedEx Express	1375	104	1242	28	416	884	74	1304	48	13	2	1365	8
	27%	31%	26%	36%	28%	26%	23%	26%	41% <b>g</b>	27%	22%	27%	31%
Evi (formerly known as Hermes)	3304	203	3049	52	998	2126	180	3200	60	29	3	3289	13
	64%	61%	64%	65%	67% <b>lf</b>	63% <b>lf</b>	56%	64% <b>lb</b>	52%	61%	33%	64%	49%
Interlink	109	4	104	1	40	56	5	106	3	-	-	109	-
	2%	1%	2%	2%	3% <b>lb</b>	2%	1%	2%	3%	-	-	2%	-
DPD	2585	180	2364	42	797	1654	134	2494	51	29	3	2574	9
	50%	54%	50%	52%	54% <b>lf</b>	49% <b>lf</b>	42%	50%	43%	62%	34%	50%	34%
Parcelforce	2285	152	2099	33	721	1460	104	2218	47	16	2	2281	2
	44%	46%	44%	42%	43% <b>lf</b>	41% <b>lf</b>	32%	45%	41%	34%	22%	44%	8%
TNT	689	62	590	17	230	408	30	621	35	10	-	666	3
	13%	19% <b>lb</b>	12%	21%	15% <b>lf</b>	12%	9%	13%	30% <b>g</b>	21%	-	13%	11%
TNT Post UK	134	13	119	2	40	89	5	130	2	2	-	134	-
	3%	4%	2%	3%	3%	3%	1%	3%	2%	4%	-	3%	-
UPS	1434	102	1304	28	433	926	76	1371	39	21	2	1431	1
	29%	31%	27%	35%	29%	28%	23%	28%	33%	45%	22%	28%	5%
UK Mail (not to be confused with Royal Mail)	819	82	712	24	275	503	41	756	43	14	4	813	2
	16%	25% <b>lb</b>	15%	31% <b>lb</b>	18% <b>lb</b>	15%	13%	15%	37% <b>g</b>	30%	45%	16%	8%
DX	101	5	96	-	29	69	3	97	4	-	-	101	-
	2%	2%	2%	-	2%	2%	1%	2%	4%	-	-	2%	-
Yodel	2224	151	2034	40	699	1412	113	2143	47	27	4	2217	4
	43%	45%	43%	50%	47% <b>lf</b>	42%	35%	43%	40%	58%	45%	43%	15%
Amazon Delivery Service/Logistics)NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2694	182	2477	35	800	1774	120	2621	44	16	1	2681	11
	52%	54%	52%	44%	54% <b>lf</b>	53% <b>lf</b>	37%	53% <b>lb</b>	38%	34%	11%	54% <b>lb</b>	44%
Other	377	41	319	16	137	204	36	335	23	14	2	372	3
	7%	12% <b>lb</b>	7%	21% <b>lb</b>	9% <b>lb</b>	6%	11% <b>lb</b>	7%	20% <b>g</b>	29%	22%	7%	11%
None of the above	190	10	177	3	38	130	23	176	3	1	2	180	8
	4%	3%	4%	4%	3%	4%	7% <b>ld</b>	4%	3%	3%	21%	4%	32%
NET Any usage of other provider (not Royal Mail/Parcelforce)	4486	294	4122	69	1344	2885	257	4319	102	44	5	4465	17
	87%	86%	87%	87%	87% <b>lf</b>	83% <b>lf</b>	80%	87%	88%	84%	56%	87%	65%

Question focuses on packets and parcels since Q3 2022  
 Proportions/Mean: Column tested (5% risk level) - a/b/c - d/ef - gh/ij/kl  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_NET\_ANY. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - Any usage

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248
Royal Mail	4647	1156	1132	1102	1167	388	391	377	392	365	375	-	770	422	391	379
90%	90%	89%	88%	92% <sup>ab</sup>	90%	90%	91% <sup>h</sup>	88%	85%	89%	90%	-	94% <sup>efghim</sup>	89%	89%	91% <sup>h</sup>
Colpost	96	51	44	-	-	17	22	12	11	17	16	-	-	-	-	-
2%	4% <sup>cd</sup>	3% <sup>cd</sup>	-	-	-	4% <sup>imnop</sup>	3% <sup>imnop</sup>	3% <sup>imnop</sup>	2% <sup>imnop</sup>	4% <sup>imnop</sup>	4% <sup>imnop</sup>	-	-	-	-	-
Collect + (Collect Plus)	801	150	134	258	258	41	53	62	43	41	50	-	187	89	71	85
16%	12%	10%	20% <sup>ab</sup>	20% <sup>ab</sup>	9%	12%	14%	8%	10%	12%	-	-	20% <sup>efghj</sup>	19% <sup>efghj</sup>	16% <sup>efghj</sup>	20% <sup>efghj</sup>
DHL	2248	597	508	598	598	199	193	205	184	170	153	-	363	183	200	187
44%	46% <sup>h</sup>	39%	42%	46% <sup>h</sup>	46% <sup>h</sup>	45%	46% <sup>h</sup>	40%	41%	37%	-	-	44%	39%	46% <sup>h</sup>	45%
FedEx or FedEx Express	1375	358	323	348	345	133	110	116	118	102	103	-	217	130	117	108
27%	28%	25%	27%	27%	31%	26%	27%	25%	25%	25%	-	-	27%	26%	27%	26%
Evt (formerly known as Hermes)	3304	850	772	827	849	280	288	287	272	240	259	-	542	286	284	265
64%	65% <sup>h</sup>	60%	64%	65% <sup>h</sup>	65%	67%	67% <sup>h</sup>	69%	58%	62%	-	-	65% <sup>h</sup>	61%	65%	64%
Interlink	109	51	58	-	-	29	9	12	28	16	14	-	-	-	-	-
2%	4% <sup>cd</sup>	4% <sup>cd</sup>	-	-	-	7% <sup>ghimnop</sup>	2% <sup>imnop</sup>	3% <sup>imnop</sup>	6% <sup>ghimnop</sup>	4% <sup>imnop</sup>	3% <sup>imnop</sup>	-	-	-	-	-
DPD	2685	610	575	693	707	209	197	203	194	190	191	-	450	243	219	230
50%	47%	45%	54% <sup>ab</sup>	53% <sup>ab</sup>	48%	46%	48%	42%	46%	46%	-	-	50% <sup>efghj</sup>	52% <sup>efghj</sup>	50%	50% <sup>efghj</sup>
Parcelforce	2285	530	501	611	643	168	175	186	174	168	159	-	399	212	205	216
44%	41%	39%	47% <sup>ab</sup>	50% <sup>ab</sup>	39%	41%	44%	37%	41%	38%	-	-	49% <sup>efghj</sup>	45%	47% <sup>h</sup>	52% <sup>efghj</sup>
TNT	669	129	114	208	218	58	40	31	48	35	31	-	127	81	65	73
13%	10%	9%	16% <sup>ab</sup>	17% <sup>ab</sup>	13% <sup>gh</sup>	9%	7%	7%	7%	8%	-	-	16% <sup>ghj</sup>	17% <sup>ghj</sup>	15% <sup>ghj</sup>	17% <sup>ghj</sup>
TNT Post UK	134	81	53	-	-	33	22	25	23	9	21	-	-	-	-	-
3%	4% <sup>cd</sup>	4% <sup>cd</sup>	-	-	-	4% <sup>imnop</sup>	3% <sup>imnop</sup>	4% <sup>imnop</sup>	3% <sup>imnop</sup>	2% <sup>imnop</sup>	3% <sup>imnop</sup>	-	-	-	-	-
UPS	1434	333	317	371	413	115	106	113	127	100	91	-	248	123	111	149
28%	26%	25%	29%	32% <sup>ab</sup>	27%	24%	26%	27%	24%	22%	-	-	30% <sup>h</sup>	26%	25%	36% <sup>efghijmn</sup>
UK Mail (not to be confused with Royal Mail)	819	141	92	290	295	59	41	42	41	21	30	-	188	103	79	100
16%	11% <sup>h</sup>	7%	22% <sup>ab</sup>	23% <sup>ab</sup>	14% <sup>h</sup>	10%	10%	9%	9%	5%	7%	-	23% <sup>efghj</sup>	22% <sup>efghj</sup>	19% <sup>efghj</sup>	24% <sup>efghj</sup>
DX	101	55	46	-	-	15	27	12	14	20	12	-	-	-	-	-
2%	4% <sup>cd</sup>	4% <sup>cd</sup>	-	-	-	4% <sup>imnop</sup>	6% <sup>imnop</sup>	3% <sup>imnop</sup>	3% <sup>imnop</sup>	5% <sup>imnop</sup>	3% <sup>imnop</sup>	-	-	-	-	-
Yodel	2224	536	523	570	596	179	188	169	196	148	179	-	376	194	187	197
43%	42%	40%	44%	43% <sup>ab</sup>	41%	44%	40%	42%	46%	43%	-	-	49% <sup>h</sup>	41%	43%	47% <sup>h</sup>
Amazon Delivery Service/Logistics)NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	2694	492	440	879	894	166	165	160	155	128	156	-	507	312	301	294
52%	38%	34%	63% <sup>ab</sup>	63% <sup>ab</sup>	39%	38%	37%	33%	31%	28%	-	-	69% <sup>efghj</sup>	66% <sup>efghj</sup>	69% <sup>efghj</sup>	68% <sup>efghj</sup>
Other	377	1	7	184	185	*	*	-	4	1	2	-	117	67	54	65
7%	1%	1%	14% <sup>ab</sup>	14% <sup>ab</sup>	-	-	-	1%	-	-	-	-	14% <sup>efghj</sup>	14% <sup>efghj</sup>	12% <sup>efghj</sup>	16% <sup>efghj</sup>
None of the above	190	45	68	37	40	11	18	16	28	22	18	-	16	21	19	5
4%	3%	3% <sup>cd</sup>	3%	3%	2%	4% <sup>h</sup>	4%	4%	4% <sup>h</sup>	4% <sup>h</sup>	4% <sup>h</sup>	-	2%	4% <sup>h</sup>	4% <sup>h</sup>	1%
NET Any usage of 'other' provider (not Royal Mail/Parcelforce)	4486	1106	1048	1155	1177	365	367	374	376	335	337	-	749	406	392	382
87%	86% <sup>h</sup>	81%	90% <sup>ab</sup>	91% <sup>ab</sup>	85%	85%	88% <sup>h</sup>	81%	81%	81%	81%	-	92% <sup>efghijm</sup>	86%	90% <sup>h</sup>	92% <sup>efghijm</sup>

Question focuses on packets and parcels since Q3 2022  
 Proportions: Means: Columns: Tested (5% risk level) - <sup>ab</sup>/<sub>cd</sub> - <sup>efghij</sup>/<sub>klmnop</sub>  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ1\_NET\_AWARE. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - NET: Aware

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	962	1163	614	2590	262	2868
Royal Mail	4969	-	4969	641	2778	2404	2548	646	624	970	698	902	619	513	1269	1666	2033	1132	4430	500	4969
	96%	-	96%	92%	98%	96%	97%	94%	96%	97%	97%	97%	96%	97%	95%	96%	97%	98%	97%	94%	97%
Citipost	394	-	394	59	98	239	154	31	26	84	86	87	45	34	57	170	166	79	363	29	397
	8%	-	8%	1%	3%	61%	6%	3%	4%	10%	12%	11%	7%	7%	4%	10%	8%	9%	8%	5%	8%
Collect + (Collect Plus)	2357	-	2357	379	1574	1015	1336	283	363	540	393	413	207	158	646	934	778	365	2080	258	2307
	46%	-	46%	54%	46%	40%	51%	41%	55%	55%	45%	45%	33%	30%	46%	44%	47%	31%	45%	45%	45%
DHL	4474	-	4474	531	2569	2170	2292	471	532	858	650	878	591	494	1003	1508	1963	1085	4025	419	4544
	87%	-	87%	76%	91%	86%	87%	68%	82%	84%	91%	95%	93%	94%	75%	87%	84%	94%	88%	79%	86%
FedEx or FedEx Express	4409	-	4409	529	2566	2140	2292	509	532	830	630	849	575	484	1041	1460	1908	1059	3952	426	4483
	85%	-	85%	79%	91%	85%	86%	74%	82%	89%	95%	92%	91%	92%	78%	84%	81%	91%	83%	80%	87%
Evti (formerly known as Hermes)	4327	-	4327	511	2427	2011	2301	513	512	805	639	835	568	454	1026	1444	1857	1022	3927	373	4467
	84%	-	84%	73%	88%	80%	85%	74%	79%	79%	89%	90%	90%	85%	76%	83%	89%	85%	86%	70%	87%
Interlink	634	-	634	64	172	314	317	70	30	147	136	139	81	81	50	283	301	162	599	30	655
	72%	-	72%	9%	8%	73%	72%	3%	5%	14%	19%	16%	12%	13%	4%	16%	14%	14%	13%	6%	13%
DPD	4222	-	4222	512	2427	2009	2199	462	519	816	623	812	559	433	980	1411	1801	989	3813	380	4358
	82%	-	82%	75%	88%	80%	84%	67%	80%	87%	93%	86%	89%	85%	73%	83%	86%	85%	85%	72%	84%
Parcelforce	4262	-	4262	478	2484	2035	2212	369	499	794	622	866	606	506	868	1416	1977	1111	3891	342	4411
	83%	-	83%	68%	88%	81%	84%	54%	77%	78%	93%	97%	95%	96%	65%	82%	89%	96%	85%	64%	85%
TNT	3316	-	3316	390	2045	1734	1676	221	333	638	526	720	488	390	554	1184	1598	878	3032	263	3334
	64%	-	64%	56%	73%	67%	60%	32%	53%	63%	70%	73%	67%	65%	41%	61%	61%	63%	63%	50%	65%
TNT Post UK	541	-	541	61	130	310	231	39	35	105	97	103	88	76	74	202	205	162	507	31	535
	70%	-	70%	9%	5%	12%	9%	6%	5%	10%	14%	11%	14%	14%	5%	12%	13%	14%	11%	6%	10%
UPS	4041	-	4041	483	2429	1980	2064	454	480	749	592	797	540	429	934	1341	1767	969	3643	371	4094
	78%	-	78%	69%	88%	78%	79%	66%	74%	78%	83%	86%	85%	82%	70%	77%	85%	84%	79%	70%	79%
UK Mail (not to be confused with Royal Mail)	2412	-	2412	358	1659	1250	1156	257	302	490	350	471	291	252	558	840	1014	543	2150	247	2320
	47%	-	47%	51%	69%	60%	44%	37%	48%	48%	61%	65%	65%	63%	42%	46%	46%	47%	47%	46%	45%
DX	330	-	330	31	81	194	135	15	37	70	82	77	30	18	52	152	125	48	311	17	340
	6%	-	6%	4%	3%	3%	5%	2%	6%	7%	11%	10%	5%	4%	4%	9%	8%	4%	7%	3%	7%
Yodel	4042	-	4042	468	2396	1878	2151	395	483	756	591	791	558	464	878	1351	1813	1022	3686	327	4196
	78%	-	78%	67%	85%	79%	81%	57%	74%	74%	89%	91%	89%	83%	65%	79%	78%	83%	80%	62%	81%
Amazon Delivery Service/Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	3559	-	3559	446	2319	1730	1818	403	419	684	501	711	469	372	822	1185	1552	841	3186	352	3541
	69%	-	69%	64%	82%	69%	69%	58%	64%	67%	70%	77%	74%	71%	61%	68%	74%	73%	69%	66%	69%
Other	1368	-	1368	252	1110	688	675	181	200	322	184	249	142	90	381	506	481	232	1198	157	1303
	27%	-	27%	36%	39%	27%	26%	26%	31%	32%	26%	27%	22%	17%	23%	23%	23%	20%	26%	29%	25%
None of the above	25	-	25	0	0	13	9	7	6	6	6	7	6	4	10	13	2	23	2	27	27
	-	-	-	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Aware of Royal Mail/Parcelforce	5036	-	5036	652	2800	2446	2572	650	632	979	705	918	629	524	1282	1684	2071	1153	4491	506	5061
	98%	-	98%	93%	99%	97%	98%	94%	97%	96%	98%	99%	99%	100%	96%	97%	99%	99%	98%	95%	98%
NET Aware of other provider (not Royal Mail/Parcelforce)	4980	-	4980	667	2774	2416	2547	639	609	978	696	916	623	519	1248	1674	2058	1142	4436	511	4988
	97%	-	97%	95%	98%	96%	97%	93%	93%	98%	97%	99%	98%	95%	93%	97%	99%	98%	97%	96%	97%

Question restructured from Q3 2022  
 Question focuses on packets and parcels since Q3 2022\*  
 Proportions/Mean, Columns tested (5% risk level) - all - odd - all - g(h)i(j)k(l)m - n(o)p(q) - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

**QJ1\_NET\_AWARE.** For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - NET: Aware

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Royal Mail	4969	878	1543	1147	1401	2421	2548	2933	1967	610	629	1312	1319	769	3261	618	4095	530	1905	132
	96%	93%	97%	97%	97%	95%	97%	95%	93%	95%	96%	93%	96%	94%	97%	96%	96%	100%	99%	100%
Clipost	394	78	114	104	99	191	203	254	139	55	39	108	100	73	247	55	323	-	-	-
	8%	8%	7%	9%	7%	8%	8%	8%	7%	8%	8%	8%	7%	8%	7%	8%	8%	-	-	-
Collect + (Collect Plus)	2357	384	769	549	656	1153	1204	1583	743	268	276	622	637	408	1535	271	1966	343	1249	84
	46%	41%	48%	47%	45%	45%	46%	51%	37%	42%	42%	46%	46%	59%	46%	42%	46%	65%	65%	64%
DHL	4474	766	1431	1027	1251	2196	2278	2811	1810	552	563	1170	1219	682	2952	560	3690	503	1833	120
	87%	81%	90%	87%	87%	87%	87%	85%	80%	86%	86%	87%	85%	84%	90%	87%	90%	95%	96%	91%
FedEx or FedEx Express	4095	764	1387	1023	1235	2152	2258	2541	1821	532	550	1135	1221	667	2906	540	3632	510	1851	126
	85%	81%	87%	87%	85%	85%	86%	83%	80%	83%	84%	85%	83%	82%	86%	83%	86%	96%	96%	96%
Evri (formerly known as Hermes)	4327	715	1393	997	1223	2107	2219	2495	1789	537	549	1139	1175	639	2863	545	3560	473	1699	120
	84%	76%	87%	85%	85%	83%	85%	81%	88%	84%	83%	85%	86%	78%	85%	84%	84%	89%	89%	91%
Interlink	634	105	186	161	181	291	343	355	276	95	74	128	190	103	392	99	509	-	-	-
	12%	11%	12%	14%	13%	11%	13%	12%	14%	13%	11%	10%	11%	13%	12%	10%	12%	-	-	-
DPD	4222	687	1370	959	1207	2057	2165	2472	1699	547	522	1095	1153	624	2770	555	3447	494	1755	120
	82%	73%	86%	81%	84%	81%	83%	80%	84%	86%	83%	84%	84%	77%	82%	85%	81%	93%	91%	91%
Parcelforce	4262	683	1369	982	1229	2051	2210	2406	1801	523	552	1103	1167	618	2822	531	3502	508	1800	113
	83%	72%	88%	85%	85%	81%	84%	78%	81%	82%	84%	82%	85%	76%	84%	82%	82%	90%	84%	86%
TNT	3316	550	1031	783	933	1631	1688	1902	1363	385	411	873	907	530	2191	580	419	1573	109	109
	64%	58%	63%	63%	62%	64%	64%	62%	63%	60%	62%	65%	66%	60%	65%	60%	72%	62%	62%	63%
TNT Post UK	541	91	154	157	139	245	296	305	234	72	53	136	160	84	349	74	445	-	-	-
	10%	10%	10%	13%	10%	10%	11%	10%	12%	11%	8%	10%	12%	10%	11%	10%	11%	-	-	-
UPS	4041	694	1287	917	1142	1981	2060	2340	1662	494	508	1030	1122	617	2680	502	3336	498	1780	120
	78%	73%	81%	78%	81%	78%	79%	78%	83%	77%	77%	77%	82%	76%	79%	78%	78%	84%	83%	81%
UK Mail (not to be confused with Royal Mail)	2412	419	777	576	639	1196	1216	1488	903	284	262	622	692	397	1566	287	2014	378	1343	101
	47%	44%	49%	49%	44%	47%	46%	48%	45%	44%	43%	46%	50%	49%	47%	44%	47%	71%	70%	77%
DX	330	57	95	84	93	152	177	236	93	37	21	80	98	68	199	37	270	-	-	-
	6%	6%	6%	7%	6%	6%	7%	6%	5%	6%	3%	4%	5%	3%	4%	6%	6%	-	-	-
Yodel	4042	621	1325	940	1155	1947	2095	2320	1675	498	521	1050	1122	580	2703	595	3330	498	1741	115
	76%	66%	83%	80%	80%	77%	80%	83%	78%	78%	79%	79%	82%	71%	80%	78%	78%	84%	84%	87%
Amazon Delivery Service/Logistics(NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	3559	605	1151	793	1011	1756	1804	2062	1482	419	446	940	1004	535	2389	426	2971	507	1776	127
	69%	64%	72%	67%	70%	69%	69%	67%	73%	66%	68%	70%	73%	66%	71%	66%	70%	96%	93%	96%
Other	1368	236	430	326	376	665	702	802	452	151	147	362	391	231	901	154	1142	298	980	82
	27%	25%	27%	28%	26%	28%	27%	23%	22%	24%	22%	27%	24%	28%	27%	24%	27%	56%	51%	62%
None of the above	25	3	10	4	7	13	12	17	7	8	4	2	3	3	9	8	12	-	-	-
	-	-	1%	-	1%	1%	-	1%	-	1%	-	-	-	-	1%	1%	-	-	-	-
NET Aware of Royal Mail/Parcelforce	5036	897	1557	1159	1423	2453	2583	2974	1991	617	641	1317	1340	790	3298	626	4153	530	1910	132
	96%	95%	99%	99%	99%	97%	97%	96%	91%	97%	97%	98%	98%	97%	98%	97%	98%	100%	100%	100%
NET Aware of 'other' provider (not Royal Mail/Parcelforce)	4960	907	1546	1141	1366	2453	2527	2946	1960	607	635	1290	1333	790	3250	616	4114	528	1915	132
	97%	96%	97%	97%	96%	97%	96%	96%	93%	95%	97%	96%	97%	97%	97%	95%	97%	100%	100%	100%

Question restructured from Q3 2022  
 Question focuses on packets and parcels since Q3 2022\*  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QJ1\_NET\_AWARE. For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - NET: Aware

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Royal Mail	4969	4266	702	186	4178	412	240	138	201	544	414	358	439	471	638	686	428	45	367
	96%	96%	97%	98%	96%	95%	97%	97%	99% <sub>h</sub>	95% <sub>i</sub>	97% <sub>j</sub>	93% <sub>k</sub>	99% <sub>l</sub>	96% <sub>m</sub>	94% <sub>n</sub>	97% <sub>o</sub>	97% <sub>p</sub>	98% <sub>q</sub>	96% <sub>r</sub>
Clipost	394	329	65	19	355	30	6	8	15	55	41	29	33	39	49	33	5	5	29
	8%	7%	8%	8%	8%	7%	8%	6%	7%	10%	10%	8%	7%	8%	7%	6%	7%	9%	7%
Collect + (Collect Plus)	2357	2027	331	76	1991	198	106	63	91	246	214	172	221	226	302	341	177	25	173
	46%	46%	46%	40%	46%	46%	43%	44%	43%	44%	50% <sub>j</sub>	46%	49%	47%	45%	48%	40%	47%	45%
DHL	4474	3814	660	171	3749	392	213	120	183	476	374	322	401	440	537	623	384	45	346
	87%	86%	91% <sub>b</sub>	90%	86%	87% <sub>d</sub>	86%	84%	87%	84%	83%	86%	85%	82% <sub>m</sub>	83% <sub>n</sub>	83% <sub>o</sub>	87% <sub>p</sub>	87%	81% <sub>r</sub>
FedEx or FedEx Express	4409	3774	635	151	3702	370	214	115	182	453	330	304	384	453	549	602	384	42	337
	85%	85%	88% <sub>b</sub>	79%	85% <sub>d</sub>	87% <sub>e</sub>	87% <sub>f</sub>	80%	87%	85%	89% <sub>k</sub>	81%	85%	86% <sub>m</sub>	87%	85%	87%	82%	83% <sub>r</sub>
Evti (formerly known as Hermes)	4327	3678	649	171	3614	378	218	116	187	461	367	317	377	430	483	608	383	43	335
	84%	83%	90% <sub>b</sub>	90% <sub>c</sub>	83%	87% <sub>d</sub>	88% <sub>f</sub>	87%	89% <sub>h</sub>	81% <sub>i</sub>	86% <sub>j</sub>	84% <sub>k</sub>	83% <sub>l</sub>	83% <sub>m</sub>	77% <sub>n</sub>	86% <sub>o</sub>	86% <sub>p</sub>	83%	88% <sub>r</sub>
Interlink	634	522	112	40	540	44	33	16	27	57	52	42	58	71	61	107	65	2	42
	12%	12%	92% <sub>b</sub>	93% <sub>c</sub>	12%	10%	13%	11%	13%	10%	12%	11%	13%	13% <sub>m</sub>	9%	93% <sub>o</sub>	93% <sub>p</sub>	4%	11%
DPD	4222	3586	636	157	3522	368	214	118	173	459	357	313	371	421	465	585	377	39	329
	82%	81%	89% <sub>b</sub>	82%	81%	85%	87% <sub>f</sub>	83%	82% <sub>h</sub>	81% <sub>i</sub>	84% <sub>j</sub>	83% <sub>k</sub>	82% <sub>l</sub>	85% <sub>m</sub>	69% <sub>n</sub>	83% <sub>o</sub>	85% <sub>p</sub>	75%	89% <sub>r</sub>
Parcelforce	4262	3605	657	162	3561	366	214	121	184	456	369	300	383	438	473	575	382	43	323
	83%	81%	91% <sub>b</sub>	92% <sub>c</sub>	82%	84%	87% <sub>f</sub>	85%	89% <sub>h</sub>	81% <sub>i</sub>	87% <sub>j</sub>	80% <sub>k</sub>	84% <sub>l</sub>	81% <sub>m</sub>	70% <sub>n</sub>	81% <sub>o</sub>	86% <sub>p</sub>	89% <sub>q</sub>	85% <sub>r</sub>
TNT	3316	2830	486	112	2794	276	161	86	147	351	234	243	279	343	377	455	305	32	244
	64%	64%	67%	69%	64%	64%	65%	60%	70% <sub>h</sub>	62% <sub>i</sub>	63% <sub>j</sub>	65% <sub>k</sub>	61%	67% <sub>m</sub>	66% <sub>n</sub>	71% <sub>o</sub>	69% <sub>p</sub>	62%	64% <sub>r</sub>
TNT Post UK	541	477	63	20	459	42	27	12	20	61	33	44	51	59	63	80	49	2	41
	10%	11%	9%	10%	11%	10%	11%	8%	10%	11%	8%	12%	11%	12%	9%	11%	11%	3%	11%
UPS	4041	3457	584	143	3395	346	194	106	167	440	351	302	355	401	484	548	346	39	307
	79%	78%	81%	75%	79% <sub>d</sub>	80% <sub>e</sub>	79% <sub>f</sub>	74%	80% <sub>h</sub>	78% <sub>i</sub>	83% <sub>j</sub>	80% <sub>k</sub>	78%	83% <sub>m</sub>	71% <sub>n</sub>	78% <sub>o</sub>	78% <sub>p</sub>	75%	74% <sub>r</sub>
UK Mail (not to be confused with Royal Mail)	2412	2054	358	73	2002	185	114	54	98	274	210	180	216	254	291	337	165	20	165
	47%	46% <sub>a</sub>	50% <sub>b</sub>	38%	48% <sub>d</sub>	43%	45% <sub>f</sub>	38%	47%	48%	49%	50%	47%	55% <sub>m</sub>	43%	48%	42%	38%	43%
DX	330	280	50	11	275	34	17	5	20	46	23	21	30	45	30	38	22	2	32
	6%	6%	7%	6%	6% <sub>d</sub>	8% <sub>e</sub>	7% <sub>f</sub>	3%	7% <sub>h</sub>	8%	5%	6%	7%	8% <sub>m</sub>	4%	5%	5%	3%	3% <sub>r</sub>
Yodel	4042	3407	634	160	3368	353	205	114	169	440	359	294	354	410	422	539	371	39	315
	76%	77%	89% <sub>b</sub>	84% <sub>c</sub>	78%	82%	83% <sub>f</sub>	80%	81% <sub>h</sub>	78% <sub>i</sub>	84% <sub>j</sub>	78% <sub>k</sub>	78% <sub>l</sub>	87% <sub>m</sub>	86% <sub>n</sub>	76% <sub>o</sub>	84% <sub>p</sub>	74%	83% <sub>r</sub>
Amazon Delivery Service/ Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	3559	3040	520	115	3002	295	169	94	144	383	302	265	308	366	428	488	318	28	267
	69%	69% <sub>a</sub>	72% <sub>b</sub>	60%	69% <sub>d</sub>	68%	68%	66%	69% <sub>h</sub>	68% <sub>i</sub>	71% <sub>j</sub>	71% <sub>k</sub>	68% <sub>l</sub>	76% <sub>m</sub>	63%	69% <sub>o</sub>	72% <sub>p</sub>	53%	70% <sub>r</sub>
Other	1368	1162	186	35	1170	87	67	33	52	162	122	90	134	131	177	181	111	7	90
	27%	28% <sub>a</sub>	26% <sub>b</sub>	18%	27% <sub>d</sub>	22%	27%	23%	25% <sub>h</sub>	23% <sub>i</sub>	23% <sub>j</sub>	24% <sub>k</sub>	23% <sub>l</sub>	24% <sub>m</sub>	25% <sub>n</sub>	23% <sub>o</sub>	23% <sub>p</sub>	13%	24% <sub>r</sub>
None of the above	25	23	2	1	21	2	1	1	2	5	2	5	1	1	7	1	1	1	2
	-	1%	-	-	-	1%	-	1%	1% <sub>h</sub>	1%	-	1% <sub>j</sub>	-	-	1%	-	-	1% <sub>q</sub>	-
NET Aware of Royal Mail Parcelforce	5036	4321	715	189	4232	419	245	140	203	547	417	361	447	480	650	693	432	48	371
	96%	97% <sub>a</sub>	93% <sub>b</sub>	99%	96% <sub>d</sub>	97% <sub>e</sub>	99% <sub>f</sub>	98%	97% <sub>h</sub>	97% <sub>i</sub>	99% <sub>j</sub>	96% <sub>k</sub>	99% <sub>l</sub>	100% <sub>m</sub>	96% <sub>n</sub>	99% <sub>o</sub>	99% <sub>p</sub>	92%	97% <sub>r</sub>
NET Aware of 'other' provider (not Royal Mail/Parcelforce)	4960	4273	707	182	4180	424	241	136	203	535	419	353	441	473	643	677	431	51	373
	97%	96%	98%	96%	96% <sub>d</sub>	98% <sub>e</sub>	97% <sub>f</sub>	95%	97% <sub>h</sub>	95% <sub>i</sub>	98% <sub>j</sub>	95% <sub>k</sub>	97% <sub>l</sub>	99% <sub>m</sub>	95% <sub>n</sub>	96% <sub>o</sub>	97% <sub>p</sub>	98%	98% <sub>r</sub>

Question restructured from Q3 202  
 Question focuses on packets and parcels since Q3 2022\*  
 Proportions/Means: Columns Tested (5% risk level) - abc/c - de/fg - hij/klmnop/q  
 \* small base

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ1\_NET\_AWARE.** For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - NET: Aware

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2888	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Royal Mail	4989	1769	234	867	1890	1964	777	336	156	3654	492	1902	1980	684	250	93	3882	343	825	1741
	96%	98%	99%	99%	96%	95%	95%	95%	97%	95%	95%	97%	95%	92%	95%	94%	95%	95%	99%	100%
Clippost	394	145	29	63	178	141	45	13	15	319	28	141	153	61	25	11	294	36	-	-
	8%	6%	12%	7%	10% <b>(de)</b>	7%	6%	4%	9%	6% <b>(de)</b>	5%	7%	8%	8%	10%	11%	7%	10%	-	-
Collect + (Collect Plus)	2357	782	93	292	766	968	373	166	83	1734	238	946	960	294	103	43	1906	145	606	1070
	46%	43% <b>(de)</b>	39%	33%	44%	48%	46%	44%	50%	46%	46%	45% <b>(mn)</b>	47% <b>(mn)</b>	39%	39%	43%	46% <b>(mn)</b>	40%	73% <b>(rs)</b>	67%
DHL	4474	1636	213	817	1577	1762	663	295	142	3339	437	1763	1760	594	219	88	3523	307	794	1862
	87%	91%	90%	93%	87% <b>(de)</b>	87% <b>(de)</b>	81%	83%	86%	88% <b>(de)</b>	84%	86% <b>(mn)</b>	87% <b>(mn)</b>	80%	83%	89%	85%	85%	95%	95%
FedEx or FedEx Express	4409	1607	205	814	1546	1751	654	288	139	3297	428	1763	1730	567	223	81	3453	304	787	1700
	85%	89%	86%	82% <b>(ab)</b>	88% <b>(de)</b>	87% <b>(de)</b>	80%	82%	85%	87% <b>(de)</b>	83%	89% <b>(mp)</b>	85% <b>(mp)</b>	76%	85% <b>(mn)</b>	82%	88% <b>(mn)</b>	84%	94% <b>(rs)</b>	97% <b>(rs)</b>
Evil (formerly known as Hermes)	4327	1605	214	798	1511	1701	653	288	139	3213	427	1689	1699	587	217	86	3388	302	739	1553
	84%	89%	91%	91%	83% <b>(de)</b>	82% <b>(de)</b>	80%	81%	84%	83% <b>(de)</b>	82%	83% <b>(mn)</b>	84% <b>(mn)</b>	79%	82%	87%	82% <b>(mn)</b>	84%	89%	89%
Interlink	634	266	47	138	269	237	73	30	25	505	55	263	214	106	28	17	476	45	-	-
	12%	15%	20%	16%	10% <b>(de)</b>	12%	9%	9%	15%	13% <b>(de)</b>	11%	13% <b>(de)</b>	11%	11%	18%	12%	12%	12%	-	-
DPD	4222	1564	217	757	1468	1667	649	272	131	3135	403	1675	1638	560	220	84	3313	304	751	1618
	82%	87%	91%	86%	84% <b>(de)</b>	83% <b>(de)</b>	80%	77%	80%	83% <b>(de)</b>	78%	85% <b>(mn)</b>	81% <b>(mn)</b>	75%	84% <b>(mn)</b>	85%	83% <b>(mn)</b>	84% <b>(mn)</b>	90%	93%
Parcelforce	4282	1633	211	821	1545	1691	613	262	126	3236	387	1713	1673	556	203	80	3385	282	750	1672
	83%	90%	89%	93%	83% <b>(de)</b>	84% <b>(de)</b>	75%	74%	76%	80% <b>(de)</b>	75%	87% <b>(mn)</b>	83% <b>(mn)</b>	75%	77%	81%	80% <b>(mn)</b>	78%	90%	82% <b>(rs)</b>
TNT	3316	1285	168	670	1107	1324	477	208	88	2521	295	1330	1297	434	167	62	2627	229	676	1425
	64%	71%	71%	76% <b>(de)</b>	69% <b>(de)</b>	68% <b>(de)</b>	58%	59%	53%	67% <b>(de)</b>	57%	68% <b>(mn)</b>	64% <b>(mn)</b>	58%	63%	63%	66% <b>(mn)</b>	63%	81%	82%
TNT Post UK	541	214	38	113	224	197	64	36	20	421	56	205	210	79	26	19	415	45	-	-
	10%	12%	16%	13%	13% <b>(de)</b>	10%	8%	10%	12%	11% <b>(de)</b>	11%	10%	10%	11%	10%	10% <b>(mp)</b>	10%	12%	-	-
UPS	4041	1483	188	746	1427	1601	572	277	134	3028	411	1601	1612	501	205	80	3213	285	761	1637
	76%	82%	79%	85%	81% <b>(de)</b>	83% <b>(de)</b>	70%	76% <b>(de)</b>	73% <b>(de)</b>	80% <b>(de)</b>	83% <b>(de)</b>	81% <b>(mn)</b>	82% <b>(mn)</b>	67%	73% <b>(mn)</b>	74% <b>(mn)</b>	81% <b>(mn)</b>	81% <b>(mn)</b>	91%	94%
UK Mail (not to be confused with Royal Mail)	2412	874	111	396	807	976	389	152	75	1793	227	971	963	286	132	44	1934	176	668	1154
	47%	48%	47%	45%	46%	48%	48%	43%	45%	47%	44%	49% <b>(mn)</b>	47% <b>(mn)</b>	38%	50% <b>(mn)</b>	44%	48% <b>(mn)</b>	49% <b>(mn)</b>	85% <b>(rs)</b>	66%
DX	330	106	15	36	114	130	49	23	11	244	34	126	109	63	19	7	235	26	-	-
	6%	6%	6%	4%	6%	6%	6%	6%	6%	6%	6%	6%	6%	8% <b>(de)</b>	7%	7%	6%	7%	-	-
Yodel	4042	1549	204	780	1443	1622	575	257	119	3065	376	1642	1589	504	197	73	3230	270	754	1599
	78%	86%	86%	89%	82% <b>(de)</b>	80% <b>(de)</b>	70%	73%	72%	81% <b>(de)</b>	73%	84% <b>(mn)</b>	78% <b>(mn)</b>	68%	75%	74%	81% <b>(mn)</b>	75%	91%	92%
Amazon Delivery Service/ Logistics/NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	3559	1291	169	655	1221	1423	549	240	102	2644	342	1445	1430	428	173	55	2875	228	781	1629
	69%	72%	71%	74%	70%	70%	67%	68%	62%	70%	68%	74% <b>(mn)</b>	71% <b>(mn)</b>	57%	66%	55%	72% <b>(mn)</b>	63%	94%	93%
Other	1368	445	42	172	421	542	263	90	42	963	131	531	578	174	55	23	1109	77	513	848
	27%	29% <b>(de)</b>	16%	20%	24%	27%	32% <b>(de)</b>	25%	25%	26%	25%	27%	23% <b>(mn)</b>	23%	21%	23%	28% <b>(de)</b>	21%	62% <b>(rs)</b>	49%
None of the above	25	2	1	*	1	8	14	*	*	9	*	1	4	16	2	*	6	2	*	*
			1%				2% <b>(de)</b>						2% <b>(mp)</b>		1%			1%		
NET Aware of Royal Mail/Parcelforce	5036	1793	236	878	1720	1984	783	341	161	3704	501	1826	2004	700	250	93	3820	344	827	1744
	96%	99%	99%	100%	93% <b>(de)</b>	93% <b>(de)</b>	96%	96%	98%	93% <b>(de)</b>	97%	93% <b>(mn)</b>	93% <b>(mn)</b>	94%	95%	95%	93% <b>(mn)</b>	95%	99%	100%
NET Aware of 'other' provider (not Royal Mail/Parcelforce)	4980	1770	232	865	1726	1956	762	336	160	3683	495	1917	1967	689	256	97	3884	353	833	1742
	97%	98%	98%	98%	98% <b>(de)</b>	97% <b>(de)</b>	93%	95%	97%	98% <b>(de)</b>	96%	99% <b>(mn)</b>	97% <b>(mn)</b>	92%	98% <b>(mn)</b>	98%	97% <b>(mn)</b>	98% <b>(mn)</b>	100%	100%

Question restructured from Q3 202  
 Question focuses on packets and parcels since Q3 2022\*  
 Proportions: Means: Columns Tested (5% risk level) - ab|c - d(e|gh|j) - k|l|m|n|op|q - rs  
 \* small base

**QJ1\_NET\_AWARE.** For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - NET: Aware

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Royal Mail	4969	309	4566	74	1429	3241	298	4802	94	43	8	4839	22
95%		92%	93%	93%	92%	92%	92%	92%	81%	91%	100%	93%	84%
Clippost	394	22	364	9	128	245	20	387	3	4	-	394	-
8%		6%	8%	11%	9%	7%	6%	8%	3%	8%	-	8%	-
Collect + (Collect Plus)	2357	150	2165	43	674	1546	137	2245	65	30	5	2340	12
46%		45%	46%	53%	45%	46%	42%	45%	55%	65%	66%	46%	47%
DHL	4474	261	4150	63	1277	2988	229	4326	82	41	6	4449	19
87%		78%	87%	79%	83%	83%	71%	81%	70%	88%	76%	87%	73%
FedEx or FedEx Express	4409	248	4098	63	1242	2931	236	4271	73	41	5	4385	19
85%		74%	86%	79%	83%	85%	73%	86%	63%	87%	66%	86%	72%
Evi (formerly known as Hermes)	4327	240	4025	62	1232	2851	243	4181	80	41	6	4302	19
84%		72%	83%	78%	82%	83%	75%	84%	68%	87%	76%	84%	73%
Interlink	634	33	588	12	202	407	25	626	3	4	-	634	-
12%		10%	12%	16%	14%	12%	8%	13%	3%	8%	-	12%	-
DPD	4222	250	3916	57	1188	2907	229	4086	69	41	6	4196	20
82%		75%	82%	71%	80%	84%	71%	82%	60%	87%	76%	82%	77%
Parcelforce	4262	239	3960	62	1237	2804	221	4129	65	42	5	4236	20
83%		72%	83%	78%	83%	84%	68%	83%	56%	90%	66%	83%	77%
TNT	3316	191	3078	47	907	2244	165	3198	58	41	5	3297	14
64%		57%	65%	60%	61%	67%	51%	64%	50%	87%	66%	64%	55%
TNT Post UK	541	33	499	9	156	361	24	532	2	6	-	541	-
10%		10%	11%	11%	10%	11%	7%	11%	2%	14%	-	11%	-
UPS	4041	231	3747	63	1136	2698	207	3917	63	41	4	4020	17
76%		69%	79%	78%	83%	83%	64%	82%	54%	87%	43%	81%	65%
UK Mail (not to be confused with Royal Mail)	2412	146	2231	35	638	1649	125	2300	63	31	5	2394	12
47%		44%	47%	44%	43%	49%	39%	46%	54%	66%	66%	47%	47%
DX	330	15	310	4	88	225	17	324	4	1	-	329	-
6%		4%	7%	6%	6%	7%	5%	7%	4%	1%	-	6%	1%
Yodel	4042	218	3764	59	1155	2672	215	3915	66	39	5	4020	16
78%		65%	78%	74%	77%	80%	67%	78%	57%	84%	66%	78%	61%
Amazon Delivery Service/ Logistics (NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	3559	211	3296	53	1021	2353	186	3435	64	36	4	3335	20
69%		63%	69%	66%	69%	70%	58%	69%	55%	78%	54%	69%	77%
Other	1368	97	1246	24	399	882	87	1269	54	27	5	1350	12
27%		29%	26%	31%	27%	26%	27%	26%	47%	57%	66%	26%	47%
None of the above	25	1	23	2	2	18	5	21	-	-	-	21	4
NET Aware of Royal Mail/Parcelforce	5036	312	4647	77	1446	3285	305	4864	96	46	8	5006	22
95%		93%	93%	96%	97%	93%	94%	93%	83%	98%	100%	93%	84%
NET Aware of 'other' provider (not Royal Mail/Parcelforce)	4980	313	4592	76	1449	3238	294	4801	106	47	6	4954	20
97%		94%	97%	95%	97%	97%	91%	97%	91%	100%	76%	97%	79%

Question restructured from Q3 2022  
 Question focuses on packets and parcels since Q3 2022\*  
 Proportions/Mean, Column(s) tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

**QJ1\_NET\_AWARE.** For the following companies, please indicate if you have used them in the past 12 months to either send a packet or parcel, or because you have received a packet or parcel from them? - NET: Aware

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Royal Mail	4069	1216	1167	1286	1280	407	414	395	421	380	386	-	816	470	434	414	431
96%	94%	92%	100%ab	99%ab	94%	96%h	92%	91%	92%	93%	-	100%efghj	100%efghj	99%efghj	100%efghj	99%efghj	99%efghj
Colpost	394	207	186	-	-	77	67	63	67	69	51	-	-	-	-	-	-
8%	16%bcd	14%bcd	-	-	18%imnop	16%imnop	15%imnop	14%imnop	17%imnop	12%imnop	-	-	-	-	-	-	-
Collect + (Collect Plus)	2397	365	316	860	816	127	126	111	121	93	102	-	538	322	273	287	277
46%	28%	24%	81%ab	83%ab	29%	29%	26%	26%	23%	26%	-	88%efghj	83%efghj	82%efghj	84%efghj	83%efghj	83%efghj
DHL	4474	1027	991	1233	1223	347	351	329	365	316	310	-	784	450	414	399	410
87%	80%	77%	96%ab	95%ab	80%	81%	77%	79%	77%	74%	-	96%efghj	95%efghj	95%efghj	96%efghj	94%efghj	94%efghj
FedEx or FedEx Express	4409	994	929	1249	1238	341	333	319	337	302	290	-	791	458	415	407	416
65%	92%bc	72%	97%ab	93%ab	73%	77%	75%	73%	73%	70%	-	77%efghj	77%efghj	83%efghj	83%efghj	83%efghj	83%efghj
Evri (formerly known as Hermes)	4327	1050	979	1150	1142	355	353	343	358	298	322	-	729	421	385	385	392
84%	82%b	76%	89%ab	89%ab	82%j	83%j	80%j	78%	72%	77%	-	89%efghj	89%efghj	88%efghj	88%efghj	88%efghj	88%efghj
Interlink	634	339	295	-	-	129	110	100	122	95	78	-	-	-	-	-	-
12%	26%bcd	23%bcd	-	-	39%imnop	28%imnop	23%imnop	26%imnop	23%imnop	23%imnop	19%imnop	-	-	-	-	-	-
DPD	4222	955	898	1195	1174	322	323	310	321	291	286	-	758	437	383	390	401
92%	74%	70%	93%ab	91%ab	75%	75%	73%	69%	71%	69%	-	92%efghj	92%efghj	92%efghj	94%efghj	94%efghj	94%efghj
Parcelforce	4282	927	913	1216	1205	311	312	305	337	286	290	-	778	438	407	392	406
83%	72%	71%	94%ab	93%ab	72%	72%	71%	73%	69%	70%	-	93%efghj	93%efghj	93%efghj	94%efghj	93%efghj	93%efghj
TNT	3316	645	570	1045	1057	226	218	201	221	179	170	-	651	394	354	330	373
64%	50%b	44%	81%ab	82%ab	52%j	51%j	47%	48%	43%	41%	-	80%efghj	83%efghj	81%efghj	79%efghj	85%efghj	85%efghj
TNT Post UK	541	293	248	-	-	107	94	92	99	70	78	-	-	-	-	-	-
84%	63%bcd	53%bcd	-	-	53%imnop	53%imnop	52%imnop	54%imnop	54%imnop	47%imnop	49%imnop	-	-	-	-	-	-
UPS	4041	842	801	1201	1197	279	294	269	292	257	252	-	763	438	399	391	407
78%	65%	62%	83%ab	83%ab	65%	68%	63%	63%	63%	61%	-	83%efghj	83%efghj	81%efghj	84%efghj	83%efghj	83%efghj
UK Mail (not to be confused with Royal Mail)	2412	341	249	941	882	135	99	107	97	82	70	-	588	353	282	281	318
47%	26%b	19%	72%ab	68%ab	31%hij	23%	23%	21%	20%	17%	-	72%efghj	75%efghj	65%efghj	67%efghj	73%efghj	73%efghj
DX	330	185	145	-	-	53	75	56	55	40	50	-	-	-	-	-	-
6%	14%bcd	11%bcd	-	-	12%imnop	17%imnop	13%imnop	12%imnop	10%imnop	12%imnop	12%imnop	-	-	-	-	-	-
Yodel	4042	865	824	1179	1174	289	297	278	300	253	271	-	756	423	383	391	400
78%	67%	64%	93%ab	91%ab	67%	69%	65%	65%	61%	65%	-	72%efghj	73%efghj	63%efghj	64%efghj	64%efghj	64%efghj
Amazon Delivery Service/Logistics)NB: Not all parcels bought from Amazon are delivered by Amazon Logistics)	3669	609	542	1202	1209	206	208	194	200	163	179	-	700	442	406	398	404
69%	47%	42%	93%ab	94%ab	48%	48%	45%	43%	40%	43%	-	93%efghj	94%efghj	93%efghj	96%efghj	95%efghj	95%efghj
Other	1368	1	7	674	686	*	*	-	4	1	2	-	423	251	235	213	238
27%	1%	1%	62%ab	63%ab	*	*	-	1%	*	*	-	52%efghj	53%efghj	54%efghj	51%efghj	55%efghj	55%efghj
None of the above	25	5	20	-	-	2	3	1	7	6	7	-	-	-	-	-	-
**	**	**	24%bcd	**	**	**	1%	**	24%im	1%	24%imnop	-	-	-	-	-	-
NET Aware of Royal Mail Parcelforce	5036	1239	1225	1288	1283	415	420	404	443	387	395	-	816	472	434	416	433
98%	96%	95%	100%ab	99%ab	96%	97%	95%	96%	94%	95%	-	100%efghj	100%efghj	99%efghj	100%efghj	99%efghj	99%efghj
NET Aware of 'other' powder (not Royal Mail/Parcelforce)	4980	1229	1177	1286	1289	412	413	404	421	371	384	-	818	468	437	416	436
97%	95%b	91%	100%ab	100%ab	95%h	95%h	95%	91%	90%	92%	-	100%efghj	99%efghj	100%efghj	100%efghj	100%efghj	100%efghj

Question restructured from Q3 202  
 Question focuses on packets and parcels since Q3 2022\*  
 Proportions/Mean: Columns tested (5% risk level) - ab/c/d - e/ghj/kl/mnop  
 \*\*very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using..

Royal Mail

Base : Sent via - Royal Mail

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	1386	-	1386	263	1123	610	773	167	191	260	182	267	197	122	358	442	586	319	1287	111	1386
Weighted Base	1312	-**	1312	253	1059	616	694	166*	181	253	178	252	162	119*	347	432	533	281	1128	172*	1386
Effective Base	766	-	766	147	619	353	411	95	100	154	103	149	101	66	195	256	316	166	678	85	1386
Lost mail	119	-	119	41	78	66	52	19	23	31	19	19	8	*	42	49	27	8	103	16	122
	9%	-	9%	16% <i>d</i>	7%	11%	8%	11% <i>m</i>	13% <i>m</i>	12% <i>m</i>	11% <i>m</i>	8% <i>m</i>	5%	*	12% <i>pq</i>	11% <i>pd</i>	5%	3%	9%	9%	9%
Damaged mail	93	-	93	30	63	33	59	22	26	19	11	9	4	*	49	30	14	4	80	13	103
	7%	-	7%	12% <i>d</i>	6%	5%	9%	13% <i>k</i> <i>lm</i>	13% <i>k</i> <i>lm</i>	9% <i>m</i>	6%	4%	2%	*	14% <i>opq</i>	9% <i>pd</i>	3%	1%	7%	7%	7%
Delayed mail	263	-	263	76	186	131	131	50	45	59	19	40	28	18	58	79	86	46	208	53	254
	20%	-	20%	30% <i>d</i>	18%	21%	19%	30% <i>k</i> <i>lm</i>	27% <i>k</i> <i>l</i>	23% <i>j</i>	11%	16%	18%	15%	28% <i>opq</i>	18%	16%	16%	18%	31% <i>r</i>	18%
Mis-delivered mail	84	-	84	27	57	44	40	11	15	24	16	9	6	4	26	40	19	10	76	8	76
	6%	-	6%	11% <i>d</i>	5%	7%	6%	6%	8%	9% <i>k</i>	9%	4%	3%	3%	7%	9% <i>pd</i>	4%	4%	7%	5%	5%
Mail that has been tampered with	31	-	31	14	17	18	12	10	8	9	-	1	2	*	18	9	4	3	19	11	31
	2%	-	2%	8% <i>d</i>	2%	3%	2%	8% <i>k</i> <i>l</i>	8% <i>k</i> <i>l</i>	8% <i>k</i> <i>l</i>	-	*	3%	*	25% <i>d</i>	2%	1%	1%	2%	17% <i>r</i>	2%
Didn't allow sufficient time to answer the door	73	-	73	26	47	39	34	19	17	7	12	8	6	3	36	19	17	9	60	13	71
	6%	-	6%	10% <i>d</i>	4%	6%	5%	12% <i>k</i> <i>lm</i>	9% <i>k</i> <i>l</i>	3%	7%	3%	4%	3%	10% <i>opq</i>	4%	3%	3%	5%	7%	5%
Any other problems	7	-	7	*	6	4	3	1	*	3	-	2	1	-	1	3	2	1	7	-	9
	0%	-	0%	*	1%	1%	*	1%	*	1%	-	1%	-	-	*	3%	*	*	1%	-	1%
I don't know	44	-	44	5	39	16	29	4	7	12	4	11	2	5	10	16	18	7	31	11	42
	3%	-	3%	2%	4%	3%	4%	2%	4%	5%	2%	4%	1%	4%	3%	4%	3%	2%	3%	6%	3%
I've experienced no problems in the last 12 months when sending packets and parcels via	827	-	827	115	712	392	434	83	91	135	127	171	127	93	174	263	391	220	728	91	913
	62%	-	63%	45%	67% <i>c</i>	64%	62%	50%	50%	53%	72% <i>k</i> <i>lm</i>	68% <i>k</i> <i>lm</i>	78% <i>k</i> <i>lm</i>	78% <i>k</i> <i>lm</i>	50%	61% <i>m</i>	73% <i>no</i>	78% <i>no</i>	65% <i>r</i>	53%	66%
NET Any problem experienced	441	-	441	133	307	208	232	80	84	106	46	70	33	21	163	153	124	54	369	70	431
	34%	-	34%	53% <i>d</i>	29%	34%	33%	48% <i>k</i> <i>lm</i>	46% <i>k</i> <i>lm</i>	42% <i>k</i> <i>lm</i>	26%	28%	21%	18%	47% <i>opq</i>	35% <i>pd</i>	23%	19%	33%	41%	31%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a0 - d0 - e0 - g0/h0/i0/m - n0/p0/q - r0  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Royal Mail

Base : Sent via - Royal Mail

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	1386	380	435	267	304	815	571	827	545	124	164	336	427	270	927	126	1211	289	1048	49
Weighted Base	1312	268	443	280	322	711	601	823	479	120*	175	347	385	219	907	122*	1135	286	969	58*
Effective Base	766	163	245	168	191	408	359	465	295	67	103	201	227	130	531	69	668	165	570	31
Lost mail	119	27	29	32	31	56	63	91	26	15	10	37	26	28	74	15	102	33	80	6
	9%	10%	7%	11%	10%	8%	10%	11% <b>gh</b>	5%	12%	6%	11%	7%	13%	8%	12%	9%	12%	8%	10%
Damaged mail	93	27	26	16	21	56	37	72	20	6	11	24	32	18	66	7	85	30	61	2
	7%	10%	6%	6%	7%	8%	6%	9% <b>gh</b>	4%	5%	6%	7%	8%	7%	7%	4%	7%	10%	6%	4%
Delayed mail	263	66	88	62	46	154	108	172	88	26	32	80	68	50	180	26	230	76	177	10
	20%	25% <b>af</b>	20%	22% <b>af</b>	14%	22%	18%	21%	18%	22%	18%	23%	18%	23%	20%	22%	20%	27% <b>af</b>	18%	17%
Mis-delivered mail	84	19	26	26	13	45	39	69	16	6	13	27	21	14	61	6	77	25	54	6
	6%	7%	6%	9%	4%	6%	6%	8% <b>gh</b>	3%	5%	9%	8%	6%	6%	7%	5%	7%	9%	6%	10%
Mail that has been tampered with	31	16	5	4	7	20	11	28	2	7	3	6	9	5	18	7	23	16	15	2
	2%	6% <b>bd</b>	1%	1%	2%	3%	2%	3% <b>gh</b>	*	6% <b>af</b>	2%	2%	2%	2%	2%	6% <b>ap</b>	2%	6% <b>af</b>	2%	-
Didn't allow sufficient time to answer the door	73	20	21	21	11	41	32	59	12	12	10	15	23	9	49	12	58	26	43	4
	6%	7%	5%	8%	3%	6%	5%	7% <b>gh</b>	3%	10%	6%	4%	6%	4%	5%	10%	5%	9% <b>af</b>	4%	6%
Any other problems	7	3	1	1	1	4	3	4	2	*	2	*	2	5	*	6	2	4	4	-
	*	1%	*	*	*	1%	*	1%	*	*	1%	1%	*	1%	1%	*	1%	1%	*	-
I don't know	44	7	10	12	16	17	27	32	12	2	6	16	5	5	27	2	33	2	34	8
	3%	3%	2%	4%	5%	2%	5%	4%	2%	2%	3%	6% <b>kl</b>	1%	2%	3%	2%	3%	1%	4% <b>cd</b>	14% <b>af</b>
I've experienced no problems in the last 12 months when sending packets and parcels via	827	151	292	164	220	443	384	469	351	69	111	210	262	128	583	71	717	164	629	34
	63%	56%	66%	58%	69% <b>af</b>	62%	64%	57%	73% <b>gh</b>	58%	64%	61%	68%	59%	64%	58%	63%	57%	65%	59%
NET Any problem experienced	441	110	141	104	85	251	190	321	116	48	58	121	118	85	297	49	385	120	305	15
	34%	11% <b>cd</b>	32%	27% <b>af</b>	27%	35%	32%	39% <b>gh</b>	24%	40%	33%	35%	31%	39%	33%	40%	34%	42% <b>af</b>	32%	26%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - gh - i/jk/l/m/n - op - q/r/s  
 \* small base

QJ2\_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Royal Mail

Base : Sent via - Royal Mail

	Rurality			Nation				Region											
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	1386	825	561	268	647	294	228	217	77	77	67	68	78	70	70	71	69	58	236
Weighted Base	1312	1106	207	44*	1084	114	72	43	60*	156*	99*	90*	126*	118*	158*	169*	110*	12**	101*
Effective Base	766	638	128	64	571	102	104	142	71	73	63	63	75	66	68	68	67	18	87
Lost mail	119	102	17	3	98	10	9	3	2	17	7	7	14	23	12	7	8	1	9
	9%	9%	8%	7%	9%	8%	13%	6%	4%	11%	8%	8%	11%	22% <b>High</b>	7%	4%	7%	6%	9%
Damaged mail	93	78	15	2	73	8	9	4	4	12	9	4	10	6	15	9	6	1	7
	7%	7%	7%	5%	7%	7%	11%	8%	7%	8%	9%	4%	9%	5%	10%	5%	5%	6%	7%
Delayed mail	263	224	39	5	225	15	15	7	7	47	23	14	21	24	28	35	25	2	13
	20%	20%	19%	11%	21%	13%	21%	18%	12%	30% <b>High</b>	23%	15%	17%	21%	18%	21%	23%	12%	13%
Mis-delivered mail	84	69	15	2	72	6	5	2	3	24	5	3	9	10	5	13	-	-	5
	6%	6%	7%	4%	7%	5%	9%	4%	3%	13% <b>High</b>	6%	3%	3%	13%	3%	13%	-	-	3%
Mail that has been tampered with	31	27	4	1	26	1	2	1	1	7	1	-	3	2	7	2	2	-	1
	2%	2%	2%	2%	2%	1%	3%	2%	2%	5%	1%	-	3%	2%	5%	1%	2%	-	1%
Didn't allow sufficient time to answer the door	73	63	10	1	62	3	6	2	4	13	13	2	4	5	6	6	9	-	3
	6%	6%	5%	3%	6%	2%	8%	5%	7%	8%	10% <b>High</b>	3%	3%	4%	4%	4%	8%	2%	3%
Any other problems	7	6	-	-	5	1	-	-	1	-	1	-	1	-	-	2	-	-	1
	1%	1%	-	-	1%	-	-	-	2%	-	1%	-	1%	-	-	2%	-	-	1%
I don't know	44	35	9	2	41	1	1	2	1	3	6	3	7	5	12	3	1	-	1
	3%	3%	4%	4%	4%	1%	1%	4%	1%	2%	6%	3%	6%	4%	7%	2%	1%	-	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	827	694	133	35	671	83	44	29	42	73	58	67	77	75	96	115	67	10	73
	63%	63%	64%	79% <b>High</b>	62%	73% <b>High</b>	62%	68%	76% <b>High</b>	47%	59%	74% <b>High</b>	61%	63%	61%	62% <b>High</b>	61%	82%	72% <b>High</b>
NET Any problem experienced	441	376	65	8	372	30	27	12	17	79	35	20	42	38	49	51	41	2	28
	34%	34% <b>High</b>	31% <b>High</b>	17%	34%	26%	37%	28%	28%	31% <b>High</b>	35%	23%	33%	32%	31%	30%	37%	18%	27%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Nears, Columns: Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Royal Mail

Base : Sent via - Royal Mail

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1386	541	50	254	601	541	140	70	28	1142	98	740	516	81	37	9	1256	46	402	984
Weighted Base	1312	473	47**	210	523	530	150*	73*	34**	1053	108*	671	512	78*	38**	12**	1183	50**	431	881
Effective Base	766	288	28	135	303	311	88	44	18	614	63	401	290	47	20	8	690	28	239	528
Lost mail	119	43	6	10	46	45	20	7	2	91	9	53	52	9	3	2	105	6	63	56
	9%	9%	12%	5%	9%	8%	13%	9%	5%	9%	8%	8%	10%	11%	9%	21%	9%	11%	15%	6%
Damaged mail	93	39	2	8	34	44	9	3	3	78	6	45	34	9	5	1	78	6	69	24
	7%	8%	5%	4%	6%	8%	6%	4%	8%	7%	6%	7%	7%	11%	12%	11%	7%	12%	16%	3%
Delayed mail	263	90	13	36	97	104	35	13	13	201	26	128	106	16	8	5	234	13	124	139
	20%	19%	28%	17%	19%	20%	23%	18%	38%	19%	25%	19%	21%	20%	21%	40%	20%	25%	29%	16%
Mis-delivered mail	84	28	2	7	32	38	7	6	-	71	6	43	37	-	4	-	80	4	51	33
	6%	6%	4%	3%	6%	7%	6%	8%	-	7%	6%	6%	7%	-	11%	-	7%	8%	17%	4%
Mail that has been tampered with	31	6	-	2	17	9	3	2	-	26	2	12	8	3	7	-	20	7	27	3
	2%	1%	-	1%	3%	2%	2%	3%	-	2%	2%	2%	2%	4%	18%	-	2%	14%	6%	-
Didn't allow sufficient time to answer the door	73	28	4	6	41	23	6	3	-	64	3	35	31	-	5	2	66	7	43	30
	6%	6%	9%	3%	8%	4%	4%	-	6%	3%	5%	5%	6%	-	14%	13%	6%	14%	16%	3%
Any other problems	7	1	-	-	4	1	-	1	-	5	1	1	3	-	1	4	2	-	-	6
	-	-	-	-	1%	-	-	2%	-	-	1%	-	1%	-	3%	7%	-	-	-	1%
I don't know	44	17	-	6	14	15	8	6	-	29	6	15	17	7	2	2	32	4	12	32
	3%	4%	-	3%	3%	3%	5%	8%	-	3%	5%	2%	3%	9%	5%	14%	3%	7%	3%	4%
I've experienced no problems in the last 12 months when sending packets and parcels via	827	295	25	156	340	343	84	41	18	684	59	434	323	47	22	2	757	24	193	634
	63%	62%	54%	71%	65%	65%	56%	56%	53%	65%	55%	65%	63%	60%	57%	15%	64%	47%	45%	72%
NET Any problem experienced	441	161	21	48	169	172	57	27	16	340	43	222	172	24	14	8	394	23	226	215
	34%	33%	46%	23%	32%	32%	38%	37%	47%	32%	40%	33%	34%	30%	38%	71%	33%	46%	35%	24%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean, Column: Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Royal Mail

Base : Sent via - Royal Mail

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1386	78	1294	14	380	931	75	1356	16	5	2	1377	7
Weighted Base	1312	81*	1211	20**	361	883	67*	1281	17**	6**	4**	1304	4**
Effective Base	766	45	709	12	211	514	41	750	8	3	2	761	4
Lost mail	119	5	113	1	39	70	10	115	3	*	-	119	-
	9%	6%	9%	6%	11%	8%	15%	9%	20%	5%	-	9%	1%
Damaged mail	93	10	80	3	36	48	9	91	2	-	-	93	-
	7%	12%	7%	13%	10%	5%	14%	7%	13%	-	-	7%	-
Delayed mail	263	20	240	2	82	169	11	253	7	3	-	263	-
	20%	25%	20%	11%	23%	19%	17%	20%	39%	46%	-	20%	-
Mis-delivered mail	84	5	79	-	38	37	8	82	2	-	-	84	-
	6%	6%	7%	1%	11%	4%	14%	6%	14%	-	-	6%	-
Mail that has been tampered with	31	5	26	-	20	8	2	27	4	-	-	31	-
	2%	6%	2%	-	6%	1%	4%	2%	23%	-	-	2%	-
Didn't allow sufficient time to answer the door	73	9	62	2	26	37	10	69	4	*	-	73	-
	6%	11%	5%	9%	7%	4%	14%	5%	23%	1%	-	6%	-
Any other problems	7	-	7	-	1	6	-	7	-	-	-	7	-
	*	-	1%	-	1%	-	8%	1%	-	-	-	1%	-
I don't know	44	2	41	2	8	28	8	44	-	-	-	44	*
	3%	2%	3%	8%	2%	3%	12%	3%	-	-	-	3%	10%
I've experienced no problems in the last 12 months when sending packets and parcels via	827	44	772	12	205	589	34	815	2	3	4	820	4
	63%	54%	64%	58%	57%	67%	50%	64%	14%	48%	100%	63%	88%
NET Any problem experienced	441	36	398	7	149	266	26	423	15	3	-	441	-
	34%	44%	33%	34%	18%	30%	38%	33%	66%	52%	-	34%	1%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mears, Column: Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Citipost

Base : Sent via - Citipost

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	84	-	84	27	14	52	32	13	9	18	19	11	12	2	22	37	25	14	78	6	84
Weighted Base	96*	..*	96*	43**	15**	61**	35**	27**	10**	25**	20**	8**	4**	2**	37**	45**	14**	6**	83*	13**	84*
Effective Base	46	-	46	18	6	28	19	10	6	12	10	6	5	2	15	22	12	7	43	4	84
Lost mail	11	-	11	11	1	7	5	4	2	2	3	-	-	-	6	5	-	-	11	-	7
Damaged mail	12	-	12	25%	4%	11%	14%	15%	19%	10%	15%	-	-	-	16%	12%	-	-	14%	-	8%
12%	-	13%	28%	-	16%	6%	17%	29%	18%	-	-	-	-	-	20%	10%	-	-	14%	-	7%
Delayed mail	12	-	12	5	5	12	-	12	-	-	-	-	-	-	12	-	-	-	5	7	5
12%	-	13%	12%	29%	20%	-	46%	-	-	-	-	-	-	-	34%	-	-	-	6%	56%	6%
Mis-delivered mail	9	-	9	8	-	9	1	4	3	3	-	-	-	-	6	3	-	-	5	4	6
10%	-	10%	20%	-	14%	2%	15%	26%	11%	-	-	-	-	-	18%	6%	-	-	7%	31%	7%
Mail that has been tampered with	14	-	14	10	2	5	9	4	-	6	3	-	-	-	4	10	-	-	14	-	9
15%	-	16%	24%	15%	8%	27%	14%	4%	28%	17%	-	-	-	-	11%	22%	-	-	17%	2%	11%
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	2	-	2	2	-	2	-	2	-	-	-	-	-	-	2	-	-	-	2	-	1
2%	-	2%	4%	-	3%	-	-	19%	-	-	-	-	-	-	5%	-	-	-	2%	-	1%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	47	-	47	6	8	28	19	5	4	11	13	8	4	2	9	24	14	6	45	1	58
49%	-	49%	15%	52%	45%	55%	17%	41%	43%	67%	100%	100%	100%	-	23%	54%	100%	100%	55%	11%	69%
NET Any problem experienced	49	-	49	36	7	33	16	22	6	14	6	-	-	-	28	21	-	-	38	11	26
51%	-	51%	85%	48%	55%	45%	83%	59%	57%	33%	-	-	-	-	77%	46%	-	-	45%	89%	31%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - 20 - 010 - 011 - g/h/i/j/k/l/m - n/o/p/q - r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Citipost

Base : Sent via - Citipost

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	84	34	27	11	12	61	23	59	24	8	7	22	22	24	51	8	75	-	-	-
Weighted Base	96*	37**	26**	20**	12**	64*	32**	81*	12**	7**	9**	26**	18**	35**	52**	7**	87**	-**	-**	-**
Effective Base	46	17	16	8	8	32	15	37	13	5	4	13	10	14	27	5	41	-	-	-
Lost mail	11	5	2	3	1	8	4	11	1	1	-	2	4	4	6	1	11	-	-	-
12%	14%	9%	15%	6%	12%	12%	13%	6%	10%	10%	-	9%	23%	12%	12%	10%	12%	-	-	-
Damaged mail	12	4	5	3	-	9	3	12	-	-	-	3	-	9	3	-	12	-	-	-
13%	11%	19%	14%	-	14%	9%	15%	-	-	-	-	11%	1%	26%	6%	-	14%	-	-	-
Delayed mail	12	3	5	5	-	8	5	10	-	3	3	-	-	7	3	3	10	-	-	-
13%	8%	19%	22%	-	13%	14%	12%	-	36%	32%	-	1%	20%	6%	36%	11%	11%	-	-	-
Mis-delivered mail	9	8	-	-	1	8	1	9	-	1	-	1	3	5	4	1	8	-	-	-
10%	22%	-	-	9%	13%	3%	12%	-	15%	-	3%	17%	13%	7%	15%	10%	10%	-	-	-
Mail that has been tampered with	14	13	-	-	2	13	2	14	-	-	-	8	3	11	-	-	14	-	-	-
15%	34%	-	-	13%	20%	5%	17%	-	-	-	31%	18%	9%	21%	-	16%	16%	-	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	2	2	-	-	-	2	-	2	-	-	-	-	2	-	-	2	-	-	-	-
2%	5%	-	-	-	3%	-	2%	-	-	-	-	-	5%	-	-	2%	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	47	10	19	10	8	28	18	36	11	3	6	14	9	14	29	3	42	-	-	-
49%	26%	71%	48%	72%	45%	57%	44%	94%	39%	68%	53%	51%	39%	55%	39%	49%	49%	-	-	-
NET Any problem experienced	49	28	8	10	3	35	14	46	1	4	3	12	9	21	23	4	45	-	-	-
51%	74%	29%	52%	28%	55%	43%	56%	6%	61%	32%	47%	49%	61%	45%	61%	51%	51%	-	-	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - ab/c/d - e/f - gh - ij/k/l/m/n - op - q/r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Citipost

Base : Sent via - Citipost

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	84	54	30	15	46	12	18	8	9	4	5	4	3	2	9	4	6	2	10
Weighted Base	96*	78*	17**	7**	84*	6**	5**	1**	7**	9**	9**	7**	5**	4**	23**	10**	9**	2**	4**
Effective Base	46	36	10	5	37	6	10	8	9	4	4	4	3	2	8	3	5	2	5
Lost mail	11	11	-	-	9	2	1	-	-	2	2	2	-	2	-	-	1	2	-
12%	14%	-	-	11%	28%	13%	-	-	26%	18%	32%	-	50%	-	-	7%	71%	-	-
Damaged mail	12	12	+	-	12	-	-	-	-	-	4	3	-	-	2	3	-	-	-
13%	15%	1%	-	14%	-	3%	-	-	-	-	54%	53%	-	-	22%	29%	-	-	-
Delayed mail	12	10	3	-	12	-	-	-	-	-	2	-	-	5	5	-	-	-	-
13%	12%	16%	-	15%	-	3%	-	-	-	-	32%	-	-	24%	45%	-	-	-	-
Mis-delivered mail	9	9	+	-	7	2	-	-	-	-	-	-	-	2	6	-	-	1	1
16%	12%	1%	-	9%	29%	3%	-	-	-	-	-	-	50%	25%	-	-	29%	29%	-
Mail that has been tampered with	14	14	+	-	11	2	+	-	-	3	-	-	-	6	2	-	2	+	+
15%	18%	1%	-	14%	36%	9%	-	-	-	36%	-	-	-	27%	22%	-	71%	12%	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	2	2	-	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-
2%	2%	-	-	2%	-	-	-	-	-	-	-	-	50%	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	47	32	14	7	40	2	3	1	7	7	6	3	3	2	5	1	6	-	2
49%	41%	83%	100%	47%	35%	75%	100%	100%	74%	64%	46%	47%	50%	23%	11%	63%	-	59%	-
NET Any problem experienced	49	46	3	-	44	4	1	-	-	2	3	4	3	2	17	9	3	2	2
51%	59%	17%	-	53%	65%	25%	-	-	26%	36%	54%	53%	50%	77%	89%	37%	100%	41%	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Citipost

Base : Sent via - Citipost

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	84	22	2	8	38	29	7	4	6	67	10	41	19	12	6	6	60	12	-	-
Weighted Base	96*	22**	2**	5**	47**	30**	9**	4**	6**	77*	10**	42**	27**	15**	4**	7**	70*	11**	-**	-**
Effective Base	46	13	2	5	21	15	5	2	5	35	7	22	11	8	3	4	32	7	-	-
Lost mail	11	2	-	-	4	4	1	-	2	8	2	6	3	2	-	1	9	1	-	-
12%		8%	-	-	9%	14%	8%	-	35%	11%	21%	14%	12%	10%	-	9%	13%	6%	-	-
Damaged mail	12	-	-	-	12	*	-	-	12	-	-	7	5	-	-	-	12	-	-	-
13%		-	-	-	25%	*	-	-	16%	-	-	18%	16%	-	-	-	17%	-	-	-
Delayed mail	12	-	-	-	5	7	-	-	12	-	-	5	7	-	-	-	12	-	-	-
13%		-	-	-	11%	24%	-	-	16%	-	-	13%	26%	-	-	-	18%	-	-	-
Mis-delivered mail	9	3	1	-	7	*	1	1	8	1	-	2	3	5	-	5	-	-	-	-
16%		13%	51%	-	16%	*	8%	27%	-	10%	11%	5%	10%	30%	-	-	7%	-	-	-
Mail that has been tampered with	14	-	-	-	6	4	-	2	2	10	4	10	*	2	2	10	2	10	2	2
15%		-	-	-	13%	14%	-	56%	25%	13%	37%	23%	2%	12%	-	33%	14%	21%	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	2	2	-	-	2	-	-	-	2	-	-	2	-	-	-	-	2	-	-	-
2%		8%	-	-	4%	-	-	-	2%	-	-	4%	-	-	-	-	3%	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	47	19	1	5	19	16	7	1	4	35	5	20	9	9	4	4	30	8	-	-
49%		87%	49%	100%	40%	54%	84%	18%	65%	45%	46%	48%	34%	58%	100%	58%	43%	74%	-	-
NET Any problem experienced	49	3	1	-	28	14	1	3	2	42	5	22	18	6	-	3	40	3	-	-
51%		13%	51%	-	60%	46%	16%	83%	35%	55%	54%	50%	66%	42%	-	42%	57%	26%	-	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Column: Tested (5% risk level) - 2d/c - d=dlr/dh/w - kl/mm/ol/plq - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Citipost

Base : Sent via - Citipost

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	84	8	74	2	35	43	6	81	3	-	-	84	-
Weighted Base	96*	9**	84*	3**	32**	56**	8**	93*	3**	-**	-**	96*	-**
Effective Base	46	5	40	2	16	25	5	44	3	-	-	46	-
Lost mail	11	3	8	-	10	2	-	11	-	-	-	11	-
	12%	36%	10%	-	30%	3%	-	12%	-	-	-	12%	-
Damaged mail	12	5	7	-	12	-	-	12	-	-	-	12	-
	13%	60%	8%	-	37%	-	-	13%	-	-	-	13%	-
Delayed mail	12	2	10	-	5	7	-	12	-	-	-	12	-
	13%	28%	12%	-	17%	13%	-	13%	-	-	-	13%	-
Mis-delivered mail	9	1	8	1	2	6	1	8	1	-	-	9	-
	10%	13%	9%	23%	6%	11%	13%	9%	35%	-	-	10%	-
Mail that has been tampered with	14	-	14	-	5	8	2	12	2	-	-	14	-
	15%	-	17%	-	15%	14%	19%	13%	65%	-	-	15%	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	2	-	2	-	2	-	-	2	-	-	-	2	-
	2%	-	2%	-	6%	-	-	2%	-	-	-	2%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	47	2	43	2	7	35	5	47	-	-	-	47	-
	49%	19%	51%	77%	21%	62%	67%	50%	-	-	-	49%	-
NET Any problem experienced	49	7	41	1	25	21	3	46	3	-	-	49	-
	51%	81%	49%	23%	78%	38%	33%	50%	100%	-	-	51%	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Meters, Columns: Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Citipost

Base : Sent via - Citipost

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	84	44	40	-	16	18	10	12	13	15	-	-	-	-	-	-
Weighted Base	96*	51**	44**	**	17**	22**	12**	11**	17**	16**	**	**	**	**	**	**
Effective Base	48	23	23	-	8	11	5	7	8	9	-	-	-	-	-	-
Lost mail	11	5	6	-	1	4	-	2	-	5	-	-	-	-	-	-
12%	9%	15%	-	4%	18%	-	16%	-	28%	-	-	-	-	-	-	-
Damaged mail	12	10	2	-	3	5	2	2	-	*	-	-	-	-	-	-
13%	20%	4%	-	17%	23%	18%	14%	-	1%	-	-	-	-	-	-	-
Delayed mail	12	7	6	-	-	2	5	-	3	3	-	-	-	-	-	-
13%	13%	13%	-	-	11%	37%	-	17%	17%	-	-	-	-	-	-	-
Mis-delivered mail	9	2	8	-	-	1	1	2	3	3	-	-	-	-	-	-
10%	3%	17%	-	-	3%	9%	16%	17%	18%	-	-	-	-	-	-	-
Mail that has been tampered with	14	7	7	-	6	2	-	*	3	3	-	-	-	-	-	-
15%	14%	15%	-	34%	8%	-	4%	18%	20%	-	-	-	-	-	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	2	-	2	-	-	-	-	2	-	-	-	-	-	-	-	-
2%	-	4%	-	-	-	-	-	16%	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	47	27	20	-	8	15	4	8	8	4	-	-	-	-	-	-
49%	52%	45%	-	45%	66%	36%	66%	48%	27%	-	-	-	-	-	-	-
NET Any problem experienced	49	25	24	-	9	8	8	4	9	12	-	-	-	-	-	-
51%	48%	55%	-	55%	34%	64%	34%	52%	73%	-	-	-	-	-	-	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/(b+h)/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Collect +

Base : Sent via - Collect +

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	542	-	542	98	274	191	351	63	112	143	99	82	32	11	175	242	125	43	503	35	542
Weighted Base	505	..*	505	106*	266	208	296	59*	105*	131*	109*	67*	25**	10**	164*	240	102*	35**	449	52**	542
Effective Base	291	-	291	54	152	113	179	34	63	77	56	43	14	6	97	133	62	19	261	28	542
Lost mail	29	-	29	12	17	23	7	3	14	11	1	*	-	-	18	12	*	-	25	5	23
Damaged mail	21	-	21	8	9	16	4	2	8	7	1	*	-	-	10	8	2	2	20	1	17
	4%	-	4%	8%	3%	3%	1%	3%	8%	5%	1%	*	8%	-	6%	4%	2%	6%	4%	1%	3%
Delayed mail	52	-	52	17	32	32	21	1	26	18	4	1	2	1	27	21	4	3	40	11	37
	10%	-	10%	16%	12%	15%	7%	1%	25% <sup>g</sup>	14% <sup>h</sup>	3%	2%	7%	13%	16% <sup>n</sup>	9%	4%	9%	9%	20%	7%
Mis-delivered mail	24	-	24	16	8	12	12	9	13	2	-	-	-	-	22	2	-	-	18	4	14
	5%	-	5%	19% <sup>d</sup>	3%	6%	4%	15% <sup>g</sup>	13% <sup>h</sup>	2%	-	-	-	-	13% <sup>n</sup>	1%	-	-	4%	9%	3%
Mail that has been tampered with	25	-	25	18	5	19	6	10	8	6	1	-	-	-	18	7	-	-	17	8	14
	5%	-	5%	12% <sup>d</sup>	2%	3%	2%	12% <sup>g</sup>	6%	6%	1%	-	-	-	13% <sup>n</sup>	3%	-	-	4%	16%	3%
Didn't allow sufficient time to answer the door	7	-	7	5	2	3	4	2	5	*	*	*	*	-	7	*	*	*	5	2	7
	1%	-	1%	5%	1%	2%	1%	3%	5%	*	*	1%	-	-	4% <sup>c</sup>	*	*	*	1%	4%	1%
Any other problems	12	-	12	5	3	8	4	2	3	3	*	-	4	-	5	3	4	4	9	2	6
	2%	-	2%	5%	1%	4%	1%	4%	3%	2%	*	-	16%	-	3%	1%	4%	11%	2%	5%	1%
I don't know	12	-	12	5	8	5	7	2	3	4	3	*	*	-	5	7	*	*	11	1	17
	2%	-	2%	4%	3%	3%	2%	3%	3%	3%	3%	*	*	-	3%	3%	*	*	2%	2%	3%
I've experienced no problems in the last 12 months when sending packets and parcels via	382	-	382	51	207	138	243	41	59	91	100	65	17	8	100	191	91	25	351	28	443
	76%	-	76%	49%	78% <sup>c</sup>	66%	82% <sup>e</sup>	69%	56%	69%	92% <sup>g</sup>	95% <sup>h</sup>	68%	87%	61%	80% <sup>n</sup>	80% <sup>n</sup>	74%	78%	54%	82%
NET Any problem experienced	111	-	111	50	52	65	46	16	43	37	5	1	8	1	59	42	10	9	87	23	82
	22%	-	22%	47% <sup>d</sup>	20%	31% <sup>f</sup>	16%	20% <sup>g</sup>	41% <sup>h</sup>	20% <sup>i</sup>	5%	2%	32%	13%	36% <sup>n</sup>	17%	10%	26%	19%	44%	15%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a) - d) - e) - g) - h) - i) - m - n) - o) - p) - q) - r) - s)  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Collect +

Base : Sent via - Collect +

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	542	128	178	124	112	306	236	389	149	52	54	124	152	133	330	53	471	46	169	7
Weighted Base	505	98*	161*	130*	116*	258	247	392	106*	46*	52*	129*	132*	119*	313	48*	438	48*	157*	11**
Effective Base	291	53	91	76	72	144	147	213	85	30	31	69	86	62	185	31	249	31	89	6
Lost mail	29	8	6	12	3	15	15	26	3	5	2	10	5	8	17	5	25	8	12	-
Damaged mail	21	2	8	7	5	10	11	18	2	2	*	9	4	4	13	2	18	5	5	-
Delayed mail	52	16	16	16	4	32	20	46	6	4	3	25	7	14	35	4	49	8	25	-
Mis-delivered mail	24	5	7	7	5	12	12	22	2	2	2	9	8	3	19	2	22	6	6	-
Mail that has been tampered with	25	0	8	7	1	17	8	21	1	4	*	9	6	5	16	4	21	6	3	-
Didn't allow sufficient time to answer the door	7	5	3	-	-	7	-	7	*	3	*	2	2	-	4	3	4	3	4	-
Any other problems	12	2	2	7	-	5	7	8	*	-	-	7	-	5	7	-	12	-	2	-
I don't know	12	5	2	4	2	7	6	12	*	*	4	3	3	2	10	*	12	2	9	2
I've experienced no problems in the last 12 months when sending packets and parcels via	382	65	117	97	103	182	200	286	96	32	42	87	103	93	232	34	330	25	102	9
NET Any problem experienced	111	28	42	29	12	70	41	94	10	14	6	40	26	25	71	14	96	22	46	-
	22%	22% <sup>dp</sup>	25% <sup>dp</sup>	22%	10%	23% <sup>dp</sup>	17%	24% <sup>dp</sup>	10%	30%	11%	31% <sup>dp</sup>	19%	21%	23%	29%	22%	45%	29%	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - ab/c/d - e/f - gh - ij/k/l/m/n - op - q/r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Collect +

Base : Sent via - Collect +

	Rurality			Nation				Region											
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	542	357	185	80	246	110	93	93	26	20	27	28	36	31	29	26	23	18	92
Weighted Base	505	431	74*	22**	415	48*	25*	18*	20**	41**	43**	38**	57*	53**	67**	63**	33**	7**	41*
Effective Base	291	248	43	12	209	58	51	71	24	19	25	25	32	28	27	24	21	7	52
Lost mail	29	29	*	*	24	3	1	1	-	1	-	1	10	2	4	3	3	-	3
6%	7%	1%	1%	6%	7%	2%	7%	7%	-	3%	-	3%	18%	4%	7%	5%	8%	-	8%
Damaged mail	21	20	*	*	15	4	1	*	-	3	3	1	5	-	-	3	-	4	4
4%	5%	*	2%	4%	7%	5%	2%	2%	-	8%	7%	4%	8%	-	-	8%	-	9%	9%
Delayed mail	52	47	5	1	49	3	1	*	1	4	7	4	10	4	8	10	-	*	2
10%	11%	7%	3%	12**	6%	4%	1%	1%	4%	10%	18%	12%	17%	7%	12%	17%	-	4%	6%
Mis-delivered mail	24	22	2	*	23	1	-	-	-	2	2	5	5	-	6	2	1	-	1
5%	5%	3%	1%	3%	2%	-	1%	1%	-	6%	4%	12%	8%	-	10%	3%	4%	-	3%
Mail that has been tampered with	25	20	5	*	22	2	*	*	-	2	3	5	5	-	11	2	-	-	2
6%	5%	7%	1%	5%	4%	*	3%	3%	-	4%	9%	8%	-	16%	3%	-	-	4%	4%
Didn't allow sufficient time to answer the door	7	7	*	*	6	*	*	*	-	-	-	-	-	-	6	-	-	-	*
1%	2%	*	1%	2%	*	*	2%	2%	-	-	-	-	-	10%	-	-	-	-	*
Any other problems	12	5	7	4	12	-	*	*	-	-	-	2	5	4	-	-	-	-	-
2%	1%	3**	19%	3%	3%	-	1%	1%	-	-	-	6%	9%	7%	-	-	-	-	-
I don't know	12	10	2	*	10	1	*	1	2	2	2	-	3	3	-	-	-	*	1
2%	2%	3%	2%	2%	2%	2%	3%	3%	8%	4%	4%	-	5%	5%	-	-	-	1%	2%
I've experienced no problems in the last 12 months when sending packets and parcels via	382	328	54	16	307	38	22	15	18	31	31	29	38	43	41	50	26	6	32
76%	76%	73%	74%	74%	80%	87%	82%	82%	88%	76%	72%	76%	68%	80%	61%	80%	80%	96%	78%
NET Any problem experienced	111	94	17	5	97	8	3	3	1	8	11	9	16	8	26	13	7	*	8
22%	22%	23%	24%	23%	18%	11%	15%	15%	4%	20%	25%	24%	27%	14%	39%	20%	20%	4%	20%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means, Columns: Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Collect +

Base : Sent via - Collect +

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	542	200	16	61	181	226	76	37	18	407	55	236	219	56	17	10	455	27	97	125
Weighted Base	505	179	15**	40*	172**	197	79*	36**	15**	369	52*	223	194	51*	19**	11**	418	30**	109*	107**
Effective Base	291	107	10	34	91	122	44	22	11	212	32	125	114	31	11	7	238	18	62	64
Lost mail	29	3	-	-	13	10	1	4	3	24	5	7	16	2	-	2	24	2	14	6
	6%	2%	-	-	8%	5%	1%	11%	6%	6%	10%	3%	8%	4%	-	16%	6%	6%	13%	5%
Damaged mail	21	6	-	-	13	7	1	-	-	20	-	5	14	2	-	-	19	-	10	-
	4%	3%	-	1%	8%	3%	1%	-	-	5%	-	2%	7%	4%	-	4%	-	9%	-	
Delayed mail	52	13	-	1	27	16	5	4	1	43	5	28	20	1	-	3	48	3	24	10
	10%	7%	-	3%	16%	8%	6%	10%	7%	12%	9%	13%	10%	3%	-	26%	11%	9%	22%	9%
Mis-delivered mail	24	-	-	-	7	9	7	-	1	17	1	10	7	-	7	-	17	7	12	-
	5%	-	-	-	4%	5%	8%	*	5%	4%	2%	5%	4%	-	34%	-	4%	21%	-	
Mail that has been tampered with	25	-	-	-	14	7	2	*	1	21	1	9	12	*	2	1	21	3	8	-
	5%	-	-	-	8%	3%	3%	*	6%	6%	2%	4%	6%	1%	11%	9%	5%	10%	-	
Didn't allow sufficient time to answer the door	7	-	-	*	5	2	-	-	-	7	-	3	4	-	-	7	-	5	2	2
	1%	*	-	1%	3%	1%	-	-	-	2%	-	1%	2%	-	-	2%	-	4%	2%	
Any other problems	12	4	*	*	9	3	-	-	-	12	-	6	5	*	-	12	-	-	2	2
	2%	2%	1%	*	5%	1%	-	-	-	3%	-	3%	3%	*	-	3%	-	-	2%	
I don't know	12	5	*	-	2	6	4	-	-	8	-	3	5	3	2	-	8	2	10	2
	2%	3%	1%	-	1%	3%	5%	-	-	2%	-	1%	3%	5%	8%	-	2%	5%	9%	2%
I've experienced no problems in the last 12 months when sending packets and parcels via	382	150	15	38	120	152	62	30	13	271	44	165	152	42	11	7	317	19	48	89
	76%	64%	98%	95%	70%	77%	78%	83%	89%	74%	85%	74%	78%	83%	58%	67%	76%	61%	43%	13.4%
NET Any problem experienced	111	24	-	2	51	39	13	6	2	90	8	55	38	6	7	4	93	10	52	16
	22%	14%	1%	5%	29%	20%	17%	17%	11%	24%	19%	25%	16%	12%	34%	33%	22%	33%	18.5%	15%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Column: Tested (5% risk level) - 2d/c - d/a/r/g/h/w - k/l/m/n/o/p/q - r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Collect +

Base : Sent via - Collect +

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	542	34	500	8	162	356	24	529	8	4	-	541	1
Weighted Base	505	37**	460	8**	162*	316	27**	490	11**	4**	-**	505	**
Effective Base	291	20	267	4	90	189	13	281	7	3	-	291	1
Lost mail	29	9	21	-	21	8	1	28	2	-	-	29	-
	6%	23%	5%	-	13%	3%	3%	6%	17%	-	-	6%	-
Damaged mail	21	6	15	*	14	5	2	18	3	1	-	21	-
	4%	16%	3%	4%	6%	2%	6%	3%	29%	25%	-	4%	-
Delayed mail	52	11	38	2	27	23	2	51	2	-	-	52	-
	10%	31%	8%	32%	17%	7%	9%	10%	16%	-	-	10%	-
Mis-delivered mail	24	4	20	-	15	8	-	22	2	-	-	24	-
	5%	10%	4%	-	9%	3%	1%	4%	21%	-	-	5%	-
Mail that has been tampered with	25	7	15	3	18	7	-	23	2	-	-	25	-
	5%	18%	3%	37%	11%	2%	-	5%	16%	-	-	5%	-
Didn't allow sufficient time to answer the door	7	3	4	-	5	2	-	7	-	-	-	7	-
	1%	8%	1%	-	3%	1%	-	1%	1%	-	-	1%	-
Any other problems	12	3	9	-	9	3	-	12	-	-	-	12	-
	2%	7%	2%	-	6%	1%	-	2%	-	-	-	2%	-
I don't know	12	4	9	-	6	5	1	10	-	2	-	12	*
	2%	9%	2%	-	4%	2%	5%	2%	-	39%	-	2%	100%
I've experienced no problems in the last 12 months when sending packets and parcels via	382	9	371	2	94	268	20	377	4	1	-	382	-
	76%	23%	81%	28%	58%	85%	75%	77%	32%	36%	-	76%	-
NET Any problem experienced	111	25	80	5	62	43	5	102	7	1	-	111	-
	22%	68%	17%	72%	38%	14%	20%	21%	68%	29%	-	22%	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mears, Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Collect +

Base : Sent via - Collect +

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	542	152	168	105	117	46	48	58	55	58	55	-	68	37	29	47	41
Weighted Base	505	156*	134*	101*	115*	41**	53**	62*	43**	41**	50*	**	61*	40**	28**	47**	42**
Effective Base	291	82	85	55	71	25	24	33	26	29	30	-	36	19	16	30	25
Lost mail	29	5	5	12	8	4	*	1	3	-	2	-	7	5	*	4	4
	6%	3%	3%	12% <b>a</b>	7%	9%	*	2%	6%	-	4%	-	11%	13%	2%	8%	9%
Damaged mail	21	7	3	3	8	3	3	2	1	-	2	-	2	*	-	6	2
	4%	5%	2%	3%	7%	7%	5%	3%	3%	-	3%	-	4%	*	-	13%	4%
Delayed mail	52	7	12	15	19	3	1	3	7	4	1	-	7	8	*	11	7
	10%	4%	9%	15% <b>a</b>	16% <b>a</b>	7%	1%	6%	17%	9%	2%	-	12%	20%	1%	23%	16%
Mis-delivered mail	24	8	4	6	6	5	3	-	-	2	2	-	3	2	*	6	*
	5%	5%	3%	6%	5%	12%	6%	-	-	4%	5%	-	6%	5%	1%	12%	1%
Mail that has been tampered with	25	7	9	3	5	3	2	2	3	-	7	-	1	2	*	5	*
	5%	4%	7%	3%	4%	7%	4%	3%	6%	-	13%	-	2%	5%	1%	10%	*
Didn't allow sufficient time to answer the door	7	-	-	5	2	-	-	-	-	-	-	-	5	*	-	2	-
	1%	-	-	5% <b>a</b>	2%	-	-	-	-	-	-	-	8%	*	-	5%	-
Any other problems	12	9	*	-	2	3	2	4	-	*	-	-	-	-	2	-	-
	2%	6% <b>b</b>	*	-	2%	7%	4%	7%	-	*	-	-	-	-	9%	-	-
I don't know	12	-	-	2	10	-	-	-	-	-	-	-	2	*	3	3	4
	2%	-	-	2%	8% <b>bcd</b>	-	-	-	-	-	-	-	3%	1%	10%	6%	10%
I've experienced no problems in the last 12 months when sending packets and parcels via	382	135	110	65	72	35	47	53	35	37	39	-	37	27	20	22	29
	76%	87% <b>cd</b>	83% <b>cd</b>	64%	62%	86%	88%	87% <b>d</b>	81%	90%	78%	-	61%	68%	77%	47%	71%
NET Any problem experienced	111	20	23	34	33	6	7	8	8	4	11	-	22	12	3	22	8
	22%	13%	17%	34% <b>ab</b>	29% <b>a</b>	14%	12%	13%	19%	10%	22%	-	35% <b>d</b>	31%	13%	47%	19%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DHL

Base : Sent via - DHL

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	1357	-	1357	141	409	635	718	133	188	271	228	260	176	103	319	499	539	279	1253	94	1357
Weighted Base	1267	..*	1267	171*	406	596	668	147*	167	266	222	235	112*	117*	314	488	465	229	1121	137*	1357
Effective Base	717	-	717	85	226	335	380	77	102	147	125	143	74	55	178	272	267	125	645	68	1357
Lost mail	33	-	33	17	6	17	16	8	6	10	1	7	1	-	14	11	8	1	22	11	28
	3%	-	3%	10% <b>d</b>	2%	3%	2%	6%j	4%	4%i	*	3%	1%	-	4%n	2%	2%	*	2%	6%s	2%
Damaged mail	64	-	64	31	20	40	24	17	18	18	3	5	*	2	35	21	8	2	52	13	51
	5%	-	5%	15% <b>d</b>	5%	7%f	4%	12% <b>j</b> klm	11% <b>j</b> klm	8% <b>jl</b>	2%	2%	*	2%	13% <b>opq</b>	4%	2%	1%	5%s	9%s	4%s
Delayed mail	72	-	72	35	17	50	21	4	19	25	9	11	*	-	23	37	13	2	62	9	65
	6%	-	6%	20% <b>d</b>	4%	8% <b>f</b>	3%	3%	11% <b>j</b> klm	10% <b>j</b> klm	4%	5%	*	1%	7% <b>opq</b>	8% <b>opq</b>	3%	1%	6%s	7%s	5%s
Mis-delivered mail	58	-	58	35	15	40	17	11	10	26	6	3	2	1	21	32	5	2	41	17	41
	5%	-	5%	20% <b>d</b>	4%	7% <b>f</b>	3%	7% <b>k</b>	6% <b>k</b>	10% <b>j</b> klm	3%	1%	2%	1%	7% <b>opq</b>	7% <b>opq</b>	1%	1%	4%s	12% <b>s</b>	3%s
Mail that has been tampered with	48	-	48	33	8	31	17	11	6	24	3	3	-	2	17	27	4	2	31	17	28
	4%	-	4%	15% <b>d</b>	2%	5%f	3%	8% <b>k</b> lm	3%kl	8% <b>k</b> lm	1%	1%	-	1%	5% <b>opq</b>	5% <b>opq</b>	1%	1%	3%s	13% <b>s</b>	2%s
Didn't allow sufficient time to answer the door	7	-	7	5	2	5	3	1	5	1	-	*	-	-	6	1	*	-	7	*	7
	1%	-	1%	3%f	1%f	1%f	*f	1%f	3%f	1%f	-	*f	-	-	2% <b>f</b>	*f	*f	-	1% <b>s</b>	*s	1% <b>s</b>
Any other problems	16	-	16	6	4	9	7	5	-	3	-	8	*	-	5	3	8	*	15	1	11
	1%	-	1%	3%f	1%f	2%f	1%f	3%f	-	1% <b>f</b>	-	3% <b>f</b>	*f	-	1% <b>f</b>	1% <b>f</b>	2% <b>f</b>	*f	1% <b>s</b>	1% <b>s</b>	1% <b>s</b>
I don't know	13	-	13	6	7	4	9	1	5	3	2	2	-	*	6	5	2	*	6	0	9
	1%	-	1%	3%f	2% <b>f</b>	1% <b>f</b>	1% <b>f</b>	*f	3% <b>f</b>	1% <b>f</b>	1% <b>f</b>	1% <b>f</b>	-	*f	2% <b>f</b>	1% <b>f</b>	1% <b>f</b>	*f	1% <b>s</b>	5% <b>s</b>	1% <b>s</b>
I've experienced no problems in the last 12 months when sending packets and parcels via	1053	-	1053	67	341	459	591	109	115	197	201	211	109	111	224	398	431	220	956	89	1185
	83%	-	83%	39%d	84% <b>c</b>	77% <b>f</b>	89% <b>e</b>	74%f	69% <b>f</b>	74% <b>f</b>	91% <b>gh</b>	89% <b>gh</b>	97% <b>gh</b>	95% <b>gh</b>	71% <b>n</b>	81% <b>n</b>	93% <b>no</b>	96% <b>no</b>	85% <b>r</b>	65% <b>s</b>	87% <b>s</b>
NET Any problem experienced	201	-	201	99	58	133	68	37	47	67	19	22	4	6	84	86	32	9	159	42	163
	16%	-	16%	58% <b>d</b>	14% <b>d</b>	22% <b>f</b>	10% <b>f</b>	25% <b>j</b> klm	26% <b>j</b> klm	25% <b>j</b> klm	9% <b>f</b>	10% <b>f</b>	3% <b>f</b>	5% <b>f</b>	27% <b>opq</b>	18% <b>opq</b>	7% <b>f</b>	4% <b>f</b>	14% <b>s</b>	31% <b>s</b>	12% <b>s</b>

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - aD - dD - eH - ghIjKlM - nOPlQ - rS  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DHL

Base : Sent via - DHL

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	1357	366	406	291	294	772	585	763	576	154	160	343	365	260	868	156	1149	41	94	4
Weighted Base	1267	260	397	302	308	657	610	779	473	171*	158*	312	330	218	801	173*	1037	55**	105*	3**
Effective Base	717	142	220	174	182	361	356	410	304	88	94	182	191	117	467	89	594	27	58	2
Lost mail	33	8	16	7	1	25	8	31	2	3	6	12	4	5	22	3	28	7	5	1
	3%	2% <i>hd</i>	4% <i>hd</i>	2%	*	7% <i>hd</i>	1%	4% <i>hd</i>	*	2%	4%	4%	1%	2%	3%	2%	3%	12%	5%	22%
Damaged mail	64	23	16	13	10	41	24	36	7	5	10	20	5	21	35	5	56	13	5	-
	5%	7% <i>hd</i>	5%	4%	3%	6%	4%	7% <i>hd</i>	1%	3%	6% <i>hd</i>	9% <i>hd</i>	1%	10% <i>hd</i>	4%	3%	9%	24%	4%	-
Delayed mail	72	32	19	16	4	51	21	67	5	4	5	18	16	26	39	4	66	17	5	-
	6%	12% <i>hd</i>	5%	6% <i>hd</i>	1%	8% <i>hd</i>	3%	9% <i>hd</i>	1%	2%	3%	6%	5%	12% <i>hd</i>	5%	2%	6%	30%	5%	-
Mis-delivered mail	58	29	9	10	9	39	19	50	7	8	5	15	7	20	27	8	47	10	4	-
	5%	11% <i>hd</i>	2%	3%	3%	6%	3%	8% <i>hd</i>	2%	5%	3%	5%	2%	9% <i>hd</i>	3%	5%	5%	18%	4%	-
Mail that has been tampered with	46	23	12	3	5	40	8	41	5	8	5	7	6	21	17	8	38	7	4	-
	4%	11% <i>hd</i>	3%	1%	2%	6% <i>hd</i>	1%	5% <i>hd</i>	1%	4%	3%	2%	2%	10% <i>hd</i>	2%	4%	4%	12%	4%	-
Didn't allow sufficient time to answer the door	7	5	2	*	1	6	1	7	-	3	*	1	-	3	1	3	5	5	2	-
	1%	2%	*	*	*	1%	*	1%	-	2%	*	*	-	2%	*	2%	*	10%	2%	-
Any other problems	16	3	4	2	6	7	9	14	2	4	1	6	2	*	10	4	10	-	-	-
	1%	1%	1%	1%	2%	1%	1%	2%	*	2%	1%	2%	1%	*	1%	2%	1%	-	-	-
I don't know	13	2	5	3	2	7	5	9	4	-	3	2	7	1	12	-	13	2	10	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	2%	1%	2%	*	2%	-	1%	4%	10%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	1053	171	340	260	282	511	542	594	449	140	131	261	289	159	681	142	857	17	70	2
	83%	66%	80% <i>hd</i>	80% <i>hd</i>	81% <i>hd</i>	78%	89% <i>hd</i>	76%	85% <i>hd</i>	82%	83%	84% <i>hd</i>	87% <i>hd</i>	73%	85% <i>hd</i>	82%	83%	30%	66%	78%
NET Any problem experienced	201	87	52	39	24	139	63	176	21	31	24	49	35	59	108	31	168	36	25	1
	16%	24% <i>hd</i>	13%	13%	8%	24% <i>hd</i>	10%	23% <i>hd</i>	4%	18%	15%	16%	11%	21% <i>hd</i>	13%	16%	66%	24%	22%	

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mears, Columns: Tested (5% risk level) - ab/c/d - e/f - gh - ij/k/l/m - op - q/r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DHL

Base : Sent via - DHL

	Rurality			Nation				Region											
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	1357	877	480	218	634	294	245	184	75	67	69	62	76	76	67	72	70	47	247
Weighted Base	1267	1069	198	70*	1048	118	63	37	56*	130*	103*	83*	122*	128*	150*	173*	103*	13**	106
Effective Base	717	590	130	48	523	144	139	116	68	59	60	56	68	69	61	63	63	19	126
Lost mail	33	32	1	1%	29	1	3	-	2	-	5	3	9	-	5	3	1	-	1
	3%	3%	1%	1%	3%	1%	3%	-	4%	-	5%	4%	3%	-	3%	2%	1%	-	1%
Damaged mail	64	62	2	2%	58	3	2	1	1	1	6	1	8	4	18	9	9	1	2
	6%	6%	1%	2%	6%	3%	3%	3%	2%	1%	6%	1%	7%	3%	12%	5%	9%	6%	2%
Delayed mail	72	68	4	1%	61	4	4	2	3	6	4	6	7	8	21	6	1	2	2
	6%	6%	2%	1%	6%	3%	7%	6%	6%	5%	3%	7%	6%	6%	14%	3%	1%	15%	2%
Mis-delivered mail	58	54	4	3%	50	6	2	1	3	4	5	4	4	1	21	3	4	2	4
	5%	5%	2%	4%	5%	5%	3%	2%	6%	3%	5%	4%	3%	1%	14%	2%	4%	13%	4%
Mail that has been tampered with	48	41	7	2%	46	-	2	-	-	2	5	1	5	-	20	10	3	-	-
	4%	4%	4%	2%	4%	-	3%	-	-	2%	5%	2%	4%	-	13%	6%	3%	-	-
Didn't allow sufficient time to answer the door	7	7	-	-	7	-	-	-	1	-	-	1	-	2	3	-	-	-	-
	1%	1%	-	-	1%	-	-	-	1%	-	-	2%	-	1%	2%	-	-	-	-
Any other problems	16	15	1	-	14	2	-	-	-	2	-	1	-	-	9	1	2	-	-
	1%	1%	1%	-	1%	1%	-	-	1%	-	2%	1%	-	-	5%	1%	13%	-	-
I don't know	13	13	-	-	11	1	1	-	1	-	-	2	-	-	4	5	-	-	1
	1%	1%	-	-	1%	1%	-	-	1%	-	-	2%	-	-	3%	3%	-	-	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	1053	873	180	63	859	105	55	34	47	118	92	67	102	113	95	137	89	10	95
	83%	82%	91%	90%	82%	88%	87%	90%	84%	91%	89%	81%	83%	89%	63%	79%	87%	78%	89%
NET Any problem experienced	201	184	18	7	177	13	8	4	8	12	12	15	21	15	51	30	14	3	10
	16%	17%	9%	10%	17%	11%	12%	10%	15%	9%	11%	16%	17%	12%	24%	18%	13%	22%	10%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Nears, Columns: Tested (5% risk level) - ab/c - da/fg - hij/klmnop/q  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DHL

Base : Sent via - DHL

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1357	448	41	237	462	588	174	75	46	1050	121	536	548	172	59	29	1084	88	88	51
Weighted Base	1267	398	44**	197	462	514	169*	76*	35**	976	111*	508	492	169*	61*	25**	1000	86*	110*	52**
Effective Base	717	236	26	123	234	310	99	46	26	540	71	278	284	98	32	19	562	49	58	28
Lost mail	33	8	-	-	15	11	4	3	1	26	3	10	15	5	2	-	25	2	12	-
	3%	2%	-	-	3%	2%	3%	4%	2%	3%	3%	2%	3%	3%	3%	-	3%	2%	11%	-
Damaged mail	64	12	-	-	30	29	3	1	1	59	1	24	33	5	2	-	57	2	18	*
	5%	3%	-	-	7%	6%	2%	1%	2%	6%	1%	5%	7%	3%	3%	-	6%	2%	16%	*
Delayed mail	72	13	1	2	32	29	4	6	1	61	7	32	28	9	2	-	60	2	16	6
	6%	3%	1%	1%	7%	6%	2%	8%	2%	6%	6%	6%	6%	6%	3%	-	6%	2%	14%	11%
Mis-delivered mail	58	11	-	1	38	14	2	4	1	52	4	24	24	1	8	1	45	9	14	-
	5%	3%	-	1%	8%	3%	1%	5%	2%	5%	4%	5%	8%	1%	8%	5%	8%	9%	13%	-
Mail that has been tampered with	48	7	-	2	28	16	3	-	1	45	1	11	28	6	2	1	39	3	10	-
	4%	2%	-	1%	6%	3%	2%	-	2%	5%	1%	2%	6%	4%	3%	3%	4%	3%	9%	-
Didn't allow sufficient time to answer the door	7	-	-	-	4	2	1	-	-	7	-	3	4	-	-	-	7	-	7	-
	1%	-	-	-	1%	*	*	-	-	1%	-	1%	1%	-	-	-	1%	-	7%	-
Any other problems	16	2	-	-	7	9	-	-	-	16	-	7	7	*	1	-	14	1	-	-
	1%	1%	-	-	2%	2%	-	-	-	2%	-	1%	1%	-	2%	-	1%	2%	-	-
I don't know	13	4	-	-	8	4	1	-	-	12	-	6	3	4	-	-	9	-	9	4
	1%	1%	-	-	2%	1%	*	-	-	1%	-	1%	1%	2%	-	-	1%	-	8%	8%
I've experienced no problems in the last 12 months when sending packets and parcels via	1053	362	44	192	363	428	153	65	33	791	98	418	412	139	51	23	830	74	46	42
	63%	91%	99%	81%	79%	83%	86%	86%	94%	81%	88%	82%	84%	82%	84%	92%	83%	86%	42%	81%
NET Any problem experienced	201	32	1	5	91	82	15	11	2	173	13	84	78	26	10	2	162	12	55	6
	16%	8%	1%	2%	20%	16%	9%	14%	6%	13%	12%	17%	16%	16%	16%	8%	16%	14%	50%	11%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean, Column Totals (5% risk level) - 2d/c - d/a/(g/h/w) - k/l/m/n/o/p/q - r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DHL

Base : Sent via - DHL

	Housebound			Disability			Internet access					
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1357	1246	18	441	838	78	1326	20	7	2	1353	2
Weighted Base	1267	1148	20**	420	777	70*	1223	34**	6**	3**	1263	1**
Effective Base	717	656	9	231	441	47	696	16	5	2	714	1
Lost mail	33	5	28	16	13	4	21	12	-	-	33	-
3%	5%	2%	-	4%	2%	6.3% <sup>a</sup>	2%	36%	-	-	3%	-
Damaged mail	64	7	55	42	19	4	54	9	1	-	64	-
5%	7%	5%	6%	10% <sup>a</sup>	5%	5%	4%	25%	16%	-	5%	-
Delayed mail	72	10	61	32	35	4	68	4	*	-	72	-
6%	10%	5%	3%	8%	5%	6%	6%	10%	8%	-	6%	-
Mis-delivered mail	58	14	43	1	36	21	48	10	-	-	58	-
5%	13% <sup>b</sup>	4%	3%	7% <sup>a</sup>	3%	1%	4%	28%	-	-	5%	-
Mail that has been tampered with	48	14	35	-	35	12	39	10	-	-	48	-
4%	14% <sup>b</sup>	3%	-	8% <sup>a</sup>	2%	2%	3%	28%	-	-	4%	-
Didn't allow sufficient time to answer the door	7	3	5	-	3	4	7	1	-	-	7	-
1%	3% <sup>b</sup>	*	-	1%	1%	-	1%	2%	-	-	1%	-
Any other problems	16	-	16	-	8	7	8	7	1	-	16	-
1%	-	1%	1%	2%	1%	2%	1%	20%	16%	-	1%	-
I don't know	13	1	12	-	1	11	13	-	-	-	13	-
1%	1%	1%	-	*	1%	1%	1%	-	-	-	1%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	1053	64	971	18	316	678	59	1040	5	4	1049	1
83%	64%	85% <sup>b</sup>	88%	7%	37% <sup>d</sup>	84%	85%	13%	76%	100%	83%	100%
NET Any problem experienced	201	35	164	2	104	87	11	170	30	1	201	-
16%	13% <sup>b</sup>	14%	12%	25% <sup>a</sup>	11%	15%	14%	67%	24%	-	16%	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Column: Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ2\_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...**

**DHL**

**Base : Sent via - DHL**

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	1357	632	586	65	74	220	208	204	193	193	200	-	49	18	22	23	29
Weighted Base	1287	597	508	72*	90*	199	193	205	184	170	153	**	49**	23**	31**	30**	30**
Effective Base	717	324	309	37	49	114	105	106	103	103	105	-	25	12	16	17	17
Lost mail	33	9	12	5	7	1	-	8	7	3	2	-	2	4	1	3	2
	3%	2%	2%	7% <sup>a</sup>	8% <sup>ab</sup>	1%	-	4% <sup>f</sup>	4% <sup>f</sup>	2%	1%	-	3%	16%	4%	11%	8%
Damaged mail	64	24	22	6	12	10	10	5	8	11	3	-	6	-	2	5	5
	5%	4%	4%	8% <sup>a</sup>	13% <sup>ab</sup>	5%	5%	2%	5%	6%	2%	-	12%	-	7%	16%	16%
Delayed mail	72	25	25	4	18	7	12	7	11	8	6	-	4	-	7	6	5
	6%	4%	5%	5%	20% <sup>ab</sup>	3%	6%	3%	6%	6%	4%	-	7%	-	24%	19%	16%
Mis-delivered mail	58	18	25	9	5	11	3	5	15	4	6	-	9	-	-	5	-
	5%	3%	5%	12% <sup>a</sup>	6% <sup>a</sup>	5%	1%	2%	8% <sup>f</sup>	2%	4%	-	18%	-	-	18%	-
Mail that has been tampered with	48	14	24	6	4	4	1	9	15	1	8	-	5	1	2	2	1
	4%	2%	5%	9% <sup>a</sup>	5%	2%	*	4%	8% <sup>f</sup>	1%	3% <sup>f</sup>	-	10%	6%	5%	7%	2%
Didn't allow sufficient time to answer the door	7	-	-	4	3	-	-	-	-	-	-	-	3	1	2	-	1
	1%	-	-	6% <sup>ab</sup>	3% <sup>ab</sup>	-	-	-	-	-	-	-	6%	6%	6%	-	4%
Any other problems	16	8	8	-	-	2	3	3	3	1	3	-	-	-	-	-	-
	1%	1%	2%	-	-	1%	2%	1%	2%	1%	2%	-	-	-	-	-	-
I don't know	13	-	-	4	9	-	-	-	-	-	-	-	2	2	4	5	1
	1%	-	-	6% <sup>ab</sup>	13% <sup>ab</sup>	-	-	-	-	-	-	-	3%	10%	12%	16%	2%
I've experienced no problems in the last 12 months when sending packets and parcels via	1053	533	431	43	45	174	173	186	155	148	129	-	27	16	13	14	19
	83%	89% <sup>cd</sup>	85% <sup>cd</sup>	59%	50%	87%	90%	91%	84%	87%	84%	-	55%	68%	41%	46%	64%
NET Any problem experienced	201	64	76	26	36	25	20	19	30	22	24	-	20	5	14	11	10
	16%	11%	15%	35% <sup>ab</sup>	40% <sup>ab</sup>	13%	10%	9%	16%	13%	16%	-	41%	23%	47%	39%	34%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using..

FedEx

Base : Sent via - FedEx

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	842	-	842	127	271	403	434	107	141	190	124	148	93	39	248	314	280	132	763	71	842
Weighted Base	837	-**	837	166*	277	415	418	114*	161*	198	118*	136*	61*	50**	275	316	246	110*	726	103*	842
Effective Base	456	-	456	79	153	216	238	67	83	105	66	80	43	19	150	171	136	57	400	52	842
Lost mail	44	-	44	27	15	22	22	7	12	19	3	3	*	-	20	21	3	*	30	14	27
	3%	-	5%	16% <u>d</u>	6%	5%	5%	6%	8%	10% <u>k</u>	2%	2%	1%	-	7% <u>n</u>	7% <u>n</u>	1%	*	4%	13% <u>r</u>	3%
Damaged mail	43	-	43	22	10	21	22	6	19	16	-	3	-	-	24	16	3	-	30	13	32
	5%	-	5%	12% <u>d</u>	4%	5%	5%	5%	12% <u>h</u>	8% <u>j</u>	-	2%	-	-	9% <u>o</u>	5%	1%	-	4%	12% <u>s</u>	4%
Delayed mail	79	-	79	47	14	54	22	16	32	21	8	2	-	-	49	29	2	-	55	23	50
	9%	-	9%	18% <u>d</u>	5%	13% <u>f</u>	5%	14% <u>h</u>	20% <u>i</u>	10% <u>k</u>	7%	1%	-	-	18% <u>o</u>	9% <u>o</u>	1%	-	8%	22% <u>r</u>	6%
Mis-delivered mail	35	-	35	12	12	18	17	9	14	5	3	4	*	-	23	7	5	*	27	7	23
	4%	-	4%	7%	4%	4%	4%	8%	9%	2%	2%	3%	1%	-	9% <u>o</u>	2%	2%	*	4%	7%	3%
Mail that has been tampered with	32	-	32	18	10	17	15	10	7	11	1	2	1	-	17	12	4	1	23	9	24
	4%	-	4%	11% <u>d</u>	4%	4%	4%	5% <u>h</u>	4%	5%	1%	2%	2%	-	6% <u>n</u>	4%	1%	1%	3%	9%	3%
Didn't allow sufficient time to answer the door	18	-	18	14	4	11	7	6	10	3	3	-	-	-	15	3	-	-	18	1	14
	2%	-	2%	9% <u>d</u>	2%	3%	2%	5% <u>h</u>	6% <u>h</u>	2%	-	-	-	-	6% <u>o</u>	1%	-	-	2%	1%	2%
Any other problems	21	-	21	6	7	7	14	4	4	5	5	6	3	7	8	5	8	3	12	9	16
	3%	-	3%	3%	3%	2%	3%	3%	3%	2%	-	4%	4%	-	3%	2%	3%	2%	2%	9% <u>r</u>	2%
I don't know	7	-	7	3	3	1	6	-	2	1	2	2	-	-	2	3	2	-	3	4	5
	1%	-	1%	2%	1%	*	1%	-	1%	*	2%	2%	-	-	1%	1%	1%	-	*	4% <u>r</u>	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	647	-	647	66	224	315	330	78	96	139	105	122	57	50	173	245	229	106	582	57	711
	77%	-	77%	39%	81% <u>c</u>	76%	79%	68%	60%	70%	89% <u>g</u>	90% <u>g</u>	93% <u>g</u>	100%	63%	77% <u>n</u>	93% <u>o</u>	96% <u>o</u>	80% <u>r</u>	55%	84%
NET Any problem experienced	184	-	184	98	49	99	82	36	64	58	11	11	4	-	100	69	15	4	141	42	126
	22%	-	22%	59% <u>d</u>	18%	24%	20%	32% <u>h</u>	39% <u>h</u>	29% <u>h</u>	9%	8%	7%	-	36% <u>o</u>	22% <u>o</u>	6%	4%	19%	41% <u>r</u>	15%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a0 - d0 - e0 - g0/h0/i0/m - n0/p0/q - r0  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

FedEx

Base : Sent via - FedEx

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	842	247	241	177	177	488	354	513	321	91	74	201	253	181	528	93	721	31	74	7
Weighted Base	837	199	233	217	188	432	405	570	259	92*	71*	233	252	146*	556	94*	712	52**	97*	7**
Effective Base	456	106	131	109	112	237	220	289	172	54	41	115	135	86	291	56	383	24	51	5
Lost mail	44	15	15	8	7	29	15	39	6	4	6	16	8	10	29	4	40	14	10	1
	5%	7%	6%	4%	4%	7%	4%	7.6%h	2%	4%	8%	7%	3%	7%	5%	4%	6%	27%	11%	11%
Damaged mail	43	14	11	13	5	26	18	40	3	3	40	3	15	11	10	3	40	5	6	-
	9%	7%	5%	6%	3%	6%	4%	7.6%h	1%	4%	5%	1%	4%	7%	5%	3%	6%	10%	6%	-
Delayed mail	79	39	11	20	9	50	29	69	10	6	7	28	13	23	48	6	73	16	19	-
	9%	20%hnd	5%	9%	5%	12%	7%	12%h	4%	6%	10%	12%	5%	18%h	9%	6%	10%	30%	19%	-
Mis-delivered mail	35	7	3	15	10	10	24	30	4	-	4	14	14	2	33	-	34	7	12	-
	4%	3%	1%	8%h	5%	2%	6%h	5%	2%	-	6%	6%	6%	1%	6%	-	5%	14%	12%	-
Mail that has been tampered with	32	16	4	9	3	20	12	26	5	2	4	10	8	8	22	2	29	3	5	1
	4%	8%hd	2%	4%	2%	5%	3%	5%	2%	3%	5%	4%	3%	5%	4%	2%	4%	7%	5%	10%
Didn't allow sufficient time to answer the door	18	11	3	4	1	14	5	17	1	3	3	5	2	4	11	3	15	11	7	1
	2%	6%hd	1%	2%	1%	3%	1%	3%	*	3%	5%	2%	1%	3%	2%	3%	2%	21%	7%	10%
Any other problems	21	4	6	8	3	10	11	15	6	2	1	4	11	-	17	2	17	-	2	-
	3%	2%	3%	4%	1%	2%	3%	3%	2%	2%	2%	2%	4%	*	3%	2%	2%	-	2%	-
I don't know	7	2	*	2	2	3	4	3	4	-	2	2	2	-	7	-	7	2	5	-
	1%	1%	*	1%	1%	1%	1%	*	2%	-	3%	1%	1%	-	1%	-	1%	3%	5%	3%
I've experienced no problems in the last 12 months when sending packets and parcels via	647	126	190	169	160	317	330	410	229	75	54	163	208	111	424	77	542	14	48	6
	77%	64%	82%h	78%h	85%h	73%	81%h	72%	89%h	81%	75%	70%	83%h	76%	76%	82%	76%	26%	50%	86%
NET Any problem experienced	184	70	43	45	26	113	71	157	26	17	15	68	42	35	126	17	164	36	44	1
	22%	28%hd	18%	21%	14%	23%h	18%	29%h	10%	19%	21%	29%h	17%	24%	23%	18%	23%	70%	45%	11%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mears, Columns Tested (5% risk level) - ab/c/d - e/f - gh - ij/k/l/m/n - op - q/r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

FedEx

Base : Sent via - FedEx

	Rurality			Nation				Region											
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	842	576	266	117	395	197	151	99	37	47	41	35	46	45	59	45	40	25	172
Weighted Base	837	730	107*	35**	681	94*	40*	22*	28*	98*	59*	48*	67*	70*	136*	113*	62*	9**	85*
Effective Base	456	386	74	27	327	95	86	57	34	41	37	32	41	41	54	40	36	12	84
Lost mail	44	44	1	*	39	4	1	-	1	5	2	1	3	-	20	6	1	-	4
	5%	6%	1%	*	6%	4%	2%	-	4%	5%	3%	3%	5%	-	13% <u>un</u>	5%	2%	-	5%
Damaged mail	43	40	3	*	38	4	1	*	1	1	3	2	3	-	18	8	1	2	2
	5%	5%	3%	*	6%	4%	3%	1%	5%	1%	5%	4%	4%	-	13% <u>un</u>	7%	2%	19%	3%
Delayed mail	79	74	5	*	73	5	*	1	1	4	6	7	8	10	25	11	2	1	4
	9%	10%	5%	*	11% <u>un</u>	5%	1%	3%	3%	4%	10%	15%	11%	14%	16% <u>un</u>	10%	2%	9%	5%
Mis-delivered mail	35	29	6	-	28	5	1	-	1	1	3	1	1	1	9	10	1	-	5
	4%	4%	6%	-	4%	5%	2%	1%	3%	1%	5%	2%	2%	2%	6%	9%	2%	-	6%
Mail that has been tampered with	32	30	3	-	29	2	1	*	*	5	3	1	1	-	9	8	1	-	2
	4%	4%	2%	-	4%	3%	3%	1%	2%	5%	5%	2%	2%	-	6%	7%	2%	-	3%
Didn't allow sufficient time to answer the door	18	16	2	-	16	2	-	1	1	2	1	-	3	2	3	2	1	-	2
	2%	2%	2%	-	2%	3%	-	2%	3%	2%	2%	-	5%	3%	2%	2%	2%	-	3%
Any other problems	21	16	5	*	20	1	-	-	-	-	-	-	5	2	5	4	4	-	1
	3%	2%	5%	*	3%	1%	-	-	2%	-	-	-	7%	3%	3%	4%	6%	1%	1%
I don't know	7	6	*	*	6	1	*	*	-	-	-	2	-	-	2	2	-	-	1
	1%	1%	*	1%	1%	1%	1%	1%	-	-	-	3%	-	-	1%	2%	-	-	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	647	552	94	35	513	76	37	21	23	84	47	37	51	58	79	81	52	6	70
	77%	76%	68% <u>un</u>	98%	75%	81%	62% <u>un</u>	62% <u>un</u>	65% <u>un</u>	68% <u>un</u>	70% <u>un</u>	77%	76%	63% <u>un</u>	58%	71%	64% <u>un</u>	71%	62% <u>un</u>
NET Any problem experienced	184	171	12	*	163	17	3	2	4	14	12	9	16	12	55	30	10	3	14
	22%	23% <u>un</u>	12%	1%	24% <u>un</u>	12% <u>un</u>	7%	8%	15%	14%	27%	19%	24%	17%	43% <u>un</u>	28%	16%	29%	17%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Meters, Columns: Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

FedEx

Base : Sent via - FedEx

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	842	278	23	131	296	345	114	50	28	641	78	346	332	99	37	18	678	55	82	30
Weighted Base	837	242	23**	99*	296	329	132*	53*	22**	625	74*	346	327	101*	42**	15**	672	58*	121*	35**
Effective Base	456	144	14	65	153	183	71	31	15	336	46	182	183	56	21	10	365	31	60	19
Lost mail	44	7	-	2	24	17	3	1	-	41	1	17	18	10	-	-	35	-	25	-
	5%	3%	-	2%	8%	5%	2%	1%	-	6%	1%	5%	5%	9%	-	-	5%	-	21%	-
Damaged mail	43	1	-	-	22	14	6	1	-	37	1	15	18	5	5	-	33	5	11	-
	5%	1%	-	-	8%	4%	4%	1%	-	6%	1%	4%	5%	5%	11%	-	5%	8%	9%	-
Delayed mail	79	15	-	4	26	34	13	4	2	60	6	34	39	2	4	-	72	4	31	4
	9%	6%	-	4%	9%	10%	10%	8%	9%	10%	8%	10%	12**	2%	10%	1%	11**	8%	25%	10%
Mis-delivered mail	35	4	-	-	14	10	9	2	1	24	2	14	14	3	3	-	28	3	18	2
	4%	2%	-	-	5%	3%	7%	3%	3%	4%	3%	4%	4%	3%	8%	-	4%	6%	15%	5%
Mail that has been tampered with	32	3	-	1	8	15	8	*	*	24	1	15	9	-	9	-	23	9	9	-
	4%	1%	-	1%	3%	5%	6%	*	1%	4%	1%	4%	3%	-	22%	-	3%	16**	7%	-
Didn't allow sufficient time to answer the door	18	2	-	1	6	6	6	*	-	12	*	6	9	-	2	1	16	3	18	1
	2%	1%	-	1%	2%	2%	5%	*	-	2%	*	2%	3%	-	5%	5%	2%	5%	15%	2%
Any other problems	21	6	-	4	4	16	1	-	-	20	-	14	7	-	*	-	21	-	-	2
	3%	3%	-	4%	1%	5%	1%	-	-	3%	-	4%	2%	-	-	-	3%	-	-	6%
I don't know	7	*	-	-	4	2	1	-	-	6	-	6	-	1	-	-	6	-	7	-
	1%	-	-	-	1%	1%	1%	-	-	1%	-	2%	-	1%	-	-	1%	-	5%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	647	211	23	89	221	252	104	46	19	473	65	260	254	83	30	14	514	44	40	29
	77%	87%	100%	90%	75%	76%	79%	87%	88%	76%	87%	75%	78%	82%	71%	94%	76%	77%	33%	82%
NET Any problem experienced	184	31	-	10	71	76	27	7	3	147	9	80	73	18	12	1	153	13	75	6
	22%	13%	-	10%	24%	23%	21%	13%	12%	23%	13%	23%	22%	18%	26%	6%	23%	23%	62%	18%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Meters, Columns: Tested (5% risk level) - 2d/c - 2d/r/gh/w - kl/mm/ol/plq - ns  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

FedEx

Base : Sent via - FedEx

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	842	53	777	12	270	521	51	821	14	3	1	838	3
Weighted Base	837	60*	762	15**	265	526	46**	805	22**	4**	2**	831	5**
Effective Base	456	32	416	8	142	286	29	442	12	2	1	456	1
Lost mail	44	4	38	4	23	20	2	40	4	-	-	44	-
5%	6%	5%	28%	32%	4%	3%	5%	5%	20%	-	-	5%	1%
Damaged mail	43	4	39	-	24	16	3	39	4	*	-	43	-
5%	7%	5%	-	9%	3%	7%	5%	5%	18%	9%	-	5%	-
Delayed mail	79	7	67	4	38	39	2	73	5	-	-	79	-
9%	12%	9%	28%	14%	7%	5%	9%	9%	25%	-	-	9%	-
Mis-delivered mail	35	9	25	-	17	15	2	29	5	-	-	35	-
4%	13%	3%	-	6%	3%	6%	4%	4%	25%	-	-	4%	-
Mail that has been tampered with	32	4	29	-	13	17	2	28	5	-	-	32	-
4%	6%	4%	-	5%	3%	5%	3%	3%	21%	-	-	4%	-
Didn't allow sufficient time to answer the door	18	3	16	-	12	6	1	16	2	-	-	18	-
2%	5%	2%	-	4%	1%	2%	2%	2%	9%	-	-	2%	-
Any other problems	21	2	19	-	4	14	3	18	3	-	-	21	-
3%	3%	2%	-	1%	3%	7%	2%	2%	15%	-	-	3%	-
I don't know	7	-	7	-	1	6	-	7	-	-	-	7	-
1%	-	1%	-	-	1%	-	-	1%	-	-	-	1%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	647	33	607	7	181	428	38	633	4	4	2	640	4
77%	55%	60%	44%	68%	81%	82%	79%	79%	18%	91%	100%	77%	99%
NET Any problem experienced	184	27	148	9	83	93	8	166	18	*	-	184	-
22%	43%	19%	56%	31%	16%	16%	21%	21%	62%	9%	-	22%	1%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

FedEx

Base : Sent via - FedEx

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	377	363	55	57	133	128	116	118	113	122	-	37	18	20	21	18
Weighted Base	837	358	323	76*	80*	133*	110*	116*	118*	102*	103*	**	45**	31**	31**	18**
Effective Base	456	192	186	37	43	66	66	61	64	59	64	-	23	14	16	17
Lost mail	44	4	15	16	9	1	3	-	8	4	4	-	8	9	1	7
	3%	1%	5% <sup>a</sup>	21% <sup>ab</sup>	11% <sup>a</sup>	1%	3%	-	6% <sup>g</sup>	4%	4%	-	17%	27%	5%	21%
Damaged mail	43	17	15	7	5	6	9	2	5	7	3	-	5	2	-	5
	5%	5%	5%	9%	6%	4%	8%	2%	4%	7%	3%	-	10%	7%	-	15%
Delayed mail	79	25	20	9	26	13	3	8	5	11	4	-	9	**	9	8
	9%	7%	6%	11%	32% <sup>ab</sup>	10%	3%	7%	4%	11%	4%	-	19%	*	28%	29%
Mis-delivered mail	35	12	3	9	11	3	7	2	-	*	2	-	6	2	2	5
	4%	3%	1%	11% <sup>ab</sup>	13% <sup>ab</sup>	2%	6% <sup>h</sup>	2%	-	*	2%	-	14%	7%	5%	15%
Mall that has been tampered with	32	10	14	4	4	4	3	2	5	3	5	-	2	2	-	4
	4%	3%	4%	6%	6%	3%	3%	2%	4%	3%	5%	-	5%	7%	-	14%
Didn't allow sufficient time to answer the door	18	-	-	3	10	-	-	-	-	-	-	-	4	4	3	6
	2%	-	-	11% <sup>ab</sup>	13% <sup>ab</sup>	-	-	-	-	-	-	-	10%	12%	10%	18%
Any other problems	21	13	6	2	-	5	5	3	1	*	4	-	2	-	-	-
	3%	4%	2%	3%	-	3%	4%	3%	1%	*	4%	-	5%	-	-	-
I don't know	7	-	-	2	5	-	-	-	-	-	-	-	2	-	1	4
	1%	-	-	2%	6% <sup>ab</sup>	-	-	-	-	-	-	-	4%	-	3%	12%
I've experienced no problems in the last 12 months when sending packets and parcels via	647	303	275	33	35	108	90	105	104	87	84	-	14	19	19	8
	77%	85% <sup>cd</sup>	85% <sup>cd</sup>	44%	44%	81%	82%	91%	88%	85%	82%	-	32%	61%	61%	26%
NET Any problem experienced	184	55	48	41	40	25	20	10	14	15	19	-	29	12	11	19
	22%	15%	15%	54% <sup>ab</sup>	50% <sup>ab</sup>	19%	18%	9%	12%	15%	18%	-	64%	39%	37%	61%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Column: Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig. testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Evri

Base : Sent via - Evri

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	2243	-	2243	250	763	949	1287	259	300	429	330	423	314	188	559	759	925	502	2110	118	2243
Weighted Base	2074	-**	2074	266	717	864	1202	250	252	396	340	366	251	219	502	736	837	470	1899	160*	2243
Effective Base	1196	-	1196	143	417	508	684	148	163	238	187	220	140	108	310	424	464	246	1100	87	2243
Lost mail	183	-	183	48	75	74	109	19	30	43	40	33	12	6	49	83	51	18	162	20	167
	9%	-	9%	18% <sup>d</sup>	10%	9%	10%	8%	12% <sup>km</sup>	11% <sup>km</sup>	12% <sup>km</sup>	9% <sup>km</sup>	5%	3%	10% <sup>sq</sup>	11% <sup>sq</sup>	6%	4%	9%	12%	7%
Damaged mail	165	-	165	46	58	74	91	17	34	39	32	16	10	17	51	70	43	27	147	19	172
	8%	-	8%	17% <sup>d</sup>	8%	9%	8%	7%	11% <sup>sq</sup>	10% <sup>sq</sup>	9%	4%	4%	8%	13% <sup>sq</sup>	13% <sup>sq</sup>	5%	6%	8%	12%	8%
Delayed mail	296	-	296	54	120	117	175	61	42	74	52	33	17	18	102	126	68	35	254	39	334
	14%	-	14%	20%	17%	14%	15%	24% <sup>lkm</sup>	16% <sup>lkm</sup>	19% <sup>lkm</sup>	15% <sup>l</sup>	9%	7%	8%	20% <sup>sq</sup>	17% <sup>sq</sup>	8%	7%	13%	24% <sup>l</sup>	15%
Mis-delivered mail	122	-	122	24	37	54	68	18	25	28	14	13	13	11	43	42	37	24	115	7	127
	6%	-	6%	9%	5%	6%	6%	7%	10% <sup>l</sup>	7%	4%	5%	5%	5%	9% <sup>sq</sup>	6%	4%	5%	6%	4%	6%
Mail that has been tampered with	61	-	61	23	19	31	31	12	13	16	14	2	2	2	25	30	7	5	50	11	61
	3%	-	3%	8% <sup>d</sup>	3%	4%	3%	5% <sup>sk</sup>	5% <sup>sk</sup>	5% <sup>sk</sup>	4% <sup>sk</sup>	1%	1%	1%	15% <sup>sq</sup>	15% <sup>sq</sup>	1%	1%	9%	17% <sup>l</sup>	3%
Didn't allow sufficient time to answer the door	26	-	26	13	13	14	12	4	11	3	5	2	1	-	15	8	3	1	22	4	21
	1%	-	1%	5%	2%	2%	1%	2%	4% <sup>lkm</sup>	1%	1%	*	*	*	9% <sup>sq</sup>	1%	*	*	1%	2%	1%
Any other problems	79	-	79	10	24	29	49	3	7	16	10	21	14	8	10	26	43	22	76	3	86
	4%	-	4%	4%	3%	3%	4%	1%	3%	4%	3%	6% <sup>sq</sup>	6% <sup>sq</sup>	4%	2%	4%	9% <sup>km</sup>	5%	4%	2%	4%
I don't know	15	-	15	1	14	7	9	0	4	3	2	-	1	-	10	4	1	1	14	1	15
	1%	-	1%	1%	2%	1%	1%	0% <sup>sk</sup>	1%	1%	*	*	1%	*	9% <sup>sq</sup>	1%	*	*	1%	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	1459	-	1459	132	470	608	847	156	145	255	241	282	200	181	300	496	663	381	1354	94	1596
	70%	-	70%	50%	66% <sup>c</sup>	70%	70%	62%	58%	64%	74% <sup>km</sup>	77% <sup>km</sup>	80% <sup>km</sup>	83% <sup>km</sup>	60%	67% <sup>km</sup>	79% <sup>km</sup>	81% <sup>km</sup>	71% <sup>km</sup>	28%	71%
NET Any problem experienced	600	-	600	133	233	249	347	89	103	138	97	85	50	38	192	236	172	88	531	65	632
	29%	-	29%	59% <sup>d</sup>	33%	29%	29%	35% <sup>lkm</sup>	41% <sup>lkm</sup>	35% <sup>lkm</sup>	29% <sup>km</sup>	23%	20%	17%	38% <sup>sq</sup>	32% <sup>sq</sup>	21%	19%	28%	40% <sup>l</sup>	28%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - sk - old - en - gh/ij/kl/m - n/o/p/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sq testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Evri

Base : Sent via - Evri

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2243	556	709	468	510	1265	978	1211	1002	244	270	587	609	1466	249	1884	106	328	22	
Weighted Base	2074	353	654	487	581	1007	1068	1198	839	259	284	540	541	1366	266	1711	105*	315	26**	
Effective Base	1196	220	383	275	321	602	596	652	537	141	159	326	305	185	789	144	991	64	181	16
Lost mail	183	22	66	52	42	89	95	133	47	27	20	47	52	28	119	27	149	11	35	3
Damaged mail	9%	3%	10%	11%	7%	9%	9%	11%	6%	10%	7%	9%	10%	9%	10%	9%	10%	10%	11%	11%
Delayed mail	16%	3%	5%	3%	3%	5%	7%	9%	8%	8%	7%	9%	7%	9%	8%	7%	14%	7%	7%	
Mis-delivered mail	29%	8%	9%	5%	6%	18%	11%	17%	11%	12%	13%	13%	15%	17%	14%	12%	28%	13%	21%	
Mail that has been tampered with	6%	2%	2%	2%	3%	6%	5%	6%	6%	4%	5%	7%	7%	6%	7%	4%	5%	3%	9%	
Any other problems	7%	1%	1%	2%	1%	2%	1%	1%	1%	2%	2%	1%	2%	1%	2%	1%	2%	1%	1%	
I don't know	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
I've experienced no problems in the last 12 months when sending packets and parcels via	145%	21%	45%	35%	43%	67%	78%	79%	63%	17%	20%	38%	38%	21%	69%	70%	4%	21%	14%	
NET Any problem experienced	60%	29%	30%	27%	24%	33%	25%	34%	24%	31%	28%	29%	29%	31%	30%	29%	33%	29%	36%	

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mears: Columns Tested (5% risk level) - ab/c/d - ef - gh - ij/k/l/m - op - q/r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using..

Evri

Base : Sent via - Evri

	Rurality			Nation				Region											
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	2243	1419	824	346	1046	501	422	274	117	109	125	110	122	131	94	112	126	78	423
Weighted Base	2074	1726	348	105*	1719	188	114	53	92	210*	190	147*	186	220	209*	264*	201	21*	167
Effective Base	1196	982	215	69	876	243	209	181	104	99	112	98	109	116	85	100	113	31	212
Lost mail	183	164	19	3	154	19	6	4	5	29	30	13	15	15	20	23	6	4	15
	9%	9%	6%	3%	9%	10%	5%	7%	5%	14% <sup>up</sup>	16% <sup>up</sup>	9%	8%	7%	9%	9%	3%	18% <sup>imp</sup>	7% <sup>up</sup>
Damaged mail	165	139	26	11	136	16	11	3	7	11	16	19	13	18	26	15	12	1	15
	8%	8%	7%	10%	8%	8%	10%	5%	8%	5%	8%	13% <sup>up</sup>	7%	8%	12%	6%	6%	3%	9%
Delayed mail	296	253	44	10	234	40	16	7	10	25	30	33	16	28	51	22	19	4	36
	14%	15%	13%	9%	14%	21% <sup>up</sup>	14%	13%	11%	12%	16%	23% <sup>up</sup>	9%	13%	24% <sup>up</sup>	8%	9%	4	18%
Mis-delivered mail	122	109	13	4	98	14	8	2	7	12	15	10	5	9	19	18	2	3	11
	6%	6%	4%	4%	8%	8%	7%	5%	1%	6%	6% <sup>up</sup>	7% <sup>up</sup>	3%	4%	6% <sup>up</sup>	3% <sup>up</sup>	1%	1%	3% <sup>up</sup>
Mail that has been tampered with	61	55	6	2	51	3	6	2	1	6	6	7	3	9	13	3	3	*	3
	3%	3%	2%	2%	3%	2%	5% <sup>up</sup>	3%	1%	3%	3%	5%	1%	4%	6%	1%	1%	1%	2%
Didn't allow sufficient time to answer the door	26	24	2	*	23	2	*	*	1	2	2	1	4	3	7	2	3	*	2
	1%	1%	1%	*	1%	1%	*	*	1%	1%	1%	1%	2%	1%	3%	1%	1%	*	1%
Any other problems	79	64	14	3	66	7	5	1	1	11	4	7	4	5	7	16	9	*	6
	4%	4%	4%	3%	4%	4%	4%	2%	1%	5%	2%	6%	2%	2%	4%	7%	4%	4%	4%
I don't know	15	13	2	*	13	1	1	*	*	1	3	*	*	1	5	3	*	*	1
	1%	1%	1%	*	1%	1%	1%	*	*	1%	2%	*	*	1%	2%	1%	*	*	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	1459	1193	266	83	1208	126	83	42	69	152	123	88	148	160	118	191	158	14	112
	70%	69%	76% <sup>up</sup>	79%	70%	67%	72%	78% <sup>up</sup>	76% <sup>up</sup>	72% <sup>up</sup>	65%	60%	79% <sup>up</sup>	73% <sup>up</sup>	57%	72% <sup>up</sup>	79% <sup>up</sup>	65%	67%
NET Any problem experienced	600	520	80	22	498	61	31	11	22	57	64	59	37	55	90	70	43	7	53
	29%	30% <sup>up</sup>	23%	21%	29% <sup>up</sup>	22% <sup>up</sup>	27%	21%	24%	27%	34% <sup>up</sup>	40% <sup>up</sup>	20%	25%	43% <sup>up</sup>	27%	21%	35%	33% <sup>up</sup>

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base



QJ2\_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Evri

Base : Sent via - Evri

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2243	856	93	448	794	921	295	131	78	1715	209	877	910	278	98	51	1787	149	160	296
Weighted Base	2074	802	107*	397	739	814	300	135*	68*	1553	203	805	811	279	107*	44*	1616	151*	172*	275
Effective Base	1196	459	59	240	404	482	178	75	46	885	120	462	471	160	57	31	933	86	99	162
Lost mail	183	67	7	16	52	79	31	14	7	131	21	85	57	25	14	3	142	16	26	23
	9%	3%	7%	4%	7%	10%	10%	11%	10%	8%	10%	11%	7%	9%	13%	6%	9%	11%	15%	8%
Damaged mail	165	53	7	18	52	72	25	9	6	124	16	73	51	23	15	3	124	18	28	12
	8%	7%	7%	5%	7%	9%	8%	7%	9%	8%	8%	9%	6%	14%	8%	8%	8%	12%	16%	4%
Delayed mail	296	109	10	39	108	104	42	19	19	213	38	122	115	38	16	4	236	20	42	33
	14%	14%	9%	10%	15%	13%	14%	14%	29%	14%	19%	15%	14%	13%	15%	9%	15%	13%	25%	12%
Mis-delivered mail	122	34	5	18	38	63	11	8	3	101	10	46	50	20	6	1	96	6	18	8
	6%	4%	4%	5%	6%	8%	4%	6%	4%	7%	5%	6%	6%	7%	5%	1%	6%	4%	10%	3%
Mail that has been tampered with	61	15	4	3	9	30	11	8	4	39	12	20	21	14	1	4	41	5	6	6
	3%	2%	3%	1%	1%	4%	4%	6%	6%	6%	6%	2%	3%	5%	1%	9%	3%	3%	3%	2%
Didn't allow sufficient time to answer the door	26	9	2	3	12	9	4	1	-	22	1	13	11	-	2	-	24	2	16	10
	1%	1%	2%	1%	2%	1%	1%	1%	-	1%	-	2%	1%	-	2%	-	2%	1%	9%	4%
Any other problems	79	31	-	17	24	36	10	4	5	60	9	20	40	14	4	2	59	6	1	7
	4%	4%	-	4%	3%	4%	3%	3%	8%	4%	4%	2%	9%	5%	3%	4%	4%	4%	1%	2%
I don't know	15	8	-	1	4	6	3	-	-	10	-	6	6	-	1	1	12	2	6	9
	1%	1%	-	1%	1%	1%	1%	-	-	1%	-	1%	1%	-	1%	3%	1%	1%	3%	3%
I've experienced no problems in the last 12 months when sending packets and parcels via	1459	581	86	322	532	567	212	94	41	1099	135	557	585	197	65	34	1141	99	66	206
	70%	73%	80%	71%	72%	70%	71%	69%	61%	71%	67%	69%	72%	71%	61%	77%	71%	65%	38%	75%
NET Any problem experienced	600	212	21	73	202	241	84	41	27	444	68	242	221	82	42	9	463	50	100	60
	26%	25%	20%	18%	27%	30%	28%	31%	39%	29%	33%	30%	27%	29%	20%	29%	33%	33%	35%	22%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i - j-k/l/m/n/o/p/q - r  
 \* small base

QJ2\_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Evri

Base : Sent via - Evri

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	2243	130	2085	28	703	1415	125	2192	28	18	1	2238	4
Weighted Base	2074	115*	1931	28**	640	1313	121*	2012	35**	19**	1**	2067	7**
Effective Base	1196	74	1109	14	382	743	72	1163	20	12	1	1195	2
Lost mail	183	6	178	-	57	106	21	169	15	-	-	183	-
	9%	5%	9%	1%	9%	8%	17% <b>side</b>	8%	41%	-	-	9%	-
Damaged mail	165	7	151	7	76	77	12	151	12	1	-	165	-
	8%	6%	8%	25%	12% <b>side</b>	10%	10%	8%	35%	8%	-	8%	-
Delayed mail	296	15	278	4	105	177	14	288	1	7	-	296	-
	14%	13%	14%	12%	16%	14%	12%	14%	4%	35%	-	14%	-
Mis-delivered mail	122	8	114	-	47	64	12	114	8	2	-	122	-
	6%	7%	6%	1%	7%	6%	10%	6%	18%	10%	-	6%	-
Mail that has been tampered with	61	6	54	1	28	23	10	50	8	4	-	61	-
	3%	5%	3%	4%	4% <b>side</b>	2%	8% <b>side</b>	2%	22%	20%	-	3%	-
Didn't allow sufficient time to answer the door	26	3	22	1	11	12	3	24	2	-	-	26	-
	1%	2%	1%	4%	2%	1%	2%	1%	7%	-	-	1%	-
Any other problems	79	8	73	-	28	36	15	75	4	-	-	79	-
	4%	5%	4%	1%	4%	3%	12% <b>side</b>	4%	10%	1%	-	4%	-
I don't know	15	3	12	-	5	9	1	14	-	-	-	14	1
	1%	3% <b>b</b>	1%	-	1%	1%	1%	1%	-	-	-	1%	17%
I've experienced no problems in the last 12 months when sending packets and parcels via	1459	77	1363	18	406	973	80	1434	6	12	1	1452	6
	70%	67%	71%	64%	63%	74% <b>side</b>	66%	71%	17%	63%	100%	70%	83%
NET Any problem experienced	600	34	556	10	229	331	40	564	29	7	-	600	-
	29%	30%	29%	36%	35% <b>side</b>	25%	33%	28%	63%	37%	-	29%	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mears; Columns: Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Evri

Base : Sent via - Evri

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2243	322	855	223	233	317	311	304	288	279	290	-	154	69	69	84	80
Weighted Base	2074	856	772	211	236	280	288	287	272	240	259	**	148*	62*	70*	82*	85*
Effective Base	1196	479	458	120	140	164	156	159	153	150	157	-	85	35	36	53	52
Lost mail	183	81	53	19	30	27	26	28	7	24	22	-	15	5	4	10	15
	9%	10%	7%	9%	13%ab	10%h	9%h	10%h	2%	10%h	6%h	-	10%h	7%	6%	13%a	10%h
Damaged mail	165	74	52	21	18	23	26	24	24	11	17	-	14	7	5	9	5
	8%	9%	7%	10%	8%	8%	9%	8%	9%	5%	6%	-	9%	11%	7%	11%	6%
Delayed mail	296	115	106	31	44	20	44	51	39	38	31	-	23	9	14	15	15
	14%	13%	14%	15%	19%	7%	15%a	13%a	14%a	15%a	12%	-	15%	14%	20%a	15%a	15%a
Mis-delivered mail	122	50	46	12	14	11	19	21	17	11	17	-	9	3	4	6	4
	6%	6%	6%	6%	6%	4%	7%	7%	6%	5%	6%	-	6%	5%	6%	7%	5%
Mall that has been tampered with	61	29	22	6	5	6	11	11	11	5	6	-	6	-	*	5	-
	3%	3%	3%	3%	2%	2%	4%	4%	4%	2%	2%	-	4%	-	*	6%	-
Didn't allow sufficient time to answer the door	26	-	-	9	17	-	-	-	-	-	-	-	7	2	4	6	7
	1%	-	-	4%ab	7%ab	-	-	-	-	-	-	-	5%efghj	3%efghj	6%efghj	7%efghj	8%efghj
Any other problems	79	32	39	2	6	7	6	19	11	7	20	-	2	*	*	2	4
	4%	4%	5%a	1%	3%	3%	2%	7%d	4%	3%	6%efi	-	1%	*	*	2%	5%
I don't know	15	-	-	1	15	-	-	-	-	-	-	-	*	*	5	7	3
	1%	-	-	1%	5%ab	-	-	-	-	-	-	-	*	1%	6%efghj	6%efghj	3%efghj
I've experienced no problems in the last 12 months when sending packets and parcels via	1459	627	560	138	134	221	208	198	202	176	182	-	97	42	37	47	50
	70%	73%cd	73%cd	66%	57%	79%ghnop	72%ghn	69%	74%ghnop	73%ghnop	70%	-	65%	67%	53%	57%	59%
NET Any problem experienced	600	229	212	72	88	60	80	89	70	64	78	-	52	20	27	28	32
	29%	27%	27%	34%	37%ab	21%	28%	31%a	26%	27%	30%	-	35%a	32%	39%a	35%a	38%a

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - e/f/gh/i/j/k/l/m/n/op  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



QJ2\_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Interlink

Base : Sent via - Interlink

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	110	34	27	26	23	81	49	75	35	17	6	18	37	29	81	17	92	-	-	-
Weighted Base	109*	39**	21**	27**	21**	61**	48**	82*	27**	13**	7**	22**	35**	30**	64*	13**	95*	-**	-**	-**
Effective Base	55	16	14	13	15	28	27	39	16	12	4	11	18	13	32	12	45	-	-	-
Lost mail	12	11	-	-	1	11	1	11	1	6	3	3	2	3	9	1	11	-	-	-
11%	29%	-	-	3%	19%	1%	14%	3%	6%	43%	16%	7%	9%	14%	8%	12%	-	-	-	
Damaged mail	12	5	2	6	-	7	6	12	-	1	-	4	5	3	9	1	12	-	-	-
11%	13%	7%	21%	-	11%	12%	15%	-	4%	-	20%	13%	8%	14%	4%	12%	-	-	-	
Delayed mail	9	6	2	1	-	8	1	9	-	-	3	2	*	3	5	-	9	-	-	-
8%	15%	10%	2%	-	13%	1%	10%	-	43%	10%	*	11%	8%	-	-	9%	-	-	-	
Mis-delivered mail	10	9	*	1	-	10	1	10	-	1	-	-	9	-	1	10	-	-	-	
9%	24%	2%	2%	-	16%	1%	13%	-	4%	-	2%	-	31%	1%	4%	10%	-	-	-	
Mail that has been tampered with	5	4	-	1	-	4	1	5	-	1	-	1	4	1	1	4	-	-	-	
5%	11%	-	2%	-	7%	1%	6%	-	4%	-	2%	13%	1%	4%	5%	-	-	-	-	
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
I've experienced no problems in the last 12 months when sending packets and parcels via	74	14	19	21	21	33	41	48	26	11	4	13	30	14	47	11	62	-	-	-
68%	36%	88%	77%	97%	54%	86%	58%	97%	90%	57%	59%	85%	46%	73%	90%	65%	-	-	-	
NET Any problem experienced	35	25	3	6	1	28	7	34	1	1	3	9	5	16	17	1	34	-	-	-
32%	64%	12%	23%	3%	46%	14%	42%	3%	10%	43%	41%	15%	54%	27%	16%	35%	-	-	-	

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - ab/c/d - e/f - gh - ij/k/l/m/n - op - q/r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Interlink

Base : Sent via - Interlink

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	110	70	40	20	54	17	26	13	10	4	2	5	5	5	9	5	9	2	15
Weighted Base	109*	91*	18**	5**	95*	4**	7**	3**	9**	8**	2**	9**	8**	6**	26**	14**	11**	**	3**
Effective Base	55	44	12	5	43	10	16	11	9	4	2	5	4	5	9	5	8	1	8
Lost mail	12	12	-	-	12	-	-	-	-	-	-	-	-	-	11	-	1	-	-
	11%	13%	-	-	13%	-	-	-	-	-	-	-	-	-	44%	-	6%	-	-
Damaged mail	12	10	3	-	12	-	1	-	2	-	-	2	3	2	3	-	-	-	-
	11%	11%	14%	-	12%	-	7%	-	17%	-	-	24%	34%	-	9%	18%	-	-	-
Delayed mail	9	8	-	-	7	1	1	-	2	-	-	-	-	-	6	-	-	-	1
	8%	9%	1%	-	8%	18%	10%	-	17%	-	-	-	-	-	22%	-	-	-	21%
Mis-delivered mail	10	10	-	-	9	-	1	-	-	-	-	-	-	-	9	-	-	-	-
	9%	11%	-	-	10%	-	7%	14%	-	-	-	-	-	-	36%	-	-	-	-
Mail that has been tampered with	5	5	-	-	4	-	1	-	-	-	-	-	-	-	4	-	-	-	-
	5%	6%	-	-	4%	-	15%	-	-	-	-	-	-	-	15%	-	-	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	74	59	15	5	63	3	5	2	7	8	2	7	6	6	4	11	11	*	3
	68%	65%	85%	100%	66%	82%	75%	86%	83%	100%	100%	76%	66%	100%	16%	82%	94%	100%	79%
NET Any problem experienced	35	32	3	-	32	1	2	-	2	-	-	2	3	-	22	3	1	-	1
	32%	35%	15%	-	34%	18%	25%	14%	17%	-	-	24%	34%	-	84%	18%	6%	-	21%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Meters, Columns: Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using..

Interlink

Base : Sent via - Interlink

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	110	43	6	18	33	50	14	7	6	83	13	45	34	17	8	5	79	13	-	-
Weighted Base	109*	33**	4**	14**	40**	45**	13**	5**	5**	86*	10**	47**	36**	16**	5**	4**	83*	9**	-**	-**
Effective Base	55	19	5	7	16	24	9	4	4	40	8	20	20	8	3	3	40	6	-	-
Lost mail	12	-	-	-	6	5	1	-	-	11	-	6	6	-	-	-	12	-	-	-
	11%	-	-	-	16%	12%	6%	-	-	13%	-	13%	17%	-	-	-	15%	-	-	-
Damaged mail	12	-	-	-	4	5	2	-	1	9	1	-	10	-	2	-	10	2	-	-
	11%	-	-	-	11%	11%	16%	-	11%	11%	5%	-	28%	-	41%	-	12%	24%	-	-
Delayed mail	9	-	-	-	4	3	-	-	1	8	1	4	5	-	-	-	9	-	-	-
	8%	-	-	-	11%	8%	-	-	14%	9%	7%	8%	14%	-	-	-	10%	-	-	-
Mis-delivered mail	10	-	-	-	3	7	-	-	1	9	1	0	1	4	-	-	6	-	-	-
	9%	-	-	-	7%	15%	-	8%	11%	11%	9%	12%	1%	27%	-	-	7%	-	-	-
Mail that has been tampered with	5	-	-	-	4	-	1	-	1	4	1	4	1	-	1	-	4	1	-	-
	5%	-	-	-	10%	-	5%	-	11%	5%	5%	8%	1%	12%	-	5%	7%	-	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	74	33	4	14	23	33	10	5	4	56	8	33	22	11	2	4	55	6	-	-
	68%	100%	100%	100%	57%	73%	74%	92%	75%	65%	84%	71%	61%	73%	47%	100%	66%	69%	-	-
NET Any problem experienced	35	-	-	-	17	12	3	-	1	30	2	14	14	4	3	-	28	3	-	-
	32%	-	-	-	43%	27%	26%	8%	25%	35%	16%	29%	38%	27%	53%	-	34%	31%	-	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean, Column: Tested (5% risk level) - 2d/c - d/a/r/g/h/w - k/l/m/n/o/p/q - r - s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Interlink

Base : Sent via - Interlink

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	110	8	101	1	43	60	7	108	2	-	-	110	-
Weighted Base	109*	4**	104*	1**	48**	56*	5**	106*	3**	-**	-**	109*	-**
Effective Base	55	4	51	1	20	34	3	54	1	-	-	55	-
Lost mail	12	1	11	-	6	6	-	9	3	-	-	12	-
15%	19%	11%	-	13%	10%	-	-	9%	89%	-	-	17%	-
Damaged mail	12	-	12	-	3	6	3	12	-	-	-	12	-
17%	-	12%	-	7%	11%	57%	-	11%	-	-	-	17%	-
Delayed mail	9	-	9	-	6	3	-	6	3	-	-	9	-
8%	-	8%	-	12%	5%	-	-	5%	89%	-	-	8%	-
Mis-delivered mail	10	-	10	-	10	-	-	8	3	-	-	10	-
9%	-	10%	-	21%	1%	-	-	7%	89%	-	-	9%	-
Mail that has been tampered with	5	-	5	-	5	-	-	5	-	-	-	5	-
5%	-	5%	-	10%	-	-	-	5%	-	-	-	5%	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	74	3	70	1	27	45	2	74	-	-	-	74	-
66%	81%	67%	100%	56%	80%	43%	-	70%	11%	-	-	66%	-
NET Any problem experienced	35	1	34	-	21	11	3	32	3	-	-	35	-
32%	19%	33%	-	44%	20%	57%	-	30%	89%	-	-	32%	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Mears, Column: Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



***Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)***

**QJ2\_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...**

**Interlink**

**Base : Sent via - Interlink**

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	110	50	60	-	-	21	18	11	25	18	17	-	-	-	-	-	-
Weighted Base	109*	51**	58*	**	**	29**	9**	12**	28**	16**	14**	**	**	**	**	**	**
Effective Base	55	23	33	-	-	11	10	6	15	9	10	-	-	-	-	-	-
Lost mail	12	4	8	-	-	4	-	-	3	3	2	-	-	-	-	-	-
	11%	8%	14%	-	-	14%	-	-	10%	17%	17%	-	-	-	-	-	-
Damaged mail	12	7	5	-	-	5	-	2	-	-	5	-	-	-	-	-	-
	11%	14%	9%	-	-	17%	-	17%	-	-	36%	-	-	-	-	-	-
Delayed mail	9	2	6	-	-	-	1	2	3	3	1	-	-	-	-	-	-
	8%	4%	11%	-	-	-	8%	13%	10%	21%	1%	-	-	-	-	-	-
Mis-delivered mail	10	4	6	-	-	-	-	4	-	6	-	-	-	-	-	-	-
	9%	9%	10%	-	-	-	-	37%	-	37%	-	-	-	-	-	-	-
Mall that has been tampered with	5	5	-	-	-	4	1	1	-	-	-	-	-	-	-	-	-
	5%	10%	-	-	-	13%	6%	4%	-	-	-	-	-	-	-	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	74	30	44	-	-	16	8	6	25	9	9	-	-	-	-	-	-
	68%	60%	75%	-	-	56%	86%	51%	90%	59%	64%	-	-	-	-	-	-
NET Any problem experienced	35	20	14	-	-	13	1	6	3	7	5	-	-	-	-	-	-
	32%	40%	25%	-	-	44%	14%	49%	10%	41%	36%	-	-	-	-	-	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/(b+h)/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DPD

Base : Sent via - DPD

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	1533	-	1533	156	469	692	837	152	219	325	236	297	203	101	371	561	601	304	1443	81	1533
Weighted Base	1369	**	1369	167*	431	613	753	152*	186	289	237	255	150*	101*	339	526	505	250	1240	120*	1369
Effective Base	799	-	799	86	250	361	436	89	115	174	131	157	90	48	204	304	291	136	733	61	799
Lost mail	34	-	34	23	4	13	19	6	9	11	4	3	*	*	16	15	3	*	31	3	34
Damaged mail	45	-	45	19	14	28	17	11	15	9	4	4	2	*	26	13	6	2	34	11	45
Delayed mail	92	-	92	38	26	55	37	15	22	30	11	10	3	*	35	41	13	3	70	20	92
Mis-delivered mail	51	-	51	20	11	24	25	7	4	23	11	*	2	3	12	34	5	5	44	7	51
Mail that has been tampered with	26	-	26	14	7	11	14	1	7	11	5	2	-	-	8	16	2	-	18	8	26
Didn't allow sufficient time to answer the door	18	-	18	13	5	11	7	2	11	*	3	2	-	*	13	3	2	*	17	1	18
Any other problems	23	-	23	1	11	9	14	2	1	3	7	10	-	-	3	10	10	-	22	1	23
I don't know	15	-	15	2	13	6	9	6	2	*	-	3	4	-	3	*	7	4	9	0	15
I've experienced no problems in the last 12 months when sending packets and parcels via	1143	-	1143	80	354	502	640	113	138	222	206	227	140	97	251	428	464	237	1053	83	1143
NET Any problem experienced	211	-	211	85	64	105	104	33	47	67	31	25	6	3	80	98	34	9	178	32	211

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a0 - c0d - e0l - g0h0j0k0l0m - n0o0p0q - r0s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DPD

Base : Sent via - DPD

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1533	391	459	329	354	850	683	860	656	167	175	393	413	289	981	169	1292	54	120	10
Weighted Base	1369	227	417	337	388	644	725	826	524	172*	169	363	363	218	895	174*	1130	61*	113*	10**
Effective Base	799	148	243	186	224	390	410	450	349	94	102	213	208	128	523	95	663	32	64	6
Lost mail	34	3	8	6	17	11	23	24	10	7	3	13	6	2	22	7	24	6	6	1
	2%	1%	2%	2%	4%	2%	3%	3%	2%	4%	2%	3%	2%	1%	2%	4%	2%	9%	6%	13%
Damaged mail	45	5	19	9	12	24	21	37	9	7	7	14	10	9	30	7	38	4	6	-
	3%	2%	5%	3%	3%	4%	3%	4%	2%	4%	4%	4%	3%	4%	3%	4%	3%	6%	5%	-
Delayed mail	92	18	26	22	26	44	48	69	21	8	15	25	14	25	55	8	80	15	8	3
	7%	8%	6%	7%	7%	7%	7%	8%	4%	5%	9%	7%	4%	11%	6%	5%	7%	25%	7%	31%
Mis-delivered mail	51	16	13	9	12	30	21	35	15	4	10	18	6	13	33	4	46	8	6	1
	4%	5%	3%	3%	3%	5%	3%	4%	3%	2%	6%	5%	2%	6%	4%	2%	4%	14%	5%	7%
Mail that has been tampered with	26	11	6	4	5	17	9	20	6	2	5	9	3	4	16	2	21	7	4	3
	2%	5%	1%	1%	1%	3%	1%	2%	1%	1%	3%	2%	1%	2%	2%	1%	2%	11%	4%	31%
Didn't allow sufficient time to answer the door	18	5	6	3	5	11	8	14	5	5	6	5	1	-	13	5	13	12	6	-
	1%	2%	1%	1%	1%	2%	1%	2%	1%	3%	4%	1%	-	-	1%	3%	1%	19%	6%	2%
Any other problems	23	4	6	2	10	11	12	15	8	5	4	6	4	2	14	5	16	-	3	3
	2%	2%	2%	1%	3%	2%	2%	2%	2%	3%	2%	2%	1%	1%	2%	3%	1%	-	3%	26%
I don't know	16	2	7	2	4	9	6	6	10	3	6	-	4	3	9	3	12	5	10	-
	1%	1%	2%	1%	1%	1%	1%	1%	2%	2%	3%	-	1%	1%	1%	2%	1%	9%	9%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	1143	185	345	288	325	530	613	667	459	132	131	296	327	182	755	134	953	25	70	4
	83%	81%	83%	85%	84%	82%	85%	81%	88%	77%	78%	82%	80%	83%	84%	77%	84%	42%	62%	35%
NET Any problem experienced	211	40	65	48	59	105	106	153	55	37	32	67	32	34	131	37	165	30	33	7
	15%	18%	16%	14%	15%	16%	15%	17%	10%	22%	19%	17%	9%	16%	15%	21%	15%	50%	29%	65%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mears, Columns tested (5% risk level) - ab/c/d - e/f - gh - i/j/k/l/m/n - op - q/r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DPD

Base : Sent via - DPD

	Rurality			Nation				Region											
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	1533	972	561	240	674	355	296	208	70	76	87	61	80	82	60	79	79	42	313
Weighted Base	1369	1164	205	64*	1109	138	82	40	51*	149*	132*	85*	122*	140*	129*	185*	116*	10**	128
Effective Base	799	656	150	53	563	178	161	166	63	67	77	55	70	74	55	70	71	19	161
Lost mail	34	31	2	*	31	1	1	1	2	-	-	2	6	7	2	8	3	-	1
2%	3%	1%	*	3%	1%	2%	1%	1%	3%	-	-	3%	3%	5%	1%	5%	2%	-	1%
Damaged mail	45	41	4	1	36	5	3	2	1	-	4	3	3	5	7	12	1	1	5
4%	4%	2%	1%	3%	4%	3%	4%	4%	2%	-	3%	4%	2%	4%	5%	5%	1%	6%	4%
Delayed mail	92	85	7	1	77	6	6	3	1	8	13	7	10	5	18	10	5	5	1
7%	7%	3%	2%	7%	5%	7%	8%	8%	2%	6%	10%	8%	9%	4%	14%hr	5%	4%	6%	4%
Mis-delivered mail	51	50	1	*	39	7	4	-	1	5	5	5	-	3	11	7	2	-	7
4%	4%	1%	*	4%	5%	5%	1%	1%	2%	4%	4%	4%	-	2%	5%	4%	2%	-	5%
Mail that has been tampered with	26	24	2	1	22	2	1	1	-	3	4	2	2	5	5	-	1	1	1
2%	2%	1%	2%	2%	1%	1%	1%	1%	-	2%	3%	2%	2%	3%	4%	-	1%	5%	1%
Didn't allow sufficient time to answer the door	18	18	*	*	16	*	1	1	-	3	2	1	2	-	8	-	-	*	*
1%	2%	*	*	1%	*	2%	2%	2%	-	2%	1%	1%	1%	-	6%mor	-	-	2%	*
Any other problems	23	22	1	*	20	2	1	1	-	4	-	-	3	-	5	6	2	-	2
2%	2%	*	1%	2%	1%	1%	2%	2%	-	3%	-	-	3%	-	4%	3%	2%	-	1%
I don't know	16	13	2	*	14	*	1	-	-	2	2	-	3	3	2	2	-	*	*
1%	1%	1%	*	1%	*	1%	-	-	-	1%	1%	-	2%	2%	1%	-	-	*	*
I've experienced no problems in the last 12 months when sending packets and parcels via	1143	956	187	60	920	120	70	33	47	129	107	72	98	120	88	149	109	9	111
83%	82%	91%a	94%a	83%	87%	86%	84%	84%	91%un	87%un	82%	85%un	80%	86%un	69%	80%	94%inc	85%	87%un
NET Any problem experienced	211	195	16	4	176	18	11	6	4	18	23	13	21	18	39	34	7	2	17
15%	14%b	8%	6%	16%	13%	13%	16%	16%	9%	12%	14%b	15%	14%b	13%	30%abpp	14%b	6%	15%	13%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Nears, Columns: Tested (5% risk level) - ab/c - da/fg - hij/klmno/pq/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DPD

Base : Sent via - DPD

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1533	530	52	277	511	650	210	95	51	1161	146	591	622	202	68	34	1213	102	94	90
Weighted Base	1369	467	55*	231	479	536	211	85*	46*	1015	132*	531	530	192	76*	28**	1060	104*	102*	82*
Effective Base	799	279	32	146	258	325	123	56	32	581	88	299	319	114	40	20	618	59	56	46
Lost mail	34	7	3	1	11	18	5	-	-	28	-	16	12	2	4	-	28	4	10	3
2%	1%	3%	1%	2%	2%	3%	3%	-	1%	3%	-	3%	2%	1%	5%	-	3%	4%	10%	4%
Damaged mail	45	8	-	5	11	19	11	3	1	30	4	17	24	2	2	-	41	2	9	1
3%	2%	1%	2%	2%	2%	4%	5%	4%	2%	3%	3%	3%	5%	1%	3%	-	4%	2%	8%	1%
Delayed mail	92	12	-	5	34	34	8	-	-	69	13	41	30	11	6	2	71	7	25	1
7%	3%	-	2%	7%	6%	4%	4%	13%	2	5%	7%	8%	6%	6%	7%	7%	7%	7%	25%	2%
Mis-delivered mail	51	13	-	5	24	16	6	5	-	40	5	29	8	10	4	-	36	4	10	5
4%	3%	-	2%	6%	3%	3%	6%	-	-	4%	4%	13%	2%	13%	5%	1%	3%	4%	10%	6%
Mail that has been tampered with	26	4	1	4	8	11	6	-	-	19	-	9	9	6	1	-	18	1	12	2
2%	1%	3%	2%	2%	2%	2%	3%	-	-	-	-	2%	2%	3%	2%	-	2%	1%	12%	3%
Didn't allow sufficient time to answer the door	18	1	-	1	6	11	1	-	-	17	-	12	5	-	-	-	18	-	17	1
1%	-	-	1%	1%	1%	2%	1%	-	-	2%	-	2%	1%	-	-	-	2%	-	17%	1%
Any other problems	23	5	-	2	16	5	3	-	-	20	-	10	1	3	-	-	20	-	3	3
2%	1%	-	1%	3%	1%	1%	1%	-	-	2%	-	4%	-	1%	-	-	3%	-	3%	3%
I don't know	15	3	1	1	11	3	-	1	-	14	1	7	5	-	1	2	12	2	10	5
1%	1%	2%	-	2%	1%	1%	-	1%	-	1%	1%	1%	1%	-	1%	6%	1%	2%	10%	6%
I've experienced no problems in the last 12 months when sending packets and parcels via	1143	428	50	214	389	454	180	68	43	844	111	424	456	168	60	24	880	84	33	66
83%	92%	90%	93%	81%	85%	85%	79%	92%	83%	84%	84%	60%	65%	87%	79%	87%	83%	81%	32%	66%
NET Any problem experienced	211	36	5	16	79	76	31	17	3	157	20	99	69	24	15	2	168	17	58	12
16%	8%	8%	7%	17%	15%	15%	20%	8%	1%	15%	15%	19%	13%	12%	7%	16%	16%	16%	23%	14%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - 2d/c - 2d/c/HH - kl/mm/opp/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DPD

Base : Sent via - DPD

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	1533	101	1411	21	488	951	94	1500	14	14	1	1528	4
Weighted Base	1369	100*	1249	20**	429	857	84*	1333	20**	11**	1**	1364	5**
Effective Base	799	57	728	14	251	493	55	783	9	9	1	799	1
Lost mail	34	5	29	-	17	16	2	24	7	3	-	34	-
2%		5%	2%	-	4%	2%	2%	2%	34%	27%	-	2%	-
Damaged mail	45	4	40	1	18	26	2	38	7	-	-	45	-
3%		4%	3%	4%	4%	3%	2%	3%	34%	-	-	3%	-
Delayed mail	92	17	73	2	46	37	9	80	11	1	-	92	-
7%		17% <sup>b</sup>	6%	8%	11% <sup>c</sup>	4%	11% <sup>e</sup>	6%	52%	9%	-	7%	-
Mis-delivered mail	51	13	38	-	21	22	8	41	9	1	-	51	-
4%		13% <sup>b</sup>	3%	-	4%	3%	9% <sup>e</sup>	3%	39%	12%	-	4%	-
Mail that has been tampered with	26	1	25	-	9	13	4	24	-	1	-	26	-
2%		1%	2%	-	2%	1%	5% <sup>e</sup>	2%	2%	9%	-	2%	1%
Didn't allow sufficient time to answer the door	18	3	15	-	12	4	1	14	4	-	-	18	-
1%		3%	1%	-	3% <sup>b</sup>	1%	2%	1%	19%	-	-	1%	-
Any other problems	23	2	21	-	13	10	-	23	-	-	-	23	-
2%		2%	2%	-	3%	1%	-	2%	-	1%	-	2%	-
I don't know	15	-	13	2	3	6	5	15	-	-	-	15	-
1%		-	1%	8%	1%	1%	7% <sup>d,e</sup>	1%	-	1%	-	1%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	1143	64	1064	16	334	746	64	1129	1	7	1	1138	5
83%		63%	83% <sup>b</sup>	79%	78%	81% <sup>d,e</sup>	77%	85%	7%	67%	100%	83%	99%
NET Any problem experienced	211	37	172	2	92	105	14	189	19	4	-	211	-
15%		3% <sup>b</sup>	14%	12%	21% <sup>c</sup>	12%	17%	14%	83%	32%	-	15%	1%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mears, Columns tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DPD

Base : Sent via - DPD

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	1533	1687	1662	92	244	225	218	212	227	223	-	63	29	25	34	33
Weighted Base	1369	610	575	84*	209	197	203	194	190	191	**	51**	33**	23**	41**	37**
Effective Base	799	353	345	47	120	117	116	110	117	-	30	17	12	22	21	
Lost mail	34	7	14	6	4	2	1	4	5	4	-	3	3	-	5	3
	2%	1%	2%	7% <sup>a</sup>	2%	1%	*	2%	3%	2%	-	6%	8%	-	12%	7%
Damaged mail	45	15	21	4	6	5	5	5	7	8	-	3	1	-	3	2
	3%	3%	4%	5%	3%	2%	2%	3%	4%	4%	-	7%	1%	-	8%	6%
Delayed mail	92	36	30	12	14	13	9	11	10	8	-	10	2	*	10	4
	7%	6%	6%	15% <sup>ab</sup>	7%	6%	6%	6%	4%	-	20%	7%	1%	25%	10%	
Mis-delivered mail	51	23	13	12	12	5	5	3	4	6	-	10	2	-	3	*
	4%	4%	2%	14% <sup>ab</sup>	6%	3%	3%	2%	2%	3%	-	20%	5%	-	7%	1%
Mail that has been tampered with	26	7	4	10	3	2	3	-	2	2	-	5	5	-	4	*
	2%	1%	1%	12% <sup>ab</sup>	1%	1%	1%	-	1%	1%	-	10%	14%	-	10%	1%
Didn't allow sufficient time to answer the door	19	-	-	9	-	-	-	-	-	-	-	8	1	*	4	5
	1%	-	-	11% <sup>ab</sup>	-	-	-	-	-	-	-	15%	4%	*	10%	14%
Any other problems	23	5	13	3	*	2	2	7	2	4	-	3	-	-	3	-
	2%	1%	2%	3%	1%	1%	1%	4% <sup>ac</sup>	1%	2%	-	6%	-	-	7%	-
I don't know	15	-	-	7	-	-	-	-	-	-	-	7	*	2	4	2
	1%	-	-	9% <sup>ab</sup>	-	-	-	-	-	-	-	14%	*	9%	9%	6%
I've experienced no problems in the last 12 months when sending packets and parcels via	1143	539	506	36	180	177	182	175	168	163	-	16	20	20	19	23
	83%	85% <sup>cd</sup>	85% <sup>cd</sup>	44%	86%	90%	90%	90%	88%	85%	-	32%	61%	90%	48%	62%
NET Any problem experienced	211	71	70	40	30	21	21	19	22	26	-	27	13	*	18	12
	15%	12%	12%	48% <sup>ab</sup>	14%	10%	10%	10%	12%	15%	-	54%	38%	1%	43%	32%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using..

Parcelforce

Base : Sent via - Parcelforce

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	1515	-	1515	151	543	757	754	110	148	287	265	336	239	130	258	552	705	369	1443	61	1515
Weighted Base	1336	..*	1336	146*	509	658	674	101*	147*	244	252	286	179	128*	248	495	592	307	1244	82*	1515
Effective Base	790	-	790	79	296	403	386	65	83	146	147	180	104	68	148	293	350	171	738	46	1515
Lost mail	41	-	41	19	8	27	12	3	7	14	9	3	4	1	10	23	7	5	34	7	33
	3%	-	3%	13% <sup>d</sup>	2%	4%	2%	3%	5% <sup>k</sup>	6% <sup>k</sup>	3%	1%	2%	1%	4% <sup>n</sup>	5% <sup>n</sup>	1%	2%	3%	5% <sup>r</sup>	2%
Damaged mail	39	-	39	16	11	19	18	7	7	5	8	6	2	4	14	13	12	6	31	8	33
	3%	-	3%	11% <sup>d</sup>	2%	3%	3%	7% <sup>d</sup>	5%	2%	3%	2%	1%	3%	9% <sup>n</sup>	3%	2%	2%	2%	10% <sup>s</sup>	2%
Delayed mail	72	-	72	27	23	42	28	11	16	18	5	13	7	1	27	24	21	8	63	9	67
	5%	-	5%	19% <sup>d</sup>	5%	6%	4%	11% <sup>m</sup>	11% <sup>m</sup>	7% <sup>m</sup>	2%	5%	4%	*	11% <sup>opp</sup>	5%	4%	3%	5%	11%	4%
Mis-delivered mail	30	-	30	11	7	13	16	5	5	7	1	8	4	-	10	8	11	4	25	4	26
	2%	-	2%	7% <sup>d</sup>	1%	2%	2%	5% <sup>j</sup>	3%	3%	*	3%	2%	-	4%	2%	2%	1%	2%	5%	2%
Mail that has been tampered with	19	-	19	14	3	10	9	3	5	4	2	5	1	-	8	6	6	1	17	2	14
	1%	-	1%	9% <sup>d</sup>	1%	2%	1%	3%	3%	2%	1%	2%	1%	-	3% <sup>n</sup>	1%	1%	*	1%	2%	1%
Didn't allow sufficient time to answer the door	11	-	11	7	3	7	3	1	5	4	-	-	1	-	6	4	1	1	8	3	8
	1%	-	1%	5% <sup>d</sup>	1%	1%	1%	1%	3% <sup>m</sup>	2%	-	-	1%	-	2% <sup>n</sup>	1%	*	*	1%	3% <sup>r</sup>	1%
Any other problems	11	-	11	*	2	7	4	-	-	*	3	2	5	*	-	4	7	5	11	-	13
	1%	-	1%	*	*	1%	1%	-	-	*	1%	1%	3%	*	-	1%	1%	2%	1%	-	1%
I don't know	18	-	18	6	12	14	4	8	3	2	2	*	2	-	11	4	2	2	14	2	15
	1%	-	1%	4%	2%	2%	1%	5% <sup>k</sup>	2%	1%	1%	*	1%	-	5% <sup>opp</sup>	1%	*	1%	1%	2%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	1158	-	1158	77	447	550	607	68	108	205	230	262	163	122	176	435	547	285	1093	56	1353
	87%	-	87%	53%	89% <sup>c</sup>	84%	90% <sup>e</sup>	68%	73%	84% <sup>h</sup>	91% <sup>h</sup>	92% <sup>h</sup>	91% <sup>h</sup>	95% <sup>h</sup>	71%	89% <sup>n</sup>	92% <sup>n</sup>	88% <sup>n</sup>	88% <sup>n</sup>	69%	89%
NET Any problem experienced	160	-	160	63	50	94	64	25	36	36	19	24	14	6	61	56	43	20	136	24	147
	12%	-	12%	43% <sup>d</sup>	10%	14% <sup>f</sup>	9%	24% <sup>j</sup>	25% <sup>j</sup>	15% <sup>m</sup>	8%	8%	8%	5%	25% <sup>opp</sup>	11%	7%	6%	11%	29% <sup>r</sup>	10%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a) - d) - e) - g)h)j)k)l) - n)o)p)q) - r) - s)  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Parcelforce

Base : Sent via - Parcelforce

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)		ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1515	395	444	324	352	839	676	817	679	162	177	376	441	273	994	163	1285	70	229	12
Weighted Base	1336	241	394	334	368	634	701	789	528	162*	165*	325	390	211	879	164*	1105	67*	221	17**
Effective Base	790	147	225	195	224	371	419	437	350	95	96	193	231	121	520	96	653	39	125	9
Lost mail	41	9	12	15	5	21	20	28	12	8	4	7	9	11	20	8	31	9	10	-
	3%	4%	3%	5% <b>cd</b>	1%	3%	3%	4%	2%	5%	2%	2%	2%	5%	2%	5%	3%	13% <b>cd</b>	4%	-
Damaged mail	39	8	7	12	12	15	24	29	10	7	8	12	8	4	29	7	32	2	6	-
	3%	3%	2%	4%	3%	2%	3%	4%	2%	4%	5%	4%	2%	2%	3%	4%	3%	3%	3%	-
Delayed mail	72	27	16	16	13	43	29	55	16	5	8	14	22	21	44	5	65	12	15	-
	5%	11% <b>cd</b>	4%	5%	4%	7%	4%	7% <b>gh</b>	3%	3%	5%	4%	6%	10% <b>lm</b>	5%	3%	6%	19% <b>qr</b>	7%	-
Mis-delivered mail	30	*	14	11	4	14	15	19	11	7	6	10	4	3	20	7	23	3	5	-
	2%	*	4% <b>bc</b>	3% <b>bc</b>	1%	2%	2%	2%	2%	4%	4%	3%	1%	1%	2%	4%	2%	4%	2%	-
Mail that has been tampered with	19	7	1	10	1	8	11	17	1	1	5	4	4	5	13	1	18	*	4	-
	1%	3% <b>bd</b>	*	3% <b>bd</b>	*	1%	2%	2% <b>gh</b>	*	1	3%	1%	1%	2%	1%	*	2%	1%	2%	-
Didn't allow sufficient time to answer the door	11	7	1	3	-	8	3	11	*	4	1	2	1	3	4	4	7	8	2	-
	1%	3% <b>bd</b>	*	1%	-	1%	*	1% <b>gh</b>	*	2% <b>lm</b>	1%	1%	*	1%	*	2%	1%	12% <b>qr</b>	1%	-
Any other problems	11	3	*	6	2	3	7	4	3	2	1	7	*	1	8	2	9	-	2	-
	1%	1%	*	2%	*	1%	1%	1%	1%	1%	1%	2% <b>gh</b>	*	*	1%	1%	1%	-	1%	-
I don't know	18	8	2	5	2	10	7	14	4	2	5	6	4	*	15	2	15	*	14	4
	1%	4% <b>bd</b>	1%	2%	1%	2%	1%	2%	1%	1%	3%	2%	1%	*	2%	1%	1%	*	6%	22%
I've experienced no problems in the last 12 months when sending packets and parcels via	1158	186	352	281	339	538	620	658	486	137	144	275	349	173	768	139	956	41	171	13
	87%	77%	89% <b>lm</b>	84%	92% <b>lm</b>	85%	88%	83%	92% <b>gh</b>	85%	88%	85%	90% <b>lm</b>	82%	87%	85%	86%	62%	77%	78%
NET Any problem experienced	160	46	40	48	27	86	74	117	38	23	15	44	37	38	96	23	134	25	37	-
	12%	12% <b>bd</b>	10%	14% <b>bd</b>	7%	13%	11%	15% <b>gh</b>	7%	14%	9%	14%	9%	12% <b>lm</b>	11%	14%	12%	25% <b>qr</b>	17%	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - e/f - gh - ij/k/l/m - op - q/r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Parcelforce

Base : Sent via - Parcelforce

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1515	935	580	268	654	338	299	224	72	75	91	65	65	87	56	71	72	58	280
Weighted Base	1336	1119	217	70*	1072	142	73	48	55*	143*	137*	89*	98*	145*	129*	165*	111*	18**	124
Effective Base	790	643	151	55	551	165	163	143	65	69	81	60	58	78	52	63	65	25	141
Lost mail	41	40	*	*	34	3	2	1	1	-	4	1	5	7	10	2	4	*	3
	3%	4% <u>ns</u>	*	*	3%	2%	3%	2%	1%	-	3%	1%	3% <u>ns</u>	5%	6% <u>ns</u>	1%	4%	1%	2%
Damaged mail	39	35	4	-	33	4	1	-	1	2	8	3	6	4	5	-	4	-	4
	2%	3%	2%	1%	3%	3%	2%	1%	1%	2%	6% <u>ns</u>	3%	6% <u>ns</u>	3%	4%	-	3%	1%	3%
Delayed mail	72	66	6	4	61	5	3	3	3	-	6	6	6	8	25	2	5	*	4
	5%	6%	3%	5%	6%	3%	3%	7%	3%	-	7% <u>ns</u>	7% <u>ns</u>	6% <u>ns</u>	19% <u>nl</u> <u>mop</u>	1%	5%	2%	4%	4%
Mis-delivered mail	30	29	*	*	26	1	3	-	-	4	2	3	-	1	3	8	4	-	1
	2%	3%	*	*	2%	*	1%	-	-	3%	7%	4%	-	1%	2%	9%	3%	-	*
Mail that has been tampered with	19	19	*	*	17	1	1	1	1	-	-	-	3	2	7	2	1	-	1
	1%	2%	*	*	1%	1%	1%	1%	2%	-	-	-	3%	1%	5%	2%	1%	-	1%
Didn't allow sufficient time to answer the door	11	11	*	-	10	*	1	-	-	-	-	1	2	1	5	-	-	-	*
	1%	1%	*	-	1%	*	1%	-	-	-	-	1%	2%	1%	4%	-	-	-	*
Any other problems	11	4	7	4	9	1	1	-	-	2	1	2	-	4	-	-	-	-	1
	1%	*	3% <u>ns</u>	6% <u>ns</u>	1%	1%	1%	1%	1%	1%	1%	2%	-	3%	-	-	-	-	1%
I don't know	18	15	2	*	14	2	1	1	-	4	2	-	2	1	4	2	-	-	2
	1%	1%	1%	*	1%	2%	1%	1%	-	3%	1%	-	2%	1%	3%	1%	-	-	2%
I've experienced no problems in the last 12 months when sending packets and parcels via	1158	960	198	61	921	129	66	42	51	131	120	76	82	121	87	153	102	18	111
	87%	86%	92%	87%	86%	91%	90%	88%	92% <u>ns</u>	92% <u>ns</u>	88% <u>ns</u>	85% <u>ns</u>	84%	83% <u>ns</u>	87%	92% <u>ns</u>	91% <u>ns</u>	96%	90% <u>ns</u>
NET Any problem experienced	160	144	16	9	137	11	7	5	4	8	15	14	14	23	38	10	10	1	10
	12%	13%	7%	12%	13%	8%	9%	11%	8%	6%	11%	15%	15%	16%	10% <u>nl</u> <u>mop</u>	6%	9%	4%	8%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Parcelforce

Base : Sent via - Parcelforce

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1515	566	60	298	568	607	199	82	50	1175	132	631	610	182	57	25	1241	82	107	204
Weighted Base	1336	479	61*	224	527	504	186	72*	40*	1031	112*	559	535	166	52**	17**	1095	70*	129*	176
Effective Base	790	290	39	148	293	303	115	48	30	595	78	322	318	102	30	16	641	43	68	105
Lost mail	41	7	3	5	22	11	2	1	3	33	5	19	19	2	-	1	38	1	15	4
	3%	2%	5%	2%	4%	2%	1%	2%	10% <u>d</u>	3%	5%	3%	4%	1%	-	4%	3%	1%	11%	2%
Damaged mail	39	13	-	4	12	18	3	1	4	31	5	12	18	6	1	1	30	3	7	*
	3%	3%	-	2%	2%	4%	2%	2%	10% <u>d</u>	3%	5%	2%	3%	3%	3%	7%	3%	4%	6%	1%
Delayed mail	72	22	3	8	31	21	13	4	3	52	7	26	28	15	4	-	54	4	22	5
	5%	5%	5%	4%	6%	4%	7%	6%	6%	5%	6%	5%	5%	9%	7%	-	5%	5%	17%	3%
Mis-delivered mail	30	9	4	5	8	15	5	*	1	24	1	13	13	3	-	-	27	-	8	*
	2%	2%	7%	2%	2%	3%	3%	*	1%	2%	1%	2%	2%	2%	-	-	2%	-	6%	*
Mail that has been tampered with	19	4	-	-	2	13	-	1	2	15	4	8	6	4	1	-	14	1	3	2
	1%	1%	-	-	3%	3%	-	2%	6%	3%	3%	1%	1%	3%	2%	-	1%	2%	2%	1%
Didn't allow sufficient time to answer the door	11	-	-	-	7	3	-	-	-	11	-	6	5	-	-	-	11	-	11	*
	1%	-	-	-	1%	1%	-	-	-	1%	-	1%	1%	-	-	-	1%	-	6%	*
Any other problems	11	9	2	2	7	2	*	2	-	9	2	8	1	-	2	-	9	2	*	2
	1%	2%	3%	1%	1%	*	-	2%	-	1%	2%	1%	-	-	4%	-	1%	3%	-	1%
I don't know	18	2	-	-	6	6	5	-	-	12	-	10	2	4	-	2	12	2	12	6
	1%	-	-	-	1%	1%	3%	-	-	1%	-	2%	-	2%	-	9%	1%	2%	9%	3%
I've experienced no problems in the last 12 months when sending packets and parcels via	1158	432	55	208	452	442	161	64	33	894	96	480	477	135	47	13	957	60	68	157
	87%	30%	91%	93%	86%	88%	87%	88%	81%	87%	86%	86%	89%	82%	89%	79%	87%	87%	53%	89%
NET Any problem experienced	160	46	6	16	68	56	20	9	7	124	16	69	56	27	6	2	125	8	49	13
	12%	10%	9%	7%	13%	11%	11%	12%	15%	12%	14%	12%	10%	16%	11%	12%	11%	11%	15%	8%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean, Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Parcelforce

Base : Sent via - Parcelforce

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	1515	105	1392	18	475	969	71	1492	10	10	1	1512	2
Weighted Base	1336	97*	1223	16**	409	863	63*	1321	8**	4**	2**	1334	***
Effective Base	790	59	721	10	245	506	40	779	7	4	1	789	2
Lost mail	41	2	35	4	19	20	2	38	-	2	-	41	-
3%		2%	3%	23%	5%	2%	3%	3%	5%	46%	-	3%	-
Damaged mail	39	8	30	1	16	20	3	36	3	-	-	39	-
3%		8% <b>b</b>	2%	6%	4%	2%	5%	3%	32%	1%	-	3%	-
Delayed mail	72	9	62	1	31	37	4	69	1	2	-	72	-
5%		9%	5%	7%	8%	4%	6%	5%	17%	47%	-	5%	-
Mis-delivered mail	30	1	27	1	7	22	-	27	-	2	-	30	-
2%		1%	2%	8%	2%	3%	-	2%	-	66%	-	2%	-
Mail that has been tampered with	19	6	13	-	12	5	2	18	1	-	-	19	-
1%		6% <b>b</b>	1%	-	3% <b>a</b>	1%	3%	1%	7%	-	-	1%	-
Didn't allow sufficient time to answer the door	11	3	8	-	9	1	-	11	-	-	-	11	-
1%		3%	1%	-	2% <b>b</b>	*	-	1%	-	-	-	1%	-
Any other problems	11	-	11	-	6	5	-	11	-	-	-	11	-
1%		-	1%	-	1%	1%	1%	1%	-	3%	-	1%	-
I don't know	18	2	14	2	8	4	6	14	2	-	2	16	*
1%		2%	1%	10%	2%	*	9% <b>d</b>	1%	21%	2%	100%	1%	39%
I've experienced no problems in the last 12 months when sending packets and parcels via	1158	75	1075	7	333	777	48	1154	3	2	-	1158	-
87%		76%	81% <b>b</b>	46%	81%	80% <b>d</b>	76%	87%	34%	38%	-	87%	61%
NET Any problem experienced	160	20	133	7	68	82	10	154	4	2	-	160	-
12%		20% <b>b</b>	11%	44%	18% <b>a</b>	10%	15%	12%	44%	60%	-	12%	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean, Column: Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Parcelforce

Base : Sent via - Parcelforce

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	1515	812	592	143	168	211	207	194	191	207	194	-	94	49	54	55	59
Weighted Base	1336	530	501	140*	165*	168	175*	186	174	168	150*	**	87*	53**	53*	56*	56*
Effective Base	790	312	306	80	93	117	98	101	101	107	99	-	54	26	30	30	33
Lost mail	41	15	7	12	7	5	5	5	4	1	1	-	10	2	1	6	-
	3%	3%	1%	8%ab	4%	3%	3%	3%	3%	1%	*	-	11%ab(hi)	4%	3%	11%aj	-
Damaged mail	39	15	17	3	4	8	1	5	5	6	6	-	3	-	1	3	-
	3%	3%	3%	2%	3%	5%	1%	3%	3%	4%	4%	-	4%	-	1%	6%	-
Delayed mail	72	26	19	7	21	11	7	8	6	4	9	-	6	*	3	7	6
	9%	5%	4%	5%	13%ab	7%	4%	4%	4%	3%	5%	-	7%	1%	14%ah(ji)	13%aj	10%
Mis-delivered mail	30	13	9	6	2	2	8	2	3	2	4	-	6	-	2	*	*
	2%	2%	2%	4%	1%	1%	5%	1%	2%	1%	3%	-	7%	-	4%	*	*
Mall that has been tampered with	19	9	5	2	2	3	1	5	2	-	4	-	2	-	*	-	2
	1%	2%	1%	2%	1%	2%	1%	2%	1%	-	2%	-	3%	-	1%	-	3%
Didn't allow sufficient time to answer the door	11	-	-	3	3	-	-	-	-	-	-	-	3	-	-	2	1
	1%	-	-	5%ab	2%ab	-	-	-	-	-	-	-	9%ah(ji)	-	-	3%	2%
Any other problems	11	6	3	-	2	1	1	4	3	*	*	-	-	-	2	-	*
	1%	1%	1%	-	1%	*	1%	2%	2%	*	*	-	-	-	3%	-	*
I don't know	18	-	-	10	7	-	-	-	-	-	-	-	2	8	2	*	5
	1%	-	-	7%ab	4%ab	-	-	-	-	-	-	-	2%	16%	3%	*	8%ah(ji)
I've experienced no problems in the last 12 months when sending packets and parcels via	1158	475	458	105	120	150	161	164	157	155	146	-	63	42	38	41	41
	87%	90%acd	92%acd	75%	73%	89%nop	92%nop	88%no	90%nop	92%nop	92%nop	-	72%	80%	71%	73%	74%
NET Any problem experienced	160	55	42	25	38	18	15	22	17	13	13	-	22	2	13	15	9
	12%	10%	8%	16%ab	23%ab	11%	8%	12%	10%	8%	8%	-	26%ah(ji)	4%	25%ah(ji)	27%ah(ji)	17%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - e/f/g/h/j/k/l/m/n/op  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ2\_10.** In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

**TNT**

**Base : Sent via - TNT**

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	322	-	322	57	105	200	122	24	38	72	62	68	38	20	62	134	128	58	299	20	322
Weighted Base	328	..*	328	66*	114*	189	138*	26**	47**	77*	56*	69*	30**	22**	73*	133*	121*	52**	302	23**	322
Effective Base	179	-	179	33	62	107	72	14	25	40	33	40	17	10	39	73	67	27	164	14	322
Lost mail	16	-	16	14	2	14	2	*	7	8	*	*	*	*	8	8	*	*	12	4	12
Damaged mail	3%	-	5%	21% <i>d</i>	2%	7%	2%	2%	16%	10%	-	*	-	-	11% <i>d</i>	6%	*	-	4%	19%	4%
Delayed mail	17	-	17	13	4	13	4	2	7	6	-	1	-	2	9	6	2	2	13	4	12
Mis-delivered mail	3%	-	5%	17% <i>d</i>	3%	7%	3%	6%	15%	8%	-	1%	-	7%	13% <i>d</i>	5%	2%	3%	4%	19%	4%
Mail that has been tampered with	19	-	19	13	4	14	6	2	5	8	1	1	1	1	7	9	4	3	14	6	18
Didn't allow sufficient time to answer the door	6%	-	6%	20% <i>d</i>	4%	7%	4%	8%	10%	10%	1%	2%	4%	6%	10%	6%	3%	5%	5%	25%	6%
Any other problems	13	-	13	10	3	7	6	1	6	1	3	1	-	-	7	4	1	-	12	1	10
I don't know	4%	-	4%	19% <i>d</i>	3%	4%	4%	4%	13%	1%	6%	2%	-	-	10% <i>d</i>	3%	1%	-	4%	4%	3%
I've experienced no problems in the last 12 months when sending packets and parcels via	16	-	16	12	3	15	3	5	2	10	-	1	-	-	7	10	1	-	11	6	13
NET Any problem experienced	3%	-	5%	18% <i>d</i>	2%	8%	2%	18%	4%	13% <i>d</i>	-	2%	-	-	8% <i>d</i>	7%	1%	-	4%	29%	4%
Didn't allow sufficient time to answer the door	8	-	8	8	-	6	1	-	6	2	-	*	-	-	6	2	*	-	7	1	5
Any other problems	2%	-	2%	12% <i>d</i>	-	3%	1%	-	12%	2%	-	*	-	-	8% <i>d</i>	1%	*	-	2%	5%	2%
I don't know	*	-	*	-	2	-	2	-	2	-	-	-	-	-	2	-	-	-	-	2	1
I've experienced no problems in the last 12 months when sending packets and parcels via	2	-	2	-	2	-	2	-	2	-	-	-	-	-	-	2	-	-	-	2	1
NET Any problem experienced	1	-	1	1%	1%	-	1%	-	2%	-	-	-	-	-	1%	-	-	-	-	1	1
I've experienced no problems in the last 12 months when sending packets and parcels via	261	-	261	20	97	141	120	17	22	55	52	67	29	19	39	107	114	48	251	9	269
NET Any problem experienced	80%	-	80%	31%	86% <i>c</i>	74%	87% <i>e</i>	67%	47%	71%	93% <i>d</i>	97% <i>d</i>	96%	86%	54%	80% <i>d</i>	95% <i>d</i>	92%	83% <i>d</i>	39%	84%
NET Any problem experienced	65	-	65	45	15	49	16	9	25	20	4	2	1	3	34	24	7	4	51	14	52
NET Any problem experienced	20%	-	20%	69% <i>d</i>	13%	26% <i>d</i>	12%	33%	53%	27% <i>d</i>	7%	3%	4%	14%	46% <i>d</i>	18% <i>d</i>	5%	8%	17%	61%	16%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a0 - d0 - e0 - g0/h0/i0/l0 - n0/p0/q - r0  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

TNT

Base : Sent via - TNT

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	322	99	98	66	59	197	125	201	119	37	33	79	92	72	204	38	277	18	41	-
Weighted Base	328	83*	98*	79*	68*	181*	147*	218	107*	46**	33**	84*	82*	73*	199	48**	272	32**	53**	-**
Effective Base	179	44	55	40	41	99	80	113	65	25	21	42	47	38	110	26	148	15	27	-
Lost mail	16	7	5	4	1	11	5	15	1	2	5	3	7	9	1	15	8	6	6	-
5%	8%	5%	5%	1%	6%	3%	7%	1%	2%	5%	6%	3%	9%	4%	1%	6%	24%	12%	24%	-
Damaged mail	17	7	3	7	-	10	7	14	3	1	4	3	2	7	1	16	7	2	2	-
5%	8%	3%	9%	-	6%	5%	6%	3%	2%	12%	4%	3%	10%	5%	2%	6%	22%	3%	3%	-
Delayed mail	19	10	3	6	-	13	6	14	6	2	1	6	3	7	10	2	17	8	2	-
6%	13% <sup>sd</sup>	3%	8%	-	7%	4%	6%	5%	3%	4%	7%	3%	10%	5%	3%	6%	25%	4%	4%	-
Mis-delivered mail	13	6	4	3	-	10	3	12	1	1	2	3	4	2	10	1	12	2	5	-
4%	7%	4%	4%	-	5%	2%	5%	1%	2%	7%	4%	5%	3%	5%	2%	4%	7%	9%	9%	-
Mail that has been tampered with	18	0	1	8	-	10	8	13	5	1	-	5	4	7	9	1	16	5	4	-
5%	11% <sup>sb</sup>	1%	10%	-	6%	5%	6%	5%	3%	-	5%	5%	10%	5%	3%	6%	17%	7%	7%	-
Didn't allow sufficient time to answer the door	8	4	-	4	-	4	4	8	-	4	-	4	-	4	4	4	6	2	2	-
2%	5%	-	5%	-	2%	3%	4%	4%	-	9%	-	4%	-	2%	8%	1%	18%	4%	4%	-
Any other problems	2	-	2	-	-	2	-	2	-	2	-	-	-	-	2	-	-	-	-	-
1	-	2%	-	-	-	1%	-	1%	-	3%	-	-	-	-	-	-	-	-	-	-
I don't know	2	-	2	-	-	2	-	2	-	2	-	2	-	2	-	2	-	2	2	-
1	-	2%	-	-	-	1%	-	1%	-	-	-	2%	-	1%	-	1%	-	3%	3%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	261	52	82	60	67	134	127	166	92	37	26	63	71	55	160	39	215	9	34	-
80%	62%	84% <sup>sd</sup>	76%	89% <sup>sd</sup>	74%	87% <sup>sd</sup>	76%	86%	81%	79%	75%	86%	76%	80%	82%	79%	28%	66%	66%	-
NET Any problem experienced	26	31	14	19	1	45	20	50	15	8	7	19	12	18	38	8	55	23	16	-
20%	38% <sup>sd</sup>	14% <sup>sd</sup>	23% <sup>sd</sup>	1%	25%	13%	23%	14%	19%	19%	21%	23%	14%	24%	19%	15%	20%	72%	31%	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - e/f - gh - i/j/k/l/m/n - op - q/r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

TNT

Base : Sent via - TNT

	Rurality			Nation				Region											
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	322	213	109	49	162	66	64	30	18	17	26	14	16	17	18	16	20	10	56
Weighted Base	328	279	49*	14**	277	29*	16*	6**	14**	35**	35**	20**	24**	29**	47**	42**	33**	4**	25*
Effective Base	179	147	33	13	134	38	38	26	17	16	23	13	14	15	17	15	18	5	33
Lost mail	16	16	*	-	15	-	-	1	1	-	-	-	3	4	6	-	1	-	-
5%	6%	*	-	5%	-	-	3%	14%	10%	-	-	-	15%	13%	12%	-	2%	-	-
Damaged mail	17	16	2	2	15	1	1	-	1	2	2	1	5	1	3	-	2	-	1
6%	6%	3%	12%	6%	4%	4%	-	4%	7%	5%	5%	20%	3%	6%	-	5%	-	5%	
Delayed mail	19	19	*	*	16	2	*	1	1	-	2	2	3	-	6	3	-	*	2
6%	7%	1%	1%	6%	7%	1%	9%	6%	-	4%	11%	13%	-	12%	8%	-	2%	-	8%
Mis-delivered mail	13	11	1	*	12	1	-	-	-	2	-	2	1	-	3	3	-	-	1
4%	4%	3%	1%	4%	3%	1%	3%	-	7%	-	11%	4%	-	7%	7%	-	-	-	3%
Mail that has been tampered with	18	17	1	-	16	*	1	*	-	2	5	1	3	-	5	-	-	-	-
5%	6%	2%	-	6%	2%	4%	7%	-	6%	13%	6%	12%	-	12%	-	-	-	-	2%
Didn't allow sufficient time to answer the door	8	8	*	-	8	*	-	-	-	3	-	2	-	3	-	-	-	-	*
2%	3%	*	-	3%	*	-	-	-	-	9%	-	8%	-	6%	-	-	-	-	*
Any other problems	2	2	-	-	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-
*	1%	-	-	1%	-	-	-	-	-	4%	-	-	-	-	-	-	-	-	-
I don't know	2	2	-	-	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-
*	1%	-	-	1%	-	-	-	-	-	5%	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	261	216	46	12	218	25	14	5	11	29	27	18	13	24	30	35	30	4	21
80%	77%	83%	87%	79%	85%	91%	73%	79%	83%	79%	89%	86%	84%	63%	85%	93%	98%	83%	83%
NET Any problem experienced	65	62	3	2	57	4	1	2	3	4	7	2	10	5	17	6	2	*	4
20%	22%	7%	13%	21%	15%	9%	27%	21%	13%	27%	11%	11%	44%	16%	37%	15%	7%	2%	17%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Mears, Columns: Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

TNT

Base : Sent via - TNT

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	322	120	14	62	128	133	29	18	12	261	30	143	110	40	14	13	253	27	41	18
Weighted Base	328	114*	19**	57*	146*	130*	27**	15**	9**	277	23**	161*	111*	37**	9**	10**	272	19**	62**	23**
Effective Base	179	61	10	32	73	74	15	11	9	146	19	80	63	22	7	9	143	16	29	12
Lost mail	16	-	-	-	8	8	1	-	-	15	-	9	5	-	-	2	15	2	12	2
	5%	-	-	-	5%	6%	3%	-	-	6%	-	6%	5%	-	-	16%	5%	8%	20%	8%
Damaged mail	17	2	-	2	9	8	1	-	-	17	-	7	8	2	1	-	14	1	9	-
	5%	1%	-	3%	6%	6%	2%	-	-	6%	-	4%	7%	6%	7%	-	5%	3%	14%	-
Delayed mail	19	4	-	3	13	4	*	*	1	17	2	11	8	*	*	-	19	*	9	1
	6%	3%	-	4%	9%	3%	1%	3%	14%	6%	7%	7%	7%	-	5%	-	7%	2%	15%	5%
Mis-delivered mail	13	3	-	-	8	5	-	-	-	13	-	8	4	-	-	1	12	1	4	4
	4%	3%	-	-	5%	4%	-	-	-	5%	-	5%	4%	-	-	8%	4%	4%	6%	16%
Mail that has been tampered with	18	-	-	-	9	8	1	*	-	16	*	9	7	2	1	-	15	1	9	-
	5%	-	-	-	6%	6%	4%	3%	-	6%	2%	5%	6%	4%	11%	-	6%	5%	15%	-
Didn't allow sufficient time to answer the door	8	-	-	-	6	2	-	-	-	8	-	4	4	-	-	-	8	-	8	-
	2%	-	-	-	4%	2%	-	-	-	3%	-	2%	3%	-	-	-	3%	-	12%	-
Any other problems	2	-	-	-	2	-	-	-	-	2	-	2	-	-	-	-	2	-	-	-
	1	-	-	-	1%	-	-	-	-	1%	-	1%	-	-	-	-	1%	-	-	-
I don't know	2	-	-	-	2	-	-	-	-	2	-	2	-	-	-	-	2	-	-	2
	*	-	-	-	1%	-	-	-	-	1%	-	1%	-	-	-	-	1%	-	-	7%
I've experienced no problems in the last 12 months when sending packets and parcels via	261	105	19	53	109	105	25	14	7	214	21	126	87	33	8	7	213	15	29	15
	80%	92%	100%	93%	74%	81%	93%	94%	86%	77%	91%	78%	79%	89%	84%	76%	78%	86%	47%	64%
NET Any problem experienced	65	9	-	4	36	25	2	1	1	61	2	34	24	4	1	2	57	4	33	7
	20%	8%	-	7%	24%	19%	7%	6%	14%	22%	9%	21%	21%	11%	16%	24%	21%	20%	53%	29%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - 2d/c - d/a/r/g/h/w - k/l/m/n/o/p/q - r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

TNT

Base : Sent via - TNT

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	322	21	296	5	106	199	17	315	6	1	-	322	-
Weighted Base	328	26**	294	7**	111*	202	15**	321	5**	2**	-**	328	-**
Effective Base	179	14	161	4	57	113	9	174	5	1	-	179	-
Lost mail	16	1	11	4	10	4	2	16	-	-	-	16	-
5%		4%	4%		61%	23%	11%	5%	10%	-	-	5%	-
Damaged mail	17	3	13	1	14	2	1	15	2	-	-	17	-
5%		13%	4%		13%	1%	6%	5%	45%	-	-	5%	-
Delayed mail	19	2	17	-	7	12	-	19	-	-	-	19	-
6%		8%	6%		7%	6%		6%	10%	-	-	6%	-
Mis-delivered mail	13	-	13	-	2	9	2	12	1	-	-	13	-
4%		-	4%		2%	4%	12%	4%	21%	-	-	4%	-
Mail that has been tampered with	18	3	14	-	10	6	1	17	1	-	-	18	-
5%		13%	5%		9%	3%	6%	5%	21%	-	-	5%	-
Didn't allow sufficient time to answer the door	8	3	5	-	6	2	-	8	-	-	-	8	-
2%		10%	2%		5%	1%		2%	-	-	-	2%	-
Any other problems	2	-	2	-	-	2	-	2	-	-	-	2	-
*		-	1%		-	1%		-	-	-	-	-	-
I don't know	2	-	2	-	-	2	-	2	-	-	-	2	-
*		-	1%		-	1%		1%	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	261	17	242	2	79	172	11	258	1	2	-	261	-
80%		65%	82%		27%	71%	71%	80%	24%	100%	-	80%	-
NET Any problem experienced	65	9	50	5	32	29	4	61	3	-	-	65	-
20%		35%	17%		23%	14%	29%	19%	76%	-	-	20%	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Mears, Column: Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

TNT

Base : Sent via - TNT

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	322	135	128	28	31	50	45	40	38	45	45	-	20	9	10	11	10
Weighted Base	328	129*	114*	40**	45**	58**	40**	31**	48**	35**	31**	**	24**	16**	18**	17**	10**
Effective Base	179	72	67	18	24	26	25	24	23	23	22	-	12	6	9	9	6
Lost mail	16	2	-	5	9	2	-	*	-	-	-	-	5	-	2	5	2
	3%	2%	-	12%	20%	4%	-	1%	-	-	-	-	20%	-	13%	27%	22%
Damaged mail	17	5	3	4	4	3	2	1	*	-	3	-	4	-	2	3	-
	5%	4%	3%	11%	10%	5%	4%	3%	1%	-	8%	-	16%	-	9%	17%	-
Delayed mail	19	3	6	1	9	-	1	2	3	+	3	-	1	-	3	5	1
	6%	2%	6%	3%	20%	-	2%	5%	7%	+	10%	-	5%	-	15%	30%	12%
Mis-delivered mail	13	6	-	*	7	3	1	1	-	-	-	-	*	*	3	3	1
	4%	4%	-	*	16%	6%	2%	4%	-	-	-	-	1%	16%	18%	12%	12%
Mall that has been tampered with	18	4	5	7	2	-	1	3	3	-	2	-	7	-	-	-	2
	5%	3%	4%	17%	5%	-	2%	10%	6%	-	8%	-	28%	-	-	-	23%
Didn't allow sufficient time to answer the door	8	-	-	5	3	-	-	-	-	-	-	-	5	-	-	3	+
	2%	-	-	12%	7%	-	-	-	-	-	-	-	20%	-	-	18%	1%
Any other problems	2	-	2	-	-	-	-	-	-	-	2	-	-	-	-	-	-
	*	-	1%	-	-	-	-	-	-	-	5%	-	-	-	-	-	-
I don't know	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	2
	+	-	-	-	4%	-	-	-	-	-	-	-	-	-	-	-	16%
I've experienced no problems in the last 12 months when sending packets and parcels via	261	113	105	27	16	50	38	25	44	35	25	-	11	16	8	4	4
	80%	88%	92%	68%	36%	86%	96%	81%	93%	100%	80%	-	47%	99%	47%	25%	38%
NET Any problem experienced	65	16	9	13	27	8	2	6	3	*	6	-	13	*	10	13	5
	20%	12%	8%	32%	60%	14%	4%	19%	7%	*	20%	-	53%	1%	53%	75%	46%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_11. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

TNT Post UK

Base : Sent via - TNT Post UK

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	131	-	131	26	36	81	50	13	13	30	25	25	15	10	26	55	50	25	125	6	131
Weighted Base	134*	..	134*	38**	33**	79*	55**	19**	9**	36**	28**	21**	7**	13**	29**	64*	41**	20**	123*	11**	131
Effective Base	69	-	69	17	18	43	26	10	6	17	14	16	5	5	16	31	23	9	65	4	131
Lost mail	6	-	6	4	2	1	5	1	-	2	3	-	-	-	1	5	-	-	4	2	4
Damaged mail	4%	-	4%	9%	6%	3%	9%	3%	-	4%	12%	-	-	-	2%	8%	-	-	3%	14%	3%
	5	-	5	5	3	2	2	2	3	-	-	-	-	-	5	-	-	-	3	2	2
	4%	-	4%	14%	-	4%	4%	13%	31%	-	-	-	-	-	19%	-	-	-	2%	23%	2%
Delayed mail	11	-	11	9	-	9	2	2	-	7	-	2	-	-	2	7	2	-	7	4	5
	8%	-	8%	23%	-	11%	4%	11%	-	19%	-	9%	-	-	7%	11%	5%	-	5%	36%	4%
Mis-delivered mail	16	-	16	9	5	10	6	6	*	8	-	2	-	-	6	8	2	-	9	8	9
	12%	-	12%	24%	16%	13%	12%	31%	2%	23%	-	9%	-	-	22%	13%	5%	-	7%	73%	7%
Mall that has been tampered with	6	-	6	7	2	5	3	3	-	5	-	-	-	-	3	5	-	-	6	2	7
	6%	-	6%	17%	6%	6%	6%	16%	-	14%	-	-	-	-	10%	8%	-	-	6%	22%	5%
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	3	-	3	-	1	3	*	3	-	*	-	-	-	-	3	*	-	-	3	-	3
	3%	-	3%	-	4%	4%	*	17%	-	*	-	-	-	-	11%	*	-	-	3%	-	2%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	99	-	99	14	26	57	42	4	6	24	24	19	7	13	11	49	39	20	97	2	110
	74%	-	74%	37%	78%	73%	75%	23%	67%	67%	88%	91%	100%	100%	38%	76%	95%	100%	79%	19%	84%
NET Any problem experienced	35	-	35	24	7	22	14	15	3	12	3	2	-	-	18	15	2	-	26	9	21
	26%	-	26%	63%	22%	27%	25%	77%	33%	33%	12%	9%	-	-	62%	24%	5%	-	21%	81%	16%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a) - d) - e) - g)h)j)k)l) - n)o)q) - r) - s)  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_11. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

TNT Post UK

Base : Sent via - TNT Post UK

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	131	39	36	31	25	75	56	81	50	16	11	28	36	36	75	16	111	-	-	-
Weighted Base	134*	38**	31**	42**	24**	68*	66*	92**	42**	18**	9**	33**	34**	36**	76*	18**	112*	-**	-**	-**
Effective Base	69	17	19	20	15	35	34	45	25	11	5	18	18	16	41	11	56	-	-	-
Lost mail	6	4	2	1	-	5	1	6	-	2	-	3	1	-	4	2	4	-	-	-
4%	9%	5%	1%	-	7%	1%	6%	-	9%	-	10%	2%	-	5%	9%	4%	4%	-	-	-
Damaged mail	5	2	-	3	-	2	3	5	-	-	-	3	2	-	5	-	5	-	-	-
4%	7%	-	7%	-	4%	4%	6%	-	-	-	9%	7%	-	7%	-	5%	5%	-	-	-
Delayed mail	11	7	-	-	4	7	4	11	-	2	2	-	-	7	2	2	9	-	-	-
8%	18%	-	-	16%	10%	6%	12%	-	11%	20%	-	-	18%	3%	11%	8%	8%	-	-	-
Mis-delivered mail	16	11	2	1	2	13	3	15	1	2	2	4	3	7	8	2	15	-	-	-
12%	30%	5%	3%	8%	19%	5%	16%	3%	9%	9%	11%	8%	19%	11%	9%	13%	-	-	-	-
Mail that has been tampered with	8	5	2	1	1	7	2	5	4	3	-	2	-	3	2	3	5	-	-	-
6%	13%	5%	2%	3%	10%	2%	5%	9%	18%	-	6%	-	8%	3%	18%	5%	5%	-	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	3	2	-	1	-	2	1	1	2	-	-	3	-	-	3	-	3	-	-	-
3%	6%	-	3%	-	3%	2%	1%	5%	-	-	10%	-	-	4%	-	3%	3%	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	99	16	29	35	19	45	54	64	35	13	7	18	30	26	55	13	82	-	-	-
74%	41%	95%	84%	81%	65%	83%	70%	83%	71%	29%	20%	54%	90%	73%	73%	71%	73%	-	-	-
NET Any problem experienced	35	22	2	7	5	24	11	28	7	5	2	15	3	10	20	5	30	-	-	-
26%	59%	5%	16%	19%	35%	17%	30%	17%	29%	20%	46%	10%	27%	27%	29%	27%	27%	-	-	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_11. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

TNT Post UK

Base : Sent via - TNT Post UK

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	131	86	45	23	65	33	19	14	8	5	6	6	5	7	12	6	10	6	27
Weighted Base	134*	118*	16**	7**	114*	12**	5**	3**	6**	10**	10**	10**	8**	9**	33**	14**	14**	1**	12**
Effective Base	69	59	12	6	53	16	11	10	8	5	5	6	4	7	11	5	9	6	14
Lost mail	6	6	*	-	5	-	*	1	-	-	2	-	-	-	3	-	-	-	-
	4%	5%	1%	-	4%	-	2%	22%	-	-	15%	-	-	-	10%	-	-	-	-
Damaged mail	5	5	-	-	5	-	-	-	-	-	-	-	3	-	2	-	-	-	-
	4%	5%	-	-	5%	-	-	-	-	-	-	-	36%	-	7%	-	-	-	-
Delayed mail	11	11	*	-	11	-	*	-	-	2	-	-	-	-	7	-	2	-	-
	8%	9%	1%	-	9%	-	2%	-	-	21%	-	-	-	-	20%	-	14%	-	-
Mis-delivered mail	16	16	*	-	16	*	-	-	-	-	2	-	1	-	9	2	2	-	-
	12%	14%	1%	-	14%	1%	-	6%	-	-	15%	-	17%	-	28%	16%	14%	-	1%
Mail that has been tampered with	6	8	*	-	6	*	-	-	-	-	2	-	-	-	5	-	1	-	*
	6%	7%	1%	-	7%	1%	-	6%	-	-	15%	-	-	10%	15%	-	5%	-	1%
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	3	3	-	-	2	1	-	-	-	2	-	-	-	-	-	-	-	-	1
	3%	3%	-	-	2%	3%	-	6%	-	22%	-	-	-	-	-	-	-	-	9%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	99	83	16	7	81	11	5	2	6	5	9	10	4	8	15	12	11	1	10
	74%	70%	99%	100%	71%	91%	98%	66%	100%	57%	85%	100%	47%	90%	47%	84%	81%	100%	90%
NET Any problem experienced	35	35	*	-	33	1	*	1	-	4	2	-	4	1	17	2	3	-	1
	26%	30%	1%	-	29%	9%	2%	34%	-	43%	15%	-	53%	10%	53%	16%	19%	-	10%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Mears, Columns: Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_11. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

TNT Post UK

Base : Sent via - TNT Post UK

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	131	50	4	21	54	44	20	8	5	98	13	55	45	15	10	6	100	16	-	-
Weighted Base	134*	48**	3**	18**	57**	37**	26**	10**	4**	94*	14**	58**	47**	15**	10**	4**	105*	15**	-**	-**
Effective Base	69	24	3	9	27	23	14	4	3	49	7	28	24	9	6	2	53	8	-	-
Lost mail	8	1	-	-	5	1	-	-	-	6	-	5	1	-	-	-	6	-	-	-
4%	1%	-	-	-	9%	2%	-	-	-	6%	-	9%	1%	-	-	-	5%	-	-	-
Damaged mail	5	-	-	-	3	2	-	-	-	5	-	-	5	-	-	-	5	-	-	-
4%	-	-	-	-	5%	7%	-	-	-	6%	-	-	11%	-	-	-	5%	-	-	-
Delayed mail	11	2	-	-	7	*	4	-	-	7	-	4	5	-	2	-	9	2	-	-
8%	4%	-	-	-	12%	*	15%	-	-	7%	-	7%	10%	-	20%	-	8%	14%	-	-
Mis-delivered mail	16	2	-	-	8	2	3	2	-	11	2	8	6	-	2	-	14	2	-	-
12%	4%	-	-	-	14%	7%	13%	22%	-	11%	16%	14%	12%	-	-	57%	13%	16%	-	-
Mail that has been tampered with	8	*	-	-	4	1	3	*	-	5	*	2	5	-	2	-	6	2	-	-
6%	1%	-	-	-	8%	2%	10%	2%	-	6%	1%	3%	10%	-	20%	-	6%	14%	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	3	*	-	-	-	2	-	*	1	2	1	2	1	-	-	-	3	-	-	-
3%	*	-	-	-	-	6%	-	2%	28%	2%	9%	4%	3%	-	-	-	3%	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	99	45	3	18	40	31	18	8	3	71	10	44	32	15	6	2	76	8	-	-
74%	94%	100%	100%	70%	83%	69%	76%	72%	75%	75%	75%	76%	68%	100%	61%	43%	73%	56%	-	-
NET Any problem experienced	35	3	-	-	17	6	8	2	1	24	3	14	15	-	4	2	29	6	-	-
26%	6%	-	-	-	30%	17%	31%	24%	28%	25%	25%	24%	32%	-	38%	57%	27%	44%	-	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean, Column: Tested (5% risk level) - 2d/c - dnr/(g/h/w) - kl/mm/ol/plq - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_11. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

TNT Post UK

Base : Sent via - TNT Post UK

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	131	11	117	3	38	89	4	129	1	1	-	131	-
Weighted Base	134*	13**	119*	2**	40**	89*	5**	130*	2**	2**	-**	134*	-**
Effective Base	69	5	63	2	17	50	3	67	1	1	-	69	-
Lost mail	6	-	6	-	-	6	-	6	-	-	-	6	-
	4%	-	5%	-	-	6%	-	4%	-	-	-	4%	-
Damaged mail	5	-	5	-	3	2	-	5	-	-	-	5	-
	4%	-	5%	-	7%	3%	-	4%	-	-	-	4%	-
Delayed mail	11	7	4	-	7	4	-	11	-	-	-	11	-
	8%	51%	3%	-	17%	4%	-	8%	-	-	-	8%	-
Mis-delivered mail	16	4	12	-	7	10	-	16	-	-	-	16	-
	12%	31%	10%	-	17%	11%	-	13%	-	-	-	12%	-
Mail that has been tampered with	8	6	2	1	6	2	1	6	2	-	-	8	-
	6%	43%	1%	44%	14%	2%	20%	5%	100%	-	-	6%	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	3	-	3	-	-	3	-	3	-	-	-	3	-
	3%	-	3%	7%	-	4%	-	3%	-	-	-	3%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	99	3	94	1	25	70	4	97	-	2	-	99	-
	74%	27%	79%	56%	62%	79%	80%	75%	-	100%	-	74%	-
NET Any problem experienced	35	9	25	1	15	19	1	33	2	-	-	35	-
	26%	7%	21%	44%	38%	21%	20%	25%	100%	-	-	26%	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Meters, Columns: Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



***Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)***

**QJ2\_11. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...**

**TNT Post UK**

**Base : Sent via - TNT Post UK**

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	131	74	57	-	27	20	27	17	14	26	-	-	-	-	-	-
Weighted Base	134*	81*	53*	**	33**	22**	25**	23**	9**	21**	**	**	**	**	**	**
Effective Base	69	39	31	-	13	12	14	11	6	15	-	-	-	-	-	-
Lost mail	6	4	2	-	3	-	1	-	-	2	-	-	-	-	-	-
	4%	5%	3%	-	10%	-	2%	-	-	8%	-	-	-	-	-	-
Damaged mail	5	3	2	-	3	-	-	-	-	2	-	-	-	-	-	-
	4%	4%	5%	-	9%	-	-	-	-	12%	-	-	-	-	-	-
Delayed mail	11	4	7	-	4	-	-	5	-	2	-	-	-	-	-	-
	8%	5%	13%	-	12%	-	-	20%	-	10%	-	-	-	-	-	-
Mis-delivered mail	16	6	10	-	6	*	-	3	3	4	-	-	-	-	-	-
	12%	8%	19%	-	19%	*	-	14%	30%	19%	-	-	-	-	-	-
Mall that has been tampered with	8	2	6	-	1	*	1	3	-	4	-	-	-	-	-	-
	6%	2%	12%	-	2%	*	4%	12%	-	17%	-	-	-	-	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	3	3	-	-	-	-	3	-	-	-	-	-	-	-	-	-
	3%	4%	-	-	-	-	13%	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	99	62	37	-	20	22	20	17	7	13	-	-	-	-	-	-
	74%	77%	68%	-	60%	100%	81%	74%	70%	61%	-	-	-	-	-	-
NET Any problem experienced	35	18	17	-	13	*	5	6	3	8	-	-	-	-	-	-
	26%	23%	32%	-	40%	*	19%	26%	30%	39%	-	-	-	-	-	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/(b+h)/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig. testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

UPS

Base : Sent via - UPS

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	844	-	844	104	281	418	421	88	123	180	129	156	117	51	211	309	324	168	786	53	844
Weighted Base	796	..*	796	113*	279	400	391	96*	117*	176*	126*	136*	95*	51**	212	302	282	146*	717	73*	844
Effective Base	456	-	456	58	155	223	230	50	71	99	72	84	55	27	121	170	165	82	416	37	844
Lost mail	11	-	11	7	3	6	5	3	7	1	*	-	-	-	10	1	-	-	9	1	12
Damaged mail	23	-	23	11	10	15	9	14	2	6	*	1	*	-	16	7	1	*	11	12	18
Delayed mail	42	-	42	20	7	26	16	7	7	22	5	1	1	-	14	26	2	1	33	9	44
Mis-delivered mail	24	-	24	16	6	11	13	2	2	12	6	2	*	-	4	18	2	*	18	6	20
Mail that has been tampered with	25	-	25	17	7	20	5	1	7	14	-	2	-	-	8	14	2	-	22	3	15
Didn't allow sufficient time to answer the door	10	-	10	6	4	5	5	-	8	-	-	-	2	2	8	-	2	2	8	1	5
Any other problems	5	-	5	2	1	5	*	-	2	*	*	1	2	-	2	*	3	2	5	-	8
I don't know	9	-	9	2	6	5	4	2	4	1	*	1	2	-	6	1	2	-	6	2	6
I've experienced no problems in the last 12 months when sending packets and parcels via	882	-	882	61	237	332	346	72	87	139	116	127	92	50	159	254	269	142	625	51	745
NET Any problem experienced	105	-	105	49	36	63	41	22	25	36	10	7	3	2	47	46	11	5	85	20	93

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a0 - c0d - e0l - g0h0j0k0l0m - n0p0q - r0s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

UPS

Base : Sent via - UPS

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	844	242	226	186	190	468	376	482	352	100	84	195	240	185	519	101	712	35	80	4
Weighted Base	796	176*	210	197	213	386	410	500	292	118*	72*	176	241	149*	489	119*	649	54**	88*	4**
Effective Base	456	94	125	115	122	219	237	269	187	64	46	104	132	86	281	65	374	24	49	3
Lost mail	11	1	3	4	2	5	6	10	1	3	1	4	-	2	5	3	7	6	1	1
	1%	1%	2%	2%	1%	1%	1%	2%	+	2%	1%	2%	-	1%	1%	2%	10%	1%	1%	17%
Damaged mail	23	12	4	6	1	16	7	18	5	7	3	1	1	11	5	7	16	8	3	-
	3%	7% <sup>sd</sup>	2%	3%	1%	4%	2%	4%	2%	6% <sup>sd</sup>	4%	+	-	6% <sup>sd</sup>	1%	6%	3%	10%	3%	-
Delayed mail	42	20	13	6	3	33	9	32	10	4	3	9	11	15	23	4	38	12	2	-
	5%	11% <sup>sd</sup>	6%	3%	2%	7%	2%	6%	4%	3%	4%	5%	4%	10%	5%	3%	6%	23%	2%	-
Mis-delivered mail	24	16	5	-	3	21	3	22	2	3	2	5	3	11	10	3	21	8	-	-
	3%	9% <sup>sd</sup>	3%	-	1%	5%	1%	5%	1%	2%	3%	3%	1%	10% <sup>sd</sup>	2%	2%	3%	15%	-	-
Mail that has been tampered with	25	14	2	8	-	16	8	24	1	1	+	6	2	15	8	1	24	5	9	1
	3%	9% <sup>sd</sup>	1%	4% <sup>sd</sup>	-	4%	2%	5% <sup>sd</sup>	+	1	+	3%	1%	10% <sup>sd</sup>	2%	+	4%	8%	17%	17%
Didn't allow sufficient time to answer the door	10	5	1	2	2	6	4	8	2	5	-	2	2	1	4	5	5	8	2	-
	1%	3%	1%	1%	1%	2%	1%	2%	1%	4%	-	1%	1%	1%	1%	4% <sup>sd</sup>	1%	14%	2%	-
Any other problems	9	1	2	2	-	3	2	1	5	+	-	-	2	3	2	-	5	-	-	-
	1%	+	1%	1%	-	1%	1%	+	2%	+	-	-	1%	2%	+	-	1%	-	-	-
I don't know	9	2	3	2	2	5	3	9	-	2	-	-	6	+	6	2	6	1	8	-
	1%	1%	1%	1%	1%	1%	1%	2%	-	2%	-	3%	+	1%	2%	1%	2%	9%	9%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	682	126	183	172	201	309	373	409	269	95	66	156	215	112	436	97	558	22	63	3
NET Any problem experienced	86%	72%	87% <sup>sd</sup>	87% <sup>sd</sup>	85% <sup>sd</sup>	80%	81% <sup>sd</sup>	82%	82% <sup>sd</sup>	81%	81% <sup>sd</sup>	80% <sup>sd</sup>	89% <sup>sd</sup>	75%	89% <sup>sd</sup>	81%	86%	41%	71%	83%
NET Any problem experienced	105	47	24	23	10	71	33	82	23	20	6	21	20	37	47	20	84	31	17	1
	13%	27% <sup>sd</sup>	12% <sup>sd</sup>	12% <sup>sd</sup>	5%	15% <sup>sd</sup>	8%	15% <sup>sd</sup>	8%	17%	9%	12%	8%	23% <sup>sd</sup>	10%	15%	13%	57%	20%	17%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Column: Tested (5% risk level) - ab/c/d - e/f - gh - ij/k/l/m - op - q/r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

UPS

Base : Sent via - UPS

	Rurality			Nation				Region											
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	844	551	293	135	391	189	152	112	40	45	52	44	46	43	35	46	27	162	
Weighted Base	796	690	106*	36*	652	83*	40*	21*	31*	92*	81*	55*	63*	76*	98*	83*	73*	6**	77*
Effective Base	456	378	87	33	330	88	82	96	36	40	46	35	40	41	40	32	41	15	78
Lost mail	11	11	-	-	7	2	1	-	2	-	1	-	2	-	2	-	-	-	2
1%	2%	-	-	-	1%	2%	2%	2%	7% <u>mm</u>	-	1%	-	3%	-	2%	-	-	-	3%
Damaged mail	23	23	-	-	20	2	-	1	1	4	3	2	3	5	1	-	-	-	2
3%	3%	-	-	3%	3%	-	-	3%	2%	4%	3%	4%	3%	5%	2%	-	-	3%	3%
Delayed mail	42	39	3	2	37	1	2	1	1	8	3	6	2	1	12	1	3	-	1
5%	6%	2%	5%	6%	1%	6%	6%	6%	2%	9%	4%	10%	3%	1%	13% <u>r</u>	2%	4%	1%	1%
Mis-delivered mail	24	20	4	*	22	1	1	1	-	2	3	2	2	-	12	-	1	-	1
3%	3%	4%	*	3%	1%	3%	3%	-	-	2%	3%	4%	3%	-	12% <u>mm</u>	-	2%	-	1%
Mail that has been tampered with	25	25	-	-	23	1	1	-	1	2	4	-	2	2	12	2	-	-	1
3%	4%	-	-	4%	1%	1%	1%	3%	3%	2%	4%	-	2%	2%	12% <u>ljp</u>	3%	-	-	1%
Didn't allow sufficient time to answer the door	10	10	-	-	10	-	-	-	-	-	1	-	2	2	5	-	-	-	-
1%	1%	-	-	1%	-	-	-	-	-	-	1%	-	3%	2%	5%	-	-	-	-
Any other problems	5	3	2	*	5	-	-	-	-	-	-	1	-	1	2	-	-	-	-
1%	*	2%	*	1%	-	-	-	-	-	-	-	2%	-	1%	2%	-	-	-	-
I don't know	9	7	2	*	9	-	-	-	-	-	5	-	1	-	3	-	-	-	*
1%	1%	2%	*	1%	-	-	-	-	-	-	6%	-	2%	-	3%	-	-	-	*
I've experienced no problems in the last 12 months when sending packets and parcels via	682	587	95	34	549	78	36	19	27	75	65	45	58	68	66	77	68	6	72
86%	85%	90%	94%	84%	94% <u>ln</u>	90%	89%	89%	87%	82%	81%	82%	92% <u>ln</u>	89% <u>ln</u>	88%	92% <u>ln</u>	94% <u>ln</u>	96%	84% <u>ln</u>
NET Any problem experienced	105	96	9	2	94	5	4	2	4	17	11	10	3	8	4	5	*	4	
13%	14%	8%	6%	11% <u>ln</u>	6%	10%	11%	13%	13%	18%	14%	18%	6%	11%	5%	6%	4%	6%	

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Nears, Columns: Tested (5% risk level) - ab/c - d(e/f)g - h(i)/jkl(mn)op(q)r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

UPS

Base : Sent via - UPS

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	844	284	28	155	305	344	102	49	37	649	86	353	325	101	33	25	678	58	59	60
Weighted Base	796	244	34**	128*	307	296	100*	50**	37**	603	88*	335	298	93*	40**	23**	633	64*	86*	59*
Effective Base	456	151	19	81	165	176	60	28	24	340	52	194	168	57	19	16	363	33	42	33
Lost mail	11	1	-	1	3	4	2	1	1	7	2	3	5	-	1	8	2	6	1	1
	1%	*	-	1%	1%	1%	2%	1%	3%	1%	2%	1%	2%	*	3%	6%	1%	4%	7%	1%
Damaged mail	23	1	*	1	11	8	2	1	1	19	1	4	11	1	8	*	15	8	9	-
	3%	1%	1%	1%	4%	3%	2%	1%	2%	3%	1%	1%	4%	1%	19%	2%	13%	10%	-	-
Delayed mail	42	5	*	2	21	15	2	2	1	36	2	19	19	1	2	*	38	3	14	*
	5%	2%	*	2%	7%	5%	2%	4%	2%	6%	3%	6%	6%	1%	6%	2%	6%	5%	16%	*
Mis-delivered mail	24	5	-	1	13	5	3	2	1	18	3	9	12	2	1	*	21	2	7	2
	3%	2%	-	1%	4%	2%	3%	4%	2%	3%	4%	3%	4%	2%	3%	2%	3%	3%	6%	3%
Mail that has been tampered with	25	3	-	1	15	9	1	-	1	24	1	7	16	*	2	-	23	2	13	2
	3%	1%	-	1%	5%	3%	1%	-	1%	4%	1%	2%	5%	*	5%	-	4%	3%	15%	3%
Didn't allow sufficient time to answer the door	10	-	-	-	6	-	3	-	-	6	-	3	4	2	1	-	6	1	8	2
	1%	-	-	-	2%	-	3%	-	-	1%	-	1%	1%	2%	3%	-	1%	2%	9%	3%
Any other problems	5	1	-	1	1	1	-	1	2	2	3	1	3	-	1	-	4	1	-	-
	1%	*	-	1%	*	*	-	2%	6%	2	3%	*	1%	-	3%	-	1%	2%	-	-
I don't know	9	3	-	-	5	2	2	-	-	7	-	4	3	2	-	-	7	-	2	6
	1%	1%	-	-	2%	1%	2%	-	-	1%	-	1%	1%	2%	-	-	1%	-	3%	11%
I've experienced no problems in the last 12 months when sending packets and parcels via	682	230	33	123	254	255	91	44	34	509	78	294	246	87	28	22	540	49	42	47
	86%	94%	99%	96%	83%	86%	91%	88%	90%	84%	89%	88%	83%	83%	68%	95%	85%	78%	46%	73%
NET Any problem experienced	105	11	-	6	48	39	7	6	4	87	10	37	48	5	13	1	85	14	42	6
	13%	5%	1%	4%	15%	13%	7%	12%	10%	14%	11%	11%	15%	5%	32%	5%	13%	43%	43%	11%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Column: Tested (5% risk level) - 2d/c - d/a/r/g/h/w - k/l/m/n/o/p/q - r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

UPS

Base : Sent via - UPS

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	844	53	780	11	251	540	53	832	6	5	1	843	-
Weighted Base	796	58**	727	11**	226	525	45*	781	8**	6**	2**	794	-**
Effective Base	456	30	420	7	132	295	30	450	3	4	1	455	-
Lost mail	11	-	11	-	7	2	2	10	-	-	-	11	-
	1%	-	1%	-	3%	1%	1%	1%	5%	-	-	1%	-
Damaged mail	23	7	16	1	13	8	2	19	4	-	-	23	-
	3%	12%	2%	6%	5%	2%	5%	2%	52%	-	-	3%	-
Delayed mail	42	6	32	4	13	27	2	42	-	-	-	42	-
	5%	10%	4%	34%	6%	5%	4%	5%	-	-	-	5%	-
Mis-delivered mail	24	7	16	-	12	10	2	23	1	-	-	24	-
	3%	13%	2%	-	5%	2%	6%	3%	8%	-	-	3%	-
Mail that has been tampered with	25	10	14	-	17	7	-	25	-	-	-	25	-
	3%	18%	2%	-	8%	1%	-	3%	-	-	-	3%	-
Didn't allow sufficient time to answer the door	10	3	7	-	6	4	-	10	-	-	-	10	-
	1%	5%	1%	-	3%	1%	-	1%	-	-	-	1%	-
Any other problems	5	-	5	-	1	4	-	5	-	-	-	5	-
	1%	-	1%	-	1%	1%	-	1%	-	-	-	1%	-
I don't know	9	2	7	-	3	6	-	9	-	-	-	9	-
	1%	3%	1%	-	1%	1%	-	1%	-	-	-	1%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	682	34	642	7	185	458	40	672	3	6	2	681	-
	86%	59%	88%	60%	82%	87%	89%	86%	39%	100%	100%	86%	-
NET Any problem experienced	105	22	79	4	39	61	5	100	5	-	-	105	-
	13%	38%	11%	40%	17%	12%	11%	13%	61%	-	-	13%	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Mears, Column: Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

UPS

Base : Sent via - UPS

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	844	372	363	63	56	133	123	116	115	119	119	-	44	19	19	20	17
Weighted Base	796	333	317	78*	67*	115*	106*	113*	127*	100*	91*	**	54**	24**	25**	26**	16**
Effective Base	456	196	187	38	37	69	65	63	65	62	62	-	25	13	12	15	11
Lost mail	11	3	1	2	5	1	*	2	-	-	1	-	2	-	-	4	*
1%	1%	*	3%	7% <sup>ab</sup>	1%	*	2%	-	-	1%	-	4%	-	-	17%	2%	
Damaged mail	23	10	5	7	2	8	*	1	2	-	3	-	7	-	-	1	*
3%	3%	2%	9% <sup>ab</sup>	2%	7% <sup>cd</sup>	*	1%	2%	-	3%	-	13%	-	-	-	5%	2%
Delayed mail	42	19	9	7	7	7	5	8	3	5	1	-	7	**	5	2	*
5%	6%	3%	9%	10% <sup>ab</sup>	6%	5%	7%	2%	6%	1%	-	13%	*	20%	7%	*	
Mis-delivered mail	24	7	9	7	2	3	2	2	7	*	1	-	5	2	-	1	*
3%	2%	3%	9% <sup>ab</sup>	2%	3%	2%	1%	6%	*	1%	-	9%	7%	-	5%	2%	
Mail that has been tampered with	25	5	6	8	7	4	*	1	6	-	-	-	8	-	-	3	4
3%	1%	2%	10% <sup>ab</sup>	10% <sup>ab</sup>	3%	**	*	4%	-	-	-	15%	-	-	12%	22%	
Didn't allow sufficient time to answer the door	10	-	-	5	5	-	-	-	-	-	-	-	3	2	-	5	-
1%	-	-	6% <sup>ab</sup>	7% <sup>ab</sup>	-	-	-	-	-	-	-	5%	6%	-	19%	-	
Any other problems	5	4	1	-	-	1	3	-	1	*	-	-	-	-	-	-	-
1%	1%	*	-	-	-	1%	3%	-	1%	*	-	-	-	-	-	-	-
I don't know	9	-	-	9	-	-	-	-	-	-	-	-	*	-	7	1	-
1%	-	-	13% <sup>ab</sup>	-	-	-	-	-	-	-	-	-	*	-	30%	5%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	682	295	299	48	40	98	99	98	119	93	88	-	27	21	12	16	12
86%	89% <sup>cd</sup>	94% <sup>acd</sup>	61%	60%	85%	94%	87%	94%	94%	96% <sup>ac</sup>	-	50%	85%	50%	62%	73%	
NET Any problem experienced	105	38	18	30	18	17	7	14	8	6	4	-	27	4	5	9	4
13%	11% <sup>b</sup>	6%	39% <sup>ab</sup>	27% <sup>ab</sup>	15% <sup>j</sup>	6%	13%	6%	6%	4%	-	49%	15%	20%	34%	27%	

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig. testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

UK Mail

Base : Sent via - UK Mail

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	377	-	377	80	140	210	166	40	57	75	55	73	49	28	97	130	150	77	347	28	377
Weighted Base	401	..*	401	98*	155*	223	177*	38**	74*	83*	54**	84*	37**	31**	111*	138*	151*	68*	359	39**	377
Effective Base	221	-	221	50	88	123	97	22	40	45	30	49	21	15	62	75	84	35	202	18	377
Lost mail	25	-	25	10	5	10	15	5	10	3	1	*	*	7	14	3	8	7	24	1	20
	6%	-	6%	11%	3%	5%	8%	12%	13%k	3%	1%	*	*	24%	13%nc	2%	5%	11%	7%	3%	5%
Damaged mail	33	-	33	17	9	16	16	5	12	6	3	1	2	4	16	8	8	7	28	5	25
	8%	-	8%	13%nd	6%	7%	9%	13%	13%k	7%	5%	2%	6%	14%	15%	6%	5%	10%	8%	12%	7%
Delayed mail	46	-	46	22	15	32	14	6	15	7	6	6	1	3	24	13	9	3	30	16	31
	11%	-	11%	22%	10%	14%	8%	15%	24%k	8%	11%	7%	1%	9%	21%nc	9%	6%	5%	8%	41%	8%
Mis-delivered mail	30	-	30	16	9	18	12	11	3	3	4	3	2	3	15	7	8	5	24	6	22
	8%	-	8%	16%nd	6%	8%	7%	30%	5%	4%	8%	4%	6%	9%	13%	5%	5%	7%	7%	16%	6%
Mail that has been tampered with	15	-	15	11	3	10	5	5	6	4	1	-	-	-	10	4	-	-	10	5	15
	4%	-	4%	12%nd	2%	5%	3%	12%	8%	5%	1%	-	-	-	3%nc	3%	-	-	3%	12%	4%
Didn't allow sufficient time to answer the door	4	-	4	3	1	3	1	3	3	*	-	-	*	*	3	*	*	*	3	1	5
	1%	-	1%	3%	*	1%	1%	*	4%	1%	-	-	*	-	3%	*	*	*	1%	3%	1%
Any other problems	5	-	5	4	1	5	*	-	4	1	-	-	-	-	-	5	*	*	5	-	4
	1%	-	1%	4%	*	2%	*	-	5%	1%	-	-	-	-	3%	*	*	*	1%	-	1%
I don't know	8	-	8	3	5	2	6	2	4	1	-	1	-	-	6	1	1	-	7	1	9
	2%	-	2%	3%	3%	1%	3%	5%	6%	1%	-	2%	-	-	5%	1%	1%	-	2%	3%	2%
I've experienced no problems in the last 12 months when sending packets and parcels via	277	-	277	30	118	148	129	15	29	59	43	74	34	23	44	102	131	58	260	15	286
	69%	-	69%	31%	76%nc	67%	73%	39%	40%	71%kn	79%	85%kn	93%	76%	40%	74%kn	87%no	85%kn	72%	38%	76%
NET Any problem experienced	115	-	115	65	32	72	43	21	40	23	12	9	3	7	62	35	19	10	92	23	82
	29%	-	29%	67%nd	21%	32%	24%	56%	55%k	25%k	21%	10%	7%	24%	55%opq	25%nc	12%	15%	26%	59%	22%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a) - d) - e) - g)h)j)k)l) - n)o)p)q) - r) - s)  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

UK Mail

Base : Sent via - UK Mail

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	377	116	101	83	77	217	160	228	147	50	39	84	113	236	51	312	40	93	5
Weighted Base	401	101*	106*	101*	92*	208	193	270	129*	58**	41**	83*	121*	81*	60*	328	54**	110*	2**
Effective Base	221	53	59	54	56	112	109	141	80	29	25	50	65	43	30	183	26	64	3
Lost mail	25	10	5	9	1	15	10	17	8	*	3	6	8	17	*	25	4	8	*
	6%	10% <sup>id</sup>	4%	9%	1%	7%	5%	6%	6%	*	7%	7%	7%	10%	7%	8%	7%	8%	10%
Damaged mail	33	14	6	7	5	20	13	23	10	7	5	5	12	4	7	25	12	9	1
	8%	14%	6%	7%	6%	10%	7%	11%	7%	11%	12%	6%	10%	5%	11%	9%	23%	8%	30%
Delayed mail	46	12	13	15	6	25	20	39	7	7	8	10	9	11	7	39	18	14	*
	11%	12%	13%	14%	6%	12%	10%	14% <sup>id</sup>	5%	12%	20%	13%	8%	13%	11%	11%	34%	13%	11%
Mis-delivered mail	30	16	8	3	3	24	6	24	6	8	5	7	4	4	8	21	9	4	1
	8%	16% <sup>id</sup>	6%	3%	3%	12%	3%	14%	5%	14%	13%	9%	3%	5%	14%	6%	17%	4%	51%
Mail that has been tampered with	15	8	2	5	-	10	5	12	3	1	-	4	4	6	1	14	6	3	*
	4%	7% <sup>id</sup>	2%	5%	-	5%	3%	4%	2%	2%	-	5%	3%	7%	2%	4%	10%	3%	3%
Didn't allow sufficient time to answer the door	4	*	2	2	-	2	2	4	*	-	-	2	*	1	2	-	4	3	1
	1%	*	2%	2%	-	1%	1%	1%	*	-	-	2%	*	2%	1%	-	6%	1%	-
Any other problems	5	4	-	1	-	4	1	5	-	-	-	1	-	4	1	5	-	-	-
	1%	4%	-	1%	-	2%	*	2%	-	-	-	1%	-	4%	1%	1%	-	-	-
I don't know	8	1	4	1	2	5	3	5	3	2	1	2	2	2	5	6	3	5	-
	2%	1%	4%	1%	2%	3%	1%	2%	2%	3%	3%	2%	1%	2%	2%	3%	5%	5%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	277	52	78	71	75	130	147	171	105	39	27	52	94	50	41	224	16	69	1
	69%	52%	73% <sup>id</sup>	71% <sup>id</sup>	62% <sup>id</sup>	63%	76% <sup>id</sup>	63%	82% <sup>id</sup>	67%	65%	63%	78%	62%	68%	69%	29%	63%	46%
NET Any problem experienced	115	48	24	29	15	72	43	94	21	18	13	29	25	30	18	97	36	36	1
	29%	7% <sup>id</sup>	23%	28%	16%	33%	22%	35% <sup>id</sup>	16%	30%	32%	35%	21%	36%	29%	30%	56%	32%	54%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - ab/c/d - e/f - gh - ij/k/l/m/n - op - q/r/s  
 \* small base; \*\* very small base (under 30) ineligible for sq testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

UK Mail

Base : Sent via - UK Mail

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	377	247	130	50	209	68	65	37	20	24	27	25	15	29	25	23	21	10	56
Weighted Base	401	338	62*	12**	352	26*	16*	7*	16**	48**	41**	35**	21**	45**	54**	58**	33**	2**	24**
Effective Base	221	181	41	15	177	30	39	31	17	22	24	23	14	26	23	21	19	8	27
Lost mail	25	25	-	-	23	1	1	-	3	-	7	-	2	3	-	4	3	-	1
	6%	7%	1%	1%	6%	5%	8%	-	21%	-	18%	-	9%	7%	-	8%	6%	16%	4%
Damaged mail	33	30	3	-	30	1	1	1	-	7	2	2	-	2	12	4	2	-	1
	8%	9%	5%	3%	9%	5%	5%	8%	-	14%	4%	6%	-	4%	22%	8%	6%	-	5%
Delayed mail	46	37	8	1	43	1	1	1	1	11	4	1	5	2	5	12	2	-	1
	11%	11%	14%	5%	12%	6%	7%	8%	6%	22%	10%	4%	23%	4%	9%	21%	6%	-	6%
Mis-delivered mail	30	30	1	-	27	2	1	1	-	10	3	5	3	2	3	-	1	-	2
	8%	9%	1%	3%	8%	8%	5%	8%	-	22%	7%	13%	14%	4%	6%	-	2%	16%	7%
Mail that has been tampered with	15	14	-	-	14	-	1	-	1	-	4	1	-	3	5	-	-	-	-
	4%	4%	1%	1%	4%	-	5%	2%	6%	-	11%	3%	-	6%	9%	-	-	-	-
Didn't allow sufficient time to answer the door	4	3	-	-	3	-	-	1	-	-	1	-	2	-	-	-	-	-	-
	1%	1%	-	1%	1%	-	1%	3%	-	-	3%	-	9%	-	-	-	-	-	-
Any other problems	5	5	-	-	4	-	1	-	-	-	-	-	-	-	4	-	-	-	-
	1%	1%	-	1%	1%	1%	4%	-	-	-	-	-	-	-	7%	-	-	5%	-
I don't know	8	8	-	-	7	1	1	-	-	3	1	-	-	1	-	-	1	-	1
	2%	2%	-	-	2%	3%	4%	-	-	6%	3%	-	-	3%	-	-	4%	-	3%
I've experienced no problems in the last 12 months when sending packets and parcels via	277	226	51	11	238	20	13	6	11	26	31	28	13	34	32	37	25	1	19
	69%	67%	82%	92%	68%	79%	83%	80%	74%	53%	76%	80%	63%	74%	59%	65%	75%	79%	79%
NET Any problem experienced	115	104	11	1	107	5	2	1	4	20	9	7	8	11	22	7	-	4	
	29%	31%	18%	8%	28%	18%	11%	20%	26%	40%	21%	20%	37%	23%	35%	22%	21%	18%	

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Mears, Columns: Tested (5% risk level) - ab/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

UK Mail

Base : Sent via - UK Mail

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	377	142	13	69	137	154	51	25	8	291	33	171	135	37	22	8	306	30	87	51
Weighted Base	401	140*	16**	60*	132*	167**	63*	27**	12**	299	38**	189	133*	39**	31**	6**	322	36**	108*	59*
Effective Base	221	81	8	37	70	95	34	16	6	165	21	101	80	24	13	4	180	16	57	34
Lost mail	28	6	-	4	13	7	2	1	2	20	3	8	11	2	4	1	19	5	11	1
	6%	4%	1%	8%	10%	4%	3%	5%	14%	7%	8%	4%	8%	4%	13%	13%	6%	13%	11%	2%
Damaged mail	33	9	*	5	10	14	3	4	2	24	6	17	8	6	*	25	*	22	*	*
	8%	7%	1%	9%	7%	8%	5%	16%	14%	8%	15%	9%	6%	15%	-	3%	8%	-	20%	-
Delayed mail	46	7	*	2	18	14	13	*	1	32	1	21	17	*	8	-	37	8	29	4
	12%	5%	1%	3%	14%	8%	20%	1%	6%	11%	2%	11%	13%	*	27%	-	12%	22%	27%	6%
Mis-delivered mail	30	8	-	1	9	13	5	3	-	22	3	12	9	-	10	-	20	10	13	2
	8%	6%	-	1%	7%	8%	8%	10%	-	7%	7%	6%	7%	-	32%	-	6%	27%	12%	3%
Mail that has been tampered with	15	*	*	*	3	7	3	*	2	10	2	6	4	2	3	-	10	3	7	2
	4%	*	*	*	3%	4%	5%	*	14%	3%	4%	3%	3%	4%	11%	-	3%	9%	6%	3%
Didn't allow sufficient time to answer the door	4	1	-	-	2	-	1	*	-	2	*	1	2	-	1	-	3	1	4	*
	1%	*	-	*	2%	-	2%	1%	-	1%	*	*	2%	-	4%	-	1%	3%	3%	*
Any other problems	5	*	-	-	5	-	*	-	-	5	-	5	*	-	*	-	5	*	-	-
	1%	*	-	-	4%	-	*	-	-	2%	-	2%	*	-	*	-	1%	*	-	-
I don't know	8	*	*	-	3	*	3	1	-	3	1	4	2	2	-	-	6	-	5	3
	2%	*	2%	-	2%	*	3%	5%	-	1%	4%	2%	1%	5%	-	-	2%	-	4%	6%
I've experienced no problems in the last 12 months when sending packets and parcels via	277	116	16	53	87	126	37	17	9	213	26	130	92	31	17	5	223	22	38	48
	69%	53%	97%	89%	66%	76%	59%	64%	80%	71%	69%	69%	70%	79%	67%	84%	69%	62%	35%	11%
NET Any problem experienced	115	23	-	7	42	40	23	6	2	82	10	55	39	6	13	1	93	14	65	8
	28%	17%	1%	11%	32%	24%	36%	31%	20%	27%	27%	29%	29%	15%	43%	16%	29%	38%	56%	13%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean, Column Totals (5% risk level) - 2d/c - d/a/(g/h/w) - k/l/m/n/o/p/q - r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

UK Mail

Base : Sent via - UK Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	377	31	340	6	118	237	22	363	9	3	1	375	1
Weighted Base	401	42**	350	8**	128*	250	22**	379	17**	2**	2**	399	***
Effective Base	221	19	197	5	66	143	13	212	7	1	1	219	1
Lost mail	25	3	22	-	13	9	4	23	2	*	-	25	-
	6%	7%	5%	-	10%	4%	16%	6%	12%	1%	-	6%	-
Damaged mail	33	*	32	1	20	11	1	28	4	-	-	33	-
	8%	-	9%	12%	16%	5%	5%	7%	25%	-	-	8%	-
Delayed mail	46	11	32	2	21	25	-	40	6	-	-	46	-
	17%	27%	9%	29%	16%	10%	-	10%	35%	-	-	17%	-
Mis-delivered mail	30	7	24	-	13	17	*	25	4	-	-	30	-
	8%	16%	7%	-	10%	7%	1%	7%	23%	-	-	8%	-
Mail that has been tampered with	15	2	12	1	9	4	1	13	2	-	-	15	*
	4%	5%	3%	12%	7%	2%	5%	3%	12%	-	-	4%	100%
Didn't allow sufficient time to answer the door	4	-	4	-	3	1	-	4	-	-	-	4	-
	1%	-	1%	-	2%	*	-	1%	-	-	-	1%	-
Any other problems	5	4	1	-	4	1	-	5	-	-	-	5	-
	1%	10%	-	-	3%	*	-	1%	-	-	-	1%	-
I don't know	8	-	8	-	2	5	1	8	-	-	-	8	-
	2%	-	2%	-	2%	2%	6%	2%	-	-	-	2%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	277	19	253	5	68	183	16	271	3	2	2	275	-
	69%	45%	72%	59%	53%	73%	72%	71%	16%	99%	100%	69%	-
NET Any problem experienced	115	23	89	3	58	52	5	101	14	*	-	115	*
	29%	55%	25%	41%	43%	21%	22%	27%	64%	1%	-	29%	100%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mears, Columns tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

UK Mail

Base : Sent via - UK Mail

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	377	138	101	88	70	59	45	34	33	36	32	-	53	15	17	24	29
Weighted Base	401	141*	92*	86*	81*	59**	41**	42**	41**	21**	30**	**	65*	21**	17**	31**	32**
Effective Base	221	76	54	45	46	29	26	22	20	17	19	-	33	12	10	19	18
Lost mail	25	11	2	4	8	8	-	3	-	*	2	-	4	-	2	5	1
	6%	8%	2%	5%	10%	13%	-	8%	-	1%	5%	-	7%	-	11%	17%	3%
Damaged mail	33	7	4	13	9	5	1	1	2	*	2	-	12	1	*	5	4
	8%	5%	4%	15%	12%	9%	2%	2%	5%	1%	5%	-	18%	4%	1%	17%	12%
Delayed mail	46	10	3	16	17	4	2	3	2	*	1	-	16	-	2	6	8
	11%	7%	3%	13% <sup>lab</sup>	21% <sup>lab</sup>	7%	5%	8%	4%	1%	4%	-	24%	-	14%	21%	26%
Mis-delivered mail	30	10	6	8	7	7	-	3	4	-	2	-	8	-	*	4	2
	8%	7%	6%	9%	9%	12%	-	7%	8%	-	7%	-	11%	-	1%	14%	8%
Mail that has been tampered with	15	3	4	4	5	1	1	1	-	4	-	4	*	-	-	1	4
	4%	2%	4%	5%	6%	1%	2%	3%	-	12%	-	6%	*	-	-	4%	11%
Didn't allow sufficient time to answer the door	4	-	-	4	4	-	-	-	-	-	-	-	*	-	1	3	-
	1%	-	-	5%	5%	-	-	-	-	-	-	-	-	-	4%	10%	-
Any other problems	5	5	-	-	-	1	*	4	-	-	-	-	-	-	-	-	-
	1%	3%	-	-	-	1%	*	10%	-	-	-	-	-	-	-	-	-
I don't know	8	-	-	4	4	-	-	-	-	-	-	-	4	-	2	1	-
	2%	-	-	5%	5%	-	-	-	-	-	-	-	7%	-	14%	5%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	277	111	80	46	40	41	38	33	36	21	23	-	26	20	10	15	15
	69%	79% <sup>lcd</sup>	87% <sup>lcd</sup>	54%	49%	69%	92%	79%	87%	99%	78%	-	40%	95%	59%	47%	46%
NET Any problem experienced	115	30	12	36	37	18	3	9	5	*	7	-	35	1	5	15	17
	29%	21%	13%	41% <sup>lab</sup>	45% <sup>lab</sup>	31%	8%	21%	13%	1%	22%	-	53%	5%	28%	48%	54%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - a/(b+h)/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig. testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ2\_14. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...**

**DX**

**Base : Sent via - DX**

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	119	-	119	13	27	66	52	3	14	30	30	26	11	5	17	60	42	16	114	5	119
Weighted Base	101*	..*	101*	16**	28**	57*	44**	3**	18**	26**	33**	16**	3**	3**	21**	58*	22**	6**	94*	7**	119
Effective Base	58	-	58	8	12	31	27	2	9	16	16	12	5	1	11	32	17	4	56	3	119
Lost mail	3	-	3	*	1	*	3	-	1	1	1	-	*	-	1	3	*	*	3	-	6
Damaged mail	3%	-	3%	2%	5%	1%	7%	-	4%	5%	4%	-	3%	-	3%	4%	*	2%	4%	-	5%
Delayed mail	5	-	5	4	-	3	2	-	1	2	3	-	-	-	1	4	-	-	5	-	5
Mis-delivered mail	5%	-	5%	28%	-	5%	5%	-	4%	6%	9%	-	-	-	3%	7%	-	-	5%	4%	4%
Mail that has been tampered with	1	-	1	1	*	1	*	-	1	-	*	*	-	-	1	*	*	*	1	*	5
Didn't allow sufficient time to answer the door	1%	-	1%	5%	1%	1%	1%	-	-	3%	-	1%	3%	-	-	1%	1%	2%	1%	4%	4%
Any other problems	7	-	7	5	-	6	*	-	-	5	2	-	-	-	-	7	-	-	7	-	4
I don't know	6%	-	6%	30%	-	11%	1%	-	-	19%	5%	-	-	-	11%	-	-	-	7%	-	3%
I've experienced no problems in the last 12 months when sending packets and parcels via	12	-	12	4	6	7	5	2	6	1	3	-	*	-	8	4	*	*	6	6	6
NET Any problem experienced	12%	-	12%	24%	22%	12%	11%	77%	32%	4%	9%	-	3%	-	38%	6%	*	2%	6%	78%	5%
NET Any problem experienced	9	-	9	5	-	7	1	-	-	2	4	-	*	3	6	3	3	3	9	-	5
NET Any problem experienced	9%	-	9%	30%	-	13%	3%	-	-	7%	13%	-	3%	85%	-	10%	12%	46%	9%	-	4%
NET Any problem experienced	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problem experienced	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problem experienced	76	-	76	6	21	41	35	1	11	18	27	16	3	*	11	45	19	3	75	1	100
NET Any problem experienced	75%	-	75%	41%	73%	71%	80%	23%	60%	72%	82%	99%	97%	15%	55%	78%	87%	54%	80%	18%	84%
NET Any problem experienced	25	-	25	9	8	16	9	2	7	7	6	*	*	3	9	13	3	3	19	6	19
NET Any problem experienced	25%	-	25%	59%	27%	29%	20%	77%	40%	28%	18%	1%	3%	85%	45%	22%	13%	46%	20%	82%	16%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - 2d - 0d - 0d - g/h/i/j/k/l/m - n/o/p/q - r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_14. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DX

Base : Sent via - DX

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	119	39	30	30	20	69	50	90	29	12	5	21	37	39	63	12	103	-	-	-
Weighted Base	101*	21**	36**	24**	20**	56**	45*	89*	12**	6**	1**	26**	31**	32**	58*	6**	91*	-**	-**	-**
Effective Base	58	12	17	18	13	29	30	48	12	7	3	12	19	18	32	7	50	-	-	-
Lost mail	3	-	1	1	2	1	3	2	1	-	1	2	-	-	3	-	3	-	-	-
Damaged mail	5	3	1	-	1	4	1	5	-	-	46%	8%	1%	-	5%	-	3%	-	-	-
Delayed mail	1	-	-	1	-	-	-	1	-	-	-	-	1%	13%	1%	-	6%	-	-	-
Mis-delivered mail	7	2%	-	3	-	1%	1%	1%	-	3%	-	-	2%	1%	1%	3%	1%	-	-	-
Mail that has been tampered with	12	5	7	-	-	12	-	12	-	-	-	8	-	4	8	-	12	-	-	-
Didn't allow sufficient time to answer the door	12%	25%	19%	-	-	21%	-	13%	-	-	-	30%	-	12%	14%	-	13%	-	-	-
Any other problems	9	3	3	2	1	5	3	7	1	-	-	1	-	7	1	-	9	-	-	-
I don't know	9%	14%	7%	8%	7%	10%	7%	8%	11%	-	-	5%	-	23%	2%	-	10%	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	76	13	26	19	18	38	37	65	11	6	1	16	30	19	47	6	66	-	-	-
NET Any problem experienced	25%	39%	28%	20%	12%	32%	16%	27%	11%	3%	46%	38%	2%	40%	19%	3%	27%	-	-	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - ab/c/d - e/f - gh - ij/k/l/m/n - op - q/r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ2\_14. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...**

**DX**

**Base : Sent via - DX**

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	119	66	53	26	47	33	30	9	9	6	2	5	4	6	7	2	6	2	31
Weighted Base	101*	86*	15**	7**	80*	12**	7**	2**	7**	13**	3**	7**	4**	11**	17**	6**	9**	1**	12**
Effective Base	58	46	15	6	39	17	19	8	9	6	2	5	4	5	7	2	6	1	15
Lost mail	3	3	-	-	2	1	-	-	1	-	1	-	-	-	-	-	-	-	1
	3%	3%	3%	-	2%	6%	4%	17%	9%	-	43%	-	-	-	-	-	-	-	7%
Damaged mail	5	5	-	-	4	1	-	-	-	-	-	1	-	-	3	-	-	-	1
	5%	6%	2%	-	5%	6%	4%	17%	-	-	-	13%	-	-	16%	-	-	-	6%
Delayed mail	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	5%	-	-	2%	6%	17%	-	-	-	-	-	-	-	-	-	-	2%
Mis-delivered mail	7	7	-	-	6	-	-	-	-	-	-	2	2	-	3	-	-	-	-
	6%	8%	-	-	8%	-	4%	-	-	-	-	22%	30%	-	16%	-	-	-	-
Mail that has been tampered with	12	12	-	-	12	-	-	-	-	-	-	1	2	-	3	6	-	-	-
	12%	14%	1%	-	15%	1%	-	-	-	-	-	13%	26%	-	16%	100%	-	-	1%
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	9	9	-	-	9	-	-	-	-	-	1	-	2	-	5	-	-	-	-
	9%	10%	1%	-	11%	1%	-	-	-	-	4%	-	30%	-	31%	-	-	-	1%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	76	62	14	7	57	11	6	1	6	13	2	5	3	11	9	-	9	1	10
	75%	72%	95%	100%	72%	86%	89%	83%	91%	100%	57%	64%	43%	100%	53%	-	100%	100%	85%
NET Any problem experienced	25	24	1	-	22	2	1	-	1	-	1	3	3	-	8	6	-	-	2
	25%	28%	5%	-	28%	14%	11%	17%	9%	-	43%	36%	57%	-	47%	100%	-	-	15%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Meters, Columns: Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_14. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DX

Base : Sent via - DX

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	119	32	5	11	45	49	13	6	4	94	10	51	38	20	6	3	89	9	-	-
Weighted Base	101*	20**	4**	5**	32**	43**	16**	7**	2**	75*	9**	43**	28**	20**	6**	3**	71*	8**	-**	-**
Effective Base	58	14	3	5	19	25	8	4	3	44	6	22	21	11	3	2	41	5	-	-
Lost mail	3	-	-	-	-	-	1	1	-	2	-	1	2	-	-	-	3	-	-	-
3%		2%	-	-	1%	-	8%	14%	-	1%	18%	2%	8%	-	-	-	5%	-	-	-
Damaged mail	5	-	-	-	-	5	-	-	-	5	-	4	1	-	-	-	5	-	-	-
5%		2%	-	-	1%	11%	-	-	-	7%	-	9%	3%	1%	-	-	7%	-	-	-
Delayed mail	1	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	1	-	-	-
1%		2%	-	-	1%	1%	-	-	-	1%	-	1%	1%	2%	-	-	1%	-	-	-
Mis-delivered mail	7	-	-	-	5	-	-	2	-	5	2	3	2	2	-	-	5	-	-	-
6%		-	-	-	15%	-	-	29%	-	6%	22%	6%	8%	8%	-	-	7%	-	-	-
Mail that has been tampered with	12	-	-	-	-	9	-	2	-	10	2	8	2	-	2	2	9	2	-	-
12%		-	-	-	-	22%	-	34%	-	13%	25%	18%	6%	-	78%	13%	26%	-	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	9	3	-	-	5	3	1	-	-	7	-	3	3	3	-	-	6	-	-	-
9%		13%	-	-	14%	6%	8%	-	-	10%	-	6%	12%	13%	-	-	8%	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	76	17	4	5	24	32	15	2	2	56	3	31	21	16	6	1	53	6	-	-
76%		66%	100%	100%	76%	75%	92%	28%	68%	75%	38%	73%	76%	77%	100%	22%	74%	74%	-	-
NET Any problem experienced	25	3	-	-	8	11	1	5	1	18	5	12	7	5	-	2	16	2	-	-
25%		14%	-	-	24%	25%	8%	12%	32%	25%	62%	27%	24%	23%	-	78%	26%	26%	-	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mears, Columns Tested (5% risk level) - 2d/c - d/a/r/g/h/w - k/l/m/n/o/p/q - r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_14. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DX

Base : Sent via - DX

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	119	7	112	-	37	80	2	117	2	-	-	119	-
Weighted Base	101*	5**	96*	-**	29**	69*	3**	97*	4**	-**	-**	101*	-**
Effective Base	58	4	54	-	16	40	1	56	2	-	-	58	-
Lost mail	3	1	2	-	3	1	-	3	-	-	-	3	-
	3%	26%	2%	-	9%	1%	-	3%	-	-	-	3%	-
Damaged mail	5	-	5	-	3	2	-	2	3	-	-	5	-
	5%	-	5%	-	11%	3%	-	2%	63%	-	-	5%	-
Delayed mail	1	-	1	-	1	-	-	1	-	-	-	1	-
	1%	-	1%	-	3%	-	-	1%	-	-	-	1%	-
Mis-delivered mail	7	2	5	-	5	2	-	7	-	-	-	7	-
	6%	37%	5%	-	17%	2%	-	7%	-	-	-	6%	-
Mail that has been tampered with	12	-	12	-	4	7	-	7	4	-	-	12	-
	12%	-	12%	-	16%	10%	-	8%	100%	-	-	12%	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	9	3	5	-	6	3	-	6	3	-	-	9	-
	9%	63%	6%	-	21%	4%	-	6%	63%	-	-	9%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	76	2	74	-	17	56	3	76	-	-	-	76	-
	75%	37%	77%	-	58%	81%	100%	76%	-	-	-	75%	-
NET Any problem experienced	25	3	22	-	12	13	-	21	4	-	-	25	-
	25%	63%	23%	-	42%	19%	-	22%	100%	-	-	25%	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Meters, Columns: Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ2\_14. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...**

**DX**

**Base : Sent via - DX**

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	119	62	57	-	20	27	15	14	21	22	-	-	-	-	-	-
Weighted Base	101*	55**	46**	**	15**	27**	12**	14**	20**	12**	**	**	**	**	**	**
Effective Base	58	30	29	-	8	13	9	9	10	11	-	-	-	-	-	-
Lost mail	3	1	2	-	1	1	-	*	2	-	-	-	-	-	-	-
	3%	2%	4%	-	4%	3%	-	2%	9%	-	-	-	-	-	-	-
Damaged mail	5	2	3	-	-	2	-	*	3	-	-	-	-	-	-	-
	5%	3%	7%	-	-	6%	-	2%	15%	-	-	-	-	-	-	-
Delayed mail	1	-	1	-	-	-	-	+	+	-	-	-	-	-	-	-
	1%	-	2%	-	-	-	-	3%	2%	1%	-	-	-	-	-	-
Mis-delivered mail	7	-	7	-	-	-	-	2	3	2	-	-	-	-	-	-
	6%	-	14%	-	-	-	-	12%	15%	16%	-	-	-	-	-	-
Mall that has been tampered with	12	7	4	-	2	5	-	-	3	2	-	-	-	-	-	-
	12%	13%	10%	-	14%	19%	-	-	14%	13%	-	-	-	-	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	9	3	6	-	-	-	3	-	4	2	-	-	-	-	-	-
	9%	5%	13%	-	-	-	20%	-	21%	16%	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	78	43	33	-	13	21	10	12	12	8	-	-	-	-	-	-
	78%	78%	71%	-	82%	76%	80%	85%	62%	70%	-	-	-	-	-	-
NET Any problem experienced	25	12	13	-	3	6	3	2	8	4	-	-	-	-	-	-
	25%	22%	29%	-	18%	24%	20%	15%	38%	30%	-	-	-	-	-	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig. testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Yodel

Base : Sent via - Yodel

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	1383	-	1383	128	400	615	765	101	181	274	222	293	196	116	282	496	605	312	1316	59	1383
Weighted Base	1245	-**	1245	127*	402	533	709	95*	147*	253	227	251	154*	117*	242	480	523	271	1157	81*	1383
Effective Base	727	-	727	70	221	327	399	56	95	156	125	152	85	60	151	281	296	145	681	42	1383
Lost mail	52	-	52	17	20	23	29	5	2	18	10	16	1	1	7	28	17	2	52	-	45
	4%	-	4%	13% <sup>d</sup>	5%	4%	4%	5%	1%	7% <sup>nlm</sup>	4%	6% <sup>l</sup>	1%	1%	3%	6% <sup>d</sup>	3%	1%	4%	-	3%
Damaged mail	67	-	67	7	35	31	36	18	7	18	5	8	6	3	25	23	18	10	60	7	69
	5%	-	5%	5%	9%	5%	5%	13% <sup>nlj/blm</sup>	5%	7%	2%	3%	4%	3%	19% <sup>opd</sup>	5%	3%	4%	5%	9%	5%
Delayed mail	109	-	109	28	34	64	46	7	27	25	19	16	8	8	34	44	32	16	95	12	120
	9%	-	9%	22% <sup>d</sup>	8%	12% <sup>f</sup>	6%	7%	10% <sup>nlj</sup>	10%	8%	6%	5%	7%	14% <sup>opd</sup>	9%	6%	6%	8%	15%	9%
Mis-delivered mail	59	-	59	6	17	16	43	6	7	13	4	10	13	5	13	17	28	19	56	1	41
	5%	-	5%	5%	4%	3%	6%	6%	5%	5%	2%	4%	9% <sup>l</sup>	4%	6%	4%	5%	7%	5%	1%	3%
Mail that has been tampered with	16	-	16	5	6	1	15	4	4	3	-	1	4	1	7	3	6	5	14	2	16
	1%	-	1%	4%	1%	2% <sup>nc</sup>	4% <sup>l</sup>	4%	3%	1%	-	1%	3%	1%	3% <sup>d</sup>	1%	1%	2%	1%	2%	1%
Didn't allow sufficient time to answer the door	4	-	4	2	2	2	2	2	2	-	-	-	-	-	4	-	-	-	4	-	2
	*	-	*	1%	1%	*	*	2%	1%	-	-	-	-	-	2% <sup>opd</sup>	-	-	-	*	-	*
Any other problems	36	-	36	*	10	15	21	4	2	5	5	7	3	10	6	10	20	13	35	-	37
	3%	-	3%	*	3%	3%	3%	4%	1%	2%	2%	3%	2%	9% <sup>nlm</sup>	2%	2%	4%	5%	3%	-	3%
I don't know	14	-	14	4	9	9	5	*	4	6	1	-	*	1	5	8	1	1	6	7	12
	1%	-	1%	4%	2%	2%	1%	*	3% <sup>nl</sup>	2%	1%	-	*	1%	2%	2%	*	1%	1%	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	992	-	992	68	315	409	581	62	103	187	196	213	129	102	166	383	444	231	933	55	1131
	80%	-	80%	53%	78% <sup>nc</sup>	77%	82%	66%	70%	74%	86% <sup>nlh</sup>	85% <sup>nlh</sup>	84% <sup>nlh</sup>	87% <sup>nlh</sup>	68%	80% <sup>nlm</sup>	85% <sup>nlm</sup>	85% <sup>nlm</sup>	81% <sup>nlm</sup>	67%	82%
NET Any problem experienced	239	-	239	55	77	116	123	32	40	60	30	39	25	14	72	89	77	39	217	19	240
	19%	-	19%	43% <sup>d</sup>	19%	22%	17%	34% <sup>nlm</sup>	27% <sup>nlm</sup>	24% <sup>nl</sup>	13%	15%	16%	12%	30% <sup>opd</sup>	19%	15%	14%	19%	24%	17%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - nl - nlj - nlh - nlm - nlp - nlq - nls  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Yodel

Base : Sent via - Yodel

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	1383	341	435	289	318	776	607	734	632	153	151	346	383	261	880	155	1161	43	115	8
Weighted Base	1245	191	403	301	350	594	651	716	515	161*	151*	309	350	197	810	164*	1022	56**	123*	7**
Effective Base	727	124	237	167	200	360	368	393	330	88	86	187	195	119	468	90	597	27	68	5
Lost mail	52	2	20	17	13	22	30	39	12	10	3	18	14	3	36	10	40	9	8	*
	4%	1%	5%	9% <b>a</b>	4%	4%	5%	5%	2%	6%	2%	6%	4%	2%	4%	8%	4%	15%	8	6%
Damaged mail	67	14	27	10	15	42	25	46	19	15	7	20	11	10	38	19	47	8	6	1
	5%	7%	7%	3%	4%	7%	4%	6%	4%	11% <b>m</b>	4%	6%	3%	5%	5%	11% <b>p</b>	5%	15%	5%	13%
Delayed mail	109	28	38	23	20	66	43	72	36	13	16	22	40	16	78	13	94	12	14	-
	9%	15% <b>d</b>	9%	8%	6%	11% <b>f</b>	7%	10%	7%	8%	11%	7%	11%	8%	10%	8%	9%	22%	12%	-
Mis-delivered mail	59	9	23	15	11	33	26	33	21	5	8	22	17	5	46	5	51	-	5	1
	5%	5%	6%	5%	3%	5%	4%	5%	4%	3%	5%	7%	5%	2%	6%	3%	5%	-	4%	19%
Mail that has been tampered with	16	2	2	8	4	4	12	8	4	2	*	8	5	2	13	2	14	2	5	-
	1%	1%	-	3%	1%	1%	2%	1%	1%	1%	*	3%	1%	1%	2%	1%	1%	3%	4%	-
Didn't allow sufficient time to answer the door	4	2	-	2	-	2	2	4	-	-	-	2	2	-	4	-	4	2	2	-
	1%	-	-	1%	-	-	-	1%	-	-	-	1%	1%	-	-	-	3%	3%	2%	-
Any other problems	38	10	7	8	10	18	18	14	21	4	12	6	7	5	24	4	30	-	3	-
	3%	5%	2%	3%	3%	3%	3%	2%	4%	2%	9% <b>k</b>	2%	2%	3%	3%	2%	3%	-	2%	-
I don't know	14	5	2	1	5	7	6	11	3	*	2	4	3	4	9	*	13	3	10	*
	1%	3% <b>b</b>	*	-	1%	1%	1%	1%	1%	*	1%	1%	1%	2%	1%	*	1%	5%	8%	5%
I've experienced no problems in the last 12 months when sending packets and parcels via	992	140	312	241	299	452	540	550	434	125	116	242	278	162	636	128	813	24	80	5
	80%	73%	77%	80%	85% <b>a</b>	76%	83% <b>d</b>	77%	84% <b>g</b>	78%	77%	78%	79%	82%	79%	78%	80%	43%	65%	67%
NET Any problem experienced	239	46	89	59	45	135	104	155	78	35	32	63	69	31	164	35	196	29	33	2
	19%	24% <b>d</b>	22% <b>d</b>	20%	15%	23% <b>f</b>	16%	22% <b>h</b>	15%	22%	21%	20%	20%	16%	20%	22%	19%	52%	27%	28%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - a:b:c:d - e:f - g:h - i:j:k:l/m:n - o:p - q:r:s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Base : Sent via - Yodel

	Rurality			Nation				Region											
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	1383	885	498	213	629	310	268	176	79	65	72	62	72	78	48	72	81	51	259
Weighted Base	1245	1047	198	62*	1013	122	75	35	59*	127*	107*	80*	104*	136*	104*	172*	123*	12**	110
Effective Base	727	600	127	45	519	138	145	109	70	58	63	55	66	69	43	64	73	20	120
Lost mail	52	45	7	1	46	2	3	*	1	10	13	1	3	1	5	10	3	*	2
4%	4%	4%	4%	2%	5%	2%	4%	1%	2%	8%	12% <i>(n/m/p)</i>	1%	3%	1%	5%	6%	2%	4%	2%
Damaged mail	67	53	13	3	56	6	3	1	5	10	6	8	3	10	7	7	1	1	6
5%	5%	5%	7%	4%	6%	5%	5%	2%	9% <i>u</i>	9% <i>u</i>	9%	10% <i>u</i>	3%	7%	6%	4%	1%	6%	5%
Delayed mail	109	87	22	3	92	10	4	3	5	7	11	12	11	5	18	16	7	2	9
8%	8%	11%	5%	9%	8%	6%	9%	9%	8%	5%	10%	15% <i>u</i>	11%	3%	17% <i>u</i>	9%	6%	12%	8%
Mis-delivered mail	59	39	20	5	53	4	2	-	2	3	11	4	3	10	4	13	2	1	3
5%	4%	10% <i>u</i>	9%	14% <i>u</i>	3%	2%	-	-	3%	3%	10% <i>u</i>	5%	3%	7%	4%	8%	2%	6%	3%
Mail that has been tampered with	16	9	7	4	14	2	*	*	1	-	-	2	-	5	-	5	1	*	1
1%	1%	4% <i>u</i>	7% <i>u</i>	1%	1%	1%	-	1%	2%	-	-	3%	-	4%	-	3%	1%	1%	1%
Didn't allow sufficient time to answer the door	4	2	2	-	4	-	-	-	-	-	-	-	2	-	2	-	-	-	-
*	*	1%	-	*	*	-	-	-	-	-	-	-	2%	-	1%	-	-	-	-
Any other problems	36	29	7	-	31	3	2	-	1	7	-	2	3	-	13	4	-	-	3
3%	3%	3%	1%	3%	3%	2%	1%	-	2%	5%	-	2%	3%	-	1%	3% <i>u</i>	3%	1%	3%
I don't know	14	11	3	*	12	1	1	-	-	-	2	1	4	-	2	-	3	*	1
1%	1%	1%	*	1%	1%	1%	-	-	-	-	2%	2%	4%	-	-	-	3%	*	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	992	834	158	51	799	100	63	31	51	98	76	61	79	119	72	136	107	9	91
80%	80%	80%	83%	79%	82%	84%	87% <i>u</i>	85%	85%	77%	71%	76%	76%	88% <i>u</i>	69%	79%	86% <i>u</i>	72%	83%
NET Any problem experienced	239	201	37	11	202	21	11	4	9	29	29	18	21	17	31	36	13	3	18
19%	19%	19%	17%	20%	17%	15%	13%	15%	15%	23%	24% <i>u</i>	22%	20%	12%	23% <i>u</i>	21%	11%	28%	16%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means, Columns: Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Yodel

Base : Sent via - Yodel

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1383	528	51	285	494	578	174	82	41	1072	123	561	551	165	65	27	1112	92	96	70
Weighted Base	1245	483	58*	247	461	488	169	77*	38**	950	115*	514	477	147*	70*	26**	991	96*	116*	71*
Effective Base	727	278	33	147	249	296	101	50	26	543	76	289	286	92	36	18	574	53	62	38
Lost mail	52	22	2	2	27	12	6	7	*	39	8	27	12	9	*	3	40	4	16	1
	4%	4%	3%	1%	4%	2%	3%	3%	1%	4%	7%	3%	3%	6%	*	12%	4%	4%	14%	1%
Damaged mail	67	25	3	7	26	20	15	5	*	46	5	19	22	10	13	3	40	16	14	2
	5%	5%	5%	3%	6%	4%	9%	6%	1%	5%	4%	4%	5%	7%	19%	12%	4%	17%	12%	2%
Delayed mail	109	41	3	17	42	44	9	10	2	86	12	59	29	7	6	6	88	12	26	*
	9%	9%	6%	7%	9%	9%	5%	14%	5%	9%	17%	12%	6%	5%	9%	24%	9%	13%	23%	*
Mis-delivered mail	59	27	1	9	25	18	11	5	-	43	5	23	19	8	6	2	42	9	4	2
	5%	6%	2%	4%	6%	4%	7%	6%	-	4%	4%	4%	4%	6%	9%	10%	4%	9%	4%	3%
Mail that has been tampered with	16	5	-	*	8	4	4	*	*	12	1	8	4	2	2	-	12	2	6	-
	1%	1%	-	*	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	3%	-	1%	3%	5%	-
Didn't allow sufficient time to answer the door	4	-	-	-	2	-	2	-	-	2	-	-	2	-	2	-	2	2	4	-
	*	-	-	-	*	-	1%	-	-	*	-	-	*	-	*	-	*	3%	-	-
Any other problems	36	19	-	13	17	9	8	2	1	26	2	13	14	8	*	*	27	1	-	3
	3%	4%	-	5%	4%	2%	5%	3%	1%	3%	2%	3%	3%	5%	1%	2%	3%	1%	-	4%
I don't know	14	5	-	1	2	6	3	2	2	7	4	7	4	2	1	-	11	1	6	7
	1%	1%	-	1%	*	1%	2%	2%	4%	1%	3%	1%	1%	2%	1%	-	1%	1%	5%	10%
I've experienced no problems in the last 12 months when sending packets and parcels via	992	392	52	214	365	400	128	58	33	765	91	402	399	112	53	17	801	71	52	56
	80%	81%	91%	87%	79%	82%	76%	79%	87%	81%	79%	78%	84%	76%	76%	67%	81%	74%	45%	73%
NET Any problem experienced	239	86	5	31	95	83	38	16	3	178	21	106	73	33	16	8	179	25	57	7
	19%	14%	9%	13%	21%	17%	23%	23%	8%	19%	16%	21%	15%	22%	23%	33%	16%	26%	43%	10%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Column 1 tested (5% risk level) - 2d/c - d/a/r/g/h/w - k/l/m/n/o/p/q - r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Yodel

Base : Sent via - Yodel

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	1383	90	1269	24	439	865	79	1357	13	12	-	1382	1
Weighted Base	1245	87*	1131	27**	386	788	71*	1215	19**	11**	-**	1245	***
Effective Base	727	50	661	16	235	448	44	711	8	8	-	726	1
Lost mail	52	4	43	5	21	27	4	46	5	1	-	52	-
	4%	4%	4%	20%	5%	3%	6%	4%	29%	7%	-	4%	-
Damaged mail	67	9	51	6	25	36	6	61	4	1	-	67	-
	5%	11%	5%	23%	6%	5%	8%	5%	23%	8%	-	5%	-
Delayed mail	109	6	97	7	35	64	10	103	6	*	-	109	*
	9%	6%	9%	26%	9%	8%	14%	8%	33%	3%	-	9%	100%
Mis-delivered mail	59	3	54	2	25	31	2	58	1	-	-	59	-
	5%	3%	5%	9%	7%	4%	3%	5%	3%	-	-	5%	-
Mail that has been tampered with	16	3	12	1	11	3	2	14	2	-	-	16	-
	1%	3%	1%	3%	3%	3%	3%	1%	8%	-	-	1%	-
Didn't allow sufficient time to answer the door	4	-	4	-	4	-	-	4	-	-	-	4	-
	*	-	*	-	1%	-	-	*	-	-	-	*	-
Any other problems	36	3	33	-	14	19	4	36	-	-	-	36	*
	3%	4%	3%	-	4%	2%	5%	3%	-	-	-	3%	100%
I don't know	14	*	13	-	3	8	3	14	-	-	-	14	-
	1%	*	1%	-	1%	1%	4% <sup>d</sup>	1%	-	-	-	1%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	992	62	918	12	289	651	53	979	3	10	-	992	-
	80%	71%	81%	46%	75%	75% <sup>d</sup>	74%	81%	18%	89%	-	80%	-
NET Any problem experienced	239	25	199	15	94	129	16	222	15	1	-	239	*
	19%	2%	18%	54%	24%	16%	22%	18%	62%	11%	-	19%	100%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Mears; Columns: Tested (5% risk level) - a/b/c - d/ef - gh/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Yodel

Base : Sent via - Yodel

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	1383	809	808	78	88	216	206	187	205	199	204	-	52	28	30	33	25
Weighted Base	1245	536	523	96*	90*	179	188	169*	196	148*	170	**	58**	39**	33**	34**	23**
Effective Base	727	312	316	48	52	108	106	98	109	100	109	-	29	19	17	21	15
Lost mail	52	18	17	9	8	6	5	7	4	7	7	-	6	3	1	7	*
	4%	3%	3%	9%	9%	3%	3%	4%	2%	5%	4%	-	10%	8%	4%	19%	1%
Damaged mail	67	20	31	14	2	5	5	10	12	13	6	-	6	8	*	1	1
	5%	4%	6%	14% <sup>lab</sup>	2%	3%	3%	6%	6%	9%	3%	-	10%	20%	1%	3%	3%
Delayed mail	109	37	46	10	15	9	12	16	12	23	11	-	8	2	7	7	3
	9%	7%	8%	11%	13% <sup>lab</sup>	5%	6%	10%	6%	15% <sup>lab</sup>	6%	-	14%	6%	20%	21%	12%
Mis-delivered mail	59	32	20	2	4	5	14	13	6	11	3	-	-	2	-	2	3
	5%	6%	4%	2%	5%	3%	8% <sup>lab</sup>	6% <sup>lab</sup>	3%	6% <sup>lab</sup>	2%	-	-	5%	-	5%	11%
Mail that has been tampered with	16	8	2	6	*	-	2	5	*	1	1	-	2	3	-	*	-
	1%	1%	*	6% <sup>lab</sup>	*	-	1%	3%	**	*	1%	-	4%	9%	-	1%	-
Didn't allow sufficient time to answer the door	4	-	-	2	2	-	-	-	-	-	-	-	-	2	-	2	-
	*	-	-	2% <sup>lab</sup>	2% <sup>lab</sup>	-	-	-	-	-	-	-	-	5%	-	5%	-
Any other problems	36	14	19	2	*	3	6	6	9	4	6	-	-	2	*	*	-
	3%	3%	4%	2%	*	1%	3%	4%	5%	3%	3%	-	-	6%	*	*	-
I don't know	14	-	-	4	10	-	-	-	-	-	-	-	2	2	4	3	3
	1%	-	-	4% <sup>lab</sup>	11% <sup>lab</sup>	-	-	-	-	-	-	-	3%	3%	11%	9%	13%
I've experienced no problems in the last 12 months when sending packets and parcels via	992	453	431	56	53	159	159	135	163	112	156	-	34	22	21	18	14
	69%	84% <sup>gcd</sup>	82% <sup>gcd</sup>	58%	59%	69% <sup>lab</sup>	85%	79%	83%	76%	67% <sup>lab</sup>	-	59%	56%	64%	52%	61%
NET Any problem experienced	239	83	92	37	27	20	29	35	33	36	23	-	22	15	8	13	6
	19%	16%	18%	38% <sup>lab</sup>	30% <sup>lab</sup>	11%	15%	21%	17%	24% <sup>lab</sup>	13%	-	38%	39%	24%	39%	26%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig. testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	1186	-	1186	122	414	586	596	108	142	228	185	237	185	101	250	413	523	286	1109	71	1186
Weighted Base	1207	-**	1207	137*	424	574	628	114*	140*	230	192	239	165*	126*	254	423	531	292	1100	100*	1186
Effective Base	666	-	666	71	237	331	333	58	81	136	109	143	87	57	139	245	283	143	611	50	1186
Lost mail	43	-	4%	19	17	25	18	1	14	16	5	5	2	-	15	21	7	2	38	5	43
				14% <u>d</u>	4%	4%	3%	1%	10% <u>g</u> / <u>h</u> <u>m</u>	7% <u>m</u>	3%	2%	1%	-	6% <u>o</u> / <u>p</u> <u>q</u>	5% <u>q</u>	1%	1%	3%	5%	4%
Damaged mail	59	-	5%	12	20	38	21	4	12	14	11	11	7	*	16	25	18	8	51	8	52
				9%	5%	7%	3%	4%	8% <u>m</u>	6%	6%	4%	4%	*	6%	6%	3%	3%	5%	6%	4%
Delayed mail	84	-	84	33	26	43	39	7	23	23	7	9	13	2	30	30	24	15	75	8	72
				24% <u>d</u>	6%	8%	6%	6%	17% <u>g</u> / <u>h</u> <u>m</u>	10% <u>h</u> <u>m</u>	3%	4%	8%	2%	12% <u>o</u>	7%	4%	5%	7%	8%	6%
Mis-delivered mail	30	-	30	9	13	12	17	5	4	12	2	4	2	-	9	14	7	2	26	3	30
				6%	3%	2%	3%	4%	3%	5%	1%	2%	1%	-	3%	3%	1%	1%	2%	3%	3%
Mail that has been tampered with	19	-	19	9	5	14	5	2	3	6	2	6	1	-	4	7	7	1	16	2	16
				8% <u>d</u>	1%	2%	1%	1%	2%	3%	1%	3%	1%	-	2%	2%	1%	*	1%	2%	1%
Didn't allow sufficient time to answer the door	11	-	11	3	8	5	6	-	2	5	1	*	-	3	2	3	3	3	9	2	10
				2%	2%	1%	1%	-	1%	2%	1%	*	-	2%	1%	1%	1%	1%	1%	2%	1%
Any other problems	25	-	25	2	7	5	19	-	3	8	6	2	6	-	3	14	8	6	24	1	24
				2%	2%	1%	3%	-	2%	4%	3%	1%	3%	-	1%	3%	1%	2%	2%	1%	2%
I don't know	13	-	13	3	10	5	8	4	2	5	-	2	*	-	6	5	2	*	10	3	13
				2%	2%	1%	1%	4%	1%	2%	-	1%	*	-	2%	1%	*	*	1%	3%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	986	-	986	68	342	463	520	95	91	163	164	207	144	121	186	328	472	265	906	73	980
				82% <u>d</u>	49%	81%	83%	84% <u>h</u>	65%	71%	86% <u>h</u>	87% <u>h</u>	87% <u>h</u>	96% <u>h</u>	73%	78%	89% <u>o</u>	91% <u>o</u>	82%	73%	83%
NET Any problem experienced	208	-	208	66	72	106	100	15	47	62	28	30	21	6	62	89	57	27	184	24	193
				49% <u>d</u>	17%	18%	16%	13%	34% <u>g</u> / <u>h</u> <u>m</u>	27% <u>g</u> / <u>h</u> <u>m</u>	14% <u>m</u>	13%	13%	4%	24% <u>o</u> / <u>p</u> <u>q</u>	21% <u>o</u>	11%	9%	17%	24%	16%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a0 - d0 - e0 - g0/h0/i0/m - n0/p0/q - r0  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	1186	288	371	231	296	659	527	616	557	125	148	310	338	208	706	128	1016	66	184	10
Weighted Base	1207	194	390	283	340	584	623	680	512	148*	171*	307	354	175	832	151*	1018	66*	202	8**
Effective Base	666	113	216	146	192	328	338	356	309	81	92	177	185	100	453	83	560	37	112	6
Lost mail	43	14	10	15	4	24	19	36	7	4	4	8	10	17	22	4	39	10	13	*
	4%	7% <sup>id</sup>	3%	5% <sup>id</sup>	1%	4%	3%	5% <sup>id</sup>	1%	3%	2%	3%	3%	10% <sup>id</sup>	3%	3%	4%	15%	7%	3%
Damaged mail	59	8	20	12	20	27	32	36	23	8	13	10	19	8	41	8	46	5	12	2
	5%	4%	5%	4%	6%	5%	5%	5%	4%	5%	7%	3%	5%	4%	5%	5%	5%	8%	6%	15%
Delayed mail	84	23	22	23	16	44	39	59	25	13	15	20	19	16	54	13	71	18	18	-
	7%	12% <sup>id</sup>	6%	8%	5%	8%	6%	9% <sup>id</sup>	5%	9%	9%	7%	5%	9%	7%	9%	7%	27% <sup>id</sup>	9%	-
Mis-delivered mail	30	7	10	11	1	17	13	19	10	2	3	9	13	2	26	2	28	2	7	1
	2%	4% <sup>id</sup>	3%	5% <sup>id</sup>	*	3%	2%	3%	2%	1%	2%	3%	4%	1%	3%	1%	3%	4%	3%	9%
Mail that has been tampered with	19	6	4	5	3	10	9	15	4	1	*	*	9	9	10	1	18	*	6	*
	2%	3%	1%	2%	1%	2%	1%	2%	1%	1%	*	*	3%	4% <sup>id</sup>	1%	1%	1%	3%	3%	3%
Didn't allow sufficient time to answer the door	11	2	3	4	1	6	5	7	3	1	1	2	7	*	10	1	10	4	7	-
	1%	1%	1%	2%	*	1%	1%	1%	1%	*	1%	1%	2%	*	1%	*	1%	6%	3%	-
Any other problems	23	3	4	5	12	8	17	13	12	8	1	10	3	3	14	8	17	1	*	-
	2%	2%	1%	2%	4%	1%	3%	2%	2%	3% <sup>id</sup>	*	*	3%	1%	2%	3% <sup>id</sup>	2%	2%	*	-
I don't know	15	5	3	3	2	8	5	9	4	-	1	4	5	2	11	-	13	3	10	*
	1%	3%	1%	1%	*	1%	1%	1%	1%	-	1%	1%	2%	1%	1%	-	1%	5%	5%	4%
I've experienced no problems in the last 12 months when sending packets and parcels via	986	146	327	221	292	473	513	531	442	122	139	253	288	135	680	125	828	29	141	5
	82%	76%	84%	78%	88% <sup>id</sup>	81%	82%	78%	86% <sup>id</sup>	82%	81%	82%	81%	77%	82%	83%	81%	44%	70% <sup>id</sup>	68%
NET Any problem experienced	208	42	61	59	46	103	105	141	66	26	30	51	60	38	142	26	180	34	52	2
	17%	22%	16%	21%	14%	16%	17%	21% <sup>id</sup>	13%	18%	18%	17%	17%	22%	17%	17%	18%	31% <sup>id</sup>	26%	28%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - e/f - gh - i/jk/l/m/n - op - q/r/s  
 \* small base; \*\* very small base (under 30) ineligible for sq testing

QJ2\_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Rurality			Nation				Region											
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	1186	812	374	153	616	226	193	151	66	69	72	62	78	74	58	56	81	28	198
Weighted Base	1207	1014	194	47**	1026	94	53	34*	50*	138*	107*	87*	115*	129*	136*	138*	127*	8**	86*
Effective Base	666	559	107	28	509	107	118	91	58	61	64	57	71	65	52	49	73	12	96
Lost mail	43	36	7	1	38	2	2	1	1	11	8	4	3	3	8	-	-	-	2
	4%	4%	3%	1%	4%	2%	3%	4%	1%	5%	6%	5%	3%	3%	6%	-	-	3%	2%
Damaged mail	59	55	5	1	54	3	2	1	3	5	5	6	3	14	5	5	8	-	2
	5%	5%	2%	2%	5%	3%	3%	3%	5%	4%	5%	7%	3%	11%	4%	4%	7%	3%	3%
Delayed mail	84	67	16	3	74	5	3	2	3	12	2	7	10	9	13	12	7	1	4
	7%	7%	9%	7%	7%	5%	5%	5%	6%	9%	2%	8%	9%	7%	9%	9%	5%	9%	5%
Mis-delivered mail	30	28	2	*	25	3	2	1	1	-	1	4	3	5	3	7	1	-	2
	2%	3%	1%	*	2%	3%	4%	2%	1%	-	1%	5%	3%	4%	2%	5%	1%	3%	3%
Mail that has been tampered with	19	15	4	*	16	2	**	1	-	2	-	1	4	1	6	3	-	*	1
	2%	2%	2%	*	2%	2%	*	2%	-	2%	-	1%	3%	1%	4%	2%	-	4%	1%
Didn't allow sufficient time to answer the door	11	10	*	*	10	*	*	*	1	3	1	-	2	3	-	-	-	-	-
	1%	1%	*	*	1%	*	*	1%	1%	2%	1%	-	2%	3%	-	-	-	3%	-
Any other problems	25	22	3	*	22	1	1	1	1	3	-	7	3	-	2	7	-	-	1
	2%	2%	1%	1%	2%	2%	2%	1%	2%	2%	-	5%	2%	-	1%	5%	1%	2%	2%
I don't know	13	9	3	*	12	*	*	*	2	-	3	-	3	2	2	-	-	-	*
	1%	1%	2%	*	1%	*	1%	1%	4%	-	3%	-	3%	1%	1%	-	-	-	*
I've experienced no problems in the last 12 months when sending packets and parcels via	986	826	160	43	830	83	45	29	40	106	90	65	91	103	112	114	110	6	77
	82%	81%	83%	91%	81%	88%	83%	85%	81%	76%	84%	75%	79%	80%	83%	83%	86%	82%	89%*
NET Any problem experienced	208	178	30	4	184	10	9	5	7	32	14	22	21	24	22	23	17	1	9
	17%	18%	15%	9%	18%	11%	16%	14%	15%	23%	13%	25%	18%	19%	16%	17%	14%	18%	11%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1186	409	50	231	415	478	159	79	47	893	126	473	475	145	59	25	948	84	124	136
Weighted Base	1207	423	68*	221	443	455	170*	90*	43**	898	133*	497	471	145*	68*	22**	968	90*	145*	130*
Effective Base	666	232	36	126	239	256	94	45	29	494	72	273	254	86	35	15	526	50	78	77
Lost mail	43	12	4	4	21	15	3	2	3	36	4	13	20	5	2	2	34	4	20	4
	4%	3%	6%	2%	5%	3%	2%	2%	6%	4%	3%	3%	4%	4%	2%	11%	3%	4%	14%	3%
Damaged mail	59	19	3	10	22	20	9	6	2	43	7	27	21	7	3	*	40	4	15	4
	5%	4%	4%	5%	5%	4%	5%	6%	4%	5%	5%	5%	5%	5%	5%	1%	5%	4%	11%	3%
Delayed mail	84	31	6	17	39	20	15	5	5	59	10	39	26	14	1	4	65	5	27	9
	7%	7%	8%	8%	7%	4%	9%	5%	12%	7%	7%	8%	6%	9%	2%	18%	7%	6%	19%	7%
Mis-delivered mail	30	10	1	5	11	9	8	-	2	20	2	13	6	6	2	2	19	4	9	1
	2%	2%	2%	2%	2%	2%	4%	-	5%	2%	2%	3%	1%	4%	3%	11%	2%	5%	6%	1%
Mail that has been tampered with	19	5	-	2	8	8	3	1	-	15	1	2	12	3	2	-	14	2	7	-
	2%	1%	-	1%	2%	2%	2%	1%	-	2%	1%	-	3%	2%	2%	-	1%	2%	5%	-
Didn't allow sufficient time to answer the door	11	3	-	-	4	3	-	*	3	7	3	5	3	-	2	-	9	2	7	3
	1%	1%	-	-	1%	1%	-	*	3%	1%	2%	1%	1%	-	3%	-	1%	2%	5%	3%
Any other problems	25	7	-	1	12	5	4	3	1	16	5	15	6	2	-	1	22	1	-	1
	2%	2%	-	1%	3%	1%	2%	4%	3%	2%	4%	3%	1%	1%	-	6%	2%	2%	-	1%
I don't know	13	5	-	2	5	7	-	1	-	12	1	9	3	1	*	-	12	*	7	6
	1%	1%	-	1%	1%	1%	-	1%	-	1%	1%	2%	1%	*	-	1%	*	*	5%	5%
I've experienced no problems in the last 12 months when sending packets and parcels via	986	354	60	189	357	383	132	78	31	740	109	394	395	116	62	16	789	77	69	106
	82%	84%	88%	86%	81%	84%	78%	86%	72%	82%	82%	79%	84%	80%	91%	71%	81%	86%	47%	81%
NET Any problem experienced	208	63	8	30	81	65	38	12	12	146	24	94	73	28	6	6	167	12	69	18
	17%	15%	12%	14%	18%	14%	22%	13%	28%	16%	18%	19%	16%	19%	9%	29%	17%	14%	43%	14%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - 2d/c - 2d/1/0/1/1/1 - kl/mm/0/p/q - n/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1186	77	1097	12	388	747	51	1167	8	8	1	1183	2
Weighted Base	1207	88*	1106	13**	398	760	49*	1184	12**	5**	1**	1202	4**
Effective Base	666	51	607	9	221	414	32	656	6	4	1	666	1
Lost mail	43	4	39	-	22	21	-	43	-	-	-	43	-
	4%	5%	3%	-	6%	3%	-	4%	1%	-	-	4%	-
Damaged mail	59	2	55	3	27	31	1	54	3	2	-	59	-
	5%	2%	5%	22%	7%	4%	1%	5%	26%	33%	-	5%	-
Delayed mail	84	14	67	3	42	41	1	81	3	-	-	84	-
	7%	16% <sup>b</sup>	6%	22%	10% <sup>a</sup>	5%	2%	7%	23%	-	-	7%	-
Mis-delivered mail	30	5	23	2	12	17	1	27	3	-	-	30	-
	2%	6%	2%	12%	3%	2%	3%	2%	23%	-	-	2%	-
Mail that has been tampered with	19	8	10	1	9	9	1	19	-	-	-	19	-
	2%	9% <sup>b</sup>	1%	7%	2%	1%	2%	2%	-	-	-	2%	-
Didn't allow sufficient time to answer the door	11	*	10	-	3	6	1	9	1	-	-	11	-
	1%	*	1%	-	1%	1%	3%	1%	10%	-	-	1%	-
Any other problems	25	*	24	1	12	12	1	25	-	+	-	25	-
	2%	*	2%	6%	3%	2%	2%	2%	-	2%	-	2%	4%
I don't know	13	4	9	-	6	6	*	12	-	1	-	13	-
	1%	4% <sup>b</sup>	1%	-	2%	1%	1%	1%	-	11%	-	1%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	986	59	923	4	304	639	43	975	3	3	1	981	4
	82%	67%	83% <sup>a</sup>	31%	76%	85% <sup>d</sup>	87%	82%	27%	54%	100%	82%	96%
NET Any problem experienced	208	25	174	9	88	114	6	197	9	2	-	208	*
	17%	2% <sup>b</sup>	16%	6%	22% <sup>a</sup>	15%	12%	17%	7%	3%	-	17%	4%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mears, Columns tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	1186	465	461	125	135	160	167	138	149	140	168	-	84	41	44	45	48
Weighted Base	1207	492	440	132*	144*	166*	165*	160*	155*	128*	156*	**	81*	50**	43**	57*	45**
Effective Base	666	251	263	73	83	88	87	76	86	84	94	-	47	26	23	32	27
Lost mail	43	2	17	15	9	*	1	1	6	7	4	-	15	-	-	7	2
	4%	-	4% <sup>a</sup>	11% <sup>ab</sup>	6% <sup>a</sup>	-	1%	*	4%	6% <sup>gh</sup>	3%	-	16% <sup>efgh</sup>	-	-	13% <sup>efgh</sup>	4%
Damaged mail	59	16	24	9	10	7	7	2	9	11	4	-	8	1	1	2	7
	5%	3%	5%	7%	7%	4%	4%	1%	6%	6% <sup>gh</sup>	3%	-	10% <sup>gh</sup>	3%	1%	4%	16%
Delayed mail	84	24	23	12	24	14	9	1	9	7	7	-	10	2	5	3	11
	7%	5%	5%	9%	17% <sup>ab</sup>	3% <sup>d</sup>	6%	1%	6%	5%	5%	-	13% <sup>gh</sup>	4%	13%	14% <sup>cd</sup>	24%
Mis-delivered mail	30	8	11	4	6	1	6	1	*	9	3	-	*	3	*	5	2
	2%	2%	3%	3%	4%	1%	4%	1%	*	7% <sup>efgh</sup>	2%	-	*	7%	*	9% <sup>efgh</sup>	3%
Mail that has been tampered with	19	2	10	5	2	-	1	1	9	1	*	-	2	2	-	2	*
	2%	*	2% <sup>a</sup>	4% <sup>ab</sup>	2%	-	*	1%	6% <sup>ef</sup>	1%	*	-	3%	4%	-	4%	*
Didn't allow sufficient time to answer the door	11	-	-	1	10	-	-	-	-	-	-	-	*	1	5	4	1
	1%	-	-	1%	7% <sup>ab</sup>	-	-	-	-	-	-	-	*	1%	11%	7% <sup>efgh</sup>	3%
Any other problems	25	15	9	1	-	5	5	5	3	4	2	-	1	-	-	-	-
	2%	3%	2%	1%	-	3%	3%	3%	2%	3%	1%	-	1%	-	-	-	-
I don't know	13	-	-	8	5	-	-	-	-	-	-	-	7	*	2	3	*
	1%	-	-	6% <sup>ab</sup>	4% <sup>ab</sup>	-	-	-	-	-	-	-	4% <sup>efgh</sup>	1%	4%	3% <sup>efgh</sup>	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	986	436	375	83	92	143	144	149	132	102	141	-	43	41	31	35	25
	82%	89% <sup>cd</sup>	85% <sup>cd</sup>	63%	64%	86% <sup>ef</sup>	87% <sup>ef</sup>	93% <sup>ef</sup>	85% <sup>ef</sup>	79% <sup>d</sup>	90% <sup>ef</sup>	-	52%	81%	73%	63%	56%
NET Any problem experienced	208	55	65	41	47	23	22	11	23	27	16	-	31	9	10	18	19
	17%	11%	15%	31% <sup>ab</sup>	33% <sup>ab</sup>	14%	13%	7%	15%	21% <sup>cd</sup>	10%	-	39% <sup>efgh</sup>	18%	23%	32% <sup>efgh</sup>	43%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig. testing





QJ2\_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Other Postal Service

Base : Sent via - Other Postal Service

Total	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	85	22	27	22	14	49	36	56	28	8	9	23	23	18	55	10	73	28	40	5
Weighted Base	106*	23**	35**	27**	21**	58**	48**	80*	25**	12**	10**	29**	29**	20**	69*	14**	88*	37**	54**	8**
Effective Base	56	11	19	16	11	30	27	40	16	6	6	16	17	9	39	8	47	18	29	4
Lost mail	16	6	3	6	1	9	7	14	2	3	-	6	2	5	8	3	13	10	4	1
15%	27%	8%	21%	7%	16%	15%	18%	9%	23%	-	21%	8%	26%	11%	19%	15%	28%	8%	4%	8%
Damaged mail	7	4	2	-	-	8	-	7	-	3	2	2	-	4	3	4	5	2	-	-
6%	19%	6%	1%	-	11%	1%	8%	-	23%	16%	8%	-	-	6%	19%	4%	13%	3%	-	-
Delayed mail	19	7	-	7	4	7	11	16	3	6	-	7	-	5	8	6	12	13	4	-
18%	30%	1%	27%	20%	12%	24%	11%	53%	3%	25%	-	24%	11%	44%	14%	34%	8%	-	-	
Mis-delivered mail	17	6	4	5	3	10	7	11	6	10	2	6	-	2	9	6	11	10	5	1
16%	25%	12%	17%	13%	17%	15%	14%	23%	48%	23%	-	11%	13%	40%	12%	27%	9%	8%	-	
Mail that has been tampered with	9	6	1	2	-	7	2	8	1	3	3	-	2	-	5	3	5	6	2	1
8%	25%	2%	7%	1%	11%	4%	3%	23%	32%	-	7%	-	8%	19%	6%	16%	4%	8%	-	
Didn't allow sufficient time to answer the door	9	3	2	2	2	5	4	9	-	3	2	2	-	6	3	6	5	4	-	
8%	12%	6%	7%	10%	8%	8%	11%	11%	-	23%	22%	6%	7%	9%	19%	7%	14%	7%	-	
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	6	-	3	1	3	3	3	4	2	3	-	1	-	3	1	3	4	1	6	-
6%	-	8%	3%	12%	5%	7%	6%	7%	21%	-	3%	-	15%	1%	18%	4%	2%	10%	-	
I've experienced no problems in the last 12 months when sending packets and parcels via	51	8	21	11	11	30	22	34	16	-	3	14	24	5	41	3	46	8	30	8
48%	38%	60%	40%	52%	51%	45%	43%	64%	1%	33%	49%	81%	24%	60%	18%	52%	23%	56%	92%	
NET Any problem experienced	48	14	11	16	7	25	23	41	7	9	7	14	6	12	27	9	39	28	18	1
46%	62%	32%	57%	36%	44%	48%	52%	29%	78%	67%	48%	19%	61%	39%	64%	44%	75%	33%	8%	

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - ab/c/d - e/f - gh - ij/k/l/m/n - op - q/r/s  
 \* small base; \*\* very small base (under 30) ineligible for sq testing

QJ2\_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Other Postal Service

Base : Sent via - Other Postal Service

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	85	63	22	11	50	19	10	6	3	8	5	2	9	4	9	7	3	2	17
Weighted Base	106*	98*	8**	2**	94*	7**	3**	2**	3**	16**	7**	3**	16**	7**	22**	16**	4**	***	7**
Effective Base	56	51	5	4	46	8	7	5	3	8	5	2	9	4	9	7	3	1	8
Lost mail	16	14	2	*	15	1	*	-	-	4	2	-	4	-	5	-	-	-	1
15%	14%	33%	3%	16%	15%	2%	-	-	25%	22%	-	-	27%	-	25%	-	-	-	16%
Damaged mail	7	7	-	-	6	-	-	*	2	-	-	-	2	-	3	-	-	-	*
6%	7%	-	-	6%	5%	-	14%	54%	-	-	-	-	10%	-	12%	-	-	-	5%
Delayed mail	19	16	3	*	18	1	*	-	-	1	1	-	7	-	8	-	-	-	1
18%	16%	34%	3%	19%	7%	13%	-	-	9%	16%	-	-	47%	-	35%	-	-	-	7%
Mis-delivered mail	17	17	-	-	16	1	-	-	-	6	-	-	2	1	3	5	-	-	1
16%	17%	6%	-	17%	15%	-	-	-	37%	-	-	-	10%	16%	12%	29%	-	-	16%
Mail that has been tampered with	9	8	*	-	7	1	-	1	-	2	-	-	-	2	3	-	-	-	1
8%	9%	2%	-	7%	14%	-	31%	-	14%	-	-	-	-	27%	12%	-	-	-	15%
Didn't allow sufficient time to answer the door	9	9	*	-	8	*	-	1	-	-	-	-	3	-	5	-	-	-	*
8%	9%	*	-	9%	*	-	25%	-	-	-	-	-	22%	21%	-	-	-	-	*
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	6	6	-	-	5	1	-	-	1	-	-	-	-	-	5	-	-	-	1
6%	6%	-	-	6%	11%	-	-	24%	-	-	-	-	-	-	30%	-	-	-	11%
I've experienced no problems in the last 12 months when sending packets and parcels via	51	47	4	2	43	5	2	1	1	7	5	3	3	4	10	7	4	*	4
48%	48%	59%	97%	46%	62%	87%	56%	22%	47%	62%	100%	22%	56%	44%	41%	100%	100%	*	61%
NET Any problem experienced	48	45	3	*	45	2	*	1	2	8	3	-	12	3	13	5	-	-	2
46%	46%	41%	3%	46%	27%	13%	44%	54%	53%	38%	-	78%	44%	56%	29%	-	-	-	28%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Mears, Columns: Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Other Postal Service

Base : Sent via - Other Postal Service

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	85	25	1	10	32	36	10	6	1	68	7	39	32	8	3	3	71	6	50	23
Weighted Base	106*	29**	1**	8**	39**	49**	10**	6**	2**	88*	8**	52**	37**	9**	3**	4**	89*	7**	73*	26**
Effective Base	56	15	1	6	20	25	7	3	1	45	4	26	21	5	2	3	46	5	38	13
Lost mail	16	5	-	2	11	4	1	*	-	16	*	11	4	1	-	-	15	-	15	-
15%	16%	-	26%	29%	9%	7%	1%	-	16%	*	21%	11%	16%	-	-	17%	-	20%	-	1%
Damaged mail	7	-	-	-	5	*	2	-	-	5	-	3	2	-	-	2	5	2	6	*
6%	-	-	-	12%	1%	16%	-	-	-	6%	-	6%	5%	-	-	35%	6%	21%	8%	1%
Delayed mail	19	4	-	1	10	7	-	2	-	17	2	11	5	2	1	-	16	1	15	2
18%	13%	-	18%	26%	13%	-	32%	-	19%	24%	21%	12%	17%	46%	-	18%	18%	21%	7%	
Mis-delivered mail	17	3	-	3	7	8	1	1	-	15	1	11	3	1	-	1	14	1	15	-
16%	9%	-	31%	18%	16%	7%	23%	-	17%	17%	21%	9%	16%	-	29%	16%	17%	21%	-	
Mail that has been tampered with	9	1	-	1	3	5	1	-	-	8	-	8	1	-	-	-	9	-	7	2
8%	4%	-	9%	7%	10%	7%	-	-	9%	-	15%	2%	-	-	-	10%	-	9%	7%	
Didn't allow sufficient time to answer the door	9	3	-	-	5	2	2	*	-	7	*	3	4	-	-	2	7	2	9	-
8%	9%	-	-	12%	4%	20%	1%	-	8%	*	6%	10%	-	-	36%	8%	22%	12%	-	
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	6	3	-	-	1	5	1	-	-	5	-	4	-	3	-	-	4	-	6	-
6%	10%	-	-	2%	10%	8%	-	-	6%	-	7%	-	28%	-	-	4%	-	9%	-	
I've experienced no problems in the last 12 months when sending packets and parcels via NET Any problem experienced	48	7	-	3	24	17	4	3	-	41	3	28	13	2	1	4	41	6	43	4
46%	26%	-	31%	60%	36%	43%	53%	-	47%	41%	53%	36%	17%	46%	100%	46%	79%	58%	14%	

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean, Column, Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Other Postal Service

Base : Sent via - Other Postal Service

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	85	11	73	1	35	44	6	80	1	2	1	83	1
Weighted Base	106*	15**	90*	2**	51**	51**	4**	101*	1**	2**	2**	104*	***
Effective Base	56	7	48	1	26	27	4	53	1	1	1	55	1
Lost mail	16	3	14	-	12	5	-	16	-	*	-	16	-
15%	15%	19%	12%	-	23%	10%	1%	16%	-	1%	-	16%	-
Damaged mail	7	3	4	-	5	2	-	7	-	-	-	7	-
6%	6%	18%	4%	-	9%	4%	-	6%	-	-	-	6%	-
Delayed mail	19	3	16	-	13	6	-	19	-	-	-	19	-
18%	18%	19%	18%	-	25%	12%	-	19%	-	-	-	18%	-
Mis-delivered mail	17	11	6	-	13	5	-	16	1	-	-	17	-
16%	16%	72%	7%	-	28%	9%	-	16%	100%	-	-	17%	-
Mail that has been tampered with	9	3	6	-	7	1	1	9	-	-	-	9	-
8%	8%	19%	6%	-	14%	1%	12%	9%	-	-	-	8%	-
Didn't allow sufficient time to answer the door	9	3	4	2	5	2	2	9	-	*	-	9	-
8%	8%	18%	5%	100%	9%	4%	51%	9%	-	1%	-	8%	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	6	-	6	-	3	4	-	4	-	-	2	4	-
6%	6%	-	7%	-	5%	7%	-	4%	-	-	100%	4%	-
I've experienced no problems in the last 12 months when sending packets and parcels via NET	51	4	48	-	21	29	2	49	-	2	-	51	-
46%	46%	24%	53%	-	40%	56%	49%	49%	-	99%	-	49%	100%
NET Any problem experienced	48	11	36	2	28	19	2	47	1	*	-	48	-
46%	46%	76%	49%	100%	55%	36%	51%	47%	100%	1%	-	47%	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Mears, Column: Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ2\_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...**

**Other Postal Service**

**Base : Sent via - Other Postal Service**

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	85	4	8	34	39	2	2	-	4	2	2	-	25	9	13	14	12
Weighted Base	106*	1**	7**	52**	47**	***	***	**	4**	1**	2**	**	38**	14**	18**	19**	11**
Effective Base	58	3	5	25	25	2	2	-	3	1	2	-	18	7	8	11	7
Lost mail	18	-	1	10	5	-	-	-	1	-	-	-	10	-	*	3	3
15%	-	22%	19%	11%	11%	-	-	-	34%	-	-	-	25%	-	*	13%	25%
Damaged mail	7	-	-	6	*	-	-	-	-	-	-	-	3	3	-	-	-
6%	-	-	12%	1%	1%	-	-	-	-	-	-	-	8%	23%	-	-	3%
Delayed mail	19	+	2	6	10	-	+	-	1	+	-	-	6	-	3	3	5
18%	41%	24%	12%	22%	22%	-	72%	-	34%	19%	-	-	17%	-	17%	15%	41%
Mis-delivered mail	17	-	2	7	8	-	-	-	1	*	-	-	7	-	-	8	-
16%	-	28%	13%	18%	18%	-	-	-	34%	81%	-	-	18%	-	-	44%	-
Mall that has been tampered with	9	-	-	3	6	-	-	-	-	-	-	-	3	-	-	3	3
8%	-	-	5%	12%	12%	-	-	-	-	-	-	-	7%	-	-	16%	24%
Didn't allow sufficient time to answer the door	9	-	-	4	4	-	-	-	-	-	-	-	4	-	2	2	1
8%	-	-	8%	9%	9%	-	-	-	-	-	-	-	11%	-	12%	9%	5%
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	6	-	-	5	1	-	-	-	-	-	-	-	3	2	1	-	-
6%	-	-	9%	3%	3%	-	-	-	-	-	-	-	8%	13%	9%	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	51	*	5	24	22	*	*	-	3	-	2	-	16	9	10	8	4
48%	59%	70%	47%	46%	46%	100%	28%	-	66%	-	100%	-	42%	63%	61%	40%	35%
NET Any problem experienced	48	*	2	22	24	-	*	-	1	1	-	-	19	3	5	12	7
46%	41%	30%	43%	51%	51%	-	72%	-	34%	100%	-	-	51%	23%	29%	60%	65%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base; \*\* very small base (under 30) ineligible for sig. testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using..

Royal Mail

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Lost mail	119	-	119	41	78	66	52	19	23	31	19	19	8	*	42	49	27	8	103	16	122
5%	-	-	5%	11% <b>d</b>	4%	5%	4%	6% <b>m</b>	7% <b>m</b>	6% <b>m</b>	6% <b>m</b>	4% <b>m</b>	2%	*	6% <b>pd</b>	6% <b>pd</b>	3%	1%	5%	5%	5%
Damaged mail	93	-	93	30	63	33	59	22	26	19	11	9	4	*	49	30	14	4	80	13	103
4%	-	-	4%	3% <b>d</b>	3%	3%	5%	7% <b>dmm</b>	8% <b>dmm</b>	6% <b>m</b>	3% <b>dm</b>	2%	1%	*	7% <b>dpd</b>	4% <b>dpd</b>	1%	1%	4%	4%	4%
Delayed mail	263	-	263	75	186	131	131	50	45	59	19	40	28	18	98	79	86	46	208	53	254
10%	-	-	10%	29% <b>d</b>	9%	10%	10%	15% <b>dmm</b>	14% <b>dmm</b>	12% <b>d</b>	6%	8%	9%	7%	14% <b>dpd</b>	10%	8%	8%	9%	9%	17% <b>dr</b>
Mis-delivered mail	84	-	84	27	57	44	40	11	15	24	16	9	6	4	26	40	19	10	76	8	76
3%	-	-	3%	7% <b>d</b>	3%	4%	3%	3%	4%	5% <b>dk</b>	5%	2%	2%	2%	4%	9% <b>dpd</b>	2%	2%	3%	3%	3%
Mail that has been tampered with	31	-	31	14	17	18	12	10	8	9	-	1	2	*	18	9	4	3	19	11	31
1%	-	-	1%	4% <b>d</b>	1%	1%	1%	3% <b>dk</b>	2% <b>dk</b>	2% <b>dk</b>	-	*	1%	*	6% <b>dpd</b>	1%	*	*	1%	1%	1%
Didn't allow sufficient time to answer the door	73	-	73	26	47	39	34	19	17	7	12	8	6	3	36	19	17	9	60	13	71
3%	-	-	3%	7% <b>d</b>	2%	3%	3%	6% <b>dmm</b>	6% <b>dmm</b>	2%	4%	2%	1%	1%	9% <b>dpd</b>	2%	2%	2%	3%	3%	3%
Any other problems	7	-	7	*	6	4	3	1	*	3	-	2	1	*	1	3	2	1	7	-	9
I don't know	44	-	44	5	39	16	29	4	7	12	4	11	2	5	10	16	18	7	31	11	42
2%	-	-	2%	1% <b>d</b>	2%	1%	2%	1%	2%	2%	1%	2%	1%	2%	1%	2%	2%	1%	1%	1%	2%
I've experienced no problems in the last 12 months when sending packets and parcels via	827	-	827	115	712	392	434	83	91	135	127	171	127	93	174	263	391	220	728	91	913
32%	-	-	32%	30%	32%	31%	33%	24%	26%	28%	28%	36% <b>dgh</b>	35% <b>dgh</b>	35% <b>d</b>	25%	32% <b>dn</b>	37% <b>dn</b>	38% <b>dn</b>	32%	30%	35%
NET Any problem experienced	441	-	441	133	307	208	232	80	84	106	46	70	33	21	163	153	124	54	369	70	431
17%	-	-	17%	34% <b>d</b>	14%	17%	18%	23% <b>dmm</b>	24% <b>dmm</b>	22% <b>dmm</b>	14%	14%	10%	8%	24% <b>dpd</b>	19% <b>dpd</b>	12%	9%	16%	23% <b>dr</b>	17%
Not aware of Royal Mail	14	-	14	-	14	6	9	2	2	4	-	4	-	2	4	4	6	2	9	5	12
1%	-	-	1%	-	1%	-	1%	1%	1%	1%	-	1%	-	1%	1%	1%	1%	-	-	2% <b>dr</b>	-
Aware but not used Royal Mail	207	-	207	13	194	113	94	16	21	37	30	37	23	43	37	67	103	66	184	20	176
8%	-	-	8%	3%	9% <b>d</b>	9%	7%	5%	6%	8%	8%	8%	7%	16% <b>dgh</b>	5%	8%	10% <b>dn</b>	11% <b>dn</b>	8%	7%	7%
Used but not sent Royal Mail	1047	-	1047	121	925	523	518	157	143	195	125	195	133	99	300	319	427	232	937	107	1006
41%	-	-	41%	37% <b>d</b>	42% <b>d</b>	42%	39%	46%	47%	40%	37%	40%	42%	38%	44%	39%	40%	40%	42%	35%	39%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - dd - did - ell - ghj/kl/m - nlo/pq - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Royal Mail

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Lost mail	119	27	29	32	31	56	63	91	26	15	10	37	26	28	74	15	102	33	80	6
5%	6%	3%	6%	4%	5%	4%	5%	9%	3%	5%	3%	5%	4%	7%	4%	5%	5%	6%	4%	4%
Damaged mail	93	27	28	16	21	56	37	72	20	6	11	24	32	18	66	7	85	30	61	2
4%	6%	3%	3%	3%	4%	4%	3%	5%	2%	2%	3%	3%	4%	5%	4%	3%	4%	6%	3%	2%
Delayed mail	263	66	88	62	46	154	108	172	88	26	32	80	68	50	180	26	230	76	177	10
10%	14% <sup>nd</sup>	10% <sup>nd</sup>	11% <sup>nd</sup>	6%	12% <sup>nd</sup>	9%	11%	9%	9%	10%	10%	12%	9%	12%	10%	9%	11%	14%	9%	7%
Mis-delivered mail	84	19	26	26	13	45	39	69	16	6	13	27	45	21	14	6	77	25	54	6
3%	4%	3%	3%	2%	3%	3%	3%	3%	2%	2%	4%	4%	3%	3%	4%	2%	4%	5%	3%	4%
Mail that has been tampered with	31	16	5	4	7	20	11	23	2	7	3	6	9	5	18	7	23	16	15	-
1%	3% <sup>bcd</sup>	1%	1%	1%	2%	1%	1%	2%	-	3%	1%	1%	1%	1%	1%	3%	3%	3%	1%	-
Didn't allow sufficient time to answer the door	73	20	21	21	11	41	32	59	12	12	10	15	23	9	49	12	58	26	43	4
3%	4% <sup>nd</sup>	3%	4% <sup>nd</sup>	2%	3%	3%	4% <sup>nd</sup>	1%	1%	4%	3%	2%	3%	2%	3%	4%	3%	6%	2%	3%
Any other problems	7	3	1	1	1	4	3	4	2	-	2	3	-	2	5	-	6	2	4	-
+	1%	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
I don't know	44	7	10	12	16	17	27	32	12	2	6	16	5	5	27	2	33	2	34	8
2%	2%	1%	2%	2%	1%	2%	2%	1%	1%	1%	2%	2%	1%	1%	2%	1%	2%	-	2%	6% <sup>up</sup>
I've experienced no problems in the last 12 months when sending packets and parcels via	827	151	292	164	220	443	384	469	351	69	111	210	262	128	583	71	717	164	629	34
32%	32%	34%	30%	31%	34%	30%	30%	35%	35%	25%	34%	30%	36% <sup>nd</sup>	32%	34% <sup>nd</sup>	25%	32% <sup>nd</sup>	31%	33%	26%
NET Any problem experienced	441	110	141	104	85	251	190	321	116	48	58	121	118	85	297	49	385	120	305	15
77%	23% <sup>bcd</sup>	17%	19% <sup>nd</sup>	12%	12%	15%	15%	21% <sup>nd</sup>	12%	17%	18%	18%	16%	21%	17%	17%	17%	23% <sup>bcd</sup>	16%	12%
Not aware of Royal Mail	14	4	8	-	2	12	2	10	4	-	2	4	6	6	6	-	14	-	14	-
1%	1%	1%	-	1%	1%	1%	1%	1%	-	-	-	1%	1%	1%	-	-	1%	-	1%	-
Aware but not used Royal Mail	207	22	68	42	76	90	118	107	97	27	31	48	51	33	130	27	165	37	153	17
8%	5%	8%	8%	11% <sup>nd</sup>	7%	9%	7%	10%	10%	10%	9%	7%	7%	8%	7%	10%	8%	7%	8%	13%
Used but not sent Royal Mail	1047	176	330	231	310	505	541	605	431	131	118	294	284	145	697	132	855	207	783	57
41%	37%	39%	42%	44%	38%	43%	39%	43%	43%	17% <sup>nd</sup>	36%	43%	39%	36%	40%	47%	39%	39%	41%	43%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QJ2\_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Royal Mail

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
Lost mail	119	102	17	3	98	10	9	3	2	17	7	7	14	23	12	7	8	1	9
5%	5%	5%	5%	4%	5%	4%	7%	4%	2%	6%	4%	4%	8%	16%	3%	2%	3%	3%	5%
Damaged mail	93	78	15	2	73	8	8	4	4	12	9	4	10	6	15	9	6	1	7
4%	4%	4%	3%	3%	3%	4%	5%	5%	4%	4%	4%	2%	4%	2%	4%	2%	3%	3%	4%
Delayed mail	263	224	39	5	225	15	15	7	7	47	23	14	21	24	28	35	25	2	13
10%	10%	10%	11%	6%	10%	7%	12%	10%	7%	17%	11%	7%	9%	10%	8%	10%	11%	6%	7%
Mis-delivered mail	84	69	15	2	72	6	5	2	3	24	5	3	9	10	5	13	-	-	5
3%	3%	3%	4%	2%	3%	3%	4%	2%	3%	3%	3%	1%	3%	2%	1%	4%	-	-	1%
Mail that has been tampered with	31	27	4	1	26	1	2	1	1	7	1	-	3	2	7	2	2	-	1
1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	3%	1%	-	2%	1%	2%	1%	1%	-	1%
Didn't allow sufficient time to answer the door	73	63	10	1	62	3	6	2	4	13	13	2	4	5	6	6	9	-	3
3%	3%	3%	1%	3%	1%	5%	3%	3%	4%	5%	3%	1%	2%	2%	2%	2%	4%	1%	1%
Any other problems	7	6	-	-	5	1	-	-	1	-	1	-	1	-	-	-	2	-	1
*	*	-	-	*	*	*	*	*	1%	-	1%	-	1%	-	-	-	1%	-	*
I don't know	44	35	9	2	41	1	1	2	1	3	6	3	7	5	12	3	1	-	1
2%	2%	2%	2%	2%	2%	*	1%	2%	1	3%	3%	1%	3%	2%	3%	1%	1%	-	*
I've experienced no problems in the last 12 months when sending packets and parcels via	827	694	133	35	671	83	44	29	42	73	58	67	77	75	96	115	67	10	73
32%	31%	37%	46%	31%	35%	36%	41%	40%	40%	26%	27%	36%	34%	31%	28%	33%	30%	43%	32%
NET Any problem experienced	441	376	65	8	372	30	27	12	17	79	35	20	42	38	49	51	41	2	28
17%	17%	18%	10%	17%	14%	14%	21%	17%	16%	22%	16%	11%	16%	16%	15%	14%	19%	10%	14%
Not aware of Royal Mail	14	14	-	-	13	-	1	-	-	4	-	1	-	2	2	2	1	-	-
1%	1%	-	-	1%	-	1%	1%	-	-	2%	-	1%	-	1%	1%	1%	1%	-	-
Aware but not used Royal Mail	207	193	14	5	183	11	11	3	9	11	16	16	15	16	49	39	12	1	10
8%	8%	4%	6%	8%	5%	9%	4%	4%	8%	4%	8%	8%	7%	7%	14%	11%	5%	3%	5%
Used but not sent Royal Mail	1047	907	140	27	889	92	40	25	37	111	98	81	86	105	130	143	99	10	82
41%	41%	39%	36%	41%	43%	33%	36%	35%	35%	39%	46%	43%	38%	44%	38%	40%	45%	44%	42%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing



QJ2\_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Royal Mail

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Lost mail	119	43	6	10	46	45	20	7	2	91	9	53	52	9	3	2	105	6	63	56
	5%	5%	6%	2%	5%	4%	5%	4%	2%	5%	4%	5%	5%	3%	6%	5%	6%	4%	8%	3%
Damaged mail	93	39	2	8	34	44	9	3	3	78	6	45	34	9	5	1	78	6	69	24
	4%	4%	3%	2%	4%	4%	2%	2%	4%	4%	3%	4%	3%	4%	3%	4%	4%	4%	8%	1%
Delayed mail	263	90	13	36	97	104	35	13	13	201	26	128	106	16	8	5	234	13	124	139
	10%	10%	14%	8%	11%	10%	9%	8%	17%	10%	11%	12%	10%	5%	7%	12%	11%	8%	15%	8%
Mis-delivered mail	84	28	2	7	32	38	7	6	-	71	6	43	37	-	4	-	80	4	51	33
	3%	3%	2%	2%	4%	4%	2%	4%	-	4%	2%	4%	4%	-	4%	-	4%	3%	3%	2%
Mail that has been tampered with	31	6	-	2	17	9	3	2	-	26	2	12	8	3	7	-	20	7	27	3
	1%	1%	-	-	2%	1%	1%	1%	-	1%	1%	1%	1%	1%	6% (atmp)	-	1%	4% (atmp)	3%	-
Didn't allow sufficient time to answer the door	73	28	4	6	41	23	6	3	-	64	3	35	31	-	5	2	66	7	43	30
	3%	3%	4%	1%	5%	2%	1%	2%	-	3%	1%	3%	3%	-	5%	4%	5%	3%	5%	2%
Any other problems	7	1	-	-	4	1	-	1	-	5	1	1	3	-	1	1	4	2	-	6
	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	1%	2%	-	-	1%	-
I don't know	44	17	-	6	14	15	8	6	-	29	6	15	17	7	2	2	32	4	12	32
	2%	2%	-	1%	2%	1%	2%	3%	-	2%	2%	1%	2%	2%	2%	4%	2%	2%	1%	2%
I've experienced no problems in the last 12 months when sending packets and parcels via	827	295	25	156	340	343	84	41	18	684	59	434	323	47	22	2	757	24	193	634
	32%	32%	27%	36%	33% (edgl)	33%	21%	24%	24%	35% (dn)	24%	40% (atmp)	31% (atmp)	16%	19%	5%	30% (atmp)	15%	23%	36% (r)
NET Any problem experienced	441	161	21	48	169	172	57	27	16	340	43	222	172	24	14	6	394	23	226	215
	17%	17%	23%	11%	19%	17%	14%	16%	22%	18%	18%	21% (atmp)	17% (atmp)	8%	12%	22%	18%	14%	21%	12%
Not aware of Royal Mail	14	6	-	2	4	1	2	2	2	4	4	4	2	8	-	6	-	-	8	6
	1%	1%	-	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	-	-	-	-	1%	-
Aware but not used Royal Mail	207	83	8	45	71	58	57	10	8	129	17	57	67	45	26	8	124	34	58	150
	8%	9%	8%	10%	9%	6%	14% (edgl)	6%	10%	7%	7%	5%	6%	15% (atmp)	22% (atmp)	21%	6%	22% (atmp)	7%	9%
Used but not sent Royal Mail	1047	362	41	178	277	450	168	62	30	728	112	348	482	164	54	19	800	73	336	711
	41%	39%	42%	41%	32%	43% (dl)	42% (dl)	40% (dl)	41%	41% (dl)	41% (dl)	32%	44% (atmp)	35% (atmp)	48% (atmp)	46%	33% (atmp)	40% (atmp)	40%	41%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Royal Mail

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Lost mail	119	5	113	1	39	70	10	115	3	-	-	119	*
	5%	3%	5%	3%	5%	4%	7%	5%	5%	1%	-	5%	*
Damaged mail	93	10	80	3	36	48	9	91	2	-	-	93	-
	4%	7%	3%	7%	5%	3%	7%	4%	4%	-	-	4%	-
Delayed mail	263	20	240	2	82	169	11	253	7	3	-	263	-
	10%	13%	10%	6%	12%	10%	8%	10%	11%	9%	-	10%	-
Mis-delivered mail	84	5	79	*	38	37	9	82	2	-	-	84	-
	3%	3%	3%	*	5%	2%	6%	3%	4%	-	-	3%	-
Mail that has been tampered with	31	5	26	-	20	8	2	27	4	-	-	31	-
	1%	3%	1%	-	3%	*	2%	1%	6%	-	-	1%	-
Didn't allow sufficient time to answer the door	73	9	62	2	26	37	10	69	4	*	-	73	-
	3%	6%	3%	5%	4%	2%	7%	3%	6%	*	-	3%	-
Any other problems	7	-	7	-	1	6	*	7	-	-	-	7	-
	*	-	*	-	*	*	*	*	-	-	-	*	-
I don't know	44	2	41	2	8	28	8	44	-	-	-	44	*
	2%	1%	2%	4%	1%	2%	6%	2%	-	-	-	2%	3%
I've experienced no problems in the last 12 months when sending packets and parcels via	827	44	772	12	205	589	34	815	2	3	4	820	4
	32%	28%	32%	30%	29%	34%	24%	33%	4%	9%	68%	32%	25%
NET Any problem experienced	441	36	398	7	149	266	26	423	15	3	-	441	*
	17%	23%	17%	17%	21%	15%	16%	17%	23%	10%	-	17%	*
Not aware of Royal Mail	14	4	8	1	4	6	4	11	2	1	-	14	*
	1%	3%	*	4%	1%	*	3%	1%	3%	5%	-	1%	*
Aware but not used Royal Mail	207	2	198	7	44	146	18	187	8	6	2	201	4
	8%	1%	8%	19%	6%	8%	13%	8%	12%	19%	32%	8%	31%
Used but not sent Royal Mail	1047	67	969	10	289	697	51	986	37	18	-	1041	6
	41%	43%	41%	26%	42%	40%	36%	40%	13%	57%	-	41%	40%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mears, Column: Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Royal Mail

Base : All participants

	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248
Lost mail	119	-	-	69	50	-	-	-	-	-	-	-	49	21	10	18
5%	-	-	-	5%	4%	-	-	-	-	-	-	-	6% <sup>min</sup>	4%	2%	4%
Damaged mail	93	-	-	45	48	-	-	-	-	-	-	-	30	15	16	19
4%	-	-	-	4%	4%	-	-	-	-	-	-	-	4%	3%	4%	5%
Delayed mail	283	-	-	101	161	-	-	-	-	-	-	-	66	35	40	49
10%	-	-	-	8%	12% <sup>min</sup>	-	-	-	-	-	-	-	8%	8%	9%	12%
Mis-delivered mail	84	-	-	35	49	-	-	-	-	-	-	-	22	13	9	26
3%	-	-	-	3%	4%	-	-	-	-	-	-	-	3%	3%	2%	6% <sup>min</sup>
Mail that has been tampered with	31	-	-	21	9	-	-	-	-	-	-	-	17	5	*	8
1%	-	-	-	2%	1%	-	-	-	-	-	-	-	2% <sup>min</sup>	1%	*	2% <sup>min</sup>
Didn't allow sufficient time to answer the door	73	-	-	42	31	-	-	-	-	-	-	-	33	9	6	10
3%	-	-	-	3%	2%	-	-	-	-	-	-	-	4%	2%	1%	4% <sup>min</sup>
Any other problems	7	-	-	2	4	-	-	-	-	-	-	-	2	-	3	1
*	-	-	-	*	*	-	-	-	-	-	-	-	*	-	1%	*
I don't know	44	-	-	24	20	-	-	-	-	-	-	-	9	15	11	8
2%	-	-	-	2%	2%	-	-	-	-	-	-	-	1%	2% <sup>min</sup>	2% <sup>min</sup>	2%
I've experienced no problems in the last 12 months when sending packets and parcels via	827	-	-	440	387	-	-	-	-	-	-	-	289	151	157	124
32%	-	-	-	34%	30%	-	-	-	-	-	-	-	35% <sup>min</sup>	32%	36% <sup>min</sup>	30%
NET Any problem experienced	441	-	-	197	243	-	-	-	-	-	-	-	137	60	67	87
17%	-	-	-	15%	19%	-	-	-	-	-	-	-	17%	13%	15%	21% <sup>min</sup>
Not aware of Royal Mail	14	-	-	4	10	-	-	-	-	-	-	-	2	2	2	6
1%	-	-	-	*	1%	-	-	-	-	-	-	-	*	1%	*	1%
Aware but not used Royal Mail	207	-	-	95	113	-	-	-	-	-	-	-	46	49	44	35
8%	-	-	-	7%	9%	-	-	-	-	-	-	-	6%	10% <sup>min</sup>	10% <sup>min</sup>	8%
Used but not sent Royal Mail	1047	-	-	530	516	-	-	-	-	-	-	-	335	196	155	161
41%	-	-	-	41%	40%	-	-	-	-	-	-	-	41%	41%	36%	39%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Citipost

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)			
Unweighted Base	2581	-	2581	241	616	1242	1329	309	319	492	369	481	377	234	628	861	1092	611	2411	149	2581	
Weighted Base	2581	..	2581	312	638	1256	1312	347	305	527	384	438	317	263	652	912	1017	579	2333	227	2581	
Effective Base	1390	-	1390	144	342	676	706	180	181	269	211	264	162	129	360	480	551	291	1271	108	2581	
Lost mail	11	-	11	11	1	7	5	4	2	2	3	-	-	-	6	5	-	-	11	-	7	
Damaged mail	12	-	12	12	1	10	2	5	3	4	-	-	-	-	7	4	-	-	12	-	6	
Delayed mail	12	-	12	5	5	12	-	12	-	-	-	-	-	-	12	-	-	-	5	7	5	
Mis-delivered mail	9	-	9	8	-	9	1	4	3	3	-	-	-	-	6	3	-	-	5	4	6	
Mail that has been tampered with	14	-	14	10	2	5	9	4	-	6	3	-	-	-	4	10	-	-	14	-	9	
Didn't allow sufficient time to answer the door	2	-	2	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	2	-	1	
Any other problems	2	-	2	2	-	2	-	2	-	-	-	-	-	-	2	-	-	-	2	-	1	
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
I've experienced no problems in the last 12 months when sending packets and parcels via	47	-	47	6	8	28	19	5	4	11	13	8	4	2	9	24	14	6	45	1	58	
NET Any problem experienced	2%	-	2%	2%	1%	2%	1%	1%	1%	2%	3%	2%	1%	1%	1%	3%	1%	1%	2%	1%	2%	
NET Any problem experienced	49	-	49	36	7	33	16	22	6	14	6	-	-	-	28	21	-	-	38	11	26	
NET Any problem experienced	2%	-	2%	12% <sup>sd</sup>	1%	3% <sup>f</sup>	1%	6% <sup>hjkim</sup>	2% <sup>k</sup>	3% <sup>kl</sup>	2% <sup>k</sup>	-	-	-	4% <sup>opq</sup>	2% <sup>opq</sup>	-	-	2%	5% <sup>r</sup>	1%	
Not aware of Citipost	2187	-	2187	253	542	1017	1157	316	279	444	296	350	272	228	595	742	851	500	1970	197	2184	
Not aware of Citipost	85%	-	85%	81%	85%	81%	83% <sup>bc</sup>	81% <sup>hjk</sup>	81% <sup>hjm</sup>	84%	79%	80%	82% <sup>lm</sup>	82% <sup>lm</sup>	81% <sup>opq</sup>	81%	84%	86%	84%	84%	87%	85%
Aware but not used Citipost	298	-	298	16	80	178	120	4	15	59	67	79	41	33	29	125	152	73	280	16	313	
Aware but not used Citipost	12%	-	12%	5%	13% <sup>cd</sup>	14% <sup>f</sup>	9%	1%	5% <sup>g</sup>	11% <sup>gh</sup>	17% <sup>ghj</sup>	16% <sup>ghj</sup>	13% <sup>ghj</sup>	12% <sup>ghj</sup>	3%	14% <sup>km</sup>	16% <sup>km</sup>	13% <sup>km</sup>	12%	7%	12%	
Used but not sent Citipost	58	-	58	16	10	35	23	7	7	19	12	8	4	2	14	30	14	6	56	2	63	
Used but not sent Citipost	2%	-	2%	3% <sup>cd</sup>	2%	3%	2%	2%	2%	4%	3%	2%	1%	1%	2%	3% <sup>opq</sup>	1%	1%	2%	1%	2%	

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - sd - did - ell - ghj/klm - no/pq - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Citipost

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2581	635	760	544	642	1395	1186	1356	1178	327	323	658	663	425	1644	331	2109	-	-	-
Weighted Base	2581	475	746	625	735	1221	1360	1530	1000	361	332	649	649	412	1629	366	2081	-**	-**	-**
Effective Base	1390	255	425	317	396	679	712	749	639	182	183	372	348	203	902	184	1126	-	-	-
Lost mail	11	5	2	3	1	8	4	11	1	1	-	2	4	4	6	1	11	-	-	-
Damaged mail	12	4	5	3	-	9	3	12	-	-	-	3	-	9	3	-	12	-	-	-
Delayed mail	12	3	5	5	-	8	5	10	-	3	3	-	-	7	3	3	10	-	-	-
Mis-delivered mail	9	8	-	-	1	8	1	9	-	1	-	1	3	5	4	1	8	-	-	-
Mail that has been tampered with	14	13	-	-	2	13	2	14	-	-	-	8	3	3	11	-	14	-	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	2	2	-	-	2	-	2	-	-	-	-	-	-	2	-	-	2	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	47	10	19	10	8	28	18	36	11	3	6	14	9	14	29	3	42	-	-	-
NET Any problem experienced	29	28	8	10	3	35	14	46	1	4	3	12	9	21	23	4	45	-	-	-
Not aware of Citipost	2187	399	631	520	637	1030	1157	1276	865	306	293	541	548	339	1363	311	1758	-	-	-
Aware but not used Citipost	298	39	88	84	87	127	171	173	124	48	30	83	83	38	195	48	236	-	-	-
Used but not sent Citipost	58	20	17	12	9	37	22	48	10	3	5	19	12	18	36	3	54	-	-	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing

QJ2\_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Citipost

Base : All participants

	Rurality			Nation				Region											
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	2581	1784	797	332	1281	523	440	337	139	141	142	140	144	143	144	144	144	84	439
Weighted Base	2581	2219	362	115*	2169	217	124	71	105	283	213	188	227	240	339	354	221	29*	188
Effective Base	1390	1169	225	73	1037	274	252	239	123	125	125	123	126	126	130	123	127	37	237
Lost mail	11	11	-	-	9	2	1	-	-	2	2	2	-	2	-	-	1	2	-
	+	1%	-	-	+	1%	+	-	-	1%	1%	1%	-	1%	-	-	-	6%hikmopq	-
Damaged mail	12	12	-	-	12	-	-	-	-	-	-	4	3	-	-	2	3	-	-
	+	1%	-	-	1%	-	-	-	-	-	-	2%	1%	-	-	1%	1%	-	-
Delayed mail	12	10	3	-	12	-	-	-	10	-	-	2	-	-	5	-	-	-	-
	+	+	1%	-	1%	-	-	-	-	-	-	1%	-	-	2%	1%	-	-	-
Mis-delivered mail	9	9	-	-	7	2	-	-	-	-	-	-	2	6	-	-	-	1	1
	+	+	-	-	+	1%	-	-	-	-	-	-	1%	2%	-	-	-	2%jklmop	1%
Mail that has been tampered with	14	14	-	-	11	2	-	-	-	-	-	-	-	6	2	-	-	2	+
	+	1%	-	-	1%	1%	+	-	-	-	3	-	-	2%	1%	-	-	6%hikmopq	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	2	2	-	-	2	-	-	-	-	-	-	-	2	-	-	-	-	-	-
	+	+	-	-	+	-	-	-	-	-	-	-	1%	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	47	32	14	7	40	2	3	1	7	7	6	3	3	2	5	1	6	-	2
	2%	1%	4%a	6%a	2%	1%	3%	2%	7%klmnop	2%	3%	2%	1%	1%	2%	*	3%	-	1%
NET Any problem experienced	49	46	3	-	44	4	1	-	-	2	3	4	3	2	17	9	3	2	2
	2%	2%	1%	-	2%bc	2%	1%	-	-	1%	1%	2%	1%	1%	3%klr	3%	2%	6%hikmopq	1%
Not aware of Citipost	2187	1890	297	97	1834	187	103	63	89	228	172	158	195	201	230	314	189	24	162
	85%	85%	82%	84%	85%	86%	83%	89%	85%	81%	81%	84%	86%	84%	85%	89%	85%	84%	86%
Aware but not used Citipost	298	250	48	11	251	24	16	7	8	46	32	22	27	36	27	30	23	2	22
	12%	11%	13%	9%	12%	11%	13%	9%	8%	16%klm	15%	12%	12%	15%	8%	9%	10%	8%	12%
Used but not sent Citipost	58	44	15	7	48	5	4	1	5	7	9	5	4	2	8	3	6	2	2
	2%	2%	4%	6%a	2%	2%	3%	2%	6%klmno	2%	4%	3%	2%	1%	2%	1%	3%	6%klmno	1%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QJ2\_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Citipost

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2581	908	118	495	857	1021	391	172	102	1878	274	908	1012	413	126	74	1920	200	-	-
Weighted Base	2581	881	142*	445	879	982	411	187	90*	1861	277	882	995	451	146*	59*	1876	205	-**	-**
Effective Base	1390	480	64	261	448	531	227	106	62	978	166	471	530	240	79	45	1001	120	-	-
Lost mail	11	2	-	-	4	4	1	-	2	8	2	6	3	2	-	1	9	1	-	-
									2% <b></b>			1%			1%					
Damaged mail	12	-	-	-	12	*	-	-	-	12	-	7	5	-	-	-	12	-	-	-
					1% <b></b>					1%		1%					1%			
Delayed mail	12	-	-	-	5	7	-	-	-	12	-	5	7	-	-	-	12	-	-	-
					1%	1%				1%		1%	1%				1%			
Mis-delivered mail	9	3	1	1%	7	*	1	-	1	8	1	2	3	5	-	-	5	-	-	-
					1% <b></b>				1%					1%						
Mail that has been tampered with	14	-	-	-	6	4	-	2	2	10	4	10	*	2	-	2	10	2	-	-
	1%				1%	*		1%	2% <b></b>	1%	1%	1% <b></b>	*	*		4% <b></b>	1%	1% <b></b>		
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	2	2	-	-	2	-	-	-	-	2	-	2	-	-	-	-	2	-	-	-
					1					1		1					1			
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	47	19	1	5	19	16	7	1	4	35	5	20	9	9	4	4	30	8	-	-
	2%	2%	1%	1%	2%	2%	2%	*	4%	2%	2%	2%	1%	2%	3%	7% <b></b>	2%	4% <b></b>		
NET Any problem experienced	49	3	1	-	28	14	1	3	2	42	5	22	18	6	-	3	40	3	-	-
	2%	*	1%	-	2% <b></b>	1%	*	2%	2%	2%	2%	2%	2%	1%	-	3% <b></b>	2%	1%		
Not aware of Citipost	2187	737	113	382	701	841	366	173	75	1542	249	740	842	390	121	48	1582	169	-	-
	85%	84%	80%	86%	80%	85% <b></b>	89% <b></b>	93% <b></b>	83%	83%	85% <b></b>	84%	85%	86%	83%	81%	84%	82%	-	-
Aware but not used Citipost	298	122	27	58	131	111	37	9	9	242	18	99	125	46	21	4	224	26	-	-
	12%	14%	13%	13%	15% <b></b>	11% <b></b>	9%	5%	10%	13% <b></b>	7%	11%	13%	10%	7%	8%	12%	12%	-	-
Used but not sent Citipost	58	18	1	5	25	17	8	2	6	42	9	24	12	12	4	7	36	10	-	-
	2%	2%	1%	1%	3%	2%	2%	1%	1% <b></b>	3% <b></b>	3%	3%	1%	3%	2%	11% <b></b>	2%	3% <b></b>		

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean, Column Totals (5% risk level) - 2d/c - d/a/(g/h/w) - k/l/m/n/o/p/q - r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Citipost

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2581	175	2363	43	812	1599	170	2512	38	19	2	2569	10
Weighted Base	2581	180*	2361	40**	782	1616	183	2498	52**	16**	3**	2567	11**
Effective Base	1390	99	1268	23	435	849	108	1345	27	12	2	1383	5
Lost mail	11	3	8	-	10	2	-	11	-	-	-	11	-
		3% <b>b</b>			3% <b>a</b>								
Damaged mail	12	5	7	-	12	-	-	12	-	-	-	12	-
		3% <b>b</b>			2% <b>a</b>								
Delayed mail	12	2	10	-	5	7	-	12	-	-	-	12	-
		1%			1%								
Mis-delivered mail	9	1	8	1	2	6	1	8	1	-	-	9	-
		1%		2%			1%		2%				
Mail that has been tampered with	14	-	14	-	5	8	2	12	2	-	-	14	-
	1%		1%		1%		1%		4%			1%	
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	2	-	2	-	2	-	-	2	-	-	-	2	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	47	2	43	2	7	35	5	47	-	-	-	47	-
	2%	1%	2%	6%	1%	2%	3%	2%				2%	
NET Any problem experienced	49	7	41	1	25	21	3	46	3	-	-	49	-
	2%	4%	2%	2%	3% <b>a</b>	1%	1%	2%	6%			2%	
Not aware of Citipost	2187	158	1998	32	654	1370	163	2111	49	12	3	2173	11
	85%	88%	85%	79%	84%	85%	89%	85%	94%	77%	100%	85%	100%
Aware but not used Citipost	298	13	279	6	96	190	12	294	-	4	-	298	-
	12%	7%	12%	14%	12%	12%	7%	12%	-	23%	-	12%	-
Used but not sent Citipost	88	-	55	3	15	37	6	57	2	-	-	58	-
	2%		2%	8%	2%	2%	3%	2%	3%			2%	

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean, Column % Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ2\_2.** In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

**Citipost**

**Base : All participants**

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2581	1290	1291	-	430	430	430	430	430	431	-	-	-	-	-	-
Weighted Base	2581	1290	1291	**	432	431	427	464	412	416	**	**	**	**	**	**
Effective Base	1390	661	732	-	215	220	228	251	240	242	-	-	-	-	-	-
Lost mail	11	5	6	-	1	4	-	2	-	5	-	-	-	-	-	-
	-	-	1%	-	-	1%	-	-	-	1%	-	-	-	-	-	-
Damaged mail	12	10	2	-	3	5	2	2	-	-	-	-	-	-	-	-
	-	1%	-	-	1%	1%	1%	-	-	-	-	-	-	-	-	-
Delayed mail	12	7	6	-	-	2	5	-	3	3	-	-	-	-	-	-
	-	1%	-	-	-	1%	1%	-	1%	1%	-	-	-	-	-	-
Mis-delivered mail	9	2	8	-	-	1	1	2	3	3	-	-	-	-	-	-
	-	-	1%	-	-	-	-	1%	1%	1%	-	-	-	-	-	-
Mall that has been tampered with	14	7	7	-	6	2	-	-	3	3	-	-	-	-	-	-
	1%	1%	1%	-	1%	-	-	-	1%	1%	-	-	-	-	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	2	-	2	-	-	-	-	2	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	47	27	20	-	8	15	4	8	8	4	-	-	-	-	-	-
	2%	2%	2%	-	2%	3%	1%	2%	2%	1%	-	-	-	-	-	-
NET Any problem experienced	49	25	24	-	9	8	8	4	9	12	-	-	-	-	-	-
	2%	2%	2%	-	2%	2%	2%	1%	2%	3%	-	-	-	-	-	-
Not aware of Citipost	2187	1083	1105	-	355	364	364	397	343	365	-	-	-	-	-	-
	85%	84%	86%	-	82%	84%	85%	86%	83%	88%	-	-	-	-	-	-
Aware but not used Citipost	296	156	142	-	60	45	51	55	52	35	-	-	-	-	-	-
	12%	12%	11%	-	14%	10%	12%	12%	12%	9%	-	-	-	-	-	-
Used but not sent Citipost	58	32	27	-	12	17	3	8	11	7	-	-	-	-	-	-
	2%	2%	2%	-	3%	4%	1%	2%	3%	2%	-	-	-	-	-	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\*very small base (under 30) ineligible for sig testing

QJ2\_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Collect +

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	..	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4500	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2500	262	5161
Lost mail	29	-	29	12	17	23	7	3	14	11	1	*	*	*	18	12	*	*	25	5	23
	1%	-	1%	2%	1%	1%			2%	1%	1%				1%	1%			1%	1%	
Damaged mail	21	-	21	8	9	16	4	2	8	7	1	*	2	*	10	8	2	2	20	1	17
	1%	-	1%	1%	1%	1%			1%	1%					1%	1%			1%	1%	
Delayed mail	52	-	52	17	32	32	21	1	25	18	4	1	2	1	27	21	4	3	40	11	37
	1%	-	1%	2%	1%	1%	1%		4%	2%	1%				2%	1%			1%	2%	1%
Mis-delivered mail	24	-	24	16	8	12	12	9	13	2	*	*	*	*	22	2	*	*	18	4	14
	1%	-	1%	2%	1%	1%		1%	2%	1%					2%	1%			1%	1%	
Mail that has been tampered with	25	-	25	18	5	19	6	10	8	6	1	*	*	*	18	7	*	*	17	8	14
	1%	-	1%	2%	1%	1%		1%	1%	1%					1%	1%			1%	1%	
Didn't allow sufficient time to answer the door	7	-	7	5	2	3	4	2	5	*	*	*	*	*	7	*	*	*	5	2	7
	1%	-	1%	1%	1%	1%		1%	1%						1%	1%			1%	1%	
Any other problems	12	-	12	5	3	8	4	2	3	3	*	*	4	*	5	3	4	4	9	2	6
	1%	-	1%	1%	1%	1%		1%	1%	1%			1%		1%	1%	1%	1%	1%	1%	
I don't know	12	-	12	5	8	5	7	2	3	4	3	*	*	*	5	7	*	*	11	1	17
	1%	-	1%	1%	1%	1%		1%	1%	1%					1%	1%			1%	1%	
I've experienced no problems in the last 12 months when sending packets and parcels via	382	-	382	51	207	138	243	41	59	91	100	65	17	8	100	191	91	25	351	28	443
	7%	-	7%	7%	7%	6%	9%	6%	9%	9%	14%	7%	3%	2%	7%	11%	4%	2%	8%	5%	9%
NET Any problem experienced	111	-	111	50	52	65	46	16	43	37	5	1	8	1	59	42	10	9	87	23	82
	2%	-	2%	7%	2%	3%	2%	2%	7%	4%	1%	1%	1%	1%	4%	2%	1%	1%	2%	4%	2%
Not aware of Collect +	2804	-	2804	321	1256	1498	1291	406	290	476	324	513	427	368	695	799	1309	796	2510	274	2854
	54%	-	54%	46%	44%	49%	49%	44%	44%	47%	45%	45%	43%	41%	45%	46%	43%	43%	55%	52%	55%
Aware but not used Collect +	1556	-	1556	186	1099	670	880	177	184	322	248	316	169	143	361	571	625	311	1304	147	1489
	30%	-	30%	27%	39%	27%	33%	26%	28%	32%	27%	27%	27%	27%	27%	33%	30%	27%	30%	28%	29%
Used but not sent Collect +	445	-	445	103	271	200	245	59	101	126	82	54	17	7	161	208	77	23	374	70	440
	9%	-	9%	15%	10%	8%	9%	9%	16%	12%	11%	6%	3%	1%	12%	12%	4%	2%	8%	13%	9%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - all - all - g/h/i/j/k/l/m - n/o/p/q - r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Collect +

Base : All participants

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Lost mail	29	8	6	12	3	15	15	26	3	5	2	10	5	8	17	5	25	8	12	-
	1%	1%	*	1% <b>d</b>	*	1%	1%	1% <b>h</b>	*	1%	*	1%	*	1%	1%	1%	1%	1%	1%	1%
Damaged mail	21	2	8	7	5	10	11	18	2	2	*	9	4	4	13	2	18	5	5	-
	1%	*	*	1%	*	*	*	1% <b>h</b>	*	*	*	1%	*	1%	*	*	1%	1%	1%	1%
Delayed mail	51	16	16	16	4	32	20	46	6	4	3	25	7	14	35	4	49	8	25	-
	1%	2% <b>d</b>	1%	1% <b>d</b>	1%	1%	1%	1% <b>h</b>	*	1%	*	2% <b>h</b>	*	2% <b>h</b>	1%	1%	1%	2%	1%	1%
Mis-delivered mail	24	5	7	7	5	12	12	22	2	2	2	9	8	3	19	2	22	6	6	-
	1%	*	*	1%	*	*	*	1% <b>h</b>	*	*	*	1%	1%	*	1%	*	1%	1%	1%	1%
Mail that has been tampered with	25	0	8	7	1	17	8	21	1	4	*	9	6	5	16	4	21	6	3	-
	1%	1% <b>d</b>	*	1%	*	1%	*	1% <b>h</b>	*	1%	*	1%	*	1%	1%	1%	1%	1% <b>d</b>	1%	1%
Didn't allow sufficient time to answer the door	7	5	3	-	-	7	-	7	*	3	*	2	2	-	4	3	4	3	4	-
	1%	1% <b>d</b>	*	-	-	1% <b>d</b>	-	1% <b>h</b>	*	1%	*	1%	1%	-	1%	1%	1%	1%	1%	1%
Any other problems	12	2	2	7	-	5	7	8	*	*	*	7	*	5	7	*	12	*	2	-
	1%	1%	1%	1% <b>d</b>	*	1%	1%	1% <b>h</b>	*	*	*	1%	*	1%	1%	1%	1%	1%	1%	1%
I don't know	12	5	2	4	2	7	6	12	*	2	4	3	3	2	10	*	12	2	9	2
	1%	1%	*	1%	1%	1%	1%	1% <b>h</b>	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	382	65	117	97	103	182	200	286	96	32	42	87	103	93	232	34	330	25	102	9
	7%	7%	7%	8%	7%	7%	8%	9% <b>h</b>	5%	5%	6%	6%	7%	11% <b>h</b>	7%	5%	8%	5%	5%	7%
NET Any problem experienced	111	28	42	29	12	70	41	94	10	14	6	40	26	25	71	14	96	22	46	-
	2%	2% <b>d</b>	2% <b>d</b>	2% <b>d</b>	1%	2% <b>d</b>	2%	3% <b>h</b>	1%	2%	1%	2% <b>h</b>	2%	2% <b>h</b>	2%	2%	2%	4%	2%	2%
Not aware of Collect +	2804	561	825	629	789	1386	1418	1492	1289	371	382	717	735	406	1834	376	2284	186	669	48
	94%	32% <b>h</b>	52%	53%	55%	52%	54%	49%	52% <b>h</b>	32% <b>h</b>	32% <b>h</b>	54%	54%	50%	54%	58%	54%	35%	35%	36%
Aware but not used Collect +	1556	212	505	370	470	717	840	973	560	184	196	422	429	218	1047	185	1282	214	891	59
	30%	22%	32% <b>h</b>	31% <b>h</b>	33% <b>h</b>	28%	32% <b>h</b>	32% <b>h</b>	28%	29%	30%	32%	31%	27%	31%	29%	30%	40%	46%	45%
Used but not sent Collect +	445	95	155	91	105	250	195	341	103	47	50	107	109	111	265	48	379	82	201	14
	9%	10%	10%	8%	7%	10% <b>d</b>	7%	11% <b>h</b>	5%	7%	8%	8%	8%	14% <b>h</b>	8%	7%	9%	13% <b>d</b>	10%	10%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Collect +

Base : All participants

	Rurality			Nation				Region											
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Lost mail	29	29	*	*	24	3	1	1	-	1	-	1	10	2	4	3	3	-	3
1%	1%	*	*	1%	1%	*	1%	-	-	*	-	2% <b>h</b>	*	1%	*	1%	-	-	1%
Damaged mail	21	20	*	*	15	4	1	*	-	3	3	1	5	-	-	-	3	-	4
1%	*	*	*	1%	1%	*	*	-	1%	1%	*	1%	1%	-	-	-	1%	-	1%
Delayed mail	52	47	5	1	49	3	1	*	1	4	7	4	10	4	8	10	-	*	2
1%	1%	1%	*	1%	1%	*	*	-	1%	2% <b>p</b>	1%	2% <b>p</b>	1%	1%	1%	-	1%	-	1%
Mis-delivered mail	24	22	2	*	23	1	-	-	2	2	5	5	5	-	6	2	1	-	1
*	*	*	*	1%	1%	*	*	-	*	*	1%	1%	1%	-	1%	*	*	-	*
Mail that has been tampered with	25	20	5	*	22	2	*	1	-	2	3	5	5	-	11	2	-	-	2
*	*	1%	*	1%	1%	*	*	-	-	1%	1%	1%	1%	-	2%	*	-	-	*
Didn't allow sufficient time to answer the door	7	7	*	*	6	*	*	*	-	-	-	-	-	-	6	-	-	-	*
*	*	*	*	*	*	*	*	*	-	-	-	-	-	1%	-	-	-	-	*
Any other problems	12	5	7	4	12	-	*	*	-	-	2	5	5	4	-	-	-	-	-
*	*	1% <b>a</b>	2% <b>a</b>	*	*	*	*	*	-	-	1%	1%	1%	1%	-	-	-	-	-
I don't know	12	10	2	*	10	1	*	1	2	2	2	*	*	3	-	-	-	*	1
*	*	*	*	*	*	*	*	*	1% <b>nc</b>	*	*	*	*	1%	-	-	-	*	*
I've experienced no problems in the last 12 months when sending packets and parcels via	382	328	54	16	307	38	22	15	18	31	31	29	38	43	41	50	26	6	32
7%	7%	7%	9%	7%	9%	9%	10% <b>g</b>	9%	9%	5%	7%	8%	8%	9%	6%	7%	6%	12% <b>i</b>	8%
NET Any problem experienced	111	94	17	5	97	8	3	3	1	8	11	9	16	8	26	13	7	*	8
2%	2%	2%	3%	2%	2%	1%	2%	2%	*	1%	2%	2%	3% <b>h</b>	2%	4% <b>h</b>	3%	2%	1%	2%
Not aware of Collect +	2864	2412	392	115	2347	236	141	80	118	319	211	203	234	254	376	365	265	28	208
54%	54%	54%	65%	54%	54%	54%	57%	56%	57%	56%	50%	54%	59%	53%	55%	52%	49% <b>i</b>	53%	55%
Aware but not used Collect +	1556	1342	215	45	1325	128	35	35	58	174	152	113	140	158	171	233	125	17	111
30%	30%	30%	24%	31% <b>h</b>	29%	28%	25%	25%	28%	31%	36% <b>h</b>	30%	31%	33% <b>h</b>	25%	33%	28%	33%	29%
Used but not sent Collect +	445	377	68	17	371	40	19	15	20	46	26	34	37	25	80	68	35	4	37
9%	9%	9%	9%	9%	9%	8%	10%	10% <b>h</b>	10% <b>h</b>	8%	6%	9%	8%	5%	12% <b>h</b>	10%	8%	7%	15% <b>h</b>

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QJ2\_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using..

Collect +

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Lost mail	29	3	-	-	13	10	1	4	1	24	5	7	16	2	-	2	24	2	14	6
	1%	-	-	-	1%	1%	-	1%	-	1%	1%	-	1%	-	-	2%	1%	-	2%	1%
Damaged mail	21	6	-	-	13	7	1	-	-	20	-	5	14	2	-	-	10	-	10	-
	1%	-	-	-	1%	-	-	-	-	1%	-	-	1%	-	-	-	-	-	1%	-
Delayed mail	52	13	-	1	27	16	5	4	1	43	5	28	20	1	-	3	48	3	24	10
	1%	1%	-	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	3%	1%	1%	3%	1%
Mis-delivered mail	24	-	-	-	7	9	7	-	1	17	1	10	7	-	-	7	17	7	12	-
	1%	-	-	-	1%	1%	1%	-	1%	1%	1%	1%	1%	-	-	1%	1%	1%	1%	-
Mail that has been tampered with	25	-	-	-	14	7	2	-	1	21	1	9	12	-	2	1	21	3	8	-
	1%	-	-	-	1%	-	-	-	1%	1%	-	-	1%	-	1%	1%	1%	1%	1%	-
Didn't allow sufficient time to answer the door	7	-	-	-	5	2	-	-	-	7	-	3	4	-	-	-	7	-	5	2
	1%	-	-	-	1%	-	-	-	-	1%	-	1%	1%	-	-	-	1%	-	1%	1%
Any other problems	12	4	-	-	9	3	-	-	-	12	-	6	5	-	-	-	12	-	-	2
	1%	1%	-	-	1%	1%	-	-	-	1%	-	1%	1%	-	-	-	1%	-	-	1%
I don't know	12	5	-	-	2	6	4	-	-	8	-	3	5	3	2	-	8	2	10	2
	1%	1%	-	-	1%	1%	1%	-	-	1%	-	1%	1%	1%	1%	-	1%	1%	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	382	150	15	38	120	152	62	30	13	271	44	165	152	42	11	7	317	19	48	89
	7%	8%	6%	4%	7%	8%	8%	9%	8%	7%	8%	8%	7%	6%	4%	8%	8%	5%	6%	5%
NET Any problem experienced	111	24	-	2	51	39	13	6	2	90	8	55	38	6	7	4	93	10	52	16
	2%	1%	-	1%	3%	2%	2%	2%	1%	2%	1%	3%	2%	1%	1%	1%	2%	3%	3%	1%
Not aware of Collect +	2804	1023	145	598	988	1053	443	198	82	2041	280	1015	1068	452	161	56	2083	216	227	677
	54%	57%	61%	67%	56%	52%	54%	56%	50%	54%	54%	52%	53%	61%	61%	57%	52%	60%	27%	39%
Aware but not used Collect +	1556	523	70	225	521	626	246	96	63	1147	159	636	620	187	80	29	1255	108	331	834
	30%	29%	26%	29%	30%	31%	30%	27%	38%	30%	31%	32%	31%	25%	30%	29%	31%	30%	40%	48%
Used but not sent Collect +	445	120	12	34	120	203	77	31	10	323	40	132	213	81	8	9	345	16	166	130
	9%	7%	8%	4%	7%	10%	9%	9%	6%	8%	8%	7%	11%	1%	3%	9%	8%	5%	20%	7%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - j/k/l/m/n/o/p/q - r  
 \* small base

QJ2\_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Collect +

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Lost mail	29	9	21	-	21	8	1	28	2	-	-	29	-
1%		3% <b>b</b>			1% <b>a</b>			1%	2%	-	-	1%	
Damaged mail	21	6	15	*	14	5	2	16	3	1	-	21	-
*		2% <b>b</b>			1% <b>a</b>		1%		3% <b>gh</b>	2%	-		
Delayed mail	52	11	38	2	27	23	2	51	2	-	-	52	-
1%		3% <b>b</b>	1%	3%	2% <b>a</b>	1%	1%	1%	1%	-	-	1%	
Mis-delivered mail	24	4	20	-	15	8	-	22	2	-	-	24	-
*		1%			1% <b>a</b>				2%	-	-		
Mail that has been tampered with	25	7	15	3	18	7	-	23	2	-	-	25	-
*		2% <b>b</b>		4% <b>b</b>	1% <b>a</b>				1%	-	-		
Didn't allow sufficient time to answer the door	7	3	4	-	5	2	-	7	-	-	-	7	-
*		1% <b>b</b>								-	-		
Any other problems	12	3	9	-	9	3	-	12	-	-	-	12	-
*		1%			1% <b>a</b>					-	-		
I don't know	12	4	9	-	6	5	1	10	-	2	-	12	-
*		1% <b>b</b>								3%	-		1%
I've experienced no problems in the last 12 months when sending packets and parcels via	382	9	371	2	94	268	20	377	4	1	-	382	-
7%		3%	8% <b>b</b>	3%	6%	8%	6%	8%	3%	3%	-	7%	
NET Any problem experienced	111	25	80	5	62	43	5	102	7	1	-	111	-
2%		7% <b>b</b>	2%	4% <b>b</b>	4% <b>a</b>	1%	2%	2%	3% <b>gh</b>	2%	-	2%	
Not aware of Collect +	2804	184	2582	37	816	1802	186	2719	52	16	3	2787	14
54%		55%	54%	47%	55%	54%	58%	55%	45%	35%	34%	54%	53%
Aware but not used Collect +	1556	86	1445	26	419	1044	93	1494	30	16	5	1541	11
30%		26%	30%	32%	28%	31%	29%	30%	26%	35%	66%	30%	41%
Used but not sent Collect +	448	34	397	14	136	281	28	405	29	10	-	444	1
9%		10%	8%	15% <b>b</b>	9%	8%	9%	9%	23% <b>gh</b>	21%	-	9%	6%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Collect +

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430	
Weighted Base	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437	
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Lost mail	29	5	5	12	8	4	*	1	3	-	2	-	7	5	*	4	4
1%	*	*	1%	1%	1%	1%	*	*	1%	-	*	-	1%	1%	*	1%	1%
Damaged mail	21	7	3	3	8	3	3	2	1	-	2	-	2	*	-	6	2
1%	1%	*	*	1%	1%	1%	1%	*	*	-	*	-	*	-	-	1%	*
Delayed mail	52	7	12	15	19	3	1	3	7	4	1	-	7	8	*	11	7
1%	1%	1%	1%	1%	1%	1%	*	1%	2%	1%	*	-	1%	2%	*	3% <sup>ab</sup>	2% <sup>ab</sup>
Mis-delivered mail	24	8	4	6	6	5	3	-	-	2	2	-	3	2	*	6	*
1%	1%	*	*	*	1%	1%	-	-	*	1%	-	-	*	*	*	1%	*
Mall that has been tampered with	25	7	9	3	5	3	2	2	3	-	7	-	1	2	*	5	*
1%	1%	1%	*	*	1%	1%	*	1%	-	2% <sup>ab</sup>	-	-	*	*	*	1%	*
Didn't allow sufficient time to answer the door	7	-	-	5	2	-	-	-	-	-	-	-	5	*	-	2	-
1%	-	-	*	*	*	-	-	-	-	-	-	-	1%	-	-	1%	-
Any other problems	12	9	*	-	2	3	2	4	-	*	-	-	-	-	2	-	-
1%	1% <sup>abc</sup>	*	-	*	1%	1%	1% <sup>d</sup>	-	*	-	-	-	-	-	1%	-	-
I don't know	12	-	-	2	10	-	-	-	-	-	-	-	2	*	3	3	4
1%	*	*	*	1% <sup>abcd</sup>	*	*	*	*	*	*	*	*	*	*	1%	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	382	135	110	65	72	35	47	53	35	37	39	-	37	27	20	22	29
17%	10% <sup>cd</sup>	9% <sup>cd</sup>	5%	6%	8%	11% <sup>mnop</sup>	13% <sup>mnop</sup>	7%	9% <sup>d</sup>	9% <sup>d</sup>	-	5%	6%	5%	6%	7%	
NET Any problem experienced	211	20	23	34	33	6	7	8	8	4	11	-	22	12	3	22	8
1%	2%	2%	3%	3%	1%	1%	2%	2%	1%	3%	-	3%	3%	1%	1% <sup>efghij</sup>	2%	
Not aware of Collect +	2804	925	975	430	474	305	305	316	342	319	314	-	280	150	164	149	160
54%	72% <sup>cd</sup>	76% <sup>cd</sup>	33%	37%	71% <sup>mnop</sup>	71% <sup>mnop</sup>	74% <sup>mnop</sup>	74% <sup>mnop</sup>	77% <sup>mnop</sup>	75% <sup>mnop</sup>	-	34%	32%	36%	36%	37%	
Aware but not used Collect +	1566	209	183	604	590	86	73	50	79	52	52	-	371	233	202	161	177
30%	16%	14%	47% <sup>ab</sup>	43% <sup>ab</sup>	20% <sup>cd</sup>	17%	12%	17%	13%	13%	-	45% <sup>efgh</sup>	45% <sup>efgh</sup>	45% <sup>efgh</sup>	44% <sup>efgh</sup>	44% <sup>efgh</sup>	
Used but not sent Collect +	445	82	67	155	141	24	23	35	21	29	17	-	106	49	45	38	58
9%	6%	5%	12% <sup>ab</sup>	11% <sup>ab</sup>	6%	5%	8%	5%	7%	4%	-	13% <sup>efgh</sup>	10% <sup>ef</sup>	10% <sup>ef</sup>	9% <sup>ef</sup>	13% <sup>efgh</sup>	

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

QJ2\_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DHL

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1906	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Lost mail	33	-	33	17	6	17	16	8	6	10	1	7	1	-	14	11	8	1	22	11	28
1%			2% <b>d</b>		1%	1%	1%	1%	1%	1%	*	1%	*	*	1%	1%	*	*	*	2% <b>r</b>	1%
Damaged mail	64	-	64	31	20	40	24	17	18	18	3	5	*	2	35	21	8	2	52	13	51
1%			1% <b>d</b>		1%	2%	1%	2% <b>g</b>	2% <b>h</b>	2% <b>i</b>	*	1%	*	*	2% <b>o</b>	1% <b>p</b>	*	*	1%	2%	1%
Delayed mail	72	-	72	35	17	50	21	4	19	25	9	11	*	1	23	37	13	2	62	9	65
1%			5% <b>d</b>		1%	2% <b>f</b>	1%	1%	3% <b>g</b>	3% <b>h</b>	1%	1%	*	*	2% <b>o</b>	2% <b>p</b>	1%	*	1%	2%	1%
Mis-delivered mail	58	-	58	35	15	40	17	11	10	26	6	3	2	1	21	32	5	2	41	17	41
1%			5% <b>d</b>		1%	2% <b>f</b>	1%	2% <b>g</b>	1% <b>h</b>	3% <b>i</b>	1%	*	*	*	2% <b>o</b>	2% <b>p</b>	*	*	1%	3% <b>r</b>	1%
Mail that has been tampered with	48	-	48	33	8	31	17	11	6	24	3	3	-	2	17	27	4	2	31	17	28
1%			5% <b>d</b>		1%	1%	1%	2% <b>g</b>	1%	2% <b>i</b>	*	*	*	*	1% <b>n</b>	2% <b>o</b>	*	*	1%	3% <b>r</b>	1%
Didn't allow sufficient time to answer the door	7	-	7	5	2	5	3	1	1	1	-	-	-	-	6	1	*	*	7	*	7
Any other problems	16	-	16	6	4	9	7	5	-	3	-	8	-	-	5	3	8	*	15	1	11
I don't know	13	-	13	6	7	4	9	1	5	3	2	2	-	-	6	5	2	*	6	6	9
I've experienced no problems in the last 12 months when sending packets and parcels via	1053	-	1053	67	341	459	591	109	115	197	201	211	109	111	224	398	431	220	956	89	1185
20%			10%	12%	18%	23% <b>e</b>	16%	18%	19%	20% <b>g</b>	23% <b>h</b>	23% <b>i</b>	17%	21%	17%	23% <b>n</b>	21% <b>o</b>	19%	21%	17%	23%
NET Any problem experienced	201	-	201	99	58	133	68	37	47	67	19	22	4	6	84	86	32	9	159	42	163
4%			14% <b>d</b>		2%	9% <b>f</b>	3%	5% <b>g</b>	7% <b>h</b>	7% <b>i</b>	3% <b>j</b>	2% <b>k</b>	1%	1%	6% <b>o</b>	6% <b>p</b>	2%	1%	3%	8% <b>r</b>	3%
Not aware of DHL	687	-	687	169	261	343	335	219	120	158	67	48	43	32	338	225	123	75	565	112	617
12%			2% <b>d</b>		9%	14%	13%	2% <b>g</b>	1% <b>h</b>	1% <b>i</b>	2% <b>k</b>	5%	7%	6%	2% <b>o</b>	1% <b>p</b>	6%	6%	12%	12% <b>s</b>	12%
Aware but not used DHL	2226	-	2226	201	1340	1069	1140	211	222	382	281	462	369	298	433	683	1129	667	2020	189	2120
43%			29%	47% <b>c</b>	44%	43%	44%	31%	34%	35% <b>g</b>	39% <b>h</b>	50% <b>i</b>	50% <b>j</b>	57% <b>k</b>	32%	38% <b>n</b>	54% <b>o</b>	59% <b>o</b>	44% <b>s</b>	35%	47%
Used but not sent DHL	1886	-	1886	209	1054	906	976	190	241	368	322	377	209	179	430	691	765	388	1723	154	2110
37%			37% <b>c</b>		36%	37%	28%	37% <b>g</b>	36% <b>h</b>	45% <b>i</b>	41% <b>j</b>	33%	34%	32%	40% <b>n</b>	37% <b>o</b>	33%	33%	38% <b>s</b>	29%	47%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - 2d - 6d - 6f - 6h(i)/6j(l) - 6n/6p/q - 6s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



QJ2\_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DHL

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Lost mail	33	8	16	7	1	25	8	31	2	3	6	12	4	5	22	3	28	7	5	1
	1%	1% <b>cd</b>	1% <b>cd</b>	1%	-	1% <b>d</b>	-	1% <b>cd</b>	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Damaged mail	64	23	18	13	10	41	24	56	7	5	10	20	5	21	35	5	56	13	5	-
	1%	2% <b>cd</b>	1%	1%	1%	2%	1%	2%	1%	1%	2% <b>d</b>	1% <b>d</b>	1%	2% <b>cd</b>	1%	1%	1%	2% <b>d</b>	1%	-
Delayed mail	72	32	19	16	4	51	21	67	5	4	5	18	16	26	39	4	66	26	39	5
	1%	3% <b>abcd</b>	1% <b>d</b>	1% <b>d</b>	-	2% <b>d</b>	1%	2% <b>cd</b>	-	1%	1%	1%	1%	1%	3% <b>cd</b>	1%	1%	2%	3% <b>cd</b>	2%
Mis-delivered mail	58	29	9	10	9	39	19	50	7	8	5	15	7	20	27	8	47	10	4	-
	1%	3% <b>abcd</b>	1%	1%	1%	2% <b>d</b>	1%	2% <b>cd</b>	1%	1%	1%	1%	1%	2% <b>cd</b>	1%	1%	1%	2% <b>d</b>	1%	-
Mail that has been tampered with	48	29	12	3	5	40	8	41	5	8	5	7	6	21	17	8	38	7	4	-
	1%	3% <b>abcd</b>	1%	-	-	2% <b>d</b>	-	1% <b>d</b>	-	1%	1%	1%	1%	3% <b>cd</b>	1%	1%	1%	1% <b>d</b>	1%	-
Didn't allow sufficient time to answer the door	7	5	2	-	1	6	1	7	-	3	-	1	-	3	1	3	5	5	2	-
	0%	-	-	-	-	-	-	-	-	1%	-	-	-	1%	-	1%	1%	1% <b>d</b>	-	-
Any other problems	16	3	4	2	6	7	9	14	2	4	1	6	2	-	10	4	10	-	-	-
	0%	-	-	-	-	-	-	-	-	1%	-	-	-	-	1%	-	-	-	-	-
I don't know	13	2	5	3	2	7	5	9	4	-	3	2	7	1	12	-	13	2	10	-
	0%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	1053	171	340	260	282	511	542	594	449	140	131	261	289	159	681	142	857	17	70	2
	20%	18%	21%	22%	20%	20%	21%	19%	22%	22%	20%	19%	21%	20%	20%	22%	20%	3%	4%	2%
NET Any problem experienced	201	87	52	39	24	139	63	176	21	31	24	49	35	59	108	31	168	36	25	1
	4%	7% <b>abcd</b>	3% <b>d</b>	3% <b>d</b>	2%	3% <b>d</b>	2%	6% <b>cd</b>	1%	5%	4%	4%	3%	7% <b>cd</b>	3%	5%	4%	7% <b>cd</b>	1%	-
Not aware of DHL	67	160	163	151	164	342	345	464	203	86	94	168	154	133	417	87	561	27	86	12
	13%	13% <b>abcd</b>	10%	13%	13% <b>cd</b>	13%	13%	15% <b>cd</b>	10%	14%	14%	13%	11%	13% <b>cd</b>	12%	13%	13%	5%	4%	9%
Aware but not used DHL	2226	288	708	512	718	996	1230	1216	979	289	300	610	592	284	1502	294	1819	251	998	64
	43%	30%	44% <b>a</b>	43% <b>a</b>	50% <b>abcd</b>	39%	47% <b>ae</b>	40%	49% <b>d</b>	45% <b>cd</b>	46% <b>cd</b>	46% <b>cd</b>	43% <b>cd</b>	35%	45% <b>cd</b>	45%	43%	47%	52%	49%
Used but not sent DHL	1886	368	615	438	465	983	903	1114	754	210	224	479	532	311	1235	211	1569	198	730	53
	37%	30% <b>cd</b>	39% <b>cd</b>	37% <b>cd</b>	32%	33% <b>d</b>	34%	36%	37%	33%	34%	36%	39%	38%	37%	33%	37%	37%	38%	40%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QJ2\_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DHL

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Lost mail	33	32	1	1	29	1	3	-	2	-	5	3	9	-	5	3	1	-	1
%	1%	1%	-	-	1%	-	1%	-	1%	-	1%	1%	2%	-	1%	1%	-	-	-
Damaged mail	64	62	2	2	58	3	2	1	1	1	6	1	8	4	18	9	9	1	2
%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	3%	2%	2%	1%	1%
Delayed mail	72	68	4	1	61	4	4	2	3	6	4	6	7	8	21	6	1	2	2
%	1%	2%	1%	-	1%	1%	2%	2%	1%	1%	1%	2%	2%	2%	3%	1%	-	4%	1%
Mis-delivered mail	58	54	4	3	50	6	2	1	3	4	5	4	4	1	21	3	4	2	4
%	1%	1%	1%	1%	1%	1%	1%	-	2%	1%	1%	1%	1%	-	3%	-	1%	3%	1%
Mail that has been tampered with	48	41	7	2	46	-	2	-	-	2	5	1	5	-	20	10	3	-	-
%	1%	1%	1%	1%	1%	-	1%	-	-	1%	1%	1%	1%	-	3%	1%	1%	-	-
Didn't allow sufficient time to answer the door	7	7	-	-	7	-	-	-	1	-	-	1	-	2	3	-	-	-	-
%	0%	0%	-	-	0%	-	-	-	0%	-	-	0%	-	0%	0%	-	-	-	-
Any other problems	16	15	1	-	14	2	-	-	-	-	2	1	-	-	9	1	2	-	-
%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
I don't know	13	13	-	-	11	1	1	-	1	-	-	2	-	-	4	5	-	-	1
%	0%	0%	-	-	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	-	-	0%
I've experienced no problems in the last 12 months when sending packets and parcels via	1053	873	180	63	859	105	55	34	47	118	92	67	102	113	95	137	89	10	95
20%	20%	25%	33%	20%	24%	22%	24%	22%	22%	21%	22%	18%	22%	24%	14%	19%	20%	19%	25%
NET Any problem experienced	201	184	18	7	177	13	8	4	8	12	12	15	21	15	51	30	14	3	10
4%	4%	2%	4%	4%	3%	3%	3%	3%	4%	2%	3%	4%	5%	3%	7%	4%	3%	5%	3%
Not aware of DHL	687	825	62	20	589	42	34	22	26	80	52	54	64	40	141	84	48	7	36
23%	14%	9%	10%	14%	10%	14%	13%	13%	10%	16%	12%	14%	12%	8%	21%	11%	13%	9%	9%
Aware but not used DHL	2226	1909	317	67	1905	162	107	52	90	246	186	184	196	226	263	312	202	21	142
43%	43%	44%	35%	44%	37%	43%	36%	36%	43%	44%	44%	44%	43%	47%	39%	44%	45%	39%	37%
Used but not sent DHL	1886	1585	301	86	1523	208	94	61	75	200	165	113	178	183	194	244	172	22	186
37%	36%	42%	45%	35%	45%	38%	43%	36%	36%	35%	39%	30%	39%	39%	29%	35%	39%	41%	40%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

**QJ2\_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...**

DHL

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <€11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
	Total																			
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Lost mail	33	8	-	-	15	11	4	3	1	29	3	10	15	5	2	-	25	2	12	-
1%	-	-	-	-	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%
Damaged mail	64	12	-	-	30	29	3	1	1	59	1	24	33	5	2	-	57	2	18	-
1%	1%	-	-	2% <i>f</i>	1%	-	-	-	2%	-	-	1%	2%	1%	1%	-	1%	1%	2%	1%
Delayed mail	72	13	1	2	32	29	4	6	1	61	7	32	28	9	2	-	60	2	16	6
1%	1%	-	-	2% <i>f</i>	1%	-	-	2%	2%	1%	1%	2%	1%	1%	1%	-	2%	1%	2%	1%
Mis-delivered mail	58	11	-	1	38	14	2	4	1	52	4	24	24	1	8	1	48	9	14	-
1%	1%	-	-	2% <i>f</i>	1%	-	-	1%	-	1%	1%	1% <i>m</i>	1% <i>m</i>	-	3% <i>m</i>	1%	1% <i>m</i>	3% <i>m</i>	2% <i>s</i>	-
Mail that has been tampered with	48	7	-	2	28	16	3	-	1	45	1	11	11	6	2	1	39	3	10	-
1%	-	-	-	2% <i>f</i>	1%	-	-	-	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%
Didn't allow sufficient time to answer the door	7	-	-	-	4	2	1	-	-	7	-	3	4	-	-	-	7	-	7	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	16	2	-	-	7	9	-	-	-	16	-	7	7	-	1	-	14	1	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-
I don't know	13	4	-	-	8	4	1	-	-	12	-	6	3	4	-	-	9	-	9	4
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1% <i>s</i>	-
I've experienced no problems in the last 12 months when sending packets and parcels via	1053	362	44	192	363	428	153	65	33	791	98	418	412	139	51	23	830	74	46	42
20%	20%	18%	22%	21%	21%	19%	19%	20%	21%	19%	19%	21%	20%	19%	20%	23%	21%	21%	6% <i>s</i>	2%
NET Any problem experienced	201	32	1	5	91	82	15	11	2	173	13	84	78	26	10	2	162	12	55	6
4%	2% <i>s</i>	-	1%	3% <i>d</i>	2% <i>s</i>	2%	3%	1%	1%	2%	1%	4%	4%	4%	2%	4%	4%	3%	2% <i>s</i>	-
Not aware of DHL	687	168	25	62	177	250	154	59	22	438	81	198	268	152	44	10	466	55	39	85
13%	9%	10%	7%	10%	13% <i>d</i>	13% <i>d</i>	17% <i>d</i>	14%	12%	16% <i>d</i>	10%	13% <i>k</i>	20% <i>k</i>	17% <i>k</i>	11%	12%	15% <i>k</i>	5%	5%	5%
Aware but not used DHL	2226	924	139	468	789	851	336	157	76	1640	233	829	864	330	118	49	1693	167	346	966
43%	51%	59%	53%	45%	42%	47%	44%	46%	43%	45%	45%	42%	43%	44%	45%	50%	42%	46%	42%	55% <i>r</i>
Used but not sent DHL	1886	623	65	325	638	765	284	120	61	1402	181	767	757	224	88	36	1524	123	338	644
37%	35%	38%	37%	36%	38%	35%	34%	37%	37%	35%	35%	33% <i>m</i>	33% <i>m</i>	30%	33%	36%	34% <i>m</i>	34%	41%	37%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r - small base

**QJ2\_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...**

**DHL**

**Base : All participants**

	Housebound			Disability			Internet access					Don't know (l)	
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)		NET: Have access to the internet (k)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Lost mail	33	5	28	-	16	13	4	21	12	-	-	33	-
	1%	1%	1%	-	3% <i>ca</i>	1%	1%	1%	1%	-	-	1%	-
Damaged mail	64	7	55	1	42	19	4	54	9	1	-	64	-
	1%	2%	1%	2%	3% <i>ca</i>	1%	1%	1%	7% <i>gh</i>	2%	-	1%	-
Delayed mail	72	10	61	1	32	35	4	68	4	-	-	72	-
	1%	3% <i>ca</i>	1%	1%	2% <i>ca</i>	1%	1%	1%	3%	1%	-	1%	-
Mis-delivered mail	58	14	43	1	36	21	1	48	10	-	-	58	-
	1%	4% <i>ca</i>	1%	1%	3% <i>ca</i>	1%	-	1%	3% <i>gh</i>	-	-	1%	-
Mail that has been tampered with	48	14	35	-	35	12	2	39	10	-	-	48	-
	1%	4% <i>ca</i>	1%	-	2% <i>ca</i>	-	1%	1%	8% <i>gh</i>	-	-	1%	-
Didn't allow sufficient time to answer the door	7	3	5	-	3	4	-	7	1	-	-	7	-
	*	1% <i>ca</i>	*	-	*	*	-	*	1%	-	-	*	-
Any other problems	16	-	16	-	8	7	1	8	7	1	-	16	-
	*	-	*	-	1%	-	1%	*	8% <i>ca</i>	2%	-	*	-
I don't know	13	1	12	-	1	11	1	13	-	-	-	13	-
	*	*	*	-	*	*	*	*	-	-	-	*	-
I've experienced no problems in the last 12 months when sending packets and parcels via	1053	64	971	18	316	678	59	1040	5	4	3	1049	1
	20%	19%	20%	22%	21%	20%	18%	21% <i>ca</i>	4%	10%	33%	20% <i>ca</i>	5%
NET Any problem experienced	201	35	164	2	104	87	11	170	30	1	-	201	-
	4%	10% <i>ca</i>	3%	3%	3% <i>ca</i>	3%	3%	3%	3% <i>ca</i>	3%	-	4%	-
Not aware of DHL	687	74	597	16	213	380	94	638	35	5	2	678	7
	13%	22% <i>ca</i>	13%	21%	14% <i>ca</i>	11%	23% <i>ca</i>	13%	30% <i>gh</i>	12%	24%	13%	27%
Aware but not used DHL	2226	95	2113	18	568	1545	115	2166	19	22	2	2208	16
	43%	28%	43% <i>ca</i>	22%	38%	46% <i>ca</i>	36%	44% <i>ca</i>	17%	48%	21%	43% <i>ca</i>	60%
Used but not sent DHL	1888	127	1719	40	588	1198	90	1822	41	18	2	1881	3
	37%	38%	38%	50%	40% <i>ca</i>	35% <i>ca</i>	28%	37%	35%	38%	23%	37%	12%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DHL

Base : All participants

Total	Quarter				Month												
	Q1 2022 (g)	Q2 2022 (c)	Q3 2022 (c)	Q4 2022 (c)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	269
Lost mail	33	9	12	5	7	1	-	8	7	3	2	-	2	4	1	3	2
1%	1%	1%	1%	1%	1%	-	-	2% <i>kl</i>	1% <i>kl</i>	1%	1%	-	1%	1%	1%	1%	1%
Damaged mail	64	24	22	6	12	10	10	5	8	11	3	-	6	-	2	5	5
1%	2% <i>kl</i>	2% <i>kl</i>	1%	1%	2% <i>klm</i>	2% <i>klm</i>	1%	2% <i>klm</i>	3% <i>klm</i>	3% <i>klm</i>	1%	-	1%	-	1%	1%	1%
Delayed mail	72	25	25	4	18	7	12	7	11	8	6	-	4	-	7	6	5
1%	2% <i>kl</i>	2% <i>kl</i>	1%	2% <i>kl</i>	2%	2%	2% <i>klm</i>	2% <i>klm</i>	2% <i>klm</i>	2% <i>klm</i>	1%	-	1%	-	2% <i>klm</i>	1%	1%
Mis-delivered mail	58	18	25	9	5	11	3	5	15	4	6	-	9	-	-	5	-
1%	1%	2% <i>kl</i>	1%	1%	2% <i>klmnp</i>	1%	1%	3% <i>klmnp</i>	1%	2% <i>klmnp</i>	1%	-	1%	-	-	1%	-
Mall that has been tampered with	48	14	24	6	4	4	1	9	15	1	8	-	5	1	2	2	1
1%	1%	2% <i>kl</i>	1%	1%	1%	1%	2% <i>kl</i>	3% <i>klmnp</i>	1%	2%	-	-	1%	-	-	1%	-
Didn't allow sufficient time to answer the door	7	-	-	4	3	-	-	-	-	-	-	-	3	1	2	-	1
1%	-	-	1%	1%	1%	-	-	-	-	-	-	-	1%	1%	1%	-	1%
Any other problems	16	8	8	-	-	2	3	3	3	1	3	-	-	-	-	-	-
1%	1% <i>kl</i>	1% <i>kl</i>	-	-	1%	1%	1%	1%	1%	1%	1%	-	-	-	-	-	-
I don't know	13	-	-	4	9	-	-	-	-	-	-	-	2	2	4	5	1
1%	-	-	1%	2% <i>kl</i>	2% <i>kl</i>	-	-	-	-	-	-	-	1%	1%	1%	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	1053	533	431	43	45	174	173	186	155	148	129	-	27	16	13	14	19
20%	41% <i>klcd</i>	33% <i>klcd</i>	3%	4%	40% <i>klmnp</i>	40% <i>klmnp</i>	44% <i>klmnp</i>	33% <i>klmnp</i>	36% <i>klmnp</i>	31% <i>klmnp</i>	31% <i>klmnp</i>	-	3%	3%	3%	3%	4%
NET Any problem experienced	201	64	76	26	36	25	20	19	30	22	24	-	20	5	14	11	10
4%	5% <i>klcd</i>	6% <i>klcd</i>	2%	3%	6% <i>klm</i>	6% <i>klm</i>	6% <i>klm</i>	6% <i>klm</i>	8% <i>klmnp</i>	6% <i>klm</i>	6% <i>klmnp</i>	-	2%	1%	3%	3%	2%
Not aware of DHL	687	263	300	57	67	85	80	97	98	96	106	-	34	22	23	17	27
13%	20% <i>klcd</i>	23% <i>klcd</i>	4%	5%	20% <i>klmnp</i>	19% <i>klmnp</i>	20% <i>klmnp</i>	21% <i>klmnp</i>	20% <i>klmnp</i>	20% <i>klmnp</i>	20% <i>klmnp</i>	-	4%	5%	5%	4%	6%
Aware but not used DHL	2225	430	483	687	626	148	158	124	161	146	156	-	420	266	214	212	200
43%	33%	37%	43% <i>kl</i>	43% <i>kl</i>	34%	37%	29%	33% <i>kl</i>	35%	38%	38%	-	51% <i>klfghl</i>	53% <i>klfghl</i>	43% <i>klfghl</i>	41% <i>klfghl</i>	45% <i>klfghl</i>
Used but not sent DHL	1886	487	417	474	508	163	157	167	145	142	130	-	314	160	170	157	181
37%	38% <i>kl</i>	32%	37%	38% <i>kl</i>	38%	36%	39%	31%	35%	31%	31%	-	38%	34%	39%	38%	41% <i>kl</i>

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - *klcd* - *klfghl*/*klmnp*  
 \*\*very small base (under 30) ineligible for sig testing

QJ2\_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

FedEx

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-64 (o)	65+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	2868
Lost mail	44	-	44	27	15	22	22	7	12	19	3	3	-	-	20	21	3	-	30	14	44
	1%	-	1%	4% <b>g</b>	1%	1%	1%	1%	2% <b>h</b>	2% <b>i</b>	-	-	-	-	1% <b>o</b>	1% <b>p</b>	-	-	1%	3% <b>r</b>	1%
Damaged mail	43	-	43	22	10	21	22	6	19	16	-	3	-	-	24	16	3	-	30	13	43
	1%	-	1%	3% <b>d</b>	-	1%	1%	1%	3% <b>g</b>	2% <b>h</b>	-	-	-	-	2% <b>o</b>	1% <b>p</b>	-	-	1%	3% <b>r</b>	1%
Delayed mail	79	-	79	47	14	54	22	16	32	21	8	2	-	-	49	29	2	-	55	23	79
	2%	-	2%	7% <b>d</b>	-	2% <b>f</b>	1%	2% <b>g</b>	5% <b>h</b>	2% <b>i</b>	1% <b>j</b>	-	-	-	4% <b>o</b>	2% <b>p</b>	-	-	1%	4% <b>r</b>	1%
Mis-delivered mail	35	-	35	12	12	18	17	9	14	5	3	4	-	-	23	7	5	-	27	7	35
	1%	-	1%	2% <b>d</b>	-	1%	1%	1%	2% <b>g</b>	1% <b>h</b>	-	-	-	-	2% <b>o</b>	1% <b>p</b>	-	-	1%	1% <b>r</b>	-
Mail that has been tampered with	32	-	32	18	10	17	15	10	7	11	1	2	1	-	17	12	4	1	23	9	32
	1%	-	1%	3% <b>d</b>	-	1%	1%	1%	1% <b>g</b>	1% <b>h</b>	-	-	-	-	1% <b>o</b>	1% <b>p</b>	-	-	1%	2% <b>r</b>	1%
Didn't allow sufficient time to answer the door	18	-	18	14	4	11	7	6	10	3	-	-	-	-	15	3	-	-	18	1	18
	*	-	*	2% <b>d</b>	-	-	-	1% <b>g</b>	1% <b>h</b>	-	-	-	-	-	1% <b>o</b>	-	-	-	-	-	-
Any other problems	21	-	21	6	7	7	14	4	4	5	-	6	3	-	8	5	8	3	12	9	21
	*	-	*	1%	-	-	1%	1%	1%	-	-	1%	-	-	1%	-	-	-	-	2% <b>r</b>	-
I don't know	7	-	7	3	3	1	6	-	2	1	2	2	-	-	2	3	2	-	3	4	7
	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1% <b>r</b>	-
I've experienced no problems in the last 12 months when sending packets and parcels via	647	-	647	66	224	315	330	78	96	139	105	122	57	50	173	245	229	106	582	57	711
	13%	-	13%	9%	8%	13%	13%	11%	15% <b>g</b>	14% <b>h</b>	15% <b>i</b>	13%	9%	9%	13% <b>o</b>	14% <b>p</b>	11%	9%	13%	11%	14%
NET Any problem experienced	184	-	184	98	49	99	82	36	64	58	11	11	4	-	100	69	15	4	141	42	184
	4%	-	4%	14% <b>d</b>	2%	4%	3%	5% <b>g</b>	10% <b>h</b>	6% <b>i</b>	1% <b>j</b>	1%	-	-	7% <b>o</b>	4% <b>p</b>	1%	-	3%	8% <b>r</b>	2%
Not aware of FedEx	752	-	752	171	264	373	375	180	120	186	87	77	59	42	300	273	178	101	639	105	752
	15%	-	15%	24% <b>d</b>	9%	15%	14%	25% <b>g</b>	16% <b>h</b>	19% <b>i</b>	13% <b>j</b>	9%	8%	6%	22% <b>o</b>	15% <b>p</b>	9%	9%	14%	10% <b>r</b>	13%
Aware but not used FedEx	3035	-	3035	283	1831	1440	1582	322	304	496	435	616	470	392	626	931	1478	862	2763	248	3106
	59%	-	59%	40% <b>d</b>	65% <b>e</b>	57%	60%	47% <b>g</b>	47% <b>h</b>	49% <b>i</b>	61% <b>j</b>	66% <b>k</b>	74% <b>l</b>	75% <b>m</b>	47% <b>o</b>	54% <b>p</b>	71% <b>q</b>	74% <b>r</b>	60% <b>s</b>	47%	60%
Used but not sent FedEx	1105	-	1105	130	614	543	559	147	149	241	169	213	97	88	297	411	398	185	981	119	1171
	21%	-	21%	19%	22%	22%	21%	21% <b>d</b>	22% <b>e</b>	24% <b>f</b>	24% <b>g</b>	22% <b>h</b>	15%	17%	22% <b>o</b>	24% <b>p</b>	19%	16%	21%	22%	23%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a) - d) - e) - g) - h) - i) - j) - k) - l) - m) - n) - o) - p) - q) - r) - s)  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

FedEx

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Lost mail	44	15	15	8	7	29	15	39	6	4	6	16	8	10	29	4	40	14	10	1
1%		2% <b>d</b>	1%	1%		1%	1%	1%		1%	1%	1%	1%	1%	1%	1%	1%	3% <b>r</b>	1%	1%
Damaged mail	43	14	11	13	5	26	18	40	3	3	3	15	11	10	29	3	40	5	6	-
1%		2% <b>d</b>	1%	1%		1%	1%	1%		1%		1%	1%	1%	1%	1%	1%	1%		
Delayed mail	79	39	11	20	9	50	29	69	10	6	7	28	13	23	48	6	73	16	19	-
2%		4% <b>b,c,d</b>	1%	2%	1%	2%	1%	2% <b>n</b>	1%	1%	1%	2%	1%	3% <b>d</b>	1%	1%	2%	3% <b>r</b>	1%	-
Mis-delivered mail	35	7	3	15	10	10	24	30	4	-	4	14	14	2	33	-	34	7	12	-
1%		1%		1% <b>b,d</b>	1%		1%	1%			1%	1%	1%		1%		1%	1%	1%	-
Mail that has been tampered with	32	16	4	9	3	20	12	25	5	2	4	10	8	8	22	2	29	3	5	1
1%		2% <b>b,d</b>		1%		1%		1% <b>n</b>			1%	1%	1%	1%	1%		1%	1%		1%
Didn't allow sufficient time to answer the door	18	11	3	4	1	14	5	17	1	3	3	5	2	4	11	3	15	11	7	1
*		1% <b>b,d</b>				1%		1% <b>n</b>				1%						2% <b>r</b>		1%
Any other problems	21	4	6	8	3	10	11	15	6	2	1	4	11		17	2	17	-	2	-
*				1%											1%					
I don't know	7	2		2	2	3	4	3	4			2	2		7		7	2	5	*
*																				
I've experienced no problems in the last 12 months when sending packets and parcels via	647	126	190	169	160	317	330	410	229	75	54	163	208	111	424	77	542	14	48	6
73%		13%	12%	14%	17%	12%	13%	13%	17%	12%	8%	12% <b>d</b>	15% <b>d</b>	14% <b>d</b>	13% <b>d</b>	12%	13%	3%	3%	5%
NET Any problem experienced	184	70	43	45	26	113	71	157	26	17	15	68	42	35	126	17	164	36	44	1
4%		7% <b>b,c,d</b>	3%	4% <b>d</b>	2%	4% <b>d</b>	3%	5% <b>n</b>	1%	3%	2%	3% <b>d</b>	3%	4%	4%	3%	4%	7% <b>r</b>	2%	1%
Not aware of FedEx	752	121	206	154	210	387	365	534	191	107	108	203	151	147	463	107	616	19	68	6
12%		19% <b>b,c,d</b>	13%	13%	15%	15%	14%	17% <b>n</b>	10%	17% <b>d</b>	16% <b>d</b>	16% <b>d</b>	11%	16% <b>d</b>	14%	17%	15%	4%	4%	4%
Aware but not used FedEx	3035	429	1009	684	912	1438	1596	1613	1384	387	414	767	827	409	2007	393	2461	349	1357	87
59%		45%	63% <b>a,c</b>	55% <b>a</b>	62% <b>a</b>	57%	61% <b>a</b>	52%	69% <b>d</b>	61% <b>a</b>	63% <b>a</b>	57% <b>a</b>	60% <b>a</b>	50%	60% <b>a</b>	61%	58%	66%	71%	66%
Used but not sent FedEx	1105	247	312	274	272	559	546	705	392	127	115	279	313	209	707	127	927	109	396	32
21%		21% <b>b,d</b>	20%	23% <b>d</b>	19%	22%	21%	23% <b>d</b>	19%	20%	18%	21%	23% <b>d</b>	20% <b>d</b>	21%	20%	22%	21%	21%	24%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QJ2\_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

FedEx

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Lost mail	44	44	1	-	39	4	1	-	1	5	2	1	3	-	20	6	1	-	4
1%	1%	1%	-	-	1%	1%	-	-	1%	1%	-	-	1%	-	3%emp	1%	-	-	1%
Damaged mail	43	40	3	-	38	4	1	-	1	1	3	2	3	-	18	8	1	2	2
1%	1%	1%	-	-	1%	1%	-	-	1%	-	1%	-	1%	-	3%imp	1%	-	3%imp	1%
Delayed mail	79	74	5	-	73	5	-	1	1	4	6	7	8	10	25	11	2	1	4
2%	2%	1%	-	2% <b>d</b>	1%	-	-	-	1%	1%	2%	2%	2%	-	4%imp	2%	-	1%	1%
Mis-delivered mail	35	29	6	-	28	5	1	-	1	1	3	1	1	1	9	10	1	-	5
1%	1%	1%	-	-	1%	1%	-	-	-	-	1%	-	-	-	1%	1%	-	-	1%
Mail that has been tampered with	32	30	3	-	29	2	1	-	-	5	3	1	1	-	9	8	1	-	2
1%	1%	1%	-	1%	1%	-	-	-	-	1%	-	-	-	-	1%	1%	-	-	1%
Didn't allow sufficient time to answer the door	18	16	2	-	16	2	-	1	1	2	1	-	3	2	3	2	1	-	2
*	*	*	-	-	*	1%	-	-	*	*	-	-	1%	*	*	*	-	-	1%
Any other problems	21	16	5	-	20	1	-	-	-	-	-	-	5	2	5	4	4	-	1
*	*	1%	-	-	*	*	-	-	-	-	-	-	1%	*	1%	1%	1%	-	*
I don't know	7	6	*	-	6	1	-	-	-	-	2	-	-	-	2	2	-	-	1
*	*	*	-	-	*	-	-	-	-	-	-	-	-	-	*	*	-	-	*
I've experienced no problems in the last 12 months when sending packets and parcels via	647	552	94	35	513	76	37	21	23	84	47	37	51	58	79	81	52	6	70
13%	12%	13%	18% <b>a</b>	12%	16% <b>d</b>	15%	14%	11%	15%	11%	10%	11%	12%	12%	11%	12%	12%	18% <b>d</b>	16% <b>mmmm</b>
NET Any problem experienced	184	171	12	-	163	17	3	2	4	14	12	9	16	12	55	30	10	3	14
4%	4% <b>abc</b>	2%	-	4% <b>bc</b>	4% <b>bc</b>	1%	1%	1%	2%	2%	3%	2%	4%	3%	9% <b>hijklmnop</b>	4%	2%	5%	4%
Not aware of FedEx	752	654	87	39	638	55	33	29	28	82	46	71	70	47	129	104	55	10	44
15%	15%	12%	21% <b>ab</b>	15%	13%	13%	20% <b>cd</b>	13%	15%	15%	11%	19% <b>lmn</b>	15%	10%	14% <b>lmn</b>	15%	13%	20% <b>lm</b>	12%
Aware but not used FedEx	3035	2575	460	101	2568	234	155	77	133	324	275	226	268	315	339	418	271	30	204
59%	58%	64% <b>abc</b>	53%	59% <b>cd</b>	54%	63% <b>ef</b>	54%	64% <b>gh</b>	57%	65% <b>hnr</b>	69% <b>no</b>	69% <b>no</b>	65% <b>lmr</b>	50%	59% <b>lm</b>	61% <b>lm</b>	58%	58%	54%
Used but not sent FedEx	1105	952	154	47	905	121	50	31	44	137	88	60	93	98	141	139	104	9	112
21%	21%	21%	24%	21%	23% <b>cd</b>	20%	21%	21%	21%	21% <b>ab</b>	21%	16%	21%	21%	21%	20%	24% <b>kl</b>	17%	29% <b>klmnop</b>

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - abc/c - de/fg - hij/klmnop/qr  
 \* small base



QJ2\_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

FedEx

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3969	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Lost mail	44	7	-	2	24	17	3	1	-	41	1	17	18	10	-	35	-	25	-	-
1%					1%	1%	*	*	-	1%	*	1%	1%	1%	-	1%	-	1%	-	-
Damaged mail	43	1	-	*	22	14	6	1	*	37	1	15	18	5	5	-	33	5	11	-
1%					1%	1%	1%	*	*	1%	*	1%	1%	1%	2%	-	1%	1%	1%	-
Delayed mail	79	15	-	4	26	34	13	4	2	60	6	34	39	2	4	*	72	4	31	4
2%		1%	-	*	1%	2%	2%	1%	1%	2%	1%	2%	2%	2%	*	2%	2%	2%	1%	1%
Mis-delivered mail	35	4	-	-	14	10	9	2	1	24	2	14	14	3	3	-	28	3	18	2
1%		*	-	-	1%	*	1%	*	*	1%	*	1%	1%	*	1%	-	1%	1%	1%	*
Mail that has been tampered with	32	3	-	1	8	15	8	*	*	24	1	15	9	-	9	-	23	9	9	-
1%		*	-	*	*	1%	1%	*	*	1%	*	1%	*	-	4%knip	-	1%	3%knip	1%	-
Didn't allow sufficient time to answer the door	18	2	-	1	6	6	6	*	-	12	*	6	9	-	2	1	16	3	18	1
*		*	-	*	*	*	1%	*	*	*	*	*	*	-	1%	-	*	*	*	*
Any other problems	21	6	-	4	4	16	1	-	-	20	-	14	7	-	*	-	21	*	-	2
*		*	-	*	*	1%	-	-	-	1%	-	1%	-	-	-	-	1%	*	*	*
I don't know	7	*	-	-	4	2	1	-	-	6	-	6	-	1	-	-	6	-	7	-
*		*	-	-	*	*	*	-	-	*	-	*	-	*	-	-	*	-	1%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	647	211	23	89	221	252	104	46	19	473	65	260	254	83	30	14	514	44	40	29
13%		12%	10%	10%	13%	12%	13%	13%	11%	13%	12%	13%	13%	11%	11%	15%	13%	12%	13%	2%
NET Any problem experienced	184	31	-	10	71	76	27	7	3	147	9	80	73	18	12	1	153	13	75	6
4%		2%	-	1%	4%	4%	3%	2%	2%	4%	2%	4%	4%	2%	3%	1%	4%	4%	3%	1%
Not aware of FedEx	752	198	33	66	207	270	163	65	25	478	91	198	208	178	40	17	496	57	45	47
15%		11%sc	14%sc	8%	12%	13%	20%del	18%del	15%	13%	17%del	10%	15%k	24%knip	18%	15%	15%k	16%k	6%k	3%
Aware but not used FedEx	3035	1229	173	652	1070	1208	434	202	97	2278	299	1184	1196	394	162	60	2380	222	448	1345
59%		68%	73%	74%sc	61%sc	69%sc	53%	57%	59%	60%sc	58%	60%sc	59%sc	53%	61%	60%sc	62%sc	61%sc	54%	77%sc
Used but not sent FedEx	1105	329	28	151	389	430	168	73	38	819	111	471	413	148	48	19	884	68	218	320
21%		18%	12%	17%	22%	21%	21%	21%	23%	22%	21%	22%sc	20%	20%	18%	20%	22%sc	19%	15%sc	18%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r  
 \* small base

QJ2\_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

FedEx

Base : All participants

	Housebound			Disability			Internet access					Don't know (l)	
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)		NET: Have access to the internet (k)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Lost mail	44	4	36	4	23	20	2	40	4	-	-	44	-
1%	1%	1%	1%	5% <sup>ab</sup>	3% <sup>a</sup>	1%	-	1%	4% <sup>gh</sup>	-	-	1%	-
Damaged mail	43	4	39	-	24	16	3	39	4	-	-	43	-
1%	1%	1%	-	2% <sup>a</sup>	1%	-	1%	1%	3% <sup>gh</sup>	1%	-	1%	-
Delayed mail	79	7	67	4	38	39	2	73	5	-	-	79	-
2%	2%	1%	1%	5% <sup>bc</sup>	3% <sup>a</sup>	1%	1%	1%	5% <sup>gh</sup>	-	-	2%	-
Mis-delivered mail	35	8	25	-	17	15	2	29	5	-	-	35	-
1%	1%	1%	-	1% <sup>a</sup>	1%	-	1%	1%	5% <sup>gh</sup>	-	-	1%	-
Mail that has been tampered with	32	4	29	-	13	17	2	28	5	-	-	32	-
1%	1%	1%	-	1%	1%	1%	1%	1%	4% <sup>gh</sup>	-	-	1%	-
Didn't allow sufficient time to answer the door	18	3	16	-	12	6	1	16	2	-	-	18	-
*	1%	-	-	-	1%	-	-	1%	2%	-	-	1%	-
Any other problems	21	2	19	-	4	14	3	18	3	-	-	21	-
*	1%	-	-	-	1%	-	1%	1%	3% <sup>gh</sup>	-	-	1%	-
I don't know	7	-	7	-	1	6	-	7	-	-	-	7	-
*	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	647	33	607	7	181	428	38	633	4	4	2	640	4
13%	10%	13%	8%	12%	13%	12%	12%	12% <sup>gh</sup>	3%	8%	22%	12% <sup>gh</sup>	17%
NET Any problem experienced	184	27	148	9	83	93	8	166	18	-	-	184	-
4%	8% <sup>bc</sup>	3%	1% <sup>bc</sup>	4% <sup>bc</sup>	3%	3%	3%	3%	13% <sup>gh</sup>	1%	-	4%	-
Not aware of FedEx	752	87	648	16	247	417	87	692	43	6	3	741	7
15%	25% <sup>bc</sup>	14%	21%	17% <sup>a</sup>	12%	27% <sup>de</sup>	27% <sup>de</sup>	14%	37% <sup>gh</sup>	13%	34%	14%	28%
Aware but not used FedEx	3035	143	2856	35	826	2047	162	2967	26	28	4	3021	11
59%	43%	60% <sup>abc</sup>	44%	55%	61% <sup>cd</sup>	50%	50%	60% <sup>gh</sup>	22%	60%	43%	59% <sup>gh</sup>	47%
Used but not sent FedEx	1105	68	1017	21	316	730	59	1053	32	12	-	1097	8
21%	20%	21%	26%	21%	22%	18%	18%	21%	28%	27%	-	21%	31%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - abc - ddef - ghij/kl  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

FedEx

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2668	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Lost mail	44	4	15	16	9	1	3	-	8	4	4	-	8	9	1	7	1
1%	*	1%	1%	1%	1%	*	1%	-	2%	1%	1%	-	1%	2%	*	2%	*
Damaged mail	43	17	15	7	5	6	9	2	5	7	3	-	5	2	-	5	-
1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	-	1%	*	-	1%	-
Delayed mail	79	25	20	9	26	13	3	8	5	11	4	-	9	*	6	9	8
2%	2%	2%	1%	2%	3%	1%	2%	1%	1%	3%	1%	-	1%	*	2%	2%	2%
Mis-delivered mail	35	12	3	9	11	3	7	2	-	*	2	-	6	2	*	5	4
1%	1%	*	1%	1%	1%	2%	1%	-	*	1%	-	-	1%	*	*	1%	1%
Mall that has been tampered with	32	10	14	4	4	4	3	2	5	3	5	-	2	2	-	4	-
1%	1%	1%	*	*	1%	1%	1%	1%	1%	1%	1%	-	*	*	-	1%	-
Didn't allow sufficient time to answer the door	18	-	-	8	10	-	-	-	-	-	-	-	4	4	3	6	2
*	*	*	1%	1%	1%	-	-	-	-	-	-	-	1%	1%	1%	1%	1%
Any other problems	21	13	6	2	-	5	5	3	1	*	4	-	2	-	-	-	-
*	1%	*	*	-	1%	1%	1%	1%	*	*	1%	-	*	-	-	-	-
I don't know	7	-	-	2	5	-	-	-	-	-	-	-	2	-	1	4	*
*	*	*	*	*	-	-	-	-	-	-	-	-	*	*	*	1%	*
I've experienced no problems in the last 12 months when sending packets and parcels via	647	303	275	33	35	108	90	105	104	87	84	-	14	19	19	8	8
13%	23%	21%	3%	3%	25%	21%	25%	22%	21%	20%	20%	-	2%	4%	4%	2%	2%
NET Any problem experienced	184	55	48	41	40	25	20	10	14	15	19	-	29	12	11	19	9
4%	4%	4%	3%	3%	6%	5%	2%	3%	4%	5%	5%	-	4%	3%	3%	5%	2%
Not aware of FedEx	752	296	362	41	52	91	98	108	127	109	126	-	27	14	22	9	21
15%	23%	28%	3%	4%	21%	23%	23%	23%	27%	27%	30%	-	3%	3%	5%	2%	5%
Aware but not used FedEx	3636	635	606	901	893	209	223	203	219	200	187	-	573	328	296	296	296
59%	49%	47%	10%	10%	48%	52%	48%	47%	46%	46%	45%	-	7%	6%	6%	7%	6%
Used but not sent FedEx	1105	292	276	272	266	104	99	89	101	84	90	-	173	99	87	77	102
21%	23%	21%	21%	21%	24%	23%	21%	22%	20%	22%	22%	-	21%	21%	20%	18%	23%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a-b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

QJ2\_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Evri

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total	
Unweighted Base	5161	-	5161	619	2818	2461	2883	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2827	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2500	262	5161
Lost mail	183	-	183	48	75	74	109	19	30	43	40	33	12	6	49	83	51	18	162	20	167
	4%	-	4%	7% <b>d</b>	3%	3%	4%	3%	5% <b>m</b>	4% <b>m</b>	6% <b>m</b>	4%	2%	1%	4% <b>q</b>	5% <b>q</b>	2%	2%	4%	4%	3%
Damaged mail	165	-	165	46	58	74	91	17	34	39	32	16	10	17	51	70	43	27	147	19	172
	3%	-	3%	7% <b>d</b>	2%	3%	3%	2%	5% <b>q</b>	5% <b>q</b>	5% <b>q</b>	2%	2%	3%	4% <b>q</b>	4% <b>q</b>	2%	2%	3%	3%	4%
Delayed mail	296	-	296	54	120	117	175	61	42	74	52	33	17	18	102	126	68	35	254	39	334
	6%	-	6%	9% <b>d</b>	4%	5%	7% <b>e</b>	9% <b>m</b>	6% <b>q</b>	7% <b>m</b>	7% <b>m</b>	4%	3%	3%	6% <b>q</b>	7% <b>q</b>	3%	3%	6%	7%	6%
Mis-delivered mail	122	-	122	24	37	54	68	18	25	28	14	13	13	11	43	42	37	24	115	7	127
	2%	-	2%	3% <b>d</b>	1%	2%	3%	3%	4% <b>q</b>	3%	2%	1%	2%	2%	3% <b>q</b>	2%	2%	2%	3%	1%	2%
Mail that has been tampered with	61	-	61	23	19	31	31	12	13	16	14	2	2	2	25	30	7	5	50	11	61
	1%	-	1%	3% <b>d</b>	1%	1%	1%	2% <b>q</b>	2% <b>q</b>	2% <b>q</b>	2% <b>q</b>	*	*	*	4% <b>q</b>	3% <b>q</b>	*	*	1%	2%	1%
Didn't allow sufficient time to answer the door	26	-	26	13	13	14	12	4	11	3	5	2	1	-	15	8	3	1	22	4	21
	1%	-	1%	2% <b>d</b>	*	1%	*	1%	2% <b>m</b>	*	1%	*	*	*	1% <b>q</b>	*	*	*	2%	1%	*
Any other problems	79	-	79	10	24	29	49	3	7	16	10	21	14	8	10	26	43	22	76	3	86
	2%	-	2%	1%	1%	1%	2%	*	1%	2%	1%	2% <b>q</b>	2% <b>q</b>	2%	1%	2%	2% <b>m</b>	2%	2%	1%	2%
I don't know	15	-	15	1	14	7	9	6	4	3	2	-	1	-	10	4	1	1	14	1	15
	*	-	*	*	*	*	*	1% <b>q</b>	1%	1%	*	*	*	*	1% <b>q</b>	*	*	*	*	*	*
I've experienced no problems in the last 12 months when sending packets and parcels via	1459	-	1459	132	470	608	847	156	145	255	241	282	200	181	300	496	663	381	1354	94	1506
	28%	-	28%	19%	17%	24%	32% <b>e</b>	23%	22%	25%	25%	34% <b>q</b>	30% <b>q</b>	31% <b>q</b>	34% <b>q</b>	22%	29% <b>n</b>	32% <b>n</b>	33% <b>n</b>	29% <b>n</b>	18%
NET Any problem experienced	600	-	600	133	233	249	347	89	103	138	97	85	50	38	192	236	172	88	531	65	632
	12%	-	12%	19% <b>d</b>	8%	10%	13% <b>e</b>	13% <b>m</b>	16% <b>m</b>	14% <b>m</b>	14% <b>m</b>	9%	8%	7%	14% <b>q</b>	14% <b>q</b>	8%	8%	12%	12%	12%
Not aware of Evri	834	-	834	188	403	503	326	176	140	211	77	91	66	72	316	289	230	138	664	158	694
	16%	-	16%	29% <b>d</b>	14%	23% <b>f</b>	12%	29% <b>m</b>	21% <b>m</b>	21% <b>m</b>	11%	10%	10%	14%	24% <b>q</b>	19% <b>q</b>	11%	12%	14%	23% <b>n</b>	13%
Aware but not used Evri	1023	-	1023	88	638	590	431	123	94	164	136	230	159	117	216	301	506	276	919	99	937
	20%	-	20%	13% <b>d</b>	23% <b>c</b>	23% <b>f</b>	16%	18%	14%	16%	19%	25% <b>q</b>	25% <b>q</b>	22% <b>q</b>	16%	17%	24% <b>o</b>	24% <b>o</b>	20%	19%	16%
Used but not sent Evri	2363	-	2363	202	1290	1035	1316	245	278	451	353	449	324	263	524	804	1035	586	2174	175	2545
	46%	-	46%	29%	48% <b>c</b>	47%	50% <b>e</b>	36%	43% <b>q</b>	44% <b>q</b>	49% <b>q</b>	46% <b>q</b>	51% <b>q</b>	50% <b>q</b>	39%	46% <b>n</b>	50% <b>n</b>	51% <b>n</b>	47% <b>n</b>	33%	49%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - a) - d) - e) - g)h)j)k)l) - n) - o) - p) - q) - r) - s)  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Evri

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Lost mail	183	22	66	52	42	89	95	133	47	27	20	47	52	28	119	27	149	11	35	3
4%		2%	4%	4%	3%	3%	4%	4%	2%	4%	3%	4%	4%	3%	4%	4%	4%	2%	2%	2%
Damaged mail	165	39	55	37	34	94	71	99	64	20	21	50	38	28	109	20	138	14	23	2
3%		4%	3%	3%	2%	4%	3%	3%	3%	3%	3%	4%	3%	3%	3%	3%	3%	3%	1%	1%
Delayed mail	296	84	96	54	62	180	116	198	93	31	37	71	83	55	190	31	251	30	40	5
6%		5% <b>h</b>	6%	5%	4%	7%	4%	6%	5%	5%	6%	5%	6%	7%	6%	5%	6%	6%	2%	4%
Mis-delivered mail	122	27	37	38	20	64	58	74	46	11	15	36	38	19	89	11	108	14	10	2
2%		3%	2%	3%	1%	3%	2%	2%	2%	2%	2%	3%	2%	2%	3%	2%	3%	3%	1%	2%
Mail that has been tampered with	61	15	24	7	11	43	19	42	17	8	6	20	10	13	36	8	50	9	2	-
1%		2%	2%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	1%	-
Didn't allow sufficient time to answer the door	26	8	8	8	2	16	10	17	9	4	5	2	7	8	14	4	21	9	14	3
1%		1%	1%	1%	-	1%	-	1%	-	1%	-	-	-	1%	-	1%	1%	2%	1%	2%
Any other problems	79	15	19	20	25	34	45	46	32	11	18	18	18	8	54	11	63	1	7	-
2%		2%	1%	2%	2%	1%	2%	1%	2%	1%	2%	1%	1%	1%	2%	1%	2%	1%	1%	-
I don't know	16	2	3	7	4	5	11	10	4	1	5	3	5	-	12	1	12	4	8	3
-		-	-	1%	-	-	-	-	-	-	1%	-	-	-	-	-	1%	-	-	2%
I've experienced no problems in the last 12 months when sending packets and parcels via	1459	217	453	351	438	670	788	794	637	177	201	380	381	218	962	183	1202	42	216	14
28%		23%	29%	30%	30%	26%	30%	26%	32%	28%	31%	28%	28%	27%	29%	28%	28%	8%	11%	11%
NET Any problem experienced	600	134	198	129	139	332	268	384	197	81	79	157	155	100	391	81	496	59	91	10
12%		14%	12%	11%	10%	13%	10%	13%	10%	13%	12%	12%	11%	12%	12%	13%	12%	11%	5%	7%
Not aware of Evri	834	230	201	181	222	431	403	500	243	101	109	200	197	135	506	102	691	57	219	12
16%		24%	13%	15%	15%	17%	15%	19%	12%	16%	17%	15%	14%	22%	15%	16%	16%	11%	11%	9%
Aware but not used Evri	1023	140	341	235	308	481	542	572	435	134	124	280	263	134	668	134	826	109	476	31
20%		15%	21%	20%	21%	19%	19%	22%	19%	21%	19%	19%	16%	20%	21%	21%	19%	21%	25%	23%
Used but not sent Evri	2363	392	749	548	675	1140	1223	1308	1028	302	282	594	679	356	1555	307	1937	259	808	63
46%		41%	47%	47%	47%	45%	47%	43%	47%	47%	43%	44%	43%	44%	46%	47%	46%	49%	47%	48%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QJ2\_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Evri

Base : All participants

	Rurality			Nation				Region											
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Lost mail	183	164	19	3	154	19	6	4	5	29	30	13	15	15	20	23	6	4	15
	4%	4%	3%	1%	4%	4%	2%	3%	2%	11%	11%	3%	3%	3%	3%	3%	1%	7%	4%
Damaged mail	163	139	26	11	136	16	11	3	7	11	16	10	13	18	26	15	12	1	15
	3%	3%	4%	6%	3%	4%	4%	2%	4%	2%	4%	4%	3%	4%	4%	2%	3%	1%	4%
Delayed mail	296	253	44	10	234	40	16	7	10	25	30	33	16	28	51	22	19	4	36
	6%	6%	6%	5%	5%	9%	6%	5%	5%	4%	7%	9%	4%	6%	8%	3%	4%	7%	9%
Mis-delivered mail	122	109	13	4	98	14	8	2	7	12	15	10	5	9	19	18	2	3	11
	2%	2%	2%	2%	2%	3%	3%	2%	3%	2%	3%	3%	1%	2%	3%	3%	1%	3%	3%
Mail that has been tampered with	61	55	6	2	51	3	6	2	1	6	6	7	3	8	13	3	3	1	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	2%	1%	1%	1%	1%
Didn't allow sufficient time to answer the door	26	24	2	*	23	2	*	*	1	2	2	1	4	3	7	2	3	*	2
	1%	1%	*	*	1%	1%	*	*	*	*	*	*	1%	1%	1%	*	1%	*	1%
Any other problems	79	64	14	3	66	7	5	1	1	11	4	7	4	5	7	18	9	1	6
	2%	1%	2%	2%	2%	2%	2%	1%	*	2%	1%	2%	1%	1%	1%	3%	2%	1%	2%
I don't know	15	13	2	*	13	1	1	*	*	1	3	*	1	5	*	3	*	*	1
	*	*	*	*	*	*	*	*	*	*	1%	*	*	1%	*	*	*	*	*
I've experienced no problems in the last 12 months when sending packets and parcels via	1459	1193	266	83	1208	126	83	42	69	152	123	88	148	160	118	191	158	14	112
	28%	27%	37%	44%	28%	29%	33%	30%	33%	34%	27%	29%	23%	32%	33%	17%	27%	36%	29%
NET Any problem experienced	600	520	80	22	498	61	31	11	22	57	64	59	37	55	90	70	43	7	53
	12%	12%	11%	11%	12%	14%	12%	8%	11%	10%	13%	13%	8%	12%	13%	10%	10%	14%	14%
Not aware of Evri	834	720	74	20	724	55	29	26	23	105	58	58	72	50	194	98	60	9	46
	16%	17%	10%	10%	17%	13%	12%	19%	11%	19%	14%	16%	17%	10%	20%	14%	14%	17%	12%
Aware but not used Evri	1023	914	109	22	897	54	47	25	41	127	81	76	96	89	148	164	74	6	48
	20%	21%	15%	12%	21%	13%	19%	17%	20%	23%	19%	20%	21%	19%	22%	23%	17%	12%	13%
Used but not sent Evri	2363	1975	388	99	1923	257	111	72	106	241	200	179	186	233	230	336	213	32	225
	46%	44%	54%	52%	44%	39%	45%	31%	50%	43%	47%	46%	47%	45%	34%	45%	43%	60%	53%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QJ2\_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Evri

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Lost mail	183	67	7	16	52	79	31	14	7	131	21	85	57	25	14	3	142	16	26	23
	4%	4%	3%	2%	3%	4%	4%	4%	4%	3%	4%	4%	3%	3%	5%	3%	4%	5%	3%	1%
Damaged mail	165	53	7	18	52	72	25	9	6	124	16	73	51	23	15	3	124	18	28	12
	3%	3%	3%	2%	3%	4%	3%	3%	4%	3%	3%	4%	2%	3%	6%	3%	3%	5%	3%	1%
Delayed mail	296	109	10	39	108	104	42	19	19	213	38	122	115	38	16	4	236	20	42	33
	6%	6%	4%	4%	6%	5%	5%	5%	12%del	6%	7%	6%	6%	5%	6%	4%	6%	6%	5%	2%
Mis-delivered mail	122	34	5	18	38	63	11	8	3	101	10	46	50	20	6	1	96	6	18	8
	2%	2%	2%	2%	2%	3%	1%	2%	2%	3%	2%	2%	2%	3%	2%	1%	2%	2%	2%	1%
Mail that has been tampered with	61	15	4	3	9	30	11	8	4	39	12	20	21	14	1	4	41	5	6	6
	1%	1%	2%	3	1%	1%	1%	2%del	2%del	1%	2%del	1%	1%	2%	4%del	1%	1%	1%	1%	1%
Didn't allow sufficient time to answer the door	26	9	2	3	12	9	4	1	-	22	1	13	11	-	2	-	24	-	16	10
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%
Any other problems	79	31	-	17	24	36	10	4	5	60	9	20	40	14	4	2	59	6	1	7
	2%	2%	-	2%	1%	2%	1%	1%	3%	2%	2%	1%	2%	2%	1%	2%	1%	2%	1%	1%
I don't know	15	8	-	1	4	6	3	-	-	10	-	6	6	-	1	1	12	2	6	9
	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	1459	581	86	322	532	567	212	94	41	1099	135	557	585	197	65	34	1141	99	66	206
	28%	32%	36%	37%	30%	28%	26%	27%	25%	29%	26%	28%	29%	26%	25%	34%	29%	27%	8%	12%del
NET Any problem experienced	600	212	21	73	202	241	84	41	27	444	66	242	221	82	42	9	463	50	100	60
	12%	12%	9%	8%	12%	12%	10%	12%	16%	12%	13%	12%	11%	11%	16%	9%	12%	14%	12%	3%
Not aware of Evri	834	200	23	82	242	320	164	65	26	562	91	272	329	159	47	13	601	80	94	104
	16%	11%	10%	9%	14%	16%	20%del	19%	16%	15%	18%	14%	16%	21%del	18%	13%	15%	16%	11%	11%
Aware but not used Evri	1023	376	52	184	331	398	174	71	37	729	108	330	409	190	60	24	738	84	181	434
	20%	21%	22%	21%	19%	20%	21%	20%	20%	19%	21%	17%	20%del	24%del	23%	24%	19%	23%del	22%	25%
Used but not sent Evri	2363	852	124	450	862	923	322	168	69	1789	237	979	910	294	108	50	1889	157	386	844
	46%	47%	52%	51%	40%del	43%del	39%	48%	42%	47%del	46%	50%del	46%	39%	41%	50%	47%del	43%	46%	46%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - j/k/l/m/o/p/q - r - s  
 \* small base

**QJ2\_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...**

Evri

Base : All participants

	Total	Housebound			Disability			Internet access					Don't know (l)
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Lost mail	183	6	178	-	57	106	21	169	15	-	-	183	-
	4%	2%	4%	-	4%	3%	6% <b>sd</b>	3%	15% <b>ph</b>	-	-	4%	-
Damaged mail	165	7	151	7	76	77	12	151	12	1	-	165	-
	3%	2%	3%	9% <b>sd</b>	5% <b>sd</b>	2%	4%	3%	11% <b>ph</b>	3%	-	3%	-
Delayed mail	296	15	278	4	105	177	14	288	1	7	-	296	-
	6%	5%	6%	4%	7%	5%	4%	6%	1%	15%	-	6%	-
Mis-delivered mail	122	8	114	-	47	64	12	114	6	2	-	122	-
	2%	2%	2%	3% <b>sd</b>	2%	4%	4%	2%	6%	4%	-	2%	-
Mail that has been tampered with	61	6	54	1	28	23	10	50	8	4	-	61	-
	1%	2%	1%	2% <b>sd</b>	1%	3% <b>sd</b>	3% <b>sd</b>	1%	7% <b>ph</b>	8%	-	1%	-
Didn't allow sufficient time to answer the door	26	3	22	1	11	12	3	24	2	-	-	26	-
	4%	1%	-	1%	-	1%	1%	-	2%	-	-	1%	-
Any other problems	79	6	73	-	28	36	15	75	4	-	-	79	-
	2%	2%	2%	-	2%	1%	5% <b>sd</b>	2%	3%	-	-	2%	-
I don't know	15	3	12	-	5	9	1	14	-	-	-	14	1
	-	1%	-	-	-	-	-	-	-	-	-	-	5%
I've experienced no problems in the last 12 months when sending packets and parcels via	1459	77	1363	18	406	973	80	1434	6	12	1	1452	6
	28%	23%	29%	23%	27%	29%	25%	29% <b>ph</b>	6%	26%	11%	28% <b>ph</b>	22%
NET Any problem experienced	600	34	566	10	229	331	40	564	29	7	-	600	-
	12%	10%	12%	13%	15% <b>sd</b>	10%	12%	11%	15% <b>ph</b>	15%	-	12%	-
Not aware of Evri	834	95	722	17	258	497	80	782	37	6	2	825	7
	16%	28% <b>ph</b>	15%	22%	17%	15%	25% <b>sd</b>	16%	32% <b>ph</b>	13%	24%	16%	27%
Aware but not used Evri	1023	37	976	10	234	726	63	982	19	12	4	1013	6
	20%	11%	21% <b>sd</b>	13%	16%	22% <b>sd</b>	20%	20%	17%	26%	43%	20%	24%
Used but not sent Evri	2363	146	2177	40	696	1548	119	2304	31	10	2	2351	10
	46%	44%	46%	50%	47% <b>sd</b>	45% <b>sd</b>	37%	45% <b>ph</b>	27%	35%	22%	45% <b>ph</b>	39%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean, Column Total (5% risk level) - sd/c - d/ef - gh/ij/kl  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



QJ2\_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Evri

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	850	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Lost mail	183	81	53	19	30	27	26	28	7	24	22	-	15	5	4	10	15
	4%	6%cd	4%cd	2%	2%	6%klmnop	6%klmnop	7%klmnop	1%	6%klmnop	5%klmnop	-	2%	1%	1%	2%	3%
Damaged mail	165	74	52	21	18	23	26	24	24	11	17	-	14	7	5	9	5
	3%	6%cd	4%cd	2%	1%	5%klmnop	6%klmnop	6%klmnop	5%klmnop	3%	4%kl	-	2%	1%	1%	2%	1%
Delayed mail	296	115	106	31	44	20	44	53	39	36	31	-	23	9	14	15	15
	6%	4%cd	4%cd	2%	3%	5%	10%klmnop	12%klmnop	6%klmnop	3%klmnop	3%klmnop	-	3%	2%	3%	4%	3%
Mis-delivered mail	122	50	46	12	14	11	19	21	17	11	17	-	9	3	4	6	4
	2%	4%cd	4%cd	1%	1%	2%	4%klmnop	5%klmnop	4%klmnop	3%	4%klmnop	-	1%	1%	1%	1%	1%
Mall that has been tampered with	61	29	22	6	5	6	11	11	11	5	6	-	6	-	-	5	-
	1%	2%cd	2%cd	-	-	1%	3%klmnop	3%klmnop	2%klmnop	1%	1%	-	1%	-	-	1%	-
Didn't allow sufficient time to answer the door	26	-	-	9	17	-	-	-	-	-	-	-	7	2	4	6	7
	1%	-	-	1%ab	1%ab	-	-	-	-	-	-	-	1%	-	1%	1%	1%
Any other problems	79	32	39	2	6	7	6	19	11	7	20	-	2	-	-	2	4
	2%	2%cd	3%cd	-	-	1%	1%	4%klmnop	2%klmn	2%klmn	6%klmnop	-	-	-	-	-	1%
I don't know	15	-	-	1	15	-	-	-	-	-	-	-	-	-	5	7	3
	-	-	-	-	1%ab	-	-	-	-	-	-	-	-	-	4%kl	6%kl	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	1459	627	560	138	134	221	208	198	202	176	182	-	97	42	37	47	50
	28%	49%cd	43%cd	11%	10%	51%klmnop	45%klmnop	46%klmnop	44%klmnop	43%klmnop	44%klmnop	-	12%	9%	8%	11%	11%
NET Any problem experienced	600	229	212	72	88	60	80	89	70	64	78	-	52	20	27	28	32
	12%	18%cd	16%cd	6%	7%	14%klmnop	19%klmnop	21%klmnop	15%klmnop	15%klmnop	19%klmnop	-	6%	4%	6%	7%	7%
Not aware of Evri	834	234	312	140	148	77	73	84	104	114	94	-	89	51	52	51	45
	16%	18%cd	24%abcd	11%	11%	18%klmp	17%lp	20%klmnop	22%klmnop	22%klmnop	24%klmnop	-	11%	11%	12%	12%	10%
Aware but not used Evri	1023	200	208	323	293	74	70	55	87	58	62	-	187	135	101	100	91
	20%	16%	16%	22%ab	22%ab	17%	16%	13%	19%	14%	15%	-	23%klj	22%klhijp	22%klj	24%klj	21%kl
Used but not sent Evri	2363	597	536	617	613	206	197	194	203	170	164	-	393	223	214	183	216
	46%	46%	42%	49%ab	49%ab	48%	46%	45%	44%	41%	39%	-	48%kl	47%	49%kl	44%	49%kl

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - ab|cd - e|gh|ij|klmnop  
 \*\*very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using..

Interlink

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	2581	-	2581	241	616	1242	1329	309	319	492	369	481	377	234	628	861	1092	611	2411	149	2581
Weighted Base	2581	..	2581	312	638	1256	1312	347	305	527	384	438	317	263	652	912	1017	579	2333	227	2581
Effective Base	1390	-	1390	144	342	676	706	180	181	269	211	264	162	129	360	480	551	291	1271	108	2581
Lost mail	12	-	12	4% <sup>d</sup>	-	6	7	5	-	1	6	-	-	-	5	7	-	-	10	2	5
Damaged mail	12	-	12	6	1%	7	5	4	8	2	-	-	-	-	10	2	-	-	10	2	6
Delayed mail	9	-	9	2%	2	8	1	4	1	3	-	-	-	-	5	3	-	-	9	-	6
Mis-delivered mail	10	-	10	3% <sup>d</sup>	10	-	1	7	3	1%	-	-	-	-	1	9	-	-	10	-	5
Mail that has been tampered with	5	-	5	2% <sup>d</sup>	5	-	1	-	4	-	-	-	-	-	1	4	-	-	5	-	3
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	74	-	74	3%	19	35	39	1	7	19	20	15	7	5	8	39	28	12	72	2	92
NET Any problem experienced	35	-	35	1%	7	25	10	7	7	14	7	-	-	-	14	21	-	-	32	2	18
Not aware of Interlink	1947	-	1947	79%	466	942	994	327	275	381	246	299	236	182	602	629	716	418	1734	197	1926
Aware but not used Interlink	525	-	525	21%	146	255	269	12	17	114	109	124	74	75	29	223	273	149	494	26	545
Used but not sent Interlink	66	-	66	3%	15	32	34	1	8	15	19	13	5	5	9	34	24	10	64	2	79

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - d - did - en - g(h)/j(k)/l - n(o)/p(q) - r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Interlink

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2581	635	760	544	642	1395	1186	1356	1178	327	323	658	663	425	1644	331	2109	-	-	-
Weighted Base	2581	475	746	625	735	1221	1360	1530	1000	361	332	649	649	412	1629	366	2081	-**	-**	-**
Effective Base	1390	255	425	317	396	679	712	749	639	182	183	372	348	203	902	184	1126	-	-	-
Lost mail	12	11	-	-	1	11	1	11	1	1	3	3	2	3	9	1	11	-	-	-
		2% <b>ab</b>				1% <b>cd</b>		1%			1%	1%		1%	1%		1%	-	-	-
Damaged mail	12	5	2	6	-	7	6	12	-	1	-	4	5	3	9	1	12	-	-	-
		1% <b>ab</b>		1%		1%		1% <b>gh</b>				1%	1%	1%	1%		1%	-	-	-
Delayed mail	9	6	2	1	-	8	1	9	-	2	3	2	3	5	-	9	-	-	-	
		1% <b>ab</b>				1% <b>cd</b>		1%			1%		1%	1%		1%	-	-	-	-
Mis-delivered mail	10	9	*	1	-	10	1	10	-	1	-	-	-	9	-	10	-	-	-	
		2% <b>ab</b>				1% <b>cd</b>		1% <b>gh</b>						2% <b>lm</b>		1%	-	-	-	-
Mail that has been tampered with	5	4	-	1	-	4	1	5	-	1	-	1	-	4	1	4	-	-	-	
		1% <b>ab</b>												1%		1%	-	-	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	74	14	19	21	21	33	41	48	26	11	4	13	30	14	47	11	62	-	-	-
	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	1%	2%	8% <b>kl</b>	3%	3%	3%	3%	-	-	-
NET Any problem experienced	35	25	3	6	1	28	7	34	1	1	3	9	5	16	17	1	34	-	-	-
	1%	5% <b>ab</b>		1%		2% <b>cd</b>		1% <b>gh</b>			1%	1%		4% <b>lm</b>	1%		2%	-	-	-
Not aware of Interlink	1847	370	560	463	554	930	1017	1176	724	266	256	521	459	309	1238	267	1572	-	-	-
	75%	75%	75%	74%	75%	75%	75%	77%	72%	74%	75%	75%	71%	75%	76%	75%	76%	-	-	-
Aware but not used Interlink	525	66	164	134	160	230	294	273	249	83	67	106	155	72	328	86	414	-	-	-
	20%	14%	22% <b>ab</b>	22% <b>ab</b>	22% <b>ab</b>	19%	22%	18%	25% <b>gh</b>	23%	20%	16%	24% <b>kl</b>	18%	20%	23%	20%	-	-	-
Used but not sent Interlink	66	10	15	21	20	25	41	43	23	10	4	15	25	12	43	10	56	-	-	-
	3%	2%	2%	3%	3%	2%	3%	3%	2%	3%	1%	2%	4%	3%	3%	3%	3%	-	-	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \*\* very small base (under 30) ineligible for sig testing

QJ2\_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Interlink

Base : All participants

	Rurality			Nation				Region											
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	2581	1784	797	332	1281	523	440	337	139	141	142	140	144	143	144	144	144	84	439
Weighted Base	2581	2219	362	115*	2169	217	124	71	105	283	213	188	227	240	339	354	221	29*	188
Effective Base	1390	1169	225	73	1037	274	252	239	123	125	125	123	126	126	130	123	127	37	237
Lost mail	12	12	-	-	12	-	-	-	-	-	-	-	-	-	11	-	1	-	-
	1%	1%	-	-	1%	-	-	-	-	-	-	-	-	3% <sup>o</sup>	-	-	-	-	-
Damaged mail	12	10	3	-	12	-	1	-	2	-	-	2	3	2	3	-	-	-	-
	1%	1%	1%	-	1%	-	1%	-	1%	-	-	1%	1%	1%	1%	-	-	-	-
Delayed mail	9	8	-	-	7	1	1	-	2	-	-	-	-	2	6	-	-	-	1
	1%	1%	-	-	1%	1%	1%	-	1%	-	-	-	-	2%	6%	-	-	-	1%
Mis-delivered mail	10	10	-	-	9	-	1	-	-	-	-	-	-	-	9	-	-	-	-
	1%	1%	-	-	1%	-	1%	-	-	-	-	-	-	3%	-	-	-	-	-
Mail that has been tampered with	5	5	-	-	4	-	1	-	-	-	-	-	-	4	-	-	-	-	-
	1%	1%	-	-	1%	-	1%	-	-	-	-	-	-	1%	-	-	-	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	74	59	15	5	63	3	5	2	7	8	2	7	6	6	4	11	11	1	3
	3%	3%	4%	5%	3%	1%	4%	3%	3%	3%	1%	4%	2%	3%	1%	3%	5%	2%	1%
NET Any problem experienced	35	32	3	-	32	1	2	-	2	-	-	2	3	-	22	3	1	-	1
	1%	1%	1%	-	1%	1%	1%	-	1%	-	-	1%	1%	-	3%	1%	-	-	1%
Not aware of Interlink	1947	1697	250	75	1629	173	90	55	78	226	180	146	170	169	278	247	157	27	148
	72% <sup>ab</sup>	72% <sup>ab</sup>	69%	65%	75%	80%	73%	78%	75%	80%	79%	78%	75%	71%	82% <sup>abcd</sup>	70%	71%	83% <sup>hijklmnop</sup>	78%
Aware but not used Interlink	525	431	94	34	446	40	26	13	18	49	50	33	49	65	94	53	2	39	20
	20%	19%	26% <sup>ab</sup>	30% <sup>ab</sup>	21%	19%	21%	18%	17%	17%	24% <sup>lmn</sup>	18%	22% <sup>lmn</sup>	27% <sup>lmn</sup>	10%	26% <sup>lmn</sup>	24% <sup>lmn</sup>	5%	21% <sup>lmn</sup>
Used but not sent Interlink	66	54	12	5	56	3	6	2	5	8	2	3	7	5	4	9	11	-	2
	3%	2%	3%	4%	3%	1%	5% <sup>ab</sup>	3%	3%	3%	1%	2%	3%	2%	1%	3%	5%	2%	1%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QJ2\_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Interlink

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2581	908	118	495	857	1021	391	172	102	1878	274	908	1012	413	126	74	1920	200	-	-
Weighted Base	2581	881	142*	445	879	982	411	187	90*	1861	277	882	995	451	146*	59*	1876	205	-**	-**
Effective Base	1390	480	64	261	448	531	227	106	62	978	166	471	530	240	79	45	1001	120	-	-
Lost mail	12	-	-	-	6	5	1	-	-	11	-	6	6	-	-	-	12	-	-	-
					1%	1%	*	-	-	1%	-	1%	1%	-	-	-	1%	-	-	-
Damaged mail	12	-	-	-	4	5	2	-	1	9	1	-	10	-	-	10	2	-	-	-
					1%	1%	1%	-	1%	1%	*	-	1%	-	-	1%	1%	-	-	-
Delayed mail	9	-	-	-	4	3	-	-	1	8	1	4	5	-	-	9	-	-	-	-
					*	*	-	-	1%	1%	-	4	5	-	-	9	-	-	-	-
Mis-delivered mail	10	-	-	-	3	7	-	-	1	9	1	6	1	-	-	6	-	-	-	-
					*	1%	-	-	1%	1%	*	1%	*	-	-	*	-	-	-	-
Mail that has been tampered with	5	-	-	-	4	-	1	-	1	4	1	4	1	-	1	4	1	-	-	-
					*	-	*	-	1%	*	*	4	1	-	*	*	*	-	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	74	33	4	14	23	33	10	5	4	56	8	33	22	11	2	4	55	6	-	-
	3%	4%	3%	3%	3%	3%	2%	3%	4%	3%	3%	4%	2%	3%	2%	6%	3%	3%	-	-
NET Any problem experienced	35	-	-	-	17	12	3	*	1	30	2	14	14	4	3	-	28	3	-	-
	1%	-	-	-	2%	1%	1%	*	1%	2%	1%	2%	1%	1%	2%	-	1%	1%	-	-
Not aware of Interlink	1947	616	94	307	611	745	338	157	65	1356	222	619	781	345	118	42	1400	160	-	-
	75%	70%	67%	69%	70%	76%id	82%id	84%id	72%	73%	80%id	70%	79%id	76%	81%	71%	75%	78%	-	-
Aware but not used Interlink	525	233	43	123	227	192	60	25	20	419	45	216	178	90	23	14	393	36	-	-
	20%	26%	31%	28%	22%	20%	14%	13%	22%	23%id	16%	24%id	18%	20%	16%	23%	21%	18%	-	-
Used but not sent Interlink	66	28	4	13	24	29	8	1	4	53	5	28	24	9	1	4	52	4	-	-
	3%	3%	3%	3%	3%	3%	2%	1%	4%	3%	2%	3%	2%	2%	1%	3%	2%	2%	-	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: columns Tested (5% risk level) - 2d/c - 2d/10/11/11 - 10/11/10/10/10 - 10/11/10/10/10 - 10/11/10/10/10 - 10/11/10/10/10  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Interlink

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	2581	175	2363	43	812	1599	170	2512	38	19	2	2569	10
Weighted Base	2581	180*	2361	40**	782	1616	183	2498	52**	16**	3**	2567	11**
Effective Base	1390	99	1268	23	435	849	108	1345	27	12	2	1383	5
Lost mail	12	1	11	-	6	6	-	9	3	-	-	12	-
	*	*	*	-	1%	*	-	*	5%	-	-	*	-
Damaged mail	12	-	12	-	3	6	3	12	-	-	-	12	-
	*	-	1%	-	1%	1%	-	*	-	-	-	*	-
Delayed mail	9	-	9	-	6	3	-	6	3	-	-	9	-
	*	-	-	-	1%	*	-	*	5%	-	-	*	-
Mis-delivered mail	10	-	10	-	10	-	-	8	3	-	-	10	-
	*	-	*	-	1%	-	-	*	5%	-	-	*	-
Mail that has been tampered with	5	-	5	-	5	-	-	5	-	-	-	5	-
	*	-	*	-	1%	-	-	*	-	-	-	*	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	74	3	70	1	27	45	2	74	*	-	-	74	-
	3%	2%	3%	3%	3%	3%	1%	3%	1%	-	-	3%	-
NET Any problem experienced	35	1	34	-	21	11	3	32	3	-	-	35	-
	1%	*	1%	-	3%	1%	1%	1%	5%	-	-	1%	-
Not aware of Interlink	1947	146	1773	28	580	1209	158	1872	49	12	3	1933	11
	75%	81%	75%	69%	74%	75%	87%ids	75%	94%	76%	100%	75%	100%
Aware but not used Interlink	525	30	484	11	154	350	20	521	*	4	-	525	-
	20%	16%	21%	28%	20%	22%	11%	21%	*	24%	-	20%	-
Used but not sent Interlink	66	3	62	1	25	40	1	66	-	-	-	66	-
	3%	2%	3%	3%	3%	2%	*	3%	-	-	-	3%	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Mears, Columns: Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Interlink

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2581	1290	1291	-	430	430	430	430	430	431	-	-	-	-	-	-
Weighted Base	2581	1290	1291	**	432	431	427	464	412	416	**	**	**	**	**	**
Effective Base	1390	661	732	-	215	220	228	251	240	242	-	-	-	-	-	-
Lost mail	12	4	8	-	4	-	-	3	3	2	-	-	-	-	-	-
	*	*	1%	-	1%	-	-	1%	1%	1%	-	-	-	-	-	-
Damaged mail	12	7	5	-	5	-	2	-	-	5	-	-	-	-	-	-
	*	1%	*	-	1%	-	*	-	-	1%	-	-	-	-	-	-
Delayed mail	9	2	6	-	-	1	2	3	3	*	-	-	-	-	-	-
	*	*	*	-	-	*	*	1%	1%	*	-	-	-	-	-	-
Mis-delivered mail	10	4	6	-	-	-	4	-	6	-	-	-	-	-	-	-
	*	*	*	-	-	-	1%	-	1%	-	-	-	-	-	-	-
Mall that has been tampered with	5	5	-	-	4	1	1	-	-	-	-	-	-	-	-	-
	*	*	-	-	1%	*	*	-	-	-	-	-	-	-	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	74	30	44	-	16	8	6	25	9	9	-	-	-	-	-	-
	3%	2%	3%	-	4%	2%	1%	5% <sup>fg</sup>	2%	2%	-	-	-	-	-	-
NET Any problem experienced	35	20	14	-	13	1	6	3	7	5	-	-	-	-	-	-
	1%	2%	1%	-	3% <sup>fg</sup>	*	1%	1%	2%	1%	-	-	-	-	-	-
Not aware of Interlink	1947	951	996	-	303	321	327	341	317	338	-	-	-	-	-	-
	75%	74%	77%	-	70%	74%	77%	74%	77%	74% <sup>fg</sup>	-	-	-	-	-	-
Aware but not used Interlink	525	288	237	-	100	101	86	84	79	84	-	-	-	-	-	-
	20%	22%	18%	-	23% <sup>fg</sup>	23% <sup>fg</sup>	21%	20%	18%	18%	-	-	-	-	-	-
Used but not sent Interlink	66	31	35	-	18	8	5	18	9	8	-	-	-	-	-	-
	3%	2%	3%	-	4%	2%	1%	4%	2%	2%	-	-	-	-	-	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DPD

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Lost mail	34	-	34	23	4	13	19	6	9	11	4	3	*	*	16	15	3	*	31	3	31
Damaged mail	45	-	45	19	14	28	17	11	15	9	4	4	2	*	26	13	6	2	34	11	43
Delayed mail	92	-	92	35	26	55	37	16	22	30	11	10	3	*	38	41	13	3	70	20	94
Mis-delivered mail	51	-	51	20	11	24	25	7	4	23	11	*	2	3	12	34	5	5	44	7	42
Mail that has been tampered with	26	-	26	14	7	11	14	1	7	11	5	2	*	*	8	16	2	*	18	8	25
Didn't allow sufficient time to answer the door	18	-	18	13	5	11	7	2	11	*	3	2	*	*	13	3	2	*	17	1	14
Any other problems	23	-	23	1	11	9	14	2	1	3	7	10	*	*	3	10	10	*	22	1	22
I don't know	15	-	15	2	13	6	9	6	2	*	*	3	4	*	8	*	7	4	9	6	12
I've experienced no problems in the last 12 months when sending packets and parcels via	1143	-	1143	80	354	502	640	113	138	222	206	227	140	97	251	428	464	237	1053	83	1312
NET Any problem experienced	211	-	211	85	64	105	104	33	47	67	31	25	6	3	80	98	34	9	178	32	209
Not aware of DPD	939	-	939	188	404	505	428	227	134	197	94	114	78	94	361	292	286	172	778	151	803
Aware but not used DPD	1637	-	1637	141	984	820	809	163	167	274	201	309	282	241	330	475	832	523	1482	144	1513
Used but not sent DPD	2252	-	2252	255	1266	1017	1228	240	272	453	376	471	256	184	512	829	911	440	2055	182	2494
	44%	-	44%	36%	46%	40%	47%	35%	42%	45%	52%	51%	40%	35%	36%	46%	44%	38%	45%	34%	48%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - a0 - c0d - e0l - g0h0j0k0l - n0p0q - r0s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DPD

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Lost mail	34	3	8	6	17	11	23	24	10	7	3	13	6	2	22	7	24	6	6	1
1%				1%	1%		1%	1%		1%	1%	1%		1%	1%	1%	1%	1%	1%	1%
Damaged mail	45	5	19	9	12	24	21	37	9	7	7	14	10	8	30	7	38	4	4	-
1%				1%	1%	1%	1%	1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Delayed mail	92	18	26	22	26	44	48	69	21	8	15	25	14	25	55	8	80	15	8	3
2%				2%	2%	2%	2%	2%		1%	2%	2%	1%	3%	2%	1%	2%	3%	2%	2%
Mis-delivered mail	51	16	13	9	12	30	21	35	15	4	10	18	6	13	33	4	46	8	6	1
1%				1%	1%	1%	1%	1%		1%	1%	1%		1%	1%	1%	1%	1%	1%	1%
Mail that has been tampered with	26	11	6	4	5	17	9	20	6	2	5	8	3	4	16	2	21	7	4	3
1%				1%	1%	1%	1%	1%		1%	1%	1%		1%	1%	1%	1%	1%	1%	1%
Didn't allow sufficient time to answer the door	18	5	6	3	5	11	8	14	5	5	6	5	1	-	13	5	13	12	6	-
1%				1%	1%	1%	1%	1%		1%	1%	1%		1%	1%	1%	1%	1%	1%	1%
Any other problems	23	4	6	2	10	11	12	15	8	5	4	6	4	2	14	5	16	-	3	3
1%				1%	1%	1%	1%	1%		1%	1%	1%		1%	1%	1%	1%	1%	1%	1%
I don't know	15	2	7	2	4	9	6	6	10	3	6	-	4	3	9	3	12	5	10	-
1%				1%	1%	1%	1%	1%		1%	1%	1%		1%	1%	1%	1%	1%	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	1143	185	345	288	325	530	613	667	459	132	131	296	327	182	755	134	953	25	70	4
22%		20%	22%	24%	23%	21%	23%	22%	23%	21%	20%	22%	24%	22%	22%	21%	22%	5%	4%	3%
NET Any problem experienced	211	40	65	48	59	105	106	153	55	37	32	67	32	34	131	37	165	30	33	7
4%		4%	4%	4%	4%	4%	4%	3%		3%	3%	3%	2%	4%	4%	6%	4%	3%	2%	3%
Not aware of DPD	939	252	224	210	238	482	457	603	314	91	135	244	220	190	599	92	603	36	163	11
18%		27%	14%	13%	16%	19%	17%	20%	16%	14%	13%	18%	16%	23%	18%	14%	13%	7%	9%	9%
Aware but not used DPD	1637	224	558	368	486	782	855	877	735	245	218	418	429	202	1065	250	1289	167	748	55
32%		24%	35%	31%	34%	31%	33%	29%	27%	37%	36%	31%	31%	25%	32%	39%	30%	31%	39%	42%
Used but not sent DPD	2252	397	688	521	646	1085	1167	1339	889	264	267	587	627	364	1481	265	1875	266	895	55
44%		42%	43%	44%	45%	43%	44%	44%	44%	41%	41%	44%	46%	45%	44%	41%	44%	50%	47%	42%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DPD

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Lost mail	34	31	2	*	31	1	1	1	2	-	-	2	6	7	2	8	3	-	1
1%	1%	1%	*	*	1%	*	*	*	1%	-	-	1%	1%	1%	*	1%	1%	-	*
Damaged mail	45	41	4	1	36	5	3	2	1	-	4	3	3	5	7	12	1	1	5
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	2%	1%	1%	1%
Delayed mail	92	85	7	1	77	6	6	3	1	8	13	7	10	5	18	10	5	1	6
2%	2%	1%	1%	2%	1%	1%	2%	2%	1%	3%	3%	2%	2%	1%	3%	1%	1%	-	1%
Mis-delivered mail	51	50	1	*	39	7	4	*	1	5	5	5	-	3	11	7	2	-	7
1%	1%	*	*	1%	1%	2%	2%	*	*	1%	1%	1%	-	1%	2%	1%	*	-	1%
Mail that has been tampered with	26	24	2	1	22	2	1	1	-	3	4	2	2	5	5	-	1	1	1
1%	1%	*	1%	1%	1%	*	*	*	-	1%	1%	1%	1%	1%	1%	-	1%	1%	1%
Didn't allow sufficient time to answer the door	18	18	*	*	16	*	1	1	-	3	2	1	2	-	8	-	-	*	*
1%	1%	*	*	1%	*	1%	1%	1%	-	1%	*	*	*	-	1%	-	-	*	*
Any other problems	23	22	1	*	20	2	1	1	-	4	-	-	3	-	5	6	2	-	2
*	1%	*	*	*	*	*	*	*	-	1%	-	-	1%	-	1%	1%	*	-	*
I don't know	15	13	2	*	14	*	1	*	-	2	2	-	3	3	2	2	-	*	*
1%	1%	*	*	1%	*	*	*	*	-	*	*	-	1%	1%	*	*	-	*	*
I've experienced no problems in the last 12 months when sending packets and parcels via	1143	956	187	60	920	120	70	33	47	129	107	72	98	120	88	149	109	9	111
22%	22%	20%	32%	21%	28%	28%	23%	22%	22%	25%	19%	22%	25%	13%	21%	25%	17%	29%	
NET Any problem experienced	211	195	16	4	176	18	11	6	4	18	23	13	21	18	39	34	7	2	17
4%	4%	2%	2%	4%	4%	4%	4%	4%	2%	3%	3%	3%	3%	4%	6%	3%	2%	3%	4%
Not aware of DPD	938	852	87	34	810	65	33	24	37	105	69	62	94	59	215	121	66	13	52
18%	18%	12%	18%	13%	15%	13%	17%	18%	16%	16%	17%	16%	17%	12%	31%	17%	15%	23%	
Aware but not used DPD	1637	1399	238	47	1424	104	65	43	70	187	128	136	150	179	197	235	141	19	85
32%	32%	33%	25%	33%	24%	26%	30%	33%	33%	30%	36%	33%	33%	29%	33%	32%	37%	22%	
Used but not sent DPD	2252	1885	367	104	1824	233	129	66	92	242	199	163	186	215	219	290	218	19	214
44%	42%	51%	55%	42%	54%	52%	46%	44%	42%	47%	42%	41%	45%	32%	41%	49%	36%	50%	

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QJ2\_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DPD

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Lost mail	34	7	3	1	11	18	5	-	-	28	*	16	12	2	4	-	28	4	10	3
1%	*	1%	*	1%	1%	1%	1%	-	-	1%	*	1%	1%	*	2%	-	1%	1%	1%	1%
Damaged mail	45	8	*	5	11	19	11	3	1	30	4	17	24	2	2	-	41	2	9	1
1%	*	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%
Delayed mail	92	12	*	5	34	34	8	11	2	69	13	41	30	11	6	2	71	7	25	1
2%	1%	*	1%	1%	2%	2%	1%	3%	2%	2%	3%	2%	1%	2%	2%	2%	2%	2%	3%	1
Mis-delivered mail	51	13	-	5	24	16	6	5	-	40	5	28	8	10	4	-	36	4	10	5
1%	1%	-	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%
Mail that has been tampered with	26	4	1	4	8	11	6	*	-	19	*	9	9	6	1	-	18	1	12	2
*	*	1%	*	*	1%	1%	*	-	-	1%	*	*	1%	*	-	-	*	*	1%	*
Didn't allow sufficient time to answer the door	18	1	-	1	6	11	1	-	-	17	-	12	5	-	-	-	18	-	17	1
*	*	-	*	*	1%	*	-	-	-	*	-	1%	*	-	-	-	*	-	1%	*
Any other problems	23	5	-	2	10	5	3	-	-	20	*	19	1	3	-	-	20	*	3	3
*	*	-	1%	1%	1%	*	*	-	-	1%	*	1%	*	-	-	1%	1%	*	1%	1%
I don't know	15	3	1	1	11	3	-	1	-	14	1	7	5	*	1	2	12	2	10	5
*	*	*	*	1%	1%	*	-	-	-	*	*	*	*	-	2%	1%	*	1%	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	1143	428	50	214	389	454	180	68	43	844	111	424	456	168	60	24	880	84	33	66
22%	24%	21%	24%	22%	22%	22%	19%	26%	22%	21%	22%	22%	22%	23%	25%	22%	23%	23%	4%	4%
NET Any problem experienced	211	36	5	16	79	78	31	17	3	157	20	99	69	24	15	2	168	17	58	12
4%	2%	2%	2%	5%	4%	4%	5%	2%	4%	4%	4%	5%	3%	3%	6%	2%	4%	5%	5%	1%
Not aware of DPD	939	241	21	123	286	355	167	81	34	640	115	286	389	186	43	15	676	57	82	129
18%	13%	9%	14%	16%	18%	20%	23%	20%	17%	22%	15%	19%	25%	16%	15%	17%	17%	16%	10%	7%
Aware but not used DPD	1637	690	117	333	581	632	239	113	58	1212	171	596	635	242	95	41	1230	136	276	693
32%	38%	49% <sup>nac</sup>	38%	33%	37%	37%	29%	32%	35%	32%	33%	30%	31%	32%	36%	42%	31%	38% <sup>ap</sup>	33%	40% <sup>nr</sup>
Used but not sent DPD	2252	795	91	403	779	903	354	138	60	1681	198	937	877	262	102	37	1813	139	373	842
44%	44%	38%	46%	44%	43%	43%	39%	36%	35%	38%	38%	43% <sup>lmm</sup>	43%	38%	39%	37%	43% <sup>lmm</sup>	38%	46%	46%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r - small base

QJ2\_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DPD

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Lost mail	34	5	29	-	17	16	2	24	7	3	-	34	-
1%	1%	2%	1%	-	1%	1%	*	1%	6% <b>gh</b>	6%	-	1%	-
Damaged mail	45	4	40	1	18	26	2	38	7	-	-	45	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	6% <b>gh</b>	-	-	1%	-
Delayed mail	92	17	73	2	46	37	9	80	11	1	-	92	-
2%	5% <b>h</b>	2%	2%	2%	3% <b>ie</b>	1%	3% <b>ie</b>	2%	9% <b>gh</b>	2%	-	2%	-
Mis-delivered mail	51	13	38	-	21	22	8	41	8	1	-	51	-
1%	4% <b>h</b>	1%	-	-	3% <b>ie</b>	1%	2% <b>ie</b>	1%	7% <b>gh</b>	3%	-	1%	-
Mail that has been tampered with	26	1	25	-	9	13	4	24	*	1	-	26	*
*	*	1%	-	-	1%	*	1%	*	*	2%	-	*	*
Didn't allow sufficient time to answer the door	18	3	15	-	12	4	1	14	4	-	-	18	-
*	1%	*	-	-	1% <b>ie</b>	*	*	*	3% <b>gh</b>	-	-	*	-
Any other problems	23	2	21	-	13	10	-	23	*	*	-	23	-
*	1%	*	-	-	3% <b>ie</b>	*	*	*	*	*	-	*	-
I don't know	15	-	13	2	3	6	5	15	-	*	-	15	-
*	*	*	2% <b>h</b>	*	*	2% <b>de</b>	2% <b>de</b>	*	*	*	-	*	-
I've experienced no problems in the last 12 months when sending packets and parcels via	1143	64	1064	16	334	746	64	1129	1	7	1	1138	5
22%	19%	22%	20%	22%	22%	22%	20%	23% <b>h</b>	1%	16%	11%	22% <b>h</b>	18%
NET Any problem experienced	211	37	172	2	92	105	14	189	19	4	-	211	*
4%	11% <b>h</b>	4%	3%	3% <b>ie</b>	4%	3%	4%	4%	15% <b>gh</b>	3%	-	4%	*
Not aware of DPD	939	85	831	23	304	541	94	878	47	6	2	931	6
18%	25% <b>h</b>	18%	23% <b>h</b>	20% <b>ie</b>	16%	23% <b>de</b>	23% <b>de</b>	18%	40% <b>gh</b>	13%	24%	18%	23%
Aware but not used DPD	1637	70	1552	15	389	1153	95	1592	19	12	4	1622	11
32%	21%	33% <b>ac</b>	19%	26%	34% <b>de</b>	29%	29%	32% <b>h</b>	76%	26%	43%	32% <b>h</b>	44%
Used but not sent DPD	2252	144	2070	38	693	1458	101	2183	33	25	3	2241	9
44%	43%	44%	48%	41% <b>h</b>	48% <b>h</b>	37%	37%	44% <b>h</b>	28%	53%	34%	44% <b>h</b>	33%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DPD

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	380	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	263	249	248	269
Lost mail	34	7	14	6	7	4	2	1	4	5	4	-	3	3	-	5	3
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	-	1%	1%
Damaged mail	45	15	21	4	6	6	5	5	5	7	8	-	3	-	-	3	2
1%	1%	2%cd	-	1%	1%	1%	1%	1%	1%	2%mn	2%mn	-	-	-	-	1%	1%
Delayed mail	92	36	30	12	14	14	13	9	11	10	9	-	10	2	-	10	4
2%	3%cd	2%cd	1%	1%	1%mn	1%mn	2%a	2%a	2%a	2%a	2%a	-	1%	1%	-	2%a	1%
Mis-delivered mail	51	23	13	12	3	12	5	5	3	4	6	-	10	2	-	3	-
1%	2%cd	1%	1%	1%	1%	1%mnop	1%	1%	1%	1%	1%	-	1%	-	-	1%	-
Mall that has been tampered with	26	7	4	10	5	3	2	3	-	2	2	-	5	5	-	4	-
*	1%	-	1%	1%	1%	1%	1%	1%	-	-	-	-	1%	1%	-	1%	-
Didn't allow sufficient time to answer the door	18	-	-	9	9	-	-	-	-	-	-	-	8	1	-	4	5
*	-	-	1%ab	1%ab	1%	-	-	-	-	-	-	-	1%	-	-	1%	1%
Any other problems	23	5	13	3	3	-	2	2	7	2	4	-	3	-	-	3	-
*	1%	1%	1%	1%	1%	-	1%	1%	2%	1%	1%	-	-	-	-	1%	-
I don't know	15	-	-	7	8	-	-	-	-	-	-	-	7	-	-	2	4
*	-	-	1%ab	1%ab	1%	-	-	-	-	-	-	-	1%	-	-	1%	-
I've experienced no problems in the last 12 months when sending packets and parcels via	1143	539	506	36	63	180	177	182	175	168	163	-	16	20	20	19	23
22%	42%cd	39%cd	3%	6%cd	42%mnop	41%mnop	43%mnop	38%mnop	41%mnop	39%mnop	39%mnop	-	2%	4%	5%j	5%j	6%j
NET Any problem experienced	211	71	70	40	30	30	21	21	19	22	28	-	27	13	-	18	12
4%	6%cd	6%cd	3%	2%	7%lmnop	6%a	6%a	4%a	5%a	6%a	7%lmnop	-	3%a	3%a	-	4%a	3%a
Not aware of DPD	939	335	393	95	116	110	108	117	142	120	130	-	60	35	54	26	36
18%	20%cd	30%cd	7%	9%	16%lmnop	16%lmnop	17%lmnop	11%lmnop	12%lmnop	11%lmnop	11%lmnop	-	7%	7%	12%cd	6%	8%
Aware but not used DPD	1637	345	323	502	467	113	125	107	126	101	94	-	308	194	164	160	144
32%	27%	25%	3%ab	3%ab	26%	26%	29%	25%	26%	25%	23%	-	33%l(p)l	41%l(p)l	37%l(p)l	35%l(p)l	33%l
Used but not sent DPD	2252	532	504	609	607	194	167	171	176	164	165	-	399	210	197	189	220
44%	41%	39%	47%ab	47%ab	45%	39%	40%	38%	40%	40%	40%	-	49%l(p)l	45%	45%	46%	60%l(p)l

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/l(p)h/j/k/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

QJ2\_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Parcelforce

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Lost mail	41	-	41	19	8	27	12	3	7	14	9	3	4	1	10	23	7	5	34	7	33
Damaged mail	39	-	39	16	11	19	18	7	7	5	8	6	2	4	14	13	12	6	31	8	33
Delayed mail	72	-	72	27	23	42	28	11	16	18	5	13	7	1	27	24	21	8	63	9	67
Mis-delivered mail	30	-	30	11	7	13	16	5	5	7	1	8	4	-	10	8	11	4	25	4	26
Mail that has been tampered with	19	-	19	14	3	10	9	3	5	4	2	5	1	-	8	6	6	1	17	2	14
Didn't allow sufficient time to answer the door	11	-	11	7	3	7	3	1	5	4	-	1	-	-	6	4	1	1	8	3	8
Any other problems	11	-	11	-	2	7	4	-	-	-	3	2	5	-	-	4	7	5	11	-	13
I don't know	18	-	18	6	12	14	4	8	3	2	2	-	2	-	11	4	2	2	14	2	15
I've experienced no problems in the last 12 months when sending packets and parcels via	1158	-	1158	77	447	550	607	68	108	205	230	262	163	122	176	435	547	285	1093	56	1353
NET Any problem experienced	160	-	160	63	50	94	64	25	36	36	19	24	14	6	61	56	43	20	136	24	147
Not aware of Parcelforce	899	-	899	222	347	479	415	320	153	222	95	60	29	20	473	317	109	49	699	189	750
Aware but not used Parcelforce	1977	-	1977	167	1191	914	1052	200	251	347	228	381	305	266	451	575	952	571	1781	181	1893
Used but not sent Parcelforce	1687	-	1687	203	958	815	868	122	168	342	281	370	219	185	291	623	774	404	1562	118	1689
Parcelforce	33%	-	33%	29%	34%	32%	33%	78%	26%	34%	39%	49%	35%	35%	22%	36%	37%	35%	34%	22%	36%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a0 - c0d - e0l - g0h0j0k0l0m - n0p0q - r0s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Parcelforce

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Lost mail	41	9	12	15	5	21	20	28	12	8	4	7	9	11	20	8	31	9	10	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	-
Damaged mail	39	9	7	12	12	15	24	29	10	7	8	12	8	4	29	7	32	2	6	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
Delayed mail	72	27	16	16	13	43	29	55	16	5	8	14	22	21	44	5	65	12	15	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
Mis-delivered mail	30	-	14	11	4	14	15	19	11	7	6	10	4	3	20	7	23	3	5	-
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
Mail that has been tampered with	19	7	1	10	1	8	11	17	1	1	5	4	4	5	13	1	18	-	4	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
Didn't allow sufficient time to answer the door	11	7	1	3	-	8	3	11	-	4	1	2	1	3	4	4	7	8	2	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
Any other problems	11	3	-	6	2	3	8	4	3	2	1	-	-	1	8	2	9	-	2	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
I don't know	18	8	2	5	2	10	7	14	4	2	5	6	4	-	15	2	15	-	14	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	1158	186	352	281	339	538	620	658	486	137	144	275	349	173	768	139	956	41	171	13
	22%	20%	22%	24%	23%	21%	24%	21%	24%	21%	22%	21%	25%	21%	23%	21%	22%	8%	9%	10%
NET Any problem experienced	160	46	40	48	27	86	74	117	38	23	15	44	37	38	96	23	134	25	37	-
	3%	1%	2%	1%	2%	3%	3%	4%	2%	4%	2%	3%	3%	5%	3%	4%	3%	3%	2%	-
Not aware of Parcelforce	899	263	225	190	216	487	412	669	212	116	105	236	205	190	547	117	749	22	118	19
	17%	12%	14%	17%	15%	18%	16%	22%	11%	18%	16%	18%	16%	24%	16%	18%	16%	4%	6%	14%
Aware but not used Parcelforce	1977	272	657	439	610	928	1049	1047	899	268	269	505	513	264	1286	273	1588	231	893	43
	38%	29%	41%	37%	42%	37%	40%	34%	45%	42%	41%	38%	37%	32%	38%	42%	37%	44%	47%	33%
Used but not sent Parcelforce	1687	289	532	408	458	822	866	982	694	180	207	459	477	254	1143	181	1414	210	686	53
	33%	31%	33%	35%	32%	32%	33%	32%	34%	28%	31%	31%	35%	31%	34%	28%	33%	40%	36%	40%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QJ2\_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Parcelforce

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Lost mail	41	40	*	*	34	3	2	1	1	-	4	1	5	7	10	2	4	*	3
1%	1%	*	*	*	1%	1%	1%	1%	*	-	1%	*	1%	2%	*	1%	*	*	1%
Damaged mail	39	35	4	*	33	4	1	-	1	2	9	3	0	4	5	-	4	*	4
1%	1%	1%	*	1%	1%	1%	-	-	*	2%	3%	1%	1%	1%	1%	-	1%	*	1%
Delayed mail	72	66	6	4	61	5	3	3	3	-	6	6	6	8	25	2	5	*	4
1%	1%	1%	2%	1%	1%	1%	2%	1%	1%	-	2%	2%	1%	2%	4%	*	1%	1%	1%
Mis-delivered mail	30	29	*	*	26	1	3	*	-	4	2	3	-	1	3	8	4	-	1
1%	1%	*	*	1%	*	1%	1%	1%	-	1%	*	1%	-	*	1%	1%	1%	-	*
Mail that has been tampered with	19	19	*	*	17	*	1	1	1	-	-	-	3	2	7	2	1	-	1
*	*	*	*	*	*	*	*	*	1%	-	-	-	1%	*	1%	*	*	*	*
Didn't allow sufficient time to answer the door	11	11	*	-	10	*	1	-	-	-	-	1	2	1	5	-	-	-	*
*	*	*	-	*	*	*	-	-	-	-	-	*	*	1%	-	-	-	-	*
Any other problems	11	4	7	4	9	1	1	-	-	2	1	2	-	4	-	-	-	-	1
*	*	1%	1%	*	*	*	*	*	*	*	*	*	*	1%	-	-	-	-	*
I don't know	18	15	2	1	14	2	1	1	-	4	2	-	2	1	4	2	-	-	2
*	*	*	*	*	*	*	*	*	-	1%	*	*	*	*	1%	*	-	-	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	1158	960	198	61	921	129	66	42	51	131	120	76	82	121	87	153	102	18	111
22%	22%	27%	32%	21%	30%	27%	29%	24%	22%	28%	20%	18%	25%	13%	22%	23%	34%	29%	
NET Any problem experienced	160	144	16	9	137	11	7	5	4	8	15	14	14	23	38	10	10	1	10
3%	3%	2%	5%	3%	3%	3%	4%	2%	1%	4%	4%	3%	3%	6%	1%	2%	1%	3%	
Not aware of Parcelforce	899	831	65	22	777	68	33	21	25	110	56	75	72	42	205	131	61	9	59
17%	16%	9%	12%	14%	16%	13%	15%	12%	19%	13%	20%	16%	9%	30%	19%	14%	17%	15%	
Aware but not used Parcelforce	1977	1681	296	67	1692	138	101	46	85	218	157	145	201	208	239	264	175	16	122
38%	38%	41%	35%	39%	32%	41%	32%	41%	39%	39%	37%	39%	44%	43%	35%	37%	39%	31%	32%
Used but not sent Parcelforce	1687	1422	266	70	1385	166	84	53	83	167	153	111	147	164	164	230	166	18	149
33%	32%	37%	37%	32%	39%	34%	31%	40%	29%	36%	30%	32%	34%	24%	33%	37%	34%	32%	

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base



QJ2\_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Parcelforce

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Lost mail	41	7	3	5	22	11	2	1	4	33	5	19	19	2	-	1	38	1	15	4
	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%
Damaged mail	39	13	-	4	12	18	3	1	4	31	5	12	18	6	1	1	30	3	7	*
	1%	1%	-	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Delayed mail	72	22	3	8	31	21	13	4	3	52	7	26	28	15	4	-	54	4	22	5
	1%	1%	1%	1%	2%	1%	2%	1%	2%	1%	1%	1%	1%	2%	1%	-	1%	1%	3%	1%
Mis-delivered mail	30	9	4	5	8	15	5	-	1	24	1	13	13	3	-	-	27	-	8	-
	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mail that has been tampered with	19	4	-	-	2	13	-	1	2	15	4	8	6	4	1	-	14	1	3	2
	1%	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Didn't allow sufficient time to answer the door	11	-	-	-	7	3	-	-	-	11	-	6	5	-	-	-	11	-	11	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Any other problems	11	9	2	2	7	2	-	2	-	9	2	8	1	-	2	-	9	2	-	2
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I don't know	18	2	-	-	6	6	5	-	-	12	-	10	2	4	-	2	12	2	12	6
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	
I've experienced no problems in the last 12 months when sending packets and parcels via	1158	432	55	208	452	442	161	64	33	894	96	480	477	135	47	13	957	60	68	157
	22%	24%	23%	24%	25%	22%	20%	18%	20%	23%	19%	24%	24%	18%	14%	24%	24%	60	8%	9%
NET Any problem experienced	160	46	6	16	68	56	20	9	7	124	16	69	56	27	6	2	125	8	49	13
	3%	3%	2%	2%	4%	3%	2%	2%	4%	3%	3%	4%	3%	4%	2%	2%	3%	2%	4%	1%
Not aware of Parcelforce	899	172	27	59	209	330	204	92	39	539	131	249	355	190	61	19	603	80	83	75
	17%	10%	11%	7%	12%	16%	25%	26%	24%	14%	25%	13%	17%	25%	23%	19%	15%	22%	10%	4%
Aware but not used Parcelforce	1977	815	122	437	688	777	285	139	69	1465	208	727	762	281	124	54	1488	178	298	869
	38%	45%	51%	50%	39%	38%	35%	39%	42%	39%	40%	37%	38%	38%	47%	55%	37%	49%	36%	50%
Used but not sent Parcelforce	1687	593	55	276	590	703	248	93	38	1303	131	706	679	222	52	20	1385	72	323	626
	33%	31%	23%	31%	34%	35%	30%	26%	23%	33%	25%	35%	33%	20%	20%	13%	30%	20%	39%	36%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a-b/c - d-e/f/g/h/i - j-kl/m/n/op/q - rs  
 \* small base

QJ2\_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Parcelforce

Base : All participants

	Housebound			Disability			Internet access					Don't know (l)	
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)		
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Lost mail	41	2	35	4	19	20	2	38	*	2	-	41	-
1%	1%	1%	1%	4% <b>h</b>	1%	1%	1%	1%	*	4%	-	1%	-
Damaged mail	39	8	30	1	16	20	3	36	3	*	-	39	-
1%	2% <b>h</b>	1%	1%	1%	1%	1%	1%	1%	2%	*	-	1%	-
Delayed mail	72	9	62	1	31	37	4	69	1	2	-	72	-
1%	3%	1%	1%	2% <b>e</b>	1%	1%	1%	1%	1%	4%	-	1%	-
Mis-delivered mail	30	1	27	1	7	22	-	27	-	2	-	30	-
1%	*	1%	2%	*	1%	-	-	1%	-	5%	-	1%	-
Mail that has been tampered with	19	6	13	-	12	5	2	18	1	-	-	19	-
1%	2% <b>h</b>	*	-	1% <b>e</b>	*	1%	*	1%	-	-	-	*	-
Didn't allow sufficient time to answer the door	11	3	8	-	9	1	-	11	-	-	-	11	-
*	1%	*	-	1% <b>e</b>	*	-	-	*	-	-	-	*	-
Any other problems	11	-	11	-	0	5	*	11	-	*	-	11	-
*	-	-	-	-	-	-	-	-	-	-	-	*	-
I don't know	18	2	14	2	8	4	6	14	2	*	2	16	*
*	1%	*	2% <b>h</b>	1%	1%	*	2% <b>e</b>	*	2%	*	22%	*	*
I've experienced no problems in the last 12 months when sending packets and parcels via	1168	75	1075	7	333	777	48	1154	3	2	-	1158	*
22%	23% <b>h</b>	23% <b>e</b>	9%	22% <b>d</b>	23% <b>f</b>	15%	15%	23% <b>h</b>	2%	3%	-	23% <b>h</b>	1%
NET Any problem experienced	160	20	133	7	68	82	10	154	4	2	-	160	-
3%	6% <b>h</b>	3%	5% <b>h</b>	9% <b>e</b>	2%	3%	3%	3%	3%	5%	-	3%	-
Not aware of Parcelforce	899	85	787	17	253	544	102	835	51	5	3	891	6
17%	28% <b>h</b>	17%	22%	17%	16%	32% <b>d</b>	17%	44% <b>h</b>	10%	34%	17%	23%	6
Aware but not used Parcelforce	1977	87	1861	29	517	1344	117	1911	18	26	4	1956	18
38%	26%	39% <b>e</b>	37%	35%	40% <b>d</b>	36%	36%	39% <b>h</b>	76%	56%	43%	38% <b>h</b>	68%
Used but not sent Parcelforce	1687	102	1562	24	553	1060	75	1630	42	14	-	1685	2
33%	30%	33%	30%	33% <b>d</b>	32% <b>f</b>	23%	23%	33%	36%	29%	-	33%	6%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Column: Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_9. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Parcelforce

Base : All participants

	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	263	249	248	269
Lost mail	41	15	7	12	7	5	5	5	4	1	1	-	10	2	1	6	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	*	*	1%	-
Damaged mail	39	15	17	3	4	8	1	5	5	6	6	-	3	-	1	3	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	-	1%	1%	-
Delayed mail	72	26	19	7	21	11	7	8	6	4	9	-	6	*	8	7	6
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	*	1%	1%	1%
Mis-delivered mail	30	13	9	6	2	2	8	2	3	2	4	-	6	-	2	*	*
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	-	1%	1%	1%
Mail that has been tampered with	19	9	5	2	2	3	1	5	2	4	-	-	2	-	*	-	2
*	*	*	*	*	*	*	*	*	*	*	*	-	*	-	*	-	*
Didn't allow sufficient time to answer the door	11	-	-	9	3	-	-	-	-	-	-	-	8	-	-	2	1
*	*	*	1%	1%	1%	-	-	-	-	-	-	-	1%	-	-	*	*
Any other problems	11	6	3	-	2	1	1	4	3	*	*	-	-	-	2	-	*
*	*	*	*	*	*	*	*	1%	1%	1%	1%	-	-	-	-	-	*
I don't know	18	-	-	10	7	-	-	-	-	-	-	-	2	8	2	*	5
*	*	*	1%	1%	1%	-	-	-	-	-	-	-	*	1%	1%	*	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	1158	475	458	105	120	150	161	164	157	155	146	-	63	42	38	41	41
22%	22%	37%cd	35%cd	8%	9%	35%lmmop	37%lmmop	38%lmmop	34%lmmop	38%lmmop	35%lmmop	-	8%	9%	9%	10%	9%
NET Any problem experienced	160	55	42	25	38	18	15	22	17	13	13	-	22	2	13	15	9
3%	3%	4%cd	3%	2%	3%	4%cd	3%cd	5%cd	4%cd	3%cd	3%cd	-	3%cd	*	3%cd	4%cd	2%
Not aware of Parcelforce	899	363	378	74	85	121	119	122	127	126	125	-	40	34	30	24	31
17%	17%	20%cd	20%cd	6%	7%	26%lmmop	26%lmmop	29%lmmop	27%lmmop	31%lmmop	30%lmmop	-	5%	7%	7%	6%	7%
Aware but not used Parcelforce	1977	397	412	605	562	142	136	119	163	118	131	-	379	227	202	176	163
38%	38%	31%	32%	41%cd	41%cd	33%	32%	28%	35%	29%	32%	-	45%cd	43%cd	45%cd	42%cd	42%cd
Used but not sent Parcelforce	1687	370	369	479	479	120	120	130	140	124	105	-	312	159	152	160	167
33%	33%	29%	29%	36%cd	37%cd	28%	28%	30%	30%	30%	25%	-	36%cd	34%cd	35%cd	38%cd	38%cd

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - cd/cd - a/gh/hj/k/lmm/op  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

TNT

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Lost mail	16	-	16	14	2	14	2	-	7	8	-	-	-	-	8	8	-	-	12	4	12
Damaged mail	17	-	17	13	4	13	4	2	7	6	-	1	-	2	9	6	2	2	13	4	12
Delayed mail	19	-	19	13	4	14	6	2	5	8	1	1	1	1	7	9	4	3	14	6	18
Mis-delivered mail	13	-	13	10	3	7	6	1	6	1	3	1	-	-	7	4	1	-	12	1	10
Mail that has been tampered with	18	-	18	12	3	15	3	5	2	10	-	1	-	-	7	10	1	-	11	6	13
Didn't allow sufficient time to answer the door	8	-	8	8	-	6	1	-	6	2	-	-	-	-	6	2	-	-	7	1	5
Any other problems	2	-	2	-	-	-	2	-	-	2	-	-	-	-	-	-	-	-	-	2	1
I don't know	2	-	2	-	2	-	2	-	-	2	-	-	-	-	-	2	-	-	-	-	1
I've experienced no problems in the last 12 months when sending packets and parcels via	261	-	261	20	97	141	120	17	22	55	52	67	29	19	39	107	114	48	251	9	269
NET Any problem experienced	65	-	65	45	15	49	16	9	25	20	4	2	1	3	34	24	7	4	51	14	52
Not aware of TNT	1845	-	1845	310	785	779	1051	468	319	378	191	206	146	137	787	569	488	282	1568	268	1827
Aware but not used TNT	2648	-	2648	245	1667	1349	1291	163	230	477	414	589	427	347	394	891	1363	774	2435	196	2671
Used but not sent TNT	563	-	563	93	323	317	246	41	73	129	102	122	59	38	113	231	219	97	505	55	580

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - aD - dD - eH - gH(i)/h(i)m - n(i)/p(i) - rS  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

TNT

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	1262	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Lost mail	16	7	5	4	1	11	5	15	1	1	2	5	3	7	9	1	15	8	6	-
Damaged mail	17	7	3	7	-	10	7	14	3	1	4	3	2	7	9	1	16	7	2	-
Delayed mail	19	10	3	6	-	13	6	14	6	2	1	6	3	7	10	2	17	8	2	-
Mis-delivered mail	13	6	4	3	-	10	3	12	1	1	2	3	4	2	10	1	12	2	5	-
Mail that has been tampered with	18	9	1	8	-	10	8	13	5	1	-	5	4	7	9	1	16	5	4	-
Didn't allow sufficient time to answer the door	8	4	-	4	-	4	4	8	-	4	-	4	-	4	4	4	6	2	-	-
Any other problems	2	-	2	-	-	2	-	2	-	2	-	-	-	-	2	-	-	-	-	-
I don't know	2	-	-	-	-	2	-	2	-	-	-	2	-	-	-	-	-	-	2	-
I've experienced no problems in the last 12 months when sending packets and parcels via	261	52	82	60	67	134	127	166	92	37	26	63	71	55	160	39	215	9	34	-
NET Any problem experienced	65	31	14	19	1	45	20	50	15	8	7	19	12	18	38	8	55	23	16	-
Not aware of TNT	1845	365	513	395	542	908	937	1172	630	254	247	466	465	284	1176	257	1493	111	345	22
Aware but not used TNT	2648	390	873	627	757	1264	1384	1450	1170	407	340	693	745	377	1779	309	2191	309	1277	90
Used but not sent TNT	563	114	173	138	138	287	276	366	194	67	59	157	129	344	474	78	244	78	244	20

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

TNT

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	262	273	261	260	61	388	388
Lost mail	16	16	*	-	15	-	*	1	1	-	-	-	3	4	6	-	1	-	-
Damaged mail	17	16	2	2	15	1	1	-	1	2	2	1	5	1	3	-	2	-	1
Delayed mail	19	19	*	*	16	2	*	1	1	-	2	2	3	-	6	3	-	*	2
Mis-delivered mail	13	11	1	*	12	1	*	*	-	2	-	2	1	-	3	3	-	-	1
Mail that has been tampered with	18	17	1	-	16	*	1	*	-	2	5	1	3	-	5	-	-	-	*
Didn't allow sufficient time to answer the door	8	8	*	-	8	*	-	-	-	-	3	-	2	-	3	-	-	-	*
Any other problems	2	2	-	-	2	-	-	-	-	-	2	-	-	-	-	-	-	-	-
I don't know	2	2	-	-	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	261	216	46	12	218	25	14	5	11	29	27	18	13	24	30	35	30	4	21
NET Any problem experienced	65	62	3	2	57	4	1	2	3	4	7	2	10	5	17	6	2	*	4
Not aware of TNT	1845	1608	236	78	1544	157	96	57	83	215	131	132	176	137	301	251	138	20	137
Aware but not used TNT	2648	2261	387	88	2223	224	130	71	116	273	231	199	231	281	277	368	247	26	198
Used but not sent TNT	563	474	89	22	477	47	27	13	28	64	50	37	36	56	77	74	55	7	40
	11%	11%	12%	11%	11%	11%	11%	9%	13%	11%	12%	10%	8%	12%	11%	10%	12%	13%	11%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

TNT

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Lost mail	16	-	-	-	8	8	1	-	-	15	-	9	5	-	-	2	15	2	12	2
Damaged mail	17	2	-	2	9	8	1	-	-	17	-	7	8	2	1	-	14	1	9	-
Delayed mail	19	4	-	3	13	4	-	-	1	17	2	11	8	-	-	-	19	-	9	1
Mis-delivered mail	13	3	-	-	8	5	-	-	-	13	-	8	4	-	-	1	12	1	4	4
Mail that has been tampered with	18	-	-	-	9	8	1	-	-	16	-	9	7	2	1	-	15	1	9	-
Didn't allow sufficient time to answer the door	8	-	-	-	6	2	-	-	-	8	-	4	4	-	-	-	8	-	8	-
Any other problems	2	-	-	-	2	-	-	-	-	2	-	2	-	-	-	-	2	-	-	-
I don't know	2	-	-	-	2	-	-	-	-	2	-	2	-	-	-	-	2	-	-	2
I've experienced no problems in the last 12 months when sending packets and parcels via	261	105	19	53	109	105	25	14	7	214	21	126	87	33	8	7	213	15	29	15
NET Any problem experienced	65	9	-	4	36	25	2	1	1	61	2	34	24	4	1	2	57	4	33	7
Not aware of TNT	1845	520	70	210	557	697	340	146	77	1254	223	631	731	312	96	36	1362	132	157	322
Aware but not used TNT	2648	1080	142	569	943	1076	377	159	69	2020	227	1037	1045	353	140	47	2082	187	458	1218
Used but not sent TNT	563	184	23	95	204	201	97	45	16	405	61	238	210	75	26	13	449	39	157	184
		11%	10%	11%	12%	10%	12%	13%	10%	11%	12%	12%	10%	10%	10%	14%	11%	11%	11%	11%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r  
 \* small base

QJ2\_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

TNT

Base : All participants

	Housebound			Disability			Internet access					Don't know (l)	
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)		
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Lost mail	16	1	11	4	10	4	2	16	*	-	-	16	-
	*	*	*	6%ab	3%ca	*	1%	*	*	*	*	*	*
Damaged mail	17	3	13	1	14	2	1	15	2	-	-	17	-
	*	1%	*	1%	1%ca	*	*	*	2%	-	-	*	-
Delayed mail	19	2	17	-	7	12	-	19	*	-	-	19	-
	*	1%	*	-	1%	*	-	*	*	-	-	*	-
Mis-delivered mail	13	-	13	-	2	9	2	12	1	-	-	13	-
	*	-	*	-	*	*	*	*	1%	-	-	*	-
Mail that has been tampered with	18	3	14	-	10	6	1	17	1	-	-	18	-
	*	1%	*	-	1%ca	*	*	*	1%	-	-	*	-
Didn't allow sufficient time to answer the door	8	3	5	-	6	2	-	8	-	-	-	8	-
	*	1%ab	*	-	1%	*	-	*	-	-	-	*	-
Any other problems	2	-	2	-	-	2	-	2	-	-	-	2	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
I don't know	2	-	2	-	-	2	-	2	-	-	-	2	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
I've experienced no problems in the last 12 months when sending packets and parcels via	261	17	242	2	79	172	11	258	1	2	-	261	-
	5%	5%	5%	2%	5%	5%	3%	5%	1%	4%	-	5%	-
NET Any problem experienced	65	9	50	5	32	29	4	61	3	-	-	65	-
	1%	3%ab	1%	2%ab	2%ca	1%	1%	1%	3%	-	-	1%	-
Not aware of TNT	1845	143	1669	32	583	1104	158	1766	58	6	3	1830	12
	36%	43%ab	36%	40%	39%ca	33%	49%de	36%	50%gh	13%	34%	36%	45%
Aware but not used TNT	2648	129	2488	31	677	1835	136	2577	23	31	5	2631	11
	51%	38%	52%ca	39%	45%	55%def	42%	52%gh	20%	66%	66%	51%hi	44%
Used but not sent TNT	563	48	504	12	203	339	22	518	32	10	-	560	3
	11%	14%	11%	15%	14%ca	10%	7%	10%	23%gh	21%	-	11%	11%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - ab/c - d/ef - gh/ij/kl  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_10. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

TNT

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Lost mail	16	2	-	5	9	2	-	-	-	-	-	-	5	-	2	5	2
	%	-	-	1%	1%	-	-	-	-	-	-	-	1%	-	1%	1%	-
Damaged mail	17	5	3	4	4	3	2	1	-	-	3	-	4	-	2	3	-
	%	-	-	-	-	1%	-	-	-	-	1%	-	1%	-	-	1%	-
Delayed mail	18	3	6	1	9	-	1	2	3	-	3	-	1	-	3	5	1
	%	-	-	-	1%	-	-	-	1%	-	1%	-	-	-	1%	1%	-
Mis-delivered mail	13	6	-	-	7	3	1	1	-	-	-	-	-	-	3	3	1
	%	-	-	-	1%	1%	-	-	-	-	-	-	-	-	1%	1%	-
Mall that has been tampered with	18	4	5	7	2	-	1	3	3	-	2	-	7	-	-	-	2
	%	-	-	-	1%	-	-	1%	1%	-	1%	-	1%	-	-	-	1%
Didn't allow sufficient time to answer the door	8	-	-	5	3	-	-	-	-	-	-	-	5	-	-	3	-
	%	-	-	-	1%	-	-	-	-	-	-	-	1%	-	-	1%	-
Any other problems	2	-	2	-	-	-	-	-	-	-	2	-	-	-	-	-	-
	%	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-
I don't know	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	2
	%	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	261	113	105	27	16	50	38	25	44	35	25	-	11	16	8	4	4
	5%	9%	8%	2%	1%	11%	9%	6%	10%	8%	6%	-	1%	3%	2%	1%	1%
NET Any problem experienced	65	16	9	13	27	8	2	6	3	-	6	-	13	-	10	13	5
	1%	1%	1%	1%	2%	2%	1%	1%	1%	-	1%	-	2%	-	2%	3%	1%
Not aware of TNT	1845	645	721	245	233	208	213	226	242	233	245	-	167	78	83	86	64
	36%	50%	56%	19%	18%	48%	49%	53%	56%	54%	57%	-	20%	17%	19%	21%	15%
Aware but not used TNT	2648	516	466	838	838	168	176	169	174	143	139	-	524	313	289	257	292
	51%	40%	36%	65%	65%	39%	41%	40%	39%	33%	33%	-	44%	43%	43%	42%	47%
Used but not sent TNT	563	119	103	168	173	53	37	29	45	31	27	-	103	65	47	56	71
	11%	9%	8%	13%	13%	12%	9%	7%	10%	8%	6%	-	13%	14%	11%	13%	16%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\*very small base (under 30) ineligible for sig testing

QJ2\_11. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

TNT Post UK

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-64 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	2581	-	2581	241	616	1242	1329	309	319	492	369	481	377	234	628	861	1092	611	2411	149	2581
Weighted Base	2581	**	2581	312	638	1256	1312	347	305	527	384	438	317	263	652	912	1017	579	2333	227	2581
Effective Base	1390	-	1390	144	342	676	706	180	181	269	211	264	162	129	360	480	551	291	1271	108	2581
Lost mail	6	-	6	4	2	1	5	1	-	2	3	-	-	-	1	5	-	-	4	2	4
Damaged mail	5	-	5	5	-	3	2	2	3	-	-	-	-	-	5	-	-	-	3	2	2
Delayed mail	11	-	11	9	-	9	2	2	-	7	-	2	-	-	2	7	2	-	7	4	5
Mis-delivered mail	16	-	16	9	5	10	6	6	-	8	2	-	-	-	6	8	2	-	9	8	9
Mail that has been tampered with	8	-	8	7	2	5	3	3	-	5	-	-	-	-	3	5	-	-	6	2	7
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	3	-	3	-	1	3	-	3	-	-	-	-	-	-	3	-	-	-	3	-	3
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	99	-	99	14	26	57	42	4	6	24	24	19	7	13	11	49	39	20	97	2	110
NET Any problem experienced	35	-	35	24	7	22	14	15	3	12	3	2	-	-	18	15	2	-	26	9	21
Not aware of TNT Post UK	2040	-	2040	251	508	947	1081	308	270	423	287	334	230	187	579	710	752	417	1828	195	2046
Aware but not used TNT Post UK	407	-	407	23	97	231	176	20	25	68	69	82	79	63	45	138	224	142	384	21	404
Used but not sent TNT Post UK	109	-	109	21	27	61	48	14	8	24	25	19	7	12	22	50	38	19	105	4	112

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a0 - c0 - e0 - g0/h0/i0/m - n0/p0/q - r0  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_11. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

TNT Post UK

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2581	635	760	544	642	1395	1186	1366	1178	327	323	658	663	425	1644	331	2109	-	-	-
Weighted Base	2581	475	746	625	735	1221	1360	1530	1000	361	332	649	649	412	1629	366	2081	**	**	**
Effective Base	1390	255	425	317	396	679	712	749	639	182	183	372	348	203	902	184	1126	-	-	-
Lost mail	6	4	2	1	-	5	1	6	-	2	-	3	1	-	4	2	4	-	-	-
Damaged mail	5	2	-	3	-	2	3	5	-	-	-	3	2	-	5	-	5	-	-	-
Delayed mail	11	7	-	-	4	7	4	11	-	2	2	-	-	7	2	9	-	-	-	
Mis-delivered mail	16	11	2	1	2	13	3	15	1	2	2	4	3	7	8	2	15	-	-	
Mail that has been tampered with	6	5	2	1	1	7	2	5	4	3	-	2	-	3	2	3	5	-	-	
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Any other problems	3	2	-	1	-	2	1	1	2	-	-	3	-	-	3	-	3	-	-	
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
I've experienced no problems in the last 12 months when sending packets and parcels via	99	16	29	35	19	45	54	64	35	13	7	18	30	26	55	13	82	-	-	
NET Any problem experienced	35	22	2	7	5	24	11	28	7	5	2	15	3	10	20	5	30	-	-	
Not aware of TNT Post UK	2040	385	592	468	595	976	1064	1225	766	289	279	512	485	328	1280	292	1635	-	-	
Aware but not used TNT Post UK	407	53	123	115	115	176	230	213	192	55	44	103	126	48	274	56	334	-	-	
Used but not sent TNT Post UK	109	20	28	39	22	48	61	71	38	15	8	28	29	25	65	15	90	-	-	

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a-b/c/d - e-f - g-h - i/j/k/l/m/n - o-p - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing

QJ2\_11. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

TNT Post UK

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1784	797	332	1281	523	440	337	139	141	142	140	144	143	144	144	144	84	439
Weighted Base	2581	2219	362	115*	2169	217	124	71	105	283	213	188	227	240	339	354	221	29*	188
Effective Base	1390	1169	225	73	1037	274	252	239	123	125	125	123	126	126	130	123	127	37	237
Lost mail	6	6	-	-	5	-	-	1	-	-	2	-	-	-	3	-	-	-	-
Damaged mail	5	5	-	-	5	-	-	-	-	-	1%	-	-	-	1%	-	-	-	-
Delayed mail	11	11	-	-	11	-	-	-	-	2	-	-	-	-	7	-	2	-	-
Mis-delivered mail	16	16	-	-	16	-	-	-	-	2	-	-	1	-	9	2	2	-	-
Mail that has been tampered with	8	8	-	-	8	-	-	-	-	2	-	-	1%	-	3%	1%	1%	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	3	3	-	-	2	1	-	-	-	2	-	-	-	-	-	-	-	-	1
I don't know	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	99	83	16	7	81	11	5	2	6	5	9	10	4	8	15	12	11	1	10
NET Any problem experienced	35	35	-	-	33	1	-	1	-	4	2	-	4	1	17	2	3	-	1
Not aware of TNT Post UK	2040	1742	299	95	1710	174	96	60	85	222	179	144	176	181	276	274	172	27	147
Aware but not used TNT Post UK	407	360	47	13	346	30	22	9	14	52	23	34	43	50	30	66	36	1	29
Used but not sent TNT Post UK	109	94	16	7	92	11	4	2	6	10	9	8	9	9	21	9	12	1	11
	4%	4%	4%	6%	4%	5%	3%	3%	5%	3%	4%	5%	4%	4%	6%	3%	5%	3%	6%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QJ2\_11. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

TNT Post UK

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2581	908	118	495	857	1021	391	172	102	1878	274	908	1012	413	126	74	1920	200	-	-
Weighted Base	2581	881	142*	445	879	982	411	187	90*	1861	277	882	995	451	146*	59*	1876	205	-**	-**
Effective Base	1390	480	64	261	448	531	227	106	62	978	166	471	530	240	79	45	1001	120	-	-
Lost mail	6	1	-	-	5	1	-	-	-	6	-	5	1	-	-	-	6	-	-	-
	*	*	-	-	1%	*	-	-	-	*	-	1%	*	-	-	-	*	-	-	-
Damaged mail	5	-	-	-	3	2	-	-	-	5	-	5	-	-	-	-	5	-	-	-
	*	-	-	-	*	*	-	-	-	*	-	1%	*	-	-	-	*	-	-	-
Delayed mail	11	2	-	-	7	*	4	-	-	7	-	4	5	-	2	-	9	2	-	-
	*	*	-	-	1%	*	1%	-	-	*	-	4	5	-	1%	-	9	1%	-	-
Mis-delivered mail	16	2	-	-	8	2	3	2	-	11	2	8	6	-	-	2	14	2	-	-
	1%	*	-	-	5%	*	1%	1%	-	1%	1%	1%	1%	-	-	1%	1%	1%	-	-
Mail that has been tampered with	8	*	-	-	4	1	3	*	-	5	*	2	5	-	2	-	6	2	-	-
	*	*	-	-	4	1	3	*	-	5	*	*	*	-	1%	-	6	1%	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	3	*	-	-	-	2	-	-	-	1	2	2	1	-	-	-	3	-	-	-
	*	*	-	-	-	*	-	-	-	1%td	*	*	*	-	-	-	*	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	99	45	3	18	40	31	18	8	3	71	10	44	32	15	6	2	76	8	-	-
	4%	5%	2%	4%	5%	3%	4%	4%	3%	4%	4%	5%	3%	3%	4%	3%	4%	4%	-	-
NET Any problem experienced	35	3	-	-	17	6	8	2	1	24	3	14	15	-	4	2	29	6	-	-
	1%	*	-	-	2%	1%	2%	1%	1%	1%	1%	2%	2%	-	3%td	4%td	2%	3%td	-	-
Not aware of TNT Post UK	2040	667	104	332	655	785	347	151	71	1440	222	677	784	372	120	40	1462	160	-	-
	79%	76%	73%	75%	75%	80%td	84%td	81%	78%	77%	80%	77%	79%	83%td	82%	68%	78%	78%	-	-
Aware but not used TNT Post UK	407	166	35	95	167	160	38	26	16	327	42	147	163	64	16	15	310	31	-	-
	16%	19%	25%	21%	19%td	19%td	9%	14%	18%	16%td	15%	17%	16%	14%	11%	25%td	17%	17%	-	-
Used but not sent TNT Post UK	109	44	3	17	42	33	22	8	4	76	12	47	40	12	8	2	87	10	-	-
	4%	5%	2%	4%	5%	3%	5%	4%	4%	4%	4%	5%	4%	3%	6%	3%	5%	5%	-	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean, columns Tested (5% risk level) - 2d/c - d/a/(g/h/w) - k/l/m/n/o/p/q - r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_11. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...  
TNT Post UK

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2581	175	2363	43	812	1599	170	2512	38	19	2	2569	10
Weighted Base	2581	180*	2361	40**	782	1616	183	2498	52**	16**	3**	2567	11**
Effective Base	1390	99	1268	23	435	849	108	1345	27	12	2	1383	5
Lost mail	6	-	6	-	-	6	-	6	-	-	-	6	-
Damaged mail	5	-	5	-	3	2	-	5	-	-	-	5	-
Delayed mail	11	7	4	-	7	4	-	11	-	-	-	11	-
Mis-delivered mail	16	4	12	-	7	10	-	16	-	-	-	16	-
Mail that has been tampered with	8	6	2	1	6	2	1	6	2	-	6	8	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	4%	-	-	-	-
Any other problems	3	-	3	-	-	3	-	3	-	-	-	3	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	99	3	94	1	25	70	4	97	-	2	-	99	-
NET Any problem experienced	4%	2%	4%	3%	3%	4%	2%	4%	-	11%	-	4%	-
Not aware of TNT Post UK	35	8	25	1	15	19	1	33	2	-	-	35	-
Aware but not used TNT Post UK	1%	3%	1%	3%	2%	1%	-	1%	4%	-	-	1%	-
Used but not sent TNT Post UK	2040	146	1862	32	626	1255	159	1966	50	10	3	2026	11
	79%	81%	79%	78%	80%	78%	87%	79%	96%	60%	100%	79%	100%
	407	20	380	6	116	272	19	402	-	5	-	407	-
	16%	11%	16%	15%	15%	17%	10%	16%	-	29%	-	16%	-
	109	3	104	2	28	81	1	108	-	2	-	109	-
	4%	2%	4%	6%	4%	5%	-	4%	-	11%	-	4%	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_11. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

TNT Post UK

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2581	1290	1291	-	-	430	430	430	430	430	431	-	-	-	-	-
Weighted Base	2581	1290	1291	**	**	432	431	427	464	412	416	**	**	**	**	**
Effective Base	1390	661	732	-	-	215	220	226	251	240	242	-	-	-	-	-
Lost mail	6	4	2	-	-	3	-	1	-	-	2	-	-	-	-	-
	*	*	*	-	-	1%	-	-	-	-	-	-	-	-	-	-
Damaged mail	5	3	2	-	-	3	-	-	-	-	2	-	-	-	-	-
	*	*	*	-	-	1%	-	-	-	-	1%	-	-	-	-	-
Delayed mail	11	4	7	-	-	4	-	-	5	-	2	-	-	-	-	-
	*	*	1%	-	-	1%	-	-	1%	-	1%	-	-	-	-	-
Mis-delivered mail	16	6	10	-	-	6	*	-	3	3	4	-	-	-	-	-
	1%	*	1%	-	-	1%	*	-	1%	1%	1%	-	-	-	-	-
Mall that has been tampered with	8	2	6	-	-	1	*	1	3	-	4	-	-	-	-	-
	*	*	*	-	-	*	*	*	1%	-	1%	-	-	-	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	3	3	-	-	-	-	-	3	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	1%	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	*	*	-	-	*	*	*	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	99	62	37	-	-	20	22	20	17	7	13	-	-	-	-	-
	4%	5%	3%	-	-	5%	5%	5%	4%	2%	3%	-	-	-	-	-
NET Any problem experienced	35	18	17	-	-	13	*	5	6	3	8	-	-	-	-	-
	1%	1%	1%	-	-	3%	*	1%	1%	1%	2%	-	-	-	-	-
Not aware of TNT Post UK	2040	997	1043	-	-	325	337	335	364	342	337	-	-	-	-	-
	79%	77%	81%	-	-	75%	78%	78%	79%	79%	78%	-	-	-	-	-
Aware but not used TNT Post UK	407	213	194	-	-	74	72	67	76	61	57	-	-	-	-	-
	16%	16%	15%	-	-	17%	17%	16%	16%	15%	14%	-	-	-	-	-
Used but not sent TNT Post UK	109	68	41	-	-	26	21	22	19	6	16	-	-	-	-	-
	4%	5%	3%	-	-	6%	5%	5%	4%	2%	4%	-	-	-	-	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

UPS

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Lost mail	11	-	11	7	3	6	5	3	7	1	*	*	*	*	10	1	-	-	9	1	12
Damaged mail	23	-	23	11	10	15	9	14	2	6	*	1	*	*	16	7	1	*	11	12	18
Delayed mail	42	-	42	20	7	26	16	7	7	22	5	1	1	-	14	26	2	1	33	9	44
Mis-delivered mail	24	-	24	16	6	11	13	2	2	12	6	2	*	*	4	18	2	*	18	6	20
Mail that has been tampered with	25	-	25	17	7	20	5	1	7	14	-	2	-	-	8	14	2	-	22	3	15
Didn't allow sufficient time to answer the door	10	-	10	6	4	5	5	-	8	-	-	-	2	-	8	-	2	2	8	1	5
Any other problems	5	-	5	2	1	5	*	-	2	*	*	1	2	-	2	*	3	2	5	-	8
I don't know	9	-	9	2	6	5	4	2	4	1	-	2	-	-	6	1	2	-	6	2	6
I've experienced no problems in the last 12 months when sending packets and parcels via	682	-	682	61	237	332	346	72	87	139	116	127	92	50	159	254	269	142	625	51	745
NET Any problem experienced	105	-	105	49	36	63	41	22	25	36	10	7	3	2	47	46	11	5	85	20	93
Not aware of UPS	1120	-	1120	216	401	553	563	235	173	268	125	129	94	97	408	392	320	191	947	160	1067
Aware but not used UPS	2696	-	2696	246	1636	1218	1376	275	258	437	364	548	379	346	533	801	1273	725	2371	221	2591
Used but not sent UPS	1190	-	1190	158	656	596	590	144	171	239	194	225	144	73	315	433	442	217	1069	111	1281

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - all - old - all - ghij/klm - n/op/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

UPS

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Lost mail	11	1	3	4	2	5	6	10	1	3	1	4	-	2	5	3	7	6	1	1
Damaged mail	23	12	4	6	1	16	7	18	5	7	3	1	1	11	5	7	16	9	3	1%
Delayed mail	42	20	13	6	3	33	9	32	10	4	3	9	11	15	23	4	38	12	2	1%
Mis-delivered mail	24	16	5	-	3	21	3	22	2	3	2	5	3	11	10	3	21	8	-	2%
Mail that has been tampered with	25	14	2	8	-	16	8	24	1	1	-	6	2	15	8	1	24	5	9	1%
Didn't allow sufficient time to answer the door	10	5	1	2	2	6	4	8	2	5	-	2	2	1	4	5	5	8	2	1%
Any other problems	5	1	2	2	-	3	2	1	5	-	-	-	2	3	2	-	5	-	-	-
I don't know	9	2	3	2	2	5	3	9	-	2	-	-	6	-	2	6	1	8	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	682	126	183	172	201	309	373	409	269	95	66	156	215	112	436	97	568	22	63	3
NET Any problem experienced	105	47	24	23	10	71	33	82	23	20	6	21	20	37	47	20	84	31	17	1%
Not aware of UPS	1139	251	307	260	302	568	563	735	351	145	149	339	251	197	709	146	915	32	139	11
Aware but not used UPS	226	27	19%	22%	21%	22%	21%	21%	17%	23%	23%	23%	18%	24%	21%	14%	22%	6%	7%	8%
Used but not sent UPS	1190	252	358	291	289	610	580	735	447	142	130	285	352	219	767	144	1000	125	472	41
	23%	27%	22%	25%	20%	24%	22%	24%	22%	22%	20%	21%	20%	21%	23%	22%	24%	24%	25%	31%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

UPS

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Lost mail	11	11	-	-	7	2	1	*	2	-	1	-	2	-	2	-	-	-	2
Damaged mail	23	23	+	+	20	2	-	1	1	4	3	2	2	3	5	1	-	-	2
Delayed mail	42	39	3	2	37	1	2	1	1	8	3	6	2	1	12	1	3	*	1
Mis-delivered mail	24	20	4	*	22	1	1	1	-	2	3	2	2	-	12	-	1	-	1
Mail that has been tampered with	25	25	+	-	23	1	1	*	1	2	4	-	-	2	12	2	-	-	1
Didn't allow sufficient time to answer the door	10	10	-	-	10	-	-	-	-	-	1	-	2	2	5	-	-	-	-
Any other problems	5	3	2	*	5	+	+	+	-	-	-	1	-	1	2	-	-	-	*
I don't know	7	7	2	*	9	*	-	-	-	-	5	-	1	-	-	3	-	-	*
I've experienced no problems in the last 12 months when sending packets and parcels via	682	587	95	34	549	78	36	19	27	75	65	45	58	68	66	77	68	6	72
NET Any problem experienced	105	96	9	2	94	5	4	2	4	17	11	10	3	8	32	4	5	*	4
Not aware of UPS	1120	981	138	47	943	87	53	37	42	125	74	74	100	79	193	158	98	13	75
Aware but not used UPS	2606	2234	372	85	2216	193	128	70	107	286	211	200	236	263	308	381	224	28	165
Used but not sent UPS	1190	1003	187	50	967	135	57	30	55	124	116	83	97	110	132	141	109	10	125

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QJ2\_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

UPS

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Lost mail	11	1	-	-	3	4	2	1	1	7	2	3	5	-	1	8	2	6	1	1
Damaged mail	23	1	-	1	11	8	2	1	1	19	1	4	11	1	8	15	8	9	-	-
Delayed mail	42	5	-	2	21	15	2	2	1	36	2	19	19	1	2	38	3	14	-	-
Mis-delivered mail	24	5	-	1	13	5	3	2	1	18	3	9	12	2	1	21	2	7	-	-
Mail that has been tampered with	25	3	-	1	15	9	1	-	1	24	1	7	16	-	2	23	2	13	-	-
Didn't allow sufficient time to answer the door	10	-	-	-	6	-	3	-	-	6	-	3	4	2	1	6	1	8	-	-
Any other problems	5	1	-	1	1	1	-	1	2	2	3	1	3	-	1	4	1	-	-	-
I don't know	9	3	-	-	5	2	2	-	-	7	-	4	3	2	-	7	-	2	-	6
I've experienced no problems in the last 12 months when sending packets and parcels via	682	230	33	123	254	255	91	44	34	509	78	294	246	87	28	540	49	42	47	3%
NET Any problem experienced	105	11	-	6	48	39	7	6	4	87	10	37	48	5	13	85	14	42	6	-
Not aware of UPS	1120	322	49	133	327	420	244	76	31	747	108	360	416	245	58	18	776	77	72	110
Aware but not used UPS	2606	1059	136	542	921	1050	365	173	78	1971	251	995	1050	338	140	50	2045	191	424	1190
Used but not sent UPS	1190	358	46	183	397	465	177	90	51	862	141	490	470	143	51	28	960	79	251	388

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r - small base

QJ2\_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

UPS

Base : All participants

	Housebound			Disability			Internet access					Don't know (l)	
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)		
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Lost mail	11	-	11	-	7	2	2	10	-	-	-	11	-
	*	-	-	-	9	-	-	-	-	-	-	-	-
Damaged mail	23	7	16	1	13	8	2	19	4	-	-	23	-
	*	2%b	-	1%	1%a	-	1%	-	3%gh	-	-	-	-
Delayed mail	42	6	32	4	13	27	2	42	-	-	-	42	-
	1%	2%	3%	5%b	1%	1%	1%	1%	-	-	-	1%	-
Mis-delivered mail	24	7	16	-	12	10	2	23	1	-	-	24	-
	*	2%b	-	-	3%	-	1%	-	1%	-	-	-	-
Mail that has been tampered with	25	10	14	-	17	7	-	25	-	-	-	25	-
	*	3%b	-	-	4%a	-	-	-	-	-	-	-	-
Didn't allow sufficient time to answer the door	10	3	7	-	6	4	-	10	-	-	-	10	-
	*	1%b	-	-	1%	-	-	-	-	-	-	-	-
Any other problems	5	-	5	-	1	4	-	5	-	-	-	5	-
	*	-	-	-	1%	-	-	-	-	-	-	-	-
I don't know	9	2	7	-	3	6	-	9	-	-	-	9	-
	*	-	-	-	1%	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	682	34	642	7	185	458	40	672	3	6	2	681	-
	13%	10%	14%	8%	12%	14%	12%	14%h	3%	12%	22%	13%h	-
NET Any problem experienced	105	22	79	4	39	61	5	100	5	-	-	105	-
	2%	7%b	2%	5%b	3%	2%	1%	2%	4%	-	-	2%	-
Not aware of UPS	1120	104	1000	17	354	650	116	1046	54	6	5	1106	9
	22%	31%b	21%	21%	24%a	19%	36%de	21%	46%gh	13%	57%	22%	35%
Aware but not used UPS	2606	128	2443	35	703	1772	131	2546	24	19	2	2589	16
	51%	38%	51%a	44%	47%	53%df	41%	51%h	20%	42%	21%	50%h	60%
Used but not sent UPS	1190	71	1094	25	359	772	60	1137	32	19	-	1189	1
	23%	21%	23%	31%	24%	23%	19%	23%	28%	41%	-	23%	5%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_12. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

UPS

Base : All participants

	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	269
Lost mail	11	3	1	2	5	1	-	2	-	-	1	-	2	-	-	4	-
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%	*
Damaged mail	23	10	5	7	2	8	-	1	2	-	3	-	7	-	-	1	-
	*	1%	*	1%	*	2% <i>lmmop</i>	*	*	*	-	1%	-	1%	-	-	1%	*
Delayed mail	42	19	9	7	7	7	5	8	3	5	1	-	7	*	5	2	-
	1%	1%	1%	1%	1%	2%	1%	2% <i>lmm</i>	1%	1%	*	-	1%	*	1%	*	*
Mis-delivered mail	24	7	9	7	2	3	2	2	7	*	1	-	5	2	-	1	-
	*	1%	1%	1%	*	1%	*	*	2%	*	*	-	1%	*	-	*	*
Mail that has been tampered with	25	5	6	8	7	4	*	1	6	-	-	-	8	-	-	3	4
	*	*	*	1%	1%	1%	*	*	1%	-	-	-	1%	-	-	1%	1%
Didn't allow sufficient time to answer the door	10	-	-	5	5	-	-	-	-	-	-	-	3	2	-	5	-
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%	*
Any other problems	5	4	1	-	-	-	1	3	-	1	*	-	-	-	-	-	-
	*	*	*	*	*	*	*	1%	*	*	*	*	*	*	*	*	*
I don't know	9	-	-	*	0	-	-	-	-	-	-	-	-	-	7	1	-
	*	*	*	*	0% <i>lmm</i>	*	*	*	*	*	*	*	*	*	2% <i>lmm</i>	*	*
I've experienced no problems in the last 12 months when sending packets and parcels via	682	295	299	48	40	98	99	98	119	93	88	-	27	21	12	16	12
	13%	23% <i>lcd</i>	23% <i>lcd</i>	4%	3%	23% <i>lmmop</i>	23% <i>lmmop</i>	23% <i>lmmop</i>	26% <i>lmmop</i>	23% <i>lmmop</i>	21% <i>lmmop</i>	-	3%	4%	3%	4%	3%
NET Any problem experienced	105	38	18	30	18	17	7	14	8	6	4	-	27	4	5	9	4
	2%	3% <i>lmm</i>	1%	2%	1%	4% <i>lmm</i>	2%	3% <i>lmm</i>	2%	2%	1%	-	3% <i>lmm</i>	1%	1%	2%	1%
Not aware of UPS	1120	448	490	89	93	153	137	158	172	154	164	-	55	34	38	25	31
	22%	35% <i>lcd</i>	38% <i>lcd</i>	7%	7%	36% <i>lmmop</i>	32% <i>lmmop</i>	37% <i>lmmop</i>	37% <i>lmmop</i>	37% <i>lmmop</i>	39% <i>lmmop</i>	-	7%	7%	9%	6%	7%
Aware but not used UPS	2696	509	484	830	764	164	188	150	165	158	161	-	515	315	289	242	254
	51%	39%	37%	64% <i>lmm</i>	61% <i>lmm</i>	38%	44%	37%	38%	38%	39%	-	63% <i>lmm</i>	62% <i>lmm</i>	63% <i>lmm</i>	63% <i>lmm</i>	63% <i>lmm</i>
Used but not sent UPS	1190	283	269	293	345	90	93	100	102	87	79	-	194	99	86	123	137
	23%	22%	21%	23%	21% <i>lmm</i>	21%	22%	23%	22%	21%	19%	-	24%	21%	20%	30% <i>lmm</i>	31% <i>lmm</i>

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a-b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\*very small base (under 30) ineligible for sig testing

QJ2\_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

UK Mail

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4500	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2500	262	5161
Lost mail	25	-	25	10	5	10	15	5	10	3	1	*	*	7	14	3	8	7	24	1	20
Damaged mail	33	-	33	17	9	16	16	5	12	6	3	1	2	4	16	8	8	7	28	5	25
Delayed mail	46	-	46	22	15	32	14	6	15	7	6	6	1	3	24	13	9	3	30	16	31
Mis-delivered mail	30	-	30	16	9	18	12	11	3	3	4	3	2	3	15	7	8	5	24	6	22
Mail that has been tampered with	15	-	15	11	3	10	5	5	6	4	1	-	-	10	4	-	-	10	3	15	
Didn't allow sufficient time to answer the door	4	-	4	3	1	3	1	*	*	*	*	*	*	*	*	*	*	*	3	1	5
Any other problems	5	-	5	4	1	5	*	-	-	4	1	-	-	-	5	-	-	-	5	-	4
I don't know	8	-	8	3	5	2	6	2	4	1	-	1	-	-	6	1	1	-	7	1	9
I've experienced no problems in the last 12 months when sending packets and parcels via	277	-	277	30	118	148	129	15	29	59	43	74	34	23	44	102	131	58	260	15	286
NET Any problem experienced	115	-	115	65	32	72	43	21	40	23	12	9	3	7	62	35	19	10	92	23	82
Not aware of UK Mail	2749	-	2749	342	1171	1264	1471	433	351	526	367	455	343	274	783	893	1073	617	2441	285	2841
Aware but not used UK Mail	1593	-	1593	179	1167	811	775	170	172	305	236	318	205	187	343	541	710	322	1420	162	1566
Used but not sent UK Mail	620	-	620	101	379	326	293	62	67	136	96	122	76	62	129	232	259	137	563	55	583

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - all - old - all - g/h/i/j/k/l/m - n/o/p/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

UK Mail

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Lost mail	25	10	5	9	1	15	10	17	8	*	3	6	8	8	17	*	25	4	8	*
		1% <b>d</b>	*	1% <b>d</b>	*	1%	*	1%	*	*	*	1%	1%	1%	1%	*	1%	1%	1%	*
Damaged mail	33	16	6	7	5	20	13	23	10	7	5	5	12	4	21	7	25	12	9	1
	1%	1% <b>b</b>	*	1%	*	1%	*	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	2% <b>f</b>	1%	1%
Delayed mail	46	12	13	15	6	25	20	39	7	7	8	10	9	11	28	7	39	18	14	*
	1%	1%	1%	1%	*	1%	1%	1% <b>h</b>	*	1%	1%	1%	1%	1%	1%	1%	1%	3% <b>f</b>	1%	1%
Mis-delivered mail	30	16	8	3	3	24	6	24	6	8	5	7	4	4	17	8	21	9	4	1
	1%	2% <b>b</b>	1%	*	*	1% <b>d</b>	*	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	2% <b>f</b>	1%	1%
Mail that has been tampered with	15	3	2	5	*	10	5	12	3	1	*	4	6	8	1	14	6	11	3	*
	1%	1% <b>d</b>	*	*	*	1%	*	1%	*	*	*	1%	1%	1%	*	1%	1%	1% <b>f</b>	1%	1%
Didn't allow sufficient time to answer the door	4	*	2	2	*	2	2	4	*	*	*	2	*	1	2	*	4	3	1	*
	1%	*	1%	1%	*	1%	1%	1%	*	*	*	1%	*	1%	1%	1%	1%	1% <b>f</b>	1%	1%
Any other problems	5	4	*	1	*	4	1	5	*	*	*	1	*	4	1	5	*	*	*	*
	1%	1% <b>d</b>	*	*	*	1%	1%	1%	*	*	*	1%	1%	1%	1%	1%	1%	1%	1%	1%
I don't know	8	1	4	1	2	5	3	5	3	2	1	2	2	2	5	2	6	3	5	*
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	277	52	78	71	75	130	147	171	105	39	27	52	94	50	173	41	224	16	69	1
	5%	6%	5%	6%	5%	5%	6%	6%	5%	6%	4%	4%	7% <b>d</b>	6%	5%	6%	5%	3%	4%	1%
NET Any problem experienced	115	48	24	29	15	72	43	94	21	18	13	29	25	30	67	18	97	36	36	1
	2%	5% <b>b</b>	2%	2% <b>d</b>	1%	3% <b>d</b>	2%	3% <b>h</b>	1%	3%	2%	2%	2%	4% <b>d</b>	2%	3%	2%	4% <b>f</b>	2%	1%
Not aware of UK Mail	2749	526	816	601	805	1342	1407	1587	1110	355	375	717	681	417	1773	361	2236	152	575	21
	93%	56%	51%	51%	56%	53%	54%	52%	55%	56%	54%	54%	50%	51%	53%	56%	53%	52%	50%	23%
Aware but not used UK Mail	1593	227	530	392	444	757	836	937	640	178	194	443	446	239	1084	178	1339	240	933	64
	31%	24%	33% <b>a</b>	33% <b>a</b>	31% <b>a</b>	30%	32%	30%	32%	28%	29%	33%	33%	29%	32%	27%	31%	45%	49%	48%
Used but not sent UK Mail	620	130	211	132	147	340	280	394	221	78	70	136	186	116	392	79	513	83	300	35
	12%	1% <b>d</b>	13%	11%	10%	13% <b>d</b>	11%	13%	11%	12%	11%	10%	11% <b>d</b>	1% <b>d</b>	12%	12%	12%	16%	16%	23% <b>d</b>

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QJ2\_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

UK Mail

Base : All participants

	Rurality			Nation				Region											
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Lost mail	25	25	*	*	23	1	1	-	3	-	7	-	2	3	-	4	3	*	1
		1%	*	*	1%	*	1%	-	2%um	-	2%um	-	*	1%	-	1%	1%	*	*
Damaged mail	33	30	3	*	30	1	1	1	-	7	2	2	-	2	12	4	2	-	1
	1%	1%	*	*	1%	*	*	*	-	1%	*	1%	-	*	1%	*	*	*	*
Delayed mail	46	37	8	1	43	1	1	1	1	11	4	1	5	2	12	2	-	-	1
	1%	1%	1%	*	1%	*	*	*	*	2%	1%	*	1%	*	5%	2%	*	*	*
Mis-delivered mail	30	30	1	*	27	2	1	1	-	10	3	5	3	2	3	-	1	*	2
	1%	1%	*	*	1%	*	*	*	-	3%	1%	1%	1%	*	1%	*	*	*	*
Mail that has been tampered with	15	14	*	*	14	*	1	*	1	-	4	1	-	3	5	-	-	-	*
	*	*	*	*	*	*	*	*	*	-	1%	1%	-	1%	1%	-	-	-	*
Didn't allow sufficient time to answer the door	4	3	*	*	3	-	*	1	-	-	1	-	2	-	-	-	-	-	-
	*	*	*	*	*	*	*	1de	-	-	*	-	*	-	-	-	-	-	-
Any other problems	5	5	*	*	4	*	1	-	-	-	-	-	-	-	4	-	-	-	*
	*	*	*	*	*	*	*	*	-	-	-	-	-	-	1%	-	-	-	*
I don't know	8	8	*	*	7	1	1	-	-	3	1	-	-	1	-	1	-	-	1
	*	*	*	*	*	*	*	*	-	1%	*	-	-	*	*	*	*	*	*
I've experienced no problems in the last 12 months when sending packets and parcels via	277	226	51	11	238	20	13	6	11	26	31	28	13	34	32	37	25	1	19
	5%	5%	7%	6%	5%	5%	5%	4%	5%	5%	7%id	7%id	3%	7%id	5%	5%	6%	2%	5%
NET Any problem experienced	115	104	11	1	107	5	2	1	4	20	9	7	8	11	22	7	*	4	
	2%	2%	2%	*	2%id	1%	1%	1%	2%	3%	2%	2%	2%	2%	3%	2%	2%	1%	1%
Not aware of UK Mail	2749	2384	365	118	2276	249	130	88	111	292	216	189	238	210	387	369	253	32	216
	53%	54%	90%	76%ab	52%	57%	55%	63%id	53%	52%	51%	50%	53%	45%	57%um	52%	50%um	52%um	57%um
Aware but not used UK Mail	1593	1349	244	49	1337	135	85	36	67	181	120	126	161	183	179	208	112	15	120
	31%	30%	34%	26%	31%id	31%	34%id	26%	32%	32%	28%	34%id	35%id	38%id	26%	29%	25%	29%	31%
Used but not sent UK Mail	620	532	88	22	545	40	20	14	25	63	73	41	40	55	84	105	60	4	36
	12%	12%	12%	12%	12%id	9%	8%	10%	12%	11%	17%id	11%	9%	11%	12%	13%id	14%	8%	9%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base



QJ2\_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

UK Mail

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Lost mail	25	6	-	4	13	7	2	1	2	20	3	8	11	2	4	1	19	5	11	1
				1%	1%					1%			1%		2%	1%		1%	41%	
Damaged mail	33	9	-	5	10	14	3	4	2	24	6	17	8	6	-	25	-	22	-	
	1%	1%		1%	1%	1%		1%	1%	1%	1%	1%			1%			31%		
Delayed mail	46	7	-	2	18	14	13	-	1	32	1	21	17	-	8	-	37	8	29	4
	1%				1%	1%	2%			1%		1%	1%		1%		1%	2%	31%	3%
Mis-delivered mail	30	8	-	1	9	13	5	3	-	22	3	12	9	-	10	-	20	10	13	2
	1%				1%	1%	1%	1%		1%		1%			1%		1%	31%	21%	7%
Mail that has been tampered with	15	-	-	-	3	7	3	-	2	10	2	6	4	2	3	-	10	3	7	2
									1%					1%				1%	1%	
Didn't allow sufficient time to answer the door	4	1	-	-	2	-	1	-	2	-	-	1	2	-	1	-	3	1	4	-
																			5%	
Any other problems	5	-	-	-	5	-	-	-	-	5	-	5	-	-	-	-	5	-	-	-
I don't know	8	-	-	-	3	-	3	1	-	3	1	4	2	2	-	6	-	5	3	3
																		1%		
I've experienced no problems in the last 12 months when sending packets and parcels via	277	116	16	53	87	126	37	17	9	213	26	130	92	31	17	5	223	22	38	48
	5%	6%	7%	6%	5%	6%	5%	5%	6%	6%	5%	7%	5%	4%	7%	5%	6%	6%	5%	3%
NET Any problem experienced	115	23	-	7	42	40	23	6	2	82	10	55	39	6	13	1	93	14	65	8
	2%	1%		1%	2%	2%	3%	2%	1%	2%	2%	3%	2%	1%	1%	1%	3%	4%	4%	1%
Not aware of UK Mail	2749	931	127	483	947	1045	427	201	90	1992	291	990	1065	450	131	55	2055	186	165	593
	53%	52%	53%	55%	54%	52%	52%	57%	55%	53%	56%	51%	53%	62% <sup>klmpq</sup>	50%	56%	52%	51%	20%	34% <sup>lr</sup>
Aware but not used UK Mail	1593	599	78	277	563	631	240	96	51	1194	148	643	643	183	84	27	1285	111	363	874
	31%	33%	33%	32%	32%	31%	29%	27%	31%	32%	28%	33% <sup>klm</sup>	32% <sup>klm</sup>	25%	32%	27%	32% <sup>klm</sup>	31%	44%	60% <sup>lr</sup>
Used but not sent UK Mail	629	228	32	107	172	269	115	42	21	441	63	222	255	88	39	16	476	55	197	221
	12%	13%	13%	12%	10%	11% <sup>klnd</sup>	11% <sup>klnd</sup>	12%	13%	12%	12%	11%	13%	12%	16%	16%	12%	16%	23% <sup>kl</sup>	13%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r  
 \* small base

QJ2\_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

UK Mail

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Lost mail	25	3	22	-	13	9	4	23	2	-	-	25	-
	*	1%	*	-	1%	*	1%	*	2%	*	-	*	-
Damaged mail	33	*	32	1	20	11	1	28	4	-	-	33	-
	1%	*	1%	1%	1%	1%	1%	1%	4%	0%	-	1%	-
Delayed mail	46	11	32	2	21	25	-	40	6	-	-	46	-
	1%	3%	1%	3%	1%	1%	-	1%	5%	0%	-	1%	-
Mis-delivered mail	30	7	24	-	13	17	-	26	4	-	-	30	-
	1%	2%	*	-	1%	1%	-	1%	3%	0%	-	1%	-
Mail that has been tampered with	15	2	12	1	9	4	1	13	2	-	-	15	*
	*	1%	*	1%	1%	*	1%	*	2%	0%	-	*	*
Didn't allow sufficient time to answer the door	4	-	4	-	3	1	-	4	-	-	-	4	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Any other problems	5	4	1	-	4	1	-	5	-	-	-	5	-
	*	1%	*	-	0%	*	-	*	-	-	-	*	-
I don't know	8	-	8	-	2	5	1	8	-	-	-	8	-
	*	-	*	-	*	*	1%	*	-	-	-	*	-
I've experienced no problems in the last 12 months when sending packets and parcels via	277	19	253	5	68	193	16	271	3	2	2	275	-
	5%	6%	5%	6%	5%	6%	5%	5%	2%	5%	2%	5%	-
NET Any problem experienced	115	23	89	3	58	52	5	101	14	*	-	115	*
	2%	7%	2%	4%	2%	2%	2%	2%	3%	0%	-	2%	*
Not aware of UK Mail	2749	188	2516	44	852	1699	198	2663	53	16	3	2733	14
	53%	56%	53%	56%	57%	51%	61%	54%	46%	34%	34%	53%	53%
Aware but not used UK Mail	1593	64	1518	11	363	1146	84	1544	20	17	2	1581	10
	37%	19%	32%	14%	24%	34%	26%	31%	18%	37%	21%	31%	39%
Used but not sent UK Mail	620	51	549	20	211	388	22	575	28	14	2	616	2
	12%	15%	12%	15%	14%	11%	7%	12%	23%	30%	22%	12%	8%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean, Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_13. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

UK Mail

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Lost mail	25	11	2	4	8	8	-	3	-	*	2	-	4	-	2	5	1
	-	1%	*	*	1%	2% <b>fmm</b>	-	1%	-	*	*	-	1%	-	*	1%	*
Damaged mail	33	7	4	13	9	5	1	1	2	*	2	-	12	1	*	5	4
	1%	1%	*	1%	1%	1%	*	*	*	*	*	-	1%	*	*	1%	1%
Delayed mail	46	10	3	16	17	4	2	3	2	*	1	-	16	-	2	5	5
	1%	1%	*	1% <b>b</b>	1% <b>b</b>	1%	*	1%	*	*	*	-	2% <b>mm</b>	-	1%	1% <b>mm</b>	1% <b>mm</b>
Mis-delivered mail	30	10	6	8	7	7	-	3	4	-	2	-	8	-	*	4	2
	1%	1%	*	1%	1%	2% <b>mm</b>	-	1%	1%	-	*	-	1%	-	*	1%	1%
Mail that has been tampered with	15	3	4	4	5	1	1	1	-	-	4	-	4	*	-	1	4
	*	*	*	*	*	*	*	*	-	-	1%	-	*	*	-	*	1%
Didn't allow sufficient time to answer the door	4	-	-	*	4	-	-	-	-	-	-	-	*	-	1	3	-
	*	-	-	*	*	-	-	-	-	-	-	-	*	-	1%	*	-
Any other problems	5	5	-	-	-	1	*	4	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	1% <b>u</b>	*	*	-	-	-	-	-	-	-	-	-
I don't know	8	-	-	4	4	-	-	-	-	-	-	-	4	-	2	1	-
	*	-	-	*	*	-	-	-	-	-	-	-	1%	-	1%	*	-
I've experienced no problems in the last 12 months when sending packets and parcels via	277	111	80	46	40	41	38	33	36	21	23	-	26	20	10	15	15
	9% <b>scd</b>	9% <b>scd</b>	6% <b>scd</b>	4%	3%	9% <b>mmnop</b>	9% <b>mmnop</b>	8% <b>mmnop</b>	9% <b>mmnop</b>	5%	6%	-	3%	4%	2%	4%	3%
NET Any problem experienced	115	30	12	36	37	18	3	9	5	*	7	-	35	1	5	15	17
	2% <b>b</b>	1%	1%	3% <b>b</b>	3% <b>b</b>	4% <b>fmmn</b>	1%	2% <b>u</b>	1%	*	2%	-	4% <b>fmmn</b>	*	1%	4% <b>fmm</b>	4% <b>fmmn</b>
Not aware of UK Mail	2749	949	1042	349	408	297	332	320	366	330	346	-	231	119	154	135	119
	53% <b>a</b>	74% <b>scd</b>	81% <b>scd</b>	27%	32%	69% <b>mmnop</b>	77% <b>clmmnop</b>	74% <b>clmmnop</b>	74% <b>clmmnop</b>	80% <b>clmmnop</b>	83% <b>clmmnop</b>	-	26%	25%	35% <b>clmmop</b>	33%	27%
Aware but not used UK Mail	1995	200	196	650	581	77	58	65	96	61	39	-	400	250	203	160	203
	31% <b>a</b>	15%	12%	50% <b>lab</b>	44% <b>lab</b>	18% <b>u</b>	13%	15%	12%	15%	9%	-	49% <b>clghj</b>	53% <b>clghj</b>	41% <b>clghj</b>	43% <b>clghj</b>	45% <b>clghj</b>
Used but not sent UK Mail	620	117	85	204	214	46	38	32	37	21	27	-	122	82	62	70	83
	12% <b>a</b>	9%	7%	16% <b>lab</b>	17% <b>lab</b>	11% <b>u</b>	9%	8%	8%	5%	6%	-	15% <b>clghj</b>	17% <b>clghj</b>	14% <b>clghj</b>	17% <b>clghj</b>	19% <b>clghj</b>

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_14. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DX

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	2581	-	2581	241	616	1242	1329	309	319	492	369	481	377	234	628	861	1092	611	2411	149	2581
Weighted Base	2581	..	2581	312	638	1256	1312	347	305	527	384	438	317	263	652	912	1017	579	2333	227	2581
Effective Base	1390	-	1390	144	342	676	706	180	181	269	211	264	162	129	360	480	551	291	1271	108	2581
Lost mail	3	-	3	*	1	*	3	*	1	1	*	*	*	*	1	3	*	*	3	*	6
Damaged mail	5	-	5	4	-	3	2	-	1	2	3	-	-	-	1	4	-	-	5	-	5
Delayed mail	1	-	1	1	*	1	*	-	-	1	*	*	*	*	-	1	*	*	1	*	5
Mis-delivered mail	7	-	7	5	-	6	*	-	-	5	2	-	-	-	-	7	-	-	7	-	4
Mail that has been tampered with	12	-	12	4	8	7	5	2	6	1	3	-	-	-	8	4	*	*	6	6	6
Didn't allow sufficient time to answer the door	*	-	*	1%	1%	*	*	1%	2%	*	1%	-	-	-	1%	*	-	-	*	1%	*
Any other problems	9	-	9	5	-	7	1	-	2	4	-	-	*	3	-	6	3	3	9	-	5
I don't know	-	-	-	1%	-	1%	*	-	*	1%	-	-	-	1%	-	1%	*	*	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	76	-	76	6	21	41	35	1	11	18	27	16	3	*	11	45	19	3	75	1	100
NET Any problem experienced	25	-	25	9	8	16	9	2	7	7	6	*	*	3	9	13	3	3	19	6	19
Not aware of DX	2251	-	2251	281	557	1062	1176	332	268	457	302	361	287	244	600	760	892	531	2022	209	2241
Aware but not used DX	229	-	229	15	52	137	92	13	19	44	49	61	27	16	32	94	103	42	217	10	221
Used but not sent DX	83	-	83	8	21	45	38	*	11	18	32	16	3	3	12	49	22	6	81	2	102

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - aD - dD - eH - gH/i/j/k/l/m - nD/p/q - rS  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_14. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DX

Base : All participants

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	2581	635	760	544	642	1395	1186	1356	1178	327	323	658	663	425	1644	331	2109	-	-	-
Weighted Base	2581	475	746	625	735	1221	1360	1530	1000	361	332	649	649	412	1629	366	2081	-	-	-
Effective Base	1390	255	425	317	396	679	712	749	639	182	183	372	348	203	902	184	1126	-	-	-
Lost mail	3	*	1	1	2	1	3	2	1	-	1	2	*	*	3	-	3	-	-	-
Damaged mail	5	3	1	*	1	4	1	5	-	-	-	-	4	-	-	5	-	-	-	
Delayed mail	1	*	-	1	-	*	1	1	-	-	-	-	1%	-	-	1	-	-	-	
Mis-delivered mail	7	3	-	3	-	3	4	7	-	-	-	-	6	-	-	6	-	-	-	
Mail that has been tampered with	12	5	7	-	-	12	-	12	-	-	8	-	4	8	-	12	-	-	-	
Didn't allow sufficient time to answer the door	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Any other problems	9	3	3	2	1	5	3	7	1	-	1	-	7	1	-	9	-	-	-	
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
I've experienced no problems in the last 12 months when sending packets and parcels via	76	13	26	19	18	38	37	65	11	6	1	16	30	19	47	6	66	-	-	
NET Any problem experienced	25	8	10	5	2	18	7	24	1	*	1	10	*	13	11	*	25	-	-	
Not aware of DX	2251	418	651	540	642	1069	1192	1295	907	325	311	569	550	344	1451	329	1810	-	-	
Aware but not used DX	229	36	59	60	73	96	133	147	81	30	19	54	67	36	140	30	179	-	-	
Used but not sent DX	83	16	25	22	20	41	42	71	12	6	1	17	28	26	47	6	74	-	-	

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_14. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DX

Base : All participants

	Rurality			Nation				Region											
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	2581	1784	797	332	1281	523	440	337	139	141	142	140	144	143	144	144	84	439	
Weighted Base	2581	2219	362	115*	2169	217	124	71	105	283	213	188	227	240	339	354	221	188	
Effective Base	1390	1169	225	73	1037	274	252	239	123	125	125	123	126	126	130	123	127	237	
Lost mail	3	3	-	-	2	1	-	-	1	-	1	-	-	-	-	-	-	1	
Damaged mail	5	5	-	-	4	1	-	-	1%	-	1%	-	-	-	-	-	-	1	
Delayed mail	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Mis-delivered mail	7	7	-	-	6	-	-	-	-	-	2	2	-	3	-	-	-	-	
Mail that has been tampered with	12	12	-	-	12	-	-	-	-	-	1%	1%	-	1%	-	-	-	-	
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Any other problems	9	9	-	-	9	-	-	-	-	1	-	2	-	5	-	-	-	-	
I don't know	-	-	-	-	-	-	-	-	-	-	-	1%	-	2%	-	-	-	-	
I've experienced no problems in the last 12 months when sending packets and parcels via	76	62	14	7	57	11	6	1	6	13	2	5	3	11	9	-	9	1	10
NET Any problem experienced	25	24	1	-	22	2	1	-	1	-	1	3	3	-	8	6	-	-	2
Not aware of DX	2251	1939	312	104	1885	183	107	67	85	230	183	167	197	195	309	316	199	27	156
Aware but not used DX	229	194	35	4	195	21	9	3	13	34	19	14	24	34	31	13	13	1	20
Used but not sent DX	83	69	14	6	64	11	6	1	6	13	3	5	3	11	14	-	9	1	11
	3%	3%	4%	6%	3%	5%	5%	2%	6%	10%	4%	7%	2%	1%	9%	4%	4%	3%	6%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_14. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DX

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2581	908	118	495	857	1021	391	172	102	1878	274	908	1012	413	126	74	1920	200	-	-
Weighted Base	2581	881	142*	445	879	982	411	187	90*	1861	277	882	995	451	146*	59*	1876	205	-**	-**
Effective Base	1390	480	64	261	448	531	227	106	62	978	166	471	530	240	79	45	1001	120	-	-
Lost mail	3	-	-	-	-	-	1	1	-	2	-	1	2	-	-	-	3	-	-	-
Damaged mail	5	-	-	-	-	5	-	-	-	5	-	4	1	-	-	-	5	-	-	-
Delayed mail	1	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	1	-	-	-
Mis-delivered mail	7	-	-	-	5	-	-	2	-	5	2	3	2	2	-	-	5	-	-	-
					1%			1%		1%	1%									
Mail that has been tampered with	12	-	-	-	-	9	-	2	10	2	2	8	2	-	-	2	9	2	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	1%	-	1%	-	1%	1%	1%	-	-	-	4%	1%	1%	-	-
Any other problems	9	3	-	-	5	3	1	-	-	7	-	3	3	3	-	-	6	-	-	-
					1%									1%						
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	76	17	4	5	24	32	15	2	2	56	3	31	21	16	6	1	53	6	-	-
	3%	2%	3%	1%	3%	3%	4%	1%	2%	3%	1%	4%	2%	3%	4%	1%	3%	3%	-	-
NET Any problem experienced	25	3	-	-	8	11	1	5	1	18	5	12	7	5	-	2	18	2	-	-
	1%	-	-	-	1%	1%	1%	3%	1%	1%	2%	1%	1%	1%	-	4%	1%	1%	-	-
Not aware of DX	2251	776	127	409	765	852	361	164	80	1617	244	756	885	368	127	52	1641	179	-	-
	87%	88%	90%	92%	87%	87%	88%	88%	88%	87%	88%	86%	89%	86%	87%	88%	87%	87%	-	-
Aware but not used DX	229	85	11	32	82	87	33	16	8	169	25	83	81	42	13	4	164	17	-	-
	9%	10%	8%	7%	9%	9%	8%	9%	9%	9%	9%	9%	8%	9%	9%	7%	9%	8%	-	-
Used but not sent DX	83	20	3	5	26	34	16	4	2	60	6	33	24	20	4	1	57	5	-	-
	3%	2%	2%	1%	3%	3%	4%	2%	2%	3%	2%	4%	2%	4%	3%	1%	3%	2%	-	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_14. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

DX

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2581	175	2363	43	812	1599	170	2512	38	19	2	2569	10
Weighted Base	2581	180*	2361	40**	782	1616	183	2498	52**	16**	3**	2567	11**
Effective Base	1390	99	1268	23	435	849	108	1345	27	12	2	1383	5
Lost mail	3	1	2	-	3	1	-	3	-	-	-	3	-
	*	1%	*	-	*	*	-	*	-	-	-	*	-
Damaged mail	5	-	5	-	3	2	-	2	3	-	-	5	-
	*	-	*	-	*	*	-	*	5%	-	-	*	-
Delayed mail	1	-	1	-	1	*	-	1	-	-	-	1	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Mis-delivered mail	7	2	5	-	5	2	-	7	-	-	-	7	-
	*	1%	*	-	1%	*	-	*	-	-	-	*	-
Mail that has been tampered with	12	-	12	-	4	7	-	7	4	-	-	12	-
	*	-	*	-	1%	*	-	*	8%	-	-	*	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other problems	9	3	5	-	6	3	-	6	3	-	-	9	-
	*	2% <b>b</b>	*	-	1%	*	-	*	5%	-	-	*	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	76	2	74	-	17	56	3	76	-	-	-	76	-
	3%	1%	3%	-	2%	3%	2%	3%	-	-	-	3%	-
NET Any problem experienced	25	3	22	-	12	13	-	21	4	-	-	25	-
	1%	2%	1%	-	2%	1%	-	1%	8%	-	-	1%	-
Not aware of DX	2251	165	2051	36	694	1391	166	2174	48	15	3	2237	11
	87%	92%	87%	89%	89%	86%	91%	87%	92%	96%	100%	87%	98%
Aware but not used DX	229	10	214	4	59	155	14	228	-	1	-	228	*
	9%	5%	9%	11%	8%	10%	8%	9%	-	4%	-	9%	2%
Used but not sent DX	83	2	81	-	20	60	3	80	3	-	-	83	-
	3%	1%	3%	-	3%	4%	2%	3%	5%	-	-	3%	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ2\_14. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...**

**DX**

**Base : All participants**

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2581	1290	1291	-	430	430	430	430	430	431	-	-	-	-	-	-
Weighted Base	2581	1290	1291	**	432	431	427	464	412	416	**	**	**	**	**	**
Effective Base	1390	661	732	-	215	220	228	251	240	242	-	-	-	-	-	-
Lost mail	3	1	2	-	1	1	-	*	2	-	-	-	-	-	-	-
Damaged mail	5	2	3	-	-	2	-	*	3	-	-	-	-	-	-	-
Delayed mail	1	-	1	-	-	-	-	+	+	-	-	-	-	-	-	-
Mis-delivered mail	7	-	7	-	-	-	-	2	3	2	-	-	-	-	-	-
Mail that has been tampered with	12	7	4	-	2	5	-	-	3	2	-	-	-	-	-	-
Didn't allow sufficient time to answer the door	-	1%	-	-	1%	1%	-	-	1%	-	-	-	-	-	-	-
Any other problems	9	3	6	-	-	-	3	-	4	2	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	1%	-	1%	-	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	76	43	33	-	13	21	10	12	12	8	-	-	-	-	-	-
NET Any problem experienced	25	12	13	-	3	6	3	2	8	4	-	-	-	-	-	-
Not aware of DX	2251	1105	1146	-	379	356	370	408	372	366	-	-	-	-	-	-
Aware but not used DX	239	185	89	-	88%	85%	87%	88%	89%	88%	-	-	-	-	-	-
Used but not sent DX	83	130	99	-	36	45	44	41	20	36	-	-	-	-	-	-
	3%	10%	8%	-	9%	11%	10%	9%	5%	9%	-	-	-	-	-	-
	3%	4%	3%	-	3%	5%	3%	3%	4%	2%	-	-	-	-	-	-

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QJ2\_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Yodel

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Lost mail	52	-	52	17	20	23	29	5	2	18	10	16	1	1	7	28	17	2	52	-	45
	1%	-	1%	2%	1%	1%	1%	1%	-	2%	1%	2%	-	-	1%	2%	1%	-	1%	-	1%
Damaged mail	67	-	67	7	35	31	36	18	7	16	5	8	6	3	25	23	18	10	60	7	69
	1%	-	1%	1%	1%	1%	1%	3%	1%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%
Delayed mail	109	-	109	28	34	64	46	7	27	25	19	16	8	8	34	44	32	16	95	12	120
	2%	-	2%	4%	1%	3%	2%	1%	4%	2%	3%	2%	1%	2%	3%	3%	2%	1%	2%	2%	2%
Mis-delivered mail	59	-	59	6	17	16	43	6	7	13	4	10	13	5	13	17	28	19	56	1	41
	1%	-	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%
Mail that has been tampered with	16	-	16	5	6	1	15	4	4	3	-	1	4	1	7	3	6	5	14	2	16
	*	-	*	1%	*	*	1%	1%	1%	*	*	1%	*	*	1%	*	*	*	*	*	*
Didn't allow sufficient time to answer the door	4	-	4	2	2	2	2	2	2	-	-	-	-	-	4	-	-	-	4	-	2
	*	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Any other problems	36	-	36	-	10	15	21	4	2	5	5	7	3	10	6	10	20	13	35	-	37
	1%	-	1%	*	*	1%	1%	1%	*	1%	1%	1%	2%	2%	*	1%	1%	1%	1%	-	1%
I don't know	14	-	14	4	9	9	5	4	4	6	1	-	-	1	5	8	1	1	6	7	12
	*	-	*	1%	*	*	*	1%	1%	1%	*	*	*	*	*	*	*	*	*	1%	*
I've experienced no problems in the last 12 months when sending packets and parcels via	992	-	992	68	315	409	581	62	103	187	196	213	129	102	166	383	444	231	933	55	1131
	19%	-	19%	10%	11%	16%	22%	9%	16%	16%	27%	23%	20%	19%	12%	22%	21%	20%	20%	10%	22%
NET Any problem experienced	239	-	239	55	77	116	123	32	40	60	30	39	25	14	72	89	77	39	217	19	240
	5%	-	5%	9%	3%	5%	5%	5%	6%	6%	4%	4%	3%	3%	5%	5%	4%	3%	5%	4%	5%
Not aware of Yodel	1119	-	1119	234	434	635	476	294	169	260	123	135	76	62	463	383	274	138	904	204	965
	22%	-	22%	4%	15%	23%	18%	13%	14%	20%	10%	15%	12%	12%	35%	32%	13%	12%	20%	21%	19%
Aware but not used Yodel	1817	-	1817	175	1178	881	927	212	180	291	222	351	302	259	392	513	912	561	1633	169	1712
	35%	-	35%	2%	4%	3%	3%	3%	2%	2%	3%	3%	3%	3%	2%	3%	4%	4%	3%	3%	3%
Used but not sent Yodel	1926	-	1926	196	1054	868	1055	136	243	388	329	404	231	195	380	717	829	426	1800	114	2195
	37%	-	37%	2%	3%	3%	4%	2%	3%	3%	4%	3%	3%	3%	2%	4%	4%	3%	3%	2%	4%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - all - old - all - g(h)(i)(j)(k)(l)(m) - n(o)(p)(q) - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Yodel

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Lost mail	52	2	20	17	13	22	30	39	12	10	3	18	14	3	36	10	40	9	8	*
1%	*	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	*	1%	2%	1%	2%	1%	*
Damaged mail	67	14	27	10	15	42	25	46	19	18	7	20	11	10	38	18	47	8	6	1
1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	3%	1%	1%	1%	1%	1%	3%	1%	2%	1%	1%
Delayed mail	109	28	38	23	20	66	43	72	36	13	16	22	40	16	78	13	94	12	14	-
2%	3%	3%	2%	2%	1%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	-
Mis-delivered mail	59	9	23	15	11	33	26	33	21	5	8	22	17	5	46	5	51	-	5	1
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%
Mail that has been tampered with	16	2	2	8	4	4	12	8	4	2	*	8	5	2	13	2	14	2	5	-
*	*	*	1%	*	*	*	*	*	*	*	*	1%	*	*	*	*	*	*	*	*
Didn't allow sufficient time to answer the door	4	2	-	2	-	2	2	4	-	-	-	2	2	-	4	-	4	2	2	-
*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Any other problems	36	10	7	8	10	18	18	14	21	4	12	6	7	5	24	4	30	-	3	-
1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	-	1%	-
I don't know	14	5	2	1	5	7	6	11	3	3	*	4	3	4	9	*	13	3	10	*
1%	1%	*	*	*	*	*	*	*	*	*	*	*	*	1%	*	*	1%	1%	1%	*
I've experienced no problems in the last 12 months when sending packets and parcels via	992	140	312	241	299	452	540	550	434	125	116	242	278	162	636	128	813	24	80	5
19%	15%	20%	20%	21%	18%	21%	18%	22%	20%	20%	18%	18%	20%	20%	19%	20%	19%	4%	4%	4%
NET Any problem experienced	239	46	89	59	45	135	104	155	78	35	32	63	69	31	164	35	196	29	33	2
5%	5%	3%	5%	3%	5%	4%	5%	4%	4%	3%	5%	5%	5%	4%	5%	5%	5%	3%	2%	2%
Not aware of Yodel	1119	324	269	238	290	592	527	755	337	143	136	279	251	235	665	143	920	32	177	17
22%	24%	17%	20%	20%	21%	20%	23%	17%	17%	22%	18%	21%	18%	22%	20%	22%	22%	6%	6%	13%
Aware but not used Yodel	1817	238	596	414	569	834	983	998	794	239	268	477	458	232	1203	245	1464	217	904	67
35%	25%	37%	35%	39%	33%	37%	32%	39%	37%	37%	41%	36%	33%	29%	36%	38%	34%	41%	47%	51%
Used but not sent Yodel	1926	328	629	453	515	957	969	1103	805	226	221	502	574	294	1297	227	1608	225	714	41
37%	35%	39%	39%	36%	38%	37%	36%	40%	35%	35%	34%	38%	36%	39%	35%	38%	42%	37%	37%	31%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QJ2\_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Yodel

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humbreside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Lost mail	52	45	7	1	46	2	3	*	1	10	13	1	3	1	5	10	3	*	2
1%	1%	1%	1%	1%	1%	1%	1%	*	*	2%	3% <b>kn</b>	*	1%	*	1%	1%	1%	1%	1%
Damaged mail	67	53	13	3	56	6	3	1	5	10	6	8	3	10	7	7	1	1	6
1%	1%	1%	1%	1%	1%	1%	1%	*	2%	2%	1%	2%	1%	2%	1%	1%	*	1%	1%
Delayed mail	109	87	22	3	92	10	4	3	5	7	11	12	11	5	18	16	7	2	9
2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	3%	2%	1%	3%	2%	2%	3%	2%
Mis-delivered mail	59	39	20	5	53	4	2	-	2	3	11	4	3	10	4	13	2	1	3
1%	1%	2%	1%	1%	1%	1%	-	-	1%	1%	3%	1%	1%	1%	2%	1%	2%	1%	1%
Mail that has been tampered with	16	9	7	4	14	2	*	*	1	-	-	2	-	5	-	5	1	*	1
1%	1%	1%	1%	1%	1%	1%	*	*	1%	-	-	1%	-	1%	-	1%	1%	*	1%
Didn't allow sufficient time to answer the door	4	2	2	-	4	-	-	-	-	-	-	-	2	-	2	-	-	-	-
*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Any other problems	36	29	7	-	31	3	2	*	1	7	-	2	3	-	1	13	4	*	3
1%	1%	1%	*	1%	1%	1%	*	*	1%	1%	-	*	1%	-	2%	1%	1%	*	1%
I don't know	14	11	3	*	12	1	1	-	-	-	2	1	4	-	2	-	3	*	1
*	*	*	*	*	*	*	*	*	*	*	*	*	1%	*	*	1%	*	*	*
I've experienced no problems in the last 12 months when sending packets and parcels via	992	834	158	51	799	100	63	31	51	98	76	61	79	119	72	136	107	9	91
19%	19%	22%	27%	18%	23%	25%	22%	24%	17%	18%	16%	17%	25%	17%	19%	24%	17%	24%	
NET Any problem experienced	239	201	37	11	202	21	11	4	9	29	29	18	21	17	31	36	13	3	18
5%	5%	5%	6%	5%	5%	4%	3%	3%	4%	5%	7%	5%	5%	4%	5%	5%	3%	6%	5%
Not aware of Yodel	1119	1031	88	31	970	80	41	28	41	123	97	81	100	81	250	188	71	13	67
22%	23%	12%	16%	22%	18%	17%	20%	19%	19%	22%	16%	22%	22%	13%	29%	24%	16%	26%	17%
Aware but not used Yodel	1817	1538	279	62	1562	126	79	50	66	229	162	151	161	172	207	249	163	15	111
35%	35%	39%	32%	36%	29%	32%	35%	32%	32%	41%	38%	40%	35%	36%	31%	35%	37%	29%	29%
Used but not sent Yodel	1926	1613	313	84	1549	208	110	59	91	182	177	123	156	217	175	247	182	21	187
37%	36%	43%	44%	36%	43%	44%	41%	43%	43%	32%	42%	33%	34%	45%	26%	33%	41%	49%	43%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Lost mail	52	22	2	2	27	12	6	7	*	39	8	27	12	9	*	3	40	4	16	1
	1%	1%	1%	*	3%	1%	1%	3%	*	1%	1%	1%	1%	1%	*	3%	1%	1%	4%	1%
Damaged mail	67	25	3	7	28	20	15	5	*	46	5	19	22	10	13	3	40	16	14	2
	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	5%klmp	3%	1%	4%klmp	2%	*
Delayed mail	109	41	3	17	42	44	9	10	2	86	12	59	29	7	6	6	88	12	26	*
	2%	2%	1%	2%	2%	2%	1%	3%	1%	2%	2%	3%klm	1%	1%	2%	6%klmp	2%	3%klm	3%	*
Mis-delivered mail	59	27	1	9	25	19	11	5	-	43	5	23	19	8	6	2	42	9	4	2
	1%	2%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	2%	2%	1%	2%	1%	*
Mail that has been tampered with	16	5	-	*	8	4	4	*	*	12	1	8	4	2	2	-	12	2	6	-
	*	*	-	*	*	*	*	*	*	*	*	*	*	1%	1%	-	1%	1%	1%	-
Didn't allow sufficient time to answer the door	4	-	-	-	2	-	2	-	-	2	-	-	2	-	-	-	2	2	4	-
	*	-	-	-	*	-	*	-	-	*	-	-	*	-	-	-	*	*	*	-
Any other problems	36	19	-	13	17	9	8	2	1	26	2	13	14	8	*	*	27	1	-	3
	1%	1%	-	2%	1%	*	1%	1%	*	1%	1%	1%	1%	1%	*	*	1%	1%	*	*
I don't know	14	5	-	1	2	6	3	2	2	7	4	7	4	2	1	-	11	1	6	7
	*	*	-	*	*	*	1%	1%kl	*	1%	1%	*	*	*	*	*	*	*	*	*
I've experienced no problems in the last 12 months when sending packets and parcels via	992	392	52	214	365	400	128	58	33	765	91	402	399	112	53	17	801	71	52	56
	19%	22%	22%	24%	21%	20%	16%	16%	20%	20%kl	17%	20%klm	20%klm	15%	20%	18%	20%klm	20%	6%	3%
NET Any problem experienced	239	86	5	31	95	83	38	18	3	178	21	106	73	33	16	8	179	25	57	7
	5%	5%	2%	4%	5%	4%	5%	5%	2%	5%	4%	5%kl	4%	4%	6%	3%	4%	4%	4%	1%
Not aware of Yodel	1119	256	33	100	311	400	242	97	46	710	142	319	439	242	67	25	758	92	79	148
	22%	14%	14%	11%	18%	20%	30%kl	27%kl	28%kl	19%	27%kl	16%	22%kl	32%klp	25%kl	20%kl	19%	25%klp	9%	8%
Aware but not used Yodel	1817	737	107	376	662	722	236	131	54	1385	185	695	728	240	91	39	1423	129	331	856
	35%	41%	45%	43%	36%kl	38%kl	29%	37%kl	33%	36%kl	36%	35%	36%	32%	34%	39%	36%	36%	40%	40%kl
Used but not sent Yodel	1926	700	87	372	666	804	282	107	55	1470	162	811	758	243	71	31	1569	102	308	672
	37%	39%	36%	42%	31%kl	32%klm	34%	30%	34%	34%kl	31%	41%klm	37%kl	33%	27%	32%	33%klm	28%	37%	38%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - kl/m/n/op/q - rs  
 \* small base

QJ2\_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Yodel

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Lost mail	52	4	43	5	21	27	4	46	5	1	-	52	-
1%	1%	1%	1%	3% <b>b</b>	1%	1%	1%	1%	3% <b>g</b>	2%	-	1%	-
Damaged mail	67	9	51	5	25	36	6	61	4	1	-	67	-
1%	3% <b>b</b>	1%	3% <b>b</b>	2%	2%	1%	2%	1%	4%	2%	-	1%	-
Delayed mail	109	6	97	7	35	64	10	103	6	-	-	109	-
2%	2%	2%	3% <b>b</b>	2%	2%	2%	3%	2%	5%	1%	-	2%	1%
Mis-delivered mail	59	3	54	2	26	31	2	58	1	-	-	59	-
1%	1%	1%	3%	2%	1%	1%	1%	1%	1%	-	-	1%	-
Mail that has been tampered with	16	3	12	1	11	3	2	14	2	-	-	16	-
*	1%	-	-	1%	1%	-	1%	-	1%	-	-	-	-
Didn't allow sufficient time to answer the door	4	-	4	-	4	-	-	4	-	-	-	4	-
*	-	-	-	-	1%	-	-	-	-	-	-	-	-
Any other problems	36	3	33	-	14	19	4	36	-	-	-	36	-
1%	1%	1%	-	1%	1%	1%	1%	1%	-	-	-	1%	1%
I don't know	14	-	13	-	3	8	3	14	-	-	-	14	-
*	-	-	-	-	-	-	1%	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	992	62	918	12	289	651	53	979	3	10	-	992	-
19%	19%	19%	15%	19%	19%	19%	16%	30% <b>h</b>	3%	21%	-	19% <b>h</b>	-
NET Any problem experienced	239	25	199	15	94	129	16	222	15	1	-	239	-
5%	3% <b>b</b>	4%	3% <b>b</b>	4% <b>c</b>	4%	5%	5%	4%	3% <b>g</b>	2%	-	5%	1%
Not aware of Yodel	1119	116	983	21	335	676	108	1049	50	8	3	1106	10
22%	35% <b>b</b>	21%	26%	23%	20%	20%	33% <b>d</b>	21%	43% <b>g</b>	16%	34%	22%	39%
Aware but not used Yodel	1817	68	1731	19	456	1260	102	1772	20	12	2	1803	12
35%	20%	33% <b>b</b>	24%	37%	35% <b>d</b>	37%	37%	35% <b>h</b>	17%	26%	21%	35% <b>h</b>	46%
Used but not sent Yodel	1926	124	1772	30	585	1237	94	1868	32	22	4	1918	4
37%	37%	37%	38%	40% <b>f</b>	37% <b>f</b>	37%	29%	38%	27%	46%	45%	37%	15%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean, Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_15. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Yodel

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	728	796	215	220	226	261	240	242	-	475	253	249	248	289
Lost mail	62	18	17	9	8	6	5	7	4	7	7	-	6	3	1	7	*
1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	2%	-	1%	1%	*	2%	*
Damaged mail	67	20	31	14	2	5	5	10	12	13	6	-	6	8	*	1	1
1%	2% <sup>led</sup>	2% <sup>led</sup>	1% <sup>led</sup>	-	1%	1%	1%	2% <sup>inop</sup>	3% <sup>inop</sup>	3% <sup>inop</sup>	1%	-	1%	2%	*	*	*
Delayed mail	109	37	46	10	16	9	12	10	12	23	11	-	8	*	7	7	3
2%	3% <sup>led</sup>	4% <sup>led</sup>	1%	1%	2%	3% <sup>inop</sup>	4% <sup>inop</sup>	3% <sup>inop</sup>	3% <sup>inop</sup>	5% <sup>inop</sup>	3% <sup>inop</sup>	-	1%	*	2%	2%	1%
Mis-delivered mail	59	32	20	2	4	5	14	13	6	11	3	-	2	*	*	2	3
1%	3% <sup>led</sup>	2% <sup>led</sup>	-	-	1% <sup>led</sup>	3% <sup>inop</sup>	3% <sup>inop</sup>	3% <sup>inop</sup>	1% <sup>led</sup>	3% <sup>inop</sup>	1%	-	*	-	*	*	1%
Mall that has been tampered with	16	8	2	6	-	-	2	5	-	1	1	-	2	3	-	*	-
*	1%	*	*	*	-	-	1%	1%	*	-	-	-	1%	-	-	*	-
Didn't allow sufficient time to answer the door	4	-	-	2	2	-	-	-	-	-	-	-	-	2	-	2	-
*	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-	*	-
Any other problems	36	14	19	2	-	3	6	6	9	4	6	-	2	*	*	*	-
1%	1% <sup>led</sup>	1% <sup>led</sup>	-	-	1%	1% <sup>led</sup>	1% <sup>led</sup>	2% <sup>inop</sup>	1% <sup>led</sup>	1% <sup>led</sup>	-	-	-	*	*	*	-
I don't know	14	-	-	4	10	-	-	-	-	-	-	-	2	2	4	3	3
*	-	-	*	4% <sup>inop</sup>	8% <sup>inop</sup>	-	-	-	-	-	-	-	*	*	1%	1%	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	992	453	431	56	53	159	159	135	163	112	156	-	34	22	21	18	14
19%	35% <sup>led</sup>	33% <sup>led</sup>	4%	4%	37% <sup>inop</sup>	37% <sup>inop</sup>	32% <sup>inop</sup>	35% <sup>inop</sup>	37% <sup>inop</sup>	37% <sup>inop</sup>	37% <sup>inop</sup>	-	4%	5%	5%	4%	3%
NET Any problem experienced	239	83	92	37	27	20	29	35	33	36	23	-	22	15	8	13	6
5%	6% <sup>led</sup>	7% <sup>led</sup>	3%	2%	5% <sup>up</sup>	7% <sup>inop</sup>	8% <sup>inop</sup>	7% <sup>inop</sup>	8% <sup>inop</sup>	9% <sup>inop</sup>	6% <sup>inop</sup>	-	3%	3%	2%	3%	1%
Not aware of Yodel	1119	425	467	111	116	143	134	149	164	159	145	-	62	49	54	25	37
22%	33% <sup>led</sup>	36% <sup>led</sup>	9%	9%	33% <sup>inop</sup>	31% <sup>inop</sup>	35% <sup>inop</sup>	33% <sup>inop</sup>	35% <sup>inop</sup>	39% <sup>inop</sup>	35% <sup>inop</sup>	-	8%	7%	7% <sup>inop</sup>	6%	9%
Aware but not used Yodel	1817	329	301	639	579	110	110	109	104	105	92	-	321	229	196	193	186
35%	25%	23%	41% <sup>ab</sup>	43% <sup>ab</sup>	11%	26%	25%	25%	22%	26%	22%	-	47% <sup>set/h</sup>	43% <sup>set/h</sup>	43% <sup>set/h</sup>	43% <sup>set/h</sup>	43% <sup>set/h</sup>
Used but not sent Yodel	1926	486	460	474	506	170	174	142	174	128	158	-	318	156	154	164	189
37%	38%	36%	37%	39%	39%	46% <sup>ab</sup>	33%	37%	37%	31%	38%	-	39%	33%	35%	39%	43% <sup>ab</sup>

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - <sup>ab</sup>/<sub>cd</sub> - <sup>ef</sup>/<sub>gh</sub>/<sub>ij</sub>/<sub>kl</sub>/<sub>m</sub>/<sub>n</sub>/<sub>op</sub>  
 \*\*very small base (under 30) ineligible for sig testing

QJ2\_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Amazon Delivery Service/ Logistics

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	2868
Lost mail	43	-	43	19	17	25	18	1	14	16	5	5	2	-	15	21	7	2	38	5	43
	1%	-	1%	3% <u>d</u>	1%	1%	1%	*	2% <u>gkm</u>	2% <u>km</u>	1%	1%	-	-	1% <u>pc</u>	1% <u>pc</u>	*	*	1%	1%	1%
Damaged mail	59	-	59	12	20	38	21	4	12	14	11	11	7	-	16	25	18	8	51	8	52
	1%	-	1%	2%	1%	2%	1%	1%	2% <u>km</u>	1%	2%	1%	1%	-	1%	1%	1%	1%	1%	2%	1%
Delayed mail	84	-	84	33	26	43	39	7	23	23	7	9	13	2	30	30	24	15	75	8	72
	2%	-	2%	5% <u>d</u>	1%	2%	1%	1%	4% <u>gkm</u>	2% <u>km</u>	1%	1%	2%	-	2%	2%	1%	1%	2%	2%	1%
Mis-delivered mail	30	-	30	9	13	12	17	5	4	12	2	4	2	-	9	14	7	2	26	3	30
	1%	-	1%	1%	*	*	1%	1%	1%	1%	-	-	-	-	1%	1%	*	*	1%	1%	1%
Mail that has been tampered with	19	-	19	9	5	14	5	2	3	6	2	6	1	-	4	7	7	1	16	2	16
	*	-	*	1% <u>d</u>	*	1%	*	*	*	1%	*	1%	*	-	*	*	*	*	*	*	*
Didn't allow sufficient time to answer the door	11	-	11	3	8	5	6	-	2	5	1	*	-	3	2	6	3	3	9	2	10
	*	-	*	*	*	*	*	-	*	*	*	*	*	1%	*	*	*	*	*	*	*
Any other problems	25	-	25	2	7	5	19	-	3	8	6	2	6	-	3	14	8	6	24	1	24
	*	-	*	*	*	1% <u>c</u>	*	-	*	*	*	*	1%	-	*	1%	*	*	1%	*	*
I don't know	13	-	13	3	10	5	8	4	2	5	-	2	-	-	6	5	2	*	10	3	13
	*	-	*	*	*	*	*	1%	*	1%	-	*	-	-	*	*	*	*	*	*	1%
I've experienced no problems in the last 12 months when sending packets and parcels via	886	-	886	68	342	463	520	95	91	163	164	207	144	121	186	328	472	265	906	73	980
	19%	-	19%	10%	12%	18%	20%	14%	14%	16%	23% <u>ghj</u>	22% <u>ghj</u>	23% <u>ghj</u>	23% <u>ghj</u>	14%	19% <u>kn</u>	23% <u>kn</u>	23% <u>kn</u>	20% <u>kn</u>	14%	19%
NET Any problem experienced	208	-	208	66	72	106	100	15	47	62	28	30	21	6	62	89	57	27	184	24	193
	4%	-	4%	9% <u>d</u>	3%	4%	4%	2%	7% <u>gkm</u>	6% <u>gkm</u>	4% <u>km</u>	3%	3%	1%	9% <u>pc</u>	9% <u>pc</u>	3%	2%	4%	4%	4%
Not aware of Amazon Delivery Service/ Logistics	1602	-	1602	254	511	783	809	286	233	332	216	216	165	154	519	548	535	319	1405	179	1620
	31%	-	31%	16% <u>d</u>	31%	31%	31%	42% <u>ghjklm</u>	30% <u>ghj</u>	33% <u>ghj</u>	30% <u>ghj</u>	23%	26%	29%	19% <u>opq</u>	15% <u>op</u>	26%	27%	31%	34%	31%
Aware but not used Amazon Delivery Service/ Logistics	866	-	866	102	615	457	408	86	103	161	99	191	126	99	189	260	417	226	773	87	857
	17%	-	17%	15%	22% <u>c</u>	18%	16%	12%	16%	16%	14%	21% <u>gij</u>	20% <u>gij</u>	19% <u>gij</u>	14%	15%	20% <u>kn</u>	19% <u>kn</u>	17%	16%	17%
Used but not sent Amazon Delivery Service/ Logistics	2349	-	2349	248	1486	1100	1240	270	239	442	360	476	317	246	509	802	1038	562	2124	213	2348
	46%	-	46%	35%	53% <u>c</u>	44%	47%	39%	37%	44% <u>gh</u>	50% <u>ghj</u>	51% <u>ghj</u>	50% <u>ghj</u>	47% <u>ghj</u>	38%	46% <u>kn</u>	50% <u>kn</u>	48% <u>kn</u>	46%	40%	45%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a0 - a1 - gh(ij)klm - n(o)pq - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Amazon Delivery Service/ Logistics

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	668	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Lost mail	43	14	10	15	4	24	19	36	7	4	4	8	10	17	22	4	39	10	13	*
1%		1%	1%	1%		1%	1%	1%		1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%
Damaged mail	89	8	20	12	20	27	32	36	23	8	13	10	19	8	41	8	49	5	12	2
1%		1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Delayed mail	84	23	22	23	16	44	39	59	25	13	15	20	19	16	54	13	71	18	18	-
2%		2%	1%	2%	1%	2%	1%	2%	1%	2%	2%	2%	1%	2%	2%	2%	2%	3%	1%	-
Mis-delivered mail	30	7	10	11	1	17	13	19	10	2	3	9	13	2	26	2	28	2	7	1
1%		1%	1%	1%		1%		1%			1%	1%	1%		1%		1%			1%
Mail that has been tampered with	19	6	4	5	3	10	9	15	4	1	*	*	9	8	10	1	18	*	6	*
1%		1%											1%	1%						
Didn't allow sufficient time to answer the door	11	2	3	4	1	6	5	7	3	1	1	2	7	*	10	1	10	4	7	-
*		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%	*	-
Any other problems	25	3	4	5	12	8	17	13	12	8	17	10	3	3	14	8	17	1	*	*
*		*	*	1%		*	1%	*	1%	1%	*	1%	*	*	*	1%	*	*	*	*
I don't know	13	5	3	3	2	8	5	9	4	*	1	4	5	2	11	*	13	3	10	*
1%		1%	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%	*	*
I've experienced no problems in the last 12 months when sending packets and parcels via	986	146	327	221	292	473	513	531	442	122	139	253	288	135	680	125	826	29	141	5
19%		15%	21%	19%	20%	19%	20%	17%	22%	19%	21%	19%	21%	17%	20%	19%	19%	6%	7%	4%
NET Any problem experienced	208	42	61	59	46	103	105	141	66	26	30	51	60	38	142	26	180	34	52	2
4%		4%	4%	5%	3%	4%	4%	5%	3%	4%	5%	4%	4%	5%	4%	4%	4%	5%	3%	2%
Not aware of Amazon Delivery Service/ Logistics	1602	340	443	384	434	763	816	1013	550	219	212	399	369	279	980	221	1280	23	142	5
31%		16%	28%	33%	30%	31%	31%	33%	27%	14%	13%	27%	27%	14%	29%	13%	30%	4%	7%	4%
Aware but not used Amazon Delivery Service/ Logistics	866	129	257	210	270	386	480	492	363	110	110	243	233	99	586	113	701	118	490	39
17%		14%	16%	18%	19%	15%	19%	16%	18%	17%	17%	16%	17%	12%	17%	18%	16%	22%	26%	29%
Used but not sent Amazon Delivery Service/ Logistics	2349	396	784	502	667	1180	1169	1327	1003	278	287	606	665	381	1558	281	1969	322	1084	80
46%		42%	49%	43%	46%	46%	45%	43%	50%	44%	44%	45%	48%	47%	46%	43%	46%	61%	57%	61%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QJ2\_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Amazon Delivery Service/ Logistics

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Lost mail	43	36	7	1	38	2	2	1	-	11	8	4	3	3	8	-	-	-	2
1%	1%	1%	1%	-	1%	-	1%	1%	-	2%op	2%op	1%op	1%	1%	-	-	-	-	-
Damaged mail	89	55	5	1	54	3	2	1	3	5	5	6	3	14	5	5	8	-	2
1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	3%op	1%	1%	2%	1%	1%
Delayed mail	84	67	16	3	74	5	3	2	3	12	2	7	10	9	13	12	7	1	4
2%	2%	2%	2%	2%	2%	1%	1%	1%	1%	2%	1%	2%	2%	2%	2%	1%	1%	1%	1%
Mis-delivered mail	30	28	2	-	25	3	2	1	1	-	1	4	3	5	3	7	1	-	2
1%	1%	1%	-	1%	1%	1%	1%	-	-	-	-	1%	1%	1%	-	1%	-	-	1%
Mail that has been tampered with	19	15	4	-	16	2	-	1	-	2	-	1	4	1	6	3	-	-	1
1%	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	1%
Didn't allow sufficient time to answer the door	11	10	-	-	10	-	-	-	1	3	1	-	2	3	-	-	-	-	-
1%	-	-	-	-	-	-	-	-	-	1%	-	-	-	1%	-	-	-	-	-
Any other problems	25	22	3	-	22	1	1	-	1	3	-	7	3	-	2	7	-	-	1
1%	1%	-	-	1%	-	-	-	-	1%	1%	-	2%imn	1%	-	2	3%imn	-	-	-
I don't know	13	9	3	-	12	-	-	-	2	-	3	-	3	2	2	-	-	-	-
1%	-	-	-	-	-	-	-	-	1%op	-	1%	-	1%	-	-	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	986	826	160	43	830	83	45	29	40	106	90	65	91	103	112	114	110	6	77
19%	19%	22%	23%	19%	19%	18%	20%	19%	19%	21%	17%	20%	21%	17%	16%	25%imn	12%	20%	
NET Any problem experienced	208	178	30	4	184	10	9	5	7	32	14	22	21	24	22	23	17	1	9
4%	4%	4%	2%	4%	2%	3%	3%	4%	4%	3%op	3%	3%op	5%	3%	3%	4%	3%	4%	2%
Not aware of Amazon Delivery Service/ Logistics	1602	1399	203	70	1336	139	70	49	65	102	124	111	147	114	250	218	125	24	114
31%	32%	28%	40%ab	31%	32%	32%	34%	31%	32%im	29%	29%	32%im	24%	37%im	31%	28%	47%hjkimnopr	30%	
Aware but not used Amazon Delivery Service/ Logistics	866	757	109	30	737	63	49	17	32	91	68	62	87	91	112	137	57	11	52
17%	17%	15%	16%	17%op	15%	20%op	12%	15%	15%	16%	16%	17%	19%op	17%	19%op	13%	22%	14%	
Used but not sent Amazon Delivery Service/ Logistics	2349	1993	356	72	1968	208	107	67	94	249	208	176	186	247	256	317	234	14	194
46%	45%	49%oc	38%	45%	48%	43%	47%	45%uq	44%uq	49%uq	47%uq	41%uq	51%im	38%	45%uq	53%im	26%	51%im	

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - abc/c - d/e/g - hij/klm/nopr/q  
 \* small base

QJ2\_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Amazon Delivery Service/ Logistics

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Lost mail	43	12	4	4	21	15	3	2	3	36	4	13	20	5	2	34	4	20	4	4
1%	1%	1%	2%	1%	1%	1%	*	*	2%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%
Damaged mail	59	19	3	10	22	20	9	6	2	43	7	27	21	7	3	*	49	4	15	4
1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%
Delayed mail	84	31	6	17	39	20	15	5	5	59	10	39	26	14	1	4	65	5	27	9
2%	2%	2%	2%	2%	2%	1%	2%	1%	3%	2%	2%	2%	1%	2%	4%	2%	2%	1%	3%	1%
Mis-delivered mail	30	10	1	5	11	9	8	-	2	20	2	13	6	6	2	2	19	4	6	1
1%	1%	1%	1%	1%	1%	*	1%	-	1%	1%	*	1%	*	1%	1%	*	1%	*	1%	1%
Mail that has been tampered with	19	5	-	2	8	8	3	1	-	15	1	2	12	3	2	-	14	2	7	-
*	*	*	*	*	*	*	*	*	*	*	*	*	1%	*	1%	*	*	*	1%	*
Didn't allow sufficient time to answer the door	11	3	-	-	4	3	-	*	3	7	3	5	3	-	2	-	9	2	7	3
*	*	*	*	*	*	*	*	*	*	2%	1%	*	*	-	1%	-	*	1%	*	*
Any other problems	25	7	-	1	12	5	4	3	1	16	5	15	6	2	-	1	22	1	-	1
*	*	*	*	1%	1%	*	*	1%	1%	1%	1%	1%	*	*	1%	1%	1%	1%	*	*
I don't know	13	5	-	2	5	7	-	1	-	12	1	9	3	1	*	-	12	*	7	6
*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%	*
I've experienced no problems in the last 12 months when sending packets and parcels via	986	354	60	189	357	383	132	78	31	740	109	394	395	116	62	16	788	77	69	106
19%	20%	25%	21%	20%	19%	16%	22%	19%	20%	21%	21%	20%	19%	16%	23%	16%	20%	27%	8%	6%
NET Any problem experienced	208	63	8	30	81	65	38	12	12	146	24	94	73	28	6	6	167	12	69	18
4%	3%	4%	3%	5%	3%	5%	3%	4%	4%	5%	5%	5%	4%	4%	2%	7%	4%	3%	3%	1%
Not aware of Amazon Delivery Service/ Logistics	1602	514	69	225	533	598	267	114	63	1131	177	516	598	318	90	44	1113	134	52	118
31%	28%	29%	26%	30%	30%	33%	32%	38%	30%	34%	34%	26%	29%	43% <sup>klp</sup>	34% <sup>kla</sup>	45% <sup>klp</sup>	28%	37% <sup>klp</sup>	6%	7%
Aware but not used Amazon Delivery Service/ Logistics	866	343	44	177	255	353	165	52	28	609	90	308	332	147	45	16	641	61	211	437
17%	19%	19%	20%	15%	17%	20% <sup>klp</sup>	15%	17%	16%	16%	16%	16%	16%	20%	17%	16%	16%	17%	23%	25%
Used but not sent Amazon Delivery Service/ Logistics	2349	858	115	447	828	949	333	165	63	1777	227	965	961	280	119	34	1925	153	425	1062
46%	48%	49%	51%	47% <sup>klp</sup>	47% <sup>klp</sup>	41%	47%	38%	47% <sup>klp</sup>	44%	44%	49% <sup>klp</sup>	47% <sup>klp</sup>	35%	49% <sup>klp</sup>	34%	48% <sup>klp</sup>	42%	51%	51% <sup>klp</sup>

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r  
 \* small base

**QJ2\_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... Amazon Delivery Service/ Logistics**

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Lost mail	43	4	39	-	22	21	-	43	-	-	-	43	-
1%		1%	1%	-	1.5%	1%	-	1%	-	-	-	1%	-
Damaged mail	59	2	55	3	27	31	1	54	3	2	-	59	-
1%		1%	1%	4%	2.7%	1%	-	1%	3%	4%	-	1%	-
Delayed mail	84	14	67	3	42	41	1	81	3	-	-	84	-
2%		4% <b>h</b>	1%	4%	3% <b>h</b>	1%	-	2%	2%	-	-	2%	-
Mis-delivered mail	30	5	23	2	12	17	1	27	3	-	-	30	-
1%		2%	-	2%	1%	1%	-	1%	2%	-	-	1%	-
Mail that has been tampered with	19	8	10	1	9	9	1	19	-	10	-	19	-
*		2% <b>h</b>	-	1%	1%	-	-	-	-	-	-	-	-
Didn't allow sufficient time to answer the door	11	*	10	-	3	6	1	9	1	-	-	11	-
*		-	-	-	-	-	-	-	1%	-	-	-	-
Any other problems	25	*	24	1	12	12	1	25	-	-	-	25	-
*		-	1%	1%	1%	-	-	-	-	-	-	-	1%
I don't know	13	4	9	-	6	6	*	12	-	1	-	13	-
*		1% <b>h</b>	-	-	-	-	-	-	-	1%	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	986	50	923	4	304	639	43	975	3	3	1	981	4
19%		15% <b>h</b>	19% <b>h</b>	5%	20% <b>h</b>	19% <b>h</b>	13%	20% <b>h</b>	3%	6%	11%	19% <b>h</b>	17%
NET Any problem experienced	208	25	174	9	88	114	6	197	9	2	-	206	-
4%		7% <b>h</b>	4%	11% <b>h</b>	8% <b>h</b>	3%	2%	4%	8%	4%	-	4%	1%
Not aware of Amazon Delivery Service/ Logistics	1602	124	1451	27	489	996	137	1529	53	10	4	1592	6
31%		37%	31%	34%	31%	30%	42% <b>h</b>	31%	45% <b>h</b>	22%	46%	31%	23%
Aware but not used Amazon Delivery Service/ Logistics	866	29	819	18	221	579	66	813	20	20	4	854	9
17%		9%	17% <b>h</b>	2% <b>h</b>	14%	17%	21%	16%	17%	43%	43%	17%	33%
Used but not sent Amazon Delivery Service/ Logistics	2349	145	2174	30	679	1567	103	2291	33	14	-	2337	11
46%		43%	46%	37%	46% <b>h</b>	47% <b>h</b>	32%	46% <b>h</b>	28%	29%	-	46% <b>h</b>	44%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_16. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Amazon Delivery Service/ Logistics

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-	818	472	437	416	437
Effective Base	2668	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Lost mail	43	2	17	15	9	*	1	1	6	7	4	-	15	-	-	7	2
1%			1%a	1%a	1%				1%	2%imj	1%	-	2%iml	-	-	2%imn	*
Damaged mail	59	16	24	9	10	7	7	2	9	11	4	-	8	1	1	2	7
1%		1%	2%	1%	1%	2%	2%	1%	2%	3%imn	1%	-	1%	*	*	*	2%
Delayed mail	84	24	23	12	24	14	9	1	9	7	7	-	10	2	5	8	11
2%		2%	2%	1%	2%	3%imj	2%	*	2%	2%	2%	-	1%	*	1%	2%	2%imn
Mis-delivered mail	30	8	11	4	6	1	6	1	*	9	3	-	*	3	*	5	2
1%		1%	1%	*	*	1%j	*	*	2%imh	1%	1%	-	*	1%	*	1%j	*
Mail that has been tampered with	19	2	10	5	2	-	1	1	9	1	*	-	2	2	-	2	*
*		*	1%	*	*	-	*	*	2%ejghj	*	*	-	*	*	-	1%	*
Didn't allow sufficient time to answer the door	11	-	-	1	10	-	-	-	-	-	-	-	*	1	5	4	1
				1%ab										1%j	1%j	1%j	
Any other problems	25	15	9	1	-	5	5	5	3	4	2	-	1	-	-	-	-
		1%cd	1%g			1%	1%	1%	1%	1%	1%	-	*	-	-	-	-
I don't know	13	-	-	8	5	-	-	-	-	-	-	-	7	*	2	3	*
*		*	*	1%ab	*	*	*	*	*	*	*	-	1%	*	*	1%	*
I've experienced no problems in the last 12 months when sending packets and parcels via	986	436	375	83	92	143	144	149	132	102	141	-	43	41	31	35	25
19%		34%cd	29%cd	6%	7%	33%ilmnop	33%ilmnop	35%ilmnop	29%ilmnop	25%ilmnop	34%ilmnop	-	5%	9%	7%	9%	6%
NET Any problem experienced	208	55	65	41	47	23	22	11	23	27	16	-	31	9	10	18	19
4%		4%	5%	3%	4%	5%	5%	3%	5%	6%imn	4%	-	4%	2%	2%	4%	4%
Not aware of Amazon Delivery Service/ Logistics	1602	682	749	88	82	226	223	233	264	249	236	-	58	30	31	18	34
31%		53%cd	58%cd	7%	6%	52%ilmnop	52%ilmnop	55%ilmnop	67%ilmnop	69%ilmnop	67%ilmnop	-	7%	6%	7%	4%	8%
Aware but not used Amazon Delivery Service/ Logistics	866	116	102	323	324	39	43	34	45	35	23	-	193	130	105	113	106
17%		9%	8%	25%ab	25%ab	9%	10%	8%	10%	8%	6%	-	24%efghj	26%efghj	24%efghj	27%efghj	24%efghj
Used but not sent Amazon Delivery Service/ Logistics	2349	455	407	747	740	156	158	141	141	124	142	-	485	261	258	228	253
46%		35%	32%	58%ab	57%ab	36%	37%	33%	30%	30%	34%	-	39%efghj	35%efghj	39%efghj	32%efghj	39%efghj

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

QJ2\_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Other Postal Service

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	962	1163	614	2590	262	5161
Lost mail	16	-	16	13	3	11	6	3	6	5	2	-	-	-	9	8	-	-	14	3	12
				2% <sub>d</sub>				1%		1%					1%				1%		1%
Damaged mail	7	-	7	4	2	5	2	2	3	2	-	-	-	-	5	2	-	-	7	-	5
				1%																	
Delayed mail	19	-	19	12	6	10	9	2	10	3	2	1	-	-	12	5	2	-	17	1	14
				2%				2%	2%	2%					1%						
Mis-delivered mail	17	-	17	13	4	7	10	5	7	2	-	2	-	-	13	2	3	-	17	-	11
				2%				1%	1%						1%						
Mail that has been tampered with	9	-	9	7	2	8	1	1	7	-	-	-	-	-	8	-	-	-	9	-	7
				1%					1%						1%						
Didn't allow sufficient time to answer the door	9	-	9	6	3	5	4	-	9	-	-	-	-	-	9	-	-	-	5	4	6
				1%					1%						1%				1%	1%	
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	6	-	6	-	6	4	2	-	2	4	1	-	-	-	2	4	-	-	4	-	4
I've experienced no problems in the last 12 months when sending packets and parcels via	51	-	51	20	26	11	40	8	8	13	4	6	6	7	16	17	18	12	43	9	45
	1%	-	1%	3%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%
NET Any problem experienced	48	-	48	33	15	23	26	8	22	11	2	4	-	-	30	14	5	1	41	8	36
	1%	-	1%	5%	1%	1%	1%	1%	3%	1%	1%				2%	1%	1%		1%	1%	1%
Not aware of Other Postal Service	3793	-	3793	447	1720	1825	1952	508	452	694	533	677	493	436	960	1227	1606	929	3393	375	3858
	73%	-	73%	64%	61%	73%	74%	74%	69%	68%	73%	73%	73%	72%	72%	71%	72%	71%	74%	71%	75%
Aware but not used Other Postal Service	991	-	991	128	863	498	489	117	118	220	135	203	124	75	235	355	402	190	891	91	971
	19%	-	19%	18%	31%	20%	19%	17%	18%	22%	19%	20%	14%	17%	17%	20%	19%	17%	19%	17%	19%
Used but not sent Other Postal Service	278	-	278	73	199	154	124	50	49	75	41	37	13	13	100	116	62	25	225	50	259
	5%	-	5%	10%	7%	6%	5%	7%	8%	7%	6%	4%	2%	2%	7%	7%	3%	2%	5%	3%	5%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - 2d - 6d - 6h - 6i/j/k/l/m - n/o/p/q - r/s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Other Postal Service

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Lost mail	16	6	3	6	1	9	7	14	2	3	-	6	2	5	8	3	13	10	4	1
	*	1%	*	1%	*	*	*	*	*	*	*	*	*	1%	*	*	*	2%	*	1%
Damaged mail	7	4	2	-	-	6	-	7	-	3	2	2	-	-	4	3	4	5	2	-
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%	*	-
Delayed mail	19	7	*	7	4	7	11	16	3	6	*	7	-	5	8	6	12	13	4	-
	*	1%	*	1%	*	*	*	1%	*	1%	*	1%	*	1%	*	1%	*	2%	*	-
Mis-delivered mail	17	6	4	5	3	10	7	11	6	6	2	6	-	2	9	6	11	10	5	1
	*	1%	*	*	*	*	*	*	*	1%	*	*	*	*	1%	*	*	2%	*	1%
Mail that has been tampered with	9	6	1	2	*	7	2	8	1	3	3	-	2	-	5	3	5	6	2	1
	*	1%	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%	*	1%
Didn't allow sufficient time to answer the door	9	3	2	2	2	5	4	9	*	3	2	2	-	-	6	3	6	5	4	-
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%	*	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	6	-	3	1	3	3	3	4	2	3	-	1	-	3	1	3	4	1	6	-
	*	*	*	*	*	*	*	*	*	h	*	*	*	h	*	*	*	*	*	-
I've experienced no problems in the last 12 months when sending packets and parcels via	51	8	21	11	11	30	22	34	16	*	3	14	24	5	41	3	46	8	30	8
	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	*	1%	2%	1%	1%	*	1%	2%	2%	6%
NET Any problem experienced	48	14	11	16	7	25	23	41	7	9	7	14	6	12	27	9	39	28	18	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	3%	1%	1%
Not aware of Other Postal Service	3793	710	1164	851	1068	1873	1920	2173	1560	487	510	977	981	583	2468	494	3105	232	936	49
	73%	75%	73%	72%	74%	74%	73%	71%	73%	76%	73%	73%	71%	72%	73%	76%	73%	44%	49%	38%
Aware but not used Other Postal Service	991	152	316	241	282	468	523	634	346	106	101	253	302	166	656	106	829	191	738	62
	19%	16%	20%	20%	20%	18%	20%	21%	17%	17%	15%	19%	22%	20%	19%	16%	19%	36%	38%	47%
Used but not sent Other Postal Service	278	62	82	58	76	145	133	189	87	34	37	83	61	46	182	34	232	71	188	12
	5%	7%	5%	5%	5%	6%	5%	6%	4%	5%	6%	6%	4%	6%	5%	5%	5%	13%	10%	9%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QJ2\_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Other Postal Service

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61*	388
Lost mail	16	14	2	*	15	1	*	-	-	4	2	-	4	-	5	-	-	-	1
Damaged mail	7	7	-	-	6	*	-	-	2	1%	-	-	2	-	3	-	-	-	*
Delayed mail	19	16	3	*	18	1	*	-	-	1	1	-	7	-	8	-	-	-	1
Mis-delivered mail	17	17	-	-	16	1	-	-	-	6	-	-	2	1	3	5	-	-	1
Mail that has been tampered with	9	8	*	-	7	1	-	1	-	2	-	-	-	2	3	-	-	-	1
Didn't allow sufficient time to answer the door	9	9	*	-	8	*	-	1	-	-	-	-	3	-	5	-	-	-	*
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	6	6	-	-	5	1	-	-	1	-	-	-	-	-	-	5	-	-	1
I've experienced no problems in the last 12 months when sending packets and parcels via	51	47	4	2	43	5	2	1	1	7	5	3	3	4	10	7	4	*	4
NET Any problem experienced	48	45	3	*	45	2	*	1	2	8	3	-	12	3	13	5	-	-	2
Not aware of Other Postal Service	3793	3256	537	150	3167	338	180	110	158	404	304	285	321	348	501	515	332	46	291
Aware but not used Other Postal Service	991	833	158	26	840	70	57	24	40	127	97	66	93	93	93	140	91	6	64
Used but not sent Other Postal Service	278	254	24	8	241	22	8	7	9	21	20	21	26	31	62	35	16	*	21

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base



QJ2\_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Table 331

Other Postal Service

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Lost mail	16	5	-	2	11	4	1	-	-	16	-	11	4	1	-	15	-	15	-	-
Damaged mail	7	-	-	-	5	-	2	-	-	5	-	3	2	-	-	2	5	2	6	-
Delayed mail	19	4	-	1	10	7	-	2	-	17	2	11	5	2	1	-	16	1	15	2
Mis-delivered mail	17	3	-	3	7	8	1	1	-	15	1	11	3	1	-	14	1	15	-	-
Mail that has been tampered with	9	1	-	1	3	5	1	-	-	8	-	8	1	-	-	9	-	7	2	-
Didn't allow sufficient time to answer the door	9	3	-	-	5	2	2	-	-	7	-	3	4	-	-	2	7	2	9	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	6	3	-	-	1	5	1	-	-	5	-	4	-	3	-	4	-	6	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	51	19	1	6	15	27	5	3	2	42	5	21	24	5	2	-	45	2	24	22
NET Any problem experienced	15%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%
NET Any problem experienced	48	7	-	3	24	17	4	3	-	41	3	28	13	2	1	4	41	6	43	4
NET Any problem experienced	15%	-	-	-	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Not aware of Other Postal Service	3793	1360	195	708	1333	1479	553	264	123	2812	387	1431	1440	572	208	75	2880	285	320	899
Aware but not used Other Postal Service	991	352	36	140	328	369	191	66	30	697	97	388	432	114	40	13	820	53	294	697
Used but not sent Other Postal Service	278	67	6	26	58	128	62	18	9	186	27	91	114	52	13	5	205	18	146	125
Used but not sent Other Postal Service	9%	4%	2%	3%	3%	7%	8%	5%	5%	8%	5%	5%	6%	7%	5%	5%	5%	5%	11%	7%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r  
 \* small base

QJ2\_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Other Postal Service

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Lost mail	16	3	14	-	12	5	-	16	-	-	-	16	-
	*	1%	-	-	1%	-	-	*	-	-	-	*	-
Damaged mail	7	3	4	-	5	2	-	7	-	-	-	7	-
	*	1%	-	-	1%	-	-	*	-	-	-	*	-
Delayed mail	19	3	16	-	13	6	-	19	-	-	-	19	-
	*	1%	-	-	1%	-	-	*	-	-	-	*	-
Mis-delivered mail	17	11	6	-	13	5	-	16	1	-	-	17	-
	*	3%	-	-	1%	-	-	*	1%	-	-	*	-
Mail that has been tampered with	9	3	6	-	7	1	1	9	-	-	-	9	-
	*	1%	-	-	1%	-	1%	*	-	-	-	*	-
Didn't allow sufficient time to answer the door	9	3	4	2	5	2	2	9	-	-	-	9	-
	*	1%	-	2%	1%	-	1%	*	-	-	-	*	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	6	-	6	-	3	4	-	4	-	-	2	4	-
	*	-	-	-	1%	1%	-	*	-	-	22%	*	-
I've experienced no problems in the last 12 months when sending packets and parcels via	51	4	48	-	21	29	2	49	-	2	-	51	*
	1%	1%	1%	-	1%	1%	1%	1%	-	4%	-	1%	1%
NET Any problem experienced	48	11	36	2	28	19	2	47	1	-	-	48	-
	1%	3%	1%	2%	2%	1%	1%	1%	1%	-	-	1%	-
Not aware of Other Postal Service	3793	237	3501	55	1091	2466	236	3694	62	20	3	3777	14
	73%	71%	74%	69%	73%	74%	73%	74%	53%	43%	34%	74%	53%
Aware but not used Other Postal Service	991	57	927	8	262	678	51	934	31	13	4	978	9
	19%	17%	20%	10%	18%	20%	16%	19%	27%	28%	43%	19%	36%
Used but not sent Other Postal Service	278	26	237	15	90	157	31	241	22	12	-	275	3
	5%	8%	5%	1%	6%	5%	1%	5%	1%	26%	-	5%	10%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean, Columns: Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_97. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...

Other Postal Service

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2888	661	732	728	756	215	220	226	261	240	242	-	475	253	249	248	259
Lost mail	16	-	1	10	5	-	-	-	1	-	-	-	10	-	-	3	3
	*	-	-	1%	-	-	-	-	-	-	-	-	1%	-	-	1%	1%
Damaged mail	7	-	-	6	-	-	-	-	-	-	-	-	3	3	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-
Delayed mail	19	-	2	6	10	-	-	-	1	-	-	-	6	-	3	3	5
	*	-	-	1%	-	-	-	-	1%	-	-	-	1%	-	1%	1%	1%
Mis-delivered mail	17	-	2	7	8	-	-	-	1	-	-	-	7	-	-	8	-
	*	-	-	1%	1%	-	-	-	1%	-	-	-	1%	-	-	2%efgjjmmu	-
Mail that has been tampered with	9	-	-	3	6	-	-	-	-	-	-	-	3	-	-	3	3
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	1%
Didn't allow sufficient time to answer the door	9	-	-	4	4	-	-	-	-	-	-	-	4	-	2	2	1
	*	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-
Any other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	6	-	-	5	1	-	-	-	-	-	-	-	3	2	1	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-
I've experienced no problems in the last 12 months when sending packets and parcels via	51	*	5	24	22	*	*	-	3	-	2	-	16	9	10	8	4
	1%	*	-	2%	2%	*	*	-	1%	-	1%	-	2%	2%	2%	2%	1%
NET Any problem experienced	48	*	2	22	24	-	*	-	1	1	-	-	19	3	5	12	7
	1%	*	-	2%	2%	-	*	-	1%	1%	-	-	2%	1%	1%	3%	2%
Not aware of Other Postal Service	3793	1289	1284	616	604	432	431	427	459	411	414	-	395	220	202	203	199
	73%	100%bcd	99%bcd	48%	47%	100%imnop	100%imnop	100%imnop	99%imnop	100%imnop	100%imnop	-	48%	47%	46%	49%	45%
Aware but not used Other Postal Service	991	-	-	480	501	-	-	-	-	-	-	-	306	185	190	148	172
	19%	-	-	33%ab	33%ab	-	-	-	-	-	-	-	12%efghj	12%efghj	11%efghj	13%efghj	13%efghj
Used but not sent Other Postal Service	278	1	7	132	138	*	*	-	4	1	2	-	79	53	38	45	55
	5%	*	1%	10%ab	11%ab	*	*	-	1%	1%	1%	-	10%efghj	11%efghj	9%efghj	11%efghj	13%efghj

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Lost mail

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	953	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Royal Mail	119	-	119	41	78	66	52	19	23	31	19	19	8	*	42	49	27	8	103	16	122
2%	-	2%	-	6% <b>d</b>	3%	3%	2%	3% <b>m</b>	4% <b>m</b>	3% <b>m</b>	3% <b>m</b>	2% <b>m</b>	1%	*	3% <b>pd</b>	3% <b>pd</b>	1%	1%	2%	3%	2%
Citipost	11	-	11	1	1	7	5	4	2	2	3	-	-	-	6	5	-	-	11	-	7
1	-	1	-	2% <b>d</b>	*	*	*	1%	1	1	*	*	*	*	7 <sup>p</sup>	*	*	*	*	*	*
Collect +	29	-	29	12	17	23	7	3	14	11	1	*	*	*	18	12	*	*	25	5	23
1%	-	1%	-	2% <b>d</b>	1%	1% <b>d</b>	*	8	2% <b>klm</b>	1% <b>k</b>	*	*	*	*	1% <b>pd</b>	1% <b>pd</b>	*	*	1%	1%	1%
DHL	33	-	33	17	6	17	16	8	6	10	1	7	1	-	14	11	8	1	22	11	28
1%	-	1%	-	2% <b>d</b>	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1% <b>q</b>	1%	*	*	*	2% <b>r</b>	1%
FedEx	44	-	44	27	15	22	22	7	12	19	3	3	-	-	20	21	3	-	30	14	27
1%	-	1%	-	3% <b>d</b>	1%	1%	1%	1%	2% <b>klm</b>	2% <b>klm</b>	*	*	*	*	1% <b>pd</b>	1% <b>pd</b>	*	*	1%	1%	1%
Evti	183	-	183	48	75	74	109	19	30	43	40	33	12	6	49	83	51	18	162	20	167
4%	-	4%	-	7% <b>d</b>	3%	3%	4%	3%	5% <b>m</b>	4% <b>m</b>	6% <b>m</b>	4%	2%	1%	4% <b>q</b>	5% <b>pd</b>	2%	2%	4%	4%	3%
Interlink	12	-	12	12	-	6	7	5	-	1	6	-	-	-	5	7	-	-	10	2	5
1	-	1	-	2% <b>d</b>	*	*	*	1% <b>k</b>	-	*	1% <b>k</b>	-	-	-	7 <sup>p</sup>	-	-	-	*	*	*
DPD	34	-	34	23	4	13	19	6	9	11	4	3	-	-	16	15	3	-	31	3	31
1%	-	1%	-	3% <b>d</b>	1%	1%	1%	1%	2% <b>klm</b>	1%	1%	*	*	*	1% <b>pd</b>	1% <b>pd</b>	*	*	1%	1%	1%
Parcelforce	41	-	41	19	8	27	12	3	7	14	9	3	4	1	10	23	7	5	34	7	33
1%	-	1%	-	3% <b>d</b>	1%	1%	1%	*	1%	1% <b>k</b>	1%	*	1%	1%	1%	1% <b>q</b>	*	*	1%	1%	1%
TNT	16	-	16	14	2	14	2	*	7	1%	-	-	-	-	8	8	-	-	12	4	12
1	-	1	-	2% <b>d</b>	1% <b>d</b>	1% <b>d</b>	1% <b>d</b>	1% <b>d</b>	1% <b>d</b>	1%	1%	1%	1%	1%	1% <b>q</b>	1% <b>q</b>	1%	1%	1%	1%	1%
TNT Post UK	6	-	6	4	2	4	5	1	-	2	3	-	-	-	1	5	-	-	4	2	4
1	-	1	-	1% <b>d</b>	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1	1	1	1	1	1	1
UPS	11	-	11	7	3	6	5	3	7	1	-	-	-	-	10	1	-	-	9	1	12
1	-	1	-	1% <b>d</b>	1%	1%	1%	1%	1% <b>q</b>	1%	1%	1%	1%	1%	1% <b>pd</b>	1%	1%	1%	1%	1%	1%
UK Mail	25	-	25	10	5	10	15	5	10	3	1	-	-	7	14	3	8	7	24	1	20
1	-	1	-	4% <b>d</b>	1%	1%	1%	1%	2% <b>klm</b>	1%	1%	1%	1%	1%	1% <b>q</b>	1% <b>q</b>	1%	1%	1%	1%	1%
DX	3	-	3	1	1	1	1	-	1	1	1	-	-	-	1	3	-	-	3	-	6
1	-	1	-	1% <b>d</b>	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1	1	1	1	1	1	1
Yodel	52	-	52	17	20	23	29	5	2	18	10	16	1	1	7	28	17	2	52	-	45
1%	-	1%	-	2% <b>d</b>	1%	1%	1%	1%	1%	2% <b>klm</b>	1%	2% <b>klm</b>	1%	1%	1%	2% <b>nc</b>	1%	1%	1%	1%	1%
Amazon Delivery Service/Logistics	43	-	43	19	17	25	18	1	14	16	5	5	2	-	15	21	7	2	38	5	43
1%	-	1%	-	3% <b>d</b>	1%	1%	1%	1%	2% <b>klm</b>	2% <b>klm</b>	1%	1%	1%	1%	1% <b>pd</b>	1% <b>pd</b>	1%	1%	1%	1%	1%
Other	16	-	16	13	3	11	6	3	6	5	2	-	-	-	9	8	-	-	14	3	12
1	-	1	-	2% <b>d</b>	1%	1%	1%	1%	1% <b>k</b>	1%	1%	1%	1%	1%	1% <b>pd</b>	1% <b>pd</b>	1%	1%	1%	1%	1%
None of these	4658	-	4658	524	2619	2266	2373	613	553	885	634	853	607	511	1166	1520	1972	1118	4153	487	4706
90%	-	90%	-	75%	33% <b>d</b>	90%	90%	89%	85%	87%	88%	82% <b>d</b>	80% <b>klm</b>	73% <b>klm</b>	87%	88%	83% <b>pd</b>	85% <b>pd</b>	90%	88%	91%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - all - old - all - gh/ij/kl/m - n/op/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Lost mail

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Royal Mail	119	27	29	32	31	15	63	91	26	15	10	37	26	28	74	15	102	33	80	6
Clippost	11	5	2	3	1	8	4	11	1	1	-	2	4	4	6	1	11	-	-	-
Collect +	29	8	6	12	3	15	15	26	3	5	2	10	5	8	17	5	25	8	12	-
DHL	33	8	16	7	1	25	8	31	2	3	6	12	4	5	22	3	28	7	5	1
FedEx	44	15	15	8	7	29	15	39	6	4	6	16	8	10	29	4	40	14	10	1
Evo	183	22	66	52	42	89	95	133	47	27	20	47	52	28	119	27	149	11	35	3
Interlink	12	11	-	-	-	11	1	11	1	1	3	3	2	3	9	1	11	-	-	-
DPD	34	3	8	6	17	11	23	24	10	7	3	13	6	2	22	7	24	6	6	1
Parcelforce	41	9	12	15	5	21	20	28	12	8	4	7	9	11	20	8	31	9	10	-
TNT	16	7	5	4	1	11	5	15	1	1	2	5	3	7	9	1	15	8	6	-
TNT Post UK	6	4	2	1	-	5	1	6	-	2	-	3	1	-	4	2	4	-	-	-
UPS	11	1	3	4	2	5	6	10	1	3	1	4	-	2	5	3	7	6	1	1
UK Mail	25	10	5	9	1	15	10	17	8	-	3	6	8	9	17	-	25	4	8	-
DX	3	-	1	1	2	1	3	2	1	-	1	2	-	-	3	-	3	-	-	-
Yodel	52	2	20	17	13	22	30	39	12	10	3	18	14	3	36	10	40	9	8	-
Amazon Delivery Service/Logistics	43	14	10	15	4	24	19	26	7	4	4	8	10	17	22	4	39	10	13	-
Other	16	6	3	6	1	9	7	14	2	3	-	6	2	5	8	3	13	10	4	1
None of these	4658	837	1438	1046	1336	2276	2382	2696	1895	571	607	1195	1249	716	3051	579	3832	469	1772	124
	90%	89%	90%	89%	90%	90%	91%	88%	91%	89%	90%	89%	91%	88%	91%	89%	90%	88%	90%	94%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Lost mail

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ Merseyside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Royal Mail	119	102	17	3	98	10	9	3	2	17	7	7	14	23	12	7	8	1	9
Clipost	11	11	-	-	9	2	1	-	-	2	2	2	-	2	-	-	1	2	-
Collect +	29	29	-	-	24	3	1	1	-	1	-	1	10	2	4	3	3	-	3
DHL	33	32	1	1	29	1	3	-	2	-	5	3	9	-	5	3	1	-	1
FedEx	44	44	1	-	39	4	1	-	1	5	2	1	3	-	20	6	1	-	4
Evo	183	164	19	3	154	19	6	4	5	29	30	13	15	15	20	23	6	4	15
Interlink	12	12	-	-	12	-	-	-	-	-	-	-	-	-	11	-	1	-	-
DPD	34	31	2	-	31	1	1	1	2	-	-	2	6	7	2	8	3	-	1
Parcelforce	41	40	-	-	34	3	2	1	1	-	4	1	5	7	10	2	4	-	3
TNT	16	16	-	-	15	-	-	-	1	-	-	-	3	4	6	-	1	-	-
TNT Post UK	6	6	-	-	5	-	-	-	-	-	2	-	-	-	3	-	-	-	-
UPS	11	11	-	-	7	2	1	-	2	-	1	-	2	-	-	-	-	-	2
UK Mail	25	25	-	-	23	1	1	-	3	-	7	-	2	3	-	4	3	-	1
DX	3	3	-	-	2	1	-	-	1	-	1	-	-	-	-	-	-	-	1
Yodel	82	45	7	1	46	2	3	-	1	10	13	1	3	1	5	10	3	-	2
Amazon Delivery Service/ Logistics	43	36	7	1	38	2	2	1	-	11	8	4	3	3	8	-	-	-	2
Other	16	14	2	-	15	1	-	-	-	4	2	-	4	-	5	-	-	-	1
None of these	4688	3985	673	183	3912	391	222	133	195	502	367	341	408	430	599	657	413	45	346
	90%	90%	39%	33%	90%	90%	90%	83%	33%	89%	86%	91%	90%	89%	88%	33%	33%	87%	91%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QJ2\_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Lost mail

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Royal Mail	119	43	6	10	46	45	20	7	2	91	9	53	52	9	3	2	105	6	63	56
Clippost	11	2%	-	1%	4	4	1	-	2	15	2%	3%	3%	1%	-	1%	3%	2%	-	-
Collect +	29	3	-	-	13	10	1	4	1	24	5	7	16	2	-	2	24	2	14	6
DHL	33	8	-	-	15	11	4	3	1	26	3	10	15	5	2	-	25	2	12	-
FedEx	44	7	-	2	24	17	3	1	-	41	1	17	18	10	-	-	35	-	25	-
Evri	183	67	7	16	52	79	31	14	7	131	21	85	57	25	14	3	142	16	26	23
Interlink	12	-	-	-	6	5	1	-	-	11	-	6	6	-	-	-	12	-	-	-
DPD	34	7	3	1	11	18	5	-	-	28	-	16	12	2	4	-	28	4	10	3
Parcelforce	41	7	3	5	22	11	2	1	4	33	5	19	19	2	-	1	38	1	15	4
TNT	16	-	-	-	8	8	1	-	-	15	-	9	5	-	-	2	15	2	12	2
TNT Post UK	6	1	-	-	5	1	-	-	-	6	-	5	1	-	-	6	-	-	-	-
UPS	11	1	-	1	3	4	2	1	1	7	2	3	5	-	1	8	2	6	1	
UK Mail	25	6	4	4	13	7	2	1	2	20	3	8	11	2	4	1	19	5	11	1
DX	3	-	-	-	-	-	1	1	1	-	2	1	2	-	-	3	-	-	-	-
Yodel	52	22	2	2	27	12	6	7	-	39	8	27	12	9	-	3	40	4	16	1
Amazon Delivery Service/Logistics	43	12	4	4	21	15	3	2	3	36	4	13	20	5	2	2	34	4	20	4
Other	16	5	-	2	11	4	1	-	-	16	-	11	4	1	-	-	15	-	15	-
None of these	4658	1649	221	840	1580	1814	749	318	147	3393	465	1757	1837	682	237	83	3594	320	700	1605
	90%	91%	93%	99% <sup>a</sup>	90%	90%	92%	90%	89%	90%	90%	90%	91%	91%	90%	84%	90%	89%	84%	99% <sup>a</sup>

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base

QJ2\_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Lost mail

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Royal Mail	119	5	113	1	39	70	10	115	3	-	-	119	*
23%	2%	2%	2%	1%	3%	2%	3%	2%	3%	1%	-	2%	*
Clippost	11	3	8	-	10	2	-	11	-	-	-	11	-
1%	1% <b>b</b>	-	-	1% <b>a</b>	-	-	-	-	-	-	-	-	-
Collect +	29	9	21	-	21	8	1	28	2	-	-	29	-
1%	3% <b>b</b>	-	-	1% <b>a</b>	-	-	-	1%	2%	-	-	1%	-
DHL	33	5	28	-	18	13	4	21	12	-	-	33	-
1%	1%	1%	-	1% <b>a</b>	-	1%	-	1%	13% <b>gh</b>	-	-	1%	-
FedEx	44	4	36	4	23	20	2	40	4	-	-	44	*
1%	1%	1%	6% <b>b</b>	2% <b>a</b>	1%	-	-	1%	4% <b>gh</b>	-	-	1%	*
Evo	183	6	178	-	57	106	21	189	15	-	-	183	-
4%	2%	4%	-	4%	3%	6% <b>a</b>	-	3%	1% <b>gh</b>	-	-	4%	-
Interlink	12	1	11	-	6	6	-	9	3	-	-	12	-
*	*	-	-	-	-	-	-	2% <b>gh</b>	-	-	-	-	-
DPD	34	5	29	-	17	16	2	24	7	3	-	34	-
1%	2%	1%	-	1%	-	-	-	6% <b>gh</b>	6%	-	-	1%	-
Parcelforce	41	2	35	4	19	20	2	38	-	2	-	41	-
1%	1%	1%	4% <b>b</b>	1%	1%	1%	-	1%	-	4%	-	1%	-
TNT	16	1	11	4	10	4	2	16	-	-	-	16	-
*	*	-	6% <b>b</b>	1% <b>a</b>	-	1%	-	-	-	-	-	-	-
TNT Post UK	6	-	6	-	-	6	-	6	-	-	-	6	-
*	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	11	-	11	-	7	2	2	10	-	-	-	11	-
*	-	-	-	-	2%	-	-	-	-	-	-	-	-
UK Mail	25	3	22	-	13	9	4	23	2	-	-	25	-
*	1%	-	-	1% <b>a</b>	-	1%	-	2%	-	-	-	1%	-
DX	3	1	2	-	3	1	-	3	-	-	-	3	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	52	4	43	5	21	27	4	46	5	1	-	52	-
1%	1%	1%	7% <b>b</b>	1%	1%	1%	-	1%	5% <b>gh</b>	2%	-	1%	-
Amazon Delivery Service/ Logistics	43	4	39	-	22	21	-	43	-	-	-	43	-
1%	1%	1%	-	1% <b>a</b>	1%	-	-	1%	-	-	-	1%	-
Other	16	3	14	-	12	5	-	16	-	-	-	16	-
*	1%	-	-	4% <b>b</b>	-	-	-	-	-	-	-	-	-
None of these	4658	283	4296	69	1283	3085	278	4504	78	41	8	4624	26
90%	87%	91%	87%	87%	82% <b>cd</b>	86%	86%	91% <b>h</b>	67%	88%	100%	90% <b>h</b>	100%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/ef - gh/ij/kl  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



QJ2\_1. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Lost mail

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	5161	1290	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2888	661	732	726	215	220	226	261	240	242	-	475	253	249	248	259
Royal Mail	119	-	-	69	50	-	-	-	-	-	-	49	21	10	18	22
25%	-	-	5%ab	4%ab	-	-	-	-	-	-	-	6%efghij	4%efghj	2%efghj	4%efghj	5%efghj
Clippost	11	5	6	-	1	4	-	2	-	5	-	-	-	-	-	-
11%	-	7%	-	-	-	1%	-	-	1%	-	-	-	-	-	-	-
Collect +	29	5	5	12	8	4	1	3	-	2	-	7	5	-	4	4
15%	-	-	1%	8%	1%	1%	-	1%	-	-	-	1%	1%	-	1%	1%
DHL	33	9	12	5	7	1	-	8	7	3	2	2	4	1	3	2
15%	1%	1%	1%	1%	1%	-	2%ij	1%	1%	1%	-	1%	1%	-	1%	1%
FedEx	44	4	15	16	9	1	3	-	8	4	4	8	9	1	7	1
15%	-	1%	1%	1%	1%	-	1%	-	2%	1%	1%	1%	2%ig	-	2%ig	-
Evo	183	81	53	19	30	27	25	28	7	24	22	15	5	4	10	15
4%	6%cd	4%	2%	2%	6%hijmno	6%hijmno	7%hijmno	1%	6%hijmno	5%hijmno	-	2%	1%	1%	2%	3%
Interlink	12	4	8	-	-	4	-	-	3	2	-	-	-	-	-	-
12%	-	1%cd	-	-	1%	-	-	1%	1%	1%	-	-	-	-	-	-
DPD	34	7	14	6	7	4	2	1	4	5	4	3	3	-	5	3
15%	1%	1%	-	1%	1%	-	-	1%	1%	1%	-	-	1%	-	1%	1%
Parcelforce	41	15	7	12	7	5	5	5	4	1	1	10	2	1	6	-
15%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	-	-	1%	-
TNT	16	2	-	5	9	2	-	-	-	-	-	5	-	2	5	2
16%	-	-	-	1%b	-	-	-	-	-	-	-	1%	-	1%	1%	-
TNT Post UK	6	4	2	-	-	3	-	1	-	2	-	-	-	-	-	-
6%	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-
UPS	11	3	1	2	5	1	-	2	-	-	1	2	-	-	4	-
11%	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	1%	-
UK Mail	25	11	2	4	8	8	-	3	-	2	-	4	-	2	5	1
25%	1%	-	-	1%	2%hijm	-	1%	-	-	-	-	1%	-	-	1%	-
DX	3	1	2	-	-	1	1	-	-	2	-	-	-	-	-	-
3%	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-
Yodel	52	18	17	9	8	6	5	7	4	7	7	6	3	1	7	-
15%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	2%	1%	1%	-	2%	-
Amazon Delivery Service/Logistics	43	2	17	15	9	-	1	1	6	7	4	15	-	-	7	2
43%	-	1%a	1%a	1%	1%	-	-	1%	2%lmn	1%	-	2%lmn	-	-	2%lmn	-
Other	16	-	1	10	5	-	-	-	1	-	-	10	-	-	3	3
16%	-	1%	1%a	-	-	-	-	-	1%	-	-	1%	-	-	1%	1%
None of these	4658	1141	1152	1166	1199	383	386	372	422	362	369	728	438	419	379	401
90%	88%	89%	90%	93%ab	89%	90%	87%	91%	88%	89%	-	89%	93%ig	89%efghijklp	91%	92%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QJ2\_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Damaged mail

Table 333

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	953	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Royal Mail	93	-	93	30	63	33	59	22	26	19	11	9	4	*	49	30	14	4	80	13	103
2%	-	2%	4% <b>d</b>	2%	2%	1%	2%	3% <b>klm</b>	4% <b>klm</b>	2% <b>m</b>	2%	1%	1%	*	4% <b>opq</b>	2% <b>q</b>	1%	*	2%	2%	2%
Citipost	12	-	12	12	0	10	2	5	3	4	-	-	-	-	7	4	-	-	12	-	6
*	-	*	2% <b>d</b>	*	*	*	*	1%	*	*	-	-	-	-	1% <b>kl</b>	*	-	-	*	-	*
Collect +	21	-	21	9	9	16	4	2	8	7	1	*	*	2	10	8	2	2	20	1	17
*	-	*	1% <b>d</b>	*	*	1% <b>d</b>	*	1% <b>k</b>	1%	*	*	*	*	*	1% <b>p</b>	*	*	*	*	*	*
DHL	64	-	64	31	20	40	24	17	18	18	3	5	*	2	35	21	8	2	52	13	51
1%	-	1%	4% <b>d</b>	1%	1%	2%	1%	3% <b>klm</b>	3% <b>klm</b>	2% <b>d</b>	*	1%	*	*	3% <b>opq</b>	1% <b>q</b>	*	*	1%	2%	1%
FedEx	43	-	43	22	10	21	22	6	19	16	-	3	-	-	24	16	3	-	30	13	32
1%	-	1%	3% <b>d</b>	*	1%	1%	1%	1%	3% <b>klm</b>	3% <b>klm</b>	*	*	*	*	2% <b>opq</b>	1% <b>q</b>	*	*	1%	1%	1%
Evtl	165	-	165	46	58	74	91	17	34	39	32	16	10	17	51	70	43	27	147	19	172
3%	-	3%	7% <b>d</b>	2%	3%	3%	3%	2%	5% <b>kl</b>	4% <b>k</b>	4% <b>k</b>	2%	2%	3%	4% <b>p</b>	4% <b>p</b>	2%	2%	3%	4%	3%
Interlink	12	-	12	6	6	7	5	4	5	2	-	-	-	-	10	2	-	-	10	2	6
*	-	*	1% <b>d</b>	*	*	1% <b>k</b>	*	1% <b>k</b>	1% <b>k</b>	*	*	*	*	*	1% <b>opq</b>	*	*	*	*	*	*
DPD	45	-	45	19	14	28	17	11	15	9	4	2	-	-	20	13	6	2	34	11	43
1%	-	1%	3% <b>d</b>	*	1%	1%	1%	2% <b>klm</b>	2% <b>klm</b>	1%	1%	*	*	*	2% <b>opq</b>	1%	*	*	1%	1%	1%
Parcelforce	39	-	39	16	11	19	18	7	7	5	8	6	2	4	14	13	12	6	31	8	33
1%	-	1%	2% <b>d</b>	*	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%
TNT	17	-	17	13	4	13	4	2	7	6	-	-	2	-	9	6	2	2	13	4	12
*	-	*	2% <b>d</b>	*	1%	1%	1%	1% <b>p</b>	1% <b>p</b>	1%	-	-	*	*	1% <b>d</b>	*	*	*	*	1%	*
TNT Post UK	5	-	5	5	-	3	2	2	3	-	-	-	-	-	5	-	-	-	3	2	2
*	-	*	1% <b>d</b>	*	*	*	*	*	*	*	*	*	*	*	1% <b>d</b>	*	*	*	*	*	*
UPS	23	-	23	11	10	15	9	14	2	6	*	1	*	-	16	7	1	*	11	12	18
*	-	*	2% <b>d</b>	*	1%	1%	1%	2% <b>klm</b>	1%	1%	*	*	*	*	1% <b>opq</b>	*	*	*	*	1%	1%
UK Mail	33	-	33	17	9	16	16	5	12	6	3	1	2	4	16	8	8	7	28	5	25
1%	-	1%	3% <b>d</b>	*	1%	1%	1%	1%	2% <b>k</b>	1%	1%	*	*	1%	1% <b>d</b>	*	*	*	1%	1%	1%
DX	5	-	5	4	-	3	2	2	1	2	3	-	-	-	1	4	-	-	5	*	5
*	-	*	1% <b>d</b>	*	*	*	*	*	*	*	*	*	*	*	1% <b>d</b>	*	*	*	*	*	*
Yodel	67	-	67	7	35	31	36	18	7	18	5	8	6	3	25	23	18	10	60	7	69
1%	-	1%	1% <b>d</b>	1%	1%	1%	1%	3% <b>kl</b>	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%
Amazon Delivery Service/Logistics	59	-	59	12	20	38	21	4	12	14	11	11	7	-	16	25	18	8	51	8	52
1%	-	1%	2% <b>d</b>	2%	1%	2%	1%	1%	2% <b>klm</b>	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Other	7	-	7	4	2	5	2	2	3	2	-	-	-	-	5	2	*	-	7	-	5
*	-	*	1% <b>d</b>	*	*	*	*	*	*	*	*	*	*	*	1% <b>d</b>	*	*	*	*	*	*
None of these	4657	-	4657	537	2638	2284	2375	591	547	895	651	871	607	495	1138	1546	1973	1101	4154	463	4677
90%	-	90%	77%	23% <b>d</b>	90%	90%	90%	86%	84%	88%	87% <b>klm</b>	84% <b>klm</b>	83% <b>klm</b>	84% <b>klm</b>	85%	89% <b>klm</b>	85% <b>klm</b>	85% <b>klm</b>	90%	87%	91%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - all - old - all - ghij/klm - nlo/pq - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... - Damaged mail

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2866	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Royal Mail	93	27	28	16	21	56	37	72	20	6	11	24	32	18	66	7	85	30	61	2
Clipost	12	4	5	3	-	9	3	12	-	-	-	3	-	9	3	-	12	-	-	-
Collect +	21	2	8	7	5	10	11	18	2	2	-	9	4	13	2	18	5	5	-	-
DHL	64	23	18	13	10	41	24	56	7	5	10	20	5	21	35	5	56	13	5	-
FedEx	43	14	11	13	5	26	18	40	3	3	3	15	11	10	29	3	40	5	6	-
Evtl	166	39	55	37	34	94	71	99	64	20	21	50	38	28	109	20	138	14	23	2
Interlink	12	5	2	6	-	7	6	12	-	1	-	4	5	3	9	1	12	-	-	-
DPD	45	5	19	9	12	24	21	37	9	7	7	14	10	8	30	7	38	4	6	-
Parcelforce	39	8	7	12	12	15	24	29	10	7	8	12	8	4	29	7	32	2	6	-
TNT	17	7	3	7	-	10	7	14	3	1	4	3	2	7	9	1	16	7	2	-
TNT Post UK	5	2	-	3	-	2	3	5	-	-	-	3	2	-	5	-	5	-	-	-
UPS	23	12	4	6	1	16	7	18	5	7	3	1	1	11	5	7	16	6	3	-
UK Mail	33	14	6	7	5	20	13	23	10	7	5	5	12	4	21	7	25	12	9	1
DX	5	3	1	-	1	4	1	5	-	-	-	-	-	4	-	-	5	-	-	-
Yodel	67	14	27	10	15	42	25	46	19	18	7	20	11	10	38	18	47	8	6	1
Amazon Delivery Service/Logistics	59	8	20	12	20	27	32	36	23	8	13	10	19	8	41	8	49	5	12	2
Other	7	4	2	-	-	6	-	7	-	3	2	2	-	-	4	3	4	5	2	-
None of these	4657	813	1440	1069	1334	2254	2403	2708	1880	573	599	1205	1244	713	3048	581	3827	464	1810	128
	90%	86%	90%	89%	89%	89%	88%	88%	83%	90%	91%	90%	91%	88%	90%	90%	90%	88%	88%	88%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QJ2\_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... - Damaged mail

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ Merseyside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Royal Mail	93	78	15	2	73	8	8	4	4	12	9	4	10	6	15	9	6	1	7
Clipost	12	12	-	-	12	-	-	-	-	-	-	4	3	-	-	2	3	-	-
Collect +	21	20	-	-	15	4	1	-	-	3	3	1	5	-	-	-	3	-	4
DHL	64	62	2	2	58	3	2	1	1	1	6	1	8	4	18	9	9	1	2
FedEx	43	40	3	-	38	4	1	-	1	1	3	2	3	-	10	8	1	2	2
Evo	165	139	26	11	136	16	11	3	7	11	16	19	13	18	26	15	12	1	15
Interlink	12	10	3	-	12	-	1	-	2	-	-	2	3	-	2	3	-	-	-
DPD	45	41	4	1	36	5	3	2	1	-	4	3	3	5	7	12	1	1	5
Parcelforce	39	35	4	-	33	4	1	-	1	2	3	6	4	5	-	4	-	-	4
TNT	17	16	2	-	15	1	1	-	1	2	2	1	5	1	3	-	2	-	1
TNT Post UK	5	5	-	-	5	-	-	-	-	-	-	-	3	-	2	-	-	-	-
UPS	23	23	-	-	20	2	-	1	1	4	3	2	2	3	5	1	-	-	2
UK Mail	33	30	3	-	30	1	1	1	-	7	2	2	-	2	12	4	2	-	1
DX	5	5	-	-	4	1	-	-	-	-	-	1	-	-	3	-	-	-	1
Yodel	67	53	13	3	56	6	3	1	5	10	6	8	3	10	7	7	1	1	6
Amazon Delivery Service/ Logistics	59	55	5	1	54	3	2	1	3	5	3	6	3	14	5	5	8	-	2
Other	7	7	-	-	6	-	-	-	2	-	-	-	2	-	3	-	-	-	-
None of these	4657	3995	661	172	3916	389	220	131	191	521	384	335	420	428	589	647	400	47	342
	90%	90%	92%	90%	90%	90%	89%	92%	91%	92%	90%	89%	92%	89%	87%	92%	90%	90%	90%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QJ2\_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Damaged mail

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Royal Mail	93	39	2	8	34	44	9	3	3	78	6	45	34	9	5	1	78	6	69	24
2%	2%	1%	1%	2%	2%	2%	1%	1%	2%	2%	1%	2%	2%	1%	2%	1%	2%	2%	3%	1%
Clippost	12	-	-	-	12	-	-	-	-	12	-	7	5	-	-	-	12	-	-	-
1%	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	21	6	-	-	13	7	1	-	-	20	-	5	14	2	-	-	19	-	10	-
1%	-	-	-	-	1%	-	-	-	-	1%	-	-	1%	-	-	-	-	-	1%	-
DHL	64	12	-	-	30	29	3	1	1	59	1	24	33	5	2	-	57	2	18	-
1%	1%	-	-	2%	2%	1%	-	-	2%	1%	-	1%	2%	1%	-	1%	1%	1%	2%	-
FedEx	43	1	-	-	22	14	6	1	-	37	1	15	18	5	5	-	33	5	11	-
1%	-	-	-	1%	1%	1%	-	-	1%	1%	-	1%	1%	2%	-	1%	1%	1%	1%	-
Evo	165	53	7	18	52	72	25	9	6	124	16	73	51	23	15	3	124	18	28	12
3%	3%	3%	2%	3%	4%	3%	3%	4%	3%	3%	3%	4%	2%	3%	3%	3%	3%	3%	3%	7%
Interlink	12	-	-	-	4	5	2	-	1	9	1	-	10	-	2	-	10	2	-	-
1%	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	1%	-	-
DPD	45	8	-	5	11	19	11	3	1	30	4	17	24	2	2	-	41	2	9	1
1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	-
Parcelforce	39	13	-	4	12	18	3	1	4	31	5	12	18	6	1	1	30	3	7	-
1%	1%	-	-	1%	1%	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
TNT	17	2	-	2	9	8	1	-	-	17	-	7	8	2	1	-	14	1	9	-
1%	-	-	-	1%	1%	1%	-	-	-	-	-	-	-	-	-	-	-	1%	-	-
TNT Post UK	5	-	-	-	3	2	-	-	-	5	-	-	5	-	-	-	5	-	-	-
1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	23	1	-	1	11	8	2	1	1	19	1	4	11	1	8	-	15	8	9	-
1%	-	-	-	1%	-	-	-	-	1%	-	-	-	1%	-	-	-	-	1%	1%	-
UK Mail	33	9	-	5	10	14	3	4	2	24	6	17	8	6	-	-	25	-	22	-
1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	-	1%	-	1%	-
DX	5	-	-	-	5	-	-	-	-	5	-	4	1	-	-	-	5	-	-	-
1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	67	25	3	7	26	20	15	5	-	46	5	19	22	10	13	3	40	16	14	2
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Amazon Delivery Service/	99	19	3	10	22	20	9	6	2	43	7	27	21	7	3	-	49	4	15	4
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Logistics	7	-	-	-	5	-	2	-	-	5	-	3	2	-	2	-	5	2	6	-
1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	4	-	-	-	9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	4657	1649	224	834	1572	1811	750	326	149	3383	475	1762	1833	684	225	69	3596	314	694	1709
90%	91%	94%	99%	90%	90%	92%	92%	92%	90%	90%	92%	90%	90%	92%	85%	90%	90%	87%	83%	99%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - j/k/l/m/n/o/p/q - r/s  
 \* small base

QJ2\_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Damaged mail

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Royal Mail	93	10	80	3	36	48	9	91	2	-	-	93	-
	2%	3%	2%	3%	2%	1%	3%	2%	2%	-	-	2%	-
Clippost	12	5	7	-	12	-	-	12	-	-	-	12	-
	0%	2%b	-	-	1%e	-	-	0%	-	-	-	0%	-
Collect +	21	6	15	-	14	5	2	16	3	1	-	21	-
	0%	2%b	-	-	1%e	1%	1%	0%	3%g	2%	-	0%	-
DHL	64	7	55	1	42	19	4	54	9	1	-	64	-
	1%	2%	1%	2%	3%e	1%	1%	1%	3%g	2%	-	1%	-
FedEx	43	4	39	-	24	16	3	39	4	-	-	43	-
	1%	1%	1%	-	2%e	1%	1%	1%	3%g	1%	-	1%	-
Evri	165	7	151	7	76	77	12	151	12	1	-	165	-
	3%	2%	3%	9%e	3%e	2%	4%	3%	11%g	3%	-	3%	-
Interlink	12	-	12	-	3	6	3	12	4	-	-	12	-
	0%	-	1%	-	1%	1%	1%	0%	3%g	-	-	0%	-
DPD	45	4	40	1	18	26	2	38	7	-	-	45	-
	1%	1%	1%	1%	1%	1%	1%	1%	6%g	-	-	1%	-
Parcelforce	39	8	30	1	16	20	3	36	3	-	-	39	-
	1%	3%b	1%	1%	1%	1%	1%	1%	2%	-	-	1%	-
TNT	17	3	13	1	14	2	1	15	2	-	-	17	-
	0%	1%	1%	1%	1%e	0%	0%	0%	2%	-	-	0%	-
TNT Post UK	5	-	5	-	3	2	-	5	-	-	-	5	-
	0%	-	1%	-	1%	0%	-	0%	-	-	-	0%	-
UPS	23	7	16	1	13	8	2	19	4	-	-	23	-
	0%	2%b	0%	3%e	1%	1%	1%	0%	3%g	-	-	0%	-
UK Mail	33	-	32	1	20	11	1	28	4	-	-	33	-
	1%	-	1%	1%	1%e	0%	0%	1%	4%g	-	-	1%	-
DX	5	-	5	-	3	2	-	2	3	-	-	5	-
	0%	-	1%	-	1%	0%	-	0%	2%g	-	-	0%	-
Yodel	67	8	51	6	25	36	6	61	4	1	-	67	-
	1%	3%b	1%	6%e	2%	1%	2%	1%	4%	2%	-	1%	-
Amazon Delivery Service/Logistics	99	2	55	3	27	31	1	54	3	2	-	59	-
	1%	1%	1%	4%	2%e	1%	0%	1%	3%	4%	-	1%	-
Other	7	3	4	-	5	2	-	7	-	-	-	7	-
	0%	1%b	0%	1%	0%	0%	-	0%	-	-	-	0%	-
None of these	4657	285	4308	63	1268	3103	286	4503	76	41	8	4622	26
	90%	85%	91%ac	79%	85%	93%ed	89%	91%gh	67%	88%	100%	90%ih	100%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_2. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Damaged mail

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-	818	472	437	416
Effective Base	2868	661	732	726	756	215	220	226	261	240	242	-	475	253	249	248
Royal Mail	93	-	-	45	48	-	-	-	-	-	-	-	30	15	16	19
2%	-	-	-	4%ab	4%ab	-	-	-	-	-	-	-	4%efghj	3%efghj	4%efghj	5%efghj
Clipost	12	10	2	-	-	3	5	2	2	-	-	-	-	-	-	-
1%	-	1%cd	-	-	-	1%	1%l	1%	-	-	-	-	-	-	-	-
Collect +	21	7	3	3	8	3	3	2	1	-	2	-	2	-	-	6
1%	1%	-	-	1%	1%	1%	-	-	-	-	-	-	-	-	-	1%
DHL	64	24	22	6	12	10	10	5	8	11	3	-	6	-	2	5
1%	2%bc	2%bc	-	1%	2%mn	2%mn	1%	2%mn	3%no	1%	-	-	1%	-	1%	1%
FedEx	43	17	15	7	5	6	9	2	5	7	3	-	5	2	-	5
1%	1%	1%	1%	-	1%	2%mp	1%	1%	2%mp	1%	-	-	1%	-	-	1%
Evo	165	74	52	21	18	23	20	24	24	11	17	-	14	7	5	9
3%	6%und	4%und	2%	1%	5%imnp	6%imnp	6%imnp	5%imnp	3%	4%und	-	-	2%	1%	1%	2%
Interlink	12	7	5	-	-	5	-	-	-	5	-	-	-	-	-	-
1%	1%l	-	-	-	1%l	-	-	-	-	1%l	-	-	-	-	-	-
DPD	45	15	21	4	6	6	5	5	5	7	8	-	3	-	-	3
1%	1%	2%cd	-	-	1%	1%	1%	1%	1%	2%lmn	2%lmn	-	-	-	-	1%
Parcelforce	39	15	17	3	4	8	1	5	5	6	6	-	3	-	1	3
1%	1%	1%cd	-	-	2%mp	1%	1%	1%	1%	1%mn	1%	-	-	-	-	1%
TNT	17	5	3	4	4	3	2	1	-	-	3	-	4	-	2	3
1%	-	-	-	-	1%	-	-	-	-	-	1%	-	1%	-	-	1%
TNT Post UK	5	3	2	-	-	3	-	-	-	-	2	-	-	-	-	-
1%	-	-	-	-	-	1%	-	-	-	-	1%	-	-	-	-	-
UPS	23	10	5	7	2	8	-	1	2	-	3	-	7	-	-	1
1%	1%	-	1%	-	2%imnp	-	-	-	-	-	1%	-	1%	-	-	-
UK Mail	33	7	4	13	9	5	1	1	2	-	2	-	12	1	-	5
1%	1%	-	1%	1%	1%	-	-	-	-	-	-	-	1%	-	-	1%
DX	5	2	3	-	-	-	2	-	-	3	-	-	-	-	-	-
1%	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-
Yodel	67	20	31	14	2	5	5	10	12	13	6	-	6	8	-	1
1%	2%nd	2%nd	1%l	-	1%	1%	2%nop	3%nop	3%nop	1%	-	-	1%	2%	-	-
Amazon Delivery Service/Logistica	59	16	24	9	10	7	7	2	9	11	4	-	8	1	1	2
1%	1%	2%	1%	1%	2%	2%	2%	1%	2%	3%mn	1%	-	1%	-	-	2%
Other	7	-	-	0	-	-	-	-	-	-	-	-	3	3	-	-
1%	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-
None of these	4657	1129	1125	1198	1205	375	378	376	399	356	370	-	749	448	415	378
90%	88%	87%	93%ab	93%ab	87%	88%	88%	86%	87%	89%	-	92%hi	95%efghj	95%efghj	91%	94%efghj

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - ab/c/d - e/gh/hj/k/m/n/op  
 \*\*very small base (under 30) ineligible for sig testing

QJ2\_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Delayed mail

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity		Unweighted Total
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	2868
Royal Mail	263	-	263	76	186	131	131	50	48	59	19	40	28	18	98	79	86	46	208	53	254
5%	-	-	5%	11% <b></b>	7%	5%	5%	7% <b></b>	7% <b></b>	6% <b></b>	3%	4%	4%	3%	7% <b></b>	5%	4%	4%	5%	10% <b></b>	5%
Citipost	12	-	12	5	5	12	-	12	-	-	-	-	-	-	12	-	-	-	5	7	5
1%	-	-	1%	-	-	1%	-	2% <b></b>	1% <b></b>	-	-	-	-	-	1% <b></b>	-	-	-	-	1% <b></b>	-
Collect +	52	-	52	17	32	32	21	1	26	19	4	1	2	1	27	21	4	3	40	11	37
15%	-	-	15%	2%	1%	1%	1%	4% <b></b>	3% <b></b>	2% <b></b>	1%	-	-	-	2% <b></b>	1% <b></b>	-	-	1%	2%	1%
DHL	72	-	72	35	17	50	21	4	19	28	9	11	-	1	23	37	13	2	62	9	65
15%	-	-	15%	5% <b></b>	1%	2% <b></b>	1%	1%	3% <b></b>	3% <b></b>	1%	1%	-	-	2% <b></b>	2% <b></b>	1%	-	1%	2%	1%
FedEx	79	-	79	47	14	64	22	16	32	21	8	2	-	-	49	29	2	-	55	23	50
23%	-	-	23%	7% <b></b>	-	2% <b></b>	1%	2% <b></b>	3% <b></b>	3% <b></b>	1%	-	-	-	4% <b></b>	2% <b></b>	-	-	1%	3% <b></b>	1%
Evti	296	-	296	54	120	117	175	61	42	74	52	33	17	18	102	126	68	35	254	39	334
6%	-	-	6%	9% <b></b>	4%	5%	7% <b></b>	9% <b></b>	6% <b></b>	7% <b></b>	7% <b></b>	4%	3%	3%	8% <b></b>	7% <b></b>	3%	3%	6%	7%	6%
Interlink	9	-	9	6	2	8	1	4	1	-	3	-	-	-	5	3	-	-	9	-	6
1%	-	-	1%	1% <b></b>	-	1%	-	1%	-	-	-	-	-	-	1%	-	-	-	-	-	-
DPD	92	-	92	39	16	55	37	16	22	30	11	10	3	-	38	41	13	3	70	20	94
23%	-	-	23%	5% <b></b>	1%	2%	1%	2% <b></b>	3% <b></b>	3% <b></b>	1%	1%	-	-	3% <b></b>	2% <b></b>	1%	-	2%	2% <b></b>	2%
Parcelforce	72	-	72	27	23	42	28	11	16	18	5	13	7	1	27	24	21	8	63	9	67
15%	-	-	15%	4% <b></b>	1%	2%	1%	2%	2% <b></b>	2% <b></b>	1%	1%	1%	-	2% <b></b>	1%	1%	1%	1%	2%	1%
TNT	19	-	19	13	4	14	6	2	5	8	1	1	1	1	7	9	4	3	14	6	18
1%	-	-	1%	2% <b></b>	-	1%	-	1%	-	1%	-	-	-	-	1%	-	-	-	-	1%	-
TNT Post UK	11	-	11	9	-	9	2	2	-	7	-	-	-	-	2	-	-	-	7	-	5
1%	-	-	1%	1% <b></b>	-	1%	-	1%	-	1%	-	-	-	-	1%	-	-	-	1%	-	1%
UPS	42	-	42	20	7	26	16	7	7	22	5	1	1	-	14	26	2	1	33	9	44
15%	-	-	15%	3% <b></b>	1%	1%	1%	1%	1%	2% <b></b>	1%	-	-	-	1% <b></b>	2% <b></b>	-	-	1%	2%	1%
UK Mail	46	-	46	22	15	32	14	6	18	7	6	6	1	3	24	13	9	3	30	16	31
15%	-	-	15%	3% <b></b>	1%	1% <b></b>	1%	1%	3% <b></b>	1%	1%	1%	-	1%	3% <b></b>	1%	-	-	1%	3% <b></b>	1%
DX	1	-	1	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	5
1%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	109	-	109	28	34	64	46	7	27	25	19	16	8	8	34	44	32	16	95	12	120
2%	-	-	2%	4% <b></b>	1%	3%	2%	1%	4% <b></b>	2%	3%	2%	1%	2%	3%	3%	2%	1%	2%	2%	2%
Amazon Delivery Service/Logistics	84	-	84	33	26	43	39	7	23	23	7	9	13	2	30	30	24	15	75	8	72
23%	-	-	23%	5% <b></b>	1%	2%	1%	1%	4% <b></b>	3% <b></b>	1%	2%	-	-	2%	2%	1%	1%	2%	2%	1%
Other	19	-	19	12	6	10	9	2	10	3	2	1	-	-	12	5	2	-	17	1	14
1%	-	-	1%	2% <b></b>	-	1%	-	2% <b></b>	2% <b></b>	1%	-	-	-	-	1% <b></b>	-	-	-	1%	-	-
None of these	4305	-	4305	456	2449	2091	2202	522	501	814	613	810	563	482	1023	1427	1855	1045	3880	392	4326
83%	-	-	83%	65% <b></b>	73% <b></b>	83%	84%	76%	77%	80%	80% <b></b>	80% <b></b>	80% <b></b>	82% <b></b>	76%	82% <b></b>	85% <b></b>	80% <b></b>	85% <b></b>	74%	84%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - all - old - all - g/h/i/j/k/l/m - n/o/p/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



QJ2\_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Delayed mail

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1067	69
Royal Mail	263	66	88	62	46	154	108	172	88	26	32	80	68	50	180	26	230	76	177	10
5%		7% <b>d</b>	6% <b>d</b>	5% <b>d</b>	3%	6% <b>d</b>	4%	6%	4%	4%	3%	6%	5%	6%	5%	4%	5%	14% <b>r</b>	9%	7%
Clippost	12	3	5	5	-	8	5	10	-	3	3	-	-	7	3	3	10	-	-	-
Collect +	52	16	16	16	4	32	20	46	6	4	3	25	7	14	35	4	49	8	25	-
1%		2% <b>d</b>	1%	1% <b>d</b>	-	1%	1%	1% <b>d</b>	-	1%	-	2% <b>d</b>	-	1% <b>d</b>	1%	1%	1%	2%	1%	-
DHL	72	32	19	16	4	51	21	67	5	4	5	18	16	26	39	4	66	17	5	-
1%		3% <b>bcd</b>	1% <b>d</b>	1% <b>d</b>	-	2% <b>d</b>	1%	2% <b>d</b>	-	1%	1%	1%	1%	2% <b>d</b>	1%	1%	2%	3% <b>r</b>	-	-
FedEx	79	39	11	20	9	50	29	69	10	6	7	28	13	23	48	6	73	16	19	-
2%		4% <b>bcd</b>	1%	2%	1%	2%	1%	2% <b>d</b>	1%	1%	1%	2%	1%	1% <b>d</b>	1%	1%	2%	3% <b>r</b>	1%	-
Evtl	296	84	96	54	62	180	116	198	93	31	37	71	83	55	190	31	251	30	40	5
6%		9% <b>bcd</b>	6%	5%	4%	7% <b>d</b>	4%	6% <b>d</b>	5%	5%	6%	5%	6%	7%	6%	5%	6%	6% <b>d</b>	2%	4%
Interlink	9	6	2	1	-	8	1	9	-	-	3	2	-	3	5	-	9	-	-	-
1%		1% <b>d</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	92	18	26	22	26	44	48	69	21	8	15	25	14	25	55	8	80	15	8	3
2%		2%	2%	2%	2%	2%	2%	2% <b>d</b>	1%	1%	2%	2%	1%	1% <b>d</b>	2%	1%	2%	3% <b>r</b>	-	2% <b>d</b>
Parcelforce	72	27	16	16	13	43	29	55	16	5	8	14	22	21	44	5	65	12	15	-
1%		3% <b>bcd</b>	1%	1%	1%	2%	1%	2% <b>d</b>	1%	1%	1%	1%	2%	1% <b>d</b>	1%	1%	2%	2% <b>d</b>	1%	-
TNT	19	10	3	8	-	13	6	14	6	2	1	6	3	7	10	2	17	8	2	-
1%		1% <b>d</b>	-	1% <b>d</b>	-	1%	-	-	-	-	-	-	-	1%	-	-	-	1% <b>d</b>	-	-
TNT Post UK	11	7	-	-	4	7	4	11	-	2	2	-	-	1% <b>d</b>	2	2	9	-	-	-
1%		1% <b>d</b>	-	-	-	-	-	-	-	-	-	-	-	1% <b>d</b>	-	-	-	-	-	-
UPS	42	20	13	6	3	33	9	32	10	4	3	9	11	15	23	4	38	12	2	-
1%		2% <b>bcd</b>	1%	-	-	3% <b>d</b>	-	1%	1%	1%	-	1%	1%	2% <b>d</b>	1%	1%	2%	2% <b>d</b>	-	-
UK Mail	46	12	13	15	6	25	20	39	7	7	8	10	9	11	28	7	39	16	14	-
1%		1%	1%	1%	1%	1%	1%	1% <b>d</b>	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
DX	1	-	-	1	-	-	1	1	-	-	-	-	-	-	-	-	1	-	-	-
Yodel	109	28	38	23	20	66	43	72	38	13	16	22	40	16	78	13	94	12	14	-
2%		3%	2%	2%	1%	3%	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2% <b>d</b>	1%	-
Amazon Delivery Service/Logistics	84	23	22	23	16	44	39	59	25	13	15	20	19	16	54	13	71	18	18	-
2%		2%	1%	2%	1%	2%	1%	2%	1%	2%	2%	2%	1%	2%	2%	2%	2%	3% <b>r</b>	1%	-
Other	19	7	-	7	4	7	11	16	3	-	-	7	-	5	8	6	12	13	4	-
1%		1% <b>d</b>	-	1% <b>d</b>	-	-	-	1%	-	1% <b>d</b>	-	1% <b>d</b>	-	1% <b>d</b>	-	1%	-	2% <b>d</b>	-	-
None of these	4395	705	1324	995	1282	2029	2276	2491	1754	547	534	1119	1150	649	2803	556	3512	417	1665	117
83%		72%	83% <b>a</b>	74% <b>a</b>	80% <b>a</b>	80%	81% <b>a</b>	81%	83% <b>a</b>	81% <b>a</b>	81%	84%	84%	80%	83%	86%	83%	79%	83% <b>a</b>	80%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Delayed mail

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ Merseyside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Royal Mail	263	224	39	5	225	15	15	7	7	47	23	14	21	24	28	35	25	2	13
Clipost	12	10	3	-	12	-	-	-	-	-	-	2	-	-	5	5	-	-	-
Collect +	52	47	5	1	49	3	1	*	1	4	7	4	10	4	8	10	-	*	2
DHL	72	68	4	1	61	4	4	2	3	6	4	6	7	8	21	6	1	2	2
FedEx	79	74	5	-	73	5	-	1	1	4	6	7	8	10	25	11	2	1	4
Evo	296	253	44	10	234	40	16	7	10	25	30	33	16	28	51	22	19	4	36
Interlink	9	8	-	-	7	1	1	-	2	-	-	-	-	6	-	-	-	-	1
DPD	92	85	7	1	77	6	6	3	1	8	13	7	10	5	18	10	5	1	6
Parcelforce	72	66	6	4	61	5	3	3	3	-	6	6	6	8	25	2	5	*	4
TNT	19	19	-	-	16	2	*	1	1	-	2	2	3	-	6	3	-	-	2
TNT Post UK	11	11	-	-	11	-	-	-	-	2	-	-	-	-	7	-	2	-	-
UPS	42	39	3	2	37	1	2	1	1	8	3	6	2	1	12	1	3	*	1
UK Mail	46	37	8	1	43	1	1	1	1	11	4	1	5	2	5	12	2	-	1
DX	1	*	1	-	-	*	*	*	-	-	-	-	-	-	-	-	-	-	-
Yodel	109	87	22	3	92	10	4	3	5	7	11	12	11	5	18	16	7	2	9
Amazon Delivery Service/ Logistics	84	67	16	3	74	5	3	2	3	12	2	7	10	9	13	12	7	1	4
Other	19	16	3	-	18	1	-	-	-	1	1	-	7	-	8	-	-	-	1
None of these	4305	3697	608	169	3617	362	205	122	187	488	355	305	399	402	532	588	371	43	319
	83%	83%	84%	88%	83%	84%	83%	85%	83%	83%	83%	81%	83%	84%	78%	85%	84%	83%	84%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Delayed mail

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Royal Mail	263	90	13	36	97	104	35	13	13	201	26	128	106	16	8	5	234	13	124	139
Clippost	12	5%	6%	4%	6%	5%	4%	4%	8%	5%	5%	2%um	3%um	2%	3%	5%	3%	13%	13%	8%
Collect +	52	13	-	1	27	16	5	4	1	43	5	28	20	1	-	3	48	3	24	10
DHL	72	13	1	2	32	29	4	6	1	61	7	32	28	9	2	-	60	2	16	6
FedEx	79	15	-	4	26	34	13	4	2	60	6	34	39	2	4	*	72	4	31	4
Evo	296	109	10	39	108	104	42	19	19	213	38	122	115	38	16	4	236	20	42	33
Interlink	9	6%	4%	4%	6%	5%	5%	5%	6%	7%	7%	6%	6%	5%	6%	4%	6%	6%	5%	2%
DPD	92	12	*	5	34	34	8	11	2	69	13	41	30	11	6	2	71	7	25	1
Parcelforce	72	22	3	8	31	21	13	4	3	52	7	26	28	15	4	-	54	4	22	5
TNT	19	4	-	3	13	4	*	*	1	17	2	11	8	*	*	-	19	*	3	1
TNT Post UK	11	2	-	-	7	*	4	-	-	7	-	4	5	-	2	-	9	2	-	-
UPS	42	5	*	2	21	15	2	2	1	36	2	19	19	1	2	*	36	3	14	*
UK Mail	46	7	*	2	18	14	13	*	1	32	1	21	17	*	8	-	37	8	29	4
DX	1	*	-	-	1	-	-	-	-	1	-	15um	1%	*	3%klmp	-	1%	2%um	3%	*
Yodel	109	41	3	17	42	44	9	10	2	88	12	59	29	7	6	6	88	12	26	+
Amazon Delivery Service/Logistics	84	31	6	17	39	20	15	5	5	59	10	39	26	14	1	4	65	5	27	9
Other	19	2%	2%	2%	2%	1%	2%	1%	3%	2%	2%	2%	1%	2%	*	4%um	2%	1%	3%um	1%
None of these	4305	1534	205	772	1434	1686	703	308	120	3120	436	1593	1697	655	220	79	3290	299	630	1509
	83%	85%	86%	86%	82%	83%	80%uh	87%uh	77%	83%	84%	81%	84%	88%klp	84%	80%	82%	83%	76%	89%ur

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base

QJ2\_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Delayed mail

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2888	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Royal Mail	263	20	240	2	82	169	11	253	7	3	-	263	-
Clippost	12	2	10	-	5	7	-	12	-	-	-	12	-
Collect +	52	11	38	2	27	23	2	51	2	2	-	52	-
DHL	72	10	61	1	32	35	4	68	4	-	-	72	-
FedEx	79	7	67	4	38	39	2	73	5	-	-	79	-
Evo	296	15	278	4	105	177	14	288	1	7	-	296	-
Interlink	9	-	9	-	6	3	-	6	3	-	-	9	-
DPD	92	17	73	2	46	37	9	80	11	1	-	92	-
Parcelforce	72	9	62	1	31	37	4	69	1	2	-	72	-
TNT	19	2	17	-	7	12	-	19	-	-	-	19	-
TNT Post UK	11	7	4	-	7	4	-	11	-	-	-	11	-
UPS	42	6	32	4	13	27	2	42	-	-	-	42	-
UK Mail	46	11	32	2	21	25	-	40	6	-	-	46	-
DX	1	-	1	-	1	1	-	1	-	-	-	1	-
Yodel	109	6	97	7	35	64	10	103	6	-	-	109	-
Amazon Delivery Service/Logistics	21	14	7	3	42	41	1	81	3	-	-	84	-
Other	19	3	16	-	13	6	-	19	-	-	-	19	-
None of these	4305	254	3983	68	1181	2847	278	4157	78	37	8	4271	26
	83%	76%	84%a	85%	79%	85%a	86%a	84%a	67%	78%	100%	83%a	99%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_3. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Delayed mail

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-	818	472	437	416
Effective Base	2888	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248
Royal Mail	263	-	-	101	161	-	-	-	-	-	-	-	66	35	40	49
5%	-	-	-	9%ab	12%abc	-	-	-	-	-	-	-	9%efghj	9%efghj	9%efghj	12%efghjmn
Clippost	12	7	6	-	-	-	2	5	-	3	3	-	-	-	-	-
1%	-	1%	-	-	-	-	1%	1%	-	1%	1%	-	-	-	-	-
Collect +	52	7	12	15	19	3	1	3	7	4	1	-	7	8	-	11
1%	1%	1%	1%	1%	1%	1%	-	1%	2%	1%	-	-	1%	2%	-	3%efjn
DHL	72	25	25	4	18	7	12	7	11	8	6	-	4	-	7	6
1%	2%bc	2%bc	-	1%cd	2%	2%	3%lmn	2%lmn	2%lmn	2%lmn	1%	-	-	-	2%lmn	1%
FedEx	79	25	20	9	28	13	3	8	5	11	4	-	9	-	9	9
2%	2%bc	2%	1%	2%cd	3%lmn	1%	2%lmn	1%	3%lmn	1%	1%	-	1%	-	2%lmn	2%lmn
Evti	296	115	100	31	44	20	44	51	39	30	31	-	23	9	14	15
6%	1%bcd	1%bcd	2%	3%	5%	10%lelmnop	12%lelmnop	8%lmnop	9%lmnop	7%lmnop	-	3%	2%	2%	3%	4%
Interlink	9	2	6	-	-	-	1	2	3	3	-	-	-	-	-	-
1%	-	-	-	-	-	-	-	1%	1%	1%	-	-	-	-	-	-
DPD	92	36	30	12	14	14	13	9	11	10	8	-	10	2	-	10
2%	1%bcd	1%cd	1%	1%	1%	1%lmn	1%lmn	1%cd	1%lmn	1%lmn	1%lmn	-	1%	1%	-	1%lmn
Parcelforce	72	25	19	7	21	11	7	8	6	4	9	-	6	-	8	7
1%	1%cd	1%	1%	2%bc	1%	1%	2%	1%lmn	1%	1%	2%lmn	-	1%	-	2%lmn	2%lmn
TNT	19	3	6	1	9	-	1	2	3	-	3	-	1	-	3	5
1%	-	-	-	1%	-	-	-	-	1%	-	1%	-	-	-	1%	1%
TNT Post UK	11	4	7	-	-	4	4	-	5	-	2	-	-	-	-	-
1%	-	1%cd	-	-	1%cd	-	-	-	1%cd	-	1%	-	-	-	-	-
UPS	42	19	9	7	7	7	5	8	5	1	7	-	7	-	5	2
1%	1%	1%	1%	1%	1%	2%	1%	2%lmn	1%	1%	-	-	1%	-	1%	-
UK Mail	46	10	3	16	17	4	2	3	2	-	1	-	16	-	2	6
1%	1%	-	1%cd	1%cd	1%	1%	-	1%	-	-	-	2%lmn	-	1%	2%lmn	2%lmn
DX	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-
1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	109	37	46	10	16	9	12	16	12	23	11	-	8	2	7	7
2%	1%bcd	4%bcd	1%	1%	2%	1%lmn	2%lmn	4%lmnop	1%lmn	1%lmnop	1%lmn	-	1%	-	2%	2%
Amazon Delivery Service/Logistics	84	24	23	12	24	14	9	1	9	7	7	-	10	2	5	8
2%	2%	2%	1%	2%	3%lmn	2%	-	2%	2%	2%	2%	-	1%	-	1%	2%
Other	19	-	2	6	10	-	-	-	1	-	-	-	6	-	3	5
1%	-	-	1%cd	1%cd	-	-	-	-	-	-	-	-	1%	-	1%	1%
None of these	4305	1048	1058	1130	1069	360	354	334	380	327	351	-	708	422	377	344
83%	81%	82%	85%abcd	83%	83%	82%	78%	82%	79%	84%	-	87%ghp	89%fghlmno	86%ghp	83%	80%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\*very small base (under 30) ineligible for sig testing

QJ2\_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... - Mis-delivered mail

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity		Unweighted Total
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	953	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Royal Mail	84	-	84	27	57	44	40	11	15	24	16	9	6	4	26	40	19	10	76	8	76
2%	-	2%	-	4% <b>td</b>	2%	2%	2%	2%	2%	2%	2%	1%	1%	1%	2%	2%	1%	1%	2%	1%	1%
Citipost	9	-	9	8	-	9	1	4	3	3	-	-	-	-	6	3	-	-	5	4	6
*	-	*	-	1% <b>td</b>	-	1%	1%	1%	-	-	-	-	-	-	1%	-	-	-	1%	1%	1%
Collect +	24	-	24	16	8	12	12	0	13	2	-	-	-	-	22	2	-	-	18	4	14
*	-	*	-	2% <b>td</b>	-	1%	1%	1% <b>td</b>	2% <b>td</b>	1%	-	-	-	-	2%	1%	-	-	1%	1%	1%
DHL	58	-	58	35	15	40	17	11	10	26	6	3	2	1	21	32	5	2	41	17	41
1%	-	1%	-	5% <b>td</b>	1%	2% <b>td</b>	1%	2% <b>td</b>	1% <b>td</b>	3% <b>td</b>	1%	-	-	-	2% <b>td</b>	2% <b>td</b>	-	-	1%	3% <b>td</b>	1%
FedEx	35	-	35	12	12	18	17	9	14	5	3	4	-	-	23	7	5	-	27	7	23
1%	-	1%	-	3% <b>td</b>	-	1%	1%	1%	2% <b>td</b>	1%	-	-	-	-	2% <b>td</b>	1%	-	-	1%	1%	1%
Evtl	122	-	122	24	37	54	68	18	25	28	14	13	13	11	43	42	37	24	115	7	127
2%	-	2%	-	3% <b>td</b>	1%	2%	3%	3%	4% <b>td</b>	3%	2%	1%	2%	2%	3% <b>td</b>	2%	2%	2%	3%	3%	1%
Interlink	10	-	10	10	-	10	-	1	-	7	3	-	-	-	1	9	-	-	10	-	5
*	-	*	-	1% <b>td</b>	-	1%	-	1%	-	1%	-	-	-	-	1%	1% <b>td</b>	-	-	1%	-	1%
DPD	51	-	51	20	11	24	25	7	4	23	11	-	2	3	12	34	5	5	44	7	42
1%	-	1%	-	3% <b>td</b>	1%	1%	1%	1% <b>td</b>	1% <b>td</b>	2% <b>td</b>	1% <b>td</b>	-	1%	1%	1% <b>td</b>	2% <b>td</b>	-	-	1%	1%	1%
Parcelforce	30	-	30	11	7	13	16	5	5	7	1	8	4	-	10	8	11	4	25	4	26
1%	-	1%	-	2% <b>td</b>	-	1%	1%	1%	1%	1%	-	1%	1%	-	1%	-	1%	-	1%	1%	1%
TNT	13	-	13	10	3	7	6	1	6	1	3	1	-	-	7	4	1	-	12	1	10
*	-	*	-	1% <b>td</b>	-	1%	1%	1%	1%	1%	-	-	-	-	1% <b>td</b>	-	-	-	1%	1%	1%
TNT Post UK	16	-	16	9	5	10	6	6	-	8	-	2	-	-	6	8	2	-	9	8	9
*	-	*	-	1% <b>td</b>	-	1%	1%	1%	1%	1%	-	-	-	-	1%	1%	-	-	1%	1%	1%
UPS	24	-	24	16	6	11	13	2	2	12	6	2	-	-	4	18	2	-	18	6	20
*	-	*	-	2% <b>td</b>	-	1%	1%	1%	1%	1%	1%	-	-	-	1% <b>td</b>	1%	-	-	1%	1%	1%
UK Mail	30	-	30	16	9	18	12	11	3	3	4	3	2	3	15	7	8	5	24	6	22
1%	-	1%	-	3% <b>td</b>	1%	1%	1%	2% <b>td</b>	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
DX	7	-	7	5	-	6	-	-	-	5	2	-	-	-	-	7	-	-	7	-	4
*	-	*	-	1% <b>td</b>	-	1%	-	-	-	1%	-	-	-	-	-	1% <b>td</b>	-	-	1%	-	1%
Yodel	59	-	59	6	17	16	43	6	7	13	4	10	13	5	13	17	28	19	56	1	41
1%	-	1%	-	1% <b>td</b>	1%	1%	2% <b>td</b>	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%
Amazon Delivery Service/Logistics	30	-	30	9	13	12	17	5	4	12	2	4	2	-	9	14	7	2	26	3	30
1%	-	1%	-	1%	1%	1%	1%	1%	1%	1%	-	-	-	1%	1%	1%	-	-	1%	1%	1%
Other	17	-	17	13	4	7	10	5	7	2	-	2	-	-	13	2	3	-	17	-	11
*	-	*	-	2% <b>td</b>	-	1%	1%	1%	1% <b>td</b>	1%	-	-	-	-	1% <b>td</b>	1%	-	-	1%	-	1%
None of these	4725	-	4725	551	2669	2286	2420	618	567	891	669	874	601	506	1185	1560	1980	1106	4213	475	4786
92%	-	92%	-	79%	43% <b>td</b>	91%	92%	90%	87%	88%	85% <b>td</b>	84% <b>td</b>	83% <b>td</b>	82% <b>td</b>	88%	90%	93% <b>td</b>	93% <b>td</b>	92%	89%	93%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - all - old - all - g/h/i/j/k/l/m - n/o/p/q - rs  
 \* small base: \*\* very small base (under 30) ineligible for sig testing

QJ2\_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... - Mis-delivered mail

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Royal Mail	84	19	26	2%	2%	4%	3%	69	16	6	13	27	21	14	61	6	77	25	54	6
Clippost	9	8	-	-	1	8	1	9	-	1	-	1	3	5	4	1	8	-	-	-
Collect +	24	5	7	7	5	12	12	22	2	2	2	9	8	3	19	2	22	6	6	-
DHL	58	29	9	10	9	39	19	50	7	8	5	15	7	20	27	8	47	10	4	-
FedEx	35	7	3	15	10	10	24	30	4	-	4	14	14	2	33	-	34	7	7	-
Evo	122	27	37	38	20	64	58	74	46	11	15	36	38	19	89	11	108	14	10	2
Interlink	10	9	-	1	-	10	1	10	-	1	-	-	-	2	-	1	10	-	-	-
DPD	51	16	13	9	12	30	21	35	15	4	10	18	6	13	33	4	46	8	6	1
Parcelforce	30	-	14	11	4	14	15	19	11	7	6	10	4	3	20	7	23	3	5	-
TNT	13	6	4	3	-	10	3	12	1	1	2	3	4	2	10	1	12	2	5	-
TNT Post UK	16	11	2	1	2	13	3	15	1	2	2	4	3	7	8	2	15	-	-	-
UPS	24	16	5	-	3	21	3	22	2	3	2	5	3	11	10	3	21	8	-	-
UK Mail	30	10	8	3	3	24	6	24	6	8	5	7	4	4	17	8	21	9	4	1
DX	7	3	-	3	-	3	4	7	-	-	-	-	-	-	-	-	6	-	-	-
Yodel	59	9	23	15	11	33	26	33	21	5	8	22	17	5	46	5	51	-	5	1
Amazon Delivery Service/Logistics	30	7	10	11	1	17	13	19	10	2	3	9	13	2	26	2	28	2	7	1
Other	17	6	4	5	3	10	7	11	6	6	2	6	-	2	9	6	11	10	5	1
None of these	4725	831	1462	1060	1372	2293	2432	2749	1909	594	599	1219	1254	731	3072	603	3868	471	1820	125
	92%	88%	92%	90%	90%	90%	91%	89%	92%	93%	91%	91%	91%	90%	91%	93%	91%	89%	90%	95%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - ef - gh - ij/k/l/m/n - op - q/r/s  
 \* small base

QJ2\_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... - Mis-delivered mail

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Royal Mail	84	69	15	2	72	6	5	2	3	24	5	3	9	10	5	13	-	-	5
Clippost	9	9	-	-	7	2	-	-	-	-	-	-	-	2	6	-	-	1	1
Collect +	24	22	2	-	23	1	-	-	-	2	2	5	5	-	6	2	1	-	1
DHL	58	54	4	3	50	6	2	1	3	4	5	4	4	1	21	3	4	2	4
FedEx	35	29	6	3	28	5	1	-	1	1	3	1	1	1	9	10	1	-	5
Evo	122	109	13	4	98	14	8	2	7	12	15	10	5	9	19	18	2	3	11
Interlink	10	10	-	-	9	-	1	-	-	-	-	-	-	-	9	-	-	-	-
DPD	51	50	1	-	39	7	4	-	1	5	5	5	-	3	11	7	2	-	7
Parcelforce	30	29	-	-	26	1	3	-	-	4	2	3	-	1	3	8	4	-	1
TNT	13	11	1	-	12	1	-	-	-	7	-	1	-	-	3	3	-	-	1
TNT Post UK	16	16	-	-	16	-	-	-	-	-	2	-	1	-	9	2	2	-	-
UPS	24	20	4	-	22	1	1	1	-	2	3	2	2	-	12	-	1	-	1
UK Mail	30	30	1	-	27	2	1	1	-	10	3	3	3	2	3	-	1	-	2
DX	7	7	-	-	6	-	-	-	-	-	-	2	2	-	3	-	-	-	-
Yodel	89	39	20	5	53	4	2	-	2	3	11	4	3	10	4	13	2	1	3
Amazon Delivery Service/ Logistics	30	28	2	-	25	3	2	1	1	-	1	1	1	5	3	7	1	-	2
Other	17	17	-	-	16	1	-	-	-	6	-	2	2	-	3	5	-	-	1
None of these	4728	4055	670	177	3969	394	226	136	195	507	385	344	422	441	603	647	425	46	348
	92%	91%	93%	93%	91%	91%	92%	91%	93%	90%	90%	92%	93%	92%	89%	92%	91%	88%	91%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base



QJ2\_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Mis-delivered mail

Table 335

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Royal Mail	84	28	2	7	32	38	7	6	-	71	6	43	37	*	4	-	80	4	51	33
Clippost	9	3%	1%	-	2%	2%	1%	2%	-	2%	1%	2%	3%	*	2%	-	5%	-	-	-
Collect +	24	-	-	-	7	9	7	-	1	17	1	10	7	-	7	-	17	7	12	-
DHL	58	11	-	1	38	14	2	4	1	52	4	24	24	1	8	1	48	9	14	-
FedEx	35	4	-	-	14	10	9	2	1	24	2	14	14	3	3	-	28	3	18	2
Evo	122	34	5	18	38	63	11	8	3	101	10	46	50	20	6	1	96	6	18	8
Interlink	10	-	-	-	3	7	-	-	1	9	1	6	1	4	-	-	6	-	-	-
DPD	51	13	-	5	24	16	6	5	-	40	5	28	8	10	4	*	36	4	10	5
Parcelforce	15	9	4	5	8	15	5	*	1	24	1	13	13	3	*	-	27	*	8	*
TNT	13	3	-	-	8	5	-	-	-	13	-	8	4	-	-	1	12	1	4	4
TNT Post UK	16	2	-	-	8	2	3	2	-	11	2	8	6	-	-	2	14	2	-	-
UPS	24	5	-	1	13	5	3	2	1	18	3	9	12	2	1	*	21	2	7	2
UK Mail	7	8	-	1	9	13	5	3	-	22	3	12	9	-	10	-	20	10	13	2
DX	7	-	-	-	5	-	-	2	-	5	2	3	2	2	-	-	5	-	-	-
Yodel	89	27	1	9	25	18	11	5	-	43	5	23	19	8	6	2	42	9	4	2
Amazon Delivery Services/Logistics	30	10	1	5	11	9	8	-	2	20	2	13	6	6	2	2	19	4	9	1
Other	17	3	-	3	7	8	1	-	-	15	1	11	3	1	-	1	14	1	15	-
None of these	4725	1661	226	811	1591	1834	707	322	169	3425	482	1772	1873	694	231	90	3645	321	723	1604
	92%	93%	96%	95%	91%	91%	94%	91%	97%	91%	93%	90%	92%	93%	88%	91%	91%	89%	87%	97%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - j/k/l/m/n/o/p/q - r/s  
 \* small base

QJ2\_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Mis-delivered mail

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Royal Mail	84	5	79	*	38	37	9	82	2	-	-	84	-
23%	1%	2%	*	25%	1%	1%	28%	2%	2%	-	-	23%	-
Clippost	9	1	8	*	2	6	1	8	1	-	-	9	-
*	*	*	1%	*	*	*	*	*	1%	-	-	*	-
Collect +	24	4	20	-	15	8	*	22	2	-	-	24	-
*	1%	-	-	-	1%	-	-	2%	-	-	-	-	-
DHL	58	14	43	1	38	21	1	48	10	-	-	58	-
1%	4% <sup>b</sup>	1%	1%	22%	1%	*	*	1%	6% <sup>gh</sup>	-	-	1%	-
FedEx	35	9	25	-	17	15	2	29	5	-	-	35	-
1%	3% <sup>b</sup>	1%	-	1%	*	1%	*	1%	5% <sup>gh</sup>	-	-	1%	-
Evri	122	8	114	*	47	64	12	114	6	2	-	122	-
2%	2%	2%	*	33%	2%	4%	2%	2%	6%	4%	-	2%	-
Interlink	10	-	10	-	10	*	-	8	3	-	-	10	-
*	*	*	-	1%	*	-	*	*	3%	-	-	*	-
DPD	51	13	38	-	21	22	8	41	8	1	-	51	-
1%	4% <sup>b</sup>	1%	-	1%	1%	2%	1%	1%	7% <sup>gh</sup>	3%	-	1%	-
Parcelforce	30	1	27	1	7	22	-	27	-	2	-	30	-
1%	*	1%	2%	*	1%	-	1%	1%	-	5%	-	1%	-
TNT	13	-	13	-	2	9	2	12	1	-	-	13	-
*	*	*	-	*	1%	*	1%	*	1%	-	-	*	-
TNT Post UK	16	4	12	-	7	10	-	16	-	-	-	16	-
*	1% <sup>b</sup>	-	-	-	-	-	-	-	-	-	-	-	-
UPS	24	7	16	-	12	10	2	23	1	-	-	24	-
*	2% <sup>b</sup>	*	-	1%	*	1%	*	1%	1%	-	-	1%	-
UK Mail	30	7	24	-	13	17	*	26	4	-	-	30	-
1%	2% <sup>b</sup>	*	-	1%	1%	*	1%	1%	3% <sup>gh</sup>	-	-	1%	-
DX	7	2	5	-	5	2	-	7	-	-	-	7	-
*	1%	*	-	*	*	-	*	*	-	-	-	*	-
Yodel	59	3	54	2	28	31	2	58	1	-	-	59	-
1%	1%	1%	3%	2%	1%	1%	1%	1%	1%	-	-	1%	-
Amazon Delivery Service/ Logistics	30	5	23	2	12	17	1	27	3	-	-	30	-
1%	2%	*	2%	1%	1%	*	1%	1%	2%	-	-	1%	-
Other	17	11	6	-	13	5	-	16	1	-	-	17	-
*	3% <sup>b</sup>	*	-	4%	*	-	*	*	1%	-	-	*	-
None of these	4725	283	4368	73	1308	3126	291	4570	77	44	8	4691	26
92%	85%	92% <sup>a</sup>	92%	88%	83% <sup>d</sup>	90%	92% <sup>gh</sup>	66%	93%	100%	91% <sup>h</sup>	100%	

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_4. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Mis-delivered mail

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-	818	472	437	416
Effective Base	2888	661	732	726	756	215	220	226	261	240	242	-	475	253	249	248
Royal Mail	84	-	-	35	49	-	-	-	-	-	-	-	22	13	9	26
2%	-	-	-	3%ab	4%ab	-	-	-	-	-	-	-	3%efghj	3%efghj	2%efghj	6%efghjln
Clippost	9	2	8	-	-	-	1	1	2	3	3	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	1%	1%	-	-	-	-	-
Collect +	24	8	4	6	6	6	3	-	-	2	2	-	3	2	-	6
+	1%	-	-	-	-	1%	1%	-	-	1%	1%	-	-	-	-	1%
DHL	58	18	25	9	5	11	3	5	15	4	6	-	9	-	-	5
1%	1%	1%	1%	1%	1%	2%imnp	1%	1%	3%imnp	1%	2%imnp	-	1%	-	-	1%
FedEx	35	12	3	9	11	3	7	2	-	-	2	-	6	2	2	5
1%	1%	-	1%	1%	1%	1%	2%ln	1%	-	-	1%	-	1%	-	-	1%
Evti	122	50	46	12	14	11	19	21	17	11	17	-	9	3	4	6
2%	4%cd	4%cd	1%	1%	2%	4%imnp	5%imnp	4%imnp	3%	4%imnp	-	1%	1%	1%	1%	1%
Interlink	10	4	6	-	-	-	4	-	6	-	-	-	-	-	-	-
+	-	-	-	-	-	-	1%l	-	1%l	-	-	-	-	-	-	-
DPD	51	23	13	12	3	12	5	5	3	4	6	-	10	2	-	3
1%	2%cd	1%	1%	-	1%	3%imnp	1%	1%	1%	1%	1%	-	1%	-	-	1%
Parcelforce	30	13	9	6	2	2	8	2	3	2	4	-	6	-	2	-
1%	1%	1%	-	-	1%	2%imnp	1%	1%	1%	1%	1%	-	1%	-	-	-
TNT	13	6	-	-	7	3	1	1	-	-	-	-	-	-	3	3
+	-	-	-	1%de	1%	1%	-	-	-	-	-	-	-	1%	1%	1%
TNT Post UK	16	6	10	-	-	6	-	-	3	3	4	-	-	-	-	-
+	-	1%cd	-	-	1%l	-	-	-	1%	1%	1%l	-	-	-	-	-
UPS	24	7	9	7	2	3	2	2	7	1	1	-	5	2	-	1
+	1%	1%	1%	-	-	1%	-	2%	-	1	-	-	1%	-	-	-
UK Mail	30	10	6	8	7	7	-	3	4	-	2	-	8	-	-	4
1%	1%	-	1%	1%	2%ln	-	1%	1%	-	-	-	-	1%	-	-	1%
DX	7	-	7	-	-	-	-	-	2	3	2	-	-	-	-	-
+	-	1%	-	-	-	-	-	-	1%	1%	1%	-	-	-	-	-
Yodel	59	32	20	2	4	5	14	13	6	11	3	-	2	-	2	3
1%	3%cd	2%cd	-	-	1%l	3%imnp	3%imnp	1%l	3%imnp	1%	1%	-	-	-	-	1%
Amazon Delivery Service/Logistica	30	8	11	4	6	1	6	1	-	9	3	-	3	-	-	5
1%	1%	1%	-	-	-	1%l	-	-	2%ln	1%	-	-	1%	-	-	1%l
Other	17	-	2	7	8	-	-	-	1	-	-	-	7	-	-	8
+	-	-	1%	1%ab	-	-	-	-	-	-	-	-	1%	-	-	2%efghjlmnp
None of these	4725	1147	1161	1204	1204	391	378	378	417	374	369	-	760	453	420	373
92%	89%	90%	94%ab	93%ab	90%	88%	88%	88%	90%	91%	89%	-	93%fg	96%efghj	96%efghj	90%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Mail that has been tampered with

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	953	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Royal Mail	31	-	31	14	17	18	12	10	8	9	-	1	2	-	18	9	4	3	19	11	31
1%	1%	-	1%	2% <b>d</b>	1%	1%	*	1% <b>h</b>	1% <b>h</b>	1%	-	-	-	-	1% <b>nc</b>	1%	*	*	*	2% <b>ur</b>	1%
Citipost	14	-	14	10	2	5	9	4	*	6	3	-	-	-	4	10	-	-	14	*	9
1%	1%	-	1% <b>d</b>	*	*	*	*	1%	*	1%	*	*	*	*	1%	1% <b>nc</b>	-	-	1%	*	1%
Collect +	25	-	25	18	5	19	6	10	8	6	1	-	-	-	18	7	-	-	17	8	14
1%	1%	-	1% <b>d</b>	3% <b>d</b>	1% <b>d</b>	1% <b>d</b>	1% <b>d</b>	1% <b>hm</b>	1% <b>d</b>	1%	-	-	-	-	1% <b>nc</b>	1% <b>d</b>	-	-	1%	1% <b>ur</b>	1%
DHL	48	-	48	33	8	31	17	11	6	24	3	3	-	2	17	27	4	2	31	17	28
1%	1%	-	1% <b>d</b>	5% <b>d</b>	1%	1%	1%	2% <b>kl</b>	1%	2% <b>hm</b>	*	-	-	-	1% <b>nc</b>	2% <b>nc</b>	-	-	1%	3% <b>ur</b>	1%
FedEx	32	-	32	18	10	17	15	10	7	11	1	2	1	-	17	12	4	1	23	9	24
1%	1%	-	1% <b>d</b>	3% <b>d</b>	1%	1%	1%	1% <b>hm</b>	1%	3%	*	*	*	*	1% <b>nc</b>	1%	*	*	1%	2% <b>ur</b>	1%
Evtl	61	-	61	23	19	31	31	12	13	16	14	2	2	2	25	30	7	5	50	11	61
1%	1%	-	1% <b>d</b>	3% <b>d</b>	1%	1%	1%	2% <b>kl</b>	2% <b>kl</b>	2% <b>kl</b>	2% <b>kl</b>	-	-	-	2% <b>nc</b>	2% <b>nc</b>	-	-	1%	2%	1%
Interlink	5	-	5	5	-	5	-	1	-	4	-	-	-	-	1	4	-	-	5	-	3
1%	1%	-	1% <b>d</b>	1% <b>d</b>	*	*	*	1%	-	*	-	-	-	-	1%	1%	-	-	1%	*	1%
DPD	26	-	26	14	7	11	14	1	7	11	5	2	-	-	8	10	2	-	18	8	25
1%	1%	-	1% <b>d</b>	2% <b>d</b>	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	1% <b>nc</b>	1%	-	1%	1% <b>ur</b>	1%
Parcelforce	19	-	19	14	3	10	9	3	5	4	2	5	1	-	8	6	6	1	17	2	14
1%	1%	-	1% <b>d</b>	2% <b>d</b>	*	*	*	*	1%	*	*	1%	*	*	1%	1%	1%	1%	1%	1%	1%
TNT	18	-	18	12	3	15	3	5	2	10	1	1	-	-	7	10	1	-	11	6	13
1%	1%	-	1% <b>d</b>	2% <b>d</b>	1% <b>d</b>	1% <b>d</b>	1% <b>d</b>	1%	1%	1% <b>d</b>	-	-	-	-	1% <b>nc</b>	1% <b>nc</b>	-	-	1%	1% <b>ur</b>	1%
TNT Post UK	8	-	8	7	2	5	3	3	-	5	-	-	-	-	3	5	-	-	6	2	7
1%	1%	-	1% <b>d</b>	1% <b>d</b>	*	*	*	1%	-	1%	-	-	-	-	1%	1%	-	-	1%	1%	1%
UPS	25	-	25	17	7	20	5	1	7	14	-	2	-	-	8	14	2	-	22	3	15
1%	1%	-	1% <b>d</b>	2% <b>d</b>	1% <b>d</b>	1% <b>d</b>	1% <b>d</b>	1% <b>d</b>	1% <b>d</b>	1% <b>hm</b>	-	-	-	-	1% <b>nc</b>	1% <b>nc</b>	-	-	1%	*	1%
UK Mail	15	-	15	11	3	10	5	5	6	4	1	-	-	-	10	4	-	-	10	5	15
1%	1%	-	1% <b>d</b>	2% <b>d</b>	*	*	*	1%	1% <b>kl</b>	1%	-	-	-	-	1% <b>nc</b>	1%	-	-	1%	1% <b>ur</b>	1%
DX	12	-	12	4	6	7	5	2	5	1	3	-	-	-	8	4	-	-	6	5	6
1%	1%	-	1% <b>d</b>	1%	*	*	*	2%	1% <b>kl</b>	*	3%	-	-	-	1% <b>nc</b>	1%	-	-	1%	1% <b>ur</b>	1%
Yodel	16	-	16	5	6	1	15	4	4	3	-	1	4	1	7	3	6	5	14	2	16
1%	1%	-	1% <b>d</b>	1%	*	1% <b>kl</b>	1% <b>kl</b>	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Amazon Delivery Service/Logistics	19	-	19	9	9	14	5	2	3	6	2	6	1	-	4	7	7	1	16	2	16
1%	1%	-	1% <b>d</b>	1% <b>d</b>	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Other	9	-	9	7	2	8	1	1	7	-	-	-	-	-	8	-	-	-	9	-	7
1%	1%	-	1% <b>d</b>	1% <b>d</b>	*	*	*	1% <b>hm</b>	1% <b>hm</b>	-	-	-	-	-	1% <b>nc</b>	1%	-	-	1%	1%	1%
None of these	4893	-	4893	563	2750	2362	2511	635	590	934	684	904	624	521	1225	1618	2049	1145	4379	474	4893
95%	95%	-	95%	80%	77% <b>nc</b>	84%	86%	92%	91%	92%	92% <b>kl</b>	93% <b>kl</b>	93% <b>kl</b>	93% <b>kl</b>	91%	93%	93% <b>nc</b>	93% <b>nc</b>	93% <b>kl</b>	89%	96%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - all - old - all - gh/ij/kl/m - n/op/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Mail that has been tampered with

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Royal Mail	31	16	5	4	7	20	11	28	2	7	3	6	9	5	18	7	23	16	15	-
Clippost	14	13	-	-	2	13	2	14	-	-	-	8	3	3	11	-	14	-	-	-
Collect +	25	9	8	7	1	17	8	21	1	4	-	9	6	5	16	4	21	6	3	-
DHL	48	29	12	3	5	40	8	41	5	8	5	7	6	21	17	8	38	7	4	-
FedEx	32	10	4	9	3	20	12	26	5	2	4	10	8	8	22	2	29	3	3	1
Evo	61	18	24	7	11	43	19	42	17	8	6	20	10	13	36	8	50	9	2	-
Interlink	5	4	-	1	-	4	1	5	-	1	-	-	1	4	1	1	4	-	-	-
DPD	26	11	6	4	5	17	9	20	6	2	5	8	3	4	16	2	21	7	4	3
Parcelforce	19	7	1	10	1	8	11	17	1	1	5	4	4	5	13	1	18	-	4	-
TNT	18	9	1	8	-	10	8	13	5	1	-	5	4	7	9	1	16	5	4	-
TNT Post UK	8	5	2	1	1	7	2	5	4	3	-	2	-	3	2	3	5	-	-	-
UPS	25	14	2	8	-	16	8	24	1	1	-	6	2	15	8	1	24	5	9	1
UK Mail	15	9	2	5	-	10	5	12	3	1	-	4	4	8	8	1	14	6	3	-
DX	12	5	7	-	-	12	-	12	-	-	-	8	-	4	8	-	12	-	-	-
Yodel	16	2	2	8	4	4	12	8	4	2	-	8	5	2	13	2	14	2	5	-
Amazon Delivery Service/Logistics	19	6	4	5	3	10	9	15	4	1	-	-	9	8	10	1	18	-	6	-
Other	9	6	1	2	-	7	2	8	1	3	3	-	2	-	5	3	5	6	2	1
None of these	4893	838	1529	1121	1405	2367	2526	2861	1967	604	631	1261	1315	751	3208	612	4025	487	1878	128
	95%	89%	95%	93%	95%	93%	95%	93%	93%	95%	95%	94%	95%	92%	95%	95%	93%	92%	93%	97%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Mail that has been tampered with

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Royal Mail	31	27	4	1	26	1	2	1	1	7	1	-	3	2	7	2	2	-	1
Clippost	14	14	-	-	11	2	-	-	-	-	3	-	-	-	6	2	-	2	-
Collect +	25	20	5	-	22	2	-	1	-	-	2	3	5	-	11	2	-	-	2
DHL	48	41	7	2	46	-	2	-	-	2	5	1	5	-	20	10	3	-	-
FedEx	32	30	3	-	29	2	1	-	-	5	3	1	1	-	9	8	1	-	2
Evo	61	55	6	2	51	3	6	2	1	6	6	7	3	8	13	3	3	-	3
Interlink	5	5	-	-	4	-	1	-	-	-	-	-	-	-	4	-	-	-	-
DPD	26	24	2	1	22	2	1	1	-	3	4	2	2	5	5	-	1	1	1
Parcelforce	19	19	-	-	17	1	1	1	1	-	-	-	3	2	7	2	1	-	1
TNT	18	17	1	-	16	-	1	-	-	2	5	1	3	-	5	-	-	-	-
TNT Post UK	8	8	-	-	8	-	-	-	-	-	2	-	-	1	5	-	1	-	-
UPS	25	25	-	-	23	1	1	-	1	2	4	-	-	2	12	2	-	-	1
UK Mail	15	14	-	-	14	-	1	-	1	-	4	1	-	3	5	-	-	-	-
DX	12	12	-	-	12	-	-	-	-	-	-	1	2	-	3	6	-	-	-
Yodel	16	9	7	4	14	2	-	-	1	-	-	2	-	5	-	5	1	-	1
Amazon Delivery Service/ Logistics	19	15	4	-	16	2	-	1	-	2	-	-	1	1	6	3	-	-	1
Other	9	8	-	-	7	1	-	1	-	2	-	-	-	2	3	-	-	-	1
None of these	4893	4198	694	180	4105	417	234	137	204	541	397	357	431	459	604	679	433	49	388
	95%	95%	96%	95%	95%	96%	95%	96%	93%	93%	93%	93%	93%	93%	89%	93%	93%	94%	93%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Mail that has been tampered with

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Royal Mail	31	6	-	2	17	9	3	2	-	26	2	12	8	3	7	-	20	7	27	3
1%	-	-	-	-	1%	-	-	1%	-	1%	-	1%	-	-	-	-	1%	3%imp	2%imp	1%
Clippost	14	-	-	-	6	4	-	2	2	10	4	10	-	2	-	2	10	2	-	-
1%	-	-	-	-	-	-	-	1%	1%	-	1%	1%	-	-	2%imp	-	1%	1%	-	-
Collect +	25	-	-	-	14	7	2	-	1	21	1	9	12	-	2	1	21	3	8	-
1%	-	-	-	-	7%	-	-	-	1%	1%	-	1%	-	1%	1%	1%	1%	1%	1%	1%
DHL	48	7	-	2	28	16	3	-	1	45	1	11	28	6	2	1	39	3	10	-
1%	-	-	-	-	2%	1%	-	-	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%
FedEx	32	3	-	1	8	15	8	-	-	24	1	15	9	-	-	23	9	9	9	-
1%	-	-	-	-	1%	1%	-	-	1%	1%	-	1%	-	-	4%imp	-	1%	3%imp	1%	1%
Evo	61	15	4	3	9	30	11	8	4	39	12	20	21	14	1	4	41	5	6	6
1%	1%	2%	-	-	1%	1%	1%	2%	2%	2%	1%	1%	1%	2%	-	4%imp	1%	1%	1%	1%
Interlink	5	-	-	-	4	-	1	-	1	4	1	4	1	-	1	-	4	1	-	-
1%	-	-	-	-	-	-	-	-	0	-	-	-	-	-	-	-	-	-	-	-
DPD	26	4	1	4	8	11	6	-	-	19	-	9	9	6	1	-	18	1	12	2
1%	-	1%	-	-	1%	1%	-	-	1%	1%	-	1%	-	1%	-	-	1%	1%	1%	1%
Parcelforce	19	4	-	-	2	13	-	1	2	15	4	8	6	4	1	-	14	1	3	2
1%	-	-	-	-	1%	1%	-	-	1%	1%	-	1%	-	1%	-	-	1%	1%	1%	1%
TNT	18	-	-	-	9	8	1	-	-	16	-	9	7	2	1	-	15	1	9	-
1%	-	-	-	-	1%	1%	-	-	1%	1%	-	1%	-	1%	-	-	1%	1%	1%	1%
TNT Post UK	8	-	-	-	4	1	3	-	-	5	-	2	5	-	-	6	2	-	-	-
1%	-	-	-	-	1%	1%	-	-	1%	1%	-	1%	-	1%	-	1%	1%	1%	1%	1%
UPS	25	3	-	1	15	9	1	-	1	24	1	7	16	-	2	-	23	2	13	2
1%	-	-	-	-	1%	1%	-	-	1%	1%	-	1%	-	1%	-	1%	1%	1%	1%	1%
UK Mail	15	-	-	-	3	7	3	-	2	10	2	6	4	2	3	-	10	3	7	2
1%	-	-	-	-	1%	1%	-	-	1%	1%	-	1%	-	1%	-	1%	1%	1%	1%	1%
DX	12	-	-	-	-	9	-	2	-	10	2	8	2	-	-	2	9	2	-	-
1%	-	-	-	-	-	1%	-	1%	-	1%	-	1%	-	1%	-	2%imp	1%	1%	1%	1%
Yodel	16	5	-	-	8	4	4	-	-	12	1	8	4	2	2	-	12	2	6	-
1%	-	-	-	-	1%	1%	-	-	1%	1%	-	1%	-	1%	-	1%	1%	1%	1%	1%
Amazon Delivery Service/Logistics	19	5	-	2	8	8	3	1	-	15	1	2	12	3	2	-	14	2	7	-
1%	-	-	-	-	1%	1%	-	-	1%	1%	-	1%	-	1%	-	1%	1%	1%	1%	1%
Other	9	1	-	1	3	5	1	-	-	8	-	8	1	-	-	-	9	-	7	2
1%	-	-	-	-	1%	1%	-	-	1%	1%	-	1%	-	1%	-	1%	1%	1%	1%	1%
None of these	493	1761	232	867	1660	1901	785	340	156	3561	496	1857	1934	703	243	93	3791	336	759	1734
95%	98%	96%	99%	95%	95%	94%	96%	96%	95%	94%	95%	95%	95%	94%	92%	94%	95%	93%	91%	99%ur

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base

QJ2\_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Mail that has been tampered with

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Royal Mail	31	5	26	-	20	8	2	27	4	-	-	31	-
1%	1%	1%	-	-	1%	-	1%	1%	3% <sup>sig</sup>	-	-	1%	-
Clippost	14	-	14	-	5	8	2	12	2	-	-	14	-
*	*	*	-	-	*	*	*	*	2% <sup>sig</sup>	-	-	*	-
Collect +	25	7	15	3	18	7	-	23	2	-	-	25	-
*	2% <sup>b</sup>	-	4% <sup>b</sup>	1% <sup>b</sup>	-	-	-	2%	1%	-	-	-	-
DHL	48	14	35	-	35	12	2	39	10	-	-	48	-
1%	4% <sup>b</sup>	1%	-	-	1%	1%	1%	1%	3% <sup>sig</sup>	-	-	1%	-
FedEx	32	4	29	-	13	17	2	28	5	-	-	32	-
1%	1%	1%	-	1%	1%	1%	1%	1%	4% <sup>sig</sup>	-	-	1%	-
Evri	61	6	54	1	28	23	10	50	8	4	-	61	-
1%	2%	1%	2%	2% <sup>c</sup>	1%	3% <sup>a</sup>	1%	1%	7% <sup>sig</sup>	8%	-	1%	-
Interlink	5	-	5	-	5	-	-	5	5	-	-	5	-
*	*	*	-	0	-	-	-	*	*	-	-	*	-
DPD	26	1	25	-	9	13	4	24	*	1	-	26	*
*	*	1%	-	1%	*	1%	1%	*	*	2%	-	*	*
Parcelforce	19	6	13	-	12	5	2	18	1	-	-	19	-
*	2% <sup>b</sup>	-	-	1%	*	1%	1%	*	1%	-	-	*	-
TNT	18	3	14	-	10	6	1	17	1	-	-	18	-
*	1%	*	-	1%	1%	1%	1%	1%	1%	-	-	1%	-
TNT Post UK	8	6	2	1	6	2	1	6	2	-	-	8	-
*	2% <sup>b</sup>	-	1% <sup>b</sup>	0	0	0	0	0	2% <sup>sig</sup>	-	-	0	-
UPS	25	10	14	-	17	7	-	25	-	-	-	25	-
*	3% <sup>b</sup>	-	-	-	3% <sup>b</sup>	-	-	*	-	-	-	*	-
UK Mail	15	2	12	1	9	4	1	13	2	-	-	15	*
*	1%	*	1%	1% <sup>b</sup>	1%	1%	1%	1%	2% <sup>sig</sup>	-	-	1%	1%
DX	12	-	12	-	4	7	-	7	4	-	-	12	-
*	*	-	-	-	*	*	-	*	4% <sup>sig</sup>	-	-	*	-
Yodel	16	3	12	1	11	3	2	14	2	-	-	16	-
*	1%	*	1%	1% <sup>b</sup>	1%	1%	1%	1%	1%	-	-	1%	-
Amazon Delivery Service/ Logistics	19	8	10	1	9	9	1	19	-	-	-	19	-
*	2% <sup>b</sup>	-	1%	1%	1%	1%	1%	*	-	-	-	*	-
Other	9	3	6	-	7	1	1	9	-	-	-	9	-
*	1% <sup>b</sup>	-	-	1%	0	0	0	*	-	-	-	*	-
None of these	4893	291	4526	75	1351	3244	296	4730	81	42	8	4859	26
95%	87%	95% <sup>a</sup>	95%	91%	97% <sup>d</sup>	92%	95% <sup>b</sup>	70%	90%	100%	95% <sup>b</sup>	100%	

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



QJ2\_5. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Mail that has been tampered with

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416
Effective Base	2868	661	732	726	796	215	220	226	261	240	242	-	475	253	249	248
Royal Mail	31	-	-	21	9	-	-	-	-	-	-	-	17	5	*	8
1%	-	-	-	2%ab	1%ab	-	-	-	-	-	-	-	2%efghij	1%	*	2%efghij
Clippost	14	7	7	-	-	6	2	-	-	3	3	-	-	-	-	-
1%	-	1%cd	1%cd	-	-	1%cd	-	-	-	1%	1%	-	-	-	-	-
Collect +	25	7	9	3	5	3	2	2	3	-	7	-	1	2	-	5
1%	-	1%	1%	*	*	1%	1%	*	1%	-	2%ab	-	*	*	-	1%
DHL	48	14	24	6	4	4	1	9	15	1	8	-	5	1	2	2
1%	-	1%	2%cd	-	-	1%	-	2%up	3%lmnop	-	2%	-	1%	*	-	*
FedEx	32	10	14	4	4	4	3	2	5	3	5	-	2	2	-	4
1%	-	1%	1%	*	*	1%	1%	1%	1%	1%	1%	-	2	2	-	1%
Evti	61	29	22	6	5	6	11	11	11	5	6	-	6	-	*	5
1%	-	2%cd	2%cd	-	-	1%	3%lmnp	3%lmnp	2%lmnp	1%	1%	-	1%	-	*	1%
Interlink	5	5	-	-	-	4	1	1	-	-	-	-	-	-	-	-
1%	-	-	-	-	-	1%cd	-	-	-	-	-	-	-	-	-	-
DPD	26	7	4	10	5	3	2	3	-	2	2	-	5	5	-	4
1%	-	1%	-	1%	-	1%	1%	1%	-	*	*	-	1%	1%	-	1%
Parcelforce	19	9	5	2	2	3	1	5	2	-	4	-	2	-	*	2
1%	-	1%	*	*	*	1%	*	1%	*	-	1%	-	*	-	*	*
TNT	18	4	5	7	2	-	1	3	3	-	2	-	7	-	-	2
1%	-	-	1%	-	-	-	-	1%	1%	-	1%	-	1%	-	-	1%
TNT Post UK	8	2	6	-	-	1	-	1	3	-	4	-	-	-	-	-
1%	-	*	*	-	-	*	*	*	1%	-	1%cd	-	-	-	-	-
UPS	25	5	6	8	7	4	*	1	6	-	-	-	8	-	-	3
1%	-	*	1%	1%	1%	1%	-	1%	-	-	-	-	1%	-	-	1%
UK Mail	15	3	4	4	5	1	1	1	-	-	4	-	4	*	-	1
1%	-	*	*	*	*	*	*	*	-	-	1%	-	*	-	-	1%
DX	12	7	4	-	-	2	5	-	-	3	2	-	-	-	-	-
1%	-	1%cd	-	-	-	1%	1%cd	-	-	1%	-	-	-	-	-	-
Yodel	16	8	2	6	*	-	2	5	*	1	1	-	2	3	-	*
1%	-	1%	-	-	-	-	1%	1%	*	*	*	-	*	1%	-	-
Amazon Delivery Service/Logistics	19	2	10	5	2	-	1	1	9	1	*	-	2	2	-	2
1%	-	1%	*	*	-	-	-	-	2%cdlmnp	-	-	-	*	*	-	1%
Other	9	-	-	3	6	-	-	-	-	-	-	-	3	-	-	3
1%	-	-	-	*	*	-	-	-	-	-	-	-	*	-	-	1%
None of these	4893	1194	1205	1237	1257	401	404	389	433	393	379	-	778	459	434	393
95%	93%	93%	96%ab	97%ab	93%	94%	91%	93%	95%	91%	-	95%cd	97%efgh	99%efghijkl	95%	98%efghijkl

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - ab/cd - e/gh/hj/k/m/n/op  
 \*\*very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Didn't allow sufficient time to answer the door

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	953	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Royal Mail	73	-	73	26	47	39	34	19	17	7	12	8	6	3	36	19	17	9	60	13	71
1%	1%	-	1%	4% <b>d</b>	2%	2%	1%	3% <b>km</b>	3% <b>km</b>	1%	2%	1%	1%	1%	3% <b>op</b>	1%	1%	1%	1%	1%	2%
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	7	-	7	5	2	3	4	2	5	*	*	*	*	*	7	*	*	*	5	2	7
1%	1%	-	1%	1% <b>d</b>	*	*	*	1% <b>d</b>	*	*	*	*	*	*	1% <b>op</b>	*	*	*	*	*	1%
DHL	7	-	7	5	2	5	3	1	5	1	*	*	*	*	6	1	*	*	7	*	7
1%	1%	-	1%	1% <b>d</b>	*	*	*	1% <b>d</b>	1%	*	*	*	*	*	1% <b>op</b>	*	*	*	*	*	1%
FedEx	18	-	18	14	4	11	7	6	10	3	-	-	-	-	15	3	-	-	18	1	14
1%	1%	-	1%	2% <b>d</b>	*	*	*	1% <b>k</b>	3% <b>klm</b>	*	*	*	*	*	1% <b>op</b>	*	*	*	*	*	1%
Evo	26	-	26	13	13	14	12	4	11	3	5	2	1	-	15	8	3	1	22	4	21
1%	1%	-	1%	2% <b>d</b>	1%	1%	1%	1%	2% <b>klm</b>	*	1%	*	*	*	1% <b>op</b>	*	*	*	*	1%	1%
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	18	-	18	13	5	11	7	2	11	*	3	2	*	*	13	3	2	*	17	1	14
1%	1%	-	1%	2% <b>d</b>	*	*	*	1% <b>d</b>	2% <b>klm</b>	*	*	*	*	*	1% <b>op</b>	*	*	*	*	1%	1%
Parcelforce	11	-	11	7	3	7	3	1	5	4	*	*	1	-	6	4	1	1	8	3	8
1%	1%	-	1%	1% <b>d</b>	*	*	*	1% <b>k</b>	1% <b>k</b>	*	*	*	*	*	1% <b>op</b>	*	*	*	*	1%	1%
TNT	8	-	8	8	-	6	1	8	6	2	*	*	*	*	6	2	*	*	7	1	5
1%	1%	-	1%	1% <b>d</b>	*	*	*	1% <b>k</b>	1% <b>k</b>	*	*	*	*	*	1% <b>op</b>	*	*	*	*	1%	1%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	10	-	10	6	4	5	5	-	8	-	-	-	2	-	8	-	2	2	8	1	5
1%	1%	-	1%	1% <b>d</b>	*	*	*	1% <b>kljkl</b>	1% <b>kljkl</b>	*	*	*	*	*	1% <b>op</b>	*	*	*	*	1%	1%
UK Mail	4	-	4	3	1	3	1	*	3	*	-	-	-	-	3	*	*	*	3	1	5
1%	1%	-	1%	1% <b>d</b>	*	*	*	1% <b>d</b>	1% <b>d</b>	*	*	*	*	*	1% <b>op</b>	*	*	*	*	1%	1%
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	4	-	4	2	2	2	2	2	2	2	-	-	-	-	4	-	-	-	4	-	2
1%	1%	-	1%	1% <b>d</b>	*	*	*	1% <b>d</b>	1% <b>d</b>	*	*	*	*	*	1% <b>op</b>	*	*	*	*	1%	1%
Amazon Delivery Service/Logistics	11	-	11	3	8	5	6	-	2	5	1	*	-	3	2	6	3	3	9	2	10
1%	1%	-	1%	1% <b>d</b>	*	*	*	1% <b>d</b>	1% <b>d</b>	*	*	*	*	*	1% <b>op</b>	*	*	*	*	1%	1%
Other	9	-	9	6	3	5	4	*	9	-	-	-	-	-	9	-	-	-	5	4	6
1%	1%	-	1%	1% <b>d</b>	*	*	*	1% <b>kljkl</b>	1% <b>kljkl</b>	*	*	*	*	*	1% <b>op</b>	*	*	*	*	1%	1%
None of these	5034	-	5034	650	2752	2455	2559	662	617	992	700	918	627	518	1279	1602	2063	1145	4488	506	5040
98%	98%	-	98%	93%	77% <b>d</b>	98%	97%	96%	95%	99% <b>klm</b>	99% <b>klm</b>	99% <b>klm</b>	99% <b>klm</b>	99% <b>klm</b>	95%	99% <b>klm</b>	99% <b>klm</b>	99% <b>klm</b>	99% <b>klm</b>	95%	98%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a) - d) - e) - g)h)j)k)l) - n)o)q) - r) - s)  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Didn't allow sufficient time to answer the door

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Royal Mail	73	20	21	21	11	41	32	59	12	12	10	15	23	9	49	12	58	26	43	4
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	7	5	3	-	-	7	-	7	-	3	-	2	2	-	4	3	4	3	4	-
DHL	7	5	2	-	1	6	1	7	-	3	-	1	-	3	1	3	5	5	2	-
FedEx	10	11	3	4	1	14	5	17	1	3	3	5	2	4	11	3	15	11	7	1
Evo	26	8	8	8	2	16	10	17	9	4	5	2	7	8	14	4	21	9	14	3
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	18	5	6	3	5	11	8	14	5	5	6	5	1	-	13	5	13	12	6	-
Parcelforce	11	7	1	3	-	8	3	11	-	4	1	2	1	3	4	4	7	8	2	-
TNT	8	4	-	4	-	4	4	8	-	4	-	4	-	-	4	4	4	6	2	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	10	5	1	2	2	6	4	8	2	5	-	2	2	1	4	5	8	8	2	-
UK Mail	4	-	2	2	-	2	2	4	-	-	-	2	-	1	2	-	4	3	1	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	4	2	-	2	-	2	2	4	-	-	-	2	2	-	4	-	4	2	2	-
Amazon Delivery Service/Logistics	11	2	3	4	1	6	5	7	3	1	1	2	7	-	10	1	10	4	7	-
Other	9	3	2	2	2	5	4	9	-	3	2	2	2	-	6	3	6	5	4	-
None of these	5034	908	1555	1148	1424	2482	2572	2976	1998	620	637	1316	1330	794	3284	629	4145	484	1842	127
	98%	96%	98%	98%	98%	97%	98%	97%	98%	97%	97%	98%	97%	97%	97%	97%	98%	91%	93%	96%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QJ2\_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Didn't allow sufficient time to answer the door

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Royal Mail	73	63	10	1	62	3	6	2	4	13	13	2	4	5	6	6	9	*	3
Clippost	-	-	-	-	-	-	2%	1%	2%	2%	3%	1%	1%	1%	1%	1%	2%	*	1%
Collect +	7	7	*	*	6	*	*	*	-	-	-	-	-	-	6	-	-	-	*
DHL	7	7	-	-	7	-	*	*	1	-	-	-	1	2	3	-	-	-	*
FedEx	16	16	2	-	16	2	-	1	1	2	1	-	3	2	3	2	1	-	2
Evo	26	24	2	*	23	2	*	*	1	2	2	1	4	3	7	2	3	*	2
Interlink	-	-	-	-	1%	1%	*	*	*	*	*	*	1%	1%	1%	*	1%	*	1%
DPD	18	18	*	*	16	*	1	1	-	3	2	1	2	-	8	-	-	*	*
Parcelforce	11	11	-	-	10	*	1	-	-	-	-	1	2	1	5	-	-	-	*
TNT	8	8	-	-	8	*	-	-	-	-	3	-	2	-	3	-	-	-	*
TNT Post UK	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	*
UPS	10	10	-	-	10	-	-	-	-	-	1	-	2	2	5	-	-	-	*
UK Mail	4	3	*	*	3	-	*	1	-	-	1	-	2	-	1%	-	-	-	*
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*
Yodel	4	2	2	*	4	-	*	-	-	-	-	-	2	-	2	-	-	-	*
Amazon Delivery Service/ Logistics	11	10	*	*	10	*	*	*	1	3	1	-	2	3	-	-	-	*	*
Other	9	9	-	-	8	*	-	1	-	1%	-	-	3	-	5	-	-	-	*
None of these	5034	4326	708	189	4228	428	239	136	203	545	407	371	448	467	658	698	432	52	376
	98%	97%	98%	99%	97%	97%	97%	97%	97%	96%	96%	96%	98%	97%	97%	98%	98%	92%	92%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QJ2\_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Didn't allow sufficient time to answer the door

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Royal Mail	73	28	4	6	41	23	6	3	-	64	3	35	31	-	8	2	66	7	43	30
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	7	-	-	-	5	2	-	-	-	7	-	3	4	-	-	-	7	-	5	2
DHL	7	-	-	-	4	2	1	-	-	7	-	3	4	-	-	-	7	-	7	-
FedEx	18	2	-	1	6	6	6	-	-	12	-	6	9	-	2	1	16	3	18	1
Evo	26	9	2	3	12	9	4	1	-	22	1	13	11	-	2	-	24	2	16	10
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	18	1	-	1	6	11	1	-	-	17	-	12	5	-	-	-	18	-	17	1
Parcelforce	11	-	-	-	7	3	-	-	-	11	-	6	5	-	-	-	11	-	11	-
TNT	8	-	-	-	6	2	-	-	-	8	-	4	4	-	-	-	8	-	8	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	10	-	-	-	6	-	3	-	-	6	-	3	4	2	1	-	6	1	8	2
UK Mail	4	1	-	-	2	-	1	-	-	2	-	1	2	1	-	3	1	4	4	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	4	-	-	-	2	-	2	-	-	2	-	-	2	-	-	2	2	4	4	-
Amazon Delivery Service/Logistics	11	3	-	-	4	3	-	-	3	7	3	5	3	-	2	-	9	2	7	3
Other	9	3	-	-	5	2	2	-	-	7	-	3	4	-	-	7	2	9	9	-
None of these	5034	1765	233	871	1699	1974	798	350	162	3673	512	1901	1978	743	252	85	3879	347	748	1704
	98%	98%	98%	99%	97%	98%	98%	99%	98%	97%	99%	97%	98%	98%	96%	96%	97%	96%	90%	98%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base

QJ2\_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Didn't allow sufficient time to answer the door

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Royal Mail	73	9	62	2	26	37	10	69	4	-	-	73	-
Clippost	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	7	3	4	-	5	2	-	7	-	-	-	7	-
DHL	7	3	5	-	3	4	-	7	1	-	-	7	-
FedEx	18	3	16	-	12	6	1	16	2	-	-	18	-
Evri	26	3	22	1	11	12	3	24	2	-	-	26	-
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	18	3	15	-	12	4	1	14	4	-	-	18	-
Parcelforce	11	3	8	-	9	1	-	11	-	-	-	11	-
TNT	8	3	5	-	6	2	-	8	-	-	-	8	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	10	3	7	-	6	4	-	10	-	-	-	10	-
UK Mail	4	-	4	-	3	1	-	4	-	-	-	4	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-
Yodel	4	-	4	-	4	-	-	4	-	-	-	4	-
Amazon Delivery Service/ Logistics	11	-	10	-	3	6	1	9	1	-	-	11	-
Other	9	3	4	2	5	2	2	9	1	-	-	9	-
None of these	5034	325	4633	75	1445	3281	308	4845	107	47	8	5000	26
	98%	97%	98%	94%	97%	95%	95%	98%	92%	100%	100%	98%	100%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_6. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Didn't allow sufficient time to answer the door

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	261	240	242	-	475	253	249	248	259
Royal Mail	73	-	42	31	-	-	-	-	-	-	-	-	33	9	6	18	6
1%	-	-	3%ab	2%ab	-	-	-	-	-	-	-	-	4%efghj	2%efghj	1%	4%efghij	1%
Clipost	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect +	7	-	5	2	-	-	-	-	-	-	-	-	5	-	-	2	-
*	*	*	*	*	-	-	-	-	-	-	-	-	1%	-	-	1%	-
DHL	7	-	4	3	-	-	-	-	-	-	-	-	3	1	2	-	1
FedEx	18	-	8	10	-	-	-	-	-	-	-	-	4	4	3	6	2
*	*	1%ab	1%ab	1%ab	-	-	-	-	-	-	-	-	1%	1%	1%	1%	1%
Evti	26	-	9	17	-	-	-	-	-	-	-	-	7	2	4	6	7
1%	-	-	1%ab	1%ab	-	-	-	-	-	-	-	-	1%	-	1%	1%	2%ah
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	18	-	9	9	-	-	-	-	-	-	-	-	8	1	*	4	5
*	*	1%ab	1%ab	1%ab	-	-	-	-	-	-	-	-	1%	*	*	1%	1%
Parcellforce	11	-	8	3	-	-	-	-	-	-	-	-	8	-	-	2	1
TNT	8	-	5	3	-	-	-	-	-	-	-	-	1%	-	-	3	*
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	1%	*
UPS	10	-	5	5	-	-	-	-	-	-	-	-	3	2	-	5	-
UK Mail	4	-	4	4	-	-	-	-	-	-	-	-	*	-	1	3	-
DX	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
Yodel	4	-	2	2	-	-	-	-	-	-	-	-	-	2	-	2	-
Amazon Delivery Service/Logistics	11	-	1	10	-	-	-	-	-	-	-	-	1	-	5	4	1
Other	9	-	4	4	-	-	-	-	-	-	-	-	4	-	2	2	1
None of these	5034	1290	1291	1228	1224	432	431	427	464	412	416	-	774	454	419	387	419
98%	100%cd	100%cd	95%	95%	100%imnop	100%imnop	100%imnop	100%imnop	100%imnop	100%imnop	100%imnop	-	95%	96%	96%	93%	96%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Other problems

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	953	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Royal Mail	7	-	7	-	6	4	3	1	*	3	-	2	1	-	1	3	2	1	7	-	9
Citipost	2	-	2	2	-	2	-	-	2	-	-	-	-	-	2	-	-	-	2	-	1
Collect +	12	-	12	5	3	8	4	2	3	3	*	-	4	-	5	3	4	4	9	2	6
DHL	16	-	16	6	4	9	7	5	-	3	-	8	*	-	5	3	8	*	15	1	11
FedEx	21	-	21	6	7	7	14	4	4	5	-	6	3	-	8	5	8	3	12	9	16
Evo	79	-	79	10	24	29	49	3	7	16	10	21	14	8	10	26	43	22	76	3	86
Interlink	2%	-	2%	1%	1%	1%	2%	*	1%	2%	1%	2%	2%	2%	1%	2%	2%	2%	2%	1%	2%
DPD	23	-	23	1	11	9	14	2	1	3	7	10	-	-	3	10	10	-	22	1	22
Parcelforce	11	-	11	*	2	7	4	-	-	*	3	2	5	*	-	4	7	5	11	-	13
TNT	2	-	2	-	2	-	2	-	2	-	-	-	-	-	-	2	-	-	-	2	1
TNT Post UK	3	-	3	-	1	3	*	3	*	*	-	-	-	-	3	*	-	-	3	*	3
UPS	5	-	5	2	1	5	*	-	2	*	*	1	2	-	2	*	3	2	5	-	8
UK Mail	5	-	5	1	1	5	*	-	-	4	1	-	-	-	-	5	*	-	5	-	4
DX	9	-	9	5	1	7	1	-	2	4	-	-	3	-	6	3	3	3	9	-	5
Yodel	36	-	36	*	10	15	21	4	2	5	5	7	3	10	6	10	20	13	35	-	37
Amazon Delivery Service/Logistics	1%	-	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	6	1%	1%	1%	1%	1%	1%
Other	25	-	25	2	7	5	19	-	3	8	6	2	6	-	3	14	8	6	24	1	24
None of these	4947	-	4947	657	2755	2409	2518	667	632	955	684	883	606	511	1299	1649	1999	1117	4396	512	4961
	96%	-	96%	94%	97%	96%	96%	97%	97%	95%	95%	95%	96%	97%	97%	95%	96%	96%	96%	96%	96%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a0 - c0d - e0l - g0h0j0k0l0m - n0p0q - r0s  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



QJ2\_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Other problems

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1067	69
Royal Mail	7	3	1	1	1	4	3	4	2	*	2	3	*	2	5	*	6	2	4	*
Clippost	2	2	-	-	-	2	-	2	-	-	-	-	-	2	-	-	2	-	-	-
Collect +	12	2	2	7	*	5	7	8	*	*	7	*	*	5	7	*	12	-	2	-
DHL	16	3	4	2	6	7	9	14	2	4	1	6	2	*	10	4	15	-	-	-
FedEx	21	4	6	8	3	10	11	15	6	2	1	4	11	*	17	2	17	-	2	-
Evo	79	15	19	20	25	34	45	46	32	11	18	18	18	8	54	11	63	1	7	-
Interlink	2%	2%	1%	2%	2%	1%	2%	1%	2%	2%	3%	1%	1%	1%	2%	2%	1%	*	*	-
DPD	23	4	6	2	10	11	12	15	8	5	4	6	4	2	14	5	16	-	3	3
Parcelforce	11	3	*	6	2	3	8	4	3	2	1	7	*	1	8	2	9	-	2	-
TNT	2	-	2	-	-	2	-	2	-	2	-	-	-	-	-	2	-	-	-	-
TNT Post UK	3	2	-	1	-	2	1	1	2	-	-	3	-	-	3	-	3	-	-	-
UPS	5	1	2	2	-	3	2	1	5	-	-	-	2	3	2	*	5	-	-	-
UK Mail	5	4	-	1	-	4	1	5	-	-	-	1	*	4	1	-	5	-	-	-
DX	9	3	3	2	1	5	3	7	1	-	-	1	-	7	1	-	9	-	-	-
Yodel	36	10	7	8	10	18	18	14	21	4	12	6	7	5	24	4	30	-	3	-
Amazon Delivery Service/Logistics	25	3	4	5	12	8	17	13	12	8	1	10	3	3	14	8	17	1	*	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	4947	900	1540	1119	1388	2440	2507	2946	1934	613	625	1277	1331	774	3233	622	4074	525	1895	129
	96%	92%	97%	95%	96%	96%	96%	96%	96%	96%	95%	95%	97%	95%	96%	96%	96%	96%	96%	96%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QJ2\_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels sent using...- Other problems

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Royal Mail	7	6	-	-	5	1	-	-	1	-	1	-	1	-	-	-	2	-	1
Clippost	2	2	-	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-
Collect +	12	5	7	4	12	-	-	-	-	-	-	2	5	4	-	-	-	-	-
DHL	16	15	1	-	14	2	-	-	-	-	2	1	-	-	-	9	1	2	-
FedEx	21	16	5	-	20	1	-	-	-	-	-	1%	-	-	1%	4	4	4	1
Evo	79	64	14	3	66	7	5	1	1	11	4	7	4	5	7	18	9	1	6
Interlink	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DPD	23	22	1	-	20	2	1	1	-	4	-	-	3	-	5	6	2	-	2
Parcelforce	11	4	7	4	9	1	1	-	-	2	1	2	-	4	-	-	-	-	1
TNT	2	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TNT Post UK	3	3	-	-	2	1	-	-	-	2	-	-	-	-	-	-	-	-	1
UPS	5	3	2	-	5	-	-	-	-	-	-	1	-	2	-	-	-	-	-
UK Mail	5	5	-	-	4	-	1	-	-	-	-	-	-	-	4	-	-	-	-
DX	9	9	-	-	9	-	-	-	-	-	1	-	2	-	5	-	-	-	-
Yodel	36	29	7	-	31	3	2	-	1	7	-	2	3	-	1	13	4	-	3
Amazon Delivery Service/ Logistics	25	22	3	-	22	1	1	-	1	3	-	7	3	-	2	7	-	-	1
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	4947	4253	694	182	4153	417	238	140	206	539	414	356	434	466	654	667	417	50	367
	96%	96%	96%	95%	96%	96%	96%	95%	95%	95%	97%	95%	95%	97%	96%	94%	94%	93%	96%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QJ2\_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Other problems

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Royal Mail	7	1	*	*	4	1	-	1	-	5	1	1	3	-	1	1	4	2	*	6
Clippost	2	2	*	*	2	-	-	-	-	2	-	2	-	-	1%	1%	2	-	-	1%
Collect +	12	4	*	*	9	3	-	-	-	12	-	6	5	*	-	12	-	-	-	2
DHL	16	2	-	-	7	9	-	-	-	16	-	7	7	-	1	14	1	-	-	-
FedEx	21	6	-	4	4	16	1	-	-	20	-	14	7	-	*	21	*	-	-	2
Evri	79	31	-	17	24	38	10	4	5	60	9	20	40	14	4	2	59	6	1	7
Interlink	2%	2%	-	2%	1%	2%	1%	1%	3%	2%	2%	1%	2%	2%	1%	2%	1%	2%	*	*
DPD	23	5	-	2	18	5	3	*	*	20	1%	19	1	3	*	20	*	3	3	3
Parcelforce	11	9	2	2	7	2	*	2	-	9	2	8	1	-	2	9	2	*	*	2
TNT	2	-	-	-	2	-	-	-	-	2	-	2	-	-	-	2	-	-	-	-
TNT Post UK	3	*	-	-	-	2	-	-	1	2	1	2	1	-	-	3	-	-	-	-
UPS	5	1	-	1	1	1	-	1	2	2	3	1	3	-	1	4	1	-	-	-
UK Mail	5	*	-	-	5	-	*	-	1	5	-	5	*	-	*	5	*	-	-	-
DX	9	3	-	-	5	3	1	-	-	7	-	3	3	3	-	6	-	-	-	-
Yodel	36	19	-	13	17	9	8	2	1	28	2	13	14	8	*	27	1	-	-	3
Amazon Delivery Service/Logistics	25	7	-	1	12	5	4	3	1	16	5	15	6	2	-	1	22	1	-	1
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	4847	1732	236	848	1667	1940	791	343	154	3607	498	1870	1845	719	254	94	3816	349	828	1721
	96%	96%	99%	96%	95%	96%	97%	97%	94%	96%	96%	95%	96%	97%	95%	96%	96%	99%	99%	99%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base

QJ2\_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Other problems

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Royal Mail	7	-	7	-	1	6	-	7	-	-	-	7	-
Clippost	2	-	2	-	2	-	-	2	-	-	-	2	-
Collect +	12	3	9	-	9	3	-	12	-	-	-	12	-
DHL	16	-	16	-	8	7	1	8	7	1	-	16	-
FedEx	21	2	19	-	4	14	3	18	3	-	-	21	-
Evo	79	6	73	-	28	36	15	75	4	-	-	79	-
Interlink	23	2%	2%	-	2%	1%	5% <sup>def</sup>	2%	3%	-	-	2%	-
DPD	23	2	21	-	13	10	-	23	-	-	-	23	-
Parcelforce	11	-	11	-	6	5	-	11	-	-	-	11	-
TNT	2	-	2	-	-	2	-	2	-	-	-	2	-
TNT Post UK	3	-	3	-	-	3	-	3	-	-	-	3	-
UPS	5	-	5	-	1	4	-	5	-	-	-	5	-
UK Mail	5	4	1	-	4	1	-	5	-	-	-	5	-
DX	9	3	5	-	6	3	-	6	3	-	-	9	-
Yodel	36	3	33	-	14	19	4	36	3	-	-	36	-
Amazon Delivery Service/Logistics	25	-	24	1	12	12	1	25	-	-	-	25	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	4947	311	4558	78	1404	3244	299	4769	100	45	8	4913	26
	96%	93%	95% <sup>a</sup>	98%	94%	97% <sup>def</sup>	92%	95% <sup>gh</sup>	86%	97%	100%	95% <sup>gh</sup>	99%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/ef - gh/ij/kl  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_7. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Other problems

Table 338

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	796	215	220	226	251	240	242	-	475	253	249	248	259
Royal Mail	7	-	-	2	4	-	-	-	-	-	-	-	2	-	3	1	*
Clippost	2	-	2	-	-	-	-	-	2	-	-	-	-	-	-	-	-
Collect +	12	9	-	-	2	3	2	4	-	-	-	-	-	-	2	-	-
DHL	16	8	8	-	-	2	3	3	3	1	3	-	-	-	-	-	-
FedEx	21	13	6	2	-	5	5	3	1	*	4	-	2	-	-	-	-
Evti	79	32	39	2	6	7	6	19	11	7	20	-	2	-	-	2	4
Interlink	25	3	3	-	-	2	1	1	1	1	1	-	-	-	-	-	1
DPD	23	5	13	3	3	*	2	2	7	2	4	-	3	-	-	3	-
Parcelforce	11	6	3	-	2	1	1	4	3	1	1	-	-	-	2	-	*
TNT	2	-	2	-	-	-	-	-	-	-	2	-	-	-	-	-	-
TNT Post UK	3	3	-	-	-	-	-	3	-	-	-	-	-	-	-	-	-
UPS	5	4	1	-	-	-	1	3	-	1	*	-	-	-	-	-	-
UK Mail	5	5	-	-	-	1	*	4	-	-	-	-	-	-	-	-	-
DX	9	3	6	-	-	-	-	3	-	4	2	-	-	-	-	-	-
Yodel	36	14	19	2	*	3	6	6	9	4	6	-	2	*	*	*	*
Amazon Delivery Service/Logistics	25	15	9	1	-	5	5	5	3	4	2	-	1	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	4947	1195	1203	1277	1272	407	406	381	430	388	384	-	808	469	430	410	433
	96%	93%	93%	99%ab	99%ab	94%	94%	89%	93%	94%	92%	-	99%efghj	99%efghj	99%efghj	99%efghj	99%efghj

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... - No - there have been no problems

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	2868
Royal Mail	827	-	827	115	712	392	434	83	91	135	127	171	127	93	174	263	391	220	728	91	913
16%	-	16%	-	16%	25%	16%	17%	12%	14%	13%	16%	18%	20%	18%	13%	15%	19%	19%	16%	17%	18%
Citipost	47	-	47	6	8	28	19	5	4	11	13	8	4	2	9	24	14	6	45	1	58
1%	-	1%	-	1%	-	1%	1%	1%	1%	1%	2%	1%	1%	-	1%	1%	1%	-	1%	-	1%
Collect +	382	-	382	51	207	138	243	41	59	91	109	65	17	8	100	191	91	25	351	28	443
7%	-	7%	-	7%	7%	6%	9%	6%	9%	9%	14%	14%	3%	2%	7%	11%	4%	2%	8%	5%	9%
DHL	1053	-	1053	67	341	459	591	109	115	197	201	211	109	111	224	398	431	220	956	89	1185
20%	-	20%	-	20%	12%	18%	23%	16%	18%	19%	26%	23%	17%	21%	17%	23%	21%	19%	21%	17%	23%
FedEx	647	-	647	66	224	315	330	78	96	135	105	122	57	50	173	245	229	106	582	57	711
13%	-	13%	-	13%	8%	13%	13%	11%	13%	11%	13%	13%	9%	9%	13%	14%	11%	9%	13%	14%	14%
Evti	1459	-	1459	132	470	608	847	156	145	255	241	282	200	181	300	496	663	381	1354	94	1596
28%	-	28%	-	28%	17%	24%	32%	23%	22%	25%	34%	30%	31%	34%	22%	29%	32%	33%	29%	18%	31%
Interlink	74	-	74	10	19	35	39	1	7	19	20	15	7	5	8	39	28	12	72	2	92
1%	-	1%	-	1%	3%	1%	2%	-	1%	2%	2%	2%	1%	1%	1%	2%	1%	2%	2%	-	2%
DPD	1143	-	1143	80	364	502	640	113	138	222	206	227	140	97	251	428	464	237	1053	83	1312
22%	-	22%	-	22%	12%	16%	21%	11%	12%	15%	16%	14%	12%	16%	19%	23%	22%	20%	21%	16%	25%
Parcelforce	1158	-	1158	77	447	550	607	68	108	205	230	262	163	122	176	435	547	285	1093	56	1353
22%	-	22%	-	22%	16%	22%	23%	10%	10%	16%	20%	23%	26%	23%	13%	25%	26%	25%	24%	11%	26%
TNT	261	-	261	20	97	141	120	17	22	55	52	67	29	19	39	107	114	48	251	9	269
5%	-	5%	-	5%	3%	6%	5%	3%	3%	2%	2%	2%	1%	1%	3%	5%	4%	4%	2%	5%	
TNT Post UK	99	-	99	14	26	57	42	4	6	23	24	19	7	13	11	49	39	20	97	2	110
2%	-	2%	-	2%	1%	1%	2%	1%	1%	2%	3%	2%	1%	2%	1%	3%	2%	2%	2%	-	2%
UPS	682	-	682	61	237	332	346	72	87	139	116	127	92	50	159	254	269	142	625	51	745
13%	-	13%	-	13%	8%	13%	13%	10%	13%	14%	16%	14%	15%	9%	12%	15%	13%	12%	14%	10%	14%
UK Mail	277	-	277	30	118	148	129	15	29	56	43	74	34	23	44	102	131	58	260	15	286
5%	-	5%	-	5%	4%	6%	5%	2%	4%	3%	3%	3%	2%	4%	3%	5%	4%	5%	6%	3%	6%
DX	76	-	76	6	21	41	35	1	11	18	27	16	3	-	11	45	19	3	75	1	100
1%	-	1%	-	1%	1%	2%	1%	-	2%	2%	4%	2%	-	-	1%	3%	1%	-	2%	-	2%
Yodel	992	-	992	68	315	409	581	62	103	187	196	213	129	102	166	383	444	231	933	55	1131
19%	-	19%	-	19%	10%	16%	22%	9%	9%	16%	19%	23%	20%	18%	12%	22%	21%	20%	20%	10%	22%
Amazon Delivery Service/Logistics	986	-	986	68	342	483	520	95	91	163	161	207	144	121	199	328	472	265	906	73	980
19%	-	19%	-	19%	12%	18%	20%	14%	14%	16%	16%	17%	14%	14%	14%	19%	23%	21%	20%	14%	19%
Other	51	-	51	20	26	11	40	8	8	13	4	6	6	7	16	17	18	12	43	9	45
1%	-	1%	-	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
None of these	2024	-	2024	377	1308	1099	916	331	293	458	207	328	214	193	624	665	735	407	1746	264	1812
39%	-	39%	-	39%	46%	44%	35%	40%	40%	40%	29%	32%	34%	37%	40%	38%	35%	35%	38%	35%	35%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - all - old - all - g(h)(i)(j)(k)(l)(m) - n(o)(p)(q) - r(s)  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... - No - there have been no problems

Table 339

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1067	69
Royal Mail	827	151	202	164	220	443	384	469	351	69	111	210	262	128	583	71	717	164	629	34
16%		18%	13%	14%	15%	17%	15%	17%	17%	11%	17%	16%	19%	16%	17%	11%	17%	31%	33%	26%
Clippost	47	10	19	10	8	28	18	36	11	3	6	14	9	14	29	3	42	-	-	-
1%		1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	2%	1%	-	1%	-	-	-
Collect +	382	65	117	97	103	182	200	286	96	32	42	87	103	93	232	34	330	25	102	9
7%		7%	7%	8%	7%	7%	8%	9%	5%	5%	6%	6%	7%	11%	7%	5%	8%	5%	5%	7%
DHL	1053	171	340	260	282	511	542	594	449	140	131	261	289	159	681	142	857	17	70	2
20%		18%	21%	22%	20%	20%	21%	19%	22%	22%	20%	19%	21%	20%	20%	22%	20%	3%	4%	2%
FedEx	647	126	190	169	160	317	330	410	229	75	54	163	208	111	424	77	542	14	48	6
13%		13%	12%	14%	11%	12%	13%	13%	11%	12%	8%	12%	15%	14%	13%	12%	13%	3%	3%	5%
Evo	1459	217	453	351	438	670	788	794	637	177	201	380	381	218	962	183	1202	42	216	14
28%		23%	28%	30%	30%	26%	30%	26%	32%	28%	31%	28%	28%	27%	29%	28%	28%	8%	11%	11%
Interlink	74	14	19	21	21	33	41	48	26	11	4	13	30	14	47	11	62	-	-	-
1%		1%	1%	2%	1%	1%	2%	2%	1%	2%	1%	1%	2%	2%	1%	2%	3%	-	-	-
DPD	1143	185	345	288	325	530	613	667	459	132	131	296	327	182	755	134	953	25	70	4
22%		20%	22%	24%	23%	21%	23%	22%	23%	21%	20%	22%	24%	22%	22%	21%	22%	5%	4%	3%
Parcelforce	1158	186	352	281	339	538	620	658	486	137	144	275	349	173	788	139	956	41	171	13
22%		20%	22%	24%	23%	21%	24%	21%	24%	21%	22%	21%	25%	21%	23%	21%	22%	8%	9%	10%
TNT	261	52	82	60	67	134	127	166	92	37	26	63	71	55	180	39	215	9	34	-
9%		5%	5%	5%	5%	5%	5%	5%	5%	5%	4%	5%	5%	5%	5%	5%	5%	2%	2%	-
TNT Post UK	99	16	29	35	19	45	54	64	35	13	7	18	30	26	55	13	82	-	-	-
2%		2%	2%	3%	1%	2%	2%	2%	2%	2%	1%	1%	2%	3%	2%	2%	2%	-	-	-
UPS	682	126	183	172	201	309	373	409	289	95	66	156	215	112	436	97	558	22	63	3
13%		13%	11%	15%	14%	12%	14%	13%	13%	13%	10%	12%	16%	14%	13%	15%	13%	4%	3%	3%
UK Mail	277	52	78	71	75	130	147	171	105	39	27	52	94	50	173	41	224	16	69	1
5%		6%	5%	6%	5%	5%	6%	6%	5%	6%	4%	5%	7%	5%	5%	6%	5%	3%	4%	1%
DX	76	13	26	19	18	38	37	65	11	6	1	16	30	19	47	6	66	-	-	-
1%		1%	2%	2%	1%	2%	1%	2%	1%	1%	1%	1%	2%	2%	1%	1%	2%	-	-	-
Yodel	992	140	312	241	299	452	540	550	434	125	118	242	278	162	636	128	813	24	80	5
19%		15%	17%	19%	18%	18%	21%	18%	21%	20%	18%	18%	20%	20%	19%	20%	19%	4%	4%	4%
Amazon Delivery Service/Logistics	986	146	327	221	292	473	513	531	442	122	139	253	288	135	680	125	826	29	141	5
19%		15%	21%	20%	20%	19%	20%	17%	22%	19%	21%	19%	21%	17%	20%	19%	19%	6%	7%	4%
Other	51	8	21	11	11	30	22	34	16	-	3	14	24	5	41	3	46	8	30	8
1%		1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	2%	1%	1%	-	1%	2%	2%	6%
None of these	2024	411	598	456	559	1009	1015	1260	715	279	256	524	496	340	1276	281	1645	297	988	68
30%		33%	38%	39%	39%	40%	39%	40%	36%	30%	38%	39%	36%	42%	38%	43%	39%	56%	51%	52%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - ef - gh - ij/k/l/m/n - op - q/r/s  
 \* small base

QJ2\_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using... - No - there have been no problems

Table 339

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ Merseyside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Royal Mail	827	694	133	35	671	83	44	29	42	73	58	67	77	96	115	67	10	73	
16%	16%	16%	18%	18%	15%	19% <i>sd</i>	18%	20% <i>sd</i>	20% <i>sd</i>	13%	14%	18%	17%	16%	15%	15%	19%	19%	13% <i>sd</i>
Clippost	47	32	14	7	40	2	3	1	27	7	6	3	3	2	5	1	6	-	2
1%	1%	2%	4%	1%	1%	1%	1%	1%	3%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%
Collect +	382	328	54	16	307	38	22	15	18	31	31	29	38	43	41	50	26	6	32
7%	7%	7%	9%	7%	9%	9%	9%	10% <i>sd</i>	9%	5%	7%	8%	8%	9%	6%	7%	6%	12% <i>sd</i>	8%
DHL	1053	873	180	63	859	105	55	34	47	118	92	67	102	113	95	137	89	10	95
20%	20%	23% <i>sd</i>	33% <i>sd</i>	20%	23% <i>sd</i>	22%	24%	24%	23% <i>sd</i>	21% <i>sd</i>	25% <i>sd</i>	18%	22% <i>sd</i>	23% <i>sd</i>	14%	19%	20%	19%	23% <i>sd</i>
FedEx	647	552	94	35	513	76	37	21	23	84	47	37	51	58	79	81	52	6	70
13%	13%	13%	18% <i>sd</i>	12%	18% <i>sd</i>	15%	14%	14%	11%	15%	11%	10%	11%	12%	11%	12%	12%	18% <i>sd</i>	13% <i>sd</i>
Evo	1459	1193	266	83	1208	126	83	42	69	152	123	88	148	160	118	191	158	14	112
28%	27%	37% <i>sd</i>	44% <i>sd</i>	28%	29%	33% <i>sd</i>	30%	30%	33% <i>sd</i>	27% <i>sd</i>	29% <i>sd</i>	23%	32% <i>sd</i>	33% <i>sd</i>	17%	27% <i>sd</i>	36% <i>sd</i>	27%	29% <i>sd</i>
Interlink	74	59	15	5	63	3	5	2	7	8	2	7	6	6	4	11	11	*	3
1%	1%	2%	3%	1%	1%	2%	2%	2%	3% <i>sd</i>	2%	1%	2%	1%	1%	2%	2%	1%	1%	1%
DPD	1143	956	187	60	920	120	70	33	47	129	107	72	98	120	88	149	109	9	111
22%	22%	26% <i>sd</i>	32% <i>sd</i>	21%	25% <i>sd</i>	23% <i>sd</i>	23%	23%	22% <i>sd</i>	23% <i>sd</i>	25% <i>sd</i>	19% <i>sd</i>	22% <i>sd</i>	25% <i>sd</i>	13%	21% <i>sd</i>	25% <i>sd</i>	17%	29% <i>sd</i>
Parcelforce	1158	960	198	61	921	129	66	42	51	131	120	76	82	121	87	153	102	18	111
22%	22%	27% <i>sd</i>	32% <i>sd</i>	21%	30% <i>sd</i>	27% <i>sd</i>	29% <i>sd</i>	24%	24% <i>sd</i>	23% <i>sd</i>	28% <i>sd</i>	20% <i>sd</i>	18%	25% <i>sd</i>	13%	22% <i>sd</i>	23% <i>sd</i>	34% <i>sd</i>	29% <i>sd</i>
TNT	261	216	46	12	218	25	14	5	11	29	27	18	13	24	30	35	30	4	21
5%	5%	6%	6%	5%	6%	6%	3%	3%	5%	5%	6%	5%	3%	4%	5%	5%	7% <i>sd</i>	7%	5%
TNT Post UK	99	83	16	7	81	11	5	2	6	5	9	10	4	8	15	12	11	1	10
2%	2%	2%	4%	2%	3%	2%	1%	1%	5% <i>sd</i>	1%	2%	3%	1%	2%	2%	2%	2%	2%	3%
UPS	682	587	95	34	549	78	36	19	27	75	65	45	58	88	66	77	68	6	72
13%	13%	13%	18% <i>sd</i>	13%	13% <i>sd</i>	15%	13%	13%	13%	13%	12%	12%	13%	14%	10%	11%	13% <i>sd</i>	12%	14% <i>sd</i>
UK Mail	277	226	51	11	238	20	13	6	11	26	31	28	13	34	32	37	25	1	19
5%	5%	7%	6%	5%	5%	5%	4%	4%	5%	5%	7% <i>sd</i>	7% <i>sd</i>	3%	7% <i>sd</i>	5%	5%	6%	2%	5%
DX	76	62	14	7	57	11	6	1	6	13	2	5	3	11	9	-	9	1	10
1%	1%	2%	4% <i>sd</i>	1%	2%	3%	1%	1%	3% <i>sd</i>	2% <i>sd</i>	1%	1%	1%	2% <i>sd</i>	1%	-	2% <i>sd</i>	2% <i>sd</i>	3% <i>sd</i>
Yodel	992	834	158	51	799	100	63	31	51	98	76	61	79	119	72	136	107	9	91
19%	19%	22% <i>sd</i>	23% <i>sd</i>	18%	23% <i>sd</i>	23% <i>sd</i>	22%	22%	23% <i>sd</i>	13% <i>sd</i>	13% <i>sd</i>	16%	19% <i>sd</i>	21% <i>sd</i>	11%	14% <i>sd</i>	21% <i>sd</i>	17%	21% <i>sd</i>
Amazon Delivery Service/ Logistics	886	826	160	43	830	83	45	29	40	106	90	65	91	112	114	110	6	77	
19%	19%	22%	23%	19%	19%	18%	20%	20%	19%	19%	21%	17%	20%	20%	17%	16%	25% <i>sd</i>	12%	20%
Other	51	47	4	1	43	5	2	1	1	7	5	3	3	4	10	7	4	-	4
1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	-	1%
None of these	2024	1805	219	45	1742	148	83	51	66	237	151	149	170	147	363	301	157	20	128
35%	35% <i>sd</i>	30%	24%	35% <i>sd</i>	34%	34%	36%	36%	31%	35% <i>sd</i>	35%	35% <i>sd</i>	37%	31%	34% <i>sd</i>	36% <i>sd</i>	36%	38%	34%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - sd/c - dr/ig - ni/jk/lm/n/op/qr  
 \* small base



QJ2\_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- No - there have been no problems

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards									Reliance on postal service for sending/receiving parcels						Affordability challenges	
	Total	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Royal Mail	827	295	25	156	340	343	84	41	18	684	59	434	323	47	22	2	757	24	193	634
	16%	16%	11%	16%	18% 1.5% 0%	18% 1.5% 0%	10%	12%	11%	17% 1.5% 0%	11%	22% 1.5% 0%	15% 1.5% 0%	6%	8%	2%	16% 1.5% 0%	7%	23%	53% 1.5% 0%
Clippost	47	19	1	5	19	16	7	1	4	35	5	20	9	9	4	4	30	8	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	4% 0%	1%	2% 0%	-	-
Collect +	382	150	15	38	120	152	62	30	13	271	44	165	152	42	11	7	317	19	48	89
	7%	8% 0%	6%	4%	7%	8%	8%	9%	8%	7%	8%	8%	7%	6%	4%	8%	8%	5%	6%	5%
DHL	1053	362	44	182	363	428	153	65	33	791	98	418	412	139	51	23	830	74	46	42
	20%	20%	16%	22%	21%	21%	19%	19%	20%	21%	19%	21%	20%	16%	20%	21%	21%	21%	8%	2%
FedEx	647	211	23	89	221	252	104	46	19	473	65	280	254	83	30	14	514	44	40	29
	13%	12%	10%	10%	13%	12%	13%	13%	11%	13%	12%	13%	13%	11%	11%	15%	13%	12%	5%	2%
Evo	1459	581	86	322	532	567	212	94	41	1099	135	557	585	197	65	34	1141	99	66	206
	28%	32%	36%	37%	30%	28%	26%	27%	25%	29%	26%	28%	29%	26%	25%	34%	29%	27%	8%	12% 0%
Interlink	74	33	4	14	23	33	10	5	4	56	8	33	22	11	2	4	55	6	-	-
	1%	2%	2%	2%	1%	2%	1%	1%	2%	1%	2%	2%	1%	2%	1%	4% 0%	1%	2%	-	-
DPD	1143	428	50	214	389	454	180	88	43	844	111	424	456	168	60	24	880	84	33	66
	22%	24%	21%	24%	22%	22%	19%	26%	22%	21%	21%	22%	22%	22%	23%	25%	22%	23%	4%	4%
Parcelforce	1158	432	55	208	452	442	161	64	33	894	96	480	477	135	47	13	957	90	68	157
	22%	24%	23%	24%	23%	22%	20%	18%	20%	21%	19%	21%	20%	18%	14%	14%	21% 0%	17%	8%	9%
TNT	261	105	19	63	109	105	25	14	7	214	21	126	87	33	8	7	213	15	20	15
	5%	6%	8%	6%	6% 0%	5%	3%	4%	5%	6% 0%	4%	6% 0%	4%	3%	8%	5%	6%	5%	3%	7%
TNT Post UK	99	45	3	18	40	31	18	8	3	71	10	44	32	15	6	2	76	8	-	-
	2%	3%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	-	-
UPS	682	230	33	123	254	255	91	44	34	509	78	294	246	87	28	22	540	49	42	47
	13%	13%	14%	14%	14%	13%	13%	13%	13%	13% 0%	13%	15%	12%	12%	10%	4% 0%	14%	14%	3%	3%
UK Mail	277	116	16	53	87	126	37	17	9	213	26	130	92	31	17	5	223	22	38	48
	5%	6%	7%	6%	5%	6%	5%	5%	6%	6%	5%	7% 0%	5%	4%	7%	5%	6%	6%	3%	3%
DX	76	17	4	5	24	32	15	2	2	56	3	31	21	16	6	1	53	6	-	-
	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	2%	-	-
Yodel	992	382	52	214	365	400	128	58	33	705	91	402	395	112	53	17	801	71	52	56
	19%	22%	22%	24%	21% 0%	20%	16%	16%	20%	20% 0%	17%	20% 0%	20% 0%	15%	20%	16%	20% 0%	20%	6%	6%
Amazon Delivery Service/Logistics	986	354	60	189	357	383	132	78	31	740	109	394	395	116	62	16	788	77	69	106
	19%	20%	21%	21%	20%	19%	16%	22%	19%	20%	21%	20% 0%	19%	16%	24% 0%	16%	20%	21%	8%	6%
Other	51	19	1	6	15	27	5	2	42	5	5	21	24	5	2	-	45	2	24	22
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	23% 0%	1%
None of these	204	656	92	306	617	787	375	147	69	1404	216	663	785	370	113	50	1448	163	457	897
	39%	36%	39%	35%	35%	39%	46% 0%	42%	42%	37% 0%	42% 0%	34% 0%	39% 0%	51% 0%	43% 0%	51% 0%	36% 0%	45% 0%	55%	51%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base

QJ2\_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- No - there have been no problems

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Royal Mail	827	44	772	12	205	589	34	815	2	3	4	820	4
16%	13%	16%	15%	14%	16%	15%	10%	15%h	2%	6%	46%	15%h	14%
Clippost	47	2	43	2	7	35	5	47	-	-	-	47	-
1%	-	1%	3%	-	1%	2%	2%	1%	-	-	-	1%	-
Collect +	382	9	371	2	94	268	20	377	4	1	-	382	-
7%	3%	8%h	3%	6%	8%	6%	6%	8%	3%	3%	-	7%	-
DHL	1053	64	971	18	316	678	59	1040	5	4	3	1049	1
20%	19%	20%	22%	21%	20%	18%	16%	21%h	4%	10%	33%	20%h	5%
FedEx	647	33	607	7	181	428	38	633	4	4	2	640	4
13%	10%	13%	8%	12%	13%	12%	12%	13%h	3%	8%	22%	12%h	17%
Evo	1459	77	1363	18	406	973	80	1434	6	12	1	1452	6
28%	23%	29%	23%	27%	29%	25%	25%	29%h	5%	26%	11%	29%h	22%
Interlink	74	3	70	1	27	45	2	74	-	-	-	74	-
1%	1%	1%	2%	2%	1%	1%	1%	1%	-	-	-	1%	-
DPD	1143	64	1064	16	334	746	64	1129	1	7	1	1138	5
22%	19%	22%	20%	22%	22%	20%	20%	23%h	1%	16%	11%	22%h	18%
Parcelforce	1158	75	1075	7	333	777	48	1154	3	2	-	1158	*
22%	21%h	23%h	9%	23%h	23%h	21%h	15%	21%h	2%	3%	-	21%h	1%
TNT	261	17	242	2	79	172	11	258	1	2	-	261	-
5%	5%	5%	2%	5%	5%	3%	3%	5%	1%	4%	-	5%	-
TNT Post UK	99	3	94	1	25	70	4	97	-	2	-	99	-
2%	1%	2%	2%	2%	2%	1%	1%	2%	-	4%	-	2%	-
UPS	682	34	642	7	185	458	40	672	3	6	2	681	-
12%	10%	14%	8%	12%	14%	12%	12%	14%h	3%	12%	22%	13%h	-
UK Mail	277	19	253	5	68	193	16	271	3	2	2	275	-
5%	6%	5%	6%	5%	6%	5%	5%	5%	2%	5%	23%	5%	-
DX	76	2	74	-	17	56	3	76	-	-	-	76	-
1%	1%	1%	-	1%	2%	1%	1%	2%	-	-	-	1%	-
Yodel	992	62	910	12	289	651	53	979	3	10	-	992	-
19%	18%	19%	15%	19%	19%	16%	16%	20%h	3%	21%	-	19%h	-
Amazon Delivery Service/ Logistics	986	59	923	4	304	639	43	975	3	3	1	981	4
19%	18%h	19%h	5%	20%h	19%h	13%	13%	20%h	3%	6%	11%	19%h	17%
Other	51	4	48	-	21	29	2	49	-	2	-	51	*
1%	1%	1%	-	1%	1%	1%	1%	1%	-	4%	-	1%	1%
None of these	2024	169	1814	42	639	1222	163	1880	99	25	4	2004	17
39%	50%h	38%	52%	43%h	37%	50%h	38%	50%h	54%	44%	39%	64%	64%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ2\_8. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- No - there have been no problems

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-	818	472	437	416	437
Effective Base	2888	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Royal Mail	827	-	-	440	387	-	-	-	-	-	-	-	289	151	157	124	106
16%	-	-	34%ab	39%ab	-	-	-	-	-	-	-	-	35%efghj	32%efghj	36%efghj	30%efghj	24%efghj
Clipost	47	27	20	-	-	8	15	4	8	8	4	-	-	-	-	-	-
1%	2%cd	2%cd	-	-	2%innop	3%innop	1%l	2%innop	2%innop	1%l	-	-	-	-	-	-	-
Collect +	382	135	110	-	-	35	47	53	35	37	39	-	37	27	20	22	29
7%	3%cd	3%cd	6%	6%	8%	11%innop	13%innop	7%	7%l	8%l	-	5%	6%	5%	5%	7%	
DHL	1053	533	451	43	45	174	173	186	155	148	129	-	27	16	13	14	19
20%	41%bcd	33%cd	3%	4%	46%l	46%l	44%hij	33%innop	36%innop	31%innop	-	3%	3%	3%	3%	4%	
FedEx	647	303	275	33	35	108	90	105	104	87	84	-	14	19	19	8	8
13%	23%cd	23%cd	3%	3%	23%innop	21%innop	23%innop	23%innop	21%innop	23%innop	-	2%	4%	3%l	2%	2%	
Evoit	1459	627	590	138	134	221	208	188	202	175	182	-	97	42	37	47	50
28%	48%cd	43%cd	11%	10%	51%innop	48%innop	48%innop	44%innop	43%innop	44%innop	-	12%	8%	8%	11%	11%	
Interlink	74	30	44	-	-	16	8	25	9	9	-	-	-	-	-	-	-
1%	2%cd	3%cd	-	-	4%innop	2%innop	1%l	5%l	2%innop	2%innop	-	-	-	-	-	-	
DPD	1143	539	506	36	63	180	177	182	175	188	163	-	16	20	20	19	23
22%	2%cd	2%cd	3%	3%l	2%innop	1%l	1%innop	1%innop	1%innop	1%innop	1%innop	-	2%	4%	3%l	3%l	
Parcelforce	1158	475	458	105	120	150	161	164	157	155	146	-	63	42	38	41	41
22%	37%cd	35%cd	8%	9%	35%innop	37%innop	38%innop	34%innop	38%innop	35%innop	-	8%	9%	9%	10%	9%	
TNT	261	113	105	27	16	50	38	25	44	35	25	-	11	16	8	4	4
5%	9%cd	8%cd	2%	1%	11%g	11%g	9%innop	6%innop	10%innop	9%innop	-	1%	3%	2%	1%	1%	
TNT Post UK	99	62	37	-	-	20	22	20	17	7	13	-	-	-	-	-	-
2%	3%cd	3%cd	-	-	3%innop	3%innop	3%innop	4%innop	2%innop	3%innop	-	-	-	-	-	-	
UPS	682	295	299	48	40	98	90	98	119	93	88	-	27	21	12	16	12
13%	23%cd	23%cd	4%	3%	23%innop	23%innop	23%innop	26%innop	23%innop	21%innop	-	3%	4%	3%	4%	3%	
UK Mail	277	111	80	46	40	41	38	33	36	21	23	-	26	20	10	15	15
5%	3%cd	3%cd	4%	3%	3%innop	3%innop	3%innop	3%innop	5%	6%	-	3%	4%	2%	4%	3%	
DX	76	43	33	-	-	13	21	10	12	8	-	-	-	-	-	-	-
1%	3%cd	3%cd	-	-	3%innop	5%innop	2%innop	2%innop	3%innop	3%innop	-	-	-	-	-	-	
Yodel	992	453	451	56	53	159	159	135	163	112	156	-	34	22	21	18	14
19%	36%cd	33%cd	4%	4%	37%innop	37%innop	32%innop	35%innop	35%innop	27%innop	37%innop	-	4%	5%	5%	4%	3%
Amazon Delivery Service/Logistica	986	436	375	83	92	143	144	149	132	102	141	-	43	41	31	35	25
19%	23%cd	23%cd	6%	7%	23%innop	23%innop	23%innop	23%innop	23%innop	23%innop	-	5%	9%	7%	9%	6%	
Other	51	-	5	24	22	-	-	-	3	-	2	-	16	9	10	8	4
1%	-	-	2%ab	2%ab	-	-	-	1%	-	-	-	-	2%efj	2%fj	2%efj	2%efj	1%
None of these	2024	298	372	607	606	112	90	97	135	107	130	-	421	246	224	218	245
39%	23%	29%a	62%ab	63%ab	26%	21%	23%	29%l	26%	31%l	-	51%efghj	52%efghj	51%efghj	52%efghj	56%efghj	

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - ab|cd - e|fgh|ij|kl|mnop  
 \*\*very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_A. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Any problems

Base : All participants

	Methodology		Online business/hobby		Gender		Age								Age NET				Ethnicity		Unweighted
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	2868
Royal Mail	441	-	441	133	307	208	232	80	84	106	46	70	33	21	163	153	124	54	369	70	431
9%	-	-	9%	19% 19% 19%	11%	8%	9%	12% 12% 12%	13% 13% 13%	10% 10% 10%	6%	9% 9% 9%	5%	4%	12% 12% 12%	9% 9% 9%	6%	5%	8%	13% 13% 13%	8%
Citipost	49	-	49	36	7	33	16	22	6	14	6	-	-	-	28	21	-	-	38	11	26
1%	-	-	1%	3% 3% 3%	-	1%	1%	3% 3% 3%	1% 1% 1%	1% 1% 1%	-	-	-	-	3% 3% 3%	1% 1% 1%	-	-	1%	3% 3% 3%	1%
Collect +	111	-	111	50	52	46	51	16	43	37	5	1	8	1	59	42	10	9	87	23	82
2%	-	-	2%	7% 7% 7%	2%	3%	2%	2% 2% 2%	4% 4% 4%	4% 4% 4%	1%	-	1%	-	4% 4% 4%	2% 2% 2%	-	1%	2%	4% 4% 4%	2%
DHL	201	-	201	99	58	133	68	37	47	67	19	22	4	6	84	86	32	4	159	42	163
4%	-	-	4%	14% 14% 14%	2%	3%	2%	6% 6% 6%	7% 7% 7%	7% 7% 7%	3% 3% 3%	2% 2% 2%	1%	1%	8% 8% 8%	9% 9% 9%	2%	1%	3%	8% 8% 8%	3%
FedEx	184	-	184	98	49	99	82	36	64	56	11	11	4	-	100	69	15	4	141	42	126
4%	-	-	4%	13% 13% 13%	2%	4%	3%	5% 5% 5%	10% 10% 10%	9% 9% 9%	1%	1%	-	-	7% 7% 7%	4% 4% 4%	1%	-	3%	8% 8% 8%	2%
Evtl	600	-	600	133	233	249	347	89	103	138	97	85	50	38	192	236	172	88	531	65	632
12%	-	-	12%	19% 19% 19%	8%	10%	13% 13% 13%	13% 13% 13%	16% 16% 16%	14% 14% 14%	9%	8%	8%	7%	14% 14% 14%	14% 14% 14%	8%	8%	12%	12% 12% 12%	12%
Interlink	35	-	35	27	7	25	10	7	7	14	7	-	-	-	14	21	-	-	32	2	18
1%	-	-	1%	4% 4% 4%	-	1%	1%	1% 1% 1%	1% 1% 1%	1% 1% 1%	-	-	-	-	1% 1% 1%	1% 1% 1%	-	-	1%	2% 2% 2%	1%
DPD	211	-	211	85	64	105	104	33	47	67	31	25	6	3	80	98	34	9	178	32	209
4%	-	-	4%	12% 12% 12%	2%	4%	4%	5% 5% 5%	7% 7% 7%	7% 7% 7%	4% 4% 4%	2% 2% 2%	1%	1%	6% 6% 6%	9% 9% 9%	2%	1%	4%	6% 6% 6%	4%
Parcelforce	160	-	160	63	50	94	64	25	36	36	19	24	14	6	61	56	43	20	136	24	147
3%	-	-	3%	9% 9% 9%	2%	2%	2%	4% 4% 4%	6% 6% 6%	4% 4% 4%	3%	3%	2%	1%	9% 9% 9%	3% 3% 3%	2%	2%	3%	4% 4% 4%	3%
TNT	65	-	65	45	15	49	16	9	25	20	4	2	1	3	34	24	7	4	51	14	52
1%	-	-	1%	3% 3% 3%	1%	1%	1%	1% 1% 1%	4% 4% 4%	2% 2% 2%	1%	-	-	1%	3% 3% 3%	3% 3% 3%	-	-	1%	3% 3% 3%	1%
TNT Post UK	35	-	35	24	7	22	14	15	3	12	3	2	-	-	19	15	2	-	26	9	21
1%	-	-	1%	3% 3% 3%	1%	1%	1%	2% 2% 2%	1% 1% 1%	1% 1% 1%	-	-	-	-	1% 1% 1%	1% 1% 1%	-	-	1%	2% 2% 2%	1%
UPS	105	-	105	49	36	63	41	22	25	36	10	7	3	2	47	46	11	5	85	20	93
2%	-	-	2%	7% 7% 7%	1%	3%	2%	3% 3% 3%	4% 4% 4%	4% 4% 4%	1%	1%	-	-	4% 4% 4%	3% 3% 3%	1%	1%	2%	4% 4% 4%	2%
UK Mail	115	-	115	65	32	72	43	21	40	23	12	9	3	7	62	35	19	10	92	23	82
2%	-	-	2%	3% 3% 3%	1%	2%	2%	3% 3% 3%	4% 4% 4%	3% 3% 3%	2%	1%	-	1%	3% 3% 3%	2% 2% 2%	1%	1%	2%	4% 4% 4%	2%
DX	25	-	25	9	8	16	3	2	7	7	6	-	-	3	9	13	3	3	19	6	19
1%	-	-	1%	3% 3% 3%	1%	1%	1%	1% 1% 1%	1% 1% 1%	1% 1% 1%	-	-	-	-	1% 1% 1%	1% 1% 1%	-	-	1%	1% 1% 1%	1%
Yodel	239	-	239	55	77	116	123	32	40	60	30	39	25	14	72	89	77	39	217	19	240
5%	-	-	5%	8% 8% 8%	3%	5%	5%	5% 5% 5%	6% 6% 6%	6% 6% 6%	4%	4%	3%	1%	5% 5% 5%	5% 5% 5%	4%	3%	5%	5% 5% 5%	5%
Amazon Delivery Service/Logistics	208	-	208	69	72	106	100	15	47	62	26	30	21	6	62	89	57	27	184	24	193
4%	-	-	4%	3% 3% 3%	3%	4%	4%	2% 2% 2%	7% 7% 7%	6% 6% 6%	3%	3%	1%	-	3% 3% 3%	3% 3% 3%	3%	2%	4%	4% 4% 4%	4%
Other	48	-	48	33	15	23	26	8	22	11	2	4	-	-	30	14	5	1	41	8	36
1%	-	-	1%	5% 5% 5%	1%	1%	1%	1% 1% 1%	3% 3% 3%	1% 1% 1%	-	-	-	-	2% 2% 2%	1% 1% 1%	-	-	1%	1% 1% 1%	1%
None of these	3686	-	3686	311	2173	1802	1872	438	406	641	530	717	512	442	844	1171	1672	954	3323	330	3736
71%	-	-	71%	44% 44% 44%	72% 72% 72%	72% 72% 72%	71% 71% 71%	64% 64% 64%	62% 62% 62%	63% 63% 63%	74% 74% 74%	77% 77% 77%	61% 61% 61%	64% 64% 64%	63% 63% 63%	69% 69% 69%	69% 69% 69%	63% 63% 63%	72% 72% 72%	62% 62% 62%	72% 72% 72%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - sd - old - all - gh/ij/kl/m - no/p/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_A. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Any problems

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Royal Mail	441	110	141	104	85	251	190	321	116	48	58	121	118	85	297	49	385	120	305	15
Clipost	49	28	8	10	3	35	14	46	1	4	3	12	9	21	23	4	45	-	-	-
Collect +	111	28	42	29	12	70	41	94	10	14	6	40	26	25	71	14	96	22	46	-
DHL	201	87	52	39	24	139	63	176	21	31	24	49	35	59	108	31	168	36	25	1
FedEx	184	70	43	45	26	113	71	157	26	17	15	69	42	35	126	17	164	36	44	1
Evtl	600	134	198	129	139	332	268	394	197	81	79	157	155	100	391	81	496	59	91	10
Interlink	35	25	3	6	1	28	7	34	1	1	3	9	5	16	17	1	34	-	-	-
DPD	211	40	65	48	59	105	106	153	55	37	32	67	32	34	131	37	165	30	33	7
Parcelforce	160	46	40	48	27	86	74	117	38	23	15	44	37	38	96	23	134	25	37	-
TNT	65	31	14	19	1	45	20	50	15	8	7	19	12	18	38	8	55	23	16	-
TNT Post UK	35	22	2	7	5	24	11	28	7	5	2	15	3	10	20	5	30	-	-	-
UPS	105	47	24	23	10	71	33	82	23	20	6	21	20	37	47	20	84	31	17	1
UK Mail	115	43	24	29	15	72	43	94	21	18	13	29	25	30	67	16	97	36	36	1
DX	25	8	10	5	2	18	7	24	1	-	1	10	-	13	11	-	25	-	-	-
Yodel	239	46	89	59	45	135	104	155	78	35	32	63	69	31	164	35	196	29	33	2
Amazon Delivery Service/Logistics	208	42	61	59	46	103	105	141	68	46	30	51	40	38	142	26	180	34	52	2
Other	48	14	11	16	7	25	23	41	7	9	7	14	6	12	27	9	39	28	18	1
None of these	3686	573	1141	838	1133	1714	1972	2054	1576	467	455	972	977	533	2404	475	2994	354	1489	108
	71%	61%	72%	71%	71%	69%	71%	67%	71%	63%	69%	73%	71%	65%	71%	73%	70%	67%	73%	71%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - ef - gh - i/jk/l/m/n - op - q/rs  
 \* small base

QJ2\_A. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Any problems

Table 340

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/berdies (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Royal Mail	441	376	65	8	372	30	27	12	17	79	35	20	42	38	49	51	41	2	28
9%	8%	9%	4%	9%	7%	11%	8%	8%	8%	14% <sup>h</sup> <sub>g</sub> <sup>h</sup> <sub>g</sub> <sup>h</sup> <sub>g</sub>	8%	5%	9%	8%	7%	7%	9%	4%	7%
Clipost	49	48	3	-	44	4	1	-	-	2	3	4	3	2	17	9	3	2	2
1%	1%	-	-	1%	1%	-	-	-	-	-	1%	1%	1%	-	2%	1%	1%	5% <sup>h</sup> <sub>l</sub> <sup>h</sup> <sub>l</sub>	-
Collect +	111	94	17	5	97	8	3	3	1	8	11	9	16	8	26	13	7	-	8
2%	2%	2%	3%	2%	2%	2%	1%	2%	-	1%	2%	2%	3%	2%	4%	2%	1%	1%	2%
DHL	201	184	18	7	177	13	8	4	8	12	12	15	21	15	51	30	14	3	10
4%	4%	2%	4%	4%	3%	3%	3%	4%	4%	2%	3%	4%	5%	3%	7% <sup>h</sup> <sub>l</sub> <sup>h</sup> <sub>l</sub>	4%	3%	5%	
FedEx	184	171	12	-	163	17	3	2	4	14	12	9	16	12	55	30	10	3	14
4%	4%	2%	-	4%	4%	1%	1%	2%	2%	2%	3%	2%	4%	3%	8% <sup>h</sup> <sub>l</sub> <sup>h</sup> <sub>l</sub>	4%	2%	3%	
Evti	600	520	80	22	498	61	31	11	22	57	64	59	37	55	90	70	43	7	53
12%	12%	11%	11%	11%	11%	14%	12%	8%	11%	10%	19%	16%	8%	12%	13%	10%	10%	14%	14%
Interlink	35	32	3	-	32	1	2	-	2	-	-	3	-	-	22	3	1	-	1
1%	1%	-	-	1%	-	1%	-	-	1%	-	-	1%	-	-	3% <sup>h</sup> <sub>l</sub> <sup>h</sup> <sub>l</sub>	-	-	-	
DPD	211	195	16	4	176	18	11	6	4	18	23	13	21	18	39	34	7	2	17
4%	4%	2%	2%	4%	4%	4%	4%	4%	2%	3%	5%	3%	5%	4%	6%	5%	2%	3%	4%
Parcelforce	160	144	16	9	137	11	7	5	4	8	15	14	14	23	38	10	10	1	10
3%	3%	2%	5%	3%	3%	3%	4%	4%	2%	1%	4%	4%	3%	5%	6%	1%	2%	1%	3%
TNT	65	62	3	2	57	4	1	2	3	4	7	2	10	5	17	6	2	-	4
1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	3%	1%	1%	-	1%
TNT Post UK	35	35	-	-	33	1	-	1	-	4	2	-	4	1	17	2	3	-	1
1%	1%	-	-	1%	-	-	1%	-	-	1%	-	-	1%	-	3% <sup>h</sup> <sub>l</sub> <sup>h</sup> <sub>l</sub>	1%	-	-	
UPS	105	98	9	2	94	5	4	2	4	17	11	10	3	8	32	4	5	-	4
2%	2%	1%	1%	2%	1%	2%	2%	2%	2%	3%	3%	3%	1%	2%	6%	1%	1%	1%	1%
UK Mail	115	104	11	1	107	5	2	1	4	20	9	7	8	11	22	20	7	-	4
2%	2%	2%	-	2%	2%	1%	1%	1%	1%	3%	2%	2%	2%	2%	3%	3%	2%	1%	1%
DX	25	24	1	-	22	2	1	-	1	-	1	3	3	-	8	6	-	-	2
-	1%	-	-	1%	-	-	-	-	-	-	1%	1%	1%	-	1%	1%	-	-	-
Yodel	239	201	37	11	202	21	11	4	9	29	29	18	21	17	31	36	13	3	18
5%	5%	5%	6%	5%	5%	4%	3%	4%	4%	5%	6%	5%	5%	4%	5%	5%	3%	6%	5%
Amazon Delivery Service/ Logistics	208	178	30	4	184	10	9	5	7	32	14	22	21	24	22	23	17	1	9
4%	4%	4%	2%	4%	2%	3%	3%	4%	4%	6%	3%	6%	5%	5%	3%	3%	4%	3%	2%
Other	48	45	3	-	45	2	-	1	2	8	3	-	12	3	13	5	-	-	2
1%	1%	-	-	1%	-	-	1%	1%	1%	1%	1%	-	3% <sup>h</sup> <sub>l</sub> <sup>h</sup> <sub>l</sub>	1%	2%	1%	-	1%	
None of these	3686	3151	535	145	3096	308	173	100	165	391	304	265	348	348	448	510	319	37	271
71%	71%	74%	76%	71%	71%	70%	71%	71%	69%	69%	71%	70%	72%	72%	66%	72%	72%	71%	71%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QJ2\_A. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Any problems

Table 340

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Royal Mail	441	161	21	48	169	172	57	27	16	340	43	222	172	24	14	8	394	23	226	215
	9%	3%	9%	3%	10%	8%	7%	8%	10%	9%	8%	11%	11%	3%	5%	3%	11%	6%	3%	12%
Clippost	49	3	1	-	28	14	1	3	2	42	5	22	18	6	3	40	3	-	-	-
	1%	-	-	-	2%	1%	-	1%	1%	1%	1%	1%	1%	-	3%	-	1%	-	-	-
Collect +	111	24	-	2	51	39	13	6	2	90	8	55	38	6	7	4	93	10	52	16
	2%	1%	-	-	3%	2%	2%	2%	1%	2%	2%	3%	2%	1%	2%	4%	2%	3%	6%	1%
DHL	201	32	1	5	91	62	15	11	2	173	13	84	78	26	10	2	162	12	55	6
	4%	2%	1%	1%	5%	4%	2%	3%	1%	5%	1%	4%	4%	4%	2%	4%	4%	3%	7%	-
FedEx	184	31	-	10	71	76	27	7	3	147	9	80	73	18	12	1	153	13	75	6
	4%	2%	-	1%	4%	4%	3%	2%	2%	4%	2%	4%	4%	2%	5%	1%	4%	4%	8%	-
Evo	600	212	21	73	202	241	84	41	27	444	68	242	221	82	42	9	463	50	100	60
	12%	12%	9%	8%	12%	12%	10%	10%	12%	13%	11%	12%	11%	11%	16%	9%	12%	14%	12%	3%
Interlink	35	-	-	-	17	12	3	-	1	30	2	14	14	4	3	-	28	3	-	-
	1%	-	-	-	1%	1%	-	-	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	-	-
DPD	211	36	5	16	79	78	31	17	3	157	20	99	69	24	15	2	168	17	58	12
	4%	2%	2%	2%	5%	4%	4%	5%	2%	4%	4%	5%	3%	3%	6%	2%	4%	5%	7%	1%
Parcelforce	160	46	6	16	68	56	20	9	7	124	16	69	56	27	6	2	125	8	49	13
	3%	3%	2%	2%	4%	3%	2%	4%	3%	4%	3%	4%	3%	4%	2%	2%	3%	2%	6%	1%
TNT	65	9	-	4	36	25	2	1	1	61	2	34	24	4	1	2	57	4	33	7
	1%	-	-	-	2%	1%	-	1%	1%	2%	1%	2%	1%	1%	2%	1%	1%	1%	4%	-
TNT Post UK	35	3	-	-	17	6	8	2	1	24	3	14	15	-	4	2	29	6	-	-
	1%	-	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	2%	2%	1%	2%	-	-
UPS	105	11	-	6	48	39	7	6	4	87	10	37	48	5	13	1	85	14	42	6
	2%	1%	-	1%	3%	2%	1%	2%	2%	2%	2%	2%	3%	1%	1%	2%	4%	4%	3%	1%
UK Mail	115	23	-	7	42	40	23	8	2	82	10	55	39	6	13	1	93	14	65	8
	2%	1%	-	1%	2%	2%	3%	2%	1%	2%	2%	3%	2%	1%	1%	2%	4%	4%	8%	-
DX	25	3	-	-	8	11	1	5	1	18	5	12	7	5	2	-	18	2	-	-
	-	-	-	-	-	1%	-	1%	-	1%	1%	1%	-	1%	-	2%	1%	1%	-	-
Yodel	239	86	5	31	95	83	38	18	3	178	21	106	73	33	16	6	179	25	57	7
	5%	5%	2%	4%	5%	4%	5%	5%	2%	4%	4%	5%	4%	4%	6%	4%	4%	4%	7%	1%
Amazon Delivery Service/Logistics	208	63	8	30	81	65	38	12	12	146	24	94	73	28	6	6	167	12	69	18
	4%	3%	4%	3%	5%	3%	5%	3%	1%	4%	5%	5%	4%	4%	2%	7%	4%	3%	6%	1%
Other	48	7	-	3	24	17	4	3	-	41	3	28	13	2	1	4	41	6	43	4
	1%	-	-	-	1%	1%	1%	1%	-	1%	1%	1%	1%	-	1%	1%	1%	1%	2%	1%
None of these	3686	1322	187	705	1241	1432	594	263	111	2673	374	1364	1460	550	180	66	2824	240	492	1459
	71%	73%	79%	80%	71%	71%	73%	74%	67%	71%	72%	70%	72%	75%	67%	71%	68%	68%	59%	84%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base

QJ2\_A. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Any problems

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Royal Mail	441	36	398	7	149	266	26	423	15	3	-	441	*
Clippost	49	7	41	1	25	21	3	46	3	-	-	49	-
Collect +	111	25	80	5	62	43	5	102	7	1	-	111	-
DHL	201	35	164	2	104	87	11	170	30	1	-	201	-
FedEx	184	27	148	9	83	93	8	166	18	*	-	184	*
Evo	600	34	566	10	229	331	40	584	29	7	-	600	-
Interlink	35	1	34	-	21	11	3	32	3	-	-	35	-
DPD	211	37	172	2	92	105	14	189	19	4	-	211	*
Parcelforce	160	20	133	7	68	82	10	154	4	2	-	160	*
TNT	65	9	50	5	32	29	4	61	3	-	-	65	-
TNT Post UK	35	9	25	1	15	19	1	33	2	-	-	35	-
UPS	105	22	79	4	39	61	5	100	5	-	-	105	-
UK Mail	115	23	89	3	58	52	5	101	14	*	-	115	*
DX	25	3	22	-	12	13	-	21	4	-	-	25	-
Yodel	239	25	199	15	94	129	16	222	15	1	-	239	*
Amazon Delivery Service/Logistics	208	25	174	9	88	114	6	197	9	2	-	208	*
Other	48	11	36	2	28	19	2	47	1	-	-	48	-
None of these	3686	211	3450	45	845	2507	234	3577	44	31	8	3552	26
	71%	63%	72%ac	57%	63%	75%cd	72%cd	72%gh	38%	67%	100%	71%gh	99%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - abc - ddef - ghijkl  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ2\_A. In the last 12 months, have you experienced any of the following problems with the packets and parcels you've sent using...- Any problems

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-	818	472	437	416
Effective Base	2888	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248
Royal Mail	441	-	-	197	243	-	-	-	-	-	-	-	137	60	67	87
Clipost	49	25	24	-	-	9	8	8	4	9	12	-	-	-	-	-
Collect +	111	20	23	34	33	6	7	8	8	4	11	-	22	12	3	22
DHL	201	64	76	26	36	25	20	19	30	22	24	-	20	5	14	11
FedEx	184	55	48	41	40	25	20	10	14	15	19	-	29	12	11	19
Evo	600	229	212	72	68	60	60	69	70	64	73	-	52	20	27	28
Interlink	35	20	14	-	-	13	-	6	3	7	5	-	-	-	-	-
DPD	211	71	70	40	30	30	21	21	19	22	28	-	27	13	-	18
Parcelforce	160	55	42	25	38	18	15	22	17	13	13	-	22	2	13	15
TNT	65	16	9	13	27	8	2	6	3	-	6	-	13	-	10	13
TNT Post UK	35	18	17	-	-	13	-	5	6	3	8	-	-	-	-	-
UPS	105	38	18	30	18	17	14	14	8	6	4	-	27	4	5	9
UK Mail	115	30	12	36	37	18	3	9	5	-	7	-	35	1	5	15
DX	25	12	13	-	-	3	6	3	2	8	4	-	-	-	-	-
Yodel	239	83	92	37	27	20	29	35	33	36	23	-	22	15	8	13
Amazon Delivery Service/Logistica	208	55	65	41	47	23	22	11	23	27	16	-	31	9	10	18
Other	48	-	2	22	24	-	-	-	1	1	-	-	19	3	5	12
None of these	3686	866	868	1002	949	297	301	288	313	271	285	-	624	378	334	295
	71%	67%	67%	78%	74%	69%	70%	63%	67%	66%	68%	-	76%	60%	77%	71%

Question focuses on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\*very small base (under 30) ineligible for sig testing

QJ3\_1. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Royal Mail

Base : Sent via - Royal Mail

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	1386	-	1386	263	1123	610	773	167	191	260	182	267	197	122	358	442	586	319	1267	111	1386
Weighted Base	1312	-**	1312	253	1059	616	694	166*	181	253	178	252	162	119*	347	432	533	281	1128	172*	1386
Effective Base	766	-	766	147	619	353	411	95	100	154	103	149	101	66	195	256	316	166	678	85	1386
Yes - in person (e.g. to the postman/woman)	36	-	36	21	15	28	8	8	14	7	5	2	*	*	23	12	2	*	23	13	32
Yes - by telephone	45	-	45	15	30	23	23	12	9	12	7	4	*	*	21	19	5	1	37	8	36
Yes - by email	3%	-	3%	6%	3%	4%	3%	7% <i>klm</i>	6% <i>klm</i>	5% <i>kl</i>	4%	2%	*	*	3% <i>opq</i>	4% <i>opq</i>	1%	*	3%	5%	3%
Yes - by letter	62	-	62	25	37	26	36	8	21	8	12	11	2	-	29	19	13	2	46	15	54
Yes - on an online web forum	5%	-	5%	10% <i>ud</i>	3%	4%	5%	5%	12% <i>klm</i>	3%	7% <i>klm</i>	4%	7%	-	6% <i>opq</i>	4% <i>sc</i>	3%	1%	4%	9% <i>r</i>	4%
Yes - via social media (Facebook, Twitter, etc)	4%	-	4%	21	31	33	20	3%	16	16	14	4	-	2	32	18	2	2	33	20	37
Yes - by other means (please specify)	4%	-	4%	9% <i>ud</i>	3%	5%	3%	10% <i>klm</i>	9% <i>klm</i>	6% <i>klm</i>	2%	-	1%	-	9% <i>opq</i>	4% <i>opq</i>	*	7%	3%	12% <i>r</i>	3%
No - I haven't made a complaint to Royal Mail	1091	-	1091	163	928	596	583	126	111	210	140	225	150	113	238	359	494	269	952	127	1202
NET Made a complaint	83%	-	83%	64%	88% <i>uc</i>	82%	84%	76% <i>klm</i>	61%	82% <i>klm</i>	84% <i>klm</i>	95% <i>klm</i>	93% <i>klm</i>	99% <i>klm</i>	68%	70% <i>klm</i>	93% <i>klm</i>	90% <i>klm</i>	84% <i>klm</i>	87%	74%
NET	221	-	221	90	131	109	112	40	70	44	29	26	12	1	110	73	39	13	176	45	184
	17%	-	17%	14% <i>ud</i>	12%	18%	16%	24% <i>klm</i>	39% <i>klm</i>	17% <i>klm</i>	16% <i>klm</i>	16% <i>klm</i>	7% <i>klm</i>	1%	32% <i>opq</i>	17% <i>opq</i>	7%	4%	16%	26% <i>r</i>	13%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - st  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_1. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Royal Mail

Base : Sent via - Royal Mail

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	1386	380	435	267	304	815	571	827	545	124	164	336	427	270	927	126	1211	289	1048	49
Weighted Base	1312	268	443	280	322	711	601	823	479	120*	175	347	385	219	907	122*	1135	286	969	58*
Effective Base	766	163	245	168	191	408	359	465	295	67	103	201	227	130	531	69	668	165	570	31
Yes - in person (e.g. to the postman/woman)	36	11	6	9	10	17	19	30	6	6	3	8	6	10	17	8	27	18	15	3
Yes - by telephone	45	11	10	14	10	21	24	40	5	5	2	8	15	10	25	5	40	12	33	-
Yes - by email	62	10	17	19	16	27	35	52	10	3	14	26	10	9	49	3	59	20	40	1
Yes - by letter	53	16	12	14	11	28	25	41	12	9	13	11	8	8	32	9	40	23	26	4
Yes - on an online web forum	44	10	20	6	7	30	13	33	11	2	15	10	6	10	30	2	40	18	25	1
Yes - via social media (Facebook, Twitter, etc)	39	11	12	12	4	23	16	36	3	3	8	11	10	8	28	3	36	15	24	-
Yes - by other means (please specify)	5	1	2	-	-	3	2	1	4	-	1	2	2	-	5	-	-	-	3	2
No - I haven't made a complaint to Royal Mail	1091	215	381	220	274	597	494	639	443	94	139	288	336	174	763	95	945	216	827	49
NET Made a complaint	221	53	61	60	47	114	107	184	37	26	36	59	50	45	144	28	190	70	142	9
	77%	20%	14%	21%	15%	76%	78%	22%	8%	22%	21%	17%	13%	21%	76%	23%	17%	24%	75%	76%

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QJ3\_1. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Royal Mail

Base : Sent via - Royal Mail

	Rurality			Nation				Region											
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	1386	825	561	268	647	294	228	217	77	77	67	68	78	70	70	71	69	58	236
Weighted Base	1312	1106	207	44*	1084	114	72	43	60*	156*	99*	90*	126*	118*	158*	169*	110*	12**	101*
Effective Base	766	638	128	64	571	102	104	142	71	73	63	63	75	66	68	67	18	87	87
Yes - in person (e.g. to the postman/woman)	36	31	5	*	32	3	*	1	3	5	-	1	4	7	7	5	-	*	3
Yes - by telephone	45	42	3	*	41	2	1	1	2	6	4	5	2	9	7	4	2	*	2
Yes - by email	62	50	12	1	52	5	3	1	1	9	1	6	14	2	3	9	6	*	5
Yes - by letter	53	52	*	-	44	5	2	2	1	14	3	-	9	6	5	6	1	-	5
Yes - on an online web forum	44	37	7	1	39	3	1	*	-	4	6	1	4	3	7	12	-	*	3
Yes - via social media (Facebook, Twitter, etc)	39	37	2	*	35	2	1	1	1	4	2	-	5	2	10	7	3	-	2
Yes - by other means (please specify)	5	5	1	*	3	*	*	*	-	3	-	-	-	-	-	-	-	-	*
No - I haven't made a complaint to Royal Mail	1091	909	182	42	893	99	62	37	53	115	87	77	102	97	126	138	97	12	88
NET Made a complaint	221	197	24	3	191	14	10	6	7	40	12	13	24	21	31	12	1	1	14
	17%	16%	72%	6%	18%	13%	14%	13%	11%	26%	12%	14%	19%	18%	20%	18%	11%	8%	14%

Proportions/Mean: Columns Yes/No (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_1. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Royal Mail

Base : Sent via - Royal Mail

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1386	541	50	254	601	541	140	70	28	1142	98	740	516	81	37	9	1256	46	402	984
Weighted Base	1312	473	47**	210	523	530	150*	73*	34**	1053	108*	671	512	78*	38**	12**	1183	50**	431	881
Effective Base	766	288	28	135	303	311	88	44	18	614	63	401	290	47	20	8	690	28	239	528
Yes - in person (e.g. to the postman/woman)	36	13	3	4	16	13	6	-	1	29	1	14	18	-	-	4	32	4	24	12
Yes - by telephone	45	14	2	-	22	11	7	4	1	33	4	21	13	4	6	1	34	7	28	17
Yes - by email	62	19	-	2	17	22	13	5	4	39	9	26	20	13	1	2	45	3	45	17
Yes - by letter	53	6	-	1	28	16	3	2	4	44	5	25	19	4	5	-	44	5	46	7
Yes - on an online web forum	44	17	-	3	6	21	7	4	5	27	9	17	17	5	3	2	34	5	31	13
Yes - via social media (Facebook, Twitter, etc)	39	2	-	1	17	17	3	2	-	34	2	22	11	3	-	2	33	2	33	6
Yes - by other means (please specify)	6	1	-	-	3	3	2	2	-	3	2	3	2	4	-	20	3	5	3	2
No - I haven't made a complaint to Royal Mail	1091	407	41	200	439	448	116	58	27	888	85	567	433	59	26	4	1000	30	276	815
NET Made a complaint	823	86%	87%	86%	84%	85%	77%	79%	80%	84%	79%	85%	85%	76%	69%	35%	85%	61%	64%	83%
	221	66	6	9	83	82	34	15	7	165	22	104	79	19	12	8	183	20	156	66
	77%	11%	13%	4%	16%	15%	23%	21%	20%	16%	21%	15%	15%	24%	31%	65%	15%	39%	19%	7%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_1. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Royal Mail

Base : Sent via - Royal Mail

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	1386	78	1294	14	380	931	75	1356	16	5	2	1377	7
Weighted Base	1312	81*	1211	20**	361	883	67*	1281	17**	6**	4**	1304	4**
Effective Base	766	45	709	12	211	514	41	750	8	3	2	761	4
Yes - in person (e.g. to the postman/woman)	36	1	35	-	16	17	3	35	1	-	-	36	-
3%		2%	3%	-	4%	2%	5%	3%	6%	-	-	3%	-
Yes - by telephone	45	3	42	-	16	25	5	44	1	-	-	45	-
3%		3%	3%	-	4%	3%	7%	3%	7%	-	-	3%	-
Yes - by email	62	2	57	3	18	36	8	59	2	-	-	62	*
5%		2%	5%	15%	5%	4%	12% <b>ab</b>	5%	13%	-	-	5%	1%
Yes - by letter	53	12	39	2	21	26	5	46	7	-	-	53	-
4%		14% <b>ab</b>	3%	11%	6%	3%	8%	4%	41%	-	-	4%	-
Yes - on an online web forum	44	3	39	2	17	27	*	43	-	*	-	44	-
3%		4%	3%	9%	5%	3%	*	3%	-	5%	-	3%	-
Yes - via social media (Facebook, Twitter, etc)	39	10	25	4	22	14	2	36	2	-	-	39	-
3%		12% <b>ab</b>	2%	19%	3% <b>ab</b>	2%	3%	3%	13%	-	-	3%	-
Yes - by other means (please specify)	5	-	5	-	3	2	-	5	-	-	-	5	-
*		*	*	-	1%	*	-	*	*	-	-	*	-
No - I haven't made a complaint to Royal Mail	1091	53	1025	13	281	764	46	1075	3	5	4	1083	4
83%		66%	85% <b>a</b>	64%	78%	88% <b>cd</b>	69%	84%	17%	95%	100%	83%	99%
NET Made a complaint	221	28	189	7	80	120	21	208	14	*	-	221	*
17%		34% <b>ab</b>	15%	36%	21% <b>ab</b>	14%	21% <b>ab</b>	16%	63%	5%	-	17%	1%

Proportions/Mean: Columns tested (5% risk level) - a,b,c - d,g(i - g(h)/j,k) \* small base, \*\* very small base (under 30) ineligible for sig testing

***Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)***

**QJ3\_1. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?**

**Royal Mail**

**Base : Sent via - Royal Mail**

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	1386	-	-	698	688	-	-	-	-	-	-	-	468	230	235	234	219
Weighted Base	1312	-**	-**	661	651	-**	-**	-**	-**	-**	-**	-**	435	226	235	218	197
Effective Base	766	-	-	381	385	-	-	-	-	-	-	-	256	125	135	130	121
Yes - in person (e.g. to the postman/woman)	38	-	-	16	20	-	-	-	-	-	-	-	9	7	2	9	9
3%	-	-	-	2%	3%	-	-	-	-	-	-	-	2%	3%	1%	4%	5%
Yes - by telephone	45	-	-	21	24	-	-	-	-	-	-	-	17	4	6	9	8
3%	-	-	-	3%	4%	-	-	-	-	-	-	-	4%	2%	3%	4%	4%
Yes - by email	62	-	-	31	31	-	-	-	-	-	-	-	24	7	12	9	10
5%	-	-	-	5%	5%	-	-	-	-	-	-	-	5%	3%	5%	4%	5%
Yes - by letter	53	-	-	28	25	-	-	-	-	-	-	-	24	5	5	16	4
4%	-	-	-	4%	4%	-	-	-	-	-	-	-	5%	2%	2%	7% <sup>min</sup>	2%
Yes - on an online web forum	44	-	-	10	34	-	-	-	-	-	-	-	9	1	9	17	7
3%	-	-	-	1%	5% <sup>min</sup>	-	-	-	-	-	-	-	2%	*	4% <sup>min</sup>	2% <sup>min</sup>	4% <sup>min</sup>
Yes - via social media (Facebook, Twitter, etc)	39	-	-	17	22	-	-	-	-	-	-	-	15	*	6	9	9
3%	-	-	-	3%	3%	-	-	-	-	-	-	-	4% <sup>min</sup>	*	2%	4% <sup>min</sup>	4% <sup>min</sup>
Yes - by other means (please specify)	5	-	-	3	2	-	-	-	-	-	-	-	3	-	-	-	2
*	-	-	-	*	*	-	-	-	-	-	-	-	1%	-	-	-	1%
No - I haven't made a complaint to Royal Mail	1091	-	-	559	532	-	-	-	-	-	-	-	356	202	200	174	159
83%	-	-	-	84%	82%	-	-	-	-	-	-	-	82%	83% <sup>min</sup>	83%	80%	80%
NET Made a complaint	221	-	-	103	118	-	-	-	-	-	-	-	79	23	36	44	39
17%	-	-	-	16%	18%	-	-	-	-	-	-	-	18% <sup>min</sup>	10%	15%	20% <sup>min</sup>	20% <sup>min</sup>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_3. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Collect +

Base : Sent via - Collect +

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	222	-	222	58	164	81	141	28	62	51	33	25	16	7	90	84	48	23	201	19	222
Weighted Base	216	-**	216	65*	151*	91*	125*	27**	60*	53*	37**	21**	14**	5**	86*	90*	40**	19**	187	26**	222
Effective Base	126	-	126	34	92	51	75	14	34	32	21	14	8	3	48	53	25	11	109	16	222
Yes - in person (e.g. to the postman/woman)	13	-	13	6	7	10	3	-	8	5	-	-	*	-	8	5	*	*	13	-	10
Yes - by telephone	8	-	8	4	5	5	3	3	4	1	-	-	-	-	7	1	-	-	7	2	8
Yes - by email	4%	-	4%	5%	3%	6%	2%	12%	6%	3%	-	-	-	-	8%	2%	-	-	4%	6%	4%
Yes - by letter	15	-	18	9	9	14	4	*	15	*	2	1	-	-	15	2	1	-	16	2	14
Yes - on an online web forum	8%	-	8%	14%	6%	16% <i>td</i>	3%	1%	25% <i>td</i>	1%	5%	4%	-	-	18% <i>td</i>	2%	2%	-	9%	7%	6%
Yes - via social media (Facebook, Twitter, etc)	11	-	11	5	6	3	8	2	5	3	1	-	-	-	8	4	-	-	8	4	7
Yes - by other means (please specify)	5%	-	5%	8%	4%	3%	7%	8%	9%	5%	3%	-	-	-	9%	4%	-	-	4%	14%	3%
No - I haven't made a complaint to Collect +	14	-	14	6	8	12	2	2	7	5	-	-	-	-	9	5	-	-	14	*	9
NET Made a complaint	61	-	61	33	29	54	101	21	26	37	33	20	13	5	46	69	39	19	134	19	178
	72%	-	72%	50%	41% <i>td</i>	59%	81% <i>td</i>	78%	43%	59% <i>td</i>	88%	96%	100%	100%	54%	77% <i>td</i>	98%	100%	71%	73%	80%
	28%	-	28%	19%	16% <i>td</i>	19%	19%	22%	57% <i>td</i>	31%	12%	4%	*	-	46% <i>td</i>	23%	2%	*	29%	27%	20%

Proportions/Mean: Columns Yes/No (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_3. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Collect +

Base : Sent via - Collect +

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	222	65	70	51	36	135	87	166	55	25	19	52	62	57	133	26	191	46	169	7
Weighted Base	216	55**	72*	51*	38**	126*	90*	174*	41**	23**	18**	62*	56*	47**	136*	25**	185	48*	157*	11**
Effective Base	126	28	41	33	25	68	58	97	30	15	12	32	35	27	79	16	107	31	89	6
Yes - in person (e.g. to the postman/woman)	13	3	2	5	3	5	8	12	1	3	-	5	3	1	7	5	8	7	6	-
Yes - by telephone	8	3	3	-	3	5	3	8	-	1	2	2	2	1	8	1	7	1	7	-
Yes - by email	4*	4	2	10	2	6	12	17	1	2	1	11	3	2	14	2	16	5	13	-
Yes - by letter	11	2	2	3	4	4	7	7	4	2	-	5	3	-	9	2	9	6	5	-
Yes - on an online web forum	14	7	5	2	-	12	2	14	*	-	-	7	2	5	9	-	14	4	10	-
Yes - via social media (Facebook, Twitter, etc)	15	5	6	2	2	11	4	14	*	5	-	8	2	-	10	5	10	10	5	-
Yes - by other means (please specify)	72*	9%	8%	4%	6%	8%	5%	8%	1%	22%	-	12%	4%	-	7%	20%	5%	20%*	3%	-
No - I haven't made a complaint to Collect +	155	39	52	37	27	91	63	118	37	12	15	38	44	38	97	12	137	25	119	11
NET Made a complaint	61	16	19	15	11	35	26	56	5	11	3	24	12	9	39	13	48	53%	23	38
	28%	25%	27%	29%	30%	28%	29%	32%	11%	47%	17%	39%	22%	19%	29%	50%	26%	47%*	24%	-

Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - ef - gh - i/jk/l/m/n - op - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_3. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Collect +

Base : Sent via - Collect +

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	222	143	79	35	108	39	40	35	11	10	12	8	23	14	13	13	4	6	33
Weighted Base	216	192	24**	4**	182*	17**	11**	6**	9**	19**	18**	9**	37**	22**	31**	31**	6**	2**	15**
Effective Base	126	111	15	27	96	16	18	27	10	9	12	8	22	14	12	13	4	2	15
Yes - in person (e.g. to the postman/woman)	13	13	*	*	10	3	-	-	-	1	-	-	5	-	-	3	-	*	3
6%	6%	7%	*	3%	9%	17%	-	8%	-	7%	-	-	14%	-	-	10%	-	2%	20%
Yes - by telephone	8	8	*	*	8	*	*	-	2	2	1	1	-	-	-	-	1	-	*
4%	4%	4%	1%	2%	4%	2%	1%	-	17%	12%	6%	16%	-	-	-	18%	-	-	2%
Yes - by email	18	17	1	*	16	*	1	1	1	-	4	1	4	2	-	5	-	*	-
8%	8%	9%	2%	11%	9%	2%	8%	10%	8%	-	19%	11%	10%	9%	-	18%	-	11%	-
Yes - by letter	11	9	2	-	11	-	-	-	-	1	-	1	2	1	4	2	-	-	-
5%	5%	5%	9%	-	8%	-	-	-	-	7%	-	11%	5%	6%	12%	7%	-	-	-
Yes - on an online web forum	14	12	2	*	14	*	*	-	-	-	-	-	2	2	-	8	2	-	*
6%	6%	6%	10%	6%	8%	*	3%	-	-	-	-	-	5%	9%	-	26%	31%	-	*
Yes - via social media (Facebook, Twitter, etc)	15	12	3	*	14	*	*	-	-	3	-	-	2	-	10	-	-	-	*
7%	7%	6%	11%	2%	8%	*	3%	-	-	14%	-	-	5%	-	32%	-	-	-	*
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to Collect +	155	136	18	3	127	14	10	5	7	12	14	7	30	16	18	20	3	2	12
72%	72%	71%	77%	84%	70%	79%	87%	83%	75%	66%	74%	73%	81%	76%	57%	66%	50%	87%	78%
NET Made a complaint	61	55	6	1	55	4	1	1	2	6	5	2	7	5	13	11	3	*	3
28%	28%	29%	23%	16%	30%	21%	13%	7%	25%	34%	26%	27%	19%	24%	43%	34%	50%	13%	22%

Proportions/Mean: Columns Yes/No (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_3. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Collect +

Base : Sent via - Collect +

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and <£11.5 income (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	222	77	5	21	80	85	35	15	7	165	22	120	72	15	9	5	192	14	97	125
Weighted Base	216	81*	5**	13**	76*	83*	35**	16**	5**	159*	22**	121*	65*	13**	9**	5**	186	15**	109*	107**
Effective Base	126	48	3	10	41	51	22	9	5	91	13	68	39	9	6	4	106	9	62	64
Yes - in person (e.g. to the postman/woman)	13	-	-	-	7	6	-	-	-	13	-	4	6	2	-	1	10	1	9	4
Yes - by telephone	8	2	-	-	3	3	2	-	-	6	-	3	3	-	2	-	6	2	8	*
Yes - by email	4*	2%	-	-	4%	3%	6%	-	-	4%	-	2%	5%	-	24%	-	3%	15%	7%	8
Yes - by letter	18	1	-	-	9	4	*	4	1	13	5	8	7	*	-	3	15	3	12	6
Yes - on an online web forum	11	1	-	-	4	4	2	-	1	8	1	2	7	-	2	1	8	3	11	-
Yes - via social media (Facebook, Twitter, etc)	6*	2%	-	-	5%	5%	6%	-	18%	5%	4%	1%	10%	-	22%	18%	4%	21%	10%	3
Yes - by other means (please specify)	14	5	-	-	5	5	2	2	-	10	2	3	7	-	2	-	10	2	11	3
No - I haven't made a complaint to Collect +	155	69	5	13	52	60	28	11	4	112	15	91	48	9	5	2	139	7	55	100
NET Made a complaint	72*	85%	100%	97%	68%	73%	80%	65%	82%	70%	69%	75%	74%	64%	54%	33%	75%	46%	94%	7
	61	12	-	-	25	23	7	6	1	47	7	30	17	5	4	4	46	8	54	7
	28%	14%	-	3%	32%	27%	20%	35%	18%	30%	31%	25%	26%	36%	46%	67%	25%	64%	57%	6%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - j/k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_3. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Collect +

Base : Sent via - Collect +

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	222	15	205	2	68	143	11	215	3	3	-	221	1
Weighted Base	216	18**	195	3**	74*	131*	11**	208	4**	3**	-**	216	**
Effective Base	126	9	116	1	42	78	5	121	2	2	-	125	1
Yes - in person (e.g. to the postman/woman)	13	6	7	-	8	4	1	13	-	-	-	13	-
6%	34%	4%	-	-	11%	3%	7%	5%	-	-	-	6%	-
Yes - by telephone	8	3	5	-	5	3	*	6	2	-	-	8	-
4%	16%	3%	-	-	7%	2%	3%	3%	53%	-	-	4%	-
Yes - by email	18	5	12	-	9	9	-	18	*	-	-	18	-
8%	31%	6%	-	-	13%	7%	-	9%	2%	-	-	8%	-
Yes - by letter	11	1	10	-	7	3	1	11	7	-	-	11	-
9%	8%	5%	-	-	10%	2%	12%	5%	-	-	-	5%	-
Yes - on an online web forum	14	3	11	-	9	5	-	12	2	-	-	14	-
6%	17%	6%	-	-	12%	4%	-	6%	45%	-	-	6%	-
Yes - via social media (Facebook, Twitter, etc)	15	3	9	3	10	5	-	14	-	*	-	15	-
7%	16%	5%	95%	15%	4%	-	-	7%	-	11%	-	7%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to Collect +	155	4	151	*	42	104	9	152	-	3	-	155	*
72%	20%	77%	5%	-	57%	79%	78%	73%	-	89%	-	72%	100%
NET Made a complaint	61	14	44	3	32	27	2	56	4	*	-	61	-
28%	80%	23%	95%	43%	21%	22%	27%	100%	11%	-	-	28%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_3. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Collect +

Base : Sent via - Collect +

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	222	-	-	105	117	-	-	-	-	-	-	-	68	37	29	47	41
Weighted Base	216	-**	-**	101*	115*	-**	-**	-**	-**	-**	-**	-**	61*	40**	26**	47**	42**
Effective Base	126	-	-	55	71	-	-	-	-	-	-	-	36	19	16	30	25
Yes - in person (e.g. to the postman/woman)	13	-	-	7	6	-	-	-	-	-	-	-	2	5	-	8	-
Yes - by telephone	6%	-	-	7%	6%	-	-	-	-	-	-	-	3%	13%	2%	12%	-
Yes - by email	8	-	-	3	5	-	-	-	-	-	-	-	3	-	-	5	-
Yes - by letter	4%	-	-	3%	5%	-	-	-	-	-	-	-	4%	-	-	10%	1%
Yes - on an online web forum	16	-	-	10	8	-	-	-	-	-	-	-	5	5	1	2	5
Yes - via social media (Facebook, Twitter, etc)	6%	-	-	10%	7%	-	-	-	-	-	-	-	6%	12%	4%	4%	13%
Yes - by other means (please specify)	11	-	-	3	8	-	-	-	-	-	-	-	1	2	-	7	1
No - I haven't made a complaint to Collect +	5%	-	-	3%	7%	-	-	-	-	-	-	-	2%	5%	-	15%	3%
NET Made a complaint	14	-	-	10	4	-	-	-	-	-	-	-	5	5	2	2	-
	6%	-	-	10%	3%	-	-	-	-	-	-	-	6%	13%	6%	4%	-
	15	-	-	8	7	-	-	-	-	-	-	-	5	3	-	7	-
	7%	-	-	8%	6%	-	-	-	-	-	-	-	9%	7%	-	14%	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	155	-	-	70	85	-	-	-	-	-	-	-	42	26	23	26	34
	72%	-	-	69%	74%	-	-	-	-	-	-	-	60%	70%	87%	59%	83%
	61	-	-	31	30	-	-	-	-	-	-	-	19	12	3	19	7
	26%	-	-	31%	26%	-	-	-	-	-	-	-	32%	30%	13%	41%	17%

Proportions/Mean: Columns Yes/No (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_4. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

DHL

Base : Sent via - DHL

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	139	-	139	40	99	61	77	27	33	34	12	18	9	6	60	46	33	15	107	30	139
Weighted Base	162*	..	162*	53**	110*	76*	86*	30**	46**	43**	13**	19**	6**	6**	77*	55*	30**	12**	117*	42**	139
Effective Base	86	-	86	26	61	38	49	15	23	23	7	11	4	4	38	30	18	8	64	21	139
Yes - in person (e.g. to the postman/woman)	15	-	15	9	6	13	3	1	6	5	1	1	2	4	7	5	3	2	11	5	10
Yes - by telephone	18	-	18	12	6	10	8	9	1	3	1	3	-	-	11	4	3	-	9	9	13
Yes - by email	36	-	36	20	16	25	11	0	13	8	5	-	2	2	22	8	7	2	28	8	23
Yes - by letter	22%	-	22%	39%	14%	33%	13%	29%	28%	19%	-	27%	-	29%	28%	14%	22%	14%	24%	20%	17%
Yes - on an online web forum	6	-	6	3	3	3	2	1	3	-	-	1	-	-	4	-	1	-	6	-	4
Yes - via social media (Facebook, Twitter, etc)	13	-	13	12	1	9	4	-	7	6	-	-	-	-	7	6	-	-	8	5	9
Yes - by other means (please specify)	8%	-	8%	22%	1%	12%	5%	-	14%	15%	-	1%	-	-	9%	12%	-	-	7%	12%	6%
No - I haven't made a complaint to DHL	93	-	93	12	81	35	57	15	24	25	11	10	4	4	39	36	19	8	65	25	91
NET Made a complaint	43%	-	43%	77%	26%	54%	33%	50%	49%	41%	17%	44%	34%	29%	49%	36%	39%	31%	45%	41%	35%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_4. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

DHL

Base : Sent via - DHL

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	139	46	30	31	32	76	63	102	36	18	18	28	41	31	87	19	118	41	94	4
Weighted Base	162*	54**	40**	34**	34**	94*	68*	122*	40**	20**	22**	25**	54**	38**	102*	22**	140*	55**	105*	3**
Effective Base	86	25	21	21	21	46	41	63	23	10	13	14	30	19	57	11	76	27	58	2
Yes - in person (e.g. to the postman/woman)	15	5	-	3	7	5	11	11	4	3	-	6	2	3	8	5	11	8	7	-
Yes - by telephone	16	9%	-	10%	22%	5%	16%	9%	10%	14%	-	24%	4%	7%	8%	21%	8%	14%	7%	-
Yes - by letter	12	7	-	-	4	14	4	18	-	6	2	4	3	3	9	8	12	13	5	-
Yes - by email	36	18	9	5	4	28	9	29	7	7	7	5	5	13	17	7	29	19	17	1
Yes - via social media (Facebook, Twitter, etc)	22%	34%	23%	15%	11%	29%	13%	24%	19%	36%	32%	18%	9%	33%	16%	33%	21%	35%	16%	22%
Yes - on an online web forum	6	-	-	5	1	-	6	5	-	-	-	4	2	-	6	-	4	4	1	-
Yes - by other means (please specify)	3%	-	-	14%	2%	-	3%	5%	-	-	-	16%	3%	-	5%	-	4%	8%	1%	-
Yes - via social media (Facebook, Twitter, etc)	13	8	4	2	-	11	2	13	-	3	-	2	2	6	4	3	10	9	4	-
Yes - by other means (please specify)	8%	14%	9%	6%	-	12%	3%	11%	*	14%	-	8%	4%	16%	4%	12%	7%	16%	4%	-
No - I haven't made a complaint to DHL	93	25	24	25	19	48	45	64	29	4	13	14	42	20	89	4	88	17	74	2
NET Made a complaint	69	30	16	8	15	46	24	58	11	16	10	10	13	19	33	18	52	38	31	1
	43%	55%	40%	25%	44%	49%	35%	48%	28%	78%	44%	42%	23%	49%	33%	80%	37%	69%	30%	22%

Proportions/Mean: Columns Yes/No (5% risk level) - ab/c/d - ef - gh - ij/kl/m/n - op - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_4. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

DHL

Base : Sent via - DHL

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	139	100	39	20	82	21	19	17	11	7	6	6	10	9	15	13	5	5	16
Weighted Base	162*	146*	17**	6**	145*	9**	4**	4**	8**	16**	8**	8**	16**	15**	32**	33**	8**	1**	9**
Effective Base	86	77	10	5	72	10	9	12	11	6	6	6	10	9	14	13	5	4	8
Yes - in person (e.g. to the postman/woman)	15	13	2	1	13	2	-	-	1	2	-	1	4	-	5	-	-	-	2
Yes - by telephone	9%	9%	13%	15%	9%	22%	-	-	16%	13%	-	16%	23%	-	15%	-	-	-	25%
Yes - by letter	16	18	-	-	16	-	-	1	1	4	1	1	-	-	3	5	1	-	-
Yes - by email	17%	12%	1%	-	17%	4%	5%	29%	9%	25%	14%	17%	-	-	9%	15%	14%	-	4%
Yes - by other means (please specify)	36	32	4	2	35	-	1	1	2	13	-	1	5	3	9	-	2	-	-
NET Made a complaint	57%	22%	23%	25%	24%	-	14%	29%	19%	77%	-	16%	31%	22%	29%	-	19%	-	-
Yes - via social media (Facebook, Twitter, etc)	12	12	-	-	11	-	-	-	-	4	-	-	2	3	3	-	-	-	-
Yes - on an online web forum	7%	5%	-	-	6%	4%	-	-	-	25%	-	-	12%	16%	9%	-	-	-	4%
Yes - via social media (Facebook, Twitter, etc)	13	13	-	-	13	-	-	-	-	2	2	1	2	2	-	-	-	-	-
Yes - by other means (please specify)	8%	9%	1%	1%	9%	2%	1%	-	-	-	-	17%	12%	13%	24%	-	-	-	2%
No - I haven't made a complaint to DHL	93	80	13	5	81	6	3	2	5	4	5	4	9	7	13	28	6	1	6
NET Made a complaint	43%	45%	24%	26%	44%	31%	21%	37%	37%	77%	34%	51%	43%	52%	60%	15%	33%	-	34%

Proportions/Mean: Columns Yes/No (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_4. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

DHL

Base : Sent via - DHL

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	139	33	2	11	57	58	14	6	4	115	10	67	49	16	6	1	116	7	88	51
Weighted Base	162*	42**	1**	11**	68*	69*	15**	8**	2**	137*	11**	78*	59*	17**	7**	1**	137*	8**	110*	52**
Effective Base	86	21	2	6	33	38	11	4	3	70	6	42	32	9	3	1	74	3	58	28
Yes - in person (e.g. to the postman/woman)	15	-	-	-	11	2	2	-	-	13	-	9	5	-	1	-	14	1	15	-
9%	-	-	-	-	16%	3%	14%	-	-	10%	-	12%	8%	-	19%	-	10%	16%	14%	-
Yes - by telephone	18	5	*	-	11	6	1	-	-	17	-	8	3	2	4	-	11	4	16	2
11%	13%	29%	-	-	17%	8%	5%	-	-	13%	-	10%	6%	13%	61%	-	8%	52%	15%	3%
Yes - by email	36	5	-	2	16	17	2	1	-	33	1	13	14	4	5	-	27	5	32	4
22%	12%	-	15%	-	24%	24%	13%	16%	-	24%	13%	17%	24%	21%	75%	-	20%	63%	29%	8%
Yes - by letter	12	1	-	-	9	2	-	1	-	10	1	3	3	-	4	1	6	5	12	-
7%	3%	-	-	-	13%	2%	-	15%	-	7%	12%	4%	5%	-	56%	100%	5%	63%	16%	-
Yes - on an online web forum	6	-	-	-	2	2	2	-	-	3	-	-	4	-	1	-	4	1	6	-
3%	-	-	-	-	3%	2%	14%	-	-	3%	-	-	7%	-	19%	-	3%	16%	5%	-
Yes - via social media (Facebook, Twitter, etc)	13	-	-	-	9	4	-	-	-	13	-	6	5	2	-	-	11	-	13	*
8%	-	-	-	-	13%	6%	-	-	-	10%	-	7%	9%	14%	-	-	8%	-	12%	*
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to DHL	93	30	1	9	33	40	12	6	2	73	8	49	34	9	1	-	83	1	47	46
57%	72%	71%	85%	-	49%	57%	81%	69%	100%	53%	75%	63%	58%	52%	20%	-	60%	17%	43%	89%
NET Made a complaint	69	12	2	2	34	30	3	3	-	64	3	29	25	8	6	1	54	7	63	6
43%	28%	29%	15%	-	51%	43%	19%	31%	-	47%	25%	37%	42%	48%	80%	100%	40%	63%	57%	11%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d-e/f/g/h/i - k-l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_4. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

DHL

Base : Sent via - DHL

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	139	13	126	-	43	87	9	129	9	-	1	138	-
Weighted Base	162*	19**	143*	-**	48**	106*	8**	144*	16**	-**	2**	161*	-**
Effective Base	86	9	78	-	24	58	6	79	7	-	1	85	-
Yes - in person (e.g. to the postman/woman)	15	2	13	-	7	9	-	13	3	-	-	15	-
9%	11%	9%	-	14%	8%	-	-	9%	17%	-	-	10%	-
Yes - by telephone	18	5	13	-	11	7	-	10	8	-	-	18	-
11%	27%	9%	-	23%	7%	-	-	7%	46%	-	-	11%	-
Yes - by email	36	11	25	-	23	13	1	25	12	-	-	36	-
22%	58%	18%	-	47%	12%	8%	-	17%	71%	-	-	23%	-
Yes - by letter	12	4	8	-	9	1	1	6	5	-	-	12	-
7%	21%	5%	-	18%	1%	17%	-	4%	32%	-	-	7%	-
Yes - on an online web forum	6	2	4	-	3	2	-	5	1	-	-	6	-
3%	8%	3%	-	7%	2%	-	-	3%	5%	-	-	3%	-
Yes - via social media (Facebook, Twitter, etc)	13	3	10	-	7	6	-	13	-	-	-	13	-
8%	14%	7%	-	15%	5%	-	-	9%	-	-	-	8%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to DHL	93	3	90	-	15	73	6	91	-	-	2	91	-
57%	14%	63%	-	30%	68%	75%	-	63%	-	-	100%	57%	-
NET Made a complaint	69	17	52	-	34	34	2	53	16	-	-	69	-
43%	86%	37%	-	70%	32%	25%	-	37%	100%	-	-	43%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ3\_4. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?**

**DHL**

**Base : Sent via - DHL**

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	139	-	-	65	74	-	-	-	-	-	-	-	49	18	22	23	29
Weighted Base	162*	**	**	72*	90*	**	**	**	**	**	**	**	49**	23**	31**	30**	30**
Effective Base	86	-	-	37	49	-	-	-	-	-	-	-	25	12	16	17	17
Yes - in person (e.g. to the postman/woman)	15	-	-	8	7	-	-	-	-	-	-	-	8	-	1	4	3
Yes - by telephone	9%	-	-	11%	8%	-	-	-	-	-	-	-	17%	-	2%	12%	10%
Yes - by email	18	-	-	11	7	-	-	-	-	-	-	-	8	3	4	2	1
Yes - by letter	17%	-	-	15%	8%	-	-	-	-	-	-	-	17%	12%	13%	5%	5%
Yes - on an online web forum	36	-	-	15	22	-	-	-	-	-	-	-	11	4	10	5	6
Yes - via social media (Facebook, Twitter, etc)	22%	-	-	20%	24%	-	-	-	-	-	-	-	22%	17%	34%	17%	20%
Yes - by other means (please specify)	12	-	-	7	5	-	-	-	-	-	-	-	7	-	-	3	2
No - I haven't made a complaint to DHL	7%	-	-	9%	5%	-	-	-	-	-	-	-	14%	-	-	10%	6%
NET Made a complaint	6	-	-	3	3	-	-	-	-	-	-	-	3	-	-	2	1
	3%	-	-	4%	3%	-	-	-	-	-	-	-	6%	-	-	6%	3%
	13	-	-	9	4	-	-	-	-	-	-	-	5	4	2	2	**
	8%	-	-	13%	4%	-	-	-	-	-	-	-	11%	16%	6%	6%	1%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	93	-	-	41	53	-	-	-	-	-	-	-	26	13	14	20	19
	57%	-	-	56%	58%	-	-	-	-	-	-	-	57%	55%	44%	68%	64%
	69	-	-	32	37	-	-	-	-	-	-	-	21	10	17	10	11
	43%	-	-	44%	42%	-	-	-	-	-	-	-	43%	45%	56%	32%	36%

Proportions/Mean: Columns Tested (5% risk level) - a-b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_5. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

FedEx

Base : Sent via - FedEx

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	112	-	112	45	67	55	57	21	36	28	10	11	4	2	57	38	17	6	90	21	112
Weighted Base	156*	..	156*	71*	85*	83*	73*	24**	60**	37**	13**	15**	5**	2**	84*	50**	22**	7**	117*	37**	112
Effective Base	79	-	79	32	49	39	41	13	29	19	6	8	3	1	42	25	12	4	60	18	112
Yes - in person (e.g. to the postman/woman)	26	-	26	17	9	17	9	2	11	9	-	3	-	-	13	9	3	-	22	4	13
Yes - by telephone	16%	-	16%	24%	10%	20%	12%	10%	19%	25%	-	18%	-	-	16%	19%	13%	-	19%	10%	12%
Yes - by email	27	-	27	19	9	14	14	8	10	4	-	3	2	-	18	4	5	2	20	7	17
Yes - by letter	18%	-	18%	27%	10%	16%	19%	32%	17%	12%	-	19%	39%	-	22%	9%	22%	30%	17%	19%	15%
Yes - on an online web forum	24	-	24	14	10	19	4	1	15	5	3	-	-	-	16	8	-	-	13	11	13
Yes - via social media (Facebook, Twitter, etc)	15%	-	15%	19%	12%	24% <sup>u</sup>	6%	4%	25%	13%	24%	-	-	-	19%	15%	-	-	11%	29%	12%
Yes - by other means (please specify)	9	-	9	7	2	6	3	2	7	*	-	*	-	-	9	*	*	-	2	7	8
No - I haven't made a complaint to FedEx	6%	-	6%	10%	3%	8%	4%	8%	11%	1%	-	2%	-	-	10%	1%	1%	-	2%	18%	7%
NET Made a complaint	16	-	16	11	6	4	12	2	7	5	-	2	-	-	9	5	2	2	13	3	10
	10%	-	10%	15%	7%	5%	16%	9%	12%	13%	-	39%	-	-	11%	10%	29%	30%	11%	9%	9%
	18	-	18	14	5	10	8	2	8	8	-	-	-	-	10	8	-	-	15	3	12
	12%	-	12%	19%	5%	12%	11%	8%	14%	21%	-	-	-	-	12%	16%	-	-	13%	7%	11%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	74	-	74	18	57	37	37	14	19	14	10	12	3	2	33	24	17	5	52	21	60
	48%	-	48%	25%	67% <sup>uc</sup>	45%	51%	60%	32%	38%	76%	80%	61%	100%	40%	48%	77%	70%	44%	56%	54%
	81	-	81	53	28	46	35	10	41	23	3	3	2	-	50	26	5	2	65	16	52
	52%	-	52%	75% <sup>ud</sup>	33%	55%	49%	40%	68%	62%	24%	20%	39%	-	60%	52%	23%	30%	56%	44%	46%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**QJ3\_5. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?**

FedEx

Base : Sent via - FedEx

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	112	34	28	25	25	62	50	84	27	9	10	31	31	25	72	10	97	31	74	7
Weighted Base	156*	46**	37**	34**	39**	83*	73*	125*	30**	11**	14**	52**	44**	27**	110*	13**	137*	52**	97*	7**
Effective Base	79	21	19	19	20	41	39	60	19	7	7	23	23	15	54	8	68	24	51	5
Yes - in person (e.g. to the postman/woman)	26	7	9	6	4	16	9	25	*	-	*	14	4	6	18	2	24	10	15	-
16%	15%	25%	16%	10%	19%	13%	13%	20%	1%	-	2%	26%	9%	22%	16%	14%	17%	20%	16%	-
Yes - by telephone	27	13	7	4	4	20	8	21	6	3	2	6	8	9	15	3	24	16	11	1
16%	28%	19%	12%	9%	24%	11%	17%	17%	2%	25%	16%	11%	17%	31%	14%	21%	17%	30%	11%	10%
Yes - by email	24	8	3	7	5	11	12	22	1	-	1	12	4	6	18	-	24	13	10	-
15%	17%	9%	21%	14%	13%	17%	18%	18%	5%	-	11%	23%	10%	21%	16%	-	17%	26%	11%	-
Yes - by letter	9	2	2	1	4	4	5	8	1	-	-	6	-	2	6	-	8	4	4	1
6%	4%	6%	3%	10%	5%	7%	6%	6%	4%	-	12%	1%	7%	6%	-	6%	8%	8%	4%	10%
Yes - on an online web forum	16	2	5	5	1	10	6	14	2	-	-	4	7	6	10	-	16	4	12	-
10%	5%	21%	13%	4%	12%	8%	11%	7%	7%	-	-	8%	15%	21%	9%	-	12%	7%	13%	1%
Yes - via social media (Facebook, Twitter, etc)	18	9	4	4	1	13	5	17	1	3	3	7	-	4	10	3	15	14	4	1
12%	19%	11%	11%	4%	16%	7%	14%	2%	2%	24%	25%	13%	-	16%	9%	21%	11%	27%	4%	10%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to FedEx	74	24	12	14	24	36	38	52	22	6	9	15	30	9	54	6	64	14	55	6
48%	53%	33%	40%	63%	44%	52%	42%	72%	51%	51%	62%	30%	68%	35%	49%	44%	47%	26%	56%	89%
NET Made a complaint	81	22	25	21	14	47	35	73	9	6	5	36	14	17	56	7	73	38	42	1
52%	47%	67%	60%	37%	56%	48%	58%	28%	49%	49%	38%	70%	32%	65%	51%	56%	53%	74%	44%	11%

Proportions/Mean: Columns Yes/No (5% risk level) - ab/cd - ef - gh - ij/kl/mn - op - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_5. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

FedEx

Base : Sent via - FedEx

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	112	89	23	8	72	19	11	10	3	6	8	7	8	10	17	8	5	2	17
Weighted Base	156*	139*	16**	3**	134*	16**	3**	2**	2**	12**	12**	10**	13**	16**	41**	20**	8**	**	15**
Effective Base	79	71	8	2	65	10	7	7	3	6	8	7	8	9	16	8	5	2	10
Yes - in person (e.g. to the postman/woman)	26	23	2	-	23	2	-	-	-	-	3	-	4	4	8	5	-	-	2
16%	17%	13%	-	17%	15%	-	-	-	-	25%	-	-	29%	24%	19%	24%	-	-	15%
Yes - by telephone	27	25	2	-	25	2	-	-	1	6	3	-	-	2	6	7	1	-	2
16%	16%	13%	-	19%	10%	-	14%	32%	47%	23%	-	-	13%	13%	34%	15%	-	-	10%
Yes - by email	24	20	4	-	21	3	-	-	1	2	3	2	3	3	4	4	-	-	3
15%	14%	23%	-	15%	19%	-	-	37%	18%	25%	17%	26%	18%	7%	19%	19%	-	-	19%
Yes - by letter	9	5	4	-	6	2	-	1	-	-	-	-	-	2	4	-	-	-	2
6%	4%	23%	-	4%	15%	11%	23%	-	-	-	-	-	-	5%	19%	-	-	-	16%
Yes - on an online web forum	16	14	2	*	16	*	-	-	-	2	3	1	-	2	5	-	-	-	*
10%	10%	14%	4%	12%	*	2%	-	-	20%	25%	14%	-	13%	6%	23%	-	-	-	*
Yes - via social media (Facebook, Twitter, etc)	18	18	-	-	17	1	-	*	1	2	1	3	3	-	5	-	1	-	1
12%	13%	-	-	13%	4%	-	11%	31%	18%	10%	29%	27%	-	13%	-	15%	-	-	5%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to FedEx	74	64	10	3	61	9	3	1	-	4	3	5	6	7	24	7	5	*	8
48%	46%	63%	96%	46%	57%	86%	63%	-	33%	24%	54%	47%	45%	57%	35%	69%	100%	-	55%
NET Made a complaint	81	75	6	*	73	7	*	1	2	8	9	5	7	9	18	13	2	-	7
52%	54%	37%	4%	54%	43%	14%	37%	100%	67%	76%	46%	53%	55%	43%	65%	31%	-	-	45%

Proportions/Mean: Columns Yes/No (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_5. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

FedEx

Base : Sent via - FedEx

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	112	24	1	7	30	50	22	8	2	80	10	39	55	12	5	1	94	6	82	30
Weighted Base	156*	30**	1**	7**	53**	61*	32**	9**	2**	114*	10**	62**	71*	15**	7**	1**	133*	8**	121*	35**
Effective Base	79	17	1	5	23	35	16	5	2	57	6	29	37	8	5	1	66	5	60	19
Yes - in person (e.g. to the postman/woman)	28	5	-	-	14	6	6	-	-	20	-	12	8	-	5	-	20	5	24	2
	16%	17%	-	-	26%	9%	18%	-	-	17%	-	19%	12%	-	69%	-	15%	63%	20%	5%
Yes - by telephone	27	8	-	3	11	11	5	-	-	22	-	12	11	2	2	-	23	2	25	2
	18%	26%	-	39%	21%	18%	17%	-	-	19%	-	20%	16%	14%	28%	-	18%	25%	21%	6%
Yes - by email	24	7	-	1	7	10	5	1	-	17	1	4	15	4	1	-	19	1	24	-
	15%	22%	-	21%	13%	17%	16%	16%	-	15%	13%	7%	21%	24%	16%	-	14%	14%	19%	-
Yes - by letter	9	1	-	1	2	2	5	*	-	4	*	-	8	*	-	1	8	1	8	1
	6%	4%	-	15%	4%	3%	15%	3%	-	3%	2%	-	11%	3%	-	100%	6%	10%	7%	2%
Yes - on an online web forum	16	2	-	2	5	4	7	*	-	9	*	5	2	4	5	-	7	5	14	2
	10%	7%	-	29%	9%	7%	21%	1%	-	8%	1%	8%	3%	29%	63%	-	5%	57%	12%	6%
Yes - via social media (Facebook, Twitter, etc)	18	2	-	1	10	3	5	*	-	13	*	9	8	-	1	-	17	1	18	-
	12%	7%	-	10%	19%	5%	15%	3%	-	11%	2%	14%	11%	-	19%	-	13%	17%	15%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to FedEx	74	14	1	2	21	30	14	7	2	52	9	33	34	6	1	-	67	1	44	30
	48%	45%	100%	35%	40%	50%	45%	81%	100%	45%	84%	53%	48%	44%	12%	-	51%	11%	37%	86%
NET Made a complaint	81	16	-	5	32	30	18	2	-	62	2	29	37	8	7	1	66	7	77	5
	52%	55%	-	65%	60%	50%	55%	19%	-	55%	16%	47%	52%	56%	88%	100%	49%	89%	63%	14%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_5. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

FedEx

Base : Sent via - FedEx

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	112	14	96	2	38	64	10	103	6	1	1	110	1
Weighted Base	156*	25**	126*	4**	62**	86*	8**	144*	9**	***	2**	154*	***
Effective Base	79	12	66	2	30	46	4	73	5	1	1	78	1
Yes - in person (e.g. to the postman/woman)	26	-	23	3	13	13	-	23	3	-	-	26	-
16%	-	-	18%	66%	20%	15%	3%	16%	31%	-	-	17%	-
Yes - by telephone	27	5	23	-	14	13	-	24	4	-	-	27	-
18%	-	18%	-	-	23%	15%	-	16%	40%	-	-	18%	-
Yes - by email	24	1	21	1	14	10	-	21	3	-	-	24	-
15%	-	5%	16%	35%	22%	11%	-	14%	31%	-	-	15%	-
Yes - by letter	9	-	9	-	8	2	1	9	-	-	-	9	-
6%	-	1%	7%	-	10%	2%	9%	6%	-	100%	-	6%	-
Yes - on an online web forum	16	2	14	-	7	9	-	15	1	-	-	16	-
10%	-	10%	11%	-	12%	10%	2%	10%	16%	-	-	10%	100%
Yes - via social media (Facebook, Twitter, etc)	18	3	15	-	14	4	-	15	3	-	-	18	-
12%	-	11%	12%	-	22%	5%	-	11%	29%	-	-	12%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to FedEx	74	14	61	-	19	48	7	73	-	-	2	73	-
48%	-	55%	48%	-	31%	56%	86%	50%	-	-	100%	47%	-
NET Made a complaint	81	11	66	4	42	38	1	72	9	-	-	81	-
52%	-	45%	52%	100%	69%	44%	14%	50%	100%	100%	-	53%	100%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ3\_5. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?**

**FedEx**

**Base : Sent via - FedEx**

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	112	-	55	57	-	-	-	-	-	-	-	37	18	20	21	18
Weighted Base	156*	**	76*	80*	**	**	**	**	**	**	**	45**	31**	31**	31**	18**
Effective Base	79	-	37	43	-	-	-	-	-	-	-	23	14	16	17	10
Yes - in person (e.g. to the postman/woman)	26	-	14	12	-	-	-	-	-	-	-	9	5	2	8	2
Yes - by telephone	16%	-	18%	15%	-	-	-	-	-	-	-	20%	16%	6%	25%	11%
Yes - by email	27	-	13	14	-	-	-	-	-	-	-	6	7	5	8	2
Yes - by letter	18%	-	17%	18%	-	-	-	-	-	-	-	14%	22%	17%	24%	10%
Yes - on an online web forum	24	-	9	14	-	-	-	-	-	-	-	7	2	4	6	5
Yes - via social media (Facebook, Twitter, etc)	15%	-	12%	16%	-	-	-	-	-	-	-	16%	7%	12%	19%	26%
Yes - by other means (please specify)	9	-	1	8	-	-	-	-	-	-	-	1	-	-	3	5
No - I haven't made a complaint to FedEx	81	-	43	38	-	-	-	-	-	-	-	16	17	21	10	10
NET Made a complaint	48%	-	43%	52%	-	-	-	-	-	-	-	36%	54%	69%	33%	57%
	81	-	43	38	-	-	-	-	-	-	-	29	14	10	21	8
	52%	-	57%	48%	-	-	-	-	-	-	-	64%	46%	31%	67%	43%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_6. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Evri

Base : Sent via - Evri

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	456	-	456	127	329	163	292	79	95	99	51	59	43	30	174	150	132	73	411	41	456
Weighted Base	447	-**	447	140*	307	171*	274	72*	88*	95*	63*	56*	38**	34**	160*	158*	128*	72*	386	55*	456
Effective Base	261	-	261	76	185	97	163	47	51	59	34	31	23	18	98	92	71	41	226	31	456
Yes - in person (e.g. to the postman/woman)	12	-	12	9	3	8	5	1	5	4	-	2	-	-	7	4	2	-	12	-	10
Yes - by telephone	35	-	35	20	15	17	17	3	12	8	-	6	-	2	15	13	8	2	31	4	28
Yes - by email	35	-	35	26	9	20	16	2	12	13	3	4	1	-	14	17	5	1	32	3	32
Yes - by letter	14	-	14	11	3	10	4	2	5	6	-	-	-	-	8	6	-	-	12	2	7
Yes - on an online web forum	36	-	36	10	19	9	21	5	8	8	7	1	-	-	14	15	1	-	24	6	27
Yes - via social media (Facebook, Twitter, etc)	23	-	23	16	7	13	10	4	13	5	-	-	-	-	17	5	-	-	18	5	14
Yes - by other means (please specify)	1	-	1	-	-	-	-	6	14	6	-	-	-	-	11	3	-	-	5	9	3
No - I haven't made a complaint to Evri	342	-	342	78	264	120	220	62	49	65	50	45	37	32	111	115	110	69	294	42	367
NET Made a complaint	105	-	105	63	43	51	54	11	39	30	13	10	1	2	50	43	13	3	92	13	89
	24%	-	24%	14%	14%	30%	20%	15%	44%	31%	21%	17%	3%	8%	31%	27%	10%	4%	24%	23%	20%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_6. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Evri

Base : Sent via - Evri

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	456	119	163	90	84	282	174	300	153	37	59	120	123	96	302	38	403	106	328	22
Weighted Base	447	95*	155*	91*	106*	250	197	303	141*	38**	72*	124*	106*	85*	303	39**	390	105*	315	26**
Effective Base	261	54	90	56	60	145	116	170	89	24	40	73	60	50	174	25	228	64	181	16
Yes - in person (e.g. to the postman/woman)	12	2	2	5	3	4	8	12	*	-	*	4	4	2	9	2	10	6	7	-
Yes - by telephone	35	9	13	8	4	23	12	25	10	6	12	8	8	3	26	8	28	14	19	2
Yes - by email	35	11	8	14	4	18	17	31	5	-	4	10	10	10	24	-	35	14	20	2
Yes - by letter	14	5	5	-	3	10	3	9	4	2	1	2	2	5	6	2	11	9	5	-
Yes - on an online web forum	30	7	10	7	6	17	13	25	5	7	1	7	11	4	18	7	23	11	16	3
Yes - via social media (Facebook, Twitter, etc)	23	16	2	5	-	18	5	19	4	5	1	2	6	8	9	5	18	17	5	-
Yes - by other means (please specify)	1	-	1	-	-	7	2	6	3	14	2	2	6	10	3	13	4	16	2	-
No - I haven't made a complaint to Evri	342	65	122	68	89	187	155	219	120	22	62	96	82	61	240	22	303	57	262	23
NET Made a complaint	76%	68%	79%	72%	84%	75%	78%	72%	85%	58%	86%	77%	77%	72%	79%	55%	78%	54%	83%	86%
	105	31	32	26	17	63	42	84	22	16	10	28	25	24	63	18	87	48	53	4
	24%	32%	21%	28%	18%	25%	22%	28%	15%	42%	14%	23%	23%	28%	21%	45%	22%	46%	17%	14%

Proportions/Mean: Columns Yes/ed (5% risk level) - ab/c/d - ef - gh - ij/kl/m/n - op - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_6. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Evri

Base : Sent via - Evri

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	456	265	191	75	232	85	90	49	21	21	26	22	28	28	26	27	33	11	74
Weighted Base	447	370	77*	13**	389	26*	24*	8*	15**	41**	39**	29**	46**	44**	58**	64**	54*	2**	24**
Effective Base	261	212	49	19	208	32	35	31	20	20	25	21	27	27	25	26	31	4	29
Yes - in person (e.g. to the postman/woman)	12	12	*	*	12	*	-	-	-	-	3	-	4	2	-	-	3	-	*
Yes - by telephone	35	31	4	2	33	2	*	*	1	4	8	2	2	-	7	7	2	-	2
Yes - by email	35	33	3	*	28	3	4	*	1	4	6	-	3	6	5	2	-	*	3
Yes - by letter	14	14	-	-	11	1	-	-	-	2	2	-	-	-	4	3	-	-	1
Yes - on an online web forum	30	21	9	*	27	2	*	1	-	6	6	-	-	-	6	5	-	-	3
Yes - via social media (Facebook, Twitter, etc)	23	20	2	-	22	-	*	*	1	-	5	1	2	-	8	4	1	-	-
Yes - by other means (please specify)	1	1	*	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to Evri	342	279	63	10	296	20	20	6	13	30	23	24	37	36	37	50	46	2	18
NET Made a complaint	105	91	14	2	93	6	4	2	3	11	16	5	9	8	21	14	8	*	5
	24%	25%	18%	17%	24%	22%	18%	20%	17%	26%	41%	16%	20%	17%	37%	22%	14%	21%	22%

Proportions/Mean: Columns Yes/No (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_6. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Evri

Base : Sent via - Evri

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	456	177	13	72	177	186	56	23	12	363	35	219	182	33	17	2	401	19	160	296
Weighted Base	447	182	15**	74*	161*	183	68*	20**	13**	343	33**	218	169*	36**	18**	2**	387	21**	172*	275
Effective Base	261	102	10	43	92	103	42	14	8	195	23	126	100	21	10	2	226	11	99	162
Yes - in person (e.g. to the postman/woman)	12	4	-	-	7	3	-	2	-	10	2	5	6	-	-	-	10	-	11	2
	3%	2%	-	-	4%	2%	-	9%	-	3%	6%	2%	3%	-	-	-	3%	-	3%	1%
Yes - by telephone	35	11	4	4	12	15	7	*	1	27	1	17	11	4	4	-	27	4	28	7
	8%	6%	26%	6%	7%	8%	11%	*	5%	8%	2%	8%	6%	10%	23%	-	7%	4	16%	3%
Yes - by email	35	8	-	2	17	12	6	*	1	29	1	22	13	*	-	-	35	-	20	15
	8%	5%	-	3%	11%	6%	8%	*	5%	8%	2%	10%	8%	-	-	-	9%	-	12%	6%
Yes - by letter	14	3	-	-	2	9	2	-	-	11	-	10	2	-	1	-	13	1	9	4
	3%	2%	-	-	1%	5%	4%	-	-	3%	-	5%	1%	-	4%	-	3%	4%	6%	2%
Yes - on an online web forum	30	13	4	4	13	13	4	-	-	26	-	19	6	2	4	-	24	4	24	6
	7%	7%	24%	6%	8%	7%	6%	-	-	7%	-	9%	3%	5%	19%	-	6%	4	14%	2%
Yes - via social media (Facebook, Twitter, etc)	23	2	-	1	10	6	5	1	-	17	1	7	10	3	2	-	17	2	20	2
	5%	1%	-	1%	7%	4%	7%	6%	-	5%	4%	3%	6%	9%	12%	-	4%	11%	12%	1%
Yes - by other means (please specify)	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-
No - I haven't made a complaint to Evri	342	148	9	66	115	141	55	17	12	256	29	158	138	27	14	2	296	16	92	250
	76%	82%	61%	90%	72%	77%	80%	84%	95%	75%	88%	73%	82%	76%	76%	100%	77%	79%	53%	91%
NET Made a complaint	105	34	6	8	46	42	14	3	1	87	4	60	30	9	4	-	90	4	80	25
	24%	16%	39%	10%	26%	23%	20%	16%	6%	26%	12%	27%	18%	24%	24%	-	23%	21%	17%	9%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_6. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Evri

Base : Sent via - Evri

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	456	24	429	3	133	292	31	433	13	8	-	454	2
Weighted Base	447	24**	419	4**	139*	283	25**	417	18**	10**	-**	444	2**
Effective Base	261	15	244	2	81	162	18	243	10	6	-	259	2
Yes - in person (e.g. to the postman/woman)	12	1	11	-	4	8	-	10	2	-	-	12	-
3%		5%	3%	-	3%	3%	1%	2%	11%	-	-	3%	-
Yes - by telephone	35	3	32	-	16	17	2	26	9	-	-	35	-
8%		11%	8%	-	11%	6%	7%	6%	51%	-	-	8%	-
Yes - by email	35	2	31	2	10	21	4	33	2	-	-	35	-
8%		10%	7%	65%	7%	8%	15%	8%	14%	-	-	8%	-
Yes - by letter	14	-	11	2	3	9	1	10	1	2	-	14	-
3%		-	3%	65%	2%	3%	6%	2%	8%	24%	-	3%	-
Yes - on an online web forum	30	4	26	-	14	13	3	30	-	-	-	30	-
7%		18%	6%	-	10%	5%	10%	7%	-	-	-	7%	-
Yes - via social media (Facebook, Twitter, etc)	23	4	18	-	17	5	1	18	2	2	-	23	-
5%		18%	4%	-	13%	2%	2%	4%	13%	24%	-	5%	-
Yes - by other means (please specify)	1	-	1	-	-	1	-	1	-	-	-	1	-
No - I haven't made a complaint to Evri	342	13	327	1	96	228	18	330	2	8	-	339	2
76%		55%	78%	35%	69%	81%	71%	79%	12%	76%	-	76%	100%
NET Made a complaint	105	11	92	2	43	55	7	87	15	2	-	105	-
24%		45%	22%	65%	31%	19%	29%	21%	68%	24%	-	24%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ3\_6. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?**

**Evri**

**Base : Sent via - Evri**

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	456	-	223	233	-	-	-	-	-	-	-	154	69	69	64	80
Weighted Base	447	**	211	236	**	**	**	**	**	**	**	148*	62*	70*	82*	85*
Effective Base	261	-	120	140	-	-	-	-	-	-	-	85	35	36	53	52
Yes - in person (e.g. to the postman/woman)	12	-	5	8	-	-	-	-	-	-	-	5	-	2	4	2
Yes - by telephone	3%	-	2%	3%	-	-	-	-	-	-	-	3%	-	3%	6%	2%
Yes - by email	35	-	16	19	-	-	-	-	-	-	-	8	8	4	6	9
Yes - by letter	8%	-	8%	8%	-	-	-	-	-	-	-	5%	13%	6%	7%	10%
Yes - on an online web forum	35	-	11	24	-	-	-	-	-	-	-	11	*	3	6	10
Yes - via social media (Facebook, Twitter, etc)	8%	-	5%	10%	-	-	-	-	-	-	-	7%	-	15% <sup>un</sup>	8%	11% <sup>un</sup>
Yes - by other means (please specify)	14	-	7	7	-	-	-	-	-	-	-	-	-	4	2	1
No - I haven't made a complaint to Evri	3%	-	3%	3%	-	-	-	-	-	-	-	5%	-	6%	2%	1%
NET Made a complaint	30	-	15	15	-	-	-	-	-	-	-	9	7	4	5	6
	7%	-	7%	6%	-	-	-	-	-	-	-	6%	11%	5%	6%	7%
	23	-	14	8	-	-	-	-	-	-	-	11	3	5	2	2
	5%	-	7%	4%	-	-	-	-	-	-	-	7%	6%	6%	2%	2%
	1	-	1	*	-	-	-	-	-	-	-	1	-	-	*	-
	*	-	*	*	-	-	-	-	-	-	-	*	-	-	*	-
	342	-	163	178	-	-	-	-	-	-	-	114	50	51	66	62
	76%	-	76%	75%	-	-	-	-	-	-	-	77%	80%	73%	80%	73%
	106	-	47	58	-	-	-	-	-	-	-	35	13	19	18	23
	24%	-	22%	25%	-	-	-	-	-	-	-	23%	20%	27%	20%	27%

Proportions/Mean: Columns Yes/No (5% risk level) - a-b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_8. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

DPD

Base : Sent via - DPD

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	184	-	184	57	127	81	102	27	54	48	17	18	10	10	81	65	38	20	161	22	184
Weighted Base	184	..	184	63*	121*	88*	95*	28**	55**	50**	19**	17**	8**	7**	83*	69*	32**	15**	147*	35**	184
Effective Base	102	-	102	34	68	47	55	18	30	27	9	9	5	5	48	36	18	10	82	19	102
Yes - in person (e.g. to the postman/woman)	24	-	24	19	5	14	10	1	8	9	-	6	-	1	8	9	7	1	18	6	17
Yes - by telephone	17	-	17	11	6	9	8	2	6	6	-	3	-	-	8	6	3	-	9	8	12
Yes - by email	9%	-	9%	17%	5%	10%	8%	6%	10%	13%	-	16%	-	-	9%	9%	9%	-	6%	22%	7%
Yes - by letter	18	-	18	11	7	10	8	1	14	3	*	-	-	*	15	3	*	*	14	4	18
Yes - on an online web forum	10%	-	10%	18%	6%	12%	9%	5%	26%	6%	*	-	-	1%	19%	4%	*	*	9%	13%	10%
Yes - via social media (Facebook, Twitter, etc)	11	-	11	9	2	8	3	4	1	5	-	-	-	*	5	5	*	*	11	-	10
Yes - by other means (please specify)	6%	-	6%	14% <sup>d</sup>	1%	9%	3%	14%	3%	10%	-	-	-	1%	6%	8%	*	*	7%	-	5%
No - I haven't made a complaint to DPD	14	-	14	6	8	3	11	+	7	4	3	-	-	-	7	7	-	-	12	1	8
NET Made a complaint	7%	-	7%	8%	7%	3%	11%	1%	12%	8%	14%	-	-	-	8%	10%	-	-	8%	3%	4%
	17	-	17	14	3	17	*	1	13	3	-	*	-	-	14	3	*	*	14	3	12
	9%	-	9%	22% <sup>d</sup>	3%	19% <sup>d</sup>	*	2%	24%	6%	-	2%	-	-	16%	2%	1%	-	10%	8%	7%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	113	-	113	17	97	52	61	21	22	26	16	11	8	6	44	45	25	13	91	20	127
	62%	-	62%	26%	80% <sup>c</sup>	59%	64%	75%	41%	57%	86%	66%	100%	81%	53%	65%	78%	91%	62%	58%	69%
	71	-	71	46	25	36	34	7	32	21	3	6	-	1	39	24	7	1	56	15	57
	38%	-	38%	74% <sup>d</sup>	20%	41%	35%	25%	59%	43%	14%	34%	-	19%	47%	35%	22%	9%	38%	42%	31%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_8. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

DPD

Base : Sent via - DPD

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	184	54	62	39	29	116	68	134	50	14	20	52	46	44	118	15	163	54	120	10
Weighted Base	184	43**	63*	41**	37**	106*	78*	137*	47**	15**	23**	57*	46**	34**	126*	17**	162*	61*	113*	10**
Effective Base	102	24	34	23	20	58	44	73	30	8	12	30	26	20	68	9	89	32	64	6
Yes - in person (e.g. to the postman/woman)	24	6	11	4	3	17	7	22	2	2	7	5	5	4	17	3	21	14	7	3
13%	15%	17%	9%	3%	16%	16%	9%	16%	4%	11%	29%	8%	12%	12%	13%	21%	13%	23% <sup>ns</sup>	6%	32%
Yes - by telephone	17	5	8	2	2	13	4	15	1	1	5	4	2	4	11	1	15	9	4	3
9%	11%	12%	5%	6%	12%	5%	11%	3%	8%	20%	7%	5%	12%	9%	7%	9%	9%	16% <sup>ns</sup>	3%	33%
Yes - by email	18	3	4	7	5	7	12	14	4	-	3	12	-	3	15	-	18	8	10	1
10%	6%	6%	18%	12%	6%	15%	10%	9%	-	14%	21%	-	10%	12%	-	11%	14%	8%	8%	5%
Yes - by letter	11	2	4	4	1	5	5	7	3	-	1	5	-	3	7	-	10	7	3	1
6%	4%	6%	10%	4%	5%	7%	5%	7%	-	6%	9%	1%	9%	5%	-	6%	11%	2%	2%	9%
Yes - on an online web forum	14	3	4	4	3	7	7	14	-	3	-	4	2	4	7	3	11	4	9	-
7%	7%	6%	11%	7%	6%	9%	10%	-	18%	2%	8%	4%	12%	5%	16%	7%	7%	7%	8%	-
Yes - via social media (Facebook, Twitter, etc)	17	9	2	4	1	11	6	14	3	3	6	2	-	5	9	3	14	12	5	1
9%	20%	4%	11%	4%	11%	8%	10%	7%	18%	29%	4%	1%	13%	7%	16%	8%	19% <sup>ns</sup>	4%	4%	7%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to DPD	113	25	36	24	27	82	52	79	35	7	11	33	36	21	80	7	102	27	81	6
62%	59%	58%	60%	74%	58%	66%	58%	73%	45%	50%	57%	77%	61%	63%	40%	63%	44%	72% <sup>ns</sup>	54%	54%
NET Made a complaint	71	18	27	16	10	44	26	58	13	8	11	25	10	13	46	10	60	34	32	5
38%	41%	42%	40%	26%	42%	34%	42%	27%	55%	50%	43%	23%	39%	37%	60%	37%	59% <sup>ns</sup>	28%	46%	46%

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_8. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

DPD

Base : Sent via - DPD

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	184	115	69	29	88	34	30	32	7	8	13	5	13	5	16	14	7	3	31
Weighted Base	184	164*	20**	3**	158*	11**	9**	5**	5**	16**	21**	7**	21**	9**	36**	34**	9**	**	11**
Effective Base	102	88	15	25	79	17	13	25	7	8	13	5	13	5	16	13	7	2	15
Yes - in person (e.g. to the postman/woman)	24	24	*	*	22	*	2	*	1	2	-	-	7	2	8	3	-	-	*
13%	15%	2%	6%	14%	1%	17%	4%	25%	14%	-	-	31%	21%	21%	8%	-	-	-	1%
Yes - by telephone	17	17	*	*	14	1	1	*	-	-	8	1	-	5	-	-	-	-	1
9%	10%	1%	-	9%	10%	16%	2%	-	-	37%	11%	-	-	15%	-	-	-	-	10%
Yes - by email	18	18	*	*	16	*	2	*	-	1	5	-	5	1	2	-	1	-	*
10%	11%	1%	6%	10%	1%	26%	8%	-	7%	23%	-	25%	15%	5%	-	15%	-	-	1%
Yes - by letter	11	11	*	*	6	2	2	-	-	2	2	-	-	-	-	2	-	-	2
6%	5%	**	2%	4%	16%	25%	-	-	15%	9%	-	-	-	-	6%	-	-	49%	15%
Yes - on an online web forum	14	14	-	-	13	**	-	-	1	2	3	-	-	-	3	5	-	-	*
7%	8%	-	-	8%	3%	-	-	19%	13%	15%	-	-	-	7%	13%	-	-	-	3%
Yes - via social media (Facebook, Twitter, etc)	17	17	*	*	14	1	1	1	-	2	-	-	4	-	8	-	-	-	1
9%	10%	*	2%	9%	7%	16%	20%	-	14%	-	-	17%	-	22%	-	-	-	-	7%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to DPD	113	94	19	2	95	9	6	4	3	8	10	6	11	6	19	24	8	*	8
62%	57%	97%	86%	60%	79%	65%	68%	56%	51%	46%	89%	53%	64%	53%	72%	85%	51%	80%	80%
NET Made a complaint	71	70	1	*	63	2	3	2	2	8	11	1	10	3	17	9	1	*	2
38%	43%	3%	14%	40%	21%	35%	32%	44%	49%	54%	11%	47%	36%	47%	28%	15%	49%	20%	20%

Proportions/Mean: Columns Yes/No (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_8. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

DPD

Base : Sent via - DPD

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	184	42	2	16	66	74	25	15	3	140	18	93	62	18	8	3	155	11	94	90
Weighted Base	184	46**	3**	11**	70*	72*	25**	14**	3**	141*	17**	99*	61*	15**	6**	4**	159*	10**	102*	82*
Effective Base	102	25	2	9	33	43	16	9	3	75	12	51	35	9	5	2	86	7	56	46
Yes - in person (e.g. to the postman/woman)	24	4	-	1	13	11	1	-	-	24	-	18	4	3	-	-	21	-	22	2
	13%	9%	-	11%	18%	15%	3%	-	-	17%	-	18%	6%	20%	-	-	13%	-	22%	2%
Yes - by telephone	17	1	-	1	7	5	3	2	-	12	2	9	4	-	1	2	14	3	14	2
	9%	2%	-	6%	10%	7%	11%	14%	-	9%	11%	9%	7%	-	18%	52%	9%	31%	14%	3%
Yes - by email	18	3	-	1	3	9	3	3	-	12	3	5	8	1	3	2	14	4	16	2
	10%	6%	-	10%	5%	12%	13%	25%	-	8%	20%	6%	14%	4%	40%	44%	9%	41%	16%	2%
Yes - by letter	11	1	-	1	5	4	1	-	-	9	-	6	3	-	1	-	9	1	10	1
	6%	2%	-	10%	7%	6%	4%	-	-	6%	-	6%	6%	3%	12%	-	6%	8%	10%	1%
Yes - on an online web forum	14	2	-	-	2	8	1	2	-	10	2	6	5	-	3	-	11	3	12	2
	7%	5%	-	-	4%	11%	5%	14%	-	7%	12%	6%	8%	-	48%	-	7%	31%	11%	3%
Yes - via social media (Facebook, Twitter, etc)	17	1	-	1	8	6	2	2	-	14	2	13	3	1	-	-	16	-	17	-
	9%	2%	-	6%	11%	9%	6%	13%	-	10%	10%	14%	5%	6%	-	-	10%	-	17%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to DPD	113	36	3	8	45	40	18	7	3	85	10	60	42	10	1	102	1	40	74	
	62%	78%	100%	69%	64%	56%	74%	47%	100%	60%	57%	61%	70%	68%	18%	4%	64%	13%	39%	89%
NET Made a complaint	71	10	-	4	25	31	6	7	-	56	7	39	18	5	5	4	57	9	62	9
	38%	22%	-	31%	36%	44%	26%	53%	-	40%	43%	39%	30%	32%	62%	96%	36%	67%	11%	11%

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(m)(n)(o)(p) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_8. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

DPD

Base : Sent via - DPD

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	184	15	167	2	57	109	18	172	6	4	-	182	2
Weighted Base	184	20**	161*	3**	62*	107*	16**	172*	9**	3**	-**	184	***
Effective Base	102	10	90	2	34	59	9	95	5	3	-	102	2
Yes - in person (e.g. to the postman/woman)	24	2	23	-	13	9	2	19	5	-	-	24	-
13%	13%	8%	14%	-	21%	8%	14%	11%	55%	-	-	13%	-
Yes - by telephone	17	-	17	-	8	7	1	15	1	-	-	17	-
9%	9%	1%	10%	-	13%	6%	9%	9%	16%	-	-	9%	-
Yes - by email	18	3	14	2	7	8	4	14	3	1	-	18	*
10%	10%	14%	9%	58%	11%	7%	22%	8%	36%	46%	-	10%	30%
Yes - by letter	11	2	9	-	3	6	1	9	1	-	-	11	-
6%	6%	10%	5%	-	6%	5%	9%	5%	16%	13%	-	6%	-
Yes - on an online web forum	14	2	11	-	4	10	-	14	-	-	-	14	-
7%	7%	12%	7%	-	7%	9%	-	8%	-	-	-	7%	-
Yes - via social media (Facebook, Twitter, etc)	17	3	14	-	12	3	1	13	4	-	-	17	-
9%	9%	16%	9%	-	20**	3%	9%	8%	43%	-	-	9%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to DPD	113	8	104	1	30	71	11	112	-	1	-	113	*
62%	62%	40%	65%	42%	49%	67%	73%	65%	-	41%	-	62%	70%
NET Made a complaint	71	12	57	2	31	35	4	60	9	2	-	71	-
38%	38%	50%	35%	58%	51%	33%	27%	35%	100%	69%	-	38%	30%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_8. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

DPD

Base : Sent via - DPD

	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	184	-	92	92	-	-	-	-	-	-	-	63	29	25	34	33
Weighted Base	184	**	84*	100*	**	**	**	**	**	**	**	51**	33**	23**	41**	37**
Effective Base	102	-	47	55	-	-	-	-	-	-	-	30	17	12	22	21
Yes - in person (e.g. to the postman/woman)	24	-	11	13	-	-	-	-	-	-	-	6	5	-	11	3
13%	-	-	13%	13%	-	-	-	-	-	-	-	12%	15%	-	26%	7%
Yes - by telephone	17	-	10	6	-	-	-	-	-	-	-	7	4	-	6	*
9%	-	-	12%	6%	-	-	-	-	-	-	-	14%	11%	-	14%	1%
Yes - by email	16	-	8	10	-	-	-	-	-	-	-	7	2	**	6	4
10%	-	-	10%	10%	-	-	-	-	-	-	-	13%	5%	*	15%	10%
Yes - by letter	11	-	7	4	-	-	-	-	-	-	-	7	-	*	3	1
6%	-	-	8%	4%	-	-	-	-	-	-	-	14%	-	*	7%	2%
Yes - on an online web forum	14	-	7	6	-	-	-	-	-	-	-	5	2	-	3	3
7%	-	-	9%	6%	-	-	-	-	-	-	-	11%	6%	-	6%	6%
Yes - via social media (Facebook, Twitter, etc)	17	-	8	9	-	-	-	-	-	-	-	8	*	-	5	4
9%	-	-	10%	9%	-	-	-	-	-	-	-	15%	1%	-	12%	11%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to DPD	113	-	47	67	-	-	-	-	-	-	-	26	20	22	26	24
62%	-	-	56%	66%	-	-	-	-	-	-	-	52%	61%	99%	49%	65%
NET Made a complaint	71	-	37	34	-	-	-	-	-	-	-	24	13	*	21	13
38%	-	-	44%	34%	-	-	-	-	-	-	-	48%	39%	1%	51%	35%

Proportions/Mean: Columns Yes/No (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_9. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Parcelforce

Base : Sent via - Parcelforce

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	311	-	311	69	242	167	144	29	39	52	55	60	47	29	68	107	136	76	288	20	311
Weighted Base	305	**	305	73*	232	165*	140*	32**	52**	48**	54*	57*	38**	23**	84*	103*	118*	61*	270	32**	311
Effective Base	173	-	173	37	137	92	81	17	27	25	31	34	26	14	44	56	74	40	154	17	311
Yes - in person (e.g. to the postman/woman)	8	-	8	4	4	7	*	2	4	2	1	-	-	-	5	3	-	-	8	-	6
Yes - by telephone	14	-	14	6	8	9	5	*	4	6	-	4	-	-	4	6	4	*	10	4	10
Yes - by email	22	-	22	15	4	12	10	5	8	5	2	2	-	-	13	7	2	-	21	2	14
Yes - by letter	5	-	5	5	*	5	-	*	2	3	-	-	-	-	2	3	-	-	5	*	5
Yes - on an online web forum	7	-	7	3	4	6	1	1	3	3	-	-	-	-	4	3	-	-	4	3	5
Yes - via social media (Facebook, Twitter, etc)	11	-	11	9	2	8	4	-	8	3	-	-	-	-	8	3	-	-	7	4	8
Yes - by other means (please specify)	4*	-	4*	1*	3*	5*	3*	-	16%	7%	-	-	-	-	10%	3%	-	-	3%	14%	3%
No - I haven't made a complaint to Parcelforce	250	-	250	37	213	129	121	24	30	32	52	51	38	23	54	84	112	60	222	25	271
NET Made a complaint	55	-	55	36	20	37	19	8	23	16	2	6	*	*	30	19	6	*	48	7	40
	18%	-	18%	49% <sup>cd</sup>	9%	22%	13%	24%	43%	34%	5%	10%	*	1%	36% <sup>pq</sup>	19% <sup>pq</sup>	5%	1%	18%	22%	13%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_9. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Parcelforce

Base : Sent via - Parcelforce

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	311	95	82	64	70	177	134	193	113	29	39	67	95	68	201	30	270	70	229	12
Weighted Base	305	73*	83*	76*	73*	156*	149*	217	83*	29**	44**	72*	87*	61*	203	30**	265	67*	221	17**
Effective Base	173	39	45	44	45	84	89	114	59	19	24	38	53	32	114	20	147	39	125	9
Yes - in person (e.g. to the postman/woman)	8	-	-	4	4	-	7	6	2	2	-	2	-	2	2	4	4	6	2	-
3%	-	-	5%	5%	5%	-	5%	3%	2%	7%	-	3%	-	3%	1%	12%	2%	3%	1%	-
Yes - by telephone	14	5	2	6	-	8	6	13	-	1	-	4	3	5	7	1	12	4	9	-
4%	7%	3%	8%	-	5%	4%	6%	-	-	5%	-	6%	4%	8%	4%	5%	7%	4%	4%	-
Yes - by email	22	8	7	7	-	16	7	22	-	1	2	5	16	10	11	1	21	12	11	-
7%	11% <sup>ur</sup>	9%	9% <sup>ur</sup>	-	10%	5%	10% <sup>ur</sup>	-	-	4%	4%	7%	5%	17% <sup>ur</sup>	5%	3%	8%	17% <sup>ur</sup>	5%	-
Yes - by letter	5	1	3	2	-	3	2	5	-	3	-	3	2	-	5	-	5	3	2	-
2%	1%	3%	3%	-	2%	1%	2%	-	-	-	-	4%	2%	1%	2%	-	2%	4%	1%	-
Yes - on an online web forum	7	3	-	2	3	3	4	6	1	1	-	3	-	3	3	1	6	6	1	-
2%	4%	-	2%	4%	2%	3%	3%	2%	4%	4%	-	4%	-	5%	2%	4%	2%	9% <sup>ur</sup>	1%	-
Yes - via social media (Facebook, Twitter, etc)	11	5	3	2	1	8	3	11	1	3	2	3	1	3	6	3	9	8	4	-
4%	8%	3%	3%	2%	5%	2%	5%	1%	10%	3%	4%	5%	1%	4%	3%	9%	3%	12% <sup>ur</sup>	2%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to Parcelforce	250	56	68	58	68	124	125	164	80	22	40	57	77	44	174	22	218	40	192	17
82%	77%	82%	76%	83% <sup>ur</sup>	80%	84%	76%	97% <sup>ur</sup>	-	75%	92%	79%	88%	71%	86%	71%	82%	60%	87% <sup>ur</sup>	100%
NET Made a complaint	55	17	15	18	5	32	23	53	2	7	4	15	11	18	29	9	47	27	29	-
18%	23% <sup>ur</sup>	18%	24% <sup>ur</sup>	7%	20%	16%	24% <sup>ur</sup>	3%	25%	8%	21%	12%	29%	14%	29%	18%	46% <sup>ur</sup>	13%	-	

Proportions/Mean: Columns Yes/No (5% risk level) - ab/c/d - ef - gh - ij/kl/m/n - op - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_9. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Parcelforce

Base : Sent via - Parcelforce

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	311	185	126	66	144	65	55	47	13	18	21	15	13	17	17	18	12	18	47
Weighted Base	305	263	42**	9**	251	29**	14**	11*	9**	37**	32**	20**	21**	27**	42**	43**	20**	5**	23**
Effective Base	173	146	27	24	129	24	24	30	13	18	20	14	13	16	17	12	12	5	19
Yes - in person (e.g. to the postman/woman)	8	8	-	-	7	-	-	-	1	-	-	-	5	1	-	-	-	-	-
3%	3%	-	-	-	3%	-	3%	-	7%	-	-	-	26%	5%	-	-	-	-	-
Yes - by telephone	14	13	+	-	13	+	+	+	-	2	3	-	-	5	3	-	-	-	+
4%	5%	*	-	5%	1%	-	4%	-	-	5%	10%	-	-	20%	7%	-	-	-	1%
Yes - by email	22	22	+	-	22	-	+	1	-	7	-	1	3	-	8	2	-	-	-
7%	8%	*	-	9%	-	-	8%	-	18%	-	5%	16%	-	19%	6%	-	-	-	-
Yes - by letter	5	5	*	-	5	-	1	-	-	-	-	-	-	2	3	-	-	-	+
2%	2%	+	-	2%	+	4%	-	-	-	-	-	-	-	7%	-	-	-	-	+
Yes - on an online web forum	7	7	*	-	7	-	-	+	-	-	2	1	-	1	3	-	-	-	-
2%	3%	*	-	3%	-	-	1%	-	-	5%	7%	-	-	5%	7%	-	-	-	-
Yes - via social media (Facebook, Twitter, etc)	11	11	*	*	11	-	+	+	1	-	-	1	3	-	5	-	-	-	-
4%	4%	*	1%	4%	-	1%	4%	4%	6%	-	-	7%	16%	-	13%	-	-	-	-
Yes - by other means (please specify)	+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+
+	-	+	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	1%
No - I haven't made a complaint to Parcelforce	250	208	42	9	199	28	13	9	8	28	27	18	13	19	26	40	20	5	23
82%	79%	99%	99%	79%	99%	93%	88%	87%	77%	85%	88%	60%	69%	61%	94%	100%	100%	98%	98%
NET Made a complaint	55	55	1	*	53	*	1	1	1	8	5	2	9	9	16	2	-	-	*
18%	21%	1%	1%	21%	1%	7%	12%	13%	23%	15%	12%	40%	31%	39%	8%	-	-	-	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ3\_9. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Parcelforce

Base : Sent via - Parcelforce

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	311	109	11	56	141	111	35	16	6	252	22	166	122	13	8	2	288	10	107	204
Weighted Base	305	100*	9**	42**	149*	95*	40**	16**	5**	244	21**	162*	117*	14**	9**	3**	279	12**	129*	176
Effective Base	173	59	9	30	77	59	24	11	4	135	14	92	66	7	6	2	158	8	68	105
Yes - in person (e.g. to the postman/woman)	8	-	-	-	4	-	-	3	-	4	3	4	2	-	1	6	1	8	-	-
Yes - by telephone	14	2	*	*	8	4	-	2	-	12	2	8	4	-	2	-	12	2	8	6
Yes - by email	22	-	-	-	16	7	-	-	-	22	-	7	13	2	-	20	-	22	-	-
Yes - by letter	7%	-	-	-	17%	7%	-	-	-	9%	-	4%	11%	18%	-	7%	-	17%	-	-
Yes - on an online web forum	7	-	-	-	3	2	-	-	-	5	*	5	-	-	-	5	-	3	2	-
Yes - via social media (Facebook, Twitter, etc)	4%	1%	-	1%	6%	2%	4%	-	-	4%	-	4%	2%	-	16%	3%	25%	9%	-	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to Parcelforce	250	96	9	41	116	79	38	11	5	195	16	134	99	11	6	-	233	6	81	168
NET Made a complaint	55	3	1	1	33	16	2	5	-	49	5	28	19	3	3	3	47	6	47	8
	18%	3%	1%	3%	22%	17%	4%	31%	-	20%	24%	17%	16%	20%	35%	100%	17%	51%	17%	5%

Proportions/Mean: Columns Testad (5% risk level) - abc - d(e)(f)(gh)(i) - kl(mn)(o)(p)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_9. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Parcelforce

Base : Sent via - Parcelforce

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	311	30	278	3	87	211	13	302	4	3	1	309	1
Weighted Base	305	32**	267	6**	83*	207	15**	298	5**	***	2**	303	***
Effective Base	173	18	152	3	48	119	7	168	3	2	1	172	1
Yes - in person (e.g. to the postman/woman)	8	-	8	-	2	6	-	6	1	-	-	8	-
	3%	-	3%	-	3%	3%	-	2%	26%	77%	-	3%	-
Yes - by telephone	14	-	13	-	4	10	-	14	-	-	-	14	-
	4%	1%	5%	-	5%	5%	-	5%	-	-	-	4%	-
Yes - by email	22	5	17	-	9	11	2	22	-	-	-	22	-
	7%	16%	6%	-	10%	6%	16%	8%	-	-	-	7%	-
Yes - by letter	5	-	2	3	5	1	-	5	-	-	-	5	-
	2%	-	1%	47%	6%	1%	-	2%	9%	6%	-	2%	-
Yes - on an online web forum	7	-	7	-	4	3	-	5	3	-	-	7	-
	2%	-	3%	-	5%	1%	-	2%	54%	-	-	2%	-
Yes - via social media (Facebook, Twitter, etc)	11	3	7	2	9	1	2	10	1	-	-	11	-
	4%	9%	3%	27%	11%	1%	15%	3%	28%	-	-	4%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to Parcelforce	250	24	224	1	61	178	10	246	2	-	2	248	-
	82%	75%	84%	25%	74%	86%	69%	83%	37%	17%	100%	82%	100%
NET Made a complaint	55	8	43	4	22	29	5	52	3	-	-	55	-
	18%	25%	16%	75%	26%	14%	31%	17%	63%	83%	-	18%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_9. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Parcelforce

Base : Sent via - Parcelforce

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	311	-	-	143	168	-	-	-	-	-	-	-	94	49	54	55	59
Weighted Base	306	**	**	140*	165*	**	**	**	**	**	**	**	87*	53**	53*	56*	56*
Effective Base	173	-	-	80	93	-	-	-	-	-	-	-	54	26	30	30	33
Yes - in person (e.g. to the postman/woman)	8	-	-	*	7	-	-	-	-	-	-	-	*	-	1	5	2
Yes - by telephone	3%	-	-	*	5%	-	-	-	-	-	-	-	*	-	1%	9%	3%
Yes - by email	14	-	-	9	5	-	-	-	-	-	-	-	7	2	2	1	1
Yes - by letter	4%	-	-	6%	3%	-	-	-	-	-	-	-	8%	4%	4%	2%	2%
Yes - on an online web forum	22	-	-	8	15	-	-	-	-	-	-	-	8	-	9	7	-
Yes - via social media (Facebook, Twitter, etc)	7%	-	-	6%	9%	-	-	-	-	-	-	-	9%	-	13%	12%	-
Yes - by other means (please specify)	5	-	-	*	5	-	-	-	-	-	-	-	*	-	*	3	2
Yes - via social media (Facebook, Twitter, etc)	2%	-	-	*	3%	-	-	-	-	-	-	-	1%	-	*	5%	3%
Yes - by other means (please specify)	7	-	-	4	3	-	-	-	-	-	-	-	4	-	-	1	2
No - I haven't made a complaint to Parcelforce	2%	-	-	3%	2%	-	-	-	-	-	-	-	5%	-	-	2%	3%
NET Made a complaint	11	-	-	8	3	-	-	-	-	-	-	-	9	-	1	2	-
NET Made a complaint	4%	-	-	6%	2%	-	-	-	-	-	-	-	10%	-	2%	3%	-
NET Made a complaint	*	-	-	*	*	-	-	-	-	-	-	-	-	-	*	-	-
NET Made a complaint	*	-	-	*	*	-	-	-	-	-	-	-	-	-	*	-	-
NET Made a complaint	250	-	-	117	132	-	-	-	-	-	-	-	66	51	41	42	49
NET Made a complaint	82%	-	-	83%	80%	-	-	-	-	-	-	-	70%	96%	79%	75%	88%
NET Made a complaint	56	-	-	23	32	-	-	-	-	-	-	-	21	2	12	14	7
NET Made a complaint	18%	-	-	17%	20%	-	-	-	-	-	-	-	24%	4%	22%	25%	12%

Proportions/Mean: Columns Tested (5% risk level) - a-b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_10. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

TNT

Base : Sent via - TNT

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	59	-	59	25	34	40	19	12	19	12	4	6	2	4	31	16	12	6	51	7	59
Weighted Base	85*	..**	85*	37**	48**	59**	26**	16**	28**	22**	5**	8**	2**	4**	44**	16**	14**	6**	73*	10**	59*
Effective Base	41	-	41	17	25	27	14	8	15	9	2	4	1	3	23	11	8	4	35	5	59
Yes - in person (e.g. to the postman/woman)	16	-	16	15	*	14	1	-	8	8	-	*	-	-	8	8	*	-	12	4	10
Yes - by telephone	18%	-	18%	41%	1%	25%	5%	-	27%	35%	-	4%	-	-	17%	29%	2%	-	16%	41%	17%
Yes - by email	8	-	5	4	1	4	1	1	1	3	-	-	-	-	2	3	-	-	4	1	3
Yes - by letter	6%	-	6%	11%	2%	7%	5%	7%	4%	13%	-	-	-	-	5%	10%	-	-	5%	12%	5%
Yes - on an online web forum	12	-	12	9	3	10	2	2	2	6	-	-	-	3	4	6	3	3	10	3	6
Yes - by other means (please specify)	15%	-	15%	25%	6%	17%	8%	13%	6%	25%	-	-	66%	9%	13%	20%	21%	49%	13%	28%	10%
Yes - via social media (Facebook, Twitter, etc)	5	-	5	4	1	5	-	1	-	3	-	1	-	-	1	3	1	-	2	3	4
Yes - by other means (please specify)	6%	-	6%	11%	2%	8%	-	7%	-	12%	-	15%	-	-	2%	10%	8%	-	2%	35%	7%
No - I haven't made a complaint to TNT	6	-	6	5	2	5	2	-	4	2	-	-	-	-	4	2	-	-	6	-	6
NET Made a complaint	7%	-	7%	13%	3%	8%	7%	-	16%	9%	-	-	-	-	10%	7%	-	-	9%	-	10%
NET Made a complaint	10	-	10	10	*	10	*	-	7	3	-	*	-	-	7	3	*	-	7	3	5
NET Made a complaint	11%	-	11%	26%	-	16%	*	-	24%	12%	-	1%	-	-	16%	10%	1%	-	9%	28%	8%
NET Made a complaint	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Made a complaint	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Made a complaint	49	-	49	8	41	28	21	11	14	10	5	6	2	2	25	15	9	3	42	5	33
NET Made a complaint	58%	-	58%	22%	85%	48%	81%	73%	48%	44%	100%	80%	100%	34%	57%	54%	68%	51%	57%	53%	56%
NET Made a complaint	36	-	36	29	7	31	5	4	15	13	-	2	-	3	19	13	4	3	31	5	26
NET Made a complaint	42%	-	42%	78%	15%	52%	19%	27%	52%	56%	-	20%	-	66%	43%	46%	32%	49%	43%	47%	44%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_10. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

TNT

Base : Sent via - TNT

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	59	24	22	9	4	46	13	43	15	5	6	12	22	13	40	6	53	18	41	-
Weighted Base	85*	34**	31**	13**	7**	65*	19**	68*	15**	10**	11**	19**	27**	17**	56**	12**	73*	32**	53**	-**
Effective Base	41	15	15	8	4	30	12	31	10	5	6	8	15	8	28	6	36	15	27	-
Yes - in person (e.g. to the postman/woman)	16	6	3	5	2	9	7	16	-	1	-	5	3	5	7	3	13	11	5	-
18%	17%	10%	37%	27%	74%	34%	23%	-	12%	-	25%	10%	31%	13%	26%	17%	33%	33%	10%	-
Yes - by telephone	5	2	3	-	-	5	-	4	1	1	-	3	1	-	4	1	4	5	-	-
6%	7%	9%	-	-	8%	-	6%	7%	12%	-	15%	4%	-	7%	10%	5%	16%	-	-	-
Yes - by email	12	7	2	4	-	8	4	7	5	-	2	4	1	6	7	-	12	11	2	-
15%	20%	5%	30%	-	13%	20%	11%	33%	-	16%	21%	5%	32%	12%	-	17%	33%	3%	-	-
Yes - by letter	5	3	1	-	-	4	1	4	1	-	-	-	1	4	1	-	5	3	2	-
6%	9%	2%	9%	-	6%	6%	6%	4%	-	-	-	4%	22%	2%	-	7%	10%	3%	-	-
Yes - on an online web forum	6	2	+	4	-	3	4	6	+	-	2	2	-	6	-	6	4	2	-	-
7%	7%	1%	28%	-	4%	18%	9%	3%	-	22%	13%	6%	-	11%	-	9%	12%	5%	-	-
Yes - via social media (Facebook, Twitter, etc)	10	8	-	2	-	8	2	10	-	3	2	2	-	3	4	3	7	10	+	-
17%	23%	-	14%	-	12%	9%	14%	-	28%	22%	10%	-	16%	7%	23%	9%	30%	+	-	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to TNT	49	17	25	1	5	43	6	39	8	6	7	9	19	8	35	6	43	7	42	-
58%	51%	81%	10%	73%	65%	32%	58%	53%	60%	63%	51%	71%	46%	63%	51%	59%	22%	79%	-	-
NET Made a complaint	36	17	6	12	2	23	13	29	7	4	4	9	8	9	21	6	30	25	11	-
42%	49%	19%	90%	27%	35%	68%	42%	47%	40%	37%	49%	29%	54%	37%	49%	41%	78%	21%	-	-

Proportions/Mean: Columns Yes/No (5% risk level) - a-b|c|d - e|f - g|h - i|j|k|l|m|n - o|p - q|r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_10. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

TNT

Base : Sent via - TNT

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	59	47	12	4	40	7	7	5	2	7	7	2	6	3	6	5	2	-	7
Weighted Base	85*	77*	8**	2**	77*	4**	2**	2**	2**	14**	10**	3**	9**	6**	18**	13**	3**	-**	4**
Effective Base	41	37	5	1	36	4	4	4	2	7	7	2	6	3	6	5	2	-	4
Yes - in person (e.g. to the postman/woman)	16	16	-	-	14	1	-	1	-	-	1	-	4	4	6	-	-	-	1
16%	20%	-	-	18%	18%	-	47%	-	-	11%	-	39%	68%	31%	-	-	-	-	18%
Yes - by telephone	5	5	-	-	5	-	-	-	-	-	2	-	-	3	-	-	-	-	-
5%	7%	-	-	7%	-	-	-	-	-	22%	-	-	-	16%	-	-	-	-	-
Yes - by email	12	11	2	2	12	-	-	-	-	-	-	3	-	6	2	2	-	-	-
12%	14%	21%	84%	16%	-	-	-	-	-	-	-	33%	-	31%	16%	58%	-	-	-
Yes - by letter	5	5	-	-	4	-	-	-	1	-	-	1	-	3	-	-	-	-	-
5%	6%	-	-	6%	-	25%	-	40%	-	-	44%	-	-	16%	-	-	-	-	-
Yes - on an online web forum	6	6	-	-	6	-	-	-	-	2	4	-	-	-	-	-	-	-	-
7%	8%	2%	4%	8%	-	8%	27%	-	16%	34%	-	-	-	-	-	-	-	-	-
Yes - via social media (Facebook, Twitter, etc)	10	10	-	-	10	-	-	-	2	-	-	2	-	5	-	-	-	-	-
11%	12%	1%	-	12%	2%	-	-	-	16%	-	-	19%	-	31%	-	-	-	-	2%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to TNT	49	43	6	-	44	4	1	-	1	12	5	1	5	2	7	11	1	-	4
56%	56%	76%	11%	57%	80%	65%	27%	60%	84%	45%	56%	48%	32%	37%	84%	42%	-	80%	
NET Made a complaint	36	34	2	2	33	1	1	1	1	2	6	1	5	4	11	2	2	-	1
42%	44%	24%	89%	43%	20%	35%	73%	40%	16%	55%	44%	52%	68%	63%	16%	58%	-	20%	

Proportions/Mean: Columns Yes/No (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_10. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

TNT

Base : Sent via - TNT

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	59	15	1	5	22	31	2	2	2	53	4	27	26	3	1	2	53	3	41	18
Weighted Base	85*	18**	2**	5**	38**	39**	2**	4**	2**	77*	5**	42**	36**	3**	***	2**	79*	3**	62**	23**
Effective Base	41	9	1	3	16	22	2	2	2	37	3	19	19	3	1	2	37	2	29	12
Yes - in person (e.g. to the postman/woman)	18	-	-	-	11	5	-	-	-	16	-	11	4	-	-	1	15	1	13	3
	16%	3%	-	-	28%	12%	-	-	-	20%	-	26%	11%	-	-	33%	19%	28%	21%	12%
Yes - by telephone	5	-	-	-	4	1	-	-	-	5	-	4	-	1	-	-	4	-	5	-
	6%	-	-	-	10%	3%	-	-	-	7%	-	9%	-	33%	-	-	8%	-	8%	-
Yes - by email	12	3	-	3	9	3	-	-	-	12	-	5	6	2	-	-	11	-	12	-
	15%	16%	-	64%	24%	7%	-	-	-	16%	-	11%	16%	49%	-	-	14%	-	20%	-
Yes - by letter	5	-	-	-	4	*	-	-	-	5	-	3	2	1	-	-	4	-	5	-
	6%	-	-	-	12%	1%	-	-	-	6%	-	6%	4%	18%	-	-	6%	-	8%	-
Yes - on an online web forum	6	*	-	-	*	6	*	-	-	6	-	2	4	-	-	-	6	*	6	-
	7%	*	-	-	*	15%	22%	-	-	8%	-	5%	10%	-	100%	-	8%	15%	10%	-
Yes - via social media (Facebook, Twitter, etc)	10	-	-	-	7	2	-	-	-	10	-	8	2	-	-	-	10	-	10	*
	11%	-	-	-	19%	6%	-	-	-	12%	-	18%	5%	-	-	-	12%	-	16%	*
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to TNT	49	15	2	2	18	24	2	4	2	42	5	24	23	-	-	2	47	2	28	20
	58%	81%	100%	36%	48%	61%	78%	100%	100%	54%	100%	58%	63%	-	-	67%	60%	57%	46%	88%
NET Made a complaint	36	3	-	3	20	15	-	-	-	35	-	18	13	3	-	1	31	1	33	3
	42%	19%	-	64%	52%	39%	22%	-	-	46%	-	42%	37%	100%	100%	33%	40%	43%	54%	12%

Proportions: Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_10. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

TNT

Base : Sent via - TNT

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	59	6	51	2	17	38	4	57	2	-	-	59	-
Weighted Base	85*	10**	70*	4**	24**	54**	6**	83*	2**	-**	-**	85*	-**
Effective Base	41	5	35	2	12	28	2	40	2	-	-	41	-
Yes - in person (e.g. to the postman/woman)	16	-	13	3	11	4	1	16	-	-	-	16	-
16%		3%	18%	63%	45%	8%	12%	19%	-	-	-	19%	-
Yes - by telephone	5	-	2	3	4	1	-	5	-	-	-	5	-
6%		-	3%	63%	17%	2%	-	6%	-	-	-	6%	-
Yes - by email	12	2	10	-	8	4	-	11	2	-	-	12	-
15%		20%	15%	-	35%	7%	-	13%	78%	-	-	15%	-
Yes - by letter	5	-	5	-	3	2	-	4	-	-	-	5	-
6%		-	7%	-	11%	4%	-	5%	22%	-	-	6%	-
Yes - on an online web forum	6	2	5	-	4	2	-	6	-	-	-	6	-
7%		15%	7%	-	18%	4%	1%	8%	-	-	-	7%	-
Yes - via social media (Facebook, Twitter, etc)	10	3	7	-	10	-	-	10	-	-	-	10	-
11%		26%	10%	-	41%	-	-	12%	-	-	-	11%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to TNT	49	4	43	2	2	41	6	49	-	-	-	49	-
58%		36%	62%	37%	10%	75%	87%	59%	-	-	-	58%	-
NET Made a complaint	36	7	26	3	22	14	1	34	2	-	-	36	-
42%		64%	38%	63%	90%	25%	13%	41%	100%	-	-	42%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



***Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)***

**QJ3\_10. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?**

**TNT**

**Base : Sent via - TNT**

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	59	-	-	28	31	-	-	-	-	-	-	-	20	9	10	11	10
Weighted Base	85*	-**	-**	40**	45**	-**	-**	-**	-**	-**	-**	-**	24**	16**	18**	17**	10**
Effective Base	41	-	-	18	24	-	-	-	-	-	-	-	12	6	9	9	6
Yes - in person (e.g. to the postman/woman)	16	-	-	3	13	-	-	-	-	-	-	-	3	-	2	8	2
18%	-	-	-	7%	29%	-	-	-	-	-	-	-	11%	-	13%	50%	22%
Yes - by telephone	5	-	-	-	5	-	-	-	-	-	-	-	-	-	-	4	1
6%	-	-	-	-	11%	-	-	-	-	-	-	-	-	-	-	23%	11%
Yes - by email	12	-	-	3	10	-	-	-	-	-	-	-	3	-	4	5	-
12%	-	-	-	7%	21%	-	-	-	-	-	-	-	11%	-	25%	30%	-
Yes - by letter	5	-	-	3	2	-	-	-	-	-	-	-	3	-	-	1	1
6%	-	-	-	8%	4%	-	-	-	-	-	-	-	13%	-	-	4%	12%
Yes - on an online web forum	6	-	-	4	2	-	-	-	-	-	-	-	4	-	-	2	-
7%	-	-	-	10%	5%	-	-	-	-	-	-	-	17%	1%	-	13%	-
Yes - via social media (Facebook, Twitter, etc)	10	-	-	5	4	-	-	-	-	-	-	-	5	-	-	4	-
11%	-	-	-	14%	9%	-	-	-	-	-	-	-	23%	-	-	24%	1%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to TNT	49	-	-	30	19	-	-	-	-	-	-	-	14	16	11	2	5
59%	-	-	-	75%	42%	-	-	-	-	-	-	-	58%	99%	62%	14%	54%
NET Made a complaint	38	-	-	10	26	-	-	-	-	-	-	-	10	-	7	15	5
42%	-	-	-	25%	55%	-	-	-	-	-	-	-	42%	1%	38%	86%	46%

Proportions/Mean: Columns Tested (5% risk level) - a-b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_12. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

UPS

Base : Sent via - UPS

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	119	-	119	35	84	64	54	23	25	28	13	14	11	5	48	41	30	16	98	20	119
Weighted Base	146*	..*	146*	46**	100*	87*	58*	26**	36**	38**	16**	17**	8**	5**	62*	54**	30**	13**	112*	32**	119
Effective Base	75	-	75	23	52	42	33	13	18	18	8	10	5	3	31	26	19	9	59	15	75
Yes - in person (e.g. to the postman/woman)	7	-	7	6	1	4	2	1	4	2	-	-	-	-	5	2	-	-	7	-	7
Yes - by telephone	5*	-	5%	13%	1%	5%	4%	3%	12%	5%	-	-	-	-	8%	3%	-	-	6%	-	3%
Yes - by email	7	-	7	3	4	5	2	-	2	5	-	*	*	-	2	5	-	-	4	3	8
Yes - by letter	4%	-	4%	7%	4%	6%	3%	-	5%	13%	-	1%	1%	-	3%	9%	1%	1%	4%	9%	7%
Yes - on an online web forum	17	-	17	11	5	15	1	3	4	10	-	*	-	-	6	10	**	-	15	1	10
Yes - by other means (please specify)	11%	-	11%	25%	5%	13%	2%	10%	11%	26%	-	*	-	-	10%	19%	*	-	14%	4%	8%
Yes - via social media (Facebook, Twitter, etc)	11	-	11	6	5	10	1	5	1	5	-	-	-	-	6	5	-	-	3	8	6
Yes - by other means (please specify)	8%	-	8%	14%	5%	11%	2%	18%	3%	13%	-	-	-	-	10%	9%	-	-	3%	25%	5%
No - I haven't made a complaint to UPS	20	-	20	12	8	13	7	1	8	9	-	2	-	-	9	9	2	-	15	5	13
NET Made a complaint	14%	-	14%	36%	8%	15%	12%	3%	23%	23%	-	13%	-	-	14%	16%	7%	-	13%	16%	11%
NET Made a complaint	10	-	10	7	2	7	2	*	7	3	-	-	-	-	7	3	-	-	7	3	5
NET Made a complaint	7%	-	7%	16%	2%	8%	4%	1%	18%	7%	-	-	-	-	11%	5%	-	-	6%	9%	4%
NET Made a complaint	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Made a complaint	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Made a complaint	96	-	96	19	77	51	44	18	16	18	16	15	8	5	34	34	28	13	71	23	87
NET Made a complaint	66%	-	66%	41%	77%	58%	77%	70%	45%	48%	100%	86%	99%	100%	55%	63%	92%	99%	64%	71%	73%
NET Made a complaint	50	-	50	27	23	36	14	8	20	20	-	2	*	-	27	20	3	*	41	9	32
NET Made a complaint	34%	-	34%	59%	23%	42%	23%	30%	55%	52%	-	14%	1%	-	45%	37%	8%	1%	36%	29%	27%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_12. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

UPS

Base : Sent via - UPS

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	119	38	26	27	28	64	55	86	31	13	12	24	26	35	62	14	97	35	80	4
Weighted Base	146*	43**	27**	36**	39**	70*	75*	114*	31**	22**	11**	29**	37**	78*	24**	114*	54**	88*	4**	
Effective Base	75	20	16	19	20	35	40	55	20	10	7	16	18	19	41	59	24	49	3	
Yes - in person (e.g. to the postman/woman)	7	1	-	2	4	1	6	6	1	2	-	2	-	2	4	2	6	-	1	
Yes - by telephone	5%	2%	-	5%	10%	1%	8%	5%	2%	11%	-	6%	-	2%	17%	2%	11%	-	17%	
Yes - by email	17	7	4	5	-	11	5	14	3	-	-	2	2	13	4	-	17	11	5	
Yes - by letter	11%	16%	16%	15%	-	16%	7%	12%	8%	-	-	6%	5%	35%	5%	-	15%	21%	6%	
Yes - on an online web forum	20	8	4	8	-	12	8	19	1	1	-	6	2	10	8	1	18	8	11	
Yes - via social media (Facebook, Twitter, etc)	14%	19%	15%	22%	-	17%	11%	17%	2%	6%	-	21%	5%	27%	10%	6%	16%	12%	17%	
Yes - by other means (please specify)	10	7	-	2	-	8	2	10	-	3	-	2	3	4	3	7	8	2	-	
No - I haven't made a complaint to UPS	66%	49%	69%	62%	85%	57%	74%	61%	83%	53%	93%	67%	80%	48%	77%	49%	68%	44%	79%	
NET Made a complaint	50	22	8	14	6	30	20	44	5	10	1	10	8	19	18	12	37	30	19	
	34%	51%	31%	38%	15%	43%	26%	39%	17%	47%	7%	33%	20%	52%	23%	51%	32%	56%	21%	

Proportions/Mean: Columns Yes/No (5% risk level) - ab/c/d - ef - gh - ij/kl/mn - op - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_12. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

UPS

Base : Sent via - UPS

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	119	84	35	19	69	19	15	16	2	10	10	9	9	8	9	8	4	5	14
Weighted Base	146*	135*	10**	4**	129*	11**	4**	3**	2**	23**	16**	12**	14**	14**	22**	19**	6**	1**	10**
Effective Base	75	68	9	5	62	7	7	12	2	9	10	8	9	7	8	4	4	6	6
Yes - in person (e.g. to the postman/woman)	7	7	-	-	6	1	-	-	-	-	-	-	4	-	2	-	-	-	1
Yes - by telephone	5%	5%	-	-	5%	7%	-	-	-	-	-	-	26%	-	10%	-	-	-	7%
Yes - by telephone	7	7	+	+	6	+	+	1	-	2	2	-	-	-	3	-	-	-	+
Yes - by telephone	5%	5%	4%	3%	5%	1%	3%	22%	-	8%	10%	-	-	-	12%	-	-	-	1%
Yes - by email	17	16	*	*	15	1	1	*	-	5	3	-	2	3	3	-	-	-	1
Yes - by email	11%	12%	1%	-	12%	7%	17%	3%	-	20%	19%	-	13%	18%	13%	-	-	-	8%
Yes - by letter	11	11	*	-	10	1	-	-	-	6	1	-	-	-	3	-	-	-	1
Yes - by letter	8%	8%	1%	-	8%	7%	-	4%	-	27%	7%	-	-	-	12%	-	-	-	7%
Yes - on an online web forum	20	20	+	-	19	1	1	-	1	4	5	-	1	2	3	2	-	-	1
Yes - on an online web forum	14%	15%	*	-	14%	7%	18%	-	59%	19%	30%	-	9%	13%	12%	-	-	-	7%
Yes - via social media (Facebook, Twitter, etc)	10	10	-	-	9	*	-	-	-	-	-	-	2	-	7	-	-	-	*
Yes - via social media (Facebook, Twitter, etc)	7%	7%	-	-	7%	3%	-	-	-	-	-	-	13%	-	34%	-	-	-	4%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to UPS	96	86	10	4	82	9	3	2	1	11	8	12	9	10	10	16	6	1	8
NET Made a complaint	66%	63%	96%	97%	64%	82%	79%	78%	41%	45%	48%	100%	65%	68%	43%	87%	100%	100%	80%
NET Made a complaint	50	49	*	*	47	2	1	1	1	13	8	-	5	5	13	2	-	-	2
NET Made a complaint	34%	37%	4%	3%	38%	18%	21%	22%	59%	55%	52%	-	35%	32%	57%	13%	-	-	20%

Proportions/Mean: Columns Yes/No (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_12. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

UPS

Base : Sent via - UPS

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	119	31	1	15	44	50	16	7	2	94	9	52	49	11	6	1	101	7	59	60
Weighted Base	146*	28**	1**	11**	61**	51**	21**	10**	2**	112*	13**	71*	51**	12**	11**	1**	122*	12**	86*	59*
Effective Base	75	17	1	8	27	29	13	6	2	55	7	36	27	7	5	1	63	5	42	33
Yes - in person (e.g. to the postman/woman)	7	1	-	1	4	2	1	-	-	6	-	4	3	-	-	-	7	-	7	-
Yes - by telephone	5%	2%	-	6%	6%	5%	3%	-	-	5%	-	6%	5%	-	-	-	5%	-	8%	-
Yes - by email	17	-	-	-	9	6	1	-	-	15	-	5	10	-	1	1	15	2	16	1
Yes - by letter	11	1	-	1	9	-	2	-	-	9	-	5	1	-	5	-	6	5	11	-
Yes - on an online web forum	8%	2%	-	6%	15%	-	9%	-	-	8%	-	7%	2%	-	47%	-	5%	44%	13% <sup>a</sup>	-
Yes - via social media (Facebook, Twitter, etc)	10	-	-	-	7	-	2	-	-	8	-	6	2	2	-	-	8	-	10	-
Yes - by other means (please specify)	7%	-	-	-	12%	1%	9%	-	-	7%	-	8%	4%	17%	-	-	6%	-	11%	-
No - I haven't made a complaint to UPS	96	27	1	10	36	30	17	10	2	66	13	51	34	7	4	-	85	4	41	55
NET Made a complaint	66%	97%	100%	93%	59%	59%	80%	100%	100%	59%	100%	71%	66%	63%	35%	-	69%	33%	48%	92% <sup>a,r</sup>
	50	1	-	1	25	21	4	-	-	46	-	21	17	4	7	1	38	8	45	5
	34%	3%	-	7%	41%	41%	20%	-	-	41%	-	29%	34%	37%	65%	100%	31%	67%	17% <sup>a</sup>	8%

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(m)(n)(o)(p)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_12. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

UPS

Base : Sent via - UPS

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	119	8	110	1	26	84	9	113	3	2	1	118	-
Weighted Base	146*	18**	125*	2**	39**	99*	7**	136*	6**	1**	2**	144*	-**
Effective Base	75	7	69	1	17	53	6	72	2	1	1	74	-
Yes - in person (e.g. to the postman/woman)	7	-	7	-	4	3	-	7	-	-	-	7	-
5%	-	-	5%	-	11%	3%	-	5%	-	-	-	5%	-
Yes - by telephone	7	*	7	-	3	4	-	5	2	-	-	7	-
5%	-	1%	6%	-	7%	4%	-	4%	30%	-	-	5%	-
Yes - by email	17	-	14	2	4	12	1	17	-	-	-	17	-
17%	-	-	11%	100%	9%	12%	11%	12%	-	-	-	12%	-
Yes - by letter	11	4	5	2	8	3	-	7	4	-	-	11	-
8%	-	23%	4%	100%	21%	3%	-	5%	64%	-	-	8%	-
Yes - on an online web forum	20	5	13	2	9	11	-	20	-	-	-	20	-
14%	-	26%	10%	100%	23%	11%	-	15%	-	-	-	14%	-
Yes - via social media (Facebook, Twitter, etc)	10	3	7	-	8	2	-	10	-	-	-	10	-
7%	-	15%	6%	-	20%	2%	-	7%	-	-	-	7%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to UPS	96	7	89	-	19	70	7	92	*	1	2	94	-
66%	-	36%	71%	-	48%	71%	89%	68%	6%	100%	100%	65%	-
NET Made a complaint	50	12	38	2	20	29	1	44	6	-	-	50	-
34%	-	64%	29%	100%	52%	29%	11%	32%	94%	-	-	35%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

***Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)***

**QJ3\_12. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?**

**UPS**

**Base : Sent via - UPS**

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	119	-	-	63	56	-	-	-	-	-	-	-	44	19	19	20	17
Weighted Base	148*	**	**	78*	67*	**	**	**	**	**	**	**	54**	24**	25**	26**	16**
Effective Base	76	-	-	38	37	-	-	-	-	-	-	-	25	13	12	15	11
Yes - in person (e.g. to the postman/woman)	7	-	-	2	4	-	-	-	-	-	-	-	2	-	-	4	-
Yes - by telephone	3%	-	-	3%	6%	-	-	-	-	-	-	-	4%	-	-	17%	-
Yes - by email	7	-	-	5	2	-	-	-	-	-	-	-	3	2	-	2	-
Yes - by letter	5%	-	-	6%	3%	-	-	-	-	-	-	-	6%	8%	-	8%	-
Yes - on an online web forum	17	-	-	7	10	-	-	-	-	-	-	-	7	-	5	4	1
Yes - via social media (Facebook, Twitter, etc)	11%	-	-	9%	14%	-	-	-	-	-	-	-	13%	-	20%	15%	4%
Yes - by other means (please specify)	11	-	-	7	4	-	-	-	-	-	-	-	7	-	2	2	-
No - I haven't made a complaint to UPS	8%	-	-	9%	6%	-	-	-	-	-	-	-	12%	-	9%	8%	-
NET Made a complaint	20	-	-	8	12	-	-	-	-	-	-	-	8	-	4	4	4
	14%	-	-	10%	16%	-	-	-	-	-	-	-	15%	-	14%	16%	26%
	10	-	-	5	4	-	-	-	-	-	-	-	5	-	-	4	-
	7%	-	-	7%	6%	-	-	-	-	-	-	-	10%	-	-	15%	2%
	96	-	-	52	44	-	-	-	-	-	-	-	30	22	19	14	12
	66%	-	-	66%	65%	-	-	-	-	-	-	-	59%	92%	75%	52%	72%
	50	-	-	26	24	-	-	-	-	-	-	-	25	2	6	13	5
	34%	-	-	34%	35%	-	-	-	-	-	-	-	45%	8%	25%	48%	28%

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_13. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

UK Mail

Base : Sent via - UK Mail

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	138	-	138	52	86	69	69	23	40	28	13	19	11	4	63	41	34	15	121	16	138
Weighted Base	167*	..*	167*	63*	104*	92*	75*	17**	61*	37**	13**	25**	10**	3**	78*	49**	39**	14**	137*	27**	138
Effective Base	91	-	91	34	57	46	46	10	31	20	8	15	5	2	41	27	23	8	80	11	91
Yes - in person (e.g. to the postman/woman)	10	-	10	7	3	7	3	1	2	6	-	-	-	-	3	6	-	-	7	3	10
Yes - by telephone	12	-	12	4	8	8	3	5	3	3	-	-	-	-	9	3	-	-	5	6	11
Yes - by email	36	-	36	28	8	27	10	3	23	9	2	-	-	-	25	11	-	-	26	10	20
Yes - by letter	7	-	7	5	2	3	4	-	3	4	-	-	-	-	3	4	-	-	7	-	7
Yes - on an online web forum	14	-	14	9	5	10	4	1	7	6	-	-	-	-	3	5	-	-	14	-	10
Yes - via social media (Facebook, Twitter, etc)	13	-	13	10	3	13	-	-	7	5	1	-	-	-	7	5	1	-	10	3	8
Yes - by other means (please specify)	8%	-	8%	16% <sup>ud</sup>	2%	14% <sup>ud</sup>	-	-	11%	14%	-	5%	-	-	8%	10%	3%	-	7%	10%	6%
No - I haven't made a complaint to UK Mail	100	-	100	15	85	46	54	8	24	19	11	24	10	3	32	30	38	14	85	12	89
NET Made a complaint	67	-	67	48	19	46	21	9	37	17	2	1	-	-	46	19	2	-	51	15	49
	40%	-	40%	76% <sup>ud</sup>	18%	60% <sup>ud</sup>	28%	53%	61%	47%	12%	6%	1%	-	59%	38%	4%	1%	38%	56%	36%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - n/op/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ3\_13. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

UK Mail

Base : Sent via - UK Mail

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	138	41	34	31	32	75	63	98	40	18	12	32	46	23	90	19	113	40	93	5
Weighted Base	167*	48**	35**	41**	43**	83*	84*	129*	38**	25**	17**	39**	49**	29**	105*	27**	133*	54**	110*	2**
Effective Base	91	24	20	24	24	44	47	68	24	12	9	21	30	16	60	13	75	26	64	3
Yes - in person (e.g. to the postman/woman)	10	3	1	-	6	4	6	9	1	2	2	-	1	3	3	4	6	9	1	-
Yes - by telephone	12	6%	2%	-	14%	4%	7%	7%	2%	9%	13%	-	1%	10%	3%	15%	4%	16%	1%	10%
Yes - by email	36	17	4	9	7	20	16	33	3	4	2	13	7	11	22	4	33	21	15	-
Yes - by letter	7	4	2	-	7	7	-	6	1	2	-	-	3	2	5	2	5	5	2	-
Yes - on an online web forum	14	8	2	4	-	9	4	13	1	-	2	4	3	3	10	-	13	7	6	1
Yes - via social media (Facebook, Twitter, etc)	13	5	3	3	2	8	5	10	2	-	7	2	2	3	10	-	13	9	4	-
Yes - by other means (please specify)	8%	10%	8%	7%	4%	9%	6%	8%	6%	-	39%	5%	3%	10%	10%	-	10%	16%	4%	-
No - I haven't made a complaint to UK Mail	100	19	23	28	32	42	58	70	31	12	10	20	36	16	86	12	82	15	84	1
NET Made a complaint	67	29	11	15	11	40	26	59	7	13	7	19	14	12	39	15	51	39	27	1
	40%	61%	32%	36%	27%	49%	31%	46%	19%	51%	41%	48%	27%	44%	37%	54%	39%	72%	24%	43%

Proportions/Mean: Columns Yes/No (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_13. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

UK Mail

Base : Sent via - UK Mail

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	138	97	41	14	88	21	17	12	7	13	11	10	7	15	13	6	6	3	18
Weighted Base	167	142	25	2	154	7	4	2	6	28	17	13	12	25	29	15	9	1	6
Effective Base	91	78	13	11	79	10	9	9	6	12	11	10	7	14	13	6	6	3	9
Yes - in person (e.g. to the postman/woman)	10	9	*	-	9	1	*	-	-	-	-	-	2	2	5	-	-	*	*
Yes - by telephone	12	11	1%	-	10	2	*	-	2	4	2	-	-	2	-	-	-	-	2
Yes - by email	36	30	6	*	36	-	*	-	2	7	4	-	3	6	7	6	-	-	-
Yes - by letter	7	7	*	-	6	-	-	-	1	2	-	-	2	-	-	-	-	-	-
Yes - on an online web forum	14	13	1%	10%	4%	3%	-	19%	9%	8%	-	-	14%	-	7%	-	-	41%	-
Yes - via social media (Facebook, Twitter, etc)	13	13	*	*	12	*	-	*	-	2	-	1	2	2	5	-	-	-	*
Yes - by other means (please specify)	8	9%	*	4%	8%	1%	-	20%	-	8%	-	9%	16%	8%	18%	-	-	-	1%
No - I haven't made a complaint to UK Mail	100	81	19	1	91	4	4	1	2	15	11	12	5	15	14	9	7	*	4
NET Made a complaint	67	60	6	*	62	3	*	1	4	13	6	1	7	9	14	6	2	*	3
	40%	43%	26%	29%	41%	43%	8%	48%	62%	47%	33%	9%	59%	38%	50%	40%	20%	41%	43%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_13. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

UK Mail

Base : Sent via - UK Mail

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	138	40	2	15	51	56	20	10	1	107	11	69	54	9	4	1	123	5	87	51
Weighted Base	1677	40**	1**	11**	61*	68*	25**	11**	2**	128*	13**	91*	56*	10**	7**	1**	147*	8**	108*	59*
Effective Base	91	24	2	8	31	39	13	7	1	70	8	50	32	6	2	1	81	3	57	34
Yes - in person (e.g. to the postman/woman)	10	-	-	-	5	5	-	*	-	9	*	9	1	-	-	-	10	-	8	2
6%	-	-	-	1%	8%	7%	1%	*	-	7%	*	10%	1%	-	-	-	7%	-	7%	3%
Yes - by telephone	12	1	-	1	5	4	3	*	-	9	*	3	2	*	6	-	6	6	10	2
7%	2%	-	6%	8%	6%	11%	7%	-	-	7%	*	3%	4%	1%	87%	-	4%	78%	9%	3%
Yes - by email	36	1	-	-	20	8	7	2	2	28	2	18	15	2	1	-	33	1	34	2
22%	4%	-	-	33%#	11%	28%	14%	-	-	22%	12%	19%	27%	19%	17%	-	22%	15%	12%#	3%
Yes - by letter	7	1	-	1	3	2	2	*	-	5	*	4	1	2	-	-	5	-	7	-
4%	1%	-	5%	5%	3%	6%	1%	-	-	4%	1%	5%	1%	16%	-	-	3%	-	7%	-
Yes - on an online web forum	14	4	-	1	2	9	1	2	2	11	2	7	2	2	-	1	9	1	11	3
8%	10%	-	6%	4%	13%	3%	17%	-	-	9%	14%	7%	4%	22%	-	100%	6%	10%	10%	5%
Yes - via social media (Facebook, Twitter, etc)	13	-	-	-	6	7	-	-	-	13	-	10	3	-	-	-	13	-	11	2
8%	1%	-	-	10%	10%	-	-	-	-	10%	-	11%	5%	-	-	9%	-	10%	10%	3%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to UK Mail	100	33	1	9	31	43	17	8	2	74	10	59	35	6	1	-	93	1	46	54
60%	83%	100%	88%	52%	63%	66%	69%	100%	58%	73%	64%	64%	62%	58%	13%	-	63%	11%	42%	92%#
NET Made a complaint	67	7	-	1	29	25	9	4	-	55	4	32	21	4	6	1	54	7	62	5
46%	17%	-	12%	46%	37%	34%	31%	-	-	42%	27%	36%	38%	42%	87%	100%	37%	69%	53%#	8%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_13. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

UK Mail

Base : Sent via - UK Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	138	16	120	2	40	82	16	128	7	1	1	136	1
Weighted Base	167*	24**	139*	4**	58**	96*	13**	152*	13**	***	2**	165*	***
Effective Base	91	11	79	2	27	57	9	86	5	1	1	90	1
Yes - in person (e.g. to the postman/woman)	10	-	10	-	5	4	-	10	-	-	-	10	-
6%	6%	-	7%	-	10%	4%	2%	6%	-	100%	-	6%	-
Yes - by telephone	12	4	8	-	7	4	*	7	5	-	-	12	*
7%	7%	17%	5%	-	12%	5%	1%	4%	37%	-	-	7%	100%
Yes - by email	36	10	24	2	20	17	-	33	3	-	-	36	-
22%	22%	42%	17%	61%	34%	17%	-	22%	27%	-	-	22%	-
Yes - by letter	7	2	3	2	2	4	1	7	-	-	-	7	-
4%	4%	8%	2%	61%	4%	5%	4%	5%	-	-	-	4%	-
Yes - on an online web forum	14	*	11	2	8	3	2	12	2	-	-	14	-
8%	8%	8%	61%	15%	3%	16%	-	8%	15%	-	-	8%	-
Yes - via social media (Facebook, Twitter, etc)	13	*	13	-	9	4	-	10	2	-	-	13	-
8%	8%	9%	-	16%	4%	-	-	7%	18%	-	-	8%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to UK Mail	100	8	91	1	17	73	10	98	*	-	2	98	-
60%	60%	33%	65%	39%	29%	77%	77%	64%	3%	-	100%	60%	-
NET Made a complaint	67	16	48	2	41	22	3	54	12	-	-	67	-
40%	40%	67%	35%	61%	71%	23%	23%	36%	97%	100%	-	40%	100%

Proportions/Mean: Columns tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_13. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

UK Mail

Base : Sent via - UK Mail

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	138	-	-	88	70	-	-	-	-	-	-	-	53	15	17	24	29
Weighted Base	167*	**	**	86*	81*	**	**	**	**	**	**	**	65*	21**	17**	31**	32**
Effective Base	91	-	-	45	46	-	-	-	-	-	-	-	33	12	10	19	18
Yes - in person (e.g. to the postman/woman)	10	-	-	5	4	-	-	-	-	-	-	-	5	-	-	4	-
Yes - by telephone	6%	-	-	6%	5%	-	-	-	-	-	-	-	8%	-	-	13%	1%
Yes - by email	12	-	-	5	7	-	-	-	-	-	-	-	5	*	-	5	2
Yes - by letter	7%	-	-	6%	8%	-	-	-	-	-	-	-	8%	*	-	16%	5%
Yes - on an online web forum	36	-	-	18	18	-	-	-	-	-	-	-	17	1	4	8	5
Yes - via social media (Facebook, Twitter, etc)	22%	-	-	21%	22%	-	-	-	-	-	-	-	26%	4%	25%	27%	17%
Yes - by other means (please specify)	7	-	-	2	5	-	-	-	-	-	-	-	2	-	3	2	*
No - I haven't made a complaint to UK Mail	4%	-	-	2%	6%	-	-	-	-	-	-	-	3%	-	17%	6%	1%
NET Made a complaint	14	-	-	4	9	-	-	-	-	-	-	-	4	-	2	4	3
	8%	-	-	5%	12%	-	-	-	-	-	-	-	6%	-	13%	12%	10%
	13	-	-	3	10	-	-	-	-	-	-	-	3	-	*	6	4
	8%	-	-	3%	12%	-	-	-	-	-	-	-	4%	-	3%	19%	11%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100	-	-	55	46	-	-	-	-	-	-	-	35	20	12	16	18
	60%	-	-	63%	57%	-	-	-	-	-	-	-	53%	95%	69%	51%	55%
	67	-	-	32	35	-	-	-	-	-	-	-	31	1	5	15	14
	40%	-	-	37%	43%	-	-	-	-	-	-	-	47%	5%	31%	49%	45%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_15. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Yodel

Base : Sent via - Yodel

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	166	-	166	66	100	69	97	26	44	38	21	16	11	10	70	59	37	21	145	20	166
Weighted Base	186*	..**	186*	79*	107*	87*	99*	28**	41**	52**	25**	23**	10**	8**	69*	76*	41**	18**	152*	34**	166
Effective Base	99	-	99	40	60	44	55	15	24	27	12	11	5	7	38	39	22	12	83	16	99
Yes - in person (e.g. to the postman/woman)	12	-	12	11	1	9	3	1	4	4	3	-	-	-	4	4	3	-	12	-	7
6%	6%	-	6%	14% <sup>ud</sup>	1%	10%	3%	2%	9%	8%	-	12%	-	-	7%	6%	7%	-	8%	-	4%
Yes - by telephone	18	-	18	14	4	11	7	7	6	5	-	-	-	-	13	5	-	-	15	3	15
10%	10%	-	10%	17% <sup>ud</sup>	4%	12%	7%	25%	15%	10%	-	-	-	-	19%	6%	-	-	10%	6%	9%
Yes - by email	20	-	20	12	9	17	3	4	4	7	3	1	-	1	8	10	2	1	14	6	15
11%	11%	-	11%	15%	8%	20% <sup>ud</sup>	3%	16%	9%	14%	12%	3%	-	15%	12%	13%	5%	7%	9%	18%	9%
Yes - by letter	10	-	10	2	8	6	4	5	2	2	1	-	-	-	6	4	-	-	10	-	5
5%	5%	-	5%	3%	7%	7%	4%	17%	4%	4%	6%	-	-	-	9%	5%	-	-	7%	-	3%
Yes - on an online web forum	7	-	7	-	7	5	2	7	-	-	-	-	-	-	7	-	-	-	3	4	4
4%	4%	-	4%	-	6%	5%	2%	24%	-	-	-	-	-	-	15% <sup>ud</sup>	-	-	-	2%	12%	2%
Yes - via social media (Facebook, Twitter, etc)	12	-	12	10	2	6	7	1	8	4	-	-	-	-	8	4	-	-	10	2	12
7%	7%	-	7%	13% <sup>ud</sup>	2%	6%	7%	3%	18%	7%	-	-	-	-	12%	5%	-	-	7%	7%	7%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to Yodel	125	-	125	36	89	49	76	14	22	32	22	19	10	7	36	53	36	17	103	23	121
67%	67%	-	67%	46%	83% <sup>uc</sup>	57%	77% <sup>ue</sup>	51%	54%	61%	88%	84%	100%	85%	53%	70%	88%	93%	67%	67%	73%
NET Made a complaint	61	-	61	43	18	38	23	14	19	20	3	4	-	1	33	23	5	1	50	11	45
33%	33%	-	33%	54% <sup>ud</sup>	17%	43% <sup>ud</sup>	23%	49%	46%	39%	12%	16%	-	15%	47%	30%	12%	7%	33%	33%	27%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_15. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Yodel

Base : Sent via - Yodel

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	166	46	55	40	25	101	65	123	42	14	20	42	43	40	105	15	146	43	115	8
Weighted Base	186*	43**	64*	45**	34**	107*	79*	148*	38**	15**	20**	53**	55**	36**	127*	17**	164*	56**	123*	7**
Effective Base	99	21	34	27	18	55	45	76	25	7	13	27	28	20	68	8	89	27	68	5
Yes - in person (e.g. to the postman/woman)	12	1	5	4	2	6	6	11	1	-	-	5	2	2	7	2	9	6	5	1
Yes - by telephone	18	2	8	8	5	6	7	10	8	1	4	9	4	3	13	1	16	7	11	1
Yes - by email	20	13	1	7	-	14	7	19	1	4	3	4	4	6	11	4	16	13	6	1
Yes - by letter	10	4	-	6	-	4	6	7	3	-	1	-	4	5	5	-	10	4	6	-
Yes - on an online web forum	7	7	-	1	-	4	7	5	7	-	8	-	7	14	4	-	6	7	5	-
Yes - via social media (Facebook, Twitter, etc)	12	3	4	5	-	7	5	12	-	3	-	4	3	2	8	3	9	7	5	-
Yes - by other means (please specify)	7	7	6	11	-	7	6	8	1	18	1	8	6	4	6	16	6	12	4	-
No - I haven't made a complaint to Yodel	125	23	45	28	32	88	58	98	28	7	12	35	42	23	90	7	113	25	95	6
NET Made a complaint	61	21	19	19	2	40	21	51	10	8	7	18	12	13	37	10	50	31	29	1
	33%	47%	30%	43%	5%	37%	27%	34%	27%	53%	37%	33%	23%	37%	29%	58%	31%	55%	23%	19%

Proportions/Mean: Columns Yes/No (5% risk level) - ab/cd - ef - gh - ij/kl/mn - op - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_15. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Yodel

Base : Sent via - Yodel

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	166	113	53	23	90	26	31	19	8	9	8	10	14	10	12	11	8	5	21
Weighted Base	186*	164*	23**	3**	161*	11**	11**	4**	7**	21**	12**	13**	22**	16**	29**	28**	12**	1**	10**
Effective Base	99	87	13	9	79	8	16	11	7	8	8	10	13	9	12	11	8	2	7
Yes - in person (e.g. to the postman/woman)	12	12	*	*	11	1	*	-	-	2	-	-	4	2	-	3	-	-	1
Yes - by telephone	6%	7%	*	2%	16	6%	1%	-	-	12%	-	-	17%	11%	-	10%	-	-	7%
Yes - by email	18	18	*	*	18	1	1	*	-	-	3	1	2	3	5	2	-	-	1
Yes - by letter	10%	11%	*	*	10%	12%	8%	7%	-	-	26%	8%	7%	16%	18%	7%	-	-	14%
Yes - via social media (Facebook, Twitter, etc)	20	20	*	*	19	*	1	-	1	6	1	2	5	1	3	-	-	*	*
Yes - by other means (please specify)	11%	12%	2%	10%	12%	3%	12%	-	9%	30%	10%	13%	21%	9%	10%	-	-	19%	1%
No - I haven't made a complaint to Yodel	10	8	2	-	10	-	-	-	-	2	2	-	-	4	-	2	-	-	-
NET Made a complaint	67%	5%	9%	-	6%	-	-	-	-	11%	15%	-	-	25%	-	8%	-	-	-
	7	5	2	*	6	1	-	-	-	4	-	-	-	-	2	-	-	-	1
	4%	3%	10%	2%	4%	7%	-	-	-	19%	-	-	-	-	8%	-	-	-	8%
	12	12	*	*	11	*	*	1	-	-	-	1	2	-	5	2	-	-	*
	7%	7%	1%	2%	7%	4%	4%	15%	-	-	-	11%	8%	-	17%	9%	-	-	5%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	125	106	20	3	105	9	9	3	6	12	6	9	14	10	16	18	12	1	8
	67%	65%	88%	88%	65%	82%	80%	78%	91%	58%	51%	68%	63%	64%	56%	66%	100%	81%	82%
	61	58	3	*	56	2	2	1	1	9	6	4	8	6	13	9	-	*	2
	33%	35%	12%	12%	35%	18%	20%	22%	9%	42%	49%	32%	37%	36%	44%	34%	-	19%	18%

Proportions/Mean: Columns Yes/No (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_15. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Yodel

Base : Sent via - Yodel

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	166	60	3	21	55	65	28	12	4	120	16	80	64	12	7	2	144	9	96	70
Weighted Base	186*	68*	3**	20**	67**	69*	32**	12**	5**	136*	17**	91*	69*	9**	13**	3**	160*	16**	116*	71*
Effective Base	99	40	3	14	30	41	19	7	3	69	11	48	38	6	5	2	86	7	62	38
Yes - in person (e.g. to the postman/woman)	12	4	-	1	9	2	1	-	-	11	-	9	3	-	-	-	12	-	10	2
6%	6%	5%	-	4%	14%	3%	2%	-	-	6%	-	10%	4%	-	-	-	7%	-	8%	3%
Yes - by telephone	18	3	-	1	6	11	1	*	-	17	*	10	6	*	-	2	16	2	18	-
10%	10%	4%	-	6%	9%	15%	3%	2%	-	12%	2%	11%	8%	4%	-	51%	10%	10%	16%	-
Yes - by email	20	5	-	1	14	5	1	-	*	19	*	6	10	1	4	-	16	4	19	1
17%	17%	7%	-	6%	22%	7%	2%	-	10%	14%	3%	6%	14%	8%	31%	-	10%	4	17%	1%
Yes - by letter	16	1	-	-	2	6	2	-	-	8	-	4	4	-	2	-	8	2	10	-
9%	9%	2%	-	-	3%	6%	7%	-	-	6%	-	4%	6%	-	16%	-	5%	13%	9%	-
Yes - on an online web forum	7	1	-	1	4	*	3	-	-	4	-	*	1	-	6	-	1	6	7	-
4%	4%	1%	-	4%	6%	*	9%	-	-	3%	-	*	1%	-	48%	-	*	38%	6%	-
Yes - via social media (Facebook, Twitter, etc)	12	-	-	-	9	2	*	-	-	11	1	5	3	3	-	-	9	-	12	-
7%	7%	-	-	-	13%	3%	1%	1%	10%	8%	3%	6%	5%	39%	-	-	5%	-	11%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to Yodel	125	58	3	17	32	48	28	11	4	80	16	61	50	5	7	2	111	8	58	68
67%	67%	85%	100%	88%	48%	69%	87%	97%	90%	59%	95%	67%	73%	53%	52%	49%	69%	52%	50%	96%
NET Made a complaint	61	10	-	2	35	21	4	*	-	56	1	30	19	4	6	2	49	8	58	3
33%	33%	15%	-	12%	52%	31%	13%	3%	10%	41%	5%	33%	27%	47%	46%	51%	31%	48%	57%	4%

Proportions/Mean: Columns Yes/No (5% risk level) - a/b/c - d/e/f/g/h/i - j/k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_15. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Yodel

Base : Sent via - Yodel

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	166	14	149	3	58	93	15	152	7	7	-	166	-
Weighted Base	186*	23**	157*	7**	68*	106*	12**	169*	13**	5**	-**	186*	-**
Effective Base	99	9	90	3	35	56	10	92	5	5	-	99	-
Yes - in person (e.g. to the postman/woman)	12	-	12	-	4	8	-	9	3	-	-	12	-
6%	-	-	7%	-	6%	7%	-	5%	22%	-	-	6%	-
Yes - by telephone	18	2	12	4	10	6	2	15	3	*	-	18	-
10%	9%	7%	66%	15%	6%	14%	-	9%	21%	8%	-	10%	-
Yes - by email	20	4	14	2	9	11	1	12	7	1	-	20	-
17%	18%	9%	34%	13%	10%	5%	-	7%	57%	15%	-	17%	-
Yes - by letter	10	2	6	2	5	5	-	9	1	-	-	10	-
5%	7%	4%	34%	8%	5%	-	-	5%	12%	-	-	5%	-
Yes - on an online web forum	7	4	3	-	6	1	-	3	4	-	-	7	-
4%	18%	2%	-	8%	1%	-	-	2%	31%	-	-	4%	-
Yes - via social media (Facebook, Twitter, etc)	12	6	6	-	8	4	*	12	-	*	-	12	-
7%	25%	4%	-	12%	4%	3%	-	7%	-	10%	-	7%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to Yodel	125	10	116	-	37	78	9	122	-	4	-	125	-
67%	41%	74%	-	55%	74%	79%	-	72%	-	77%	-	67%	-
NET Made a complaint	61	13	41	7	31	28	3	47	13	1	-	61	-
32%	59%	26%	100%	45%	26%	21%	-	28%	100%	23%	-	32%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_15. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Yodel

Base : Sent via - Yodel

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	166	-	-	78	88	-	-	-	-	-	-	-	52	28	30	33	25
Weighted Base	186*	**	**	96*	90*	**	**	**	**	**	**	**	58**	39**	33**	34**	23**
Effective Base	99	-	-	48	52	-	-	-	-	-	-	-	29	19	17	21	15
Yes - in person (e.g. to the postman/woman)	12	-	-	5	6	-	-	-	-	-	-	-	2	3	*	4	2
Yes - by telephone	6%	-	-	5%	7%	-	-	-	-	-	-	-	4%	7%	*	13%	8%
Yes - by email	18	-	-	7	11	-	-	-	-	-	-	-	7	-	*	8	3
Yes - by letter	10%	-	-	8%	12%	-	-	-	-	-	-	-	13%	-	*	24%	12%
Yes - on an online web forum	20	-	-	8	12	-	-	-	-	-	-	-	8	*	6	5	1
Yes - via social media (Facebook, Twitter, etc)	11%	-	-	9%	13%	-	-	-	-	-	-	-	14%	1%	19%	14%	4%
Yes - by other means (please specify)	10	-	-	6	4	-	-	-	-	-	-	-	4	2	2	1	-
No - I haven't made a complaint to Yodel	5%	-	-	7%	4%	-	-	-	-	-	-	-	7%	5%	7%	4%	-
NET Made a complaint	7	-	-	6	1	-	-	-	-	-	-	-	4	2	-	1	*
	4%	-	-	6%	1%	-	-	-	-	-	-	-	7%	5%	-	2%	*
	12	-	-	10	2	-	-	-	-	-	-	-	5	5	-	2	*
	7%	-	-	10%	3%	-	-	-	-	-	-	-	9%	12%	1%	6%	*
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	125	-	-	62	63	-	-	-	-	-	-	-	33	29	27	19	17
	67%	-	-	65%	70%	-	-	-	-	-	-	-	58%	73%	80%	56%	76%
	61	-	-	34	27	-	-	-	-	-	-	-	25	9	7	15	8
	33%	-	-	35%	30%	-	-	-	-	-	-	-	42%	25%	20%	44%	24%

Proportions/Mean: Columns Tested (5% risk level) - a-b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_16. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?  
Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	260	-	260	69	191	117	142	39	52	61	31	37	20	20	91	92	77	40	229	29	260
Weighted Base	276	..	276	83*	192	137*	137*	36**	69*	67*	33**	34**	15**	22**	105*	100*	71*	37**	224	48**	260
Effective Base	155	-	155	44	112	74	80	23	35	39	18	20	10	12	57	57	42	22	132	23	260
Yes - in person (e.g. to the postman/woman)	10	-	10	8	2	6	4	*	5	2	-	3	-	-	5	2	3	-	9	1	10
Yes - by telephone	4%	-	4%	19% <sup>d</sup>	1%	5%	3%	-	8%	3%	-	9%	-	-	5%	2%	4%	-	4%	2%	4%
Yes - by email	19	-	19	11	8	13	6	3	7	5	3	1	*	-	9	8	1	-	15	4	17
Yes - by letter	7%	-	7%	12% <sup>d</sup>	4%	9%	5%	7%	10%	8%	9%	3%	1%	-	9%	8%	2%	1%	7%	9%	7%
Yes - on an online web forum	27	-	27	20	8	17	10	*	14	12	2	-	-	-	14	13	-	-	22	6	21
Yes - via social media (Facebook, Twitter, etc)	10%	-	10%	24% <sup>d</sup>	4%	13%	7%	1%	20%	17%	5%	-	-	-	14% <sup>d</sup>	13% <sup>d</sup>	-	-	70%	12%	8%
Yes - by other means (please specify)	17	-	17	11	6	12	5	4	10	4	-	-	-	-	13	4	-	-	13	4	11
No - I haven't made a complaint to Amazon Delivery Service/ Logistics	6%	-	6%	13% <sup>d</sup>	3%	9%	4%	10%	14%	6%	-	-	-	-	13% <sup>d</sup>	4%	-	-	6%	8%	4%
NET Made a complaint	17	-	17	9	8	5	12	3	8	1	2	3	-	-	11	3	3	-	16	2	14
NET	6%	-	6%	11%	4%	4%	9%	6%	12%	2%	5%	10%	-	-	10%	3%	3%	-	7%	3%	5%
NET	14	-	14	8	6	12	2	1	5	6	-	2	-	-	6	6	2	-	11	4	10
NET	3%	-	5%	9%	3%	9% <sup>d</sup>	1%	3%	8%	9%	-	6%	-	-	6%	6%	3%	-	5%	8%	4%
NET	*	-	*	-	-	*	-	*	-	*	-	-	-	-	-	-	-	-	-	-	1
NET	5	-	5	*	*	*	-	*	-	*	-	-	-	-	*	*	-	-	*	*	*
NET	193	-	193	33	160	90	101	27	32	44	27	25	15	22	60	71	62	37	154	35	193
NET	70%	-	70%	40%	83% <sup>d</sup>	66%	74%	76%	47%	66%	81%	75%	99%	100%	57%	71%	90% <sup>d</sup>	99%	69%	74%	74%
NET	83	-	83	50	32	47	36	9	36	23	6	9	*	-	45	29	9	*	70	12	67
NET	30%	-	30%	60% <sup>d</sup>	17%	34%	26%	24%	53%	34%	19%	25%	1%	-	43% <sup>d</sup>	29%	12%	1%	31%	26%	26%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
\* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_16. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	260	78	81	49	52	159	101	172	85	18	36	65	79	49	180	19	230	66	184	10
Weighted Base	276	65*	97**	53*	61*	162*	114*	200	74*	20**	40**	69*	85*	48**	195	22**	243	66*	202	8**
Effective Base	155	36	52	32	35	89	67	108	47	12	25	38	47	26	110	13	136	37	112	6
Yes - in person (e.g. to the postman/woman)	10	1	3	4	2	5	6	10	1	1	1	5	1	2	6	3	7	5	5	-
Yes - by telephone	4%	2%	3%	7%	3%	3%	5%	5%	1%	6%	1%	7%	1	4%	3%	14%	3%	8%	3%	-
Yes - by email	19	6	7	4	2	13	6	15	4	4	8	-	4	3	12	4	15	9	10	-
Yes - by letter	7%	9%	7%	8%	3%	8%	5%	8%	5%	21%	20%	-	4%	7%	6%	19%	6%	13%	5%	-
Yes - via social media (Facebook, Twitter, etc)	27	5	7	9	7	11	16	27	1	-	4	14	-	9	19	-	27	15	10	2
Yes - by other means (please specify)	10%	7%	7%	17%	11%	7%	14%	13%h	-	-	10%	21%h	-	18%	10%h	-	17%	22%h	5%	28%
Yes - on an online web forum	17	6	-	6	5	6	12	15	2	-	2	9	3	3	14	-	17	8	9	-
Yes - via social media (Facebook, Twitter, etc)	6%	2%h	-	1%h	1%h	3%	10%	7%	3%	1%	4%	13%	4%	7%	7%	1%	7%	13%	4%	-
Yes - by other means (please specify)	17	2	6	4	4	9	9	17	1	-	3	4	6	4	13	-	17	2	15	-
No - I haven't made a complaint to Amazon Delivery Service/ Logistics	193	45	72	30	46	117	76	126	66	13	27	45	69	28	141	13	170	33	154	6
NET Made a complaint	70%	69%	74%	58%	75%	72%	67%	63%	83%g	64%	68%	65%	81%	58%	73%	59%	70%	51%	78%g	72%
NET Made a complaint	83	20	25	22	15	45	38	74	8	7	13	24	16	20	53	9	74	32	48	2
NET Made a complaint	30%	31%	26%	42%	25%	28%	33%	37%h	11%	36%	32%	35%	19%	42%	27%	41%	30%	49%h	24%	26%

Proportions/Mean: Columns Tested (5% risk level) - abc|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_16. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	260	170	90	38	141	45	32	42	16	19	15	16	18	10	22	12	13	9	36
Weighted Base	276	238	38**	5**	242	17**	8**	9**	14**	40**	23**	21**	31**	15**	50**	30**	19**	1**	15**
Effective Base	155	133	22	19	126	15	18	28	14	18	15	16	18	10	21	11	13	7	13
Yes - in person (e.g. to the postman/woman)	10	4%	*	2%	9	-	1	9%	-	-	1	-	5	-	-	3	-	-	-
Yes - by telephone	19	16	3	*	18	*	1	*	2	2	4	1	-	3	5	-	-	-	*
Yes - by email	27	23	4	*	26	1	1	*	-	5	1	3	7	-	2	6	2	1	*
Yes - by letter	17	13	4	-	16	1	-	-	2	2	-	3	-	3	-	6	-	-	1
Yes - on an online web forum	17	6%	10%	-	7%	5%	-	4%	11%	6%	-	15%	-	22%	-	19%	-	-	5%
Yes - via social media (Facebook, Twitter, etc)	14	13	4	*	17	*	*	*	1	4	3	1	4	1	2	-	-	-	*
Yes - by other means (please specify)	1	6%	11%	3%	7%	1%	1%	5%	6%	11%	14%	5%	12%	9%	5%	-	-	-	1%
No - I haven't made a complaint to Amazon Delivery Service/ Logistics	193	167	26	4	166	14	7	7	10	28	14	14	18	9	36	19	17	1	13
NET Made a complaint	83	71	11	1	77	3	2	2	4	11	9	7	13	6	14	11	2	1	2
	30%	30%	30%	18%	32%	17%	19%	18%	26%	29%	39%	33%	41%	41%	29%	37%	9%	35%	16%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_16. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	260	70	6	30	98	106	31	18	6	204	24	133	99	18	6	3	232	9	124	136
Weighted Base	276	67*	9**	24**	105*	102*	38**	21**	10**	207	31**	146*	104*	15**	6**	5**	250	11**	145*	130*
Effective Base	155	39	5	17	57	60	21	12	5	117	17	79	60	11	4	3	138	7	78	77
Yes - in person (e.g. to the postman/woman)	10	3	-	-	8	*	-	2	-	8	2	8	2	-	-	-	10	-	10	*
4%	4%	-	-	-	7%	*	1%	9%	-	4%	6%	5%	2%	*	7%	-	4%	4%	4%	4%
Yes - by telephone	19	4	2	-	9	4	1	2	2	13	4	9	4	3	-	4	12	4	15	4
7%	5%	27%	-	9%	4%	4%	7%	24%	7%	12%	12%	6%	4%	19%	-	83%	5%	36%	10%	3%
Yes - by email	27	3	-	-	12	7	4	2	2	20	3	12	14	1	-	-	27	-	25	2
10%	4%	-	-	12%	7%	12%	9%	15%	9%	11%	11%	8%	14%	6%	-	-	11%	-	17%	2%
Yes - by letter	17	1	-	-	6	6	5	-	-	12	-	6	7	-	1	2	13	4	14	3
6%	2%	-	-	6%	6%	14%	-	-	6%	-	-	4%	7%	-	22%	50%	13	4	10%	2%
Yes - on an online web forum	17	2	-	*	6	5	6	-	-	11	-	4	7	4	2	-	12	2	16	1
6%	2%	-	*	6%	5%	17%	-	-	5%	-	-	3%	7%	25%	32%	-	5%	18%	11%	1%
Yes - via social media (Facebook, Twitter, etc)	14	3	-	1	9	2	3	-	-	11	-	9	5	-	-	-	14	-	14	-
5%	4%	-	2%	9%	2%	8%	-	-	5%	-	-	6%	5%	*	-	-	6%	-	15%	-
Yes - by other means (please specify)	*	-	-	-	*	*	-	-	-	*	-	-	*	-	-	-	*	-	*	*
No - I haven't made a complaint to Amazon Delivery Service/ Logistics	193	53	6	24	68	79	23	18	6	147	24	107	74	9	3	-	181	3	72	121
70%	79%	73%	97%	65%	78%	60%	84%	61%	71%	77%	77%	73%	71%	59%	46%	-	73%	3	50%	93%
NET Made a complaint	83	14	2	1	37	23	15	3	4	60	7	39	30	6	3	5	68	8	73	10
30%	21%	27%	3%	35%	22%	40%	16%	39%	29%	23%	23%	27%	29%	41%	54%	100%	27%	74%	50%	7%

Proportions/Mean: Columns Yes/No (5% risk level) - a/b/c - d/e/f/g/h/i - j/k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**QJ3\_16. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?  
Amazon Delivery Service/ Logistics**

Base : Sent via - Amazon Delivery Service/ Logistics

	Housebound			Disability			Internet access					
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	260	234	2	88	155	17	250	6	4	-	260	-
Weighted Base	276	30**	4**	94*	170*	12**	265	9**	2**	-**	276	-**
Effective Base	155	138	2	52	96	9	149	4	2	-	155	-
Yes - in person (e.g. to the postman/woman)	10	10	-	4	6	-	7	3	*	-	10	-
4%	1%	4%	-	4%	4%	1%	3%	33%	1%	-	4%	-
Yes - by telephone	19	2	17	-	15	4	14	4	2	-	19	-
7%	6%	7%	-	16%	2%	3%	5%	40%	65%	-	7%	-
Yes - by email	27	4	19	4	16	11	24	3	*	-	27	-
10%	14%	8%	100%	17%	7%	-	9%	32%	11%	-	10%	-
Yes - by letter	17	2	13	2	8	7	17	-	-	-	17	-
6%	7%	5%	60%	8%	4%	16%	6%	-	-	-	6%	-
Yes - on an online web forum	17	2	15	-	6	11	16	1	-	-	17	-
6%	8%	6%	-	7%	6%	-	6%	9%	-	-	6%	-
Yes - via social media (Facebook, Twitter, etc)	14	3	11	-	7	6	14	-	*	-	14	-
5%	9%	5%	-	8%	4%	5%	5%	-	1%	-	5%	-
Yes - by other means (please specify)	*	-	-	-	*	-	*	-	-	-	*	-
No - I haven't made a complaint to Amazon Delivery Service/ Logistics	193	177	-	52	132	9	193	-	1	-	193	-
70%	55%	73%	-	55%	78%	73%	73%	-	24%	-	70%	-
NET Made a complaint	83	13	66	4	42	38	72	9	2	-	83	-
30%	45%	27%	100%	45%	22%	27%	27%	100%	76%	-	30%	-

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/gf - g-h/i/j/k/l  
\* small base, \*\* very small base (under 30) ineligible for sig testing



QJ3\_16. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	260	-	-	125	135	-	-	-	-	-	-	-	84	41	44	45	48
Weighted Base	276	**	**	132*	144*	**	**	**	**	**	**	**	81*	50**	43**	57*	45**
Effective Base	155	-	-	73	83	-	-	-	-	-	-	-	47	26	23	32	27
Yes - in person (e.g. to the postman/woman)	10	-	-	3	7	-	-	-	-	-	-	-	1	3	*	5	2
Yes - by telephone	4%	-	-	3%	5%	-	-	-	-	-	-	-	1%	6%	*	9%	5%
Yes - by email	19	-	-	8	11	-	-	-	-	-	-	-	6	2	2	5	4
Yes - by letter	7%	-	-	6%	8%	-	-	-	-	-	-	-	8%	3%	4%	9%	10%
Yes - on an online web forum	27	-	-	12	15	-	-	-	-	-	-	-	12	1	3	6	6
Yes - via social media (Facebook, Twitter, etc)	70%	-	-	5%	11%	-	-	-	-	-	-	-	14%	1%	8%	10%	13%
Yes - by other means (please specify)	17	-	-	5	12	-	-	-	-	-	-	-	3	2	2	3	7
No - I haven't made a complaint to Amazon Delivery Service/ Logistics	6%	-	-	4%	8%	-	-	-	-	-	-	-	4%	3%	5%	5%	16%
NET Made a complaint	17	-	-	8	9	-	-	-	-	-	-	-	6	2	2	5	2
	6%	-	-	6%	6%	-	-	-	-	-	-	-	7%	4%	5%	9%	5%
	14	-	-	11	3	-	-	-	-	-	-	-	7	4	1	3	**
	5%	-	-	8%	2%	-	-	-	-	-	-	-	9%	7%	1%	5%	*
	*	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	*	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	193	-	-	91	102	-	-	-	-	-	-	-	51	40	36	36	30
	70%	-	-	69%	71%	-	-	-	-	-	-	-	63%	79%	84%	64%	67%
	83	-	-	41	42	-	-	-	-	-	-	-	30	11	7	20	15
	30%	-	-	31%	29%	-	-	-	-	-	-	-	37%	21%	16%	36%	33%

Proportions/Mean: Columns Yes/No (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_97. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Other Postal Service

Base : Sent via - Other Postal Service

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)			
Unweighted Base	73	-	73	32	41	27	46	14	20	17	4	11	5	2	34	21	18	7	61	10	73	
Weighted Base	99*	..	99*	51**	47**	36**	62*	14**	33**	27**	7**	9**	5**	3**	47**	35**	33**	17**	8**	81*	16**	73*
Effective Base	51	-	51	25	26	18	33	9	17	13	3	5	3	2	26	16	10	5	42	8	73	
Yes - in person (e.g. to the postman/woman)	12	-	12	11	1	9	2	1	9	2	-	-	-	-	10	2	-	-	12	-	6	
Yes - by telephone	12	-	12	21%	1%	26%	4%	5%	28%	7%	-	-	-	-	21%	5%	-	-	14%	-	8%	
Yes - by email	12	-	12	10	2	8	4	1	8	2	1	-	-	-	9	3	-	-	9	3	9	
Yes - by letter	12	-	12	20%	4%	23%	6%	7%	25%	8%	9%	-	-	-	19%	9%	-	-	11%	22%	12%	
Yes - on an online web forum	14	-	14	10	4	10	4	*	7	5	-	2	-	-	7	5	2	-	12	2	8	
Yes - via social media (Facebook, Twitter, etc)	14%	-	14%	19%	9%	27%	7%	*	20%	19%	-	24%	-	-	14%	15%	13%	-	15%	13%	11%	
Yes - by other means (please specify)	12	-	12	11	1	3	8	3	7	2	-	-	-	-	10	2	-	-	10	2	7	
No - I haven't made a complaint to Other Postal Service	12%	-	12%	21%	1%	9%	13%	19%	22%	6%	-	-	-	-	21%	5%	-	-	12%	12%	10%	
NET Made a complaint	11	-	11	6	5	4	7	2	7	-	2	-	-	-	8	2	-	-	9	2	8	
	11%	-	11%	12%	10%	12%	10%	13%	20%	-	32%	-	-	-	18%	7%	-	-	11%	10%	11%	
	14	-	14	9	5	11	4	1	7	6	-	*	-	-	8	6	*	-	11	3	11	
	14%	-	14%	17%	11%	29%	6%	9%	22%	21%	-	3%	-	-	18%	16%	2%	-	14%	17%	15%	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	46	-	46	14	32	11	34	8	8	11	4	7	5	3	16	15	15	8	40	4	38	
	46%	-	46%	27%	67%	31%	55%	56%	25%	39%	58%	73%	100%	100%	35%	43%	85%	100%	49%	26%	52%	
	53	-	53	37	16	25	28	6	24	17	3	2	-	-	31	20	2	-	41	12	35	
	54%	-	54%	73%	33%	69%	45%	44%	75%	61%	42%	27%	-	-	65%	57%	15%	-	51%	74%	48%	

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_97. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Other Postal Service

Base : Sent via - Other Postal Service

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	73	17	23	21	12	40	33	52	21	8	7	20	20	14	47	10	61	28	40	5
Weighted Base	99*	22**	31**	27**	19**	53**	46**	79*	20**	12**	9**	26**	28**	19**	62*	14**	81*	37**	54**	8**
Effective Base	51	10	16	15	10	26	25	39	12	6	5	13	15	8	34	8	42	18	29	4
Yes - in person (e.g. to the postman/woman)	12	6	-	2	4	6	6	11	1	5	2	2	-	-	4	7	4	11	-	1
12%	26%	-	7%	22%	11%	13%	14%	3%	1	43%	26%	7%	-	-	7%	48%	5%	30%	-	8%
Yes - by telephone	12	7	3	2	1	10	3	11	1	5	3	-	4	-	7	5	7	7	4	1
12%	32%	8%	7%	4%	18%	6%	15%	4%	1	39%	30%	-	19%	-	11%	33%	8%	20%	8%	8%
Yes - by email	14	6	5	2	2	10	4	14	*	3	-	2	2	7	4	3	11	10	4	-
14%	26%	15%	7%	11%	19%	8%	18%	*	23%	-	7%	7%	39%	6%	19%	14%	27%	8%	-	-
Yes - by letter	12	3	4	5	-	7	5	9	3	4	-	7	-	-	7	4	7	6	5	1
12%	16%	12%	17%	-	13%	10%	11%	14%	14%	37%	-	26%	-	11%	31%	8%	17%	8%	8%	8%
Yes - on an online web forum	11	4	2	4	-	7	4	11	*	3	4	3	2	-	8	3	8	4	7	-
11%	20%	8%	15%	-	13%	9%	14%	*	23%	43%	11%	6%	-	13%	19%	10%	10%	13%	-	-
Yes - via social media (Facebook, Twitter, etc)	14	6	2	5	1	8	7	13	1	4	1	4	1	5	6	4	10	11	4	-
14%	25%	7%	20%	7%	14%	14%	16%	7%	4	34%	6%	15%	5%	24%	9%	28%	13%	29%	7%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to Other Postal Service	46	8	16	11	11	24	22	30	16	2	2	12	19	7	33	3	41	8	30	8
46%	35%	52%	42%	57%	45%	48%	38%	79%	16%	27%	49%	67%	37%	54%	18%	50%	22%	56%	92%	-
NET Made a complaint	53	14	15	16	8	29	24	49	4	10	6	13	9	12	29	12	41	29	24	1
54%	65%	48%	58%	43%	55%	52%	62%	21%	84%	73%	51%	33%	63%	46%	82%	50%	78%	44%	8%	8%

Proportions/Mean: Columns Yes/No (5% risk level) - ab/cd - ef - gh - ij/klmn - op - qrs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_97. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Other Postal Service

Base : Sent via - Other Postal Service

	Rurality			Nation				Region											
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	73	58	15	8	47	13	8	5	3	7	3	2	9	4	9	7	3	2	11
Weighted Base	99*	95*	4**	1**	89*	5**	2**	2**	3**	14**	4**	3**	16**	7**	22**	16**	4**	***	5**
Effective Base	51	49	2	6	43	5	5	4	3	7	3	2	9	4	9	7	3	1	5
Yes - in person (e.g. to the postman/woman)	12	12	-	-	11	1	-	-	-	2	-	-	4	-	5	-	-	-	1
Yes - by telephone	12	12	-	-	11	1	-	-	1	2	1	-	24%	-	5	-	-	-	14%
Yes - by email	14	14	-	-	12%	20%	-	-	24%	16%	27%	-	-	27%	23%	-	-	-	21%
Yes - by letter	12	12	-	-	11	1	-	-	-	5	-	-	2	-	8	-	-	-	-
Yes - on an online web forum	14%	15%	2%	-	16%	*	2%	-	-	33%	-	-	12%	-	34%	-	-	-	*
Yes - via social media (Facebook, Twitter, etc)	12	12	-	-	11	1	-	-	-	-	-	-	2	-	5	-	-	-	1
Yes - by other means (please specify)	12%	12%	1%	-	12%	13%	-	-	-	-	-	-	10%	-	21%	-	-	-	14%
No - I haven't made a complaint to Other Postal Service	11	8	2	*	10	*	-	1	2	-	2	-	4	-	3	-	-	-	*
NET Made a complaint	11%	9%	66%	7%	11%	8%	-	31%	54%	-	37%	-	26%	-	12%	-	-	-	8%
	14	14	-	-	13	*	-	1	-	-	-	-	5	3	5	-	-	-	*
	14%	15%	3%	7%	15%	1%	2%	47%	-	-	-	-	34%	37%	25%	-	-	-	1%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	46	45	1	1	39	4	2	1	1	7	2	3	3	3	5	11	4	*	4
	46%	47%	32%	93%	43%	72%	98%	53%	22%	52%	37%	100%	18%	37%	24%	71%	100%	100%	71%
	53	50	3	*	51	2	*	1	2	7	3	-	13	5	17	5	-	-	2
	54%	53%	68%	7%	57%	28%	2%	47%	78%	48%	63%	-	82%	63%	76%	29%	-	-	29%

Proportions/Mean: Columns Yes/No (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_97. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Other Postal Service

Base : Sent via - Other Postal Service

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	73	19	1	6	26	31	9	6	1	57	7	35	27	6	2	3	62	5	50	23
Weighted Base	99*	26**	1**	6**	36**	46**	10**	6**	2**	81*	8**	51**	33**	8**	3**	4**	84*	7**	73*	26**
Effective Base	51	12	1	4	18	23	7	3	1	40	4	24	18	4	2	3	42	5	38	13
Yes - in person (e.g. to the postman/woman)	12	1	-	1	6	5	1	-	-	11	-	9	3	-	-	-	12	-	12	-
12%	3%	-	12%	18%	10%	7%	-	-	-	14%	-	18%	8%	-	-	-	14%	-	16%	-
Yes - by telephone	12	1	-	1	5	7	1	*	-	11	*	9	1	2	-	-	10	-	10	2
12%	3%	-	12%	13%	15%	7%	1%	-	-	14%	*	18%	2%	30%	1%	-	12%	-	14%	7%
Yes - by email	14	2	-	-	10	2	2	*	-	12	*	5	9	-	-	-	14	-	14	-
14%	8%	-	-	28%	5%	20%	*	-	-	15%	*	10%	27%	-	-	-	17%	-	19%	-
Yes - by letter	12	1	-	1	8	2	1	*	-	11	+	9	3	-	-	-	12	-	12	-
12%	3%	-	12%	26%	4%	7%	1%	-	-	13%	*	17%	8%	-	-	-	14%	-	16%	-
Yes - on an online web forum	11	3	-	-	6	5	-	-	-	11	-	6	2	-	-	3	8	3	10	*
11%	11%	-	-	17%	11%	-	-	-	-	13%	-	12%	5%	-	-	71%	9%	45%	14%	1%
Yes - via social media (Facebook, Twitter, etc)	14	2	-	-	8	2	2	3	-	10	3	8	5	-	-	1	13	1	14	-
14%	7%	-	-	21%	4%	16%	54%	-	-	12%	40%	16%	15%	-	-	29%	15%	18%	20%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to Other Postal Service	46	19	1	5	9	26	6	3	2	36	5	21	17	5	3	-	38	3	22	23
46%	73%	100%	88%	26%	58%	56%	45%	100%	44%	59%	41%	50%	70%	100%	-	45%	37%	31%	91%	
NET Made a complaint	53	7	-	1	26	19	4	3	-	45	3	30	16	2	-	4	46	4	51	2
54%	27%	-	12%	74%	42%	44%	55%	-	-	56%	41%	59%	50%	30%	-	100%	55%	63%	69%	9%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_97. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Other Postal Service

Base : Sent via - Other Postal Service

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	73	11	61	1	31	36	6	68	1	2	1	71	1
Weighted Base	99*	15**	82*	2**	47**	47**	4**	93*	1**	2**	2**	97*	**
Effective Base	51	7	43	1	24	24	4	48	1	1	1	50	1
Yes - in person (e.g. to the postman/woman)	12	3	9	-	9	3	-	12	-	-	-	12	-
12%		18%	11%	-	19%	5%	-	12%	-	-	-	12%	-
Yes - by telephone	12	3	9	-	8	4	*	12	-	*	-	12	-
12%		18%	11%	-	18%	8%	1%	13%	-	1%	-	13%	-
Yes - by email	14	5	9	-	5	10	-	14	-	-	-	14	-
14%		33%	11%	-	10%	20%	-	15%	-	-	-	15%	-
Yes - by letter	12	9	3	-	11	1	*	12	-	*	-	12	-
12%		60%	3%	-	23%	1%	1%	12%	-	1%	-	12%	-
Yes - on an online web forum	11	3	6	2	6	3	2	11	-	-	-	11	-
11%		19%	8%	100%	12%	7%	50%	12%	-	-	-	11%	-
Yes - via social media (Facebook, Twitter, etc)	14	3	11	-	9	3	2	13	1	-	-	14	-
14%		19%	14%	-	19%	7%	44%	14%	100%	-	-	15%	-
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to Other Postal Service	46	4	42	-	19	26	1	42	-	2	2	44	*
46%		25%	51%	-	41%	54%	18%	45%	-	99%	100%	45%	100%
NET Made a complaint	53	11	40	2	28	22	4	52	1	*	-	53	-
54%		75%	49%	100%	59%	46%	82%	55%	100%	1%	-	55%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_97. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

Other Postal Service

Base : Sent via - Other Postal Service

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	73	-	-	34	39	-	-	-	-	-	-	-	25	9	13	14	12
Weighted Base	99*	**	**	52**	47**	**	**	**	**	**	**	**	38**	14**	18**	19**	11**
Effective Base	51	-	-	25	25	-	-	-	-	-	-	-	18	7	8	11	7
Yes - in person (e.g. to the postman/woman)	12	-	-	5	7	-	-	-	-	-	-	-	5	-	-	7	-
12%	-	-	-	10%	14%	-	-	-	-	-	-	-	13%	-	-	34%	-
Yes - by telephone	12	-	-	5	7	-	-	-	-	-	-	-	3	2	1	4	2
12%	-	-	-	10%	15%	-	-	-	-	-	-	-	7%	17%	4%	21%	20%
Yes - by email	14	-	-	5	9	-	-	-	-	-	-	-	5	-	5	4	-
14%	-	-	-	10%	19%	-	-	-	-	-	-	-	14%	-	29%	21%	*
Yes - by letter	12	-	-	7	5	-	-	-	-	-	-	-	7	-	*	5	-
12%	-	-	-	13%	10%	-	-	-	-	-	-	-	18%	-	*	24%	-
Yes - on an online web forum	11	-	-	8	3	-	-	-	-	-	-	-	6	2	-	-	3
11%	-	-	-	15%	7%	-	-	-	-	-	-	-	16%	11%	-	-	29%
Yes - via social media (Facebook, Twitter, etc)	14	-	-	7	7	-	-	-	-	-	-	-	6	2	-	3	4
14%	-	-	-	14%	15%	-	-	-	-	-	-	-	15%	12%	-	16%	34%
Yes - by other means (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - I haven't made a complaint to Other Postal Service	46	-	-	28	18	-	-	-	-	-	-	-	20	8	11	4	3
46%	-	-	-	55%	37%	-	-	-	-	-	-	-	53%	60%	66%	21%	23%
NET Made a complaint	53	-	-	23	30	-	-	-	-	-	-	-	18	5	6	15	9
54%	-	-	-	45%	63%	-	-	-	-	-	-	-	47%	40%	34%	79%	77%

Proportions/Mean: Columns Tested (5% risk level) - a-b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_ANY. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

NET: Any complaint

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Royal Mail	221	-	221	90	131	109	112	40	70	44	29	26	12	1	110	73	39	13	176	45	184
4%	-	-	4%	13% <b>d</b>	5%	4%	4%	6% <b>kim</b>	11% <b>gjkim</b>	4% <b>im</b>	4% <b>m</b>	3% <b>m</b>	2% <b>m</b>	-	8% <b>opq</b>	4% <b>opq</b>	2%	1%	4%	8% <b>r</b>	4%
Citipost	43	-	43	32	7	30	13	19	8	13	6	-	-	-	24	18	-	-	34	8	20
1%	-	-	1%	3% <b>d</b>	-	1% <b>f</b>	-	3% <b>hklm</b>	1% <b>k</b>	1% <b>k</b>	1% <b>k</b>	-	-	-	2% <b>opq</b>	1% <b>opq</b>	-	-	1%	2%	-
Collect +	91	-	91	50	34	56	35	13	40	29	4	1	4	-	53	34	5	4	73	18	62
2%	-	-	2%	7% <b>d</b>	1%	2%	1%	2% <b>kim</b>	6% <b>gjkim</b>	3% <b>klm</b>	1%	-	1%	-	4% <b>opq</b>	2% <b>opq</b>	-	-	2%	3% <b>r</b>	1%
DHL	155	-	155	92	43	103	52	28	34	63	9	13	5	3	62	72	21	8	120	35	106
3%	-	-	3%	13% <b>d</b>	2%	4% <b>f</b>	2%	4% <b>klm</b>	5% <b>gklm</b>	6% <b>klm</b>	1%	1%	1%	3	5% <b>opq</b>	4% <b>opq</b>	1%	1%	3%	7% <b>r</b>	2%
FedEx	136	-	136	80	36	74	62	22	53	45	10	3	3	-	75	55	6	3	105	30	87
3%	-	-	3%	13% <b>d</b>	1%	3%	2%	3% <b>kim</b>	8% <b>gjkim</b>	6% <b>klm</b>	3% <b>klm</b>	-	-	-	8% <b>opq</b>	6% <b>opq</b>	-	-	3%	2%	3% <b>r</b>
Evo	344	-	344	105	120	155	189	42	64	71	55	56	29	28	105	126	113	57	307	36	326
7%	-	-	7%	15% <b>d</b>	4%	6%	7%	6%	10% <b>kim</b>	7%	8%	6%	5%	5%	8% <b>opq</b>	7%	5%	5%	7%	7%	6%
Interlink	30	-	30	26	4	22	8	7	6	11	6	-	-	-	13	17	-	-	28	2	12
1%	-	-	1%	4% <b>d</b>	-	1%	-	1% <b>k</b>	1% <b>k</b>	1% <b>k</b>	1% <b>k</b>	-	-	-	1% <b>opq</b>	1% <b>opq</b>	-	-	1%	-	-
DPD	138	-	138	77	37	74	62	16	42	50	13	7	3	1	53	68	12	5	114	24	119
3%	-	-	3%	11% <b>d</b>	1%	3%	2%	2% <b>kim</b>	6% <b>gjkim</b>	5% <b>klm</b>	3% <b>klm</b>	1%	1%	-	4% <b>opq</b>	3% <b>opq</b>	1%	-	2%	2%	2%
Parcelforce	98	-	98	54	24	66	32	16	29	28	9	11	3	3	45	36	17	7	82	16	76
2%	-	-	2%	9% <b>d</b>	1%	3% <b>f</b>	1%	2% <b>d</b>	4% <b>klm</b>	3% <b>klm</b>	1%	1%	1%	1%	3% <b>opq</b>	2% <b>opq</b>	1%	1%	2%	3%	1%
TNT	53	-	53	42	9	41	12	7	18	20	3	2	-	3	25	23	5	3	43	10	35
1%	-	-	1%	3% <b>d</b>	-	2% <b>f</b>	-	1%	3% <b>klm</b>	2% <b>klm</b>	-	-	-	1%	2% <b>opq</b>	1% <b>opq</b>	-	-	1%	2%	1%
TNT Post UK	23	-	23	22	1	15	8	7	3	10	3	-	-	-	10	13	-	-	17	6	11
1%	-	-	1%	3% <b>d</b>	-	1% <b>f</b>	-	1% <b>k</b>	1% <b>k</b>	1% <b>k</b>	-	-	-	-	1% <b>opq</b>	1% <b>opq</b>	-	-	-	1%	-
UPS	81	-	81	48	27	54	26	13	25	34	5	4	1	-	37	38	5	1	65	16	55
2%	-	-	2%	7% <b>d</b>	1%	2% <b>f</b>	1%	2% <b>kim</b>	4% <b>gklm</b>	3% <b>klm</b>	1%	-	-	-	3% <b>opq</b>	2% <b>opq</b>	-	-	1%	3%	1%
UK Mail	82	-	82	60	19	55	27	13	37	25	5	1	-	-	51	29	2	-	66	15	57
2%	-	-	2%	9% <b>d</b>	1%	3% <b>f</b>	1%	2% <b>kim</b>	6% <b>gjkim</b>	4% <b>klm</b>	1%	-	-	-	4% <b>opq</b>	2% <b>opq</b>	-	-	1%	3%	1%
DX	18	-	18	9	1	12	6	-	3	7	6	-	-	3	3	12	3	3	16	2	13
-	-	-	-	1% <b>d</b>	-	-	-	-	1%	1% <b>k</b>	-	-	-	-	-	1% <b>opq</b>	-	-	-	-	-
Yodel	136	-	136	46	39	69	66	18	24	35	12	22	17	9	42	47	47	25	122	13	123
3%	-	-	3%	7% <b>d</b>	1%	3%	3%	3%	4%	3%	2%	2%	3%	2%	3%	3%	2%	2%	3%	3%	2%
Amazon Delivery Service/Logistics	149	-	149	62	51	87	62	13	43	44	17	23	5	2	55	61	32	7	133	16	128
3%	-	-	3%	9% <b>d</b>	2%	3%	2%	2%	7% <b>gjkim</b>	4% <b>klm</b>	2% <b>m</b>	2% <b>m</b>	1%	-	4% <b>opq</b>	4% <b>opq</b>	2%	1%	3%	3%	2%
Other Postal Service	54	-	54	39	16	25	29	8	24	17	3	2	-	-	32	20	2	-	43	12	36
1%	-	-	1%	6% <b>d</b>	1%	1% <b>f</b>	1%	1% <b>d</b>	4% <b>gjkim</b>	2% <b>kim</b>	-	-	-	-	2% <b>opq</b>	1% <b>opq</b>	-	-	1%	2% <b>r</b>	1%
None of the above	4291	-	4291	402	2480	2068	2205	547	476	788	611	806	573	490	1023	1399	1669	1063	3854	399	4399
83%	-	-	83%	57% <b>d</b>	86% <b>r</b>	82%	84%	79% <b>h</b>	73%	78%	69% <b>ght</b>	67% <b>ght</b>	60% <b>ght</b>	63% <b>ght</b>	76%	61% <b>n</b>	60% <b>no</b>	62% <b>no</b>	64% <b>no</b>	75%	85%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_ANY. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

NET: Any complaint

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Royal Mail	221	53	61	60	47	114	107	184	37	26	36	59	50	45	144	28	190	70	142	9
4%		4%	4%	5%	3%	4%	4%	3%	2%	4%	5%	4%	4%	6%	4%	4%	4%	13%	7%	7%
Clipost	43	23	8	10	2	31	12	39	1	4	3	10	4	21	17	4	38	-	-	-
1%		2%		1%		1%		1%		1%		1%		3%	1%	1%				
Collect +	91	26	25	26	14	51	40	78	6	14	3	34	19	20	55	16	75	23	38	-
2%		3%	2%	2%	1%	2%	2%	3%		2%		3%	1%	2%	2%	2%	2%	4%	2%	-
DHL	155	73	36	23	22	109	46	135	18	21	19	33	28	50	80	23	132	38	31	1
3%		5%	2%	2%	2%	2%	2%	2%	1%	3%	3%	2%	2%	3%	2%	3%	3%	2%	2%	+
FedEx	126	53	32	32	19	85	51	122	14	8	14	56	26	28	96	10	125	38	42	1
3%		6%	2%	3%	1%	3%	2%	4%	1%	1%	2%	4%	2%	3%	2%	2%	3%	7%	2%	1%
Evtl	344	80	113	79	72	193	152	231	106	41	44	94	95	55	234	43	292	48	53	4
7%		8%	7%	7%	5%	8%	6%	8%	5%	6%	7%	7%	7%	7%	7%	7%	7%	8%	3%	3%
Interlink	30	25	2	3	-	27	3	30	-	-	3	8	3	16	14	-	30	-	-	-
1%		3%				1%		1%				1%		2%						
DPD	138	27	45	29	36	73	66	107	29	18	22	44	23	26	89	20	116	34	32	5
3%		3%	3%	2%	3%	3%	3%	3%	1%	3%	3%	3%	2%	3%	3%	3%	3%	6%	2%	4%
Parcelforce	98	33	24	28	13	57	41	85	13	16	7	27	15	29	49	18	78	27	29	-
2%		4%	2%	2%	1%	2%	2%	3%	1%	3%	1%	2%	1%	4%	1%	3%	2%	5%	1%	-
TNT	53	25	8	17	2	33	19	42	10	6	4	17	8	15	29	8	44	25	11	-
1%		5%	1%	1%		1%	1%	3%	1%	1%	1%	1%	1%	2%	1%	1%	1%	5%	1%	-
TNT Post UK	23	18	-	4	2	18	6	21	2	2	-	8	3	9	12	2	21	-	-	-
		2%				1%		1%				1%		1%						
UPS	81	40	14	20	6	54	27	70	10	11	6	15	11	36	32	13	67	30	19	1
2%		4%	1%	2%		2%	1%	3%	1%	2%	1%	1%	1%	6%	1%	2%	2%	6%	1%	1%
UK Mail	82	42	11	15	13	53	28	72	9	15	7	24	14	20	45	17	64	39	27	1
2%		5%	1%	1%	1%	2%	1%	3%		2%	1%	2%	1%	2%	1%	3%	2%	7%	1%	1%
DX	18	6	6	4	2	11	6	17	1	-	1	4	-	13	5	-	18	-	-	-
		1%						1%						2%						
Yodel	136	29	49	39	19	78	58	91	40	16	16	41	38	18	95	17	113	31	29	1
3%		4%	2%	2%	1%	3%	2%	3%	2%	2%	2%	3%	3%	2%	3%	3%	3%	8%	1%	1%
Amazon Delivery Service/Logistics	149	31	44	43	32	74	75	115	34	14	21	43	33	34	97	16	131	32	48	2
3%		3%	3%	4%	2%	3%	3%	4%	2%	2%	3%	3%	2%	4%	3%	3%	3%	6%	2%	2%
Other Postal Service	54	14	15	16	10	29	25	49	6	10	6	15	9	12	30	12	42	29	24	1
1%		1%	1%	1%	1%	1%	1%	2%		2%	1%	1%	1%	1%	2%	2%	1%	5%	1%	1%
None of the above	4291	711	1333	879	1267	2045	2246	2438	1792	543	533	1113	1185	625	2811	550	3500	408	1686	118
83%		72%	64%	63%	64%	81%	80%	79%	63%	63%	61%	63%	65%	77%	63%	65%	82%	77%	63%	60%

Proportions: Means: Columns Tested (5% risk level) - a-b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_ANY. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

NET: Any complaint

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Royal Mail	221	197	24	3	191	14	10	6	7	40	12	13	24	21	31	31	12	1	14
4%	4%	3%	1%	4%	3%	4%	4%	4%	3%	7%op	3%	3%	5%	4%	5%	4%	3%	1%	4%
Clipost	43	40	3	-	40	3	-	-	-	2	2	4	3	2	14	9	3	2	1
1%	1%	-	-	1%	1%	-	-	-	-	-	-	1%	1%	-	2%	1%	1%	3%ijlm	-
Collect +	91	79	12	5	81	5	3	2	2	6	8	3	12	9	24	11	7	-	5
2%	2%	2%	2%	2%	1%	1%	1%	1%	1%	1%	2%	1%	3%	2%	4%	1%	1%	1%	1%
DHL	155	145	10	3	142	7	4	2	5	14	5	10	18	13	53	20	5	2	5
3%	3%	1%	1%	3%	2%	2%	2%	2%	2%	2%	1%	3%	4%	3%	3%ijlmnop	3%	1%	4%	1%
FedEx	126	129	8	-	121	11	2	2	3	9	11	5	14	10	39	26	5	2	9
3%	3%bc	1%	-	3%de	3%	1%	1%	1%	2%	2%	3%	1%	3%	2%	3%iklmop	4%	1%	6%op	2%
Evtl	344	296	49	11	291	31	16	6	10	40	50	22	26	26	63	32	22	3	28
7%	7%	7%	6%	7%	7%	6%	4%	4%	5%	7%	12%klmnop	6%	6%	5%	9%ho	5%	5%	7%	7%
Interlink	30	27	3	-	29	-	1	-	2	-	-	-	3	-	22	3	-	-	-
1%	1%	-	-	1%	-	-	-	-	1%	-	-	-	1%	-	3%iklmnop	-	-	-	-
DPD	138	128	11	2	122	7	7	2	3	18	17	10	21	10	27	15	1	1	6
3%	3%	1%	1%	3%	2%	3%	2%	2%	2%	3%op	4%op	3%op	5%op	2%	4%op	2%	-	2%	2%
Parcelforce	98	93	5	3	89	3	3	3	2	8	8	10	17	13	25	2	4	-	3
2%	2%	7%	1%	2%a	1%	1%	2%a	1%	1%	1%	2%	3%op	4%opop	3%op	4%opop	-	1%	-	1%
TNT	53	50	3	2	50	1	1	1	1	4	7	2	11	4	17	2	2	-	1
1%	1%	-	-	1%	-	-	1%	1%	-	1%	2%	1%	2%op	1%	2%op	-	-	-	-
TNT Post UK	23	23	-	-	22	-	-	1	-	2	-	-	3	-	17	-	-	-	-
-	1%	-	-	1%	-	-	-	-	-	-	-	-	1%	-	3%ijklmnop	-	-	-	-
UPS	81	76	4	2	75	3	2	1	2	14	10	5	7	5	29	2	1	-	3
2%	2%	1%	1%	2%op	1%	1%	-	-	1%	3%opop	2%op	1%	1%	1%	3%iklmnop	-	-	-	1%
UK Mail	82	75	7	1	77	3	1	1	4	15	8	1	7	9	20	10	5	-	3
2%	2%	1%	-	2%a	1%	-	1%	1%	2%	3%a	1%	-	1%	2%	3%a	1%	1%	-	1%
DX	18	18	-	-	16	2	-	-	1	-	1	3	3	-	8	-	-	-	2
-	-	-	-	-	-	-	-	-	-	-	-	1%	1%	-	1%	-	-	-	-
Yodel	136	111	25	7	120	8	7	2	3	16	16	12	14	12	19	23	4	1	7
3%	2%	4%	4%	3%	2%	3%	1%	1%	1%	3%	4%op	3%	3%	2%	3%	3%	1%	2%	2%
Amazon Delivery Service/Logistics	149	129	21	3	134	7	5	3	7	22	13	12	20	17	21	15	6	1	7
3%	3%	3%	1%	3%	2%	2%	2%	2%	3%	4%	3%	3%	4%op	4%	3%	2%	1%	1%	2%
Other Postal Service	54	52	3	-	52	2	-	1	2	8	3	-	13	5	17	5	-	-	2
1%	1%	-	-	1%a	-	-	1%	1%	1%	1%	1%	-	3%kop	1%	2%kop	1%	-	-	-
None of the above	4291	3671	620	165	3588	370	209	124	187	484	344	310	384	400	507	606	387	44	325
83%	83%	86%	87%	83%	85%	85%	85%	84%cd	81%efgh	82%a	81%a	82%a	83%ab	83%bc	84%cd	84%de	84%ef	85%gh	85%a

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ3\_ANY. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

NET: Any complaint

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Royal Mail	221	66	3%	1%	83	82	34	15	7	165	22	104	79	19	12	8	183	20	156	66
Clippost	43	3	1	-	26	12	1	3	2	37	5	20	18	3	-	2	38	2	-	-
Collect +	91	17	-	-	44	32	8	6	1	76	7	45	31	5	4	4	76	8	54	7
DHL	155	17	-	3	77	60	10	7	1	138	8	67	59	17	8	2	126	9	63	6
FedEx	136	18	-	5	61	49	21	2	2	111	4	53	57	15	10	1	110	11	77	5
Evri	344	120	9	39	112	149	43	22	18	261	40	140	119	50	28	6	259	33	80	25
Interlink	30	-	-	-	17	12	1	-	-	29	-	13	12	4	1	-	25	1	-	-
DPD	138	22	-	10	55	59	11	11	2	114	13	68	44	13	10	4	112	13	62	9
Parcelforce	98	19	5	7	48	34	10	5	2	81	7	43	34	15	3	3	77	6	47	8
TNT	53	3	-	3	33	19	-	-	-	52	-	30	18	3	-	1	48	1	33	3
TNT Post UK	23	1	-	-	16	3	4	-	-	19	-	10	9	-	4	-	19	4	-	-
UPS	81	7	-	2	38	32	6	2	2	70	4	27	36	6	11	1	63	12	45	5
UK Mail	82	7	-	1	40	25	13	4	-	66	4	43	22	4	10	1	65	11	62	5
DX	18	3	-	-	8	6	1	2	1	14	3	8	6	4	-	-	14	-	-	-
Yodel	136	44	2%	14	65	44	13	11	3	109	13	64	42	18	7	5	106	12	58	3
Amazon Delivery Service/Logistics	149	40	5	14	66	44	25	9	5	110	14	65	60	15	4	5	125	9	73	10
Other Postal Service	54	8	-	2	26	21	4	3	-	47	3	30	16	4	-	4	46	4	51	2
None of the above	4291	1554	217	807	1459	1666	687	300	130	3124	430	1521	1711	620	206	72	3332	278	569	1645
	83%	86%	91%	92%	83%	82%	84%	85%	79%	83%	83%	83%	84%	83%	79%	73%	84%	77%	68%	84%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - j/k/l/m/n/o/p/q - r/s  
\* small base

QJ3\_ANY. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

NET: Any complaint

Base : All participants

	Housebound			Disability			Internet access					NET: Have access to the internet (k)	Don't know (l)
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)		
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Royal Mail	221	28	186	7	80	120	21	206	14	-	-	221	*
	4%	8% <b>b</b>	4%	9%	5%c	4%	7%d	4%	12%g	1%	-	4%	*
Clippost	43	7	36	-	24	17	1	42	1	-	-	43	-
	1%	2%	1%	-	2%e	1%	1%	1%	1%	-	-	1%	-
Collect +	91	24	64	3	54	33	4	83	7	1	-	91	-
	2%	7%b	1%	4%	4%e	1%	1%	2%	9%g	2%	-	2%	-
DHL	155	36	118	1	84	65	6	126	28	-	-	155	-
	3%	11%b	2%	1%	5%e	2%	2%	3%	22%g	-	-	3%	-
FedEx	136	22	110	4	73	60	3	122	13	*	-	136	*
	3%	7%b	2%	5%	5%e	2%	1%	2%	11%g	1%	-	3%	*
Evtl	344	26	316	3	135	185	24	315	27	2	-	344	-
	7%	8%	7%	3%	9%e	6%	7%	6%	23%g	5%	-	7%	-
Interlink	30	-	30	-	20	8	3	27	3	-	-	30	-
	1%	-	1%	-	1%e	*	1%	1%	2%	-	-	1%	-
DPD	138	25	111	2	59	70	9	119	17	2	-	138	*
	3%	8%b	2%	2%	4%e	2%	3%	2%	16%g	5%	-	3%	*
Parcelforce	98	10	82	6	43	47	8	94	3	*	-	98	-
	2%	3%	2%	6%e	3%e	1%	3%	3%	3%g	1%	-	2%	-
TNT	53	9	41	3	29	22	2	49	3	-	-	53	-
	1%	3%b	1%	4%	2%e	1%	1%	1%	3%g	-	-	1%	-
TNT Post UK	23	9	14	-	15	9	-	21	2	-	-	23	-
	*	3%b	-	-	1%e	-	-	2%g	-	-	-	*	-
UPS	81	19	59	3	33	45	2	74	6	-	-	81	-
	2%	6%b	1%	4%	2%e	1%	1%	1%	8%g	-	-	2%	-
UK Mail	82	22	57	2	48	28	6	67	14	*	-	82	*
	2%	7%b	1%	3%	3%e	1%	2%	1%	12%g	*	-	2%	*
DX	18	3	15	-	11	7	-	14	4	-	-	18	-
	*	1%	*	-	1%e	*	-	*	4%g	-	-	*	-
Yodel	136	15	112	9	54	74	9	122	13	1	-	136	*
	3%	5%	2%	7%e	4%e	2%	3%	2%	11%g	2%	-	3%	1%
Amazon Delivery Service/Logistics	149	20	121	8	67	77	5	138	9	2	-	149	*
	3%	6%b	3%	6%e	5%e	2%	2%	3%	6%g	4%	-	3%	1%
Other Postal Service	54	11	42	2	29	22	4	53	1	*	-	54	-
	1%	3%b	1%	2%	2%e	1%	1%	1%	1%g	*	-	1%	-
None of the above	4291	239	3953	60	1142	2888	261	4167	51	39	8	4257	26
	83%	71%	84%a	73%	77%	85%d	81%	84%h	44%	83%	100%	83%h	99%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ3\_ANY. And in the last 12 months, have you made a complaint directly to ... about any packets and parcels you've sent?

NET: Any complaint

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Royal Mail	221	-	-	103	118	-	-	-	-	-	-	-	70	23	36	44	39
4%	-	-	-	9%ab	9%ab	-	-	-	-	-	-	-	10%efghijm	5%efghj	6%efghj	11%efghijm	9%efghj
Clipost	43	24	19	-	-	9	7	8	3	8	7	-	-	-	-	-	-
1%	-	2%cd	1%cd	-	-	2%imnop	2%im	2%imnop	1%	2%imnop	2%imnop	-	-	-	-	-	-
Collect +	91	14	16	31	30	4	3	7	6	10	-	-	19	12	3	19	7
2%	1%	1%	1%	2%	2%	1%	1%	2%	1%	-	2%	-	2%	3%	1%	5%efghin	2%
DHL	155	42	44	32	37	22	9	11	22	12	11	-	21	10	17	10	11
3%	3%	3%	3%	2%	3%	5%	2%	3%	5%	3%	3%	-	3%	2%	4%	2%	2%
FedEx	136	24	30	43	38	14	6	4	10	8	12	-	29	14	10	21	8
3%	2%	2%	2%	3%	3%	3%	1%	1%	2%	2%	3%	-	4%	3%	2%	2%efghj	2%
Evri	344	120	119	47	58	44	33	43	39	33	47	-	35	13	19	16	23
7%	9%cd	9%cd	4%	4%	10%imnop	8%im	10%imnop	8%imno	8%im	9%im	11%imnop	-	4%	3%	4%	4%	5%
Interlink	30	16	14	-	-	10	1	5	3	6	5	-	-	-	-	-	-
1%	1%cd	1%cd	-	-	2%imnop	-	1%	1%	1%	1%	1%	-	-	-	-	-	-
DPD	138	31	36	37	34	18	8	5	8	9	19	-	24	13	-	21	13
3%	2%	3%	3%	3%	4%ab	2%ab	2%ab	1%	2%ab	2%ab	4%efghj	-	2%im	2%im	-	4%efgho	3%im
Parcelforce	98	22	21	23	32	9	4	9	12	7	2	-	21	2	12	14	7
2%	2%	2%	2%	2%	2%	1%	1%	2%	3%im	2%	-	-	3%im	-	3%im	3%im	2%
TNT	53	10	6	10	26	6	1	3	3	-	3	-	10	7	15	15	5
1%	1%	-	1%	2%bc	1%	1%	1%	1%	1%	-	1%	-	1%	-	2%im	4%efghijm	1%
TNT Post UK	23	11	12	-	-	10	-	1	3	3	7	-	-	-	-	-	-
1%	1%cd	1%cd	-	-	2%imnop	-	-	1%	1%	2%imnop	-	-	-	-	-	-	-
UPS	81	22	9	26	24	13	4	5	8	-	1	-	25	2	6	13	5
2%	2%	1%	2%ab	2%ab	3%ijm	1%	1%	1%	2%	-	-	-	3%ijm	-	1%	3%ijm	1%
UK Mail	82	11	4	32	35	6	-	5	-	-	4	-	31	1	5	15	14
2%	1%	-	2%ab	3%ab	1%	-	1%	-	-	-	1%	-	4%efghijm	-	1%	4%efghin	3%im
DX	18	6	12	-	-	1	2	3	2	7	3	-	-	-	-	-	-
1%	-	1%cd	-	-	1%	1%	1%	-	2%imnop	1%	-	-	-	-	-	-	-
Yodel	136	45	30	34	27	11	16	18	8	15	7	-	25	9	7	15	6
3%	3%	2%	3%	2%	3%	3%	4%	4%	2%	4%	2%	-	3%	2%	2%	4%	1%
Amazon Delivery Service/Logistics	149	20	47	41	42	6	9	5	19	14	13	-	30	11	7	20	15
3%	2%	4%ab	3%ab	3%ab	1%	2%	1%	4%bc	3%	3%	-	-	4%	2%	2%	4%efghj	3%
Other Postal Service	54	-	1	23	30	-	-	-	1	-	-	-	18	5	6	15	9
1%	-	1	2%ab	2%ab	-	-	-	-	-	-	-	-	2%efghj	1%	1%	4%efghj	2%efghj
None of the above	4291	1050	1028	1112	1101	348	366	337	375	327	326	-	692	419	384	341	377
83%	81%	80%	86%ab	85%ab	81%	85%	79%	81%	79%	79%	78%	-	85%	89%efghjpo	88%efghj	82%	86%q

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ\_1. Competitive landscape - Royal Mail

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)			
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580	
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580	
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580	
Aware of Royal Mail	2566	-	2566	388	2178	1251	1307	340	345	485	333	485	318	261	685	818	1064	579	2249	299	2568	
99%	-	-	99%	100%	99%	100%	99%	99%	99%	99%	100%	99%	100%	99%	99%	100%	99%	100%	100%	100%	98%	100%
Used Royal Mail to send	1312	-	1312	253	1059	618	694	166	181	253	179	252	162	119	347	432	533	281	1128	172	1386	
51%	-	-	51%	63% <b>d</b>	48%	49%	53%	49%	52%	52%	54%	52%	51%	45%	50%	53%	50%	48%	50%	57%	54%	
Used Royal Mail to receive	1746	-	1746	233	1512	852	886	245	226	338	238	323	225	150	471	578	698	375	1554	182	1786	
68%	-	-	68%	67%	69% <b>c</b>	68%	67%	72% <b>m</b>	65%	69% <b>m</b>	72% <b>m</b>	66%	71% <b>m</b>	57%	68%	70%	65%	65%	69% <b>s</b>	60%	69%	
Net used	2359	-	2359	374	1985	1138	1213	323	324	448	303	447	295	218	648	751	960	513	2065	279	2392	
91%	-	-	91%	97% <b>d</b>	91%	92%	95% <b>m</b>	93% <b>m</b>	92% <b>m</b>	91% <b>m</b>	92% <b>m</b>	93% <b>m</b>	93% <b>m</b>	83%	94% <b>op</b>	91%	90%	88%	91%	92%	93%	
Lost mail	119	-	119	41	78	66	52	19	23	31	19	16	8	-	42	49	27	8	103	16	122	
5%	-	-	5%	1% <b>d</b>	4%	5%	4%	6% <b>m</b>	7% <b>m</b>	6% <b>m</b>	6% <b>m</b>	6% <b>m</b>	3%	-	13% <b>op</b>	13% <b>op</b>	3%	1%	5%	5%	5%	
Damaged mail	93	-	93	30	63	33	59	22	26	19	11	9	4	-	49	30	14	4	80	13	103	
4%	-	-	4%	6% <b>d</b>	3%	5%	7% <b>k</b>	5% <b>k</b>	4% <b>m</b>	3% <b>m</b>	2%	1%	-	-	7% <b>op</b>	4% <b>op</b>	1%	1%	4%	4%	4%	
Delayed mail	263	-	263	76	186	131	131	50	48	59	19	40	28	18	98	79	86	46	208	53	254	
10%	-	-	10%	20% <b>d</b>	9%	10%	15% <b>k</b>	14% <b>k</b>	12% <b>j</b>	6%	8%	9%	7%	-	14% <b>op</b>	10%	8%	8%	9%	17% <b>r</b>	10%	
Mis-delivered mail	84	-	84	27	57	44	40	11	15	24	16	9	6	4	26	40	19	10	76	8	76	
3%	-	-	3%	7% <b>d</b>	3%	4%	3%	3%	4%	5% <b>k</b>	3%	2%	2%	2%	4%	6% <b>m</b>	2%	2%	3%	3%	3%	
Mail that has been tampered with	31	-	31	14	17	18	12	10	8	9	-	1	2	-	18	9	4	3	19	11	31	
1%	-	-	1%	4% <b>d</b>	1%	1%	3% <b>k</b>	2% <b>k</b>	2% <b>k</b>	-	-	1%	-	-	3% <b>op</b>	1%	-	-	1%	4% <b>r</b>	1%	
Didn't allow sufficient time to answer the door	73	-	73	26	47	39	34	19	17	7	12	8	6	3	36	19	17	9	80	13	71	
3%	-	-	3%	7% <b>d</b>	2%	3%	6% <b>k</b>	5% <b>k</b>	2%	4%	2%	2%	1%	-	5% <b>op</b>	2%	2%	2%	3%	4%	3%	
Other problems	7	-	7	-	6	4	3	1	-	3	-	2	1	-	1	3	2	1	7	-	9	
-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	
No - there have been no problems	827	-	827	115	712	392	434	83	91	135	127	171	127	93	174	263	391	220	728	91	913	
32%	-	-	32%	30%	32%	31%	33%	24%	26%	28%	30% <b>ph</b>	35% <b>ph</b>	40% <b>ph</b>	35% <b>m</b>	25%	32% <b>n</b>	37% <b>n</b>	38% <b>n</b>	32%	30%	35%	
I don't know	44	-	44	5	39	16	29	4	7	12	4	11	2	5	10	16	18	7	31	11	42	
2%	-	-	2%	1%	2%	1%	2%	1%	2%	2%	1%	2%	1%	2%	1%	2%	2%	1%	1%	3%	2%	
NET Any problem experienced	441	-	441	133	307	208	232	80	84	106	46	70	33	21	163	153	124	54	369	70	431	
17%	-	-	17%	34% <b>d</b>	14%	17%	18%	23% <b>k</b>	24% <b>k</b>	22% <b>k</b>	14%	14%	10%	8%	24% <b>op</b>	19% <b>op</b>	12%	9%	16%	23% <b>r</b>	17%	
Made a complaint about Royal Mail	221	-	221	90	131	109	112	40	70	44	29	26	12	1	110	73	39	13	176	45	184	
9%	-	-	9%	23% <b>d</b>	6%	9%	9%	12% <b>k</b>	20% <b>k</b>	9% <b>m</b>	9% <b>m</b>	9% <b>m</b>	4% <b>m</b>	-	16% <b>op</b>	9% <b>op</b>	4%	2%	8%	15% <b>r</b>	7%	

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - all - old - all - g/h/i/j/k/l/m - n/o/p/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sq testing

QJ\_1. Competitive landscape - Royal Mail

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Aware of Royal Mail	2566	465	840	553	708	1306	1260	1535	1007	278	324	689	720	396	1734	282	2156	530	1905	132
Used Royal Mail to send	99%	99%	99%	100%	100%	99%	100%	99%	100%	100%	100%	100%	99%	98%	100%	100%	99%	100%	99%	100%
Used Royal Mail to receive	1312	265	443	280	322	711	601	823	479	120	175	347	385	219	907	122	1135	286	969	58
Net used	51%	51%	52%	51%	45%	44%	46%	47%	47%	43%	43%	50%	53%	44%	52%	43%	43%	54%	50%	44%
Lost mail	1746	319	573	374	480	892	853	1033	700	189	198	472	509	271	1178	190	1471	363	1302	81
Damaged mail	68%	68%	68%	68%	68%	68%	68%	67%	69%	68%	61%	68%	70%	67%	68%	68%	68%	68%	68%	62%
Delayed mail	2359	444	772	511	632	1216	1143	1428	911	250	293	641	669	363	1604	254	1990	493	1751	114
Mis-delivered mail	91%	91%	91%	92%	89%	92%	91%	92%	90%	90%	90%	93%	92%	90%	92%	90%	92%	93%	91%	87%
Other problems	119	27	29	32	31	56	53	91	26	15	10	37	26	28	74	15	102	33	80	6
No - there have been no problems	827	151	292	164	220	443	384	469	351	69	111	210	262	128	583	71	717	164	629	34
I don't know	32%	32%	34%	30%	31%	34%	30%	30%	35%	25%	34%	30%	33%	32%	34%	25%	33%	31%	33%	26%
NET Any problem experienced	441	110	141	104	85	251	190	321	116	48	58	121	118	85	297	49	385	120	305	15
Made a complaint about Royal Mail	221	53	61	60	47	114	107	184	37	26	36	59	50	45	144	28	190	70	142	9

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - ef - gh - i/jk/l/m/n - op - q/rs  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ\_1. Competitive landscape - Royal Mail

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
Aware of Royal Mail	2566	2206	360	76	2156	217	123	71	105	278	213	186	228	239	337	350	220	23	193
Used Royal Mail to send	99%	99%	100%	100%	98%	100%	99%	99%	100%	98%	100%	99%	100%	99%	99%	99%	99%	100%	100%
Used Royal Mail to receive	51%	50%	57%	58%	50%	52%	58%	60%	57%	55%	46%	49%	56%	49%	47%	48%	49%	53%	52%
Net used	1746	1501	245	50	1462	159	80	45	72	188	165	119	151	166	208	235	158	15	144
Net used	68%	68%	68%	65%	67%	73%	65%	63%	68%	66%	78%	63%	66%	69%	61%	67%	71%	66%	74%
Lost mail	2359	2012	347	71	1973	206	112	68	96	267	197	171	213	223	288	311	208	22	183
Lost mail	91%	91%	91%	94%	91%	95%	91%	89%	92%	92%	92%	91%	91%	91%	85%	88%	91%	97%	93%
Damaged mail	119	102	17	3	98	10	9	3	2	17	7	7	14	23	12	7	9	1	9
Damaged mail	5%	5%	5%	4%	5%	4%	7%	4%	2%	6%	4%	4%	6%	10%	3%	2%	3%	3%	5%
Delayed mail	93	78	15	2	73	8	8	4	4	12	9	4	10	6	15	9	6	1	7
Delayed mail	4%	4%	4%	3%	3%	4%	8%	5%	4%	4%	4%	2%	4%	2%	4%	2%	3%	3%	4%
Mis-delivered mail	263	224	39	5	225	15	15	7	7	47	23	14	21	24	28	35	25	2	13
Mis-delivered mail	10%	10%	11%	6%	10%	7%	12%	10%	7%	17%	11%	7%	9%	10%	8%	10%	11%	6%	7%
Mail that has been tampered with	84	69	15	2	72	6	5	2	3	24	5	3	9	10	5	13	-	-	5
Mail that has been tampered with	3%	3%	4%	2%	3%	3%	4%	2%	3%	8%	3%	1%	4%	4%	1%	4%	-	-	1%
Didn't allow sufficient time to answer the door	31	27	4	1	26	1	2	1	1	7	1	-	3	2	7	2	2	-	1
Didn't allow sufficient time to answer the door	1%	1%	1%	1%	1%	1%	2%	1%	1%	3%	1%	-	2%	1%	2%	1%	1%	-	1%
Other problems	73	63	10	1	62	3	3	0	4	13	13	2	4	5	6	8	9	-	3
Other problems	3%	3%	3%	1%	3%	1%	3%	3%	4%	5%	5%	1%	2%	2%	2%	2%	4%	1%	1%
No - there have been no problems	827	694	133	35	671	83	44	29	42	73	58	67	77	75	96	115	67	10	73
No - there have been no problems	32%	31%	37%	46%	31%	33%	36%	31%	30%	26%	27%	36%	34%	31%	28%	33%	30%	43%	30%
I don't know	44	35	9	2	41	1	1	2	1	3	6	3	7	5	12	3	1	-	1
I don't know	2%	2%	2%	2%	2%	-	1%	2%	1%	1%	3%	1%	3%	2%	3%	1%	1%	-	-
NET Any problem experienced	441	376	65	8	372	30	27	12	17	79	35	20	42	38	49	51	41	2	28
NET Any problem experienced	17%	17%	18%	10%	17%	14%	21%	17%	7%	28%	16%	11%	18%	16%	15%	14%	19%	10%	14%
Made a complaint about Royal Mail	221	197	24	3	191	14	10	6	7	40	12	13	24	21	31	31	12	1	14
Made a complaint about Royal Mail	9%	9%	7%	4%	9%	7%	8%	8%	6%	14%	6%	7%	11%	9%	9%	9%	6%	3%	7%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: columns (tested 5% risk level) - abc/c - d/e/f/g - hij/klmnop/q/r  
 \*\* very small base (under 30) ineligible for sig testing



QJ\_1. Competitive landscape - Royal Mail

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Aware of Royal Mail	2566	918	96	433	871	1039	404	165	72	1910	237	1075	1031	287	117	39	2106	157	825	1741
	99%	99%	100%	99%	100%	100%	99%	99%	97%	98%	98%	100%	100%	97%	100%	100%	100%	99%	99%	100%
Used Royal Mail to send	1312	473	47	210	523	530	150	73	34	1053	108	671	512	78	38	12	1183	50	431	881
	51%	51%	49%	48%	60% <sup>1</sup>	51% <sup>1</sup>	37%	44%	46%	55% <sup>1</sup>	45%	62% <sup>1</sup>	50% <sup>1</sup>	26%	32%	30%	55% <sup>1</sup>	32%	52%	50%
Used Royal Mail to receive	1746	653	67	306	560	738	273	117	46	1298	164	730	717	188	80	21	1446	101	504	1242
	68%	71%	70%	70%	64%	71% <sup>1</sup>	67%	70%	62%	68%	68%	68%	69%	64%	68%	53%	68%	64%	60%	71% <sup>1</sup>
Net used	2389	835	88	387	800	860	347	155	64	1780	220	1019	864	242	92	31	1983	123	767	1591
	91%	90%	92%	88%	91% <sup>1</sup>	91% <sup>1</sup>	86%	93%	87%	91%	91%	91% <sup>1</sup>	93% <sup>1</sup>	82%	78%	79%	91% <sup>1</sup>	78%	82%	81%
Lost mail	119	43	6	10	46	45	20	7	2	91	9	53	52	9	3	2	105	6	63	56
	5%	5%	6%	2%	5%	4%	5%	4%	2%	5%	4%	5%	5%	3%	6%	5%	4%	6%	5%	4%
Damaged mail	93	39	2	8	34	44	9	3	3	78	6	45	34	9	5	1	78	6	69	24
	4%	4%	3%	2%	4%	4%	2%	2%	4%	4%	3%	4%	3%	3%	4%	3%	4%	4%	4%	5%
Delayed mail	263	90	13	36	97	104	35	13	13	201	26	128	106	16	8	5	234	13	124	139
	10%	10%	14%	8%	11%	10%	9%	8%	17%	10%	11%	12% <sup>1</sup>	10%	5%	7%	12%	11% <sup>1</sup>	8%	15% <sup>1</sup>	8%
Mis-delivered mail	84	28	2	7	32	38	7	6	-	71	6	43	37	-	4	-	80	4	51	33
	3%	3%	2%	2%	4%	4%	2%	4%	-	4%	2%	4% <sup>1</sup>	4% <sup>1</sup>	-	3% <sup>1</sup>	-	4% <sup>1</sup>	4%	3% <sup>1</sup>	6% <sup>1</sup>
Mail that has been tampered with	31	6	-	2	17	9	3	2	-	26	2	12	8	3	7	-	20	7	27	3
	1%	1%	-	-	2%	1%	1%	1%	-	1%	1%	1%	1%	1%	6% <sup>1</sup>	-	1%	4% <sup>1</sup>	2% <sup>1</sup>	-
Didn't allow sufficient time to answer the door	73	28	4	6	41	23	6	3	-	64	3	35	21	-	5	2	66	7	43	30
	3%	3%	4%	1%	5% <sup>1</sup>	2%	1%	2%	-	3%	1%	3% <sup>1</sup>	3% <sup>1</sup>	-	5% <sup>1</sup>	4%	3% <sup>1</sup>	4% <sup>1</sup>	5% <sup>1</sup>	2%
Other problems	7	1	-	-	4	1	-	1	-	5	1	1	3	-	1	1	4	2	-	6
	-	-	-	-	-	-	-	1%	-	1%	1%	-	-	-	1%	2%	-	1% <sup>1</sup>	-	-
No - there have been no problems	827	295	25	156	340	343	84	41	18	684	59	434	323	47	22	2	757	24	193	634
	32%	32%	27%	36%	91% <sup>1</sup>	91% <sup>1</sup>	21%	24%	24%	93% <sup>1</sup>	24%	90% <sup>1</sup>	91% <sup>1</sup>	16%	19%	5%	91% <sup>1</sup>	15%	23%	93% <sup>1</sup>
I don't know	44	17	-	6	14	15	8	6	-	29	15	15	17	7	2	2	32	4	12	32
	2%	2%	-	1%	2%	1%	2%	3%	-	2%	2%	1%	2%	2%	2%	4%	2%	2%	1%	2%
NET Any problem experienced	441	161	21	48	169	172	57	27	16	340	43	222	172	24	14	8	394	23	226	215
	17%	17% <sup>1</sup>	22% <sup>1</sup>	11%	19%	17%	14%	16%	22%	18%	16%	21% <sup>1</sup>	17% <sup>1</sup>	8%	12%	22%	19% <sup>1</sup>	14%	27% <sup>1</sup>	12%
Made a complaint about Royal Mail	221	66	6	9	83	82	34	15	7	165	22	104	79	19	12	8	183	20	156	66
	9%	7% <sup>1</sup>	6%	2%	10%	8%	8%	8%	9%	9%	9%	10%	8%	8%	10%	20%	9%	12%	11% <sup>1</sup>	4%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - abc(-) - d(e)(f)(g)(h) - i(j)(k)(l)(m)(n)(o)(p)(q) - r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ\_1. Competitive landscape - Royal Mail

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Aware of Royal Mail	2566	150	2376	38	704	1726	136	2455	62	29	5	2546	15
	59%	97%	91% <b>ch</b>	96%	97%	91% <b>ch</b>	97%	97%	97%	95%	100%	99%	100%
Used Royal Mail to send	1312	81	1211	20	361	883	67	1281	17	6	4	1304	4
	51%	53%	51%	51%	51%	51%	46%	52% <b>ch</b>	27%	19%	68%	51% <b>ch</b>	29%
Used Royal Mail to receive	1746	93	1636	17	478	1194	74	1680	38	19	-	1737	9
	68%	60%	69%	44%	63% <b>ch</b>	69% <b>ch</b>	53%	68%	59%	62%	-	68%	58%
Net used	2389	148	2180	31	660	1581	118	2267	54	23	4	2345	10
	91%	96%	91%	78%	93% <b>ch</b>	91% <b>ch</b>	84%	92%	85%	76%	68%	92%	69%
Lost mail	119	5	113	1	39	70	10	115	3	-	-	119	*
	5%	3%	5%	3%	5%	4%	7%	5%	5%	1%	-	5%	*
Damaged mail	93	10	80	3	36	48	9	91	2	-	-	93	-
	4%	7%	3%	7%	5% <b>ch</b>	3%	7% <b>ch</b>	4%	4%	-	-	4%	-
Delayed mail	263	20	240	2	82	169	11	253	7	3	-	263	-
	10%	13%	10%	6%	12%	10%	8%	10%	11%	9%	-	10%	-
Mis-delivered mail	84	5	79	*	38	37	9	82	2	-	-	84	-
	3%	3%	3%	*	5% <b>ch</b>	2%	6% <b>ch</b>	3%	4%	-	-	3%	-
Mail that has been tampered with	31	5	26	-	20	8	2	27	4	-	-	31	-
	1%	3%	1%	-	3% <b>ch</b>	*	2%	1%	6% <b>ch</b>	-	-	1%	-
Didn't allow sufficient time to answer the door	73	9	62	2	26	37	10	69	4	*	-	73	-
	3%	6%	3%	5%	4%	2%	7% <b>ch</b>	3%	6%	-	-	3%	-
Other problems	7	-	7	-	1	6	*	7	-	-	-	7	-
	*	-	*	-	*	*	*	*	-	-	-	*	-
No - there have been no problems	827	44	772	12	205	589	34	815	2	3	4	820	4
	32%	28%	32%	30%	29%	34%	24%	33% <b>ch</b>	4%	9%	68%	33% <b>ch</b>	25%
I don't know	44	2	41	2	8	28	8	44	-	-	-	44	*
	2%	1%	2%	4%	1%	2%	6% <b>ch</b>	2%	-	-	-	2%	3%
NET Any problem experienced	441	36	398	7	149	266	26	423	15	3	-	441	*
	17%	23%	17%	17%	21% <b>ch</b>	15%	18%	17%	23%	10%	-	17%	*
Made a complaint about Royal Mail	221	28	186	7	80	120	21	208	14	*	-	221	*
	9%	19% <b>ch</b>	8%	18%	11% <b>ch</b>	7%	13% <b>ch</b>	8%	23% <b>ch</b>	1%	-	9%	*

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ\_1. Competitive landscape - Royal Mail

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	880	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Aware of Royal Mail	2566	-	-	1286	1280	-	-	-	-	-	-	-	816	470	434	414	431
99%	-	-	-	100%	99%	-	-	-	-	-	-	-	100%	100%	99%	100%	99%
Used Royal Mail to send	1312	-	-	661	651	-	-	-	-	-	-	-	435	226	235	218	197
51%	-	-	-	51%	50%	-	-	-	-	-	-	-	53% <sup>up</sup>	48%	54%	53%	45%
Used Royal Mail to receive	1746	-	-	893	853	-	-	-	-	-	-	-	571	321	287	264	303
68%	-	-	-	69%	65%	-	-	-	-	-	-	-	70%	68%	66%	63%	69%
Net used	2359	-	-	1192	1167	-	-	-	-	-	-	-	770	422	391	379	397
91%	-	-	-	92%	90%	-	-	-	-	-	-	-	84% <sup>mm</sup>	89%	89%	91%	91%
Lost mail	119	-	-	69	50	-	-	-	-	-	-	-	49	21	10	18	22
5%	-	-	-	5%	4%	-	-	-	-	-	-	-	3% <sup>mm</sup>	4%	2%	4%	5%
Damaged mail	93	-	-	45	45	-	-	-	-	-	-	-	30	15	16	19	12
4%	-	-	-	4%	4%	-	-	-	-	-	-	-	4%	3%	4%	5%	3%
Delayed mail	263	-	-	101	161	-	-	-	-	-	-	-	66	35	40	49	72
10%	-	-	-	8%	12% <sup>sc</sup>	-	-	-	-	-	-	-	8%	8%	9%	12%	17% <sup>mm</sup>
Mis-delivered mail	84	-	-	35	49	-	-	-	-	-	-	-	22	13	9	26	14
3%	-	-	-	3%	4%	-	-	-	-	-	-	-	3%	3%	2%	4% <sup>mm</sup>	3%
Mail that has been tampered with	31	-	-	21	9	-	-	-	-	-	-	-	17	5	-	8	1
1%	-	-	-	2%	1%	-	-	-	-	-	-	-	2% <sup>mm</sup>	1%	-	2% <sup>mm</sup>	-
Didn't allow sufficient time to answer the door	73	-	-	42	31	-	-	-	-	-	-	-	33	9	6	18	6
3%	-	-	-	3%	2%	-	-	-	-	-	-	-	4%	2%	1%	4% <sup>up</sup>	1%
Other problems	7	-	-	2	4	-	-	-	-	-	-	-	2	-	3	1	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-
No - there have been no problems	827	-	-	440	387	-	-	-	-	-	-	-	289	151	157	124	106
32%	-	-	-	34%	30%	-	-	-	-	-	-	-	35% <sup>up</sup>	32%	36% <sup>up</sup>	30%	24%
I don't know	44	-	-	24	20	-	-	-	-	-	-	-	9	15	11	8	2
2%	-	-	-	2%	2%	-	-	-	-	-	-	-	1%	2% <sup>up</sup>	2% <sup>up</sup>	2%	-
NET Any problem experienced	441	-	-	197	243	-	-	-	-	-	-	-	137	60	67	57	90
17%	-	-	-	15%	19%	-	-	-	-	-	-	-	17%	13%	15%	21% <sup>mm</sup>	20% <sup>mm</sup>
Made a complaint about Royal Mail	221	-	-	103	118	-	-	-	-	-	-	-	79	23	36	44	39
9%	-	-	-	8%	9%	-	-	-	-	-	-	-	10% <sup>mm</sup>	5%	8%	11% <sup>mm</sup>	9%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: columns tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QJ\_2. Competitive landscape - Citipost

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	2581	-	2581	241	616	1242	1329	309	319	492	369	481	377	234	628	861	1092	611	2411	149	2581
Weighted Base	2581	**	2581	312	638	1256	1312	347	305	527	384	438	317	263	652	912	1017	579	2333	227	2581
Effective Base	1390	-	1390	144	342	676	706	180	181	269	211	264	162	129	360	480	551	291	1271	108	2581
Aware of Citipost	394	-	394	59	96	239	154	31	26	84	86	87	45	34	57	170	166	79	363	29	397
15%	-	-	15%	19%	15%	19% <b>f</b>	12%	9%	9%	16% <b>gh</b>	22% <b>ghim</b>	20% <b>gh</b>	14%	13%	9%	19% <b>n</b>	16% <b>n</b>	14% <b>n</b>	16%	13%	15%
Used Citipost to send	38	-	38	27	5	28	11	20	3	7	8	-	-	-	23	15	-	-	28	11	21
1%	-	-	1%	2% <b>d</b>	1%	2%	1%	6% <b>ghim</b>	1%	1%	2% <b>k</b>	-	-	-	4% <b>op</b>	2% <b>op</b>	-	-	1%	3% <b>r</b>	1%
Used Citipost to receive	65	-	65	22	10	41	24	10	8	22	12	8	4	2	17	33	14	6	60	4	67
3%	-	-	3%	7% <b>d</b>	2%	3%	2%	3%	3%	4%	3%	2%	1%	1%	3%	4% <b>op</b>	1%	1%	3%	2%	3%
Net used	96	-	96	43	15	61	35	27	10	25	20	8	4	2	37	45	14	6	83	13	84
4%	-	-	4%	14% <b>d</b>	2%	5% <b>f</b>	3%	8% <b>kim</b>	3%	5% <b>im</b>	5% <b>im</b>	2%	1%	1%	6% <b>op</b>	5% <b>op</b>	1%	1%	4%	6%	3%
Lost mail	11	-	11	11	1	7	5	4	2	2	3	-	-	-	6	5	-	-	11	-	7
**	-	-	**	3% <b>d</b>	**	1%	**	1%	1%	**	1%	-	-	-	1% <b>n</b>	1%	-	-	**	-	**
Damaged mail	12	-	12	12	-	10	2	5	3	4	-	-	-	-	7	4	-	-	12	-	6
*	-	-	*	4% <b>d</b>	*	1%	*	1%	1%	1%	-	-	-	-	1% <b>n</b>	*	-	-	1%	-	*
Delayed mail	12	-	12	5	5	12	-	12	-	*	-	-	-	-	12	*	-	-	5	7	5
*	-	-	*	2%	1%	1% <b>d</b>	-	6% <b>ghim</b>	-	*	-	-	-	-	2% <b>op</b>	*	-	-	*	3% <b>r</b>	*
Mis-delivered mail	9	-	9	8	-	9	1	4	3	3	-	-	-	-	9	3	-	-	5	4	6
*	-	-	*	3% <b>d</b>	-	1%	*	1%	1%	1%	-	-	-	-	1% <b>n</b>	*	-	-	*	2% <b>r</b>	*
Mail that has been tampered with	14	-	14	10	2	5	9	4	*	6	3	-	-	-	4	10	-	-	14	*	9
1%	-	-	1%	3% <b>d</b>	*	*	1%	1%	*	1%	1%	-	-	-	1%	4% <b>op</b>	-	-	1%	*	*
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	2	-	2	2	-	2	-	-	2	-	-	-	-	-	2	-	-	-	2	-	1
*	-	-	*	1%	-	*	-	-	1%	-	-	-	-	-	*	-	-	-	*	-	*
No - there have been no problems	47	-	47	6	8	28	19	5	4	11	13	8	4	2	9	24	14	6	45	1	58
2%	-	-	2%	2%	1%	1%	1%	1%	1%	2%	3%	2%	1%	1%	1%	3%	1%	1%	2%	1%	2%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problem experienced	49	-	49	36	7	33	16	22	6	14	6	-	-	-	28	21	-	-	38	11	26
2%	-	-	2%	12% <b>d</b>	1%	3% <b>f</b>	1%	6% <b>ghim</b>	2% <b>k</b>	3% <b>kl</b>	2% <b>k</b>	-	-	-	4% <b>op</b>	2% <b>op</b>	-	-	2%	5% <b>r</b>	1%
Made a complaint about Citipost	43	-	43	32	7	30	13	19	5	13	6	-	-	-	24	18	-	-	34	8	20
2%	-	-	2%	10% <b>d</b>	1%	2% <b>f</b>	1%	6% <b>ghim</b>	2% <b>k</b>	2% <b>kl</b>	2%	-	-	-	4% <b>op</b>	2% <b>op</b>	-	-	1%	4%	1%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ\_2. Competitive landscape - Citipost

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2581	635	760	544	642	1395	1186	1356	1178	327	323	658	663	425	1644	331	2109	-	-	-
Weighted Base	2581	475	746	625	735	1221	1360	1530	1000	361	332	649	649	412	1629	366	2081	-**	-**	-**
Effective Base	1390	255	425	317	396	679	712	749	639	182	183	372	348	203	902	184	1126	-	-	-
Aware of Citipost	394	76	114	104	99	191	203	254	136	55	39	108	100	73	247	55	323	-	-	-
Used Citipost to send	38	17	10	8	3	27	10	34	1	4	4	7	5	17	16	4	33	-	-	-
	1%	4% <b>ab</b>	1%	1%	*	2% <b>f</b>	1%	2% <b>h</b>		1%	1%	1%	1%	4% <b>lm</b>	1%	1%	2%	-	-	-
Used Citipost to receive	65	23	19	13	9	42	22	52	10	6	5	20	12	21	36	6	58	-	-	-
	3%	6% <b>d</b>	3%	2%	1%	3% <b>f</b>	2%	3% <b>h</b>	1%	2%	1%	3%	2%	6% <b>lm</b>	2%	2%	3%	-	-	-
Net used	96	37	26	20	12	64	32	81	12	7	9	26	18	35	52	7	87	-	-	-
	4%	9% <b>ab</b>	4%	3%	2%	5% <b>f</b>	2%	3% <b>h</b>	1%	2%	3%	4%	3%	9% <b>lm</b>	3%	2%	4%	-	-	-
Lost mail	11	5	2	3	1	8	4	11	1	1	2	4	4	6	1	11	-	-	-	
	*	1%	*	*	*	1%	*	1%	*	*	*	*	1%	*	*	1%	1%	-	-	-
Damaged mail	12	4	5	3	*	9	3	12	*	*	3	*	*	9	3	*	12	-	-	-
	*	1%	1%	*	*	1%	*	1% <b>h</b>	*	*	*	*	*	2% <b>lm</b>	*	*	1%	-	-	-
Delayed mail	12	3	5	5	*	8	5	10	*	3	3	*	*	7	3	3	10	-	-	-
	*	1%	1%	1%	*	1%	*	1% <b>h</b>	*	1%	1%	*	*	2% <b>lm</b>	*	1%	1%	-	-	-
Mis-delivered mail	9	8	*	*	1	8	1	9	*	*	1	3	5	4	1	8	*	-	-	-
	*	2% <b>ab</b>	*	*	*	1%	*	1%	*	*	*	1%	1%	1%	*	1%	1%	-	-	-
Mail that has been tampered with	14	13	*	*	2	13	2	14	*	*	8	3	3	11	*	14	*	-	-	-
	1%	3% <b>ab</b>	*	*	*	1% <b>f</b>	*	1% <b>h</b>	*	*	1%	*	1%	1%	1%	1%	1%	-	-	-
Didn't allow sufficient time to answer the door	2	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	-	-	-
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	-	-	-
Other problems	2	2	*	*	*	2	*	2	*	*	*	*	*	2	*	2	*	-	-	-
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	-	-	-
No - there have been no problems	47	10	19	10	8	28	18	36	11	3	6	14	9	14	29	3	42	-	-	-
	2%	2%	2%	2%	1%	2%	1%	2%	1%	1%	2%	2%	1%	3%	2%	1%	2%	-	-	-
I don't know	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	-	-	-
	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	-	-	-
NET Any problem experienced	49	28	8	10	3	35	14	46	1	4	3	12	9	21	23	4	45	-	-	-
	2%	6% <b>ab</b>	1%	2%	*	3% <b>f</b>	1%	3% <b>h</b>	*	1%	1%	2%	1%	5% <b>lm</b>	1%	1%	2%	-	-	-
Made a complaint about Citipost	43	23	8	10	2	31	12	39	1	4	3	10	4	21	17	4	38	-	-	-
	2%	5% <b>ab</b>	1%	2%	*	3% <b>f</b>	1%	3% <b>h</b>	*	1%	1%	2%	1%	5% <b>lm</b>	1%	1%	2%	-	-	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns listed (5% risk level) - ab/c/d - ef - gh - ij/k/l/m - op - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing

QJ\_2. Competitive landscape - Citipost

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1784	797	332	1281	523	440	337	139	141	142	140	144	143	144	144	144	84	439
Weighted Base	2581	2219	362	115*	2169	217	124	71	105	283	213	188	227	240	339	354	221	29*	188
Effective Base	1390	1169	225	73	1037	274	252	239	123	125	125	123	126	126	130	123	127	37	237
Aware of Citipost	394	329	65	18	335	30	20	8	15	55	41	29	33	39	49	40	33	5	26
Used Citipost to send	15%	15%	18%	16%	15%	14%	17%	11%	15%	19%	19%	16%	14%	16%	15%	17%	15%	16%	14%
Used Citipost to receive	38	35	3	-	35	2	1	-	2	2	-	2	2	2	15	7	3	-	2
Net used	96	4%	5%	6%	4%	3%	4%	2%	7	9	9	7	5	4	23	10	9	2	4
Lost mail	11	1%	-	-	9	2	1	-	-	2	2	2	-	2	-	-	1	2	-
Damaged mail	12	1%	-	-	12	-	-	-	-	-	4	3	-	-	-	2	3	-	-
Delayed mail	12	1%	-	-	12	-	-	-	-	-	2	2	-	-	5	5	-	-	-
Mis-delivered mail	9	-	-	-	7	2	-	-	-	-	-	-	-	2	6	-	-	1	1
Mail that has been tampered with	14	1%	-	-	11	2	-	-	-	3	-	-	-	6	2	-	2	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	2	-	-	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-
No - there have been no problems	47	2%	1%	7%	40	2	3	1	7	7	6	3	3	2	5	1	6	-	2
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problem experienced	49	2%	3%	1%	44	4	1	-	2	3	4	3	2	17	9	3	2	2	2
Made a complaint about Citipost	43	2%	1%	-	40	3	-	-	2	2	2	4	3	2	14	9	3	2	1

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QJ\_2. Competitive landscape - Citipost

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2581	908	118	495	857	1021	391	172	102	1878	274	908	1012	413	126	74	1920	200	-	-
Weighted Base	2581	881	142*	445	879	982	411	187	90*	1861	277	882	995	451	146*	59*	1876	205	-**	-**
Effective Base	1390	480	64	261	448	531	227	106	62	978	166	471	530	240	79	45	1001	120	-	-
Aware of Citipost	394	145	29	63	178	141	45	13	15	319	26	141	153	61	25	11	294	36	-	-
15%	16%	20%	14%		23% <sup>(a)</sup>	14% <sup>(b)</sup>	11%	7%	17%	32% <sup>(i)</sup>	10%	16%	15%	14%	17%	19%	16%	18%	-	-
Used Citipost to send	38	4	1	-	22	13	1	2	-	35	2	18	15	4	-	-	33	-	-	-
3%	*	1%	-	3% <sup>(d)</sup>	1%	*	1%	-	2%	1%	2%	2%	2%	1%	-	2%	*	-	-	-
Used Citipost to receive	65	19	1	5	27	21	8	2	6	48	9	25	18	12	4	7	43	10	-	-
3%	2%	1%	1%	3%	3%	2%	2%	1%	7% <sup>(i)</sup>	3%	3%	3%	2%	3%	2%	11% <sup>(k)</sup>	2%	5% <sup>(p)</sup>	-	-
Net used	96	22	2	5	47	30	9	4	6	77	10	42	27	15	4	7	70	11	-	-
4%	3%	1%	1%	3% <sup>(d)</sup>	3% <sup>(e)</sup>	2%	2%	2%	7%	4%	4%	5%	3%	3%	3%	11% <sup>(k)</sup>	4%	6%	-	-
Lost mail	11	2	-	-	4	4	1	-	2	8	2	6	3	2	-	1	9	1	-	-
*	-	-	-	-	*	*	*	-	2% <sup>(h)</sup>	*	*	1%	*	*	1%	*	*	*	-	-
Damaged mail	12	-	-	-	12	-	-	-	-	12	-	7	5	-	-	-	12	-	-	-
*	-	-	-	1% <sup>(d)</sup>	*	*	*	-	-	1%	-	1%	*	-	-	-	1%	-	-	-
Delayed mail	12	-	-	-	5	7	-	-	12	-	-	5	7	-	-	-	12	-	-	-
*	-	-	-	7%	1%	-	-	-	1%	-	-	1%	1%	-	-	-	1%	-	-	-
Mis-delivered mail	9	3	1	-	7	*	1	1	-	8	1	2	3	5	-	-	5	-	-	-
*	*	1%	-	1% <sup>(d)</sup>	*	*	*	1%	*	*	*	*	*	1%	-	-	*	-	-	-
Mail that has been tampered with	14	-	-	-	6	4	-	2	2	10	4	10	*	2	-	2	10	2	-	-
1%	-	-	-	1%	*	*	-	1%	2% <sup>(h)</sup>	1%	1%	1%	*	-	-	1%	1%	1% <sup>(p)</sup>	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	2	2	-	-	2	-	-	-	-	2	-	2	-	-	-	-	2	-	-	-
No - there have been no problems	47	19	1	5	19	16	7	1	4	35	5	20	9	9	4	4	30	8	-	-
2%	2%	1%	1%	2%	2%	2%	2%	*	4%	2%	2%	2%	1%	3%	3%	7% <sup>(k)</sup>	2%	3% <sup>(p)</sup>	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problem experienced	49	3	1	-	28	14	1	3	2	42	5	22	18	6	-	3	40	3	-	-
2%	*	1%	-	3% <sup>(d)</sup>	1%	*	2%	2%	2%	2%	2%	2%	2%	1%	-	3% <sup>(k)</sup>	2%	1%	-	-
Made a complaint about Citipost	43	3	1	-	26	12	1	3	2	37	5	20	18	3	-	2	38	2	-	-
2%	*	1%	-	3% <sup>(d)</sup>	1%	*	2%	2%	2%	2%	2%	2%	2%	1%	-	2% <sup>(k)</sup>	2%	1%	-	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - ab/c/- - d(e)(g/h/i) - kl(mn)(op)(q) - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ\_2. Competitive landscape - Citipost

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	2581	175	2363	43	812	1599	170	2512	38	19	2	2569	10
Weighted Base	2581	180*	2361	40**	782	1616	183	2498	52**	16**	3**	2567	11**
Effective Base	1390	99	1268	23	435	849	108	1345	27	12	2	1383	5
Aware of Citipost	394	22	364	9	126	246	20	387	3	4	-	394	-
	15%	12%	15%	21%	16%	16%	11%	15%	6%	23%	-	16%	-
Used Citipost to send	38	8	29	-	17	19	2	36	2	-	-	38	-
	1%	5%	1%	-	2%	1%	1%	1%	3%	-	-	1%	-
Used Citipost to receive	65	-	61	3	15	43	6	63	2	-	-	65	-
	3%	-	3%	8%	2%	3%	3%	3%	3%	-	-	3%	-
Net used	96	9	84	3	32	56	8	93	3	-	-	96	-
	4%	5%	4%	6%	4%	3%	4%	4%	6%	-	-	4%	-
Lost mail	11	3	8	-	10	2	-	11	-	-	-	11	-
	-	2%	-	-	1%	-	-	-	-	-	-	-	-
Damaged mail	12	5	7	-	12	-	-	12	-	-	-	12	-
	-	3%	-	-	2%	-	-	-	-	-	-	-	-
Delayed mail	12	2	10	-	5	7	-	12	-	-	-	12	-
	-	1%	-	-	1%	-	-	-	-	-	-	-	-
Mis-delivered mail	9	1	8	1	2	6	1	8	1	-	-	9	-
	-	1%	-	2%	-	1%	1%	-	2%	-	-	-	-
Mall that has been tampered with	14	-	14	-	5	8	2	12	2	-	-	14	-
	1%	-	1%	-	1%	-	1%	-	4%	-	-	1%	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	2	-	2	-	2	-	-	2	-	-	-	2	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	47	2	43	2	7	35	5	47	-	-	-	47	-
	2%	1%	2%	6%	1%	2%	3%	2%	-	-	-	2%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problem experienced	49	7	41	1	25	21	3	46	3	-	-	49	-
	2%	4%	2%	2%	2%	1%	1%	2%	6%	-	-	2%	-
Made a complaint about Citipost	43	7	36	-	24	17	1	42	1	-	-	43	-
	2%	4%	2%	-	3%	1%	1%	2%	2%	-	-	2%	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



QJ\_2. Competitive landscape - Citipost

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2581	1290	1291	-	430	430	430	430	430	431	-	-	-	-	-	-
Weighted Base	2581	1290	1291	**	432	431	427	464	412	416	**	**	**	**	**	**
Effective Base	1390	661	732	-	215	220	226	251	240	242	-	-	-	-	-	-
Aware of Citipost	394	207	186	-	77	67	63	67	69	51	-	-	-	-	-	-
15%	16%	14%	-	18%	16%	15%	14%	17%	12%	-	-	-	-	-	-	-
Used Citipost to send	38	20	18	-	5	6	9	3	6	9	-	-	-	-	-	-
1%	2%	1%	-	1%	1%	2%	1%	1%	2%	-	-	-	-	-	-	-
Used Citipost to receive	65	32	33	-	12	17	3	9	14	11	-	-	-	-	-	-
3%	2%	3%	-	3%	4%	1%	2%	3%	3%	-	-	-	-	-	-	-
Net used	96	51	44	-	17	22	12	11	17	16	-	-	-	-	-	-
4%	4%	3%	-	4%	5%	3%	2%	4%	4%	-	-	-	-	-	-	-
Lost mail	11	5	6	-	1	4	-	2	-	5	-	-	-	-	-	-
*	*	1%	-	*	1%	-	*	-	1%	-	-	-	-	-	-	-
Damaged mail	12	10	2	-	3	5	2	2	-	*	-	-	-	-	-	-
*	1%	*	-	1%	1%	1%	2	-	*	-	-	-	-	-	-	-
Delayed mail	12	7	6	-	-	2	5	-	3	3	-	-	-	-	-	-
*	1%	*	-	-	1%	1%	-	1%	1%	-	-	-	-	-	-	-
Mis-delivered mail	9	2	8	-	-	1	1	2	3	3	-	-	-	-	-	-
*	*	1%	-	-	*	*	*	*	1%	1%	-	-	-	-	-	-
Mail that has been tampered with	14	7	7	-	6	2	-	*	3	3	-	-	-	-	-	-
1%	1%	1%	-	1%	*	*	*	1%	1%	-	-	-	-	-	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	2	-	2	-	-	-	-	2	-	-	-	-	-	-	-	-
*	*	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-
No - there have been no problems	47	27	20	-	8	15	4	8	8	4	-	-	-	-	-	-
2%	2%	2%	-	2%	3%	1%	2%	2%	1%	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problem experienced	49	25	24	-	9	8	9	4	9	12	-	-	-	-	-	-
2%	2%	2%	-	2%	2%	2%	1%	2%	2%	3%	-	-	-	-	-	-
Made a complaint about Citipost	43	24	19	-	9	7	8	3	8	7	-	-	-	-	-	-
2%	2%	1%	-	2%	2%	2%	1%	2%	2%	2%	-	-	-	-	-	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: columns tested (5% risk level) - a|b|c|d - a|b|c|d - a|b|c|d|e|f|g|h|i|j|k|m|n|o|p  
 \*\* very small base (under 30) ineligible for sig testing

QJ\_3. Competitive landscape - Collect +

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	5161	-	5161	619	2818	2461	2623	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	2868
Aware of Collect +	2357	-	2357	379	1574	1015	1336	283	363	540	393	413	207	158	646	934	778	365	2080	258	2307
Used Collect + to send	46%	-	46%	54%	56%	40%	51%	41%	56%	53%	55%	45%	33%	30%	48%	54%	37%	31%	45%	48%	45%
Used Collect + to receive	355	-	355	89	205	145	210	47	77	92	63	45	22	8	125	155	75	30	312	41	378
Net used	801	-	801	192	475	345	456	107	179	218	145	99	38	15	285	363	153	53	686	110	818
Lost mail	29	-	29	12	17	23	7	3	14	11	1	*	*	*	18	12	*	*	25	5	23
Damaged mail	21	-	21	8	9	16	4	2	8	7	1	*	2	*	10	8	2	2	20	1	17
Delayed mail	52	-	52	17	32	32	21	1	26	18	4	1	2	1	27	21	4	3	40	11	37
Mis-delivered mail	24	-	24	16	8	12	12	9	13	2	*	*	*	*	22	2	*	*	18	4	14
Mail that has been tampered with	25	-	25	5	18	19	6	10	8	6	1	*	*	*	18	7	*	*	17	8	14
Didn't allow sufficient time to answer the door	7	-	7	5	2	3	4	2	5	*	*	*	*	*	7	*	*	*	5	2	7
Other problems	12	-	12	5	3	8	4	2	3	3	*	*	4	*	5	3	4	4	9	2	6
No - there have been no problems	382	-	382	51	207	138	243	41	59	91	100	65	17	8	100	191	91	25	351	28	443
I don't know	112	-	112	5	8	5	7	2	3	4	3	*	*	*	5	7	*	*	11	1	17
NET Any problem experienced	211	-	111	50	52	65	46	16	43	37	5	1	8	1	59	42	10	9	87	23	82
Made a complaint about Collect +	91	-	91	50	34	56	35	13	40	29	4	1	4	*	53	34	5	4	73	18	62

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - ab - cd - e - gh(i)(j)(k) - n(o)(p)(q) - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ\_3. Competitive landscape - Collect +

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Aware of Collect +	2357	384	769	549	656	1153	1204	1583	743	268	276	622	637	408	1535	271	1966	343	1249	84
Used Collect + to send	46%	41%	46%	42%	45%	45%	46%	51%	37%	42%	42%	48%	46%	50%	46%	42%	46%	65%	65%	64%
355	77	109	88	81	186	169	260	79	37	31	93	100	79	223	39	305	48	157	11	
7%	8%	7%	8%	8%	7%	6%	7%	4%	6%	5%	7%	7%	10%	7%	6%	7%	9%	8%	8%	
Used Collect + to receive	543	122	181	117	123	303	241	414	122	53	54	136	139	134	329	53	466	94	235	19
71%	13%	11%	10%	9%	12%	9%	12%	12%	6%	8%	8%	10%	10%	16%	10%	8%	11%	16%	12%	15%
Net used	801	172	264	179	186	436	365	610	183	84	80	200	209	190	488	86	684	130	358	25
16%	19%	17%	15%	13%	17%	14%	20%	18%	9%	13%	12%	15%	15%	23%	14%	13%	16%	23%	19%	19%
Lost mail	29	6	6	12	3	15	15	26	3	5	2	10	5	8	17	5	25	8	12	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
Damaged mail	21	2	8	7	5	10	11	18	2	2	1	9	4	4	13	2	18	5	5	-
Delayed mail	52	16	16	16	4	32	20	46	6	4	3	25	7	14	35	4	49	8	25	-
7%	5%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	-
Mis-delivered mail	24	5	7	7	5	12	12	22	2	2	2	9	8	3	19	2	22	6	6	-
Mail that has been tampered with	25	9	8	7	1	17	8	21	1	4	1	9	6	5	16	4	21	6	3	-
Didn't allow sufficient time to answer the door	7	5	3	1	1	7	1	7	1	3	1	2	2	1	4	3	4	3	4	-
Other problems	12	2	2	7	1	5	7	8	1	1	1	7	1	5	7	1	12	1	2	-
No - there have been no problems	382	65	117	97	103	182	200	286	96	32	42	87	103	93	232	34	330	25	102	9
I don't know	12	5	2	4	2	7	6	12	1	4	3	3	3	2	10	1	12	2	9	2
NET Any problem experienced	111	28	42	29	12	70	41	94	10	14	6	40	26	25	71	14	96	22	46	-
2%	3%	3%	2%	1%	3%	2%	3%	3%	1%	2%	1%	3%	2%	3%	2%	2%	2%	4%	2%	-
Made a complaint about Collect +	91	26	25	26	14	51	40	78	6	14	3	34	19	20	55	16	75	23	38	-
2%	3%	2%	2%	1%	2%	2%	2%	3%	1%	2%	1%	3%	1%	3%	2%	2%	2%	3%	2%	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - ab/c/d - ef - gh - ij/k/l/m - op - q/r/s  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ\_3. Competitive landscape - Collect +

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Aware of Collect +	2357	2027	331	76	1991	198	106	63	91	246	214	172	221	226	302	341	177	25	173
Used Collect + to send	46%	46%	46%	40%	46%	46%	43%	44%	43%	44%	39%	46%	49%	47%	45%	48%	40%	47%	45%
35s	308	48	14	294	30	18	13	25	6%	5%	3%	7%	4%	43	51	41	17	4	26
7%	7%	7%	7%	7%	7%	7%	8%	8%	6%	5%	3%	7%	8%	7%	6%	4%	7%	7%	7%
Used Collect + to receive	543	458	85	23	451	51	23	18	26	50	32	39	44	35	99	84	43	5	46
11%	10%	12%	12%	10%	12%	9%	13%	12%	12%	9%	7%	10%	10%	7%	15%	12%	10%	9%	12%
Net used	801	685	116	31	666	70	37	28	33	72	62	59	80	67	130	109	53	7	63
16%	15%	16%	16%	15%	16%	15%	15%	16%	16%	13%	15%	16%	18%	14%	15%	15%	12%	14%	16%
Lost mail	29	29	+	+	24	3	1	1	-	1	-	1	10	2	4	3	3	-	3
1%	1%	-	-	1%	1%	-	-	1%	-	-	-	1%	2%	-	1%	-	1%	-	1%
Damaged mail	21	20	-	-	15	4	1	-	-	3	3	1	5	-	-	-	3	-	4
1%	-	-	-	-	1%	-	-	-	-	1%	1%	-	1%	-	-	-	1%	-	1%
Delayed mail	52	47	5	1	49	3	1	-	1	4	7	4	10	4	8	10	-	-	2
1%	1%	1%	+	1%	1%	+	+	+	+	1%	2%	1%	2%	1%	1%	1%	-	-	1%
Mis-delivered mail	24	22	2	-	23	1	-	-	-	2	2	5	5	-	6	2	1	-	1
+	-	-	-	1%	-	-	-	-	-	1%	-	-	1%	-	1%	-	-	-	-
Mail that has been tampered with	25	20	5	-	22	2	-	1	-	-	2	3	5	-	11	2	-	-	2
+	-	1%	-	7%	-	-	-	-	-	-	1%	-	1%	-	2%	-	-	-	+
Didn't allow sufficient time to answer the door	7	7	-	-	6	-	-	-	-	-	-	-	-	-	6	-	-	-	-
+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-
Other problems	12	5	7	4	12	-	-	-	-	-	2	5	4	-	-	-	-	-	-
+	-	1%	2%	2%	-	-	-	-	-	-	1%	1%	1%	-	-	-	-	-	-
No - there have been no problems	382	328	54	16	307	38	22	15	18	31	31	29	38	43	41	50	26	6	32
7%	7%	7%	9%	7%	9%	9%	10%	9%	9%	5%	7%	8%	8%	9%	6%	7%	6%	1%	8%
I don't know	12	10	2	-	10	1	-	1	2	2	2	-	3	3	-	-	-	-	1
+	-	-	-	-	-	-	-	-	1%	-	-	-	1%	1%	-	-	-	-	-
NET Any problem experienced	111	94	17	5	97	8	3	3	1	8	11	9	16	8	26	13	7	-	8
2%	2%	2%	3%	2%	2%	1%	2%	2%	+	1%	2%	2%	3%	2%	4%	2%	1%	1%	2%
Made a complaint about Collect +	91	79	12	5	81	5	3	2	2	6	8	3	12	9	24	11	7	-	5
2%	2%	2%	2%	2%	1%	1%	1%	1%	1%	1%	2%	1%	3%	2%	4%	1%	1%	1%	1%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - abc/c - d/e/g - hij/klm/nop/q  
 \* small base

QJ\_3. Competitive landscape - Collect +

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	948	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Aware of Collect +	2367	782	93	292	766	968	373	156	83	1734	236	946	960	294	103	43	1906	145	606	1070
	46%	43%	43%	39%	44%	46%	46%	44%	50%	46%	46%	41% <sup>klmnpq</sup>	42% <sup>klmnpq</sup>	39%	39%	43%	43% <sup>klmnpq</sup>	40%	32%	61%
Used Collect + to send	355	130	11	33	124	139	50	29	10	263	39	178	127	26	15	5	305	21	109	107
	7%	8%	5%	4%	7%	7%	6%	8%	6%	7%	8%	9% <sup>klm</sup>	9% <sup>klm</sup>	3%	6%	6%	9% <sup>klm</sup>	6%	13%	6%
Used Collect + to receive	543	154	14	40	158	240	92	34	12	398	46	177	252	88	14	9	429	22	189	159
	11%	9%	6%	5%	9%	12% <sup>klm</sup>	11%	10%	7%	11%	9%	9%	12% <sup>klmnpq</sup>	12% <sup>klmnpq</sup>	5%	9%	11% <sup>klm</sup>	6%	23%	9%
Net used	801	259	23	67	245	342	127	60	20	586	80	310	341	107	23	14	651	37	275	237
	16%	14%	10%	8%	14%	17%	16%	17%	12%	16%	15%	13% <sup>klmnpq</sup>	13% <sup>klmnpq</sup>	14%	8%	14%	11% <sup>klm</sup>	10%	33%	14%
Lost mail	29	3	-	-	13	10	1	4	1	24	5	7	16	2	-	2	24	2	14	6
	1%	-	-	-	1%	1%	-	1%	1%	1%	1%	-	1%	-	-	2%	1%	-	2%	-
Damaged mail	21	6	-	-	13	7	1	-	-	20	-	5	14	2	-	19	-	-	10	-
	-	-	-	-	1%	-	-	-	-	1%	-	-	1%	-	-	-	-	-	1%	-
Delayed mail	52	13	-	1	27	16	5	4	1	43	5	28	20	1	-	3	48	3	24	10
	1%	1%	-	-	2%	1%	1%	1%	1%	1%	1%	1% <sup>klm</sup>	1%	-	-	3% <sup>klm</sup>	1%	1%	3%	1%
Mis-delivered mail	24	-	-	-	7	9	7	-	1	17	1	10	7	-	17	7	-	7	12	-
	-	-	-	-	-	-	1%	-	-	-	-	1%	-	-	2% <sup>klmnp</sup>	-	-	2% <sup>klmnp</sup>	1%	-
Mail that has been tampered with	25	-	-	-	14	7	2	-	1	21	1	9	12	-	2	1	21	3	8	-
	-	-	-	-	1%	-	-	-	1%	1%	-	-	1%	-	1%	1%	1%	1%	1%	-
Didn't allow sufficient time to answer the door	7	-	-	-	5	2	-	-	-	7	-	3	4	-	-	7	-	-	5	2
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
Other problems	12	4	-	-	9	3	-	-	-	12	-	6	5	-	-	12	-	-	-	2
	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	382	150	15	38	120	152	62	30	13	271	44	165	152	42	11	7	317	19	48	89
	7%	8%	6%	4%	7%	8%	8%	9%	8%	7%	8%	8%	7%	6%	4%	8%	8%	5%	6%	5%
I don't know	12	5	-	-	2	6	4	-	-	8	-	3	5	3	2	-	8	2	10	2
	-	-	-	-	-	-	1%	-	-	-	-	-	-	1%	-	-	-	-	1%	-
NET Any problem experienced	111	24	-	2	51	39	13	6	2	90	8	55	38	6	7	4	93	10	52	16
	2%	1%	-	-	3%	2%	2%	1%	2%	2%	2%	3% <sup>klm</sup>	2%	1%	2%	4% <sup>klm</sup>	2% <sup>klm</sup>	3%	5%	1%
Made a complaint about Collect +	91	17	-	-	44	32	8	6	1	76	7	45	31	5	4	4	76	8	54	7
	2%	1%	-	-	2%	2%	1%	2%	1%	2%	1%	3% <sup>klm</sup>	2%	1%	2%	4% <sup>klm</sup>	2%	2%	1%	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - abc/- d/ef/gh/- i-klmno/pq/- r  
 \* small base

QJ\_3. Competitive landscape - Collect +

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Aware of Collect +	2367	150	2166	43	674	1546	137	2245	65	30	5	2340	12
	46%	45%	46%	53%	45%	46%	42%	45%	55%	65%	66%	46%	47%
Used Collect + to send	355	30	322	3	118	221	16	345	6	4	-	355	1%
	7%	9%	7%	4%	8%	7%	5%	7%	5%	9%	-	7%	1%
Used Collect + to receive	543	46	481	17	172	339	32	503	29	10	-	542	2
	11%	14%	10%	21% <sup>b</sup>	12%	10%	10%	10%	25% <sup>gh</sup>	21%	-	11%	6%
Net used	801	64	720	17	255	503	44	751	35	14	-	798	2
	16%	19%	15%	21%	17%	15%	14%	16%	30% <sup>gh</sup>	30%	-	16%	6%
Lost mail	29	9	21	-	21	8	1	28	2	-	-	29	-
	1%	3% <sup>b</sup>	1%	-	1% <sup>a</sup>	1%	0%	1%	2%	-	-	1%	-
Damaged mail	21	6	15	-	14	5	2	16	3	1	-	21	-
	0%	2% <sup>b</sup>	0%	-	2% <sup>ac</sup>	1%	1%	0%	3% <sup>gh</sup>	2%	-	0%	-
Delayed mail	52	11	38	2	22	23	2	51	2	-	-	52	-
	1%	3% <sup>b</sup>	1%	3%	2% <sup>ac</sup>	1%	1%	1%	1%	-	-	1%	-
Mis-delivered mail	24	4	20	-	15	8	1	22	2	-	-	24	-
	0%	1%	0%	-	1% <sup>a</sup>	1%	0%	0%	2%	-	-	0%	-
Mis-delivered mail	25	7	15	3	10	7	-	23	2	-	-	25	-
	0%	2% <sup>b</sup>	0%	4% <sup>b</sup>	2% <sup>ac</sup>	2%	0%	0%	1%	-	-	0%	-
Mis-delivered mail	7	3	4	-	5	2	-	7	-	-	-	7	-
	0%	1% <sup>b</sup>	0%	-	1%	0%	0%	0%	-	-	-	0%	-
Other problems	12	3	9	-	9	3	-	12	-	-	-	12	-
	0%	1%	0%	-	1% <sup>a</sup>	0%	0%	0%	-	-	-	0%	-
No - there have been no problems	382	9	371	2	94	268	20	377	4	1	-	382	-
	8%	3%	8% <sup>a</sup>	0%	6%	8%	6%	8%	3%	3%	-	8%	0%
I don't know	12	4	9	-	6	5	1	10	-	2	-	12	-
	0%	1% <sup>b</sup>	0%	-	0%	0%	0%	0%	-	3%	-	0%	1%
NET Any problem experienced	111	25	80	5	62	43	5	102	7	1	-	111	-
	2%	8% <sup>b</sup>	2%	7% <sup>b</sup>	4% <sup>ac</sup>	1%	2%	2%	6% <sup>gh</sup>	2%	-	2%	-
Made a complaint about Collect +	91	24	64	3	54	33	4	83	7	1	-	91	-
	2%	7% <sup>b</sup>	1%	4%	4% <sup>ac</sup>	1%	1%	2%	6% <sup>gh</sup>	2%	-	2%	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - abc(-) - d(e) - gh(i) - j(k)  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ\_3. Competitive landscape - Collect +

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Aware of Collect +	2357	365	316	860	816	127	126	111	121	93	102	-	538	322	273	267	277
Used Collect + to send	355	73	66	101	115	16	30	27	22	12	33	-	61	40	26	47	42
Used Collect + to receive	543	106	89	182	167	4%	7% <b></b>	6%	9%	3%	9% <b></b>	-	7% <b></b>	6% <b></b>	6%	11% <b>nn</b>	10% <b>nn</b>
Net used	801	156	134	256	256	29%	7%	4%	6%	8%	8%	-	12%	12%	11%	11%	10% <b>nn</b>
Lost mail	29	5	5	12	8	4	*	1	3	-	2	-	7	5	*	4	4
Damaged mail	21	7	3	3	6	3	3	2	1	-	2	-	2	*	*	1%	2
Delayed mail	52	7	12	15	19	3	1	3	7	4	1	-	7	8	*	11	7
Mis-delivered mail	24	8	4	6	6	5	3	-	2	2	-	-	3	2	*	6	*
Mail that has been tampered with	25	7	9	3	5	3	2	2	3	-	7	-	1	2	*	5	*
Didn't allow sufficient time to answer the door	7	-	-	5	2	-	-	-	-	-	-	-	5	*	*	2	-
Other problems	12	9	+	-	2	3	2	4	-	+	-	-	1%	-	-	2	-
No - there have been no problems	362	135	110	65	72	35	47	53	35	37	39	-	37	27	20	22	29
I don't know	12	-	-	2	10	-	-	-	-	-	-	-	5%	6%	5%	5%	7%
NET Any problem experienced	111	20	23	34	33	6	7	8	8	4	11	-	22	12	3	22	8
Made a complaint about Collect +	91	14	16	31	30	4	3	7	6	-	10	-	19	12	3	19	7

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: columns tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QJ\_4. Competitive landscape - DHL

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	5161	-	5161	619	2818	2461	2683	680	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Aware of DHL	4474	-	4474	531	2569	2170	2292	471	532	858	650	878	591	494	1003	1508	1963	1085	4025	419	4544
87%	-	87%	76%	91% <sup>c</sup>	86%	87%	68%	82% <sup>g</sup>	84% <sup>h</sup>	91% <sup>i</sup>	95% <sup>j</sup>	93% <sup>k</sup>	94% <sup>l</sup>	75%	87% <sup>n</sup>	94% <sup>o</sup>	84% <sup>q</sup>	88% <sup>s</sup>	79%	88%	
Used DHL to send	363	-	363	120	175	195	167	70	70	108	48	39	13	17	140	154	69	30	282	77	305
7%	-	7%	17% <sup>d</sup>	6%	6%	8%	6%	12% <sup>g</sup>	11% <sup>h</sup>	11% <sup>i</sup>	3% <sup>j</sup>	4%	2%	3%	12% <sup>n</sup>	10% <sup>o</sup>	3%	3%	6%	13% <sup>r</sup>	6%
Used DHL to receive	2016	-	2016	238	1118	971	1040	217	251	397	349	395	213	185	477	746	793	397	1828	179	2229
39%	-	39%	34%	40%	39%	40%	31%	40% <sup>g</sup>	33% <sup>h</sup>	49% <sup>i</sup>	43% <sup>j</sup>	34%	35%	36%	45% <sup>n</sup>	38%	34%	40%	40%	34%	43%
Net used	2248	-	2248	330	1229	1101	1143	260	310	476	369	416	222	196	570	845	834	418	2005	231	2415
44%	-	44%	47%	43%	44%	44%	38%	48% <sup>g</sup>	47% <sup>h</sup>	51% <sup>i</sup>	45% <sup>j</sup>	35%	37%	42% <sup>n</sup>	49% <sup>o</sup>	40%	36%	44%	44%	47%	
Lost mail	33	-	33	17	6	17	16	8	6	10	1	7	1	-	14	11	8	1	22	11	28
1%	-	1%	2% <sup>d</sup>	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	4% <sup>n</sup>	1%	1%	1%	1%	2% <sup>r</sup>	1%
Damaged mail	64	-	64	31	20	40	24	17	18	18	3	5	2	2	35	21	8	2	52	13	51
1%	-	1%	4% <sup>d</sup>	1%	1%	2%	1%	3% <sup>g</sup>	3% <sup>h</sup>	2% <sup>i</sup>	1%	1%	1%	1%	3% <sup>n</sup>	1% <sup>o</sup>	1%	1%	1%	2%	1%
Delayed mail	72	-	72	35	17	50	21	4	19	28	9	11	1	1	23	37	13	2	62	9	65
1%	-	1%	5% <sup>d</sup>	1%	1%	2%	1%	1%	3% <sup>g</sup>	3% <sup>h</sup>	1%	1%	1%	1%	2% <sup>n</sup>	2% <sup>o</sup>	1%	1%	1%	2%	1%
Mis-delivered mail	58	-	58	35	15	40	17	11	10	26	6	3	2	1	21	32	5	2	41	17	41
1%	-	1%	6% <sup>d</sup>	1%	1%	2% <sup>d</sup>	1%	2% <sup>g</sup>	1% <sup>h</sup>	3% <sup>i</sup>	1%	1%	1%	1%	2% <sup>n</sup>	2% <sup>o</sup>	1%	1%	1%	2% <sup>r</sup>	1%
Mail that has been tampered with	48	-	48	33	8	31	17	11	6	24	3	3	2	2	17	27	4	2	31	17	28
1%	-	1%	6% <sup>d</sup>	1%	1%	1%	1%	2% <sup>g</sup>	1% <sup>h</sup>	2% <sup>i</sup>	1%	1%	1%	1%	1% <sup>n</sup>	2% <sup>o</sup>	1%	1%	1%	3% <sup>r</sup>	1%
Didn't allow sufficient time to answer the door	7	-	7	5	2	5	3	1	5	1	1	1	1	1	6	1	1	1	7	1	7
1%	-	1%	6% <sup>d</sup>	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Other problems	16	-	16	6	4	9	7	5	1	3	1	8	1	1	5	3	8	1	15	1	11
1%	-	1%	1% <sup>d</sup>	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
No - there have been no problems	1053	-	1053	67	341	459	591	109	115	197	201	211	109	111	224	398	431	220	956	89	1185
20%	-	20%	10%	12%	18%	23% <sup>e</sup>	16%	16%	18%	19%	20% <sup>j</sup>	23% <sup>k</sup>	17%	21%	17%	23% <sup>n</sup>	21% <sup>o</sup>	19%	21%	17%	23%
I don't know	13	-	13	6	7	4	9	1	5	3	2	2	1	1	6	5	2	1	6	6	9
1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Any problem experienced	201	-	201	99	58	133	68	37	47	67	19	22	4	6	84	86	32	9	159	42	163
4%	-	4%	14% <sup>d</sup>	2%	3%	5% <sup>e</sup>	3%	5% <sup>g</sup>	7% <sup>h</sup>	7% <sup>i</sup>	3% <sup>j</sup>	2% <sup>k</sup>	1%	1%	6% <sup>n</sup>	6% <sup>o</sup>	2%	1%	3%	6% <sup>r</sup>	3%
Made a complaint about DHL	155	-	155	92	43	103	52	28	34	63	9	13	5	3	62	72	21	8	120	35	106
3%	-	3%	12% <sup>d</sup>	2%	2%	4% <sup>e</sup>	2%	4% <sup>g</sup>	5% <sup>h</sup>	6% <sup>i</sup>	1%	1%	1%	1%	5% <sup>n</sup>	4% <sup>o</sup>	1%	1%	3%	7% <sup>r</sup>	2%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - ab - cd - ef - gh(i)(j)(k)(l)(m - n)(o)(p) - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



QJ\_4. Competitive landscape - DHL

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2E (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Aware of DHL	4474	766	1431	1027	1251	2196	2278	2611	1810	552	563	1170	1219	682	2952	560	3690	503	1833	120
Used DHL to send	87%	81%	89% <sup>abcd</sup>	87% <sup>abc</sup>	87% <sup>abc</sup>	87%	87%	85%	87%	86%	86%	87%	83% <sup>abcd</sup>	84%	83% <sup>abcd</sup>	87%	87%	95%	96%	91%
Used DHL to receive	363	110	108	77	68	218	146	282	76	53	39	81	95	27	214	55	302	55	105	3
Net used	216	75	15% <sup>abcd</sup>	7%	5%	8% <sup>ef</sup>	6%	7% <sup>gh</sup>	4%	6%	6%	6%	7%	11% <sup>ijklm</sup>	6%	8%	10% <sup>qrst</sup>	7%	5%	2%
Lost mail	2016	400	654	463	499	1054	961	1210	785	231	233	506	572	343	1311	232	1677	212	762	54
Damaged mail	39%	42% <sup>abcd</sup>	41% <sup>abcd</sup>	39%	35%	42% <sup>abcd</sup>	37%	39%	39%	36%	35%	36%	42% <sup>abcd</sup>	42%	39%	36%	39%	40%	40%	41%
Delayed mail	2248	477	723	515	533	1201	1048	1396	831	263	263	560	627	398	1450	266	1871	253	835	56
Mis-delivered mail	44%	51% <sup>abcd</sup>	45% <sup>abcd</sup>	43% <sup>abcd</sup>	37%	41% <sup>abcd</sup>	40%	45% <sup>abcd</sup>	41%	41%	40%	42%	46%	43% <sup>abcd</sup>	43%	41%	44%	48%	44%	42%
Mail that has been tampered with	33	8	10	7	1	25	8	31	2	3	6	12	4	5	22	3	28	7	5	1
Didn't allow sufficient time to answer the door	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Other problems	64	23	18	13	10	41	24	56	7	5	10	20	5	21	35	5	56	13	5	-
No - there have been no problems	1053	171	340	260	282	511	542	594	449	140	131	261	289	159	681	142	857	17	70	2
I don't know	20%	18%	21%	22%	20%	20%	21%	19%	22%	22%	20%	19%	21%	20%	20%	22%	20%	3%	4%	2%
NET Any problem experienced	13	2	5	3	2	7	5	9	4	-	3	2	7	1	12	-	13	2	10	-
Made a complaint about DHL	201	87	52	39	24	139	63	176	21	31	24	49	35	59	108	31	168	36	25	1
	4%	9% <sup>abcd</sup>	3% <sup>d</sup>	3% <sup>cd</sup>	2%	5% <sup>abcd</sup>	2%	6% <sup>abcd</sup>	1%	5%	4%	4%	3%	7% <sup>ijklm</sup>	3%	5%	4%	7% <sup>qrst</sup>	1%	*
	155	73	36	23	22	109	46	135	18	21	19	33	28	50	80	23	132	38	31	1
	3%	13% <sup>abcd</sup>	2%	2%	2%	8% <sup>abcd</sup>	2%	10% <sup>abcd</sup>	1%	3%	3%	2%	2%	6% <sup>ijklm</sup>	2%	3%	3%	7% <sup>qrst</sup>	2%	*

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|klm - op - q|rs  
 \* small base

QJ\_4. Competitive landscape - DHL

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ East of England (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Aware of DHL	4474	3814	660	171	3749	392	213	120	183	476	374	322	401	440	537	623	394	45	346
Used DHL to send	87%	86%	91%	90%	86%	90%	86%	84%	87%	84%	89%	86%	89%	92%	79%	89%	89%	87%	91%
Used DHL to receive	363	320	43	18	321	21	13	8	18	30	22	25	26	30	80	67	21	3	18
	7%	7%	6%	10%	7%	5%	5%	5%	7%	5%	5%	7%	6%	6%	12%	11%	5%	5%	5%
Net used	2016	1687	328	97	1636	216	100	64	80	209	176	128	185	196	206	275	180	22	194
	39%	38%	45%	51%	38%	50%	40%	45%	38%	37%	41%	34%	41%	41%	30%	39%	41%	43%	51%
Lost mail	2248	1905	344	104	1844	229	106	69	93	230	187	138	206	214	274	310	193	25	204
	44%	43%	48%	55%	43%	53%	43%	48%	44%	41%	44%	37%	45%	45%	40%	44%	44%	48%	54%
Damaged mail	33	32	1	1	29	1	3	-	2	-	5	3	9	5	3	1	-	-	1
	1%	1%	-	-	1%	-	1%	-	1%	-	1%	1%	2%	1%	1%	-	-	-	1%
Delayed mail	64	62	2	2	58	3	2	1	1	1	6	1	8	4	18	9	1	1	2
	1%	1%	-	1%	1%	1%	1%	1%	1%	-	1%	-	2%	1%	3%	2%	1%	1%	1%
Mis-delivered mail	72	68	4	1	61	4	4	2	3	6	4	6	7	8	21	6	1	2	2
	1%	2%	1%	-	1%	1%	2%	2%	1%	1%	1%	2%	2%	2%	3%	1%	-	1%	1%
Mail that has been tampered with	58	54	4	3	50	6	2	1	3	4	5	4	4	1	21	3	4	2	4
	1%	1%	1%	1%	1%	1%	1%	-	2%	1%	1%	1%	1%	-	3%	1%	1%	3%	1%
Didn't allow sufficient time to answer the door	48	41	7	2	46	-	2	-	-	2	5	1	5	-	20	10	3	-	-
	1%	1%	1%	1%	1%	-	1%	-	-	1%	-	-	1%	-	3%	1%	1%	-	-
Other problems	16	15	1	-	14	2	-	-	-	-	2	1	-	-	9	1	2	-	-
	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	1%	-	1%	-	-
No - there have been no problems	1053	873	180	63	859	105	55	34	47	118	92	67	102	113	95	137	89	10	95
	20%	20%	26%	33%	20%	23%	22%	24%	22%	21%	22%	18%	22%	24%	14%	19%	20%	19%	26%
I don't know	13	13	-	-	11	1	1	-	1	-	2	-	-	-	4	5	-	-	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	1%	-	-	-
NET Any problem experienced	201	184	18	7	177	13	8	4	8	12	12	15	21	15	51	30	14	3	10
	4%	4%	2%	4%	4%	3%	3%	3%	4%	2%	3%	4%	5%	3%	7%	4%	3%	5%	3%
Made a complaint about DHL	155	145	10	3	142	7	4	2	5	14	5	10	18	13	63	20	5	2	5
	3%	3%	1%	1%	3%	2%	2%	2%	2%	2%	1%	3%	4%	3%	11%	3%	1%	4%	1%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - abc/c - d/e/g - hij/klmnop/q  
 \* small base

QJ\_4. Competitive landscape - DHL

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
	Total																			
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Aware of DHL	4474	1636	213	817	1577	1762	683	295	142	3339	437	1763	1760	594	219	88	3523	307	794	1662
	87%	91%	90%	93%	87% <sup>(a)</sup>	83% <sup>(b)</sup>	81%	83%	86%	84%	84%	80% <sup>(k)</sup>	83% <sup>(l)</sup>	80%	83%	89%	85%	95%	95%	95%
Used DHL to send	363	89	9	25	151	146	42	18	5	297	23	167	138	39	13	3	305	17	110	52
	7%	5%	4%	3%	8% <sup>(d)</sup>	7%	5%	5%	3%	8% <sup>(i)</sup>	5%	8% <sup>(k)</sup>	7%	5%	5%	3%	8%	5%	13% <sup>(r)</sup>	3%
Used DHL to receive	2016	670	70	337	691	825	297	121	64	1515	185	834	800	239	92	36	1634	128	364	663
	39%	37%	30%	38%	39%	41%	36%	34%	39%	40%	36%	43% <sup>(k)</sup>	39% <sup>(l)</sup>	32%	35%	37%	41% <sup>(m)</sup>	35%	44% <sup>(s)</sup>	38%
Net used	2248	712	74	350	789	910	326	138	67	1669	204	934	895	263	101	39	1829	140	448	696
	44%	38%	31%	40%	45%	49%	40%	39%	40%	39%	39%	43% <sup>(k)</sup>	44% <sup>(l)</sup>	35%	38%	38%	41% <sup>(m)</sup>	38%	54% <sup>(s)</sup>	40%
Lost mail	33	8	-	-	15	11	4	3	1	26	3	10	15	5	2	-	25	2	12	-
	1%	-	-	-	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	1%	1%	1% <sup>(s)</sup>	-
Damaged mail	64	12	-	-	30	29	3	1	1	59	1	24	33	5	2	-	57	2	18	-
	1%	1%	-	-	2% <sup>(d)</sup>	1%	-	-	-	2%	-	1%	2%	1%	1%	-	1%	1%	2% <sup>(s)</sup>	-
Delayed mail	72	13	1	2	32	29	4	6	1	61	7	32	28	9	2	-	60	2	16	6
	1%	1%	-	-	2% <sup>(d)</sup>	1%	-	2%	-	2%	1%	2%	1%	1%	1%	-	2%	1%	2% <sup>(s)</sup>	-
Mis-delivered mail	58	11	-	1	38	14	2	4	1	52	4	24	24	1	8	1	48	9	14	-
	1%	1%	-	-	2% <sup>(d)</sup>	1%	-	1%	-	1% <sup>(i)</sup>	1%	1% <sup>(k)</sup>	1% <sup>(l)</sup>	1%	3% <sup>(n)</sup>	1%	1% <sup>(m)</sup>	3% <sup>(o)</sup>	2% <sup>(s)</sup>	-
Mail that has been tampered with	48	7	-	2	28	16	3	-	1	45	1	11	28	6	2	1	39	3	10	-
	1%	-	-	-	2% <sup>(d)</sup>	1%	-	-	-	1%	-	1%	1%	1%	1%	-	1%	1%	1% <sup>(s)</sup>	-
Didn't allow sufficient time to answer the door	7	-	-	-	4	2	1	-	-	7	-	3	4	-	-	-	7	-	7	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1% <sup>(s)</sup>	-
Other problems	16	2	-	-	7	9	-	-	-	16	-	7	7	-	1	-	14	1	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	1%	-	-	-
No - there have been no problems	1053	362	44	192	363	426	153	65	33	791	96	418	412	139	51	23	830	74	46	42
	20%	20%	18%	22%	21%	21%	19%	19%	20%	21%	19%	21%	20%	19%	20%	23%	21%	21%	24% <sup>(s)</sup>	2%
I don't know	13	4	-	-	8	4	1	-	-	12	-	6	3	4	-	-	9	-	9	4
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1% <sup>(s)</sup>	-
NET Any problem experienced	201	32	1	5	91	82	15	11	2	173	13	84	78	26	10	2	162	12	55	6
	4%	2% <sup>(a)</sup>	-	1%	5% <sup>(d)</sup>	4% <sup>(e)</sup>	2%	3%	1%	5% <sup>(i)</sup>	2%	4%	4%	4%	4%	2%	4%	3%	7% <sup>(s)</sup>	-
Made a complaint about DHL	155	17	-	3	77	60	10	7	1	138	8	67	59	17	8	2	126	9	63	6
	3%	1%	-	-	4% <sup>(d)</sup>	3% <sup>(e)</sup>	1%	2%	1%	4% <sup>(i)</sup>	1%	3%	3%	2%	3%	2%	3%	3%	8% <sup>(s)</sup>	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - j/k/l/m/o/p/q - r  
 \* small base

QJ\_4. Competitive landscape - DHL

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Aware of DHL	4474	261	4150	63	1277	2968	229	4326	82	41	6	4449	19
	87%	78%	85% <b>ns</b>	79%	83% <b>ns</b>	89% <b>ns</b>	71%	87% <b>ns</b>	70%	68%	70%	86% <b>ns</b>	73%
Used DHL to send	363	39	318	5	113	225	24	338	21	1	3	360	-
	7%	12% <b>ns</b>	7%	7%	8%	7%	7%	7%	18% <b>ns</b>	2%	33%	7%	-
Used DHL to receive	2016	130	1840	45	621	1299	95	1950	41	18	3	2010	3
	39%	39%	39%	57% <b>ns</b>	42% <b>ns</b>	39% <b>ns</b>	30%	39%	35%	38%	34%	39%	12%
Net used	2248	166	2037	45	711	1423	114	2160	62	19	5	2241	3
	44%	50%	43%	57%	46% <b>ns</b>	43%	35%	44%	53%	49%	56%	44%	12%
Lost mail	33	5	28	-	16	13	4	21	12	-	-	33	-
	1%	1%	1%	-	1% <b>ns</b>	-	-	1%	11% <b>ns</b>	-	-	1%	-
Damaged mail	64	7	55	1	42	19	4	54	9	1	-	64	-
	1%	2%	1%	2%	3% <b>ns</b>	1%	1%	1%	7% <b>ns</b>	2%	-	1%	-
Delayed mail	72	10	61	1	32	35	4	68	4	-	-	72	-
	1%	3% <b>ns</b>	1%	1%	2% <b>ns</b>	1%	1%	1%	3%	1%	-	1%	-
Mis-delivered mail	58	14	43	1	36	21	1	48	10	-	-	58	-
	1%	4% <b>ns</b>	1%	1%	2% <b>ns</b>	1%	-	1%	8% <b>ns</b>	-	-	1%	-
Mails that have been tampered with	48	14	35	-	35	12	2	39	10	-	-	48	-
	1%	4% <b>ns</b>	1%	-	2% <b>ns</b>	-	1%	1%	8% <b>ns</b>	-	-	1%	-
Didn't allow sufficient time to answer the door	7	3	5	-	3	4	-	7	1	-	-	7	-
	-	1% <b>ns</b>	-	-	-	-	-	1%	-	-	-	-	-
Other problems	16	-	16	-	8	7	1	8	7	1	-	16	-
	-	-	-	-	1%	-	-	1%	9% <b>ns</b>	2%	-	-	-
No - there have been no problems	1053	64	971	18	316	678	59	1040	5	4	3	1049	1
	20%	19%	20%	22%	21%	20%	18%	21% <b>ns</b>	4%	10%	33%	20% <b>ns</b>	6%
I don't know	13	1	12	-	1	11	-	13	-	-	-	13	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problem experienced	201	35	164	2	104	87	11	170	30	1	-	201	-
	4%	10% <b>ns</b>	3%	3%	7% <b>ns</b>	3%	3%	3%	10% <b>ns</b>	3%	-	4%	-
Made a complaint about DHL	155	39	118	1	84	65	6	128	28	-	-	155	-
	3%	11% <b>ns</b>	2%	1%	5% <b>ns</b>	2%	2%	3%	24% <b>ns</b>	-	-	3%	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Column: Tested (5% risk level) - ab/c/-/d/ef/-/gh/ij/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ\_4. Competitive landscape - DHL

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Aware of DHL	4474	1027	991	1233	1223	347	351	329	365	316	310	-	784	450	414	399	410
	67%	80%	77%	95%ab	95%ab	80%	81%	77%	79%	77%	74%	-	93%efghj	93%efghj	93%efghj	93%efghj	94%efghj
Used DHL to send	363	110	90	72	90	36	36	38	39	28	24	-	49	23	31	30	30
	7%	8%	7%	6%	7%	8%	8%	9%	9%	7%	6%	-	6%	5%	7%	7%	7%
Used DHL to receive	2016	530	450	491	536	174	181	184	158	152	140	-	327	164	180	164	193
	39%	41%b	35%	38%	41%b	40%	42%	43%kl	34%	37%	34%	-	40%	35%	41%	39%	43%lmnop
Net used	2248	597	508	546	598	199	193	205	184	170	153	-	363	183	200	187	210
	44%	46%h	39%	42%	46%h	46%j	45%	48%klm	40%	41%	37%	-	44%	39%	46%j	45%	48%klm
Lost mail	33	9	12	5	7	1	-	8	7	3	2	-	2	4	1	3	2
	1%	1%	1%	1%	1%	-	-	2%k	2%k	1%	1%	-	1%	1%	1%	1%	1%
Damaged mail	64	24	22	6	12	10	10	5	3	11	3	-	6	3	2	5	5
	1%	2%k	2%k	1%	1%	2%km	2%km	1%	1%	2%km	1%kl	-	1%	1%	1%	1%	1%
Delayed mail	72	25	25	4	18	7	12	7	11	8	6	-	4	-	7	6	5
	1%	2%k	2%k	1%	1%	2%	3%km	2%km	2%km	2%km	1%	-	1%	-	2%km	1%	1%
Mis-delivered mail	58	18	25	9	5	11	3	5	15	4	6	-	9	-	-	5	-
	1%	1%	2%kcd	1%	1%	2%kmnp	1%	1%	3%klmnop	1%	2%kmnp	-	1%	-	-	1%	-
Mail that has been tampered with	48	14	24	6	4	4	1	9	15	11	8	-	5	1	2	2	1
	1%	1%	2%kcd	1%	1%	1%	1%	2%kcd	3%klmnop	2%	2%	-	1%	1%	1%	1%	1%
Didn't allow sufficient time to answer the door	7	-	-	4	3	-	-	-	-	-	-	-	3	1	2	-	1
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	1%	1%	-	1%
Other problems	16	8	8	-	-	2	3	3	3	1	3	-	-	-	-	-	-
	1%	1%kcd	1%kcd	-	-	1%	1%	1%	1%	1%	1%	-	-	-	-	-	-
No - there have been no problems	1053	533	431	43	45	174	173	188	155	148	129	-	27	16	13	14	19
	20%	41%bcd	33%cd	3%	4%	40%klmnop	40%klmnop	44%klmnop	33%klmnop	36%klmnop	31%klmnop	-	3%	3%	3%	3%	4%
I don't know	13	-	-	4	1	-	-	-	-	-	-	-	2	2	4	5	1
	1%	-	-	1%	1%	-	-	-	-	-	-	-	1%	1%	1%	1%	1%
NET Any problem experienced	201	64	76	26	36	25	20	19	30	22	24	-	20	5	14	11	10
	4%	5%kcd	6%kcd	2%	3%	5%klm	5%klm	5%klm	7%klmnp	6%klmnp	6%klmnp	-	2%	1%	3%	3%	2%
Made a complaint about DHL	155	42	44	32	37	22	9	11	22	12	11	-	21	10	17	10	11
	3%	3%	3%	2%	3%	5%	2%	3%	5%	3%	3%	-	3%	2%	4%	2%	2%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: columns tested (5% risk level) - ab/cd - e/gh/hj/klmnop  
 \*\*very small base (under 30) ineligible for sig testing

QJ\_5. Competitive landscape - FedEx

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	5161	-	5161	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	2868
Aware of FedEx	4409	-	4409	2566	2140	2252	509	532	830	630	849	575	484	1041	1460	1908	1059	3952	426	4483
85%	-	85%	76%	91% <sup>uc</sup>	85%	86%	74%	82% <sup>g</sup>	82% <sup>h</sup>	86% <sup>i</sup>	92% <sup>h</sup>	91% <sup>h</sup>	92% <sup>h</sup>	78%	84% <sup>n</sup>	91% <sup>o</sup>	91% <sup>o</sup>	86% <sup>s</sup>	80%	87%
Used FedEx to send	269	-	269	121	158	111	40	79	93	25	20	8	3	119	118	32	12	208	59	206
5%	-	5%	1% <sup>cd</sup>	4%	3%	4%	4% <sup>g</sup>	12% <sup>g</sup>	11% <sup>h</sup>	8% <sup>i</sup>	2%	1%	1%	3% <sup>n</sup>	2% <sup>o</sup>	2%	1%	5%	1%	4%
Used FedEx to receive	1176	-	1176	650	583	589	158	157	263	183	220	98	89	324	446	406	186	1037	132	1236
23%	-	23%	22%	23%	23%	22%	23% <sup>h</sup>	26% <sup>h</sup>	36% <sup>h</sup>	25% <sup>h</sup>	24% <sup>h</sup>	15%	17%	24% <sup>n</sup>	26% <sup>o</sup>	19%	16%	23%	25%	24%
Net used	1375	-	1375	735	701	670	187	228	335	194	234	105	92	415	529	430	197	1189	178	1377
27%	-	27%	35% <sup>cd</sup>	26%	28%	25%	27% <sup>h</sup>	35% <sup>h</sup>	33% <sup>h</sup>	27% <sup>h</sup>	25% <sup>h</sup>	17%	17%	31% <sup>n</sup>	31% <sup>o</sup>	21%	17%	26%	34% <sup>r</sup>	27%
Lost mail	44	-	44	15	22	22	7	12	19	3	3	-	-	20	21	3	-	30	14	27
1%	-	1%	1% <sup>cd</sup>	3%	1%	1%	1%	2% <sup>g</sup>	3% <sup>h</sup>	1%	-	-	-	3% <sup>n</sup>	3% <sup>o</sup>	-	-	1%	1%	1%
Damaged mail	43	-	43	10	21	22	6	19	16	-	3	-	-	24	16	3	-	30	13	32
1%	-	1%	3% <sup>cd</sup>	1%	1%	1%	1%	3% <sup>g</sup>	2% <sup>h</sup>	-	-	-	-	2% <sup>n</sup>	1% <sup>o</sup>	-	-	1%	1%	1%
Delayed mail	79	-	79	14	54	22	16	32	21	8	2	-	-	49	29	2	-	55	23	50
2%	-	2%	7% <sup>cd</sup>	4%	2%	1%	2% <sup>g</sup>	3% <sup>h</sup>	2% <sup>h</sup>	1% <sup>i</sup>	-	-	-	4% <sup>n</sup>	2% <sup>o</sup>	-	-	1%	4%	1%
Mis-delivered mail	35	-	35	12	18	17	9	14	5	3	4	-	-	23	7	5	-	27	7	23
1%	-	1%	2% <sup>cd</sup>	4%	1%	1%	1%	2% <sup>g</sup>	1% <sup>h</sup>	-	-	-	-	2% <sup>n</sup>	-	-	-	1%	1%	-
Mail that has been tampered with	32	-	32	10	17	15	10	7	11	1	2	1	-	17	12	4	1	23	9	24
1%	-	1%	3% <sup>cd</sup>	7%	1%	1%	1% <sup>g</sup>	1%	1%	-	-	-	-	1% <sup>n</sup>	1%	-	-	1%	1%	-
Didn't allow sufficient time to answer the door	18	-	18	4	11	7	6	10	3	-	-	-	-	15	3	-	-	18	1	14
*	-	*	2% <sup>cd</sup>	4%	4%	4%	4%	10% <sup>g</sup>	3%	-	-	-	-	1% <sup>n</sup>	-	-	-	4%	1%	4%
Other problems	21	-	21	7	7	14	4	4	5	-	6	3	-	8	5	8	3	12	9	16
*	-	*	1%	7%	1%	1%	1%	1%	5%	-	1%	-	-	1%	5%	8%	3%	1%	2%	1%
No - there have been no problems	647	-	647	224	315	330	78	96	139	105	122	57	50	173	245	229	106	582	57	711
13%	-	13%	9%	8%	13%	13%	11%	15% <sup>h</sup>	14% <sup>i</sup>	16% <sup>h</sup>	13%	9%	9%	13% <sup>n</sup>	14% <sup>o</sup>	11%	9%	13%	11%	14%
I don't know	7	-	7	3	1	6	-	2	1	2	2	-	-	2	3	2	-	3	4	5
*	-	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	1%	-	1%	1%	1%
NET Any problem experienced	184	-	184	49	99	82	36	64	58	11	11	4	-	100	69	15	4	141	42	126
4%	-	4%	14% <sup>cd</sup>	2%	4%	3%	5% <sup>g</sup>	10% <sup>g</sup>	6% <sup>h</sup>	1% <sup>i</sup>	1%	1%	-	7% <sup>n</sup>	4% <sup>o</sup>	1%	-	3%	6% <sup>r</sup>	2%
Made a complaint about FedEx	136	-	136	36	74	62	22	53	45	10	3	3	-	75	55	6	3	105	30	87
3%	-	3%	13% <sup>cd</sup>	1%	3%	2%	3% <sup>g</sup>	8% <sup>g</sup>	4% <sup>h</sup>	1% <sup>i</sup>	-	-	-	6% <sup>n</sup>	3% <sup>o</sup>	-	-	2%	6% <sup>r</sup>	2%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - ab - cd - ef - gh(i)(j)(k)(l)(m) - n(o)(p)(q) - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ\_5. Competitive landscape - FedEx

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Aware of FedEx	4409	764	1387	1023	1235	2152	2258	2541	1821	532	550	1135	1221	627	2906	540	3632	510	1851	126
Used FedEx to send	85%	81%	87%	87%	83%	85%	86%	83%	86%	83%	84%	85%	89%	82%	86%	83%	85%	96%	96%	96%
Used FedEx to receive	269	88	66	65	50	154	115	222	46	18	21	60	92	50	192	20	244	52	97	7
Net used	1375	335	378	339	322	713	661	928	437	144	136	369	394	258	899	147	1171	161	493	39
Lost mail	44	15	15	8	7	29	15	39	6	4	6	16	8	10	29	4	40	14	10	1
Damaged mail	43	14	11	13	5	26	18	40	3	3	3	15	11	10	29	3	40	5	6	-
Delayed mail	79	39	11	20	9	50	29	69	10	6	7	28	13	23	48	6	73	16	19	-
Mis-delivered mail	35	7	3	15	10	10	24	30	4	-	4	14	14	2	33	-	34	7	12	-
Mail that has been tampered with	32	16	4	9	3	20	12	26	5	2	4	10	8	8	22	2	29	3	5	1
Didn't allow sufficient time to answer the door	18	11	3	4	1	14	5	17	1	3	3	5	2	4	11	3	15	11	7	1
Other problems	21	4	6	8	3	10	11	15	6	4	1	4	11	5	17	2	17	-	2	-
No - there have been no problems	647	126	190	169	160	317	330	410	229	75	54	163	208	111	424	77	542	14	48	6
I don't know	7	2	-	2	2	3	4	3	4	-	2	2	2	-	7	-	7	2	5	-
NET Any problem experienced	184	70	43	45	26	113	71	157	26	17	15	68	42	35	126	17	164	36	44	1
Made a complaint about FedEx	136	53	32	32	19	85	51	122	14	8	14	56	26	28	96	10	125	38	42	1

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - ef - gh - i/jk/lmn - op - q/rs  
 \* small base

QJ\_5. Competitive landscape - FedEx

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ East of England (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	706	443	52*	3	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Aware of FedEx	4409	3774	635	151	3702	379	214	115	182	483	380	304	384	433	549	602	384	42	337
Used FedEx to send	85%	85%	88%	79%	85%	87%	87%	80%	87%	85%	89%	81%	85%	89%	81%	85%	87%	80%	88%
Used FedEx to receive	269	246	21	4	229	24	9	7	5	22	17	19	23	19	70	43	8	3	21
Net used	1375	1199	175	51	1133	144	59	38	48	159	105	78	117	117	211	185	113	12	133
Lost mail	44	44	1	*	39	4	1	-	1	5	2	1	3	-	20	6	1	4	1
Damaged mail	43	40	3	*	38	4	1	-	1	1	3	2	3	-	18	8	1	2	2
Delayed mail	79	74	5	*	73	5	-	1	1	4	6	7	8	10	25	11	2	1	4
Mis-delivered mail	35	29	6	-	28	5	1	*	1	1	3	1	1	1	9	10	1	-	5
Mail that has been tampered with	32	30	3	-	29	2	1	*	*	5	3	1	1	-	9	8	1	-	2
Didn't allow sufficient time to answer the door	18	16	2	-	16	2	-	1	1	2	1	-	3	2	3	2	1	-	2
Other problems	21	16	5	*	20	1	*	-	*	-	-	-	5	2	5	4	4	*	1
No - there have been no problems	647	552	94	35	513	76	37	21	23	84	47	37	51	58	79	81	52	6	70
I don't know	7	6	*	*	6	1	-	-	-	-	-	-	-	-	2	2	-	-	1
NET Any problem experienced	184	171	12	*	163	17	3	2	4	14	12	9	16	12	55	30	10	3	14
Made a complaint about FedEx	136	128	8	*	121	11	2	2	3	9	11	5	14	10	38	26	5	2	9

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base



QJ\_5. Competitive landscape - FedEx

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	948	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Aware of FedEx	4409	1607	205	814	1546	1751	654	288	139	3207	428	1763	1730	567	223	81	3493	304	787	1700
85%	89%	86%	82%ab	83%cd	83%de	83%ef	80%	82%	85%	83%gh	83%	80%hij	83%klm	79%	83%lmn	82%	83%nop	84%	84%	82%qr
Used FedEx to send	269	48	4	11	87	113	51	13	4	200	17	109	120	26	13	1	229	14	121	35
5%	3%	2%	1%	5%	6%	6%	6%	4%	3%	5%	3%	6%	6%	3%	5%	1%	6%	4%	14%	2%
Used FedEx to receive	1176	339	28	152	407	469	177	77	39	876	116	497	449	154	49	20	947	69	244	329
23%	19%	12%	7%	23%	23%	22%	22%	22%	24%	23%	22%	25%	22%	21%	19%	20%	24%	19%	29%ab	19%
Net used	1375	377	31	162	476	543	219	86	42	1019	128	579	533	174	61	21	1113	82	339	355
27%	24%ab	13%	16%	27%	27%	27%	24%	26%	27%	25%	23%cd	26%ef	26%	23%	21%	23%	24%	23%	13%gh	20%
Lost mail	44	7	-	2	24	17	3	1	-	41	1	17	18	10	-	35	-	25	-	-
1%	-	-	-	1%	1%	1%	-	-	-	1%	-	1%	1%	1%	-	1%	-	3%	-	-
Damaged mail	43	1	-	-	22	14	6	1	-	37	1	15	18	5	5	-	33	5	11	-
1%	-	-	-	1%	1%	1%	-	-	-	1%	-	1%	1%	1%	2%	-	1%	1%	1%	-
Delayed mail	79	15	-	4	26	34	13	4	2	60	6	34	39	2	4	-	72	4	31	4
2%	1%	-	-	1%	2%	2%	1%	1%	2%	1%	2%	2%ab	2%cd	-	2%	-	2%ef	1%	4%gh	-
Mis-delivered mail	35	4	-	-	14	10	9	2	1	24	2	14	14	3	2	-	28	3	18	2
1%	-	-	-	1%	-	1%	-	-	1%	-	-	1%	1%	-	1%	-	1%	1%	2%ab	-
Mail that has been tampered with	32	3	-	1	8	15	8	-	-	24	1	15	9	-	9	-	23	9	9	-
1%	-	-	-	-	1%	1%	1%	-	-	1%	-	1%	-	-	2%ab	-	1%	2%cd	1%	-
Didn't allow sufficient time to answer the door	18	2	-	1	6	6	6	-	-	12	-	6	9	-	2	1	16	3	18	1
-	-	-	-	-	1%	-	-	-	-	-	-	1%	-	-	1%ab	-	1%	1%	2%cd	-
Other problems	21	6	-	4	4	16	1	-	-	20	-	14	7	-	-	21	-	-	-	2
1%	-	-	-	-	1%	1%	-	-	1%	-	-	1%	-	-	-	1%	-	-	-	-
No - there have been no problems	647	211	23	89	221	252	104	46	19	473	65	260	254	83	30	14	514	44	40	29
13%	12%	10%	10%	13%	12%	13%	13%	13%	11%	13%	12%	13%	13%	11%	15%	13%	13%	12%	5%ab	2%
I don't know	7	-	-	-	4	2	1	-	-	6	-	6	-	1	-	-	6	-	7	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%ab	-
NET Any problem experienced	184	31	-	10	71	76	27	7	3	147	9	80	73	18	12	1	153	13	75	6
4%	2%	-	1%	4%	4%	3%	2%	2%	4%	2%	4%	4%	2%	5%	1%	4%	4%	4%	9%ab	-
Made a complaint about FedEx	138	18	-	5	61	49	21	2	2	111	4	53	57	15	10	1	110	11	77	5
3%	1%	-	7%	3%ab	2%	3%	1%	1%	1%	3%cd	1%	3%	3%	4%	1%	3%	3%	3%ef	3%gh	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - abc/c - d/ef/gh/hj - k/llmm/opp/q - rs  
 \* small base

QJ\_5. Competitive landscape - FedEx

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Aware of FedEx	4409	248	4096	63	1242	2931	236	4271	73	41	5	4385	19
	85%	74%	85%a	79%	81%a	85%a	73%	85%a	63%	67%	66%	85%a	72%
Used FedEx to send	269	37	225	8	100	154	15	252	15	*	2	267	*
	5%	11%b	5%	10%	7%a	5%	5%	5%	13%a	1%	22%	5%	*
Used FedEx to receive	1176	78	1078	21	338	774	65	1122	32	12	2	1167	8
	23%	23%	23%	26%	23%	23%	20%	23%	28%	27%	22%	23%	31%
Net used	1375	104	1242	28	416	884	74	1304	48	13	2	1365	8
	27%	31%	26%	36%	28%	26%	23%	26%	41%a	27%	22%	27%	31%
Lost mail	44	4	36	4	23	20	2	40	4	-	-	44	*
	1%	1%	1%	5%b	2%a	1%	*	1%	4%a	-	-	1%	*
Damaged mail	43	4	39	-	24	16	3	39	4	*	-	43	-
	1%	1%	1%	-	2%a	1%	1%	1%	3%a	1%	-	1%	-
Delayed mail	79	7	67	4	35	39	2	73	5	-	-	79	-
	2%	2%	1%	5%b	3%a	1%	1%	1%	9%a	-	-	2%	-
Mis-delivered mail	35	9	25	-	17	15	2	29	5	-	-	35	-
	1%	3%b	1%	-	1%a	*	1%	1%	9%a	-	-	1%	-
Mail that has been tampered with	32	4	29	-	13	17	2	28	5	-	-	32	-
	1%	1%	1%	-	1%	1%	1%	1%	6%a	-	-	1%	-
Didn't allow sufficient time to answer the door	18	3	16	-	12	6	1	16	2	-	-	18	-
	*	1%	*	-	1%a	*	*	*	2%	-	-	*	-
Other problems	21	2	19	-	4	14	3	18	3	-	-	21	-
	*	1%	*	-	*	1%	1%	*	3%a	-	-	*	-
No - there have been no problems	647	33	607	7	181	428	38	633	4	4	2	640	4
	13%	10%	13%	6%	12%	13%	12%	13%a	3%	6%	22%	13%a	17%
I don't know	7	-	-	-	1	6	-	-	7	-	-	-	-
	*	-	-	-	*	*	-	*	-	-	-	*	-
NET Any problem experienced	184	27	148	9	83	93	8	166	18	*	-	184	*
	4%	3%b	3%	11%b	6%a	3%	3%	3%	13%a	1%	-	4%	*
Made a complaint about FedEx	136	22	110	4	73	60	3	122	13	-	-	136	*
	3%	7%b	2%	5%	5%a	2%	1%	2%	11%a	1%	-	3%	*

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Column: Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ\_5. Competitive landscape - FedEx

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Aware of FedEx	4409	994	929	1249	1238	341	333	319	337	302	290	-	791	458	415	407	416
	85%	77% <sup>ab</sup>	72%	97% <sup>ab</sup>	96% <sup>ab</sup>	79% <sup>d</sup>	77%	75%	73%	70%	-	-	97% <sup>ghj</sup>	97% <sup>ghj</sup>	95% <sup>ghj</sup>	95% <sup>ghj</sup>	95% <sup>ghj</sup>
Used FedEx to send	269	66	47	76	80	28	11	27	17	18	13	-	45	31	31	31	18
	5%	5%	4%	6% <sup>ab</sup>	6% <sup>ab</sup>	7% <sup>d</sup>	3%	6%	4%	4%	3%	-	5%	7% <sup>d</sup>	7% <sup>d</sup>	8% <sup>d</sup>	4%
Used FedEx to receive	1176	317	287	287	285	110	101	96	104	91	92	-	184	104	95	81	109
	23%	25%	22%	22%	22%	25% <sup>cd</sup>	23%	23%	22%	22%	22%	-	22%	22%	22%	20%	25%
Net used	1375	358	323	348	345	133	110	116	118	102	103	-	217	130	117	108	120
	27%	28%	25%	27%	27%	31%	26%	27%	28%	26%	26%	-	27%	28%	27%	26%	27%
Lost mail	44	4	15	16	9	1	3	-	8	4	4	-	8	9	1	7	1
	1%	1%	1%	1% <sup>ab</sup>	1%	-	1%	-	1%	1%	1%	-	1%	2% <sup>cd</sup>	-	2% <sup>cd</sup>	-
Damaged mail	43	17	15	7	5	6	9	2	5	7	3	-	5	2	-	5	-
	1%	1%	1%	1%	-	1%	2% <sup>ab</sup>	1%	1%	2% <sup>ab</sup>	1%	-	1%	-	-	1%	-
Delayed mail	79	25	20	9	26	13	3	8	5	11	4	-	9	-	9	9	8
	2%	2% <sup>cd</sup>	2%	1%	2% <sup>cd</sup>	3% <sup>cd</sup>	1%	2% <sup>cd</sup>	1%	3% <sup>cd</sup>	1%	-	1%	-	2% <sup>cd</sup>	2% <sup>cd</sup>	2% <sup>cd</sup>
Mis-delivered mail	35	12	3	9	11	3	7	2	-	-	2	-	6	2	2	5	4
	1%	1%	-	1%	1%	1%	2% <sup>cd</sup>	1%	-	-	1%	-	1%	-	-	1%	1%
Mail that has been tampered with	32	10	14	4	4	4	3	2	5	3	5	-	2	2	-	4	-
	1%	1%	1%	-	-	1%	1%	1%	1%	1%	1%	-	-	-	-	1%	-
Didn't allow sufficient time to answer the door	18	-	-	8	10	-	-	-	-	-	-	-	4	4	3	6	2
	-	-	-	1% <sup>ab</sup>	1% <sup>ab</sup>	-	-	-	-	-	-	-	7%	7%	1%	1%	-
Other problems	21	13	6	2	-	5	5	3	1	-	4	-	2	-	-	-	-
	-	3% <sup>cd</sup>	-	-	-	1%	1%	1%	-	-	1%	-	-	-	-	-	-
No - there have been no problems	647	303	275	33	35	108	90	105	104	87	84	-	14	19	19	8	8
	13%	23% <sup>cd</sup>	21% <sup>cd</sup>	3%	3%	25% <sup>klmnop</sup>	21% <sup>klmnop</sup>	25% <sup>klmnop</sup>	22% <sup>klmnop</sup>	21% <sup>klmnop</sup>	20% <sup>klmnop</sup>	-	2%	4%	4% <sup>d</sup>	2%	2%
I don't know	7	-	-	2	5	-	-	-	-	-	-	-	2	-	-	1	4
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
NET Any problem experienced	184	55	48	41	40	25	20	10	14	15	19	-	29	12	11	19	9
	4%	4%	4%	3%	3%	6% <sup>cd</sup>	5%	2%	3%	4%	5%	-	4%	3%	3%	5%	2%
Made a complaint about FedEx	136	24	30	43	38	14	6	4	10	8	12	-	29	14	10	21	8
	3%	2%	2%	3%	3%	3%	1%	1%	2%	2%	3%	-	4%	3%	2%	5% <sup>klmnop</sup>	2%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: columns (tested (5% risk level) - ab/cd - e/gh/hj/klmnop  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ\_6. Competitive landscape - Evri

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	5161	-	5161	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161	
Weighted Base	5161	**	5161	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161	
Effective Base	2868	-	2868	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	2868	
Aware of Evri	4327	-	4327	2427	2011	2301	513	512	805	639	835	568	454	1026	1444	1857	1022	3927	373	4467	
84%	-	84%	73%	86%	80%	88%	74%	79%	79%	89%	90%	90%	86%	76%	83%	89%	88%	86%	87%	70%	87%
Used Evri to send	941	-	941	500	385	554	145	140	189	150	157	85	74	285	340	316	159	833	100	985	
18%	-	18%	18%	18%	15%	21%	21%	21%	21%	17%	13%	14%	14%	21%	20%	15%	14%	18%	19%	19%	
Used Evri to receive	2922	-	2922	1587	1250	1658	326	342	543	461	561	385	303	668	1004	1250	689	2670	225	3186	
57%	-	57%	42%	56%	50%	63%	47%	52%	53%	64%	61%	61%	58%	50%	58%	60%	59%	55%	42%	62%	
Net used	3304	-	3304	1789	1420	1870	390	419	640	503	605	409	337	809	1144	1351	746	3008	274	3530	
64%	-	64%	61%	63%	57%	71%	57%	64%	63%	70%	65%	64%	64%	60%	66%	65%	64%	66%	52%	68%	
Lost mail	163	-	163	75	74	109	19	30	43	40	33	12	6	49	83	51	18	162	20	167	
4%	-	4%	3%	4%	3%	4%	3%	3%	3%	4%	4%	2%	1%	4%	3%	2%	2%	4%	4%	3%	
Damaged mail	165	-	165	58	74	91	17	34	39	32	16	10	17	51	70	43	27	147	19	172	
3%	-	3%	7%	2%	3%	3%	2%	5%	4%	4%	2%	2%	3%	4%	4%	2%	2%	3%	4%	3%	
Delayed mail	296	-	296	120	117	175	61	42	74	52	33	17	18	102	126	68	35	254	39	334	
8%	-	8%	4%	4%	5%	7%	6%	6%	7%	4%	3%	3%	3%	6%	7%	3%	3%	6%	7%	6%	
Mis-delivered mail	122	-	122	37	54	68	18	25	28	14	13	13	11	43	42	37	24	115	7	127	
2%	-	2%	1%	1%	2%	3%	3%	4%	3%	2%	1%	2%	2%	3%	2%	2%	2%	3%	1%	2%	
Mail that has been tampered with	61	-	61	19	31	31	12	13	16	14	2	2	2	25	30	7	5	50	11	61	
1%	-	1%	1%	1%	1%	1%	2%	2%	2%	*	*	*	*	2%	2%	*	*	1%	2%	1%	
Didn't allow sufficient time to answer the door	26	-	26	13	14	12	4	11	3	5	2	1	-	15	8	3	1	22	4	21	
1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Other problems	79	-	79	24	29	49	3	7	16	10	21	14	8	10	26	43	22	76	3	86	
2%	-	2%	1%	1%	1%	2%	1%	1%	2%	1%	2%	1%	2%	1%	2%	2%	2%	2%	1%	2%	
No - there have been no problems	1459	-	1459	470	608	847	156	145	255	241	282	200	181	300	496	663	381	1354	94	1596	
28%	-	28%	19%	17%	24%	32%	23%	22%	25%	34%	30%	31%	34%	22%	29%	32%	33%	29%	18%	31%	
I don't know	15	-	15	14	7	9	6	4	3	2	-	1	-	10	4	1	1	14	1	15	
*	-	*	*	*	*	*	1%	1%	*	*	*	*	*	1%	*	*	*	*	*	*	
NET Any problem experienced	600	-	600	233	249	347	89	103	138	97	85	50	38	192	236	172	88	531	65	632	
12%	-	12%	8%	8%	10%	13%	13%	16%	14%	9%	8%	7%	7%	14%	14%	8%	8%	12%	12%	12%	
Made a complaint about Evri	344	-	344	120	155	189	42	64	71	55	56	29	28	106	126	113	57	307	36	326	
7%	-	7%	4%	4%	6%	7%	6%	10%	7%	8%	6%	5%	5%	8%	7%	5%	5%	7%	7%	6%	

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Column: tested (5% risk level) - all - old - all - g/h/i/j/k/l/m - n/o/p/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ\_6. Competitive landscape - Evri

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2FE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Aware of Evri	4327	715	1393	997	1223	2107	2219	2495	1769	537	549	1139	1175	639	2863	545	3560	473	1699	120
Used Evri to send	941	183	303	215	240	486	454	615	306	102	142	264	233	149	640	104	797	105	315	26
18%	18%	19%	19%	18%	17%	19%	17%	20%	15%	16%	22%	20%	17%	18%	19%	16%	19%	20%	16%	20%
Used Evri to receive	2922	489	936	688	809	1425	1497	1661	1227	359	363	746	828	442	1937	364	2410	300	1060	76
57%	52%	59%	58%	56%	56%	57%	54%	54%	61%	56%	55%	56%	60%	54%	57%	56%	57%	57%	55%	58%
Net used	3304	575	1052	762	915	1627	1677	1923	1334	404	425	859	912	505	2195	411	2734	364	1223	89
64%	61%	69%	65%	63%	64%	64%	63%	63%	69%	63%	65%	64%	66%	62%	65%	64%	64%	69%	64%	68%
Lost mail	163	22	60	52	42	89	95	133	47	27	20	47	52	26	119	27	149	11	35	3
4%	2%	4%	4%	3%	3%	4%	4%	4%	2%	4%	3%	4%	4%	3%	4%	4%	4%	2%	2%	2%
Damaged mail	165	39	55	37	34	94	71	99	64	20	21	50	38	28	109	20	138	14	23	2
3%	4%	3%	3%	2%	4%	3%	3%	3%	3%	3%	3%	4%	3%	3%	3%	3%	3%	3%	1%	1%
Delayed mail	296	84	96	54	62	180	116	196	93	31	37	71	83	55	190	31	251	30	40	5
6%	9%	6%	5%	4%	7%	4%	4%	5%	5%	6%	6%	5%	6%	5%	7%	5%	6%	6%	4%	4%
Mis-delivered mail	122	27	37	38	20	64	58	74	46	11	15	36	38	19	89	11	108	14	10	2
2%	3%	2%	3%	1%	3%	2%	2%	2%	2%	2%	2%	3%	3%	2%	3%	2%	3%	3%	1%	2%
Mail that has been tampered with	61	18	24	7	11	43	19	42	17	8	6	20	10	13	36	8	50	9	2	-
1%	2%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	2%	1%	-
Didn't allow sufficient time to answer the door	26	8	8	8	2	16	10	17	9	4	5	2	7	8	14	4	21	9	14	3
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%
Other problems	79	15	19	20	25	34	45	46	32	11	18	18	18	8	54	11	63	1	7	-
2%	2%	1%	2%	2%	1%	2%	1%	2%	2%	2%	3%	1%	1%	1%	2%	2%	1%	1%	1%	-
No - there have been no problems	1459	217	453	351	438	670	788	794	637	177	201	380	381	218	962	183	1202	42	216	14
28%	23%	26%	23%	20%	26%	26%	26%	26%	32%	28%	31%	28%	28%	27%	29%	28%	28%	28%	11%	11%
I don't know	15	2	3	7	4	5	11	10	4	1	5	3	5	1	12	1	12	4	8	3
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
NET Any problem experienced	600	134	198	129	139	332	288	394	197	81	79	157	155	100	391	81	496	59	91	10
12%	14%	12%	11%	10%	13%	10%	12%	12%	10%	13%	12%	12%	11%	12%	12%	13%	12%	11%	5%	7%
Made a complaint about Evri	344	80	113	79	72	193	152	231	106	41	44	94	95	55	234	43	292	48	53	4
7%	7%	7%	7%	8%	8%	6%	8%	8%	5%	6%	7%	7%	7%	7%	7%	7%	7%	8%	3%	3%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - ab/c/d - ef - gh - i/jk/l/m/n - op - q/r/s  
 \* small base

QJ\_6. Competitive landscape - Evri

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ East of England (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Aware of Evri	4327	3678	649	171	3614	378	218	116	187	461	367	317	377	430	483	608	383	43	335
Used Evri to send	941	83%	80%	80%	83%	87%	89%	81%	89%	81%	86%	84%	82%	89%	71%	86%	86%	83%	85%
Used Evri to receive	2922	2437	485	135	2380	307	150	85	126	295	255	216	250	293	269	401	276	36	271
Net used	3304	2764	539	149	2717	324	171	91	146	333	286	241	282	341	336	444	309	37	287
Lost mail	163	164	19	3	154	19	6	4	5	29	30	13	15	15	20	23	6	4	15
Damaged mail	165	139	26	11	136	16	11	3	7	11	16	19	13	18	26	15	12	1	15
Delayed mail	296	253	44	10	234	40	18	7	10	25	30	33	16	28	51	22	19	4	36
Mis-delivered mail	122	109	13	4	98	14	8	2	7	12	15	10	5	9	19	18	2	3	11
Mail that has been tampered with	61	55	6	2	51	3	6	2	1	6	6	7	3	8	13	3	3	*	3
Didn't allow sufficient time to answer the door	26	24	2	*	23	2	*	*	1	2	2	1	4	3	7	2	3	*	2
Other problems	79	64	14	3	66	7	5	1	1	11	4	7	4	5	7	18	9	1	6
No - there have been no problems	1459	1193	266	83	1208	126	83	42	69	152	123	88	148	160	118	191	158	14	112
I don't know	15	13	2	*	13	*	1	*	*	*	*	*	1	5	*	3	*	*	1
NET Any problem experienced	600	520	80	22	498	61	31	11	22	57	64	59	37	55	90	70	43	7	53
Made a complaint about Evri	344	296	49	11	291	31	16	6	10	40	50	22	26	26	63	32	22	3	28

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - abc/c - d/e/g - hij/klmnop/q  
 \* small base

QJ\_6. Competitive landscape - Evri

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	1836	
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Aware of Evri	4327	1605	214	798	1511	1701	653	288	139	3213	427	1689	1699	587	217	86	3388	302	739	1553
	84%	89%	90%	91%	83% <sup>sd</sup>	84% <sup>sd</sup>	80%	81%	84%	82%	82%	83% <sup>sd</sup>	84% <sup>sd</sup>	79%	82%	87%	83% <sup>sd</sup>	84%	89%	89%
Used Evri to send	941	378	39	163	318	389	156	49	33	698	82	380	381	112	49	12	761	61	172	275
	18%	21%	16%	19%	18%	19%	19%	14%	20%	18%	16%	19%	19%	15%	19%	12%	19%	17%	21% <sup>sd</sup>	16%
Used Evri to receive	2922	1114	154	563	1048	1154	422	189	88	2202	277	1207	1147	354	135	55	2354	190	446	990
	57%	62%	65%	64%	60% <sup>sd</sup>	57% <sup>sd</sup>	52%	54%	54%	58% <sup>sd</sup>	57%	62% <sup>sd</sup>	61% <sup>sd</sup>	47%	51%	56%	59% <sup>sd</sup>	52%	54%	57%
Net used	3364	1230	162	614	1180	1304	478	217	102	2484	319	1360	1290	406	157	62	2650	219	558	1119
	64%	68%	68%	70%	61% <sup>sd</sup>	63% <sup>sd</sup>	59%	61%	62%	63% <sup>sd</sup>	61%	63% <sup>sd</sup>	64% <sup>sd</sup>	54%	60%	62%	63% <sup>sd</sup>	60%	67%	64%
Lost mail	183	67	7	16	52	79	31	14	7	131	21	85	57	25	14	3	142	16	26	23
	4%	4% <sup>sd</sup>	3%	2%	3%	4%	4%	4%	4%	3%	4%	4%	3%	3%	5%	3%	4%	5%	3% <sup>sd</sup>	1%
Damaged mail	165	53	7	18	52	72	25	9	6	124	16	73	51	23	15	3	124	18	28	12
	3%	3%	3%	2%	3%	4%	3%	3%	4%	3%	3%	4%	2%	3%	3%	3%	3%	3% <sup>sd</sup>	3% <sup>sd</sup>	1%
Delayed mail	296	109	10	39	108	104	42	19	19	213	38	122	115	38	16	4	236	20	42	33
	6%	6%	4%	4%	6%	5%	5%	5%	12% <sup>sd</sup>	6%	7%	6%	6%	5%	6%	4%	6%	6%	3% <sup>sd</sup>	2%
Mis-delivered mail	122	34	5	18	38	63	11	8	3	101	10	46	50	20	6	1	96	6	18	8
	2%	2%	2%	2%	2%	3% <sup>sd</sup>	1%	2%	2%	3%	2%	2%	2%	3%	2%	1%	2%	2%	2% <sup>sd</sup>	*
Mail that has been tampered with	61	15	4	3	9	30	11	8	4	39	12	20	21	14	1	4	41	5	6	6
	1%	1%	2%	*	1%	3% <sup>sd</sup>	1%	1%	1%	1%	1%	1%	1%	2%	*	1%	1%	1%	1%	*
Didn't allow sufficient time to answer the door	26	9	2	3	12	9	4	1	-	22	1	13	11	-	2	-	24	2	16	10
	1%	1%	1%	*	1%	1%	*	*	*	1%	*	1%	1%	*	1%	*	1%	*	2% <sup>sd</sup>	1%
Other problems	79	31	-	17	24	36	10	4	5	60	9	20	40	14	4	2	59	6	1	7
	2%	2%	-	2%	1%	2%	1%	1%	3%	2%	2%	1%	2%	2%	1%	2%	1%	2%	*	*
No - there have been no problems	1459	581	86	322	532	567	212	94	41	1099	136	557	585	197	65	34	1141	99	66	206
	28%	32%	36%	37%	30%	28%	26%	27%	25%	29%	26%	28%	29%	25%	24%	29%	27%	27%	8%	15% <sup>sd</sup>
I don't know	15	8	-	1	4	6	3	-	-	10	-	6	6	-	1	1	12	2	6	1%
	*	*	-	*	*	*	*	*	*	*	*	*	*	*	1% <sup>sd</sup>	*	*	*	1%	1%
NET Any problem experienced	600	212	21	73	202	241	84	41	27	444	68	242	221	82	42	9	463	50	100	60
	12%	12% <sup>sd</sup>	9%	8%	12%	12%	10%	12%	16%	12%	13%	12%	11%	13%	9%	12%	14%	12% <sup>sd</sup>	12% <sup>sd</sup>	3%
Made a complaint about Evri	344	120	9	39	112	149	43	22	19	261	40	140	119	50	28	6	259	33	80	25
	7%	7%	4%	4%	6%	7%	5%	6%	11% <sup>sd</sup>	7%	8%	7%	6%	7%	6%	6%	9%	10% <sup>sd</sup>	10% <sup>sd</sup>	1%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - abc/c - d/e/gh/h/j - k/l/m/n/op/q - rs  
 \* small base

**QJ\_6. Competitive landscape - Evri**

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Aware of Evri	4327	240	4025	62	1232	2851	243	4181	80	41	6	4302	19
	84%	72%	85% <b>ns</b>	78%	81% <b>ns</b>	85% <b>ns</b>	75%	84% <b>ns</b>	68%	87%	76%	84% <b>ns</b>	73%
Used Evri to send	941	57	872	12	302	578	61	896	29	12	1	937	3
	18%	17%	18%	15%	20%	17%	19%	18%	25%	26%	11%	18%	10%
Used Evri to receive	2922	172	2702	47	881	1895	147	2855	34	22	2	2910	10
	57%	52%	57%	59%	57% <b>ns</b>	57% <b>ns</b>	45%	58% <b>ns</b>	29%	46%	22%	57% <b>ns</b>	39%
Net used	3364	203	3049	52	986	2126	180	3200	60	29	3	3289	13
	64%	61%	64%	65%	64% <b>ns</b>	63% <b>ns</b>	56%	64% <b>ns</b>	52%	61%	33%	64% <b>ns</b>	49%
Lost mail	183	6	178	*	57	106	21	169	15	-	-	183	-
	4%	2%	4%	*	4%	3%	6% <b>ns</b>	3%	12% <b>ns</b>	-	-	4%	-
Damaged mail	165	7	151	7	76	77	12	151	12	1	-	165	-
	3%	2%	3%	9% <b>ns</b>	5% <b>ns</b>	2%	4%	3%	11% <b>ns</b>	3%	-	3%	-
Delayed mail	296	15	278	4	105	177	14	288	1	7	-	296	-
	6%	5%	6%	4%	7%	5%	4%	6%	1%	15%	-	6%	-
Mis-delivered mail	122	8	114	*	47	64	12	114	6	2	-	122	-
	2%	2%	2%	*	3% <b>ns</b>	2%	4%	2%	6%	4%	-	2%	-
Mail that has been tampered with	61	6	54	1	28	23	10	50	8	4	-	61	-
	1%	2%	1%	2%	2% <b>ns</b>	1%	3% <b>ns</b>	1%	7% <b>ns</b>	8%	-	1%	-
Didn't allow sufficient time to answer the door	26	3	22	1	11	12	3	24	2	*	-	26	-
	1%	1%	1%	1%	1%	1%	1%	1%	2%	*	-	1%	-
Other problems	79	6	73	*	28	36	15	75	4	*	-	79	-
	2%	2%	2%	*	2%	1%	5% <b>ns</b>	2%	3%	*	-	2%	-
No - there have been no problems	1459	77	1365	18	406	973	80	1434	6	12	1	1452	6
	28%	23%	29%	23%	27%	29%	25%	28% <b>ns</b>	6%	29%	11%	28% <b>ns</b>	22%
I don't know	15	3	12	*	5	9	1	14	-	-	-	14	1
	*	1%	*	*	*	*	*	*	-	-	-	*	5%
NET Any problem experienced	600	34	556	10	229	331	40	564	29	7	-	600	-
	12%	10%	12%	13%	13% <b>ns</b>	10%	12%	11%	23% <b>ns</b>	15%	-	12%	-
Made a complaint about Evri	344	28	316	3	135	185	24	315	27	2	-	344	-
	7%	8%	7%	3%	9% <b>ns</b>	6%	7%	6%	23% <b>ns</b>	5%	-	7%	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - abc(-) - d(e)l - g(h)ij(k)  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



QJ\_6. Competitive landscape - Evri

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Aware of Evri	4327	1056	979	1150	1142	355	358	343	359	298	322	-	729	421	385	365	392
	64%	82% <sup>b</sup>	76%	89% <sup>a,b</sup>	89% <sup>a,b</sup>	62% <sup>a</sup>	63% <sup>a</sup>	69% <sup>a</sup>	78%	72%	77%	-	89% <sup>a,g,h,j</sup>	89% <sup>a,g,h,j</sup>	89% <sup>a,g,h,j</sup>	89% <sup>a,g,h,j</sup>	90% <sup>a,g,h,j</sup>
Used Evri to send	941	258	235	211	236	75	91	93	70	70	95	-	148	62	70	82	85
	18%	20%	18%	16%	18%	17%	21% <sup>a,m</sup>	22% <sup>a,m</sup>	15%	17%	23% <sup>a,m,n</sup>	-	18%	13%	16%	20%	19%
Used Evri to receive	2922	787	899	719	718	263	260	264	252	221	226	-	463	255	239	222	257
	57%	61% <sup>b,c,d</sup>	54%	56%	56%	61%	60%	62%	64%	64%	64%	-	67%	64%	65%	63%	69%
Net used	3304	855	772	827	849	280	288	287	272	240	259	-	542	286	284	265	301
	64%	66% <sup>b</sup>	60%	64%	66% <sup>b</sup>	65%	67%	67% <sup>b</sup>	59%	58%	62%	-	68% <sup>b</sup>	61%	65%	64%	69% <sup>b</sup>
Lost mail	183	81	53	19	30	27	26	28	7	24	22	-	15	5	4	10	15
	4%	2% <sup>c,d</sup>	2% <sup>c</sup>	2%	2%	2% <sup>c,d,m,n,o</sup>	2% <sup>c,d,m,n,o</sup>	2% <sup>c,d,m,n,o</sup>	1%	2% <sup>c,d,m,n,o</sup>	2% <sup>c,d,m,n,o</sup>	-	2%	1%	1%	2%	3%
Damaged mail	165	74	52	21	18	23	25	24	24	11	17	-	14	7	5	9	5
	3%	9% <sup>c,d</sup>	4% <sup>c,d</sup>	2%	1%	3% <sup>c,d,m,n,o</sup>	3% <sup>c,d,m,n,o</sup>	3% <sup>c,d,m,n,o</sup>	3%	4% <sup>c,d</sup>	4% <sup>c,d</sup>	-	2%	1%	1%	2%	1%
Delayed mail	296	115	106	31	44	20	44	51	39	36	31	-	23	9	14	15	15
	6%	9% <sup>c,d</sup>	8% <sup>c,d</sup>	2%	3%	5%	10% <sup>c,d,m,n,o</sup>	12% <sup>c,d,m,n,o</sup>	6% <sup>c,d,m,n,o</sup>	9% <sup>c,d,m,n,o</sup>	7% <sup>c,d,m,n,o</sup>	-	3%	2%	3%	4%	3%
Mis-delivered mail	122	50	48	12	14	11	19	21	17	11	17	-	9	3	4	6	4
	2%	4% <sup>c,d</sup>	4% <sup>c,d</sup>	1%	1%	2%	4% <sup>c,d,m,n,o</sup>	4% <sup>c,d,m,n,o</sup>	3%	4% <sup>c,d,m,n,o</sup>	4% <sup>c,d,m,n,o</sup>	-	1%	1%	1%	1%	1%
Mail that has been tampered with	61	29	22	6	5	6	11	11	11	5	6	-	6	-	-	5	-
	1%	2% <sup>c,d</sup>	2% <sup>c,d</sup>	-	-	1%	3% <sup>c,d,m,n,o</sup>	3% <sup>c,d,m,n,o</sup>	3% <sup>c,d,m,n,o</sup>	1%	1%	-	1%	-	-	1%	-
Didn't allow sufficient time to answer the door	26	-	-	9	17	-	-	-	-	-	-	-	7	2	4	6	7
	1%	-	-	1% <sup>a,b</sup>	1% <sup>a,b</sup>	-	-	-	-	-	-	-	1%	-	1%	1%	2% <sup>a</sup>
Other problems	79	32	39	2	6	7	6	16	11	7	20	-	2	-	-	2	4
	2%	2% <sup>c,d</sup>	3% <sup>c,d</sup>	-	-	2% <sup>a</sup>	1%	4% <sup>c,d,m,n,o</sup>	3% <sup>c,d,m,n,o</sup>	2% <sup>c,d,m,n,o</sup>	4% <sup>c,d,m,n,o</sup>	-	-	-	-	-	1%
No - there have been no problems	1459	627	560	138	134	221	208	198	202	176	182	-	97	42	37	47	50
	28%	49% <sup>c,d</sup>	43% <sup>c,d</sup>	11%	10%	51% <sup>c,d,m,n,o</sup>	49% <sup>c,d,m,n,o</sup>	46% <sup>c,d,m,n,o</sup>	44% <sup>c,d,m,n,o</sup>	43% <sup>c,d,m,n,o</sup>	44% <sup>c,d,m,n,o</sup>	-	12%	9%	8%	11%	11%
I don't know	15	-	-	1	15	-	-	-	-	-	-	-	-	-	5	7	3
	-	-	-	1% <sup>a,b</sup>	1% <sup>a,b</sup>	-	-	-	-	-	-	-	-	-	1% <sup>a</sup>	2% <sup>a,b</sup>	1%
NET Any problem experienced	600	229	212	72	88	60	80	89	70	64	73	-	52	20	27	28	32
	12%	18% <sup>c,d</sup>	16% <sup>c,d</sup>	6%	7%	14% <sup>c,d,m,n,o</sup>	16% <sup>c,d,m,n,o</sup>	18% <sup>c,d,m,n,o</sup>	15% <sup>c,d,m,n,o</sup>	15% <sup>c,d,m,n,o</sup>	16% <sup>c,d,m,n,o</sup>	-	6%	4%	6%	7%	7%
Made a complaint about Evri	344	120	119	47	58	44	33	43	39	33	47	-	35	13	19	16	23
	7%	9% <sup>c,d</sup>	9% <sup>c,d</sup>	4%	4%	10% <sup>c,d,m,n,o</sup>	8% <sup>c,d,m,n,o</sup>	10% <sup>c,d,m,n,o</sup>	8% <sup>c,d,m,n,o</sup>	8% <sup>c,d,m,n,o</sup>	11% <sup>c,d,m,n,o</sup>	-	4%	3%	4%	4%	5%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: columns tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/m/n/o/p  
 \*\*very small base (under 30) ineligible for sig testing

QJ\_7. Competitive landscape - Interlink

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	2581	-	2581	241	616	1242	1329	309	319	492	369	481	377	234	628	861	1092	611	2411	149	2581
Weighted Base	2581	**	2581	312	638	1256	1312	347	305	527	384	438	317	263	652	912	1017	579	2333	227	2581
Effective Base	1390	-	1390	144	342	676	706	180	181	269	211	264	162	129	360	480	551	291	1271	108	2581
Aware of Interlink	634	-	634	64	172	314	317	20	30	147	136	139	81	81	50	283	301	162	599	30	655
25%	-	-	25%	21%	27%	25%	24%	6%	10%	28% <sup>gh</sup>	35% <sup>hi</sup>	32% <sup>gh</sup>	26% <sup>gh</sup>	31% <sup>hi</sup>	8%	31% <sup>hi</sup>	39% <sup>hi</sup>	28% <sup>hi</sup>	26% <sup>hi</sup>	13%	25%
Used Interlink to send	43	-	43	30	11	28	15	8	5	18	8	2	2	-	13	26	4	2	40	2	31
2%	-	-	2%	12% <sup>cd</sup>	2%	2%	1%	2%	2%	3% <sup>gh</sup>	2%	1%	-	-	2% <sup>op</sup>	3% <sup>op</sup>	*	*	2%	1%	1%
Used Interlink to receive	71	-	71	12	15	34	37	1	10	17	21	13	5	5	10	37	24	10	70	2	84
3%	-	-	3%	4%	2%	3%	3%	-	3% <sup>gh</sup>	3% <sup>gh</sup>	5% <sup>gh</sup>	3% <sup>gh</sup>	2%	2%	2%	4% <sup>hi</sup>	2%	2%	3%	1%	3%
Net used	109	-	109	37	26	60	49	8	13	33	27	15	7	5	21	60	28	12	105	4	110
4%	-	-	4%	12% <sup>cd</sup>	4%	5%	4%	2%	4%	6%	7% <sup>gh</sup>	3%	2%	2%	3%	7% <sup>op</sup>	3%	2%	4%	2%	4%
Lost mail	12	-	12	12	-	6	7	5	-	1	6	-	-	-	5	7	-	-	10	2	5
*	-	-	*	10% <sup>cd</sup>	-	1%	1%	2%	-	2%	2% <sup>kl</sup>	-	-	-	1% <sup>op</sup>	1% <sup>op</sup>	-	-	*	1%	*
Damaged mail	12	-	12	6	6	7	5	4	5	2	-	-	-	-	10	2	-	-	10	2	6
*	-	-	*	2%	1%	1%	1%	1%	2% <sup>kl</sup>	-	-	-	-	-	2% <sup>op</sup>	2%	-	-	*	1%	1%
Delayed mail	9	-	9	6	2	8	1	4	1	*	3	-	-	-	5	3	-	-	9	-	6
*	-	-	*	2%	*	1%	*	1%	*	1%	1%	-	-	-	1% <sup>op</sup>	3%	-	-	9	-	6
Mis-delivered mail	10	-	10	10	-	10	-	1	*	7	3	-	-	-	1	9	-	-	10	-	5
*	-	-	*	10% <sup>cd</sup>	-	10% <sup>cd</sup>	-	1%	*	1%	1%	-	-	-	1%	1% <sup>op</sup>	-	-	10	-	5
Mail that has been tampered with	5	-	5	5	-	5	-	1	-	4	-	-	-	-	1	4	-	-	5	-	3
*	-	-	*	2% <sup>kl</sup>	-	5%	-	1%	-	1%	-	-	-	-	1%	4%	-	-	5%	-	3%
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	74	-	74	10	19	35	39	1	7	19	20	15	7	5	8	39	28	12	72	2	92
3%	-	-	3%	3%	3%	3%	3%	*	2%	4% <sup>gh</sup>	6% <sup>gh</sup>	3% <sup>gh</sup>	2%	2%	1%	4% <sup>hi</sup>	3%	2%	3%	1%	4%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problem experienced	35	-	35	27	7	25	10	7	7	14	7	-	-	-	14	21	-	-	32	2	18
1%	-	-	1%	9% <sup>cd</sup>	1%	2% <sup>kl</sup>	1%	2% <sup>kl</sup>	2% <sup>kl</sup>	3% <sup>kl</sup>	2% <sup>kl</sup>	-	-	-	2% <sup>op</sup>	2% <sup>op</sup>	-	-	1%	1%	1%
Made a complaint about Interlink	30	-	30	26	4	22	8	7	6	11	6	-	-	-	13	17	-	-	28	2	12
1%	-	-	1%	9% <sup>cd</sup>	1%	2%	1%	2% <sup>kl</sup>	2% <sup>kl</sup>	2% <sup>kl</sup>	2% <sup>kl</sup>	-	-	-	2% <sup>op</sup>	2% <sup>op</sup>	-	-	1%	1%	1%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - ab - cd - ef - gh(ij)kl(m - no)pq - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ\_7. Competitive landscape - Interlink

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2581	635	760	544	642	1395	1186	1356	1178	327	323	658	663	425	1644	331	2109	-	-	-
Weighted Base	2581	475	746	625	735	1221	1360	1530	1000	361	332	649	649	412	1629	366	2081	**	**	**
Effective Base	1390	255	425	317	396	679	712	749	639	182	183	372	348	203	902	184	1126	-	-	-
Aware of Interlink	634	105	186	161	181	291	343	355	276	95	74	128	190	103	392	99	509	-	-	-
25%	25%	22%	25%	26%	25%	24%	25%	24%	26%	26%	22%	20%	23%	25%	24%	27%	24%	-	-	-
Used Interlink to send	43	20	7	6	1	36	7	30	4	3	3	7	11	18	21	3	39	-	-	-
25%	25%	5% <b>ns</b>	1%	1%	*	2% <b>f</b>	*	3% <b>h</b>	*	1%	1%	1%	2%	4% <b>h</b> ns	1%	1%	2%	-	-	-
Used Interlink to receive	71	12	17	22	20	29	42	48	23	10	4	16	29	12	48	10	61	-	-	-
3%	3%	2%	2%	4%	3%	2%	3%	3%	2%	3%	1%	2%	4% <b>f</b>	3%	3%	3%	3%	-	-	-
Net used	109	39	21	27	21	61	48	82	27	13	7	22	35	30	64	13	95	-	-	-
4%	4%	3% <b>ns</b>	3%	4%	3%	5%	4%	3% <b>h</b>	3%	3%	2%	3%	5%	3% <b>h</b> ns	4%	3%	5%	-	-	-
Lost mail	12	11	-	-	1	11	1	11	1	1	3	2	3	9	1	11	-	-	-	
1%	1%	2% <b>ns</b>	-	-	1% <b>f</b>	*	*	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	-	-	-
Damaged mail	12	5	2	6	-	7	6	12	-	*	-	4	5	3	9	1	12	-	-	-
1%	1%	1% <b>f</b>	*	1%	-	1%	*	1% <b>h</b>	-	*	-	1%	1%	1%	1%	*	1%	-	-	-
Delayed mail	9	6	2	1	-	8	1	9	-	-	3	2	*	3	5	-	9	-	-	-
* <b>f</b>	* <b>f</b>	3% <b>ns</b>	*	*	-	1% <b>f</b>	*	1%	-	-	1%	*	*	1%	*	-	*	-	-	-
Mis-delivered mail	10	9	*	1	-	10	1	10	-	1	-	-	-	9	*	10	-	-	-	
* <b>f</b>	* <b>f</b>	2% <b>ns</b>	*	*	-	1% <b>f</b>	*	1% <b>h</b>	-	*	-	-	-	2% <b>h</b> ns	*	*	-	-	-	
Mail that has been tampered with	5	4	-	1	-	4	1	5	-	1	-	1	4	1	4	1	4	-	-	
1% <b>f</b>	1% <b>f</b>	1% <b>h</b>	-	-	-	*	*	*	-	*	-	*	1% <b>h</b>	*	*	*	*	-	-	
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
No - there have been no problems	74	14	19	21	21	33	41	48	26	11	4	13	30	14	47	11	62	-	-	
3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	1%	2%	5% <b>h</b>	3%	3%	3%	3%	-	-	
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Any problem experienced	35	25	3	6	1	28	7	34	1	1	3	9	5	16	17	1	34	-	-	
1%	1%	5% <b>ns</b>	*	1%	*	2% <b>f</b>	1%	2% <b>h</b>	*	*	1%	1%	1%	4% <b>h</b> ns	1%	*	2%	-	-	
Made a complaint about Interlink	30	25	2	3	-	27	3	30	-	-	3	8	3	16	14	-	30	-	-	
1%	1%	2% <b>ns</b>	*	*	-	2% <b>f</b>	*	2% <b>h</b>	-	-	1%	1%	*	4% <b>h</b> ns	1%	*	1%	-	-	

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - ab/c/d - ef - gh - ij/k/l/m - op - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing

QJ\_7. Competitive landscape - Interlink

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1784	797	332	1281	523	440	337	139	141	142	140	144	143	144	144	144	84	439
Weighted Base	2581	2219	362	115*	2169	217	124	71	105	283	213	188	227	240	339	354	221	29*	188
Effective Base	1390	1169	225	73	1037	274	252	239	123	125	125	123	126	126	130	123	127	37	237
Aware of Interlink	634	522	112	40	540	44	33	16	27	57	52	42	58	71	61	107	65	2	42
Used Interlink to send	25%	24%	31% <sup>a</sup>	35% <sup>a</sup>	25%	20%	27%	22%	25% <sup>b</sup>	20%	28% <sup>b</sup>	22% <sup>b</sup>	28% <sup>b</sup>	28% <sup>b</sup>	18%	30% <sup>b</sup>	28% <sup>b</sup>	7%	22% <sup>b</sup>
Used Interlink to receive	43	37	6	+	39	1	2	1	4	-	-	5	2	1	22	5	1	-	1
Net used	109	91	18	5	95	4	7	3	6% <sup>c</sup>	3%	4% <sup>c</sup>	3%	4%	3%	2%	3% <sup>c</sup>	4%	5%	2%
Lost mail	12	12	-	-	12	-	-	-	-	-	-	-	-	-	11	-	1	-	-
Damaged mail	12	10	3	1%	12	-	1	-	2	-	-	2	3	-	2	3	-	-	-
Delayed mail	9	8	-	-	7	1	1	-	2	-	-	-	-	-	6	-	-	-	1
Mis-delivered mail	10	10	-	-	9	-	1	-	-	-	-	-	-	-	9	-	-	-	-
Mail that has been tampered with	5	5	-	-	4	-	1	-	-	-	-	-	-	4	-	-	-	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	74	59	15	5	63	3	5	2	7	8	2	7	6	6	4	11	11	+	3
I don't know	3%	3%	4%	5%	3%	1%	4%	3%	7% <sup>d</sup>	3%	1%	4%	2%	3%	1%	3%	5%	2%	1%
NET Any problem experienced	35	32	3	-	32	1	2	+	2	-	-	2	3	-	22	3	1	-	1
Made a complaint about Interlink	30	27	3	-	29	-	1	-	2	-	-	-	3	-	22	3	-	-	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 + small base

QJ\_7. Competitive landscape - Interlink

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
	Total																			
Unweighted Base	2581	908	118	495	857	1021	391	172	102	1878	274	908	1012	413	126	74	1920	200	-	-
Weighted Base	2581	881	142*	445	879	982	411	187	90*	1861	277	882	995	451	146*	59*	1876	205	-**	-**
Effective Base	1390	480	64	261	448	531	227	106	62	978	166	471	530	240	79	45	1001	120	-	-
Aware of Interlink	634	266	47	138	268	237	73	30	25	505	55	263	214	106	28	17	476	45	-	-
25%		30%	33%	31%	33% <b>Interlink</b>	24%	18%	16%	28%	29%	20%	33%	21%	24%	19%	29%	25%	22%	-	-
Used Interlink to send	43	5	-	1	16	18	5	4	1	32	5	19	12	6	4	-	30	4	-	-
2%	1%	-	-	2%	2%	1%	2%	1%	2%	2%	2%	2%	1%	3%	-	2%	2%	-	-	
Used Interlink to receive	71	31	4	13	26	32	8	1	4	58	5	31	24	10	2	4	55	6	-	-
3%	4%	3%	3%	3%	3%	2%	1%	4%	3%	2%	3%	2%	2%	2%	6%	3%	3%	-	-	
Net used	109	33	4	14	40	45	13	5	5	86	10	47	36	16	5	4	83	9	-	-
4%	4%	3%	3%	3%	3%	3%	3%	3%	5%	4%	5%	4%	3%	4%	6%	4%	4%	-	-	
Lost mail	12	-	-	-	6	5	1	-	-	11	-	6	6	-	-	-	12	-	-	-
*	-	-	-	-	1%	1%	*	-	-	1%	-	1%	1%	-	-	-	1%	-	-	
Damaged mail	12	-	-	-	4	5	2	-	1	9	1	-	10	-	2	-	10	2	-	-
*	-	-	-	-	1%	1%	1%	-	1%	1%	*	-	1%	-	1%	-	1%	1%	-	-
Delayed mail	9	-	-	-	4	3	-	-	1	8	1	4	5	-	-	-	9	-	-	-
*	-	-	-	-	*	*	-	-	1%	*	*	*	*	-	-	-	*	*	-	-
Mis-delivered mail	10	-	-	-	3	7	-	*	1	9	1	6	1	4	-	-	6	-	-	-
*	-	-	-	-	*	1%	*	*	1%	1%	*	1%	*	1%	-	-	*	*	-	-
Mail that has been tampered with	5	-	-	-	4	-	1	-	1	4	1	4	1	-	1	-	4	1	-	-
*	-	-	-	-	*	*	*	-	1%	*	*	*	*	*	*	*	*	*	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	74	33	4	14	23	33	10	5	4	56	6	33	22	11	2	4	55	6	-	-
3%	4%	3%	3%	3%	3%	3%	2%	3%	4%	3%	3%	4%	2%	2%	6%	3%	3%	3%	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problem experienced	35	-	-	-	17	12	3	-	1	30	2	14	14	4	3	-	28	3	-	-
1%	-	-	-	2%	1%	1%	-	1%	2%	1%	1%	2%	1%	1%	2%	-	1%	1%	-	-
Made a complaint about Interlink	30	-	-	-	17	12	1	-	29	*	1	13	12	4	1	-	25	1	-	-
1%	-	-	-	2%	1%	*	*	*	2%	*	*	1%	1%	1%	*	-	1%	1	-	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Column: Tested (5% risk level) - abc - d(e)g(h)(i) - kl(m)op(q) - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ\_7. Competitive landscape - Interlink

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	2581	175	2363	43	812	1599	170	2512	38	19	2	2569	10
Weighted Base	2581	180*	2361	40**	782	1616	183	2498	52**	16**	3**	2567	11**
Effective Base	1390	99	1268	23	435	849	108	1345	27	12	2	1383	5
Aware of Interlink	634	33	588	12	202	407	25	626	3	4	-	634	-
	25%	19%	25%	31%	25%	26%	13%	25%	6%	24%	-	25%	-
Used Interlink to send	43	1	42	-	23	16	4	40	3	-	-	43	-
	2%	1%	2%	-	3%	1%	2%	2%	6%	-	-	2%	-
Used Interlink to receive	71	3	67	1	27	43	2	71	-	-	-	71	-
	3%	2%	3%	1%	3%	3%	1%	3%	-	-	-	3%	-
Net used	108	4	104	1	48	56	5	106	3	-	-	109	-
	4%	2%	4%	3%	6%	3%	3%	4%	6%	-	-	4%	-
Lost mail	12	1	11	-	6	6	-	9	3	-	-	12	-
	*	*	*	-	1%	*	-	*	5%	-	-	*	-
Damaged mail	12	-	12	-	3	6	3	12	-	-	-	12	-
	*	-	1%	-	*	*	1%	*	-	-	-	*	-
Delayed mail	9	-	9	-	6	3	-	6	3	-	-	9	-
	*	-	*	-	1%	*	-	*	5%	-	-	*	-
Mis-delivered mail	10	-	10	-	10	*	-	8	3	-	-	10	-
	*	-	*	-	1%	*	-	*	5%	-	-	*	-
Mail that has been tampered with	5	-	5	-	5	-	-	5	-	-	-	5	-
	*	-	*	-	1%	-	-	*	-	-	-	*	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	74	3	70	1	27	45	2	74	-	-	-	74	-
	3%	2%	3%	3%	3%	3%	1%	3%	1%	-	-	3%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problem experienced	35	1	34	-	21	11	3	32	3	-	-	35	-
	1%	*	1%	-	3%	1%	1%	1%	5%	-	-	1%	-
Made a complaint about Interlink	30	-	30	-	20	8	3	27	3	-	-	30	-
	1%	-	1%	-	3%	*	1%	1%	5%	-	-	1%	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ\_7. Competitive landscape - Interlink

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2581	1290	1291	-	-	430	430	430	430	430	431	-	-	-	-	-
Weighted Base	2581	1290	1291	**	**	432	431	427	464	412	416	**	**	**	**	**
Effective Base	1390	661	732	-	-	215	220	226	251	240	242	-	-	-	-	-
Aware of Interlink	634	339	295	-	-	129	110	100	122	95	78	-	-	-	-	-
	25%	26%	23%	-	-	30%	26%	23%	28%	23%	18%	-	-	-	-	-
Used Interlink to send	43	19	23	-	-	11	2	7	10	7	6	-	-	-	-	-
	2%	2%	2%	-	-	3%	*	2%	2%	2%	2%	-	-	-	-	-
Used Interlink to receive	71	31	40	-	-	18	8	5	21	10	9	-	-	-	-	-
	3%	2%	3%	-	-	4%	2%	1%	5%	2%	2%	-	-	-	-	-
Net used	109	51	58	-	-	29	9	12	28	16	14	-	-	-	-	-
	4%	4%	4%	-	-	7%	2%	3%	6%	4%	3%	-	-	-	-	-
Lost mail	12	4	8	-	-	4	-	-	3	3	2	-	-	-	-	-
	*	*	1%	-	-	1%	-	-	1%	1%	1%	-	-	-	-	-
Damaged mail	12	7	5	-	-	5	-	2	-	5	-	-	-	-	-	-
	*	1%	*	-	-	1%	-	*	-	1%	-	-	-	-	-	-
Delayed mail	9	2	6	-	-	-	1	2	3	3	*	-	-	-	-	-
	*	*	*	-	-	-	*	*	1%	1%	*	-	-	-	-	-
Mis-delivered mail	10	4	6	-	-	-	-	4	-	6	-	-	-	-	-	-
	*	*	*	-	-	-	-	1%	-	1%	-	-	-	-	-	-
Mail that has been tampered with	5	5	-	-	-	4	1	1	-	-	-	-	-	-	-	-
	*	*	-	-	-	1%	*	*	-	-	-	-	-	-	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	74	30	44	-	-	16	8	6	25	9	9	-	-	-	-	-
	3%	2%	3%	-	-	4%	2%	1%	6%	2%	2%	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problem experienced	35	20	14	-	-	13	1	6	3	7	5	-	-	-	-	-
	1%	2%	1%	-	-	3%	*	1%	1%	2%	1%	-	-	-	-	-
Made a complaint about Interlink	30	16	14	-	-	10	1	5	3	6	5	-	-	-	-	-
	1%	1%	1%	-	-	2%	*	1%	1%	1%	1%	-	-	-	-	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: columns tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ\_8. Competitive landscape - DPD

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	5161	-	5161	619	2818	2461	2683	680	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1306	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Aware of DPD	4222	-	4222	512	2427	2009	2199	462	519	819	623	812	558	433	980	1441	1801	989	3813	380	4358
82%	-	-	82%	73%	86%	80%	84%	67%	80%	81%	87%	85%	82%	73%	83%	86%	85%	83%	81%	83%	84%
Used DPD to send	333	-	333	116	177	171	161	59	79	92	45	32	18	8	138	137	58	26	275	53	351
6%	-	-	6%	1%	6%	7%	6%	2%	1%	1%	3%	2%	1%	2%	3%	3%	2%	6%	6%	1%	7%
Used DPD to receive	2381	-	2381	292	1328	1086	1289	261	290	485	309	485	266	186	560	884	937	451	2164	202	2656
46%	-	-	46%	42%	47%	43%	49%	38%	46%	48%	56%	52%	42%	42%	51%	45%	39%	47%	47%	38%	51%
Net used	2585	-	2585	371	1443	1189	1389	299	351	545	422	503	274	192	650	967	968	466	2331	235	2845
50%	-	-	50%	53%	51%	47%	53%	43%	54%	54%	59%	54%	43%	43%	49%	56%	46%	40%	51%	44%	55%
Lost mail	34	-	34	23	4	13	19	6	9	11	4	3	-	-	16	15	3	-	31	3	31
1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	-	1%	1%	-	-	1%	1%	1%
Damaged mail	45	-	45	19	14	28	17	11	15	9	4	4	2	-	26	13	6	2	34	11	43
1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	-	2%	1%	-	-	1%	1%	1%
Delayed mail	92	-	92	38	26	55	37	16	22	30	11	10	3	-	38	41	13	3	70	20	94
2%	-	-	2%	5%	1%	2%	1%	2%	3%	3%	1%	1%	-	-	3%	2%	1%	-	2%	2%	2%
Mis-delivered mail	51	-	51	20	11	24	25	7	4	23	11	-	2	3	12	34	5	5	44	7	42
1%	-	-	1%	3%	1%	1%	1%	1%	1%	2%	1%	-	1%	-	1%	2%	-	-	1%	1%	1%
Mail that has been tampered with	26	-	26	14	7	11	14	1	7	11	5	2	-	-	8	16	2	-	18	8	25
*	-	-	*	2%	1%	1%	1%	1%	1%	1%	-	-	-	-	1%	1%	-	-	1%	1%	*
Didn't allow sufficient time to answer the door	18	-	18	13	5	11	7	2	11	3	2	-	-	-	13	3	2	-	17	1	14
*	-	-	*	2%	1%	1%	1%	1%	1%	1%	-	-	-	-	1%	1%	-	-	1%	1%	1%
Other problems	23	-	23	1	11	9	14	2	1	3	7	10	-	-	3	10	10	-	22	1	22
*	-	-	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	-	-	1%	1%	1%
No - there have been no problems	1143	-	1143	80	354	502	640	113	138	222	206	227	140	97	251	428	464	237	1053	83	1312
22%	-	-	22%	11%	12%	20%	24%	16%	21%	22%	20%	22%	18%	22%	19%	25%	22%	20%	23%	16%	25%
I don't know	15	-	15	2	13	6	9	6	2	-	3	4	-	-	8	-	7	4	9	6	12
*	-	-	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	-	-	1%	1%	1%
NET Any problem experienced	211	-	211	85	64	105	104	33	47	67	31	25	6	3	80	98	34	9	178	32	209
4%	-	-	4%	12%	2%	4%	4%	5%	7%	7%	4%	3%	1%	1%	6%	6%	2%	1%	4%	6%	4%
Made a complaint about DPD	138	-	138	77	37	74	62	16	42	50	18	7	3	1	58	68	12	5	114	24	119
3%	-	-	3%	11%	1%	3%	2%	2%	6%	6%	3%	1%	1%	-	4%	4%	1%	-	2%	5%	2%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - ab - cd - ef - gh(i)(j)(k)(l)(m - n)(o)(p) - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



QJ\_8. Competitive landscape - DPD

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2E (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Aware of DPD	4222	687	1370	959	1207	2057	2165	2472	1699	547	522	1095	1153	624	2770	555	3447	494	1755	120
Used DPD to send	82%	73%	83% <sup>h</sup>	81%	84% <sup>h</sup>	81%	83%	80%	84% <sup>g</sup>	80% <sup>h</sup>	80% <sup>h</sup>	82% <sup>h</sup>	84% <sup>h</sup>	77%	82% <sup>h</sup>	81%	87%	93%	91%	91%
Used DPD to receive	333	66	123	69	75	189	144	256	74	39	37	90	97	58	223	40	284	61	113	10
Net used	2585	463	811	590	720	1275	1311	1596	963	302	304	677	724	422	1704	305	2158	327	1008	65
Lost mail	34	3	6	6	17	11	23	24	10	7	3	13	6	2	22	7	24	6	0	1
Damaged mail	45	5	19	9	12	24	21	37	9	7	14	10	8	30	7	38	4	6	-	-
Delayed mail	92	18	26	22	26	44	48	60	21	8	15	25	14	25	55	8	80	15	8	3
Mis-delivered mail	51	16	13	9	12	30	21	35	15	4	10	18	6	13	33	4	46	8	6	1
Mail that has been tampered with	26	11	6	4	5	17	9	20	6	2	5	8	3	4	16	2	21	7	4	3
Didn't allow sufficient time to answer the door	18	5	6	3	5	11	8	14	5	5	6	5	1	13	5	13	12	6	-	-
Other problems	23	4	6	2	10	11	12	15	8	5	4	6	4	2	14	5	16	-	3	3
No - there have been no problems	1143	185	345	288	325	530	613	667	459	132	131	296	327	182	755	134	953	25	70	4
I don't know	15	2	7	2	4	9	6	6	10	3	6	-	4	3	9	3	12	5	10	-
NET Any problem experienced	211	40	65	48	59	105	106	153	55	37	32	67	32	34	131	37	165	30	33	7
Made a complaint about DPD	138	27	45	29	36	73	66	107	29	18	22	44	23	26	89	20	116	34	32	5

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - ef - gh - i/jk/l/m/n - op - q/rs  
 \* small base

QJ\_8. Competitive landscape - DPD

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Aware of DPD	4222	3586	636	157	3522	368	214	118	173	459	357	313	371	421	465	585	377	39	329
Used DPD to send	82%	81%	85%	82%	81%	85%	87%	83%	82%	81%	84%	83%	82%	80%	69%	83%	83%	75%	86%
353	302	31	6	273	31	19	9	11	30	31	15	34	26	49	60	18	1	30	
8%	7%	4%	3%	6%	7%	8%	7%	5%	5%	7%	4%	8%	6%	7%	6%	4%	2%	8%	
Used DPD to receive	231	2002	379	107	1923	251	137	69	95	248	214	169	197	228	233	315	224	19	232
46%	45%	53%	56%	44%	58%	66%	49%	45%	45%	44%	50%	45%	43%	34%	45%	51%	37%	61%	
Net used	2585	2187	398	110	2097	264	149	75	103	272	230	177	220	241	268	350	235	20	244
50%	49%	55%	55%	48%	61%	69%	52%	49%	49%	46%	54%	47%	48%	39%	40%	50%	53%	38%	64%
Lost mail	34	31	2	*	31	1	1	1	2	-	-	2	6	7	2	9	3	-	1
1%	1%	*	*	1%	*	*	*	*	1%	-	-	1%	1%	1%	1%	1%	1%	-	1%
Damaged mail	45	41	4	1	36	5	3	2	1	-	4	3	5	7	12	1	-	1	5
1%	1%	1%	*	1%	1%	1%	1%	1%	*	-	1%	1%	1%	1%	2%	1%	1%	1%	1%
Delayed mail	92	85	7	1	77	6	6	3	1	8	13	7	10	5	18	10	5	1	6
2%	2%	1%	1%	2%	1%	2%	2%	2%	1%	1%	3%	2%	2%	1%	3%	1%	1%	1%	1%
Mis-delivered mail	51	50	1	*	39	7	4	*	1	5	5	5	-	3	11	7	2	-	7
1%	1%	*	*	1%	2%	2%	*	*	1%	1%	1%	1%	-	2%	1%	1%	-	-	2%
Mail that has been tampered with	26	24	2	1	22	2	1	1	-	3	4	2	2	5	5	-	1	1	1
*	1%	*	1%	1%	1%	*	*	*	-	1%	1%	1%	*	1%	1%	-	1%	1%	1%
Didn't allow sufficient time to answer the door	18	18	*	*	16	*	1	1	-	3	2	1	2	-	8	-	-	-	*
*	*	*	*	*	*	*	1%	1%	-	1%	*	*	*	-	1%	-	-	-	*
Other problems	23	22	1	*	20	2	1	1	-	4	-	-	3	-	5	6	2	-	2
*	1%	*	*	*	*	*	*	*	-	1%	-	-	1%	-	1%	1%	-	-	*
No - there have been no problems	1143	956	187	60	920	120	70	33	47	129	107	72	98	120	88	149	109	9	111
22%	22%	26%	32%	21%	23%	23%	23%	23%	22%	23%	22%	19%	22%	23%	13%	21%	23%	17%	23%
I don't know	15	13	2	*	14	*	1	-	-	2	2	-	3	3	2	2	-	-	*
*	*	*	*	*	*	*	*	*	-	-	-	-	1%	1%	-	-	-	-	-
NET Any problem experienced	211	195	16	4	176	18	11	6	4	18	23	13	21	18	39	34	7	2	17
4%	4%	2%	2%	4%	4%	4%	4%	4%	2%	3%	5%	3%	5%	4%	6%	5%	2%	3%	4%
Made a complaint about DPD	138	128	11	2	122	7	7	2	3	18	17	10	21	10	27	15	1	1	6
3%	3%	1%	1%	3%	2%	3%	2%	2%	2%	3%	4%	3%	3%	2%	4%	2%	-	2%	2%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - abc/c - d/e/f/g - hij/klm/nop/qr  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ\_8. Competitive landscape - DPD

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833
Effective Base	2868	1012	121	530	948	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458
Aware of DPD	4222	1564	217	757	1488	1867	649	272	131	3135	403	1675	1638	560	220	84	3313	304	751
82%	82%	87%	91%	86%	84% <sup>(a)</sup>	82%	80%	77%	80%	83% <sup>(a)</sup>	79%	83% <sup>(a)</sup>	81% <sup>(a)</sup>	75%	83% <sup>(a)</sup>	85%	81% <sup>(a)</sup>	84% <sup>(a)</sup>	90%
Used DPD to send	333	79	9	21	109	132	57	21	14	242	34	143	127	35	23	6	269	29	102
6%	4%	4%	2%	6%	7%	7%	6%	8%	6%	7%	7%	7%	6%	9%	7%	7%	8%	12% <sup>(a)</sup>	5%
Used DPD to receive	2381	829	97	409	823	957	371	143	68	1780	211	985	932	293	115	39	1917	154	395
46%	46%	41%	47%	47%	47%	47%	45%	40%	41%	47% <sup>(a)</sup>	41%	50% <sup>(a)</sup>	49% <sup>(a)</sup>	39%	44%	40%	48% <sup>(a)</sup>	43%	47%
Net used	2565	874	100	424	888	1035	411	159	73	1823	232	1079	1004	317	125	43	2083	168	475
50%	48%	42%	46%	51%	51%	53% <sup>(a)</sup>	50%	45%	44%	53% <sup>(a)</sup>	45%	53% <sup>(a)</sup>	49% <sup>(a)</sup>	43%	44%	44%	52% <sup>(a)</sup>	46%	57%
Lost mail	34	7	3	1	11	18	5	-	-	28	-	16	12	2	4	-	23	4	10
1%	1%	1%	-	1%	1%	1%	1%	-	-	1%	-	1%	1%	-	2%	-	1%	1%	1% <sup>(a)</sup>
Damaged mail	45	8	-	5	11	19	11	3	1	30	4	17	24	2	2	-	41	2	9
1%	-	-	1%	1%	1%	1%	1%	-	-	1%	-	1%	1%	-	1%	-	1%	1%	1% <sup>(a)</sup>
Delayed mail	92	12	-	5	34	34	8	11	2	69	13	41	30	11	6	2	71	7	25
2%	1%	-	1%	2%	2%	1%	1% <sup>(a)</sup>	1%	2%	3%	2%	2%	1%	2%	2%	2%	2%	2%	3% <sup>(a)</sup>
Mis-delivered mail	51	13	-	5	24	16	6	5	-	40	5	28	8	-	10	4	-	36	4
1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	-	-	1%	1%	1% <sup>(a)</sup>
Mail that has been tampered with	26	4	1	-	8	11	6	-	-	19	-	9	9	6	1	-	18	1	12
-	-	1%	-	-	1%	1%	-	-	-	1%	-	-	-	1%	-	-	-	-	1% <sup>(a)</sup>
Didn't allow sufficient time to answer the door	18	1	-	1	6	11	1	-	-	17	-	12	5	-	-	-	18	-	17
-	-	-	-	1%	1%	-	-	-	-	-	-	1%	-	-	-	-	-	-	2% <sup>(a)</sup>
Other problems	23	5	-	2	16	5	3	-	-	20	-	19	1	3	-	-	20	-	3
-	-	-	-	1% <sup>(a)</sup>	-	-	-	-	-	1%	-	1%	-	-	-	-	1% <sup>(a)</sup>	-	-
No - there have been no problems	1143	428	50	214	389	454	180	68	43	844	111	424	456	168	60	24	880	84	33
22%	24%	21%	24%	22%	22%	22%	22%	19%	26%	22%	23%	22%	22%	22%	23%	25%	22%	23%	4%
I don't know	15	3	1	1	11	3	-	1	-	14	1	7	5	-	1	2	12	2	10
-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	2% <sup>(a)</sup>	-	1%	1% <sup>(a)</sup>
NET Any problem experienced	211	36	5	16	79	78	31	17	3	157	20	99	69	24	15	2	168	17	58
4%	2%	2%	2%	5%	4%	4%	4%	5%	2%	4%	4%	5%	3%	3%	6%	2%	4%	5%	7% <sup>(a)</sup>
Made a complaint about DPD	138	22	-	10	55	59	11	11	2	114	13	68	44	13	10	4	112	13	62
3%	1%	-	1%	3% <sup>(a)</sup>	3%	1%	3%	3%	1%	3% <sup>(a)</sup>	2%	3%	2%	2%	4%	4%	3%	4%	7% <sup>(a)</sup>

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - j/k/l/m/n/o/p/q - r - s  
 \* small base

QJ\_8. Competitive landscape - DPD

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Aware of DPD	4222	250	3916	57	1186	2807	229	4086	69	41	6	4196	20
82%	75%	73% <b>b</b>	71%	77%	69% <b>d</b>	64% <b>e</b>	71%	71% <b>g</b>	60%	87%	76%	75% <b>j</b>	77%
Used DPD to send	333	36	294	3	104	195	34	311	18	4	-	333	1*
6%	11% <b>b</b>	6%	4%	7%	6%	10% <b>e</b>	6%	6%	15% <b>g</b>	9%	-	6%	1%
Used DPD to receive	2381	152	2189	40	734	1539	109	2313	33	25	3	2370	9
46%	46%	46%	50%	49% <b>d</b>	49% <b>e</b>	34%	47% <b>g</b>	28%	53%	34%	46% <b>j</b>	33%	
Net used	2565	160	2364	42	797	1654	134	2494	51	29	3	2574	9
59%	54%	50%	52%	53% <b>d</b>	53% <b>e</b>	42%	50%	43%	62%	34%	50%	54% <b>k</b>	
Lost mail	34	5	29	-	17	16	2	24	7	3	-	34	-
1%	2%	1%	-	1%	-	-	-	-	6% <b>g</b>	6%	-	1%	-
Damaged mail	45	4	40	1	18	26	2	38	7	-	-	45	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	6% <b>g</b>	-	-	1%	-
Delayed mail	92	17	73	2	46	37	9	80	11	1	-	92	-
2%	5% <b>b</b>	2%	2%	3% <b>d</b>	1%	3% <b>e</b>	2%	2%	9% <b>g</b>	2%	-	2%	-
Mis-delivered mail	51	13	38	-	21	22	8	41	8	1	-	51	-
1%	4% <b>b</b>	1%	-	1% <b>d</b>	1%	2% <b>e</b>	1%	1%	7% <b>g</b>	3%	-	1%	-
Mail that has been tampered with	26	1	25	-	9	13	4	24	-	1	-	26	-
*	*	1%	-	1%	-	1%	1%	*	*	2%	-	*	-
Didn't allow sufficient time to answer the door	18	3	15	-	12	4	1	14	4	-	-	18	-
*	1%	*	-	1% <b>d</b>	*	1%	1%	*	3% <b>g</b>	-	-	*	-
Other problems	23	2	21	-	13	10	-	23	-	-	-	23	-
1%	1%	1%	-	1% <b>d</b>	1%	-	-	1%	-	-	-	1%	-
No - there have been no problems	1143	64	1064	16	334	746	64	1129	1	7	1	1138	5
22%	19%	20%	20%	23%	22%	20%	20%	23% <b>g</b>	1%	16%	11%	22% <b>j</b>	18%
I don't know	15	-	13	2	3	6	5	15	-	-	-	15	-
*	-	-	2% <b>b</b>	*	*	2% <b>e</b>	2% <b>f</b>	*	-	-	-	*	-
NET Any problem experienced	211	37	172	2	92	105	14	189	19	4	-	211	-
4%	11% <b>b</b>	4%	3%	6% <b>d</b>	3%	4%	4%	4%	16% <b>g</b>	8%	-	4%	-
Made a complaint about DPD	138	25	111	2	50	70	9	119	17	2	-	138	-
3%	8% <b>b</b>	2%	2%	4% <b>d</b>	2%	3%	2%	2%	13% <b>g</b>	5%	-	3%	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Column: Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ\_8. Competitive landscape - DPD

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Aware of DPD	4222	955	898	1195	1174	322	323	310	321	291	286	-	758	437	383	390	401
82%	74%	70%	93%ab	91%ab	75%	75%	73%	69%	71%	69%	-	93%efghij	93%efghj	89%efghj	94%efghij	92%efghj	
Used DPD to send	333	78	72	84	100	15	30	32	18	27	27	-	51	33	23	41	37
6%	6%	6%	6%	8%	4%	7%	8%	4%	6%	6%	-	6%	7%	5%	10%klmn	8%klm	
Used DPD to receive	2381	571	546	633	631	204	176	190	188	182	176	-	411	219	204	198	229
46%	44%	42%	43%b	43%b	47%	49%	44%	49%	44%	42%	-	51%lmn	46%	47%	46%	52%lmn	
Net used	2585	610	575	693	707	209	197	203	194	190	191	-	450	243	219	230	257
50%	47%	45%	54%ab	55%ab	48%	46%	48%	42%	46%	46%	-	55%lmj	52%lm	50%	55%lmj	59%efghij	
Lost mail	34	7	14	6	7	4	2	1	4	5	4	-	3	3	-	5	3
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	-	1%	1%	
Damaged mail	45	15	21	4	6	6	5	5	5	7	8	-	3	-	-	3	2
1%	1%	2%cd	-	-	1%	1%	1%	1%	2%lmn	2%lmn	-	-	-	-	-	1%	1%
Delayed mail	92	36	30	12	14	14	13	9	11	10	8	-	10	2	-	10	4
2%	3%cd	2%cd	1%	1%	3%lmn	3%lmn	2%lm	2%lm	2%lm	2%lm	-	1%	1%	-	2%lm	1%	
Mis-delivered mail	51	23	13	12	3	12	5	5	3	4	6	-	10	2	-	3	-
1%	2%cd	1%	1%	-	3%lmnop	1%	1%	1%	1%	1%	-	1%	-	-	-	1%	-
Mail that has been tampered with	26	7	4	10	5	3	2	3	-	2	2	-	5	5	-	4	-
1%	1%	-	1%	5	1%	1%	1%	-	-	-	-	-	1%	1%	-	1%	-
Didn't allow sufficient time to answer the door	18	-	-	9	9	-	-	-	-	-	-	-	8	1	-	4	5
-	-	-	1%ab	1%ab	-	-	-	-	-	-	-	-	1%	-	-	1%	1%
Other problems	23	5	13	3	3	-	2	2	7	2	4	-	3	-	-	3	-
-	-	1%	-	-	-	-	1%	1%	2%	1%	1%	-	-	-	-	1%	-
No - there have been no problems	1143	539	506	36	63	180	177	182	175	168	163	-	16	20	20	19	23
22%	42%cd	39%cd	3%	5%cd	42%lmnop	41%lmnop	43%lmnop	39%lmnop	41%lmnop	39%lmnop	-	2%	4%	5%l	5%l	5%l	
I don't know	15	-	-	7	8	-	-	-	-	-	-	-	7	-	2	4	2
-	-	-	1%ab	1%ab	-	-	-	-	-	-	-	-	1%	-	-	1%	-
NET Any problem experienced	211	71	70	40	30	30	21	21	19	22	28	-	27	13	-	13	12
4%	6%cd	6%cd	3%	2%	3%lmnop	3%lm	3%lm	4%lm	3%lm	2%lmnop	-	3%lm	3%lm	-	4%lm	4%lm	
Made a complaint about DPD	138	31	36	37	34	18	8	5	8	9	19	-	24	13	-	21	13
3%	2%	3%	3%	3%	4%lm	2%lm	1%	2%lm	2%lm	6%klj	-	3%lm	3%lm	-	5%klm	3%lm	

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: columns tested (5% risk level) - ab/cd - efghij/klmnop  
 \*\*very small base (under 30) ineligible for sig testing

QJ\_9. Competitive landscape - Parcelforce

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	2868
Aware of Parcelforce	4262	-	4262	478	2484	2035	2212	369	499	794	622	866	606	506	868	1416	1977	1111	3891	342	4411
83%	-	83%	68%	68%	84%	81%	84%	54%	77%	78%	87%	93%	95%	96%	65%	82%	85%	96%	85%	64%	85%
Used Parcelforce to send	597	-	597	108	334	305	291	47	80	105	114	114	81	55	127	219	251	137	548	43	649
12%	-	12%	15%	12%	11%	12%	11%	7%	13%	10%	10%	13%	10%	9%	15%	12%	12%	12%	12%	8%	13%
Used Parcelforce to receive	1972	-	1972	241	1092	960	1007	141	195	389	353	431	255	207	336	742	894	463	1825	136	2215
38%	-	38%	35%	39%	38%	38%	38%	20%	30%	33%	49%	46%	40%	39%	25%	43%	43%	40%	40%	26%	43%
Net used	2285	-	2285	311	1292	1121	1160	169	249	447	394	485	301	240	418	842	1025	541	2111	161	2518
44%	-	44%	44%	46%	46%	45%	44%	25%	38%	44%	55%	52%	47%	46%	31%	49%	49%	47%	46%	30%	49%
Lost mail	41	-	41	19	8	27	12	3	7	14	9	3	4	1	10	23	7	5	34	7	33
1%	-	1%	3%	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%	1%	1%	3%	1%	1%	1%	1%	1%
Damaged mail	39	-	39	16	11	19	18	7	7	5	8	6	2	4	14	13	12	6	31	8	33
1%	-	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Delayed mail	72	-	72	27	23	42	28	11	16	18	5	13	7	1	27	24	21	8	63	9	67
1%	-	1%	4%	1%	1%	2%	1%	2%	2%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%
Mis-delivered mail	30	-	30	11	7	13	16	5	5	7	1	9	4	-	10	8	11	4	25	4	26
1%	-	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Mail that has been tampered with	19	-	19	14	3	10	9	3	5	4	2	5	1	-	8	6	6	1	17	2	14
1%	-	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Didn't allow sufficient time to answer the door	11	-	11	7	3	7	3	1	5	4	-	-	1	-	6	4	1	1	8	3	8
1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Other problems	11	-	11	2	7	4	4	-	-	-	3	2	5	-	-	4	7	5	11	-	13
1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
No - there have been no problems	1158	-	1158	77	447	550	607	68	108	205	230	262	163	122	176	435	547	285	1093	56	1353
22%	-	22%	11%	16%	22%	23%	23%	10%	16%	20%	32%	28%	26%	23%	13%	25%	26%	25%	24%	11%	26%
I don't know	18	-	18	6	12	14	4	8	3	2	2	-	2	-	11	4	2	2	14	2	15
1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Any problem experienced	160	-	160	63	50	94	64	25	36	36	19	24	14	6	61	56	43	20	136	24	147
3%	-	3%	9%	2%	4%	4%	2%	4%	6%	4%	3%	3%	2%	1%	5%	3%	2%	2%	3%	4%	3%
Made a complaint about Parcelforce	98	-	98	54	24	66	32	16	29	28	9	11	3	3	45	36	17	7	82	16	76
2%	-	2%	6%	7%	3%	1%	1%	2%	4%	3%	1%	1%	1%	1%	3%	2%	1%	1%	2%	3%	7%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - all - old - all - g(hi)(j)(k)(l)(m) - n(o)(p)(q) - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ\_9. Competitive landscape - Parcelforce

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	688	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Aware of Parcelforce	4262	683	1369	982	1229	2051	2210	2406	1801	523	552	1103	1167	618	2822	531	3602	508	1800	113
	83%	72%	83% <sup>a</sup>	83% <sup>a</sup>	83% <sup>a</sup>	81%	84% <sup>a</sup>	78%	89% <sup>a</sup>	82% <sup>a</sup>	83% <sup>a</sup>	82% <sup>a</sup>	83% <sup>a</sup>	76%	83% <sup>a</sup>	62%	82%	83% <sup>a</sup>	84% <sup>a</sup>	86%
Used Parcelforce to send	597	122	180	135	161	391	296	376	208	75	77	139	177	100	393	77	500	67	221	17
	12%	13%	11%	11%	11%	12%	11%	12%	10%	12%	12%	10%	12%	12%	12%	12%	12%	13%	12%	13%
Used Parcelforce to receive	1972	346	618	466	542	964	1007	1154	804	216	239	525	568	302	1332	217	1652	228	763	55
	38%	37%	39%	40%	37%	38%	38%	38%	40%	34%	36%	39%	41% <sup>a</sup>	37%	40% <sup>a</sup>	34%	39%	43%	40%	42%
Net used	2285	411	712	543	619	1123	1162	1359	902	254	284	598	654	354	1536	257	1914	277	907	70
	44%	43%	45%	46%	43%	44%	44%	44%	45%	40%	43%	45%	43% <sup>a</sup>	44%	43% <sup>a</sup>	40%	45%	52%	47%	53%
Lost mail	41	9	12	15	5	21	20	28	12	8	4	7	9	11	20	8	31	9	10	-
	1%	1%	1%	1% <sup>a</sup>	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2% <sup>a</sup>	-
Damaged mail	39	8	7	12	12	15	24	29	10	7	8	12	8	4	29	7	32	2	6	-
	1%	1%	-	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	-	-	-
Delayed mail	72	27	16	16	13	43	29	56	16	5	8	14	22	21	44	5	65	12	15	-
	1%	1% <sup>a</sup>	1%	1%	1%	2%	1%	1% <sup>a</sup>	1%	1%	1%	1%	2%	1% <sup>a</sup>	1%	1%	2%	1% <sup>a</sup>	1%	1%
Mis-delivered mail	30	-	14	11	4	14	15	19	11	7	6	10	4	3	20	7	23	3	5	-
	1%	-	1% <sup>a</sup>	1% <sup>a</sup>	-	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-
Mail that has been tampered with	19	7	1	10	1	8	11	17	1	1	5	4	4	5	13	1	18	-	4	-
	-	1% <sup>a</sup>	-	1% <sup>a</sup>	-	8	3	1% <sup>a</sup>	-	-	1%	-	-	1%	-	-	-	-	-	-
Didn't allow sufficient time to answer the door	11	7	1	3	-	8	3	11	-	4	1	2	1	3	4	4	7	8	2	-
	-	1% <sup>a</sup>	-	-	-	-	-	-	-	1%	-	-	-	-	-	1%	-	1% <sup>a</sup>	-	-
Other problems	11	3	-	6	2	3	8	4	3	2	1	7	-	1	8	2	9	-	2	-
	-	-	-	1% <sup>a</sup>	-	-	-	-	-	-	1% <sup>a</sup>	-	-	-	-	-	-	-	-	-
No - there have been no problems	1158	186	352	281	339	538	620	658	486	137	144	275	349	173	768	139	956	41	171	13
	22%	20%	22%	24%	23%	21%	24%	21%	24%	21%	22%	21%	25% <sup>a</sup>	21%	23%	21%	22%	8%	9%	10%
I don't know	16	0	2	5	2	10	7	14	4	2	5	6	4	-	15	2	15	-	14	4
	-	1% <sup>a</sup>	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	1%	3% <sup>a</sup>
NET Any problem experienced	160	46	40	48	27	86	74	117	38	23	15	44	37	38	96	23	134	25	37	-
	3%	5% <sup>a</sup>	2%	4% <sup>a</sup>	2%	3%	3%	4% <sup>a</sup>	2%	4%	2%	3%	3%	5%	3%	4%	3%	5% <sup>a</sup>	2%	-
Made a complaint about Parcelforce	98	33	24	28	13	57	41	85	13	16	7	27	15	29	49	18	78	27	29	-
	2%	4% <sup>a</sup>	2%	3% <sup>a</sup>	1%	2%	2%	3% <sup>a</sup>	1%	3%	1%	2%	1%	1% <sup>a</sup>	1%	3%	2%	3% <sup>a</sup>	1%	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ\_9. Competitive landscape - Parcelforce

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Aware of Parcelforce	4262	3605	657	168	3561	366	214	121	184	456	369	300	383	438	473	575	382	43	323
	83%	81%	71%	59%	82%	84%	87%	85%	80%	81%	82%	80%	84%	81%	81%	81%	83%	83%	80%
Used Parcelforce to send	597	501	96	31	484	61	30	23	16	70	59	44	35	66	70	62	42	8	32
	12%	11%	13%	16%	11%	14%	12%	10%	9%	12%	14%	12%	8%	14%	10%	12%	9%	17%	14%
Used Parcelforce to receive	1972	1653	319	87	1618	195	97	62	94	200	181	131	160	197	186	279	191	22	173
	38%	37%	44%	45%	37%	45%	39%	43%	45%	39%	43%	35%	35%	41%	27%	40%	43%	42%	45%
Net used	2285	1923	361	101	1869	227	113	75	99	237	212	155	181	230	234	312	208	27	201
	44%	43%	59%	59%	43%	52%	46%	53%	47%	42%	50%	41%	40%	48%	34%	44%	41%	51%	53%
Lost mail	41	40	-	-	34	3	2	1	1	-	4	1	5	7	10	2	4	-	3
	1%	1%	-	-	1%	1%	1%	1%	1	-	1%	-	1%	2%	-	1%	-	-	1%
Damaged mail	39	35	4	-	33	4	1	-	1	2	8	3	6	4	5	-	4	-	4
	1%	1%	1%	-	1%	1%	1%	-	-	2%	1%	1%	1%	1%	-	1%	-	-	1%
Delayed mail	72	66	6	4	61	5	3	3	3	-	6	6	8	8	25	2	5	-	4
	1%	1%	1%	2%	1%	1%	1%	2%	1%	-	1%	1%	1%	1%	3%	-	1%	-	1%
Mis-delivered mail	30	29	-	-	26	1	3	-	-	4	2	3	-	1	3	8	4	-	1
	1%	1%	-	-	1%	-	1%	-	-	1%	-	-	-	-	1%	1%	-	-	-
Mail that has been tampered with	19	19	-	-	17	1	1	1	1	-	-	-	3	2	7	2	1	-	1
	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	1%	-	-	-	-
Didn't allow sufficient time to answer the door	11	11	-	-	10	-	1	-	-	-	-	1	2	1	5	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-
Other problems	11	4	7	4	9	1	1	-	-	2	1	2	-	4	-	-	-	-	1
	-	-	1%	2%	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-
No - there have been no problems	1158	960	198	61	921	129	66	42	51	131	120	76	82	121	87	153	102	18	111
	22%	22%	29%	32%	21%	30%	23%	29%	24%	29%	29%	20%	18%	25%	13%	22%	23%	34%	29%
I don't know	16	15	2	-	14	2	1	1	-	4	2	-	2	1	4	2	-	-	2
	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	1%	-	-	-	1%
NET Any problem experienced	160	144	16	9	137	11	7	5	4	8	15	14	14	23	38	10	10	1	10
	3%	3%	2%	5%	3%	3%	3%	4%	2%	1%	4%	4%	3%	5%	6%	1%	2%	1%	3%
Made a complaint about Parcelforce	98	93	5	3	89	3	3	3	2	8	8	10	17	13	25	2	4	-	3
	2%	2%	1%	1%	1%	1%	1%	2%	1%	1%	2%	3%	4%	3%	4%	1%	1%	-	1%

Questions restructured from Q3 2022

Questions focus on packets and parcels SENT since Q3 2022

Proportions: Means: Columns Tested (5% risk level) - abc/c - d/e/g - hij/klm/nop/q

\* small base



QJ\_9. Competitive landscape - Parcelforce

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Aware of Parcelforce	4262	1633	211	821	1545	1691	613	262	128	3236	387	1713	1673	566	203	80	3385	282	750	1672
	83%	90%	89%	93%	83% <sup>gh</sup>	84% <sup>gh</sup>	75%	74%	76%	80% <sup>gh</sup>	75%	82% <sup>lmnoq</sup>	83% <sup>lm</sup>	75%	77%	81%	82% <sup>lmnoq</sup>	78%	90%	83% <sup>rs</sup>
Used Parcelforce to send	597	225	34	108	258	211	80	30	19	468	49	279	332	53	27	5	512	32	129	176
	12%	12%	14%	12%	15% <sup>klm</sup>	10%	10%	8%	11%	12%	9%	14% <sup>lmnoq</sup>	11% <sup>lm</sup>	7%	10%	6%	13% <sup>lm</sup>	9%	15% <sup>rs</sup>	10%
Used Parcelforce to receive	1972	713	77	337	720	821	277	102	46	1541	148	836	804	238	66	20	1639	86	348	698
	38%	39%	32%	38%	41% <sup>klgh</sup>	41% <sup>klgh</sup>	34%	29%	28%	41% <sup>klgh</sup>	29%	43% <sup>lmnoq</sup>	40% <sup>lmnoq</sup>	32% <sup>lmq</sup>	25%	21%	41% <sup>lmnoq</sup>	24%	42%	40%
Net used	2285	818	89	384	857	914	328	123	56	1771	179	986	911	276	79	25	1897	104	451	803
	44%	45%	38%	44%	43% <sup>klgh</sup>	43% <sup>klgh</sup>	40%	35%	34%	42% <sup>klgh</sup>	35%	49% <sup>lmnoq</sup>	45% <sup>lmnoq</sup>	33% <sup>lmq</sup>	30%	26%	46% <sup>lmnoq</sup>	29%	45% <sup>rs</sup>	46%
Lost mail	41	7	3	5	22	11	2	1	4	33	5	19	19	2	1	38	1	15	4	
	1%	1%	1%	1%	1%	1%	*	*	2% <sup>kl</sup>	1%	1%	1%	1%	*	1%	1%	*	2% <sup>rs</sup>	*	
Damaged mail	39	13	-	4	12	18	3	1	4	31	5	12	18	6	1	30	3	7	*	
	1%	1%	-	*	1%	1%	*	*	2% <sup>kl</sup>	1%	1%	1%	1%	1%	1%	1%	1%	1% <sup>rs</sup>	*	
Delayed mail	72	22	3	8	31	21	13	4	3	52	7	26	28	15	4	54	4	22	5	
	1%	1%	1%	1%	2%	1%	2%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1% <sup>rs</sup>	*	
Mis-delivered mail	30	9	4	5	8	15	5	*	1	24	1	13	13	3	*	27	*	8	*	
	1%	*	2%	1%	*	1%	1%	*	1%	1%	*	1%	1%	*	*	1%	*	1% <sup>rs</sup>	*	
Mail that has been tampered with	19	4	-	*	2	13	-	1	2	15	4	8	6	4	1	14	1	3	2	
	*	*	-	*	*	1%	-	*	1% <sup>kl</sup>	1%	1%	*	*	1%	*	*	*	*	*	
Didn't allow sufficient time to answer the door	11	*	*	*	7	3	-	-	-	11	-	6	5	-	-	11	-	11	*	
	*	*	*	*	*	*	-	-	-	*	-	*	*	-	-	*	-	1% <sup>rs</sup>	*	
Other problems	11	9	2	2	7	2	*	2	-	9	2	8	1	-	2	9	2	*	2	
	*	1%	*	*	*	*	1%	*	-	1%	*	*	*	1%	*	*	1%	*	1%	
No - there have been no problems	1158	432	55	208	452	442	161	64	33	894	96	480	477	135	47	13	957	60	68	157
	22%	24%	23%	24%	23% <sup>klgh</sup>	22%	20%	18%	20%	24% <sup>klgh</sup>	19%	24% <sup>lmnoq</sup>	23% <sup>lm</sup>	18%	16%	14%	26% <sup>lmnoq</sup>	17%	8%	9%
I don't know	18	2	-	-	6	6	5	-	12	-	-	10	2	4	-	2	12	2	12	6
	*	*	-	-	*	*	1%	-	-	*	-	1%	*	*	2% <sup>kl</sup>	*	*	1% <sup>rs</sup>	*	
NET Any problem experienced	160	46	6	16	68	56	20	9	7	124	16	69	56	27	6	2	125	8	49	13
	3%	3%	2%	2%	4%	3%	2%	2%	4%	3%	3%	4%	3%	4%	2%	2%	3%	2%	5% <sup>rs</sup>	1%
Made a complaint about Parcelforce	98	19	5	7	48	34	10	5	2	61	7	43	34	15	3	3	77	6	47	8
	2%	1%	2%	1%	3%	2%	1%	1%	1%	2%	1%	2%	2%	2%	1%	3%	2%	2%	6% <sup>rs</sup>	*

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - abc/c - d/ef/gh/hj - kl/mn/op/qr - rs  
 \* small base

QJ\_9. Competitive landscape - Parcelforce

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Aware of Parcelforce	4262	239	3960	62	1237	2804	221	4129	65	42	5	4236	20
	83%	72%	81.3%	78%	81%	84%	68%	82.5%	56%	50%	66%	82.5%	77%
Used Parcelforce to send	597	51	537	9	168	400	29	587	6	2	2	595	*
	12%	15%	11%	11%	11%	12%	9%	12%	5%	5%	22%	12%	*
Used Parcelforce to receive	1972	118	1828	26	629	1257	85	1913	42	15	-	1970	2
	38%	35%	39%	33%	42%	39%	26%	39%	36%	33%	-	38%	8%
Net used	2285	152	2099	33	721	1460	104	2218	47	16	2	2281	2
	44%	46%	44%	42%	47%	44%	32%	45%	41%	34%	22%	44%	8%
Lost mail	41	2	35	4	19	20	2	38	*	2	-	41	-
	1%	1%	1%	4.5%	1%	1%	1%	1%	*	4%	-	1%	-
Damaged mail	39	8	30	1	16	20	3	36	3	*	-	39	-
	1%	2.5%	1%	1%	1%	1%	1%	1%	2%	*	-	1%	-
Delayed mail	72	9	62	1	31	37	4	69	1	2	-	72	-
	1%	3%	1%	1%	2%	1%	1%	1%	1%	4%	-	1%	-
Mis-delivered mail	30	1	27	4	7	22	-	27	-	2	-	30	-
	1%	*	1%	2%	*	1%	-	1%	-	5%	-	1%	-
Mails that have been tampered with	19	6	13	*	12	5	2	18	1	-	-	19	-
	*	2.5%	*	*	1%	*	1%	*	1%	-	-	*	-
Didn't allow sufficient time to answer the door	11	3	8	*	3	1	-	11	-	-	-	11	-
	*	1%	*	*	1%	*	-	*	-	-	-	*	-
Other problems	11	-	11	-	6	5	*	11	-	*	-	11	-
	*	-	*	-	*	*	*	*	-	*	-	*	-
No - there have been no problems	1158	75	1075	7	333	777	48	1154	3	2	-	1158	*
	22%	23.5%	21.5%	9%	22%	23%	15%	22.5%	2%	3%	-	22.5%	1%
I don't know	18	2	14	2	8	4	6	14	2	2	2	16	*
	*	1%	*	2.5%	1%	*	2%	*	2%	*	22%	*	*
NET Any problem experienced	160	20	133	7	68	82	10	154	4	2	-	160	-
	3%	6.5%	3%	9%	5%	2%	3%	3%	3%	5%	-	3%	-
Made a complaint about Parcelforce	98	10	82	6	43	47	8	94	3	-	-	98	-
	2%	3%	2%	7.5%	3%	1%	3%	2%	3%	1%	-	2%	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Column tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ\_9. Competitive landscape - Parcelforce

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	263	249	248	259
Aware of Parcelforce	4262	927	913	1216	1205	311	312	305	337	298	290	-	778	438	407	392	406
	83%	72%	71%	94%ab	93%ab	72%	72%	71%	73%	69%	70%	-	85%efghj	83%efghj	83%efghj	84%efghj	83%efghj
Used Parcelforce to send	597	160	132	140	165	49	55	56	33	44	54	-	87	53	53	56	56
	72%	72%	70%	71%	73%	11%	13%ch	13%ch	7%	11%	13%ch	-	11%	71%	72%	13%ch	13%ch
Used Parcelforce to receive	1972	474	452	514	532	153	159	162	166	149	137	-	340	174	172	175	185
	38%	37%	35%	40%	41%ch	35%	37%	38%	36%	36%	33%	-	43%ef	37%	38%	43%ef	43%ef
Net used	2285	530	501	611	643	168	175	186	174	168	159	-	399	212	205	216	223
	44%	41%	39%	47%ab	49%ab	39%	41%	44%	37%	41%	38%	-	49%efh	45%	47%ch	47%efhj	41%efhj
Lost mail	41	15	7	12	7	5	5	5	4	1	1	-	10	2	1	6	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	*	-	1%	*	*	1%	*
Damaged mail	39	15	17	3	4	8	1	5	6	1	6	-	3	-	1	3	-
	1%	1%	1%cd	*	*	2%mp	*	1%	1%	1%um	1%	-	*	-	*	1%	*
Delayed mail	72	26	19	7	21	11	7	8	6	4	9	-	6	*	8	7	6
	1%	2%e	1%	1%	2%e	3%im	2%	2%im	1%	1%	2%im	-	1%	*	2%im	2%im	1%
Mis-delivered mail	30	13	9	6	2	2	8	2	3	2	4	-	6	-	2	*	*
	1%	1%	1%	*	*	1%	2%mp	1%	1%	*	1%	-	1%	-	*	*	*
Mail that has been tampered with	19	9	5	2	2	3	1	5	2	-	4	-	2	-	*	-	2
	*	1%	*	*	*	1%	*	1%	*	*	1%	-	*	-	*	-	*
Didn't allow sufficient time to answer the door	11	-	-	8	3	-	-	-	-	-	-	-	8	-	-	2	1
	*	*	*	1%ab	*	*	*	*	*	*	*	-	1%	-	*	*	*
Other problems	11	6	3	-	2	1	1	4	3	*	*	-	-	-	2	-	-
	*	*	*	*	*	*	*	1%	*	*	*	-	*	-	*	*	*
No - there have been no problems	1158	475	458	105	120	150	161	164	157	155	146	-	63	42	38	41	41
	22%	37%cd	35%cd	8%	9%	35%mmop	37%mmop	38%mmop	34%mmop	35%mmop	35%mmop	-	8%	9%	9%	10%	9%
I don't know	18	-	-	10	7	-	-	-	-	-	-	-	2	8	2	*	5
	*	*	*	1%ad	1%ad	*	*	*	*	*	*	-	*	2%efghij	*	*	1%
NET Any problem experienced	160	55	42	25	38	18	15	22	17	13	13	-	22	2	13	15	9
	3%	4%e	3%	2%	3%	4%um	3%um	3%um	4%um	3%um	3%um	-	3%um	*	3%um	4%um	2%
Made a complaint about Parcelforce	88	22	21	23	32	9	4	9	12	7	2	-	21	2	12	14	7
	2%	2%	2%	2%	2%	2%	1%	2%	3%um	2%	*	-	3%um	*	3%um	3%um	2%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: columns tested (5% risk level) - ab/c/d - e/gh/hj/k/mm/nop  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ\_10. Competitive landscape - TNT

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Aware of TNT	3316	-	3316	390	2045	1734	1576	221	333	638	526	720	488	390	554	1164	1598	878	3032	283	3334
64%	-	-	64%	56%	72% <sup>uc</sup>	69% <sup>f</sup>	60%	32%	51% <sup>g</sup>	63% <sup>gh</sup>	73% <sup>ghi</sup>	78% <sup>ghk</sup>	77% <sup>ghlm</sup>	74% <sup>ghm</sup>	41%	67% <sup>n</sup>	77% <sup>no</sup>	76% <sup>noq</sup>	66% <sup>s</sup>	50%	65%
Used TNT to send	106	-	106	49	55	67	39	17	30	31	10	10	3	4	47	42	17	7	92	12	83
2%	-	-	2%	7% <sup>id</sup>	2%	2% <sup>f</sup>	1%	2% <sup>g</sup>	4% <sup>gh</sup>	3% <sup>ghm</sup>	1%	1%	1%	1%	4% <sup>n</sup>	2% <sup>no</sup>	1%	1%	2%	2%	2%
Used TNT to receive	583	-	583	101	335	332	251	41	70	138	104	124	59	39	120	242	221	97	524	57	595
11%	-	-	11%	14%	12%	13% <sup>f</sup>	10%	6%	12% <sup>gh</sup>	14% <sup>ghm</sup>	14% <sup>ghm</sup>	13% <sup>ghm</sup>	9%	7%	9%	14% <sup>no</sup>	11%	8%	11%	11%	12%
Net used	669	-	669	142	378	385	284	58	103	161	112	131	62	42	161	273	235	104	598	67	663
13%	-	-	13%	20% <sup>id</sup>	13%	15% <sup>f</sup>	11%	8%	16% <sup>ghm</sup>	16% <sup>ghm</sup>	16% <sup>ghm</sup>	14% <sup>ghm</sup>	10%	8%	12%	16% <sup>no</sup>	11%	9%	13%	13%	13%
Lost mail	16	-	16	14	2	14	2	-	7	8	-	-	-	-	8	8	-	-	12	4	12
**	-	-	**	8% <sup>id</sup>	**	1% <sup>f</sup>	**	**	1% <sup>gh</sup>	1%	-	-	-	-	1% <sup>n</sup>	1%	-	-	1%	1%	1%
Damaged mail	17	-	17	13	4	13	4	2	7	6	-	1	-	2	9	6	2	2	13	4	12
*	-	-	*	2% <sup>id</sup>	*	1%	4%	2%	1% <sup>gh</sup>	1%	-	-	-	-	1% <sup>n</sup>	1%	-	-	1%	1%	1%
Delayed mail	19	-	19	13	4	14	6	2	5	8	1	1	1	1	7	9	4	3	14	6	18
*	-	-	*	2% <sup>id</sup>	*	1%	6%	1%	1%	1%	1%	1%	1%	1%	1%	1%	4%	3%	1%	1%	1%
Mis-delivered mail	13	-	13	10	3	7	6	1	6	1	3	1	-	-	7	4	1	-	12	1	10
**	-	-	**	8% <sup>id</sup>	**	**	**	**	1%	**	**	**	**	**	1% <sup>n</sup>	**	**	**	**	**	**
Mail that has been tampered with	18	-	18	12	3	15	3	5	2	10	-	1	-	-	7	10	1	-	11	6	13
*	-	-	*	2% <sup>id</sup>	*	1% <sup>f</sup>	3%	1%	1% <sup>gh</sup>	1% <sup>gh</sup>	-	-	-	-	1% <sup>n</sup>	1% <sup>no</sup>	-	-	1%	1%	1%
Didn't allow sufficient time to answer the door	8	-	8	8	-	6	1	-	6	2	-	-	-	-	6	2	-	-	7	1	5
**	-	-	**	1% <sup>id</sup>	**	**	**	**	1% <sup>gh</sup>	**	**	**	**	**	1%	**	**	**	**	**	**
Other problems	2	-	2	-	2	-	2	-	-	2	-	-	-	-	-	2	-	-	-	2	1
*	-	-	*	-	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	1%	1%
No - there have been no problems	261	-	261	20	97	141	120	17	22	55	52	67	29	19	39	107	114	48	251	9	269
5%	-	-	5%	3%	3%	6%	5%	3%	3%	5% <sup>g</sup>	7% <sup>ghm</sup>	7% <sup>ghm</sup>	5%	4%	3%	6% <sup>n</sup>	9% <sup>no</sup>	4%	5%	2%	5%
I don't know	2	-	2	-	2	-	2	-	-	2	-	-	-	-	-	2	-	-	-	-	1
*	-	-	*	-	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	1
NET Any problem experienced	65	-	65	45	15	49	15	9	25	20	4	2	1	3	34	24	7	4	51	14	52
1%	-	-	1%	6% <sup>id</sup>	1%	2% <sup>f</sup>	1%	1%	4% <sup>ghm</sup>	2% <sup>gh</sup>	1%	**	**	1%	3% <sup>n</sup>	4% <sup>no</sup>	**	**	1%	3% <sup>s</sup>	1%
Made a complaint about TNT	53	-	53	42	9	41	12	7	18	20	3	2	-	3	25	23	5	3	43	10	35
1%	-	-	1%	6% <sup>id</sup>	1%	2% <sup>f</sup>	1%	1%	3% <sup>ghm</sup>	2% <sup>gh</sup>	-	-	-	1%	2% <sup>n</sup>	1% <sup>no</sup>	**	**	1%	2%	1%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - id - old - ell - gh(ij)k(lm - no(p)q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ\_10. Competitive landscape - TNT

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Aware of TNT	3316	550	1081	783	903	1631	1685	1902	1383	385	411	873	907	530	2191	390	2758	419	1573	109
Used TNT to send	64%	56%	69% <sup>abd</sup>	63% <sup>ab</sup>	62%	64%	64%	62%	69% <sup>cd</sup>	60%	62%	65%	66%	65%	65%	60%	65%	79%	82%	83%
Used TNT to receive	106	46	35	17	8	81	25	86	18	11	11	23	33	25	68	13	93	32	53	-
Net used	669	160	208	155	146	367	301	452	212	78	70	180	162	154	412	81	567	110	296	20
Lost mail	16	7	5	4	1	11	5	15	1	1	2	5	3	7	9	1	15	8	6	-
Damaged mail	17	7	3	7	1	10	7	14	3	1	4	3	2	7	9	1	16	7	2	-
Delayed mail	19	10	3	6	-	13	6	14	6	2	1	6	3	7	10	2	17	8	2	-
Mis-delivered mail	13	5	4	3	-	10	3	12	1	1	2	3	4	2	10	1	12	2	5	-
Mail that has been tampered with	18	9	1	8	-	10	8	13	5	1	-	5	4	7	9	1	16	5	4	-
Didn't allow sufficient time to answer the door	8	4	-	4	-	4	4	8	-	4	-	4	-	4	-	4	4	6	2	-
Other problems	2	-	2	-	-	2	-	2	-	-	-	-	-	-	-	2	-	-	-	-
No - there have been no problems	261	52	82	60	67	134	127	166	92	37	26	63	71	55	160	39	215	9	34	-
I don't know	2	-	2	-	-	2	-	2	-	-	-	2	-	-	2	-	2	-	2	-
NET Any problem experienced	65	31	14	19	1	45	20	50	15	8	7	19	12	18	38	8	55	23	16	-
Made a complaint about TNT	53	25	8	17	2	33	19	42	10	6	4	17	8	15	29	8	44	25	11	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - ef - gh - ij/k/l/m/n - op - q/r/s  
 \* small base

QJ\_10. Competitive landscape - TNT

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Aware of TNT	3316	2830	486	112	2794	276	161	86	147	351	294	243	279	343	377	455	305	32	244
Used TNT to send	64%	64%	67%	59%	64%	64%	65%	60%	70% <sup>1</sup>	62%	69% <sup>1</sup>	65% <sup>1</sup>	61%	71% <sup>1</sup>	56%	64% <sup>1</sup>	60% <sup>1</sup>	62%	64% <sup>1</sup>
106	95	10	2	94	6	4	2	3	14	14	6	11	6	24	13	3	-	6	2%
25%	2%	1%	1%	2%	1%	2%	1%	1%	2%	3%	2%	2%	1%	1%	2%	1%	-	-	2%
Used TNT to receive	583	491	93	22	493	50	27	14	30	64	51	40	36	58	82	77	55	7	43
11%	11%	13%	12%	11%	11%	11%	9%	8%	14% <sup>1</sup>	11%	12%	11%	8%	12%	11%	12%	13%	13%	11%
Net used	669	569	99	24	571	52	31	15	31	78	64	44	48	61	100	87	58	7	46
13%	13%	14%	13%	13%	12%	12%	10%	10%	15%	14%	15%	12%	10%	13%	15%	12%	13%	13%	12%
Lost mail	16	16	-	-	15	-	-	1	1	-	-	-	3	4	6	-	1	-	-
*	*	*	*	*	*	*	1%	1%	1%	-	-	-	1%	1%	1%	-	-	-	-
Damaged mail	17	16	2	2	15	1	1	-	1	2	2	1	5	1	3	-	2	-	1
*	*	*	1%	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Delayed mail	19	19	-	-	16	2	-	1	1	-	2	2	3	-	6	3	-	-	2
*	*	*	*	*	*	*	*	*	*	*	1%	1%	1%	-	1%	*	*	*	1%
Mis-delivered mail	13	11	1	-	12	1	-	-	-	2	-	2	1	-	3	3	-	-	1
*	*	*	*	*	*	*	*	*	*	*	1%	1%	1%	-	1%	*	*	*	*
Mail that has been tampered with	18	17	1	-	16	-	1	-	-	2	5	1	3	-	5	-	-	-	*
*	*	*	*	*	*	*	*	*	*	1%	1%	-	1%	-	1%	-	-	-	*
Didn't allow sufficient time to answer the door	8	8	-	-	8	-	-	-	-	-	3	-	2	-	3	-	-	-	*
*	*	*	*	*	*	*	*	*	*	*	1%	-	*	-	*	-	-	-	*
Other problems	2	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-
*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
No - there have been no problems	261	216	46	12	218	25	14	5	11	29	27	18	13	24	30	35	30	4	21
5%	3%	6%	6%	5%	6%	6%	3%	3%	5%	5%	6%	5%	3%	5%	4%	5%	7%	7%	5%
I don't know	2	2	-	-	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-
*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
NET Any problem experienced	65	62	3	2	57	4	1	2	3	4	7	2	10	5	17	6	2	*	4
1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	3%	1%	1%	*	1%
Made a complaint about TNT	53	50	3	2	50	1	1	1	1	4	7	2	11	4	17	2	2	-	1
1%	1%	*	1%	1%	*	*	1%	1%	*	1%	2%	1%	2%	1%	3%	*	*	-	*

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/g - h/i/j/k/l/m/n/o/p/q  
 \* small base

QJ\_10. Competitive landscape - TNT

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	948	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Aware of TNT	3316	1285	168	670	1197	1324	477	208	88	2521	295	1330	1297	434	167	62	2627	229	676	1425
64%	71%	71%	71%	72%	63% <sup>(dgh)</sup>	63% <sup>(dgh)</sup>	58%	59%	53%	57%	57%	53% <sup>(km)</sup>	54% <sup>(km)</sup>	58%	63%	63%	62% <sup>(km)</sup>	63%	61%	62%
Used TNT to send	106	22	2	6	50	47	3	4	2	97	6	54	42	6	1	2	95	3	62	23
2%	1%	1%	1%	3% <sup>(f)</sup>	2% <sup>(f)</sup>	*	1%	1%	3% <sup>(f)</sup>	1%	3% <sup>(m)</sup>	2%	1%	*	2%	2% <sup>(m)</sup>	1%	7% <sup>(s)</sup>	1%	
Used TNT to receive	583	187	23	95	215	209	97	45	17	424	63	247	220	76	26	13	468	39	167	187
71%	70%	70%	71%	12%	10%	12%	13%	11%	7%	12%	13%	13%	11%	10%	14%	12%	11%	20% <sup>(s)</sup>	11%	
Net used	669	206	25	100	253	248	99	49	19	501	68	252	252	81	27	16	545	43	218	208
13%	11%	11%	11%	14%	12%	12%	14%	11%	13%	13%	12%	13% <sup>(m)</sup>	12%	11%	10%	14%	12%	20% <sup>(s)</sup>	12%	
Lost mail	16	*	*	*	8	8	1	*	*	15	*	9	5	*	2	15	2	12	2	
*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	2% <sup>(m)</sup>	*	1% <sup>(s)</sup>	*		
Damaged mail	17	2	*	2	9	8	1	*	*	17	*	7	8	2	1	14	1	9	*	
*	*	*	*	1%	*	*	*	*	*	*	*	*	*	*	*	*	1% <sup>(s)</sup>	*		
Delayed mail	19	4	*	3	13	4	*	*	1	17	2	11	8	*	*	19	*	9	1	
*	*	*	*	7%	*	*	*	1%	*	*	1%	*	*	*	*	*	1% <sup>(s)</sup>	*		
Mis-delivered mail	13	3	*	*	8	5	*	*	*	13	*	8	4	*	1	12	1	4	4	
*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1% <sup>(m)</sup>	*	*	*		
Mail that has been tampered with	18	*	*	*	9	8	1	*	*	16	*	9	7	2	1	15	1	9	*	
*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1% <sup>(s)</sup>	*		
Didn't allow sufficient time to answer the door	8	*	*	*	6	2	*	*	*	8	*	4	4	*	*	8	*	1% <sup>(s)</sup>	*	
*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1% <sup>(s)</sup>	*		
Other problems	2	*	*	*	2	*	*	*	*	2	*	2	*	*	*	2	*	*	*	
*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*		
No - there have been no problems	261	105	19	53	109	105	25	14	7	214	21	126	87	33	8	7	213	15	29	15
5%	6%	8%	6%	3% <sup>(f)</sup>	3%	3%	4%	6%	3%	4% <sup>(i)</sup>	4%	5% <sup>(k)</sup>	4%	3%	8%	4%	5% <sup>(m)</sup>	4%	5% <sup>(s)</sup>	
I don't know	2	*	*	*	2	*	*	*	*	2	*	2	*	*	*	2	*	2	*	
*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*		
NET Any problem experienced	65	9	*	4	36	25	2	1	1	61	2	34	24	4	1	2	57	4	33	7
1%	*	*	*	2% <sup>(f)</sup>	1%	*	*	1%	1%	2% <sup>(i)</sup>	*	2%	1%	1%	1%	2%	1%	4% <sup>(s)</sup>	*	
Made a complaint about TNT	53	3	*	3	35	19	*	*	*	52	*	30	18	3	*	1	48	1	33	3
1%	*	*	*	2% <sup>(f)</sup>	1% <sup>(f)</sup>	*	*	*	*	1% <sup>(i)</sup>	*	2%	1%	*	1%	1%	4% <sup>(s)</sup>	*		

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - j/k/l/m/o/p/q - r - s  
 \* small base

QJ\_10. Competitive landscape - TNT

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Aware of TNT	3316	191	3078	47	907	2244	185	3198	98	41	5	3297	14
	64%	57%	65%	60%	59%	67%	51%	64%	50%	87%	66%	64%	55%
Used TNT to send	106	16	86	4	27	70	8	103	3	-	-	106	-
	2%	5%	2%	6%	2%	2%	3%	2%	2%	-	-	2%	-
Used TNT to receive	583	49	522	12	203	358	22	539	32	10	-	580	3
	11%	15%	11%	15%	14%	11%	7%	11%	27%	21%	-	11%	11%
Net used	669	62	590	17	230	408	30	621	35	10	-	666	3
	13%	19%	12%	21%	15%	12%	9%	12%	21%	21%	-	12%	11%
Lost mail	16	1	11	4	10	4	2	16	-	-	-	16	-
	*	*	*	6%	1%	*	1%	*	*	*	*	*	*
Damaged mail	17	3	13	1	14	2	1	15	2	-	-	17	-
	*	1%	*	1%	1%	*	*	*	2%	-	-	*	-
Delayed mail	19	2	17	-	7	12	-	19	-	-	-	19	-
	*	1%	*	-	1%	*	-	*	-	-	-	*	-
Mis-delivered mail	13	-	13	-	2	9	2	12	1	-	-	13	-
	*	-	*	-	*	*	1%	*	1%	-	-	*	-
Mails that have been tampered with	18	3	14	-	10	6	1	17	1	-	-	18	-
	*	1%	*	-	1%	*	*	*	1%	-	-	*	-
Didn't allow sufficient time to answer the door	8	3	5	-	6	2	-	8	-	-	-	8	-
	*	1%	*	-	e	*	-	*	-	-	-	*	-
Other problems	2	-	2	-	-	2	-	2	-	-	-	2	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
No - there have been no problems	261	17	242	2	79	172	11	258	1	2	-	261	-
	5%	5%	5%	2%	5%	5%	3%	5%	1%	4%	-	5%	-
I don't know	2	-	2	-	2	-	-	2	-	-	-	2	-
	*	-	*	-	*	-	-	*	-	-	-	*	-
NET Any problem experienced	65	9	50	5	32	29	4	61	3	-	-	65	-
	1%	3%	1%	7%	2%	1%	1%	1%	3%	-	-	1%	-
Made a complaint about TNT	53	9	41	3	20	22	2	49	3	-	-	53	-
	1%	3%	1%	4%	2%	1%	1%	1%	3%	-	-	1%	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - abc(-)def(-)ghijkl  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



QJ\_10. Competitive landscape - TNT

Base : All participants

Total	Quarter				Month													
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)		
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430	430	
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437	
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259	
Aware of TNT	3316	645	570	1045	1057	226	218	201	221	179	170	-	651	394	354	330	373	
	64%	50% <sup>b</sup>	44%	81% <sup>a,b</sup>	82% <sup>a,b</sup>	52% <sup>a</sup>	51% <sup>a</sup>	47%	48%	43%	41%	-	80% <sup>a</sup> (g,h)	83% <sup>a</sup> (g,h)	81% <sup>a</sup> (g,h)	79% <sup>a</sup> (g,h)	85% <sup>a</sup> (g,h)	
Used TNT to send	106	10	11	40	45	5	3	3	2	4	5	-	24	16	18	17	10	
	2%	1%	1%	3% <sup>a,b</sup>	3% <sup>a,b</sup>	1%	1%	1%	-	1%	1%	-	3% <sup>a</sup> (h)	3% <sup>a</sup> (h)	4% <sup>a</sup> (g,h)	4% <sup>a</sup> (g,h)	2%	
Used TNT to receive	583	120	109	174	180	85	37	29	47	35	27	-	105	69	64	59	71	
	11%	9%	8%	13% <sup>a,b</sup>	14% <sup>a,b</sup>	19% <sup>a</sup>	9%	7%	10%	8%	6%	-	13% <sup>a</sup> (j)	13% <sup>a</sup> (j)	14% <sup>a</sup> (j)	13% <sup>a</sup> (j)	15% <sup>a</sup> (j)	
Net used	669	129	114	208	218	58	40	31	48	35	31	-	127	81	65	73	81	
	13%	10%	9%	16% <sup>a,b</sup>	17% <sup>a,b</sup>	13% <sup>a</sup>	9%	7%	10%	9%	8%	-	16% <sup>a</sup> (j)	17% <sup>a</sup> (g,h)	16% <sup>a</sup> (j)	17% <sup>a</sup> (g,h)	18% <sup>a</sup> (g,h)	
Lost mail	16	2	-	5	9	2	-	-	-	-	-	-	5	-	2	5	2	
	*	*	*	1% <sup>b</sup>	1% <sup>b</sup>	*	*	*	*	*	*	*	1%	-	1%	1%	1%	*
Damaged mail	17	5	3	4	4	3	2	1	*	3	-	-	4	-	2	3	-	
	1%	*	*	1%	1%	1%	*	*	*	1%	-	-	1%	-	1%	1%	-	
Delayed mail	19	3	6	1	9	-	1	2	3	*	3	-	1	-	3	5	1	
	*	*	*	1%	1%	-	1%	2%	3%	*	3%	-	1%	-	3%	5%	1%	
Mis-delivered mail	13	6	-	*	7	3	1	1	-	-	-	-	-	*	3	3	1	
	*	*	*	1% <sup>b</sup>	1% <sup>b</sup>	1%	1%	1%	-	-	-	-	-	*	1%	1%	1%	
Mail that has been tampered with	18	4	5	7	2	-	1	3	3	-	2	-	7	-	-	-	2	
	*	*	*	1%	*	*	1%	1%	1%	-	1%	-	1%	-	-	-	1%	
Didn't allow sufficient time to answer the door	8	-	-	5	3	-	-	-	-	-	-	-	5	-	-	3	*	
	*	*	*	1%	1%	-	-	-	-	-	-	-	1%	-	-	1%	*	
Other problems	2	-	2	-	-	-	-	-	-	-	2	-	-	-	-	-	-	
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	
No - there have been no problems	2	113	105	27	16	50	38	25	44	35	25	-	11	16	8	4	4	
	5%	9% <sup>c,d</sup>	8% <sup>c,d</sup>	2%	1%	11% <sup>a</sup> (g,i,m,n,o,p)	9% <sup>a</sup> (m,n,o,p)	6% <sup>a</sup> (n,o,p)	10% <sup>a</sup> (m,n,o,p)	9% <sup>a</sup> (m,n,o,p)	6% <sup>a</sup> (n,o,p)	-	1%	3%	2%	1%	1%	
I don't know	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	2	
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	
NET Any problem experienced	65	16	9	13	27	8	2	6	3	*	6	-	13	*	10	13	5	
	1%	1%	1%	1%	2% <sup>b</sup>	2% <sup>b</sup>	1%	1%	1%	1%	1%	-	2% <sup>b</sup>	*	2% <sup>b</sup>	2% <sup>b</sup>	1%	
Made a complaint about TNT	53	10	6	10	26	6	1	3	3	-	3	-	10	*	7	15	5	
	1%	1%	*	1%	2% <sup>b,c</sup>	1%	*	1%	1%	-	1%	-	1%	*	2% <sup>b</sup>	4% <sup>a</sup> (g,h,i,m)	1%	

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: columns tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QJ\_11. Competitive landscape - TNT Post UK

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	2581	-	241	616	1242	1329	309	319	492	369	481	377	234	628	861	1092	611	2411	149	2581	
Weighted Base	2581	**	2581	312	638	1256	1312	347	305	527	384	438	317	263	652	912	1017	579	2333	227	2581
Effective Base	1390	-	1390	144	342	676	706	180	181	269	211	264	162	129	360	480	551	291	1271	108	2581
Aware of TNT Post UK	541	-	541	61	130	310	231	39	35	105	97	103	86	76	74	202	265	162	507	31	535
	21%	-	21%	20%	20%	25% <b>d</b>	18%	11%	11%	20% <b>gh</b>	25% <b>gh</b>	24% <b>gh</b>	27% <b>gh</b>	29% <b>gh</b>	11%	22% <b>ln</b>	26% <b>ln</b>	28% <b>ln</b>	22%	14%	27%
Used TNT Post UK to send	25	-	25	17	6	18	7	6	1	12	2	2	*	1	7	14	3	1	18	6	19
	1%	-	1%	4% <b>d</b>	1%	1%	1%	2%	*	2%	1%	1%	*	1%	4% <b>op</b>	2% <b>op</b>	*	*	1%	3% <b>r</b>	1%
Used TNT Post UK to receive	116	-	116	25	29	66	50	14	9	24	29	21	7	13	23	52	41	20	111	5	119
	5%	-	5%	8%	4%	5%	4%	4%	3%	5%	7% <b>l</b>	5%	2%	5%	4%	6%	4%	3%	5%	2%	5%
Net used	134	-	134	38	33	79	55	19	9	36	28	21	7	13	29	64	41	20	123	11	131
	5%	-	5%	12% <b>d</b>	5%	6%	4%	6%	3%	7% <b>d</b>	7% <b>d</b>	5%	2%	5%	4%	7% <b>op</b>	4%	3%	5%	5%	5%
Lost mail	6	-	6	4	2	1	5	1	-	2	3	-	-	-	1	5	-	-	4	2	4
	*	-	*	1%	*	*	*	*	*	1%	-	-	-	-	*	1%	-	-	4	1%	1%
Damaged mail	5	-	5	5	-	3	2	2	3	-	-	-	-	-	5	-	-	-	3	2	2
	*	-	*	2% <b>d</b>	-	*	*	1%	1%	-	-	-	-	-	1% <b>op</b>	-	-	-	*	1% <b>r</b>	*
Delayed mail	11	-	11	9	-	9	2	2	-	7	-	2	-	-	2	7	2	-	7	4	5
	*	-	*	3% <b>d</b>	-	1%	*	1%	-	1%	-	2	-	-	1%	1%	*	-	*	2% <b>r</b>	*
Mis-delivered mail	16	-	16	9	5	10	6	6	*	8	-	2	-	-	6	8	2	-	9	8	9
	1%	-	1%	3%	1%	1%	*	2%	*	2%	-	2	-	-	1%	1%	*	-	*	3% <b>r</b>	*
Mail that has been tampered with	8	-	8	7	2	5	3	3	-	5	-	-	-	-	3	5	-	-	6	2	7
	*	-	*	2% <b>d</b>	*	*	*	1%	-	1%	-	-	-	-	*	1%	-	-	*	1%	*
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	3	-	3	-	1	3	*	3	-	*	-	-	-	-	3	*	-	-	3	-	3
	*	-	*	-	*	*	*	1%	-	1%	-	-	-	-	*	*	-	-	*	-	*
No - there have been no problems	99	-	99	14	26	57	42	4	6	24	24	19	7	13	11	49	39	20	97	2	110
	4%	-	4%	5%	4%	5%	3%	1%	2%	5%	6% <b>gh</b>	4%	2%	5%	2%	9% <b>ln</b>	4%	3%	4%	1%	4%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problem experienced	35	-	35	24	7	22	14	15	3	12	3	2	-	-	18	15	2	-	26	9	21
	1%	-	1%	8% <b>d</b>	1%	2%	1%	4% <b>lm</b>	1%	2%	1%	*	-	-	3% <b>op</b>	2% <b>op</b>	*	-	1%	4% <b>r</b>	1%
Made a complaint about TNT Post UK	23	-	23	22	1	15	8	7	3	10	3	-	-	-	10	13	-	-	17	6	11
	1%	-	1%	7% <b>d</b>	*	1%	1%	2% <b>w</b>	1%	2% <b>w</b>	1%	-	-	-	2% <b>op</b>	1% <b>op</b>	-	-	1%	3% <b>r</b>	*

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - ab - cd - ef - gh(i)(j)(k)(l)(m) - n(o)(p)(q) - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ\_11. Competitive landscape - TNT Post UK

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2581	635	760	544	642	1395	1186	1356	1178	327	323	658	663	425	1644	331	2109	-	-	-
Weighted Base	2581	475	746	625	735	1221	1360	1530	1000	361	332	649	649	412	1629	366	2081	-**	-**	-**
Effective Base	1390	255	425	317	396	679	712	749	639	182	183	372	348	203	902	184	1126	-	-	-
Aware of TNT Post UK	641	91	154	157	139	245	296	305	234	72	53	136	160	84	349	74	445	-	-	-
Used TNT Post UK to send	25	17	3	3	1	20	4	21	4	2	1	5	5	11	11	2	22	-	-	-
Used TNT Post UK to receive	116	24	29	41	22	53	64	77	39	15	8	29	33	27	70	15	96	-	-	-
Net used	134	38	31	42	24	68	66	92	42	18	9	33	34	36	76	18	112	-	-	-
Lost mail	6	4	2	1	-	5	1	6	-	2	-	3	1	-	4	2	4	-	-	-
Damaged mail	5	2	-	3	-	2	3	5	-	-	-	2	-	-	5	-	5	-	-	-
Delayed mail	11	7	-	-	4	7	4	11	-	2	2	-	-	7	2	2	9	-	-	-
Mis-delivered mail	16	11	2	1	2	13	3	15	1	2	2	4	3	7	8	2	15	-	-	-
Mail that has been tampered with	8	5	2	1	1	7	2	5	4	3	-	2	-	3	2	3	5	-	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	3	2	-	1	-	2	1	1	2	-	-	3	-	-	3	-	3	-	-	-
No - there have been no problems	99	16	29	35	19	45	54	64	35	13	7	18	30	26	55	13	82	-	-	-
I don't know	4%	3%	4%	3%	3%	4%	4%	4%	3%	3%	2%	3%	5%	3%	3%	3%	4%	-	-	-
NET Any problem experienced	35	22	2	7	5	24	11	28	7	5	2	15	3	10	20	5	30	-	-	-
Made a complaint about TNT Post UK	23	18	-	4	2	18	6	21	2	2	-	8	3	9	12	2	21	-	-	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns: Tested (5% risk level) - ab/c/d - ef - gh - i/jk/l/m/n - op - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing

QJ\_11. Competitive landscape - TNT Post UK

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humbberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1784	797	332	1281	523	440	337	139	141	142	140	144	143	144	144	144	84	439
Weighted Base	2581	2219	362	115*	2169	217	124	71	105	283	213	188	227	240	339	354	221	29*	188
Effective Base	1390	1169	225	73	1037	274	252	239	123	125	125	123	126	126	130	123	127	37	237
Aware of TNT Post UK	641	477	63	20	459	42	27	12	20	61	33	44	51	59	63	80	49	2	41
Used TNT Post UK to send	25	24	1	-	22	1	1	1	1	-	2	2	-	-	11	5	2	-	1
	1%	1%	-	-	1%	-	1%	1%	1%	-	1%	1%	-	-	3%	1%	1%	-	1%
Used TNT Post UK to receive	116	100	16	7	97	12	5	2	6	10	9	10	8	9	21	12	13	1	12
	5%	5%	4%	6%	4%	6%	4%	3%	5%	3%	4%	6%	4%	6%	3%	3%	6%	3%	6%
Net used	134	118	16	7	114	12	5	3	6	10	10	10	8	9	33	14	14	1	12
	5%	5%	5%	6%	5%	6%	4%	4%	6%	3%	5%	6%	4%	4%	13%	4%	6%	3%	6%
Lost mail	6	6	-	-	5	-	-	-	-	-	2	-	-	-	3	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	1%	-	-	-	-
Damaged mail	5	5	-	-	5	-	-	-	-	-	-	3	-	-	2	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	1%	-	-	-	-
Delayed mail	11	11	-	-	11	-	-	-	-	2	-	-	-	-	7	-	2	-	-
	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	2%	-	1%	-	-
Mis-delivered mail	16	16	-	-	16	-	-	-	-	-	2	-	1	-	9	2	2	-	-
	1%	1%	-	-	1%	-	-	-	-	-	1%	-	1%	-	3%	1%	1%	-	-
Mail that has been tampered with	8	8	-	-	8	-	-	-	-	-	2	-	-	1	5	-	1	-	-
	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	1%	-	-	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	3	3	-	-	2	1	-	-	-	2	-	-	-	-	-	-	-	-	1
	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	1%
No - there have been no problems	99	83	16	7	81	11	5	2	6	5	9	10	4	8	15	12	11	1	10
	4%	4%	4%	6%	4%	5%	4%	3%	2%	2%	4%	6%	2%	3%	5%	3%	5%	3%	6%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problem experienced	35	35	-	-	33	1	-	1	-	4	2	-	4	1	17	2	3	-	1
	1%	2%	-	-	2%	1%	-	1%	-	1%	1%	-	2%	-	5% <b>hkmom</b>	1%	1%	-	1%
Made a complaint about TNT Post UK	23	23	-	-	22	-	-	1	-	2	-	-	3	-	17	-	-	-	-
	1%	1%	-	-	1%	-	-	1%	-	1%	-	-	1%	-	5% <b>hklmnom</b>	-	-	-	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QJ\_11. Competitive landscape - TNT Post UK

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2581	908	118	495	857	1021	391	172	102	1878	274	908	1012	413	126	74	1920	200	-	-
Weighted Base	2581	881	142*	445	879	982	411	187	90*	1861	277	882	995	451	146*	59*	1876	205	-**	-**
Effective Base	1390	480	64	261	448	531	227	106	62	978	166	471	530	240	79	45	1001	120	-	-
Aware of TNT Post UK	541	214	38	113	224	197	64	36	20	421	56	205	210	79	26	19	415	45	-	-
	21%	24%	27%	25%	23% <sup>um</sup>	20%	16%	19%	22%	23% <sup>um</sup>	20%	23%	21%	17%	18%	23% <sup>um</sup>	22%	22%	-	-
Used TNT Post UK to send	25	4	-	1	15	3	4	2	-	18	2	11	7	2	2	2	18	4	-	-
	1%	-	-	-	2% <sup>um</sup>	-	1%	1%	-	1%	1%	1%	1%	-	1%	4% <sup>um</sup>	1%	2%	-	-
Used TNT Post UK to receive	116	47	3	18	46	36	23	8	4	82	12	49	43	14	8	2	92	10	-	-
	5%	5%	2%	4%	5%	4%	6%	4%	4%	4%	4%	6%	4%	3%	6%	3%	5%	5%	-	-
Net used	134	48	3	18	57	37	26	10	4	94	14	58	47	15	10	4	105	15	-	-
	5%	5%	2%	4%	5% <sup>um</sup>	4%	6%	5%	4%	5%	5%	7%	5%	3%	7%	7%	6%	7%	-	-
Lost mail	6	1	-	-	5	1	-	-	-	6	-	5	1	-	-	-	6	-	-	-
	-	-	-	-	1%	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-
Damaged mail	5	-	-	-	3	2	-	-	-	5	-	-	5	-	-	-	5	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-
Delayed mail	11	2	-	-	7	-	4	-	-	7	-	4	5	-	2	-	9	2	-	-
	1%	-	-	-	1%	-	1% <sup>um</sup>	-	-	1%	-	1%	1%	-	1%	-	1%	1%	-	-
Mis-delivered mail	16	2	-	-	8	2	3	2	-	11	2	8	6	-	2	-	14	2	-	-
	1%	-	-	-	1%	-	1%	1%	-	1%	1%	1%	1%	-	4% <sup>um</sup>	-	1%	1%	-	-
Mail that has been tampered with	8	-	-	-	4	1	3	-	-	5	-	2	5	-	2	-	6	2	-	-
	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	1%	-	-	1%	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	3	-	-	-	-	2	-	-	1	2	1	2	1	-	-	-	3	-	-	-
	-	-	-	-	-	-	-	-	1% <sup>um</sup>	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	99	45	3	18	40	31	18	8	3	71	10	44	32	15	6	2	76	8	-	-
	4%	5%	2%	4%	5%	3%	4%	4%	3%	4%	4%	5%	3%	3%	4%	3%	4%	4%	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problem experienced	35	3	-	-	17	6	8	2	1	24	3	14	15	-	4	2	29	6	-	-
	1%	-	-	-	2%	1%	2%	1%	1%	1%	1%	2%	2%	-	3% <sup>um</sup>	4% <sup>um</sup>	2%	3% <sup>um</sup>	-	-
Made a complaint about TNT Post UK	23	1	-	-	10	3	4	-	-	19	-	10	9	-	4	-	19	4	-	-
	-	-	-	-	2% <sup>um</sup>	-	1%	-	-	1%	-	1%	1%	-	3% <sup>um</sup>	-	1%	2% <sup>um</sup>	-	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - abc - d(e)g(h)w - kl(m)op(q) - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ\_11. Competitive landscape - TNT Post UK

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2581	175	2363	43	812	1599	170	2512	38	19	2	2569	10
Weighted Base	2581	180*	2361	40**	782	1616	183	2498	52**	16**	3**	2567	11**
Effective Base	1390	99	1268	23	435	849	108	1345	27	12	2	1383	5
Aware of TNT Post UK	541	33	499	9	156	361	24	532	2	6	-	541	-
21%		19%	21%	22%	20%	23%	13%	21%	4%	40%	-	21%	-
Used TNT Post UK to send	25	10	14	-	12	9	4	22	2	-	-	25	-
1%		6%	1%	-	2%	1%	2%	1%	4%	-	-	1%	-
Used TNT Post UK to receive	116	3	111	2	28	85	4	115	-	2	-	116	-
5%		2%	5%	6%	4%	5%	2%	5%	-	11%	-	5%	-
Net used	134	13	119	2	40	89	5	130	2	2	-	134	-
3%		7%	6%	6%	6%	6%	2%	5%	4%	11%	-	5%	-
Lost mail	6	-	6	-	-	6	-	6	-	-	-	6	-
Damaged mail	5	-	5	-	3	2	-	5	-	-	-	5	-
Delayed mail	11	7	4	-	7	4	-	11	-	-	-	11	-
Mis-delivered mail	16	4	12	-	7	10	-	16	-	-	-	16	-
1%		2%	1%	-	1%	1%	-	1%	-	-	-	1%	-
Mall that has been tampered with	8	6	2	1	6	2	1	6	2	-	-	8	-
Didn't allow sufficient time to answer the door	3	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	3	-	3	-	-	3	-	3	-	-	-	3	-
No - there have been no problems	99	3	94	1	25	70	4	97	-	2	-	99	-
4%		2%	4%	3%	3%	4%	2%	4%	-	11%	-	4%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problem experienced	35	9	25	1	15	19	1	33	2	-	-	35	-
1%		6%	1%	3%	2%	1%	-	1%	4%	-	-	1%	-
Made a complaint about TNT Post UK	23	9	14	-	15	9	-	21	2	-	-	23	-
1%		6%	1%	-	2%	1%	-	1%	4%	-	-	1%	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ\_11. Competitive landscape - TNT Post UK

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3581	1290	1291	-	430	430	430	430	430	431	-	-	-	-	-	-
Weighted Base	3581	1290	1291	**	432	431	427	464	412	416	**	**	**	**	**	**
Effective Base	1390	661	732	-	215	220	226	251	240	242	-	-	-	-	-	-
Aware of TNT Post UK	541	293	248	-	107	94	92	99	70	78	-	-	-	-	-	-
21%	23%	19%	-	25%	22%	22%	21%	17%	19%	-	-	-	-	-	-	-
Used TNT Post UK to send	25	12	12	-	7	2	3	4	3	5	-	-	-	-	-	-
7%	1%	1%	-	2%	*	1%	1%	1%	1%	-	-	-	-	-	-	-
Used TNT Post UK to receive	116	72	44	-	26	22	24	20	7	17	-	-	-	-	-	-
5%	6%	3%	-	6%	5%	6%	4%	2%	4%	-	-	-	-	-	-	-
Net used	134	81	53	-	33	22	25	23	9	21	-	-	-	-	-	-
5%	6%	4%	-	8%	5%	6%	5%	2%	5%	-	-	-	-	-	-	-
Lost mail	6	4	2	-	3	-	1	-	-	2	-	-	-	-	-	-
*	*	*	-	1%	-	*	-	-	*	-	-	-	-	-	-	-
Damaged mail	5	3	2	-	3	-	-	-	-	2	-	-	-	-	-	-
*	*	*	-	1%	-	-	-	-	1%	-	-	-	-	-	-	-
Delayed mail	11	4	7	-	4	-	-	5	-	2	-	-	-	-	-	-
*	*	1%	-	1%	-	-	1%	-	1%	-	-	-	-	-	-	-
Mis-delivered mail	16	6	10	-	6	*	-	3	3	4	-	-	-	-	-	-
1%	*	1%	-	1%	*	-	1%	1%	1%	-	-	-	-	-	-	-
Mail that has been tampered with	6	2	6	-	1	*	1	3	-	4	-	-	-	-	-	-
*	*	*	-	*	*	*	1%	1%	-	1%	-	-	-	-	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	3	3	-	-	-	-	3	-	-	-	-	-	-	-	-	-
*	*	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
No - there have been no problems	99	62	37	-	20	22	20	17	7	13	-	-	-	-	-	-
4%	5%	3%	-	5%	5%	5%	4%	2%	3%	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problem experienced	35	18	17	-	13	*	5	6	3	6	-	-	-	-	-	-
1%	1%	1%	-	3%	*	1%	1%	1%	1%	2%	-	-	-	-	-	-
Made a complaint about TNT Post UK	23	11	12	-	10	*	1	3	3	7	-	-	-	-	-	-
1%	1%	1%	-	2%	*	*	1%	1%	1%	2%	-	-	-	-	-	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ\_12. Competitive landscape - UPS

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	2868
Aware of UPS	4041	-	4041	483	2429	1960	2064	454	480	749	592	797	540	429	934	1341	1767	969	3843	371	4041
78%	-	-	78%	69%	86%	78%	79%	66%	74%	74%	83%	86%	85%	82%	70%	77%	85%	84%	79%	79%	79%
Used UPS to send	245	-	245	79	138	146	98	35	51	73	34	25	17	10	86	107	51	27	204	39	222
5%	-	-	5%	11%	5%	4%	4%	2%	3%	2%	3%	3%	2%	2%	3%	2%	2%	2%	4%	4%	4%
Used UPS to receive	1289	-	1289	183	713	655	629	159	190	261	212	235	153	79	350	473	467	231	1148	131	1376
25%	-	-	25%	26%	25%	26%	24%	23%	25%	25%	30%	25%	24%	15%	26%	27%	22%	20%	25%	25%	27%
Net used	1434	-	1434	237	794	742	687	179	222	312	228	250	161	83	401	540	494	244	1272	150	1503
28%	-	-	28%	34%	28%	30%	26%	26%	34%	31%	32%	27%	25%	16%	30%	31%	24%	21%	28%	28%	29%
Lost mail	11	-	11	7	3	6	5	3	7	1	*	*	*	*	10	1	*	*	9	1	12
*	-	-	*	3%	*	*	*	*	1%	*	*	*	*	*	3%	*	*	*	*	*	*
Damaged mail	23	-	23	11	10	15	9	14	2	6	*	1	*	*	16	7	1	*	11	12	18
*	-	-	*	2%	*	1%	*	2%	1%	1%	*	*	*	*	1%	*	*	*	*	2%	2%
Delayed mail	42	-	42	20	7	26	16	7	7	22	5	1	1	*	14	26	2	1	33	9	44
3%	-	-	3%	3%	*	1%	1%	1%	1%	2%	1%	*	*	*	1%	2%	2	1	1%	1%	1%
Mis-delivered mail	24	-	24	16	6	11	13	2	2	12	6	2	*	*	4	18	2	*	18	6	20
*	-	-	*	2%	*	*	*	*	1%	1%	1%	*	*	*	*	1%	*	*	*	1%	1%
Mail that has been tampered with	25	-	25	17	7	20	5	1	7	14	*	2	*	*	8	14	2	*	22	3	15
*	-	-	*	2%	*	1%	*	*	1%	1%	*	*	*	*	1%	1%	*	*	*	1%	*
Didn't allow sufficient time to answer the door	10	-	10	6	4	5	5	*	8	*	*	*	*	2	8	*	2	2	8	1	5
*	-	-	*	1%	*	*	*	*	1%	*	*	*	*	*	1%	*	*	*	*	*	*
Other problems	5	-	5	2	1	5	*	*	2	*	*	1	2	*	2	*	3	2	5	*	8
*	-	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
No - there have been no problems	682	-	682	61	237	332	346	72	87	139	116	127	92	50	159	254	269	142	625	51	745
13%	-	-	13%	9%	8%	13%	13%	10%	13%	14%	16%	14%	15%	9%	12%	15%	13%	12%	14%	10%	14%
I don't know	9	-	9	2	6	5	4	2	4	1	*	2	*	*	6	1	2	*	6	2	6
*	-	-	*	*	*	*	*	*	1%	*	*	*	*	*	*	*	*	*	*	*	*
NET Any problem experienced	105	-	105	49	36	63	41	22	25	36	10	7	3	2	47	46	25	11	85	20	93
2%	-	-	2%	7%	1%	3%	2%	3%	4%	4%	1%	1%	*	*	4%	3%	1%	*	2%	4%	2%
Made a complaint about UPS	81	-	81	48	27	54	26	13	25	34	5	4	1	*	37	38	5	1	65	16	55
2%	-	-	2%	7%	1%	2%	1%	2%	4%	3%	1%	*	*	*	3%	2%	*	*	1%	3%	1%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - nop/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ\_12. Competitive landscape - UPS

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Aware of UPS	4041	694	1287	917	1142	1981	2060	2340	1662	494	508	1030	1122	617	2660	502	3336	498	1780	120
Used UPS to send	245	80	57	51	57	137	108	187	56	33	18	55	63	64	136	35	200	54	88	4
5%	3% <b>bcde</b>	4%	4%	4%	4%	5%	4%	5%	3%	3%	3%	4%	5%	4%	5%	3%	5%	10% <b>r</b>	5%	3%
Used UPS to receive	1289	284	385	309	311	669	620	804	477	156	135	315	379	241	829	158	1083	148	498	42
25%	30% <b>bcde</b>	24%	26% <b>d</b>	22%	22%	26%	24%	26%	24%	24%	20%	24%	28% <b>d</b>	30% <b>klm</b>	25%	24%	25%	28%	26%	32%
Net used	1434	332	414	342	346	747	688	922	503	175	148	341	415	283	903	179	1200	179	560	45
28%	33% <b>bcde</b>	26%	23% <b>d</b>	24%	24%	29%	26%	30% <b>gh</b>	25%	27%	22%	25%	30% <b>gh</b>	33% <b>ghlm</b>	27%	28%	28%	34%	29%	34%
Lost mail	11	1	3	4	2	5	6	10	1	3	1	4	-	2	5	3	7	6	1	1
1%	1% <b>d</b>	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Damaged mail	23	12	4	6	1	16	7	18	5	7	3	1	1	11	5	7	16	6	3	-
1%	1% <b>bcde</b>	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
Delayed mail	42	20	13	6	3	33	9	32	10	4	3	9	11	15	23	4	38	12	2	-
7%	9% <b>bcde</b>	1%	1%	1%	1%	1% <b>d</b>	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
Mis-delivered mail	24	16	5	-	3	21	3	22	2	3	2	5	3	11	10	3	21	8	-	-
1%	2% <b>bcde</b>	1%	1%	1%	1%	1% <b>d</b>	1%	1% <b>gh</b>	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
Mail that has been tampered with	25	14	2	8	-	16	8	24	1	1	-	6	2	15	8	1	24	5	9	1
1%	1% <b>bcde</b>	1%	1% <b>d</b>	1%	1%	1%	1%	1% <b>gh</b>	1%	1%	1%	1%	1%	1% <b>klm</b>	1%	1%	1%	1%	1%	1%
Didn't allow sufficient time to answer the door	10	5	1	2	2	6	4	8	2	5	-	2	2	1	4	5	8	2	-	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1% <b>d</b>	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
Other problems	5	1	2	2	-	3	2	1	5	-	-	2	3	2	2	5	-	-	-	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
No - there have been no problems	682	126	183	172	201	309	373	409	269	95	66	156	215	112	436	97	558	22	63	3
13%	13%	11%	15%	14%	12%	14%	13%	13%	13%	10% <b>d</b>	10%	12%	15% <b>gh</b>	14%	13%	15%	13%	4%	3%	3%
I don't know	9	2	3	2	2	5	3	9	-	2	-	-	6	-	6	2	6	1	8	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
NET Any problem experienced	105	47	24	23	10	71	33	82	23	20	6	21	20	37	47	20	84	31	17	1
2%	5% <b>bcde</b>	2%	2% <b>d</b>	1%	1%	3% <b>d</b>	1%	3% <b>gh</b>	1%	3% <b>gh</b>	1%	2%	1%	5% <b>klm</b>	1%	3%	2%	6% <b>r</b>	1%	1%
Made a complaint about UPS	81	40	14	20	6	54	27	70	10	11	6	15	11	36	32	13	67	30	19	1
2%	4% <b>bcde</b>	1%	2% <b>d</b>	1%	1%	2% <b>d</b>	1%	2% <b>gh</b>	1%	2%	1%	1%	1%	4% <b>klm</b>	1%	2%	2%	3% <b>d</b>	1%	1%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - ef - gh - i/jk/l/m/n - op - q/rs  
 \* small base

QJ\_12. Competitive landscape - UPS

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ Yorkshire (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	706	443	52*		381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Aware of UPS	4041	3457	584	143	3395	346	194	106	167	440	351	302	355	401	484	346	39	307	
	78%	78%	81%	75%	78%	80%	79%	74%	80%	78%	80%	80%	78%	83%	71%	78%	75%	80%	
Used UPS to send	245	220	24	9	213	18	9	5	5	31	24	19	21	28	45	13	1	17	
	5%	5%	3%	5%	5%	4%	4%	3%	3%	6%	6%	5%	5%	6%	7%	4%	3%	5%	
Used UPS to receive	1289	1089	201	55	1054	144	60	32	58	137	127	93	102	123	145	156	113	10	133
	25%	25%	28%	29%	24%	33%	24%	22%	28%	24%	30%	25%	22%	26%	21%	22%	25%	20%	35%
Net used	1434	1223	212	59	1180	153	66	35	60	155	141	102	119	138	177	167	122	11	142
	28%	28%	29%	31%	27%	35%	27%	25%	29%	27%	33%	27%	26%	29%	26%	24%	28%	22%	37%
Lost mail	11	11	-	-	7	2	1	-	2	-	1	-	2	-	2	-	-	-	2
	*	*	*	*	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Damaged mail	23	23	-	-	20	2	1	1	1	4	3	2	2	3	5	1	-	-	2
	1%	1%	*	*	1%	1%	0%	0%	0%	1%	1%	1%	0%	1%	1%	0%	0%	0%	1%
Delayed mail	42	39	3	2	37	1	2	1	1	8	3	6	2	1	12	1	3	-	1
	1%	1%	*	1%	1%	0%	1%	1%	0%	1%	1%	1%	0%	0%	2%	0%	1%	0%	0%
Mis-delivered mail	24	20	4	*	22	1	1	1	-	2	3	2	2	-	12	-	1	-	1
	*	1%	*	*	1%	0%	0%	0%	0%	1%	1%	1%	0%	0%	2%	0%	0%	0%	0%
Mail that has been tampered with	25	25	*	-	23	1	1	*	1	2	4	-	-	2	12	2	-	-	1
	*	1%	*	*	1%	0%	0%	0%	0%	1%	1%	0%	0%	0%	2%	0%	0%	0%	0%
Didn't allow sufficient time to answer the door	10	10	-	-	10	-	-	-	-	-	1	-	2	2	5	-	-	-	-
	*	*	*	*	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%
Other problems	5	3	2	*	5	*	*	*	*	*	*	1	*	1	2	-	-	-	-
	*	*	*	*	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
No - there have been no problems	682	587	95	34	549	78	36	19	27	75	65	45	56	68	66	77	68	6	72
	13%	13%	13%	16%	13%	15%	15%	13%	13%	13%	15%	12%	13%	14%	10%	11%	13%	12%	13%
I don't know	9	7	2	*	9	-	-	-	-	5	-	-	1	-	3	-	-	-	1
	*	*	*	*	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%
NET Any problem experienced	105	96	9	2	94	5	4	2	4	17	11	10	3	8	32	4	5	*	4
	2%	2%	1%	1%	2%	1%	2%	2%	2%	3%	3%	3%	1%	2%	5%	1%	1%	1%	1%
Made a complaint about UPS	81	76	4	2	75	3	2	1	2	14	10	5	7	5	29	2	1	*	3
	2%	2%	1%	1%	2%	1%	1%	0%	1%	3%	3%	1%	1%	1%	4%	0%	0%	0%	1%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - abc/c - d/e/g - hij/klmnop/q  
 \* small base

QJ\_12. Competitive landscape - UPS

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Total	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Aware of UPS	4041	1483	188	746	1427	1601	572	277	134	3028	411	1601	1612	501	205	80	3213	285	761	1637
79%		82%	79%	85%	81%	83%	70%	79%	81%	80%	79%	82%	82%	67%	82%	81%	81%	81%	91%	94%
Used UPS to send	245	65	7	22	110	86	31	14	4	195	18	117	92	20	14	2	205	16	86	59
5%	4%	3%	2%	6%	4%	4%	4%	3%	5%	3%	3%	6%	5%	3%	5%	2%	5%	4%	10%	3%
Used UPS to receive	1289	392	50	195	448	493	191	95	53	941	147	540	504	154	55	29	1044	84	282	406
25%	22%	21%	22%	26%	24%	23%	27%	32%	25%	28%	28%	28%	25%	21%	21%	29%	26%	23%	24%	23%
Net used	1434	423	52	205	506	551	208	104	55	1058	160	606	562	164	65	30	1168	95	337	447
28%	23%	22%	23%	29%	27%	25%	29%	34%	28%	31%	31%	31%	28%	22%	26%	30%	27%	26%	26%	26%
Lost mail	11	1	-	1	3	4	2	1	1	7	2	3	5	-	1	1	8	2	6	1
Damaged mail	23	1	-	1	11	8	2	1	1	19	1	4	11	1	8	-	15	8	9	-
Delayed mail	42	5	-	2	21	15	2	2	1	36	2	19	19	1	2	-	38	3	14	-
Mis-delivered mail	24	5	-	1	13	5	3	2	1	18	3	9	12	2	1	-	21	2	7	2
Mail that has been tampered with	25	3	-	1	15	9	1	-	1	24	1	7	16	-	2	-	23	2	13	2
Didn't allow sufficient time to answer the door	10	-	-	-	6	-	3	-	-	6	-	3	4	2	1	-	6	1	8	2
Other problems	5	1	-	1	1	1	-	1	2	2	3	1	3	-	1	-	4	1	-	-
No - there have been no problems	662	230	33	123	254	255	91	44	34	509	76	294	246	87	28	22	540	49	42	47
I don't know	9	3	-	-	5	2	2	-	-	7	-	4	3	2	-	-	7	-	2	3%
NET Any problem experienced	105	11	-	6	48	39	7	6	4	87	10	37	48	5	13	1	85	14	42	6
Made a complaint about UPS	81	7	-	2	36	32	6	2	2	70	4	27	36	6	11	1	63	12	45	5

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - abc/c - d(e)g(h/w) - kl(mn)op(q) - rs  
 \* small base

QJ\_12. Competitive landscape - UPS

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Aware of UPS	4041	231	3747	63	1136	2608	207	3917	63	41	4	4020	17
	79%	69%	79% <sup>a</sup>	79%	75%	81% <sup>a</sup>	64%	82% <sup>b</sup>	54%	87%	43%	82% <sup>b</sup>	65%
Used UPS to send	245	31	210	3	74	154	16	234	7	2	2	243	-
	5%	9% <sup>b</sup>	4%	4%	5%	5%	5%	5%	6%	4%	22%	5%	-
Used UPS to receive	1289	80	1184	25	386	840	64	1232	36	19	-	1288	1
	25%	24%	25%	32%	26%	25%	20%	25%	31%	41%	-	25%	5%
Net used	1434	102	1304	28	433	926	76	1371	39	21	2	1431	1
	28%	31%	27%	32%	29%	28%	23%	28%	33%	45%	22%	28%	5%
Lost mail	11	-	11	-	7	2	2	10	-	-	-	11	-
	*	-	-	-	e	-	-	-	-	-	-	-	-
Damaged mail	23	7	16	1	13	8	2	19	4	-	-	23	-
	*	2% <sup>b</sup>	-	1%	9% <sup>b</sup>	-	1%	-	9% <sup>b</sup>	-	-	-	-
Delayed mail	42	6	32	4	13	27	2	42	-	-	-	42	-
	1%	2%	1%	5% <sup>b</sup>	1%	1%	1%	1%	-	-	-	1%	-
Mis-delivered mail	24	7	16	-	12	10	2	23	1	-	-	24	-
	*	2% <sup>b</sup>	-	-	7%	-	1%	-	1%	-	-	-	-
Mail that has been tampered with	25	10	14	-	17	7	-	25	-	-	-	25	-
	*	3% <sup>b</sup>	-	-	9% <sup>b</sup>	-	-	-	-	-	-	-	-
Didn't allow sufficient time to answer the door	10	3	7	-	6	4	-	10	-	-	-	10	-
	*	1% <sup>b</sup>	-	-	4%	-	-	-	-	-	-	-	-
Other problems	5	-	5	-	1	4	-	5	-	-	-	5	-
	*	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	662	34	642	7	185	458	40	672	3	6	2	681	-
	13%	10%	14%	8%	12%	14%	12%	14%	3%	12%	22%	13% <sup>b</sup>	-
I don't know	9	2	7	-	3	6	-	9	-	-	-	9	-
	*	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problem experienced	105	22	79	4	39	61	5	100	5	-	-	105	-
	2%	7% <sup>b</sup>	2%	5% <sup>b</sup>	3%	2%	1%	2%	4%	-	-	2%	-
Made a complaint about UPS	81	19	59	3	33	45	2	74	6	-	-	81	-
	2%	6% <sup>b</sup>	1%	4%	2%	1%	1%	6% <sup>b</sup>	9% <sup>b</sup>	-	-	2%	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Column: Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ\_12. Competitive landscape - UPS

Base : All participants

Total	Quarter				Month													
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)		
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430	430	
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437	
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259	
Aware of UPS	4041	842	801	1201	1197	279	294	269	292	257	252	-	763	438	399	391	407	
78%	65%	62%	93%ab	93%ab	65%	68%	63%	63%	63%	61%	-	93%elghj	93%elghj	91%elghj	94%elghj	93%elghj		
Used UPS to send	245	50	49	78	67	24	13	13	25	12	12	-	54	24	25	26	16	
5%	4%	4%	6%ab	5%	6%	3%	3%	3%	3%	3%	-	7%elgij	5%	6%	6%	4%		
Used UPS to receive	1289	314	288	314	374	102	103	109	112	91	84	-	205	110	95	132	140	
25%	24%	22%	24%	28%ab	24%	24%	26%	24%	22%	20%	-	25%	23%	22%	23%ijmn	23%ijlmno		
Net used	1434	333	317	371	413	115	106	113	127	100	91	-	248	123	111	149	153	
28%	26%	25%	29%	32%ab	27%	24%	26%	27%	24%	22%	-	30%ij	26%	25%	26%elghjlmn	25%elghjlmn		
Lost mail	11	3	1	2	5	1	*	2	-	-	1	-	2	-	-	4	-	
*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	
Damaged mail	23	10	5	7	2	9	*	1	2	-	3	-	7	-	-	1	-	
1%	1%	*	1%	*	2%lmno	*	*	*	*	1%	-	1%	-	-	-	1%	-	
Delayed mail	42	19	9	7	7	7	5	8	3	5	1	-	7	-	5	2	-	
1%	1%	1%	1%	1%	2%	1%	2%mp	1%	1%	*	-	1%	*	1%	*	*	*	
Mis-delivered mail	24	7	9	7	2	3	2	2	7	*	1	-	5	2	-	1	-	
*	1%	1%	1%	*	1%	*	*	2%	*	*	-	1%	*	*	*	*	*	
Mail that has been tampered with	25	5	6	8	7	4	*	1	6	-	-	-	8	-	-	3	4	
*	*	*	1%	1%	1%	1%	*	1%	-	-	-	1%	-	-	-	1%	1%	
Didn't allow sufficient time to answer the door	10	-	-	5	5	-	-	-	-	-	-	-	3	2	-	5	-	
*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%	-	
Other problems	5	4	1	-	-	-	3	-	1	-	-	-	-	-	-	-	-	
*	*	*	*	*	*	*	1%	*	*	*	*	*	*	*	*	*	*	
No - there have been no problems	62	295	299	48	40	98	99	98	119	93	88	-	27	21	12	16	12	
13%	23%cd	23%cd	4%	3%	23%lmnop	23%lmnop	23%lmnop	26%lmnop	23%lmnop	21%lmnop	-	3%	4%	3%	4%	4%	3%	
I don't know	9	-	-	*	9	-	-	-	-	-	-	-	-	-	7	1	-	
*	*	*	*	1%ab	*	*	*	*	*	*	*	*	*	*	2%elghjlmn	*	*	
NET Any problem experienced	105	38	18	30	18	17	7	14	8	6	4	-	27	4	5	9	4	
2%	3%ab	1%	2%	1%	4%lmno	2%	3%lm	2%	2%	1%	-	3%lm	1%	1%	2%	1%		
Made a complaint about UPS	81	22	9	26	24	13	4	5	8	*	1	-	25	2	6	13	5	
2%	2%	1%	2%ab	2%ab	3%lm	1%	1%	2%	*	*	-	3%lm	*	1%	2%lm	1%		

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: columns tested (5% risk level) - ab/cd - elghjklmnop  
 \*\*very small base (under 30) ineligible for sig testing

QJ\_13. Competitive landscape - UK Mail

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Aware of UK Mail	2412	-	2412	358	1659	1250	1156	257	302	490	350	471	291	252	558	840	1014	543	2150	247	2320
47%	-	-	47%	51%	59% <sub>cd</sub>	50% <sub>f</sub>	44%	37%	46% <sub>g</sub>	48% <sub>gh</sub>	49% <sub>gh</sub>	51% <sub>gh</sub>	46% <sub>gh</sub>	48% <sub>gh</sub>	42%	48% <sub>n</sub>	49% <sub>no</sub>	47%	47%	46%	45%
Used UK Mail to send	199	-	199	78	113	113	86	24	63	49	18	31	11	3	86	67	45	14	166	30	171
4%	-	-	4%	11% <sub>d</sub>	4%	4%	3%	2% <sub>gh</sub>	10% <sub>ghklm</sub>	8% <sub>klm</sub>	3%	2% <sub>kl</sub>	1%	0%	3% <sub>opq</sub>	4% <sub>opq</sub>	2%	1%	4%	6%	3%
Used UK Mail to receive	673	-	673	117	412	357	316	71	76	148	100	137	80	62	147	248	279	141	610	59	633
13%	-	-	13%	17%	15%	14%	12%	10%	12%	15%	14%	15% <sub>gh</sub>	13%	12%	11%	14% <sub>n</sub>	13%	12%	13%	11%	12%
Net used	819	-	819	179	492	439	379	86	129	185	114	153	86	65	215	299	304	151	729	85	754
16%	-	-	16%	29% <sub>d</sub>	17%	17% <sub>f</sub>	14%	13%	20% <sub>ghlm</sub>	18% <sub>ghlm</sub>	16%	17%	14%	12%	16%	17% <sub>gh</sub>	15%	13%	16%	16%	15%
Lost mail	25	-	25	10	5	10	15	5	10	3	1	*	*	*	14	3	8	7	24	1	20
*	-	-	*	3% <sub>d</sub>	*	*	1%	1%	3% <sub>gh</sub>	*	*	*	*	*	3% <sub>no</sub>	*	*	1%	1%	*	*
Damaged mail	33	-	33	17	9	16	16	5	12	6	3	1	2	4	16	8	8	7	28	5	25
1%	-	-	1%	2% <sub>d</sub>	1%	1%	1%	1%	2% <sub>kl</sub>	1%	1%	*	*	*	1% <sub>p</sub>	*	*	1%	1%	1%	1%
Delayed mail	46	-	46	22	15	32	14	6	18	7	6	6	1	3	24	13	9	3	30	16	31
1%	-	-	1%	3% <sub>d</sub>	1%	1% <sub>f</sub>	1%	1%	3% <sub>ghklm</sub>	1%	1%	1%	0%	1%	2% <sub>opq</sub>	1%	1%	0%	1%	3% <sub>r</sub>	1%
Mis-delivered mail	30	-	30	16	9	18	12	11	3	3	4	3	2	3	15	7	8	5	24	6	22
1%	-	-	1%	2% <sub>d</sub>	*	1%	1%	1%	1%	*	1%	*	*	1%	1%	*	*	*	1%	1%	1%
Mail that has been tampered with	15	-	15	11	3	10	5	5	6	4	1	*	*	*	10	4	*	*	10	5	15
*	-	-	*	2% <sub>d</sub>	*	*	*	1%	1% <sub>kl</sub>	*	*	*	*	*	1% <sub>opq</sub>	*	*	*	1%	1% <sub>r</sub>	*
Didn't allow sufficient time to answer the door	4	-	4	3	1	3	1	*	3	*	*	*	*	*	3	*	*	*	3	1	5
*	-	-	*	1% <sub>d</sub>	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Other problems	5	-	5	4	1	5	*	*	4	1	*	*	*	*	*	5	*	*	5	*	4
*	-	-	*	1% <sub>d</sub>	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
No - there have been no problems	277	-	277	30	118	148	129	15	29	59	43	74	34	23	44	102	131	58	260	15	286
5%	-	-	5%	4%	4%	6%	5%	2%	4%	6% <sub>gh</sub>	6% <sub>gh</sub>	6% <sub>gh</sub>	5% <sub>gh</sub>	4%	3%	6% <sub>n</sub>	6% <sub>no</sub>	5%	6%	3%	6%
I don't know	8	-	8	3	5	2	6	2	4	1	*	1	*	*	6	1	1	*	7	1	9
*	-	-	*	1%	*	*	*	1%	1%	*	*	*	*	*	1%	*	*	*	1%	1%	1%
NET Any problem experienced	118	-	115	65	32	72	43	21	40	23	12	9	3	7	62	35	19	10	92	23	82
2%	-	-	2%	9% <sub>d</sub>	1%	3% <sub>f</sub>	2%	3% <sub>kl</sub>	6% <sub>ghklm</sub>	2% <sub>kl</sub>	2%	1%	*	1%	5% <sub>opq</sub>	2% <sub>p</sub>	1%	1%	2%	4% <sub>r</sub>	2%
Made a complaint about UK Mail	82	-	82	60	19	55	27	13	37	25	5	1	*	*	51	29	2	*	66	15	57
2%	-	-	2%	9% <sub>d</sub>	1%	2% <sub>f</sub>	1%	2% <sub>ghlm</sub>	6% <sub>ghklm</sub>	2% <sub>klm</sub>	1%	*	*	*	4% <sub>opq</sub>	2% <sub>p</sub>	*	*	1%	3%	1%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ\_13. Competitive landscape - UK Mail

Base : All participants

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Aware of UK Mail	2412	419	777	576	639	1196	1216	1488	903	284	282	622	692	397	1596	287	2014	378	1343	101
Used UK Mail to send	47%	44%	49%	49%	44%	47%	46%	48%	48%	44%	43%	48%	53%	49%	47%	44%	47%	47%	71%	70%
199	62	37	52	48	99	100	157	42	28	18	43	60	42	120	30	162	54	110	2	
4%	7% <b>nd</b>	2%	4% <b>b</b>	3%	4%	4%	7% <b>h</b>	2%	4%	3%	3%	4%	5%	4%	5%	4%	10% <b>cr</b>	6%	2%	
Used UK Mail to receive	67%	137	228	151	158	365	308	434	234	85	74	146	205	126	425	86	557	91	331	35
13%	14%	14% <b>c</b>	13%	11%	14% <b>f</b>	12%	14%	12%	13%	13%	11%	11%	16% <b>k</b>	16% <b>n</b>	13%	13%	17%	17%	27%	
Net used	81%	192	247	184	196	439	379	552	262	106	88	178	245	158	512	109	675	137	410	37
16%	20% <b>nd</b>	16%	16%	14%	14% <b>f</b>	14%	16% <b>h</b>	13%	17%	17%	13%	13%	15% <b>k</b>	13% <b>n</b>	15%	17%	16%	26%	21%	
Lost mail	25	10	5	9	1	15	10	17	8	3	0	8	8	17	7	25	4	4	0	
1%	1% <b>d</b>	1%	1% <b>d</b>	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Damaged mail	33	14	6	7	5	20	13	23	10	7	5	5	12	4	21	7	25	12	9	
1%	1% <b>d</b>	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Delayed mail	46	12	13	15	6	25	20	30	7	7	8	10	9	11	28	7	39	18	14	
1%	1%	1%	1%	1%	1%	1%	1%	1% <b>h</b>	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Mis-delivered mail	30	16	8	3	3	24	6	24	6	8	5	7	4	4	17	8	21	9	4	
1%	2% <b>nd</b>	1%	1%	1%	1% <b>f</b>	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Mail that has been tampered with	15	8	2	5	1	10	5	12	3	1	1	4	4	6	8	1	14	6	3	
1%	1% <b>d</b>	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Didn't allow sufficient time to answer the door	4	1	2	2	1	2	2	4	1	1	1	2	1	2	2	1	4	3	1	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
Other problems	5	4	1	1	1	4	1	5	1	1	1	1	1	4	1	1	5	1	1	
1%	1% <b>b</b>	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1% <b>n</b>	1%	1%	1%	1%	1%	
No - there have been no problems	277	52	78	71	75	130	147	171	105	39	27	52	94	50	173	41	224	16	69	
5%	6%	5%	6%	5%	5%	6%	6%	5%	5%	6%	4%	4%	7% <b>k</b>	6%	5%	6%	5%	3%	4%	
I don't know	8	1	4	1	2	5	3	5	3	2	1	2	2	2	5	2	6	3	5	
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
NET Any problem experienced	115	48	24	29	15	72	43	94	21	18	13	29	25	30	67	18	97	36	36	
2%	5% <b>nd</b>	2%	2% <b>d</b>	1%	3% <b>f</b>	2%	3% <b>h</b>	1%	1%	3%	2%	2%	2%	4% <b>n</b>	2%	3%	2%	3%	2%	
Made a complaint about UK Mail	82	42	11	15	13	53	28	72	9	15	7	24	14	20	45	17	64	39	27	
2%	7% <b>nd</b>	1%	1%	1%	2% <b>f</b>	1%	2% <b>h</b>	1%	1%	2%	1%	2%	1%	2%	1%	3%	2%	7% <b>nd</b>	1%	

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - ef - gh - i/jk/l/m/n - op - q/rs  
 \* small base

QJ\_13. Competitive landscape - UK Mail

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Aware of UK Mail	2412	2054	358	73	2062	185	111	54	98	274	210	186	216	264	291	337	185	20	165
Used UK Mail to send	47%	49%	50%	38%	49%	43%	43%	38%	47%	48%	49%	50%	47%	50%	43%	48%	42%	38%	43%
Used UK Mail to receive	199	172	27	2	179	9	6	4	7	30	17	19	15	26	25	24	13	1	9
Net used	819	705	114	24	725	49	27	18	32	93	90	60	55	81	112	129	73	5	45
Lost mail	25	25	*	*	23	1	1	-	3	-	2	-	2	3	-	4	3	-	1
Damaged mail	33	30	3	*	30	1	1	1	-	7	2	2	-	2	12	4	2	-	1
Delayed mail	46	37	8	1	43	1	1	1	1	11	4	1	5	2	5	12	2	-	1
Mis-delivered mail	30	30	1	*	27	2	1	1	-	10	3	5	3	2	3	-	1	*	2
Mail that has been tampered with	15	14	*	*	14	*	1	*	1	-	4	1	-	3	5	-	-	-	*
Didn't allow sufficient time to answer the door	4	3	*	*	3	-	-	1	-	-	1	-	2	-	-	-	-	-	-
Other problems	5	5	*	*	4	*	1	*	-	-	-	-	-	-	4	-	-	*	*
No - there have been no problems	277	226	51	11	238	20	13	6	11	26	31	28	13	34	32	37	25	1	19
I don't know	8	8	*	*	7	1	1	-	-	3	1	-	-	1	-	1	-	-	1
NET Any problem experienced	115	104	11	1	107	5	2	1	4	20	9	7	8	11	22	20	7	*	4
Made a complaint about UK Mail	82	75	7	*	77	3	1	1	4	15	6	1	7	9	20	10	5	*	3

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - abc/c - d/e/g - hij/klm/n/op/q/r  
 \* small base



QJ\_13. Competitive landscape - UK Mail

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	948	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Aware of UK Mail	2412	874	111	396	807	976	389	152	75	1763	227	971	963	286	132	44	1934	176	668	1154
47%	47%	48%	47%	45%	46%	48%	48%	43%	45%	47%	44%	47% <b>imp</b>	47% <b>imp</b>	33%	45% <b>imp</b>	44%	47% <b>imp</b>	42% <b>imp</b>	42% <b>imp</b>	42% <b>imp</b>
Used UK Mail to send	199	49	1	12	72	76	34	14	2	148	16	107	66	15	9	1	172	10	108	59
4%	3%	1%	1%	1%	4%	4%	4%	4%	1%	4%	3%	5% <b>imp</b>	3%	2%	3%	1%	4% <b>imp</b>	3%	13% <b>imp</b>	3%
Used UK Mail to receive	673	243	32	112	183	295	125	48	21	478	69	256	268	92	39	17	523	39	210	247
13%	13%	13%	13%	13%	10%	15% <b>imp</b>	15% <b>imp</b>	13%	13%	13%	13%	13%	13%	12%	15%	17%	13%	13%	16%	14%
Net used	819	275	33	119	244	345	146	56	23	589	79	328	320	103	48	17	648	65	305	280
16%	16%	14%	14%	14%	14%	15% <b>imp</b>	15% <b>imp</b>	16%	14%	16%	15%	17%	16%	14%	16%	17%	16%	16%	16%	16%
Lost mail	25	6	*	4	13	7	2	1	2	20	3	8	11	2	4	1	19	5	11	1
Damaged mail	33	9	*	5	10	14	3	4	2	24	6	17	8	6	*	*	25	*	22	*
4%	1%	*	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	*	1%	*	1%	*	3% <b>imp</b>	*	*
Delayed mail	46	7	*	2	18	14	13	*	1	32	1	21	17	*	*	*	37	8	29	4
1%	1%	*	*	*	1%	1%	2%	*	*	1%	*	1% <b>imp</b>	1%	*	*	*	1%	2% <b>imp</b>	3% <b>imp</b>	3% <b>imp</b>
Mis-delivered mail	30	8	*	1	9	13	5	3	*	22	3	12	9	*	10	20	10	10	13	2
1%	*	*	*	1%	1%	1%	1%	1%	*	1%	*	1%	*	*	4% <b>imp</b>	1%	3% <b>imp</b>	3% <b>imp</b>	2% <b>imp</b>	*
Mail that has been tampered with	15	*	*	*	3	7	3	*	2	10	2	6	4	2	3	*	10	3	7	2
*	*	*	*	*	*	*	*	*	1%	*	*	*	*	*	1% <b>imp</b>	*	1%	1% <b>imp</b>	*	*
Didn't allow sufficient time to answer the door	4	1	*	*	2	*	1	*	*	2	*	1	2	*	*	3	*	1	4	*
*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1% <b>imp</b>	1% <b>imp</b>	*
Other problems	5	*	*	*	5	*	*	*	*	5	*	5	*	*	*	*	5	*	*	*
No - there have been no problems	277	116	16	53	87	126	37	17	9	213	26	130	92	31	17	5	223	22	38	48
3%	6%	7%	6%	5%	6%	5%	5%	6%	6%	6%	3%	5% <b>imp</b>	5%	4%	5%	5%	6%	6%	5%	3%
I don't know	8	*	*	*	3	*	3	1	*	3	1	4	2	2	*	*	6	*	5	3
NET Any problem experienced	115	23	7	7	42	40	23	8	2	82	10	55	39	6	13	1	93	14	65	8
2%	1%	*	1%	2%	2%	2%	2%	1%	2%	2%	2%	3% <b>imp</b>	2%	1%	5% <b>imp</b>	1%	2% <b>imp</b>	4% <b>imp</b>	5% <b>imp</b>	*
Made a complaint about UK Mail	82	7	*	1	40	25	13	4	*	66	4	43	22	4	10	1	65	11	62	5
2%	*	*	*	2%	1%	2%	1%	*	2%	1%	2%	3% <b>imp</b>	1%	1%	4% <b>imp</b>	1%	2%	3% <b>imp</b>	1% <b>imp</b>	*

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r  
 \* small base

QJ\_13. Competitive landscape - UK Mail

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Aware of UK Mail	2412	148	2231	35	636	1649	125	2300	63	31	5	2394	12
	47%	44%	47%	44%	43%	43% <b>g</b>	39%	46%	54%	66%	66%	47%	47%
Used UK Mail to send	199	31	163	4	64	115	19	182	15	*	2	197	*
	4%	9% <b>b</b>	3%	5%	4%	3%	6%	4%	13% <b>gh</b>	*	23%	4%	*
Used UK Mail to receive	673	56	597	21	223	420	30	623	32	14	2	669	2
	13%	17%	13%	26% <b>b</b>	15% <b>d</b>	13%	9%	13%	28% <b>gh</b>	30%	22%	13%	8%
Net used	819	62	712	24	275	503	41	756	43	14	4	813	2
	16%	19% <b>b</b>	15%	31% <b>b</b>	16% <b>e</b>	15%	13%	16%	33% <b>gh</b>	30%	45%	16%	8%
Lost mail	25	3	22	-	13	9	4	23	2	*	-	25	-
	*	1%	*	-	1% <b>a</b>	*	1%	*	2%	*	-	*	-
Damaged mail	33	*	32	1	20	11	1	28	4	-	-	33	-
	1%	*	1%	1%	2% <b>a</b>	*	*	1%	4% <b>gh</b>	-	-	1%	-
Delayed mail	46	11	32	2	21	25	-	40	0	-	-	46	-
	1%	3% <b>b</b>	1%	3%	1%	1%	-	1%	9% <b>gh</b>	-	-	1%	-
Mis-delivered mail	30	7	24	-	13	17	*	26	4	-	-	30	-
	1%	2% <b>b</b>	*	-	1%	1%	*	1%	3% <b>gh</b>	-	-	1%	-
Mail that has been tampered with	15	2	12	1	9	4	1	13	2	-	-	15	*
	*	1%	*	1%	3% <b>a</b>	*	*	*	2% <b>gh</b>	-	-	*	*
Didn't allow sufficient time to answer the door	4	-	4	-	3	1	-	4	-	-	-	4	-
	*	-	*	-	1%	*	-	*	-	-	-	*	-
Other problems	5	4	1	-	4	1	-	5	-	-	-	5	-
	*	1% <b>b</b>	*	-	e	*	-	*	-	-	-	*	-
No - there have been no problems	277	19	253	5	66	193	16	271	3	2	2	275	-
	5%	6%	5%	6%	3%	6%	5%	5%	2%	3%	23%	5%	-
I don't know	8	-	8	-	2	5	1	8	-	-	-	8	-
	*	-	*	-	*	*	*	*	-	-	-	*	-
NET Any problem experienced	115	23	89	3	58	52	5	101	14	*	-	115	*
	2%	7% <b>b</b>	2%	4%	2% <b>a</b>	2%	2%	2%	12% <b>gh</b>	-	-	2%	*
Made a complaint about UK Mail	82	22	57	2	48	28	6	67	14	*	-	82	*
	2%	7% <b>b</b>	1%	3%	3% <b>a</b>	1%	2%	1%	12% <b>gh</b>	*	-	2%	*

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Column: Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ\_13. Competitive landscape - UK Mail

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Aware of UK Mail	2412	341	249	941	882	135	99	107	97	82	70	-	588	353	282	281	318
Used UK Mail to send	47%	25% <b>b</b>	19%	73% <b>ab</b>	65% <b>ab</b>	31% <b>hi</b>	23%	25% <b>j</b>	21%	20%	17%	-	72% <b>efghij</b>	75% <b>efghij</b>	65% <b>efghj</b>	67% <b>efghj</b>	73% <b>efghij</b>
Used UK Mail to receive	199	25	7	86	81	13	3	9	4	-	3	-	65	21	17	31	32
Net used	67%	2% <b>b</b>	7%	7% <b>ab</b>	6% <b>ab</b>	3% <b>d</b>	1%	2% <b>d</b>	1%	-	-	-	6% <b>efghij</b>	4% <b>hi</b>	4% <b>hi</b>	7% <b>efghj</b>	7% <b>efghj</b>
Lost mail	13%	1% <b>b</b>	7%	1% <b>ab</b>	1% <b>ab</b>	1% <b>b</b>	10%	8%	9%	5%	7%	-	1% <b>efghj</b>	1% <b>efghj</b>	1% <b>efghj</b>	1% <b>efghj</b>	1% <b>efghj</b>
Damaged mail	819	141	92	290	295	59	41	42	41	21	30	-	188	103	79	100	115
Delayed mail	16%	11% <b>b</b>	7%	23% <b>ab</b>	23% <b>ab</b>	14% <b>kl</b>	10%	10%	9%	5%	7%	-	23% <b>efghj</b>	22% <b>efghj</b>	18% <b>efghj</b>	24% <b>efghj</b>	26% <b>efghij</b>
Mis-delivered mail	25	11	2	4	8	8	-	3	-	-	2	-	4	-	2	5	1
Mail that has been tampered with	3	7	4	13	9	5	1	1	2	-	2	-	12	1	-	5	4
Didn't allow sufficient time to answer the door	4	-	-	-	4	-	-	-	-	-	-	-	-	-	1	3	-
Other problems	5	5	-	-	-	1	**	4	-	-	-	-	-	-	4	-	-
No - there have been no problems	277	111	80	46	40	41	38	33	36	21	23	-	26	20	10	15	15
I don't know	8	-	-	4	4	-	-	-	-	-	-	-	4	-	2	1	-
NET Any problem experienced	115	30	12	36	37	18	3	9	5	**	7	-	35	1	5	15	17
Made a complaint about UK Mail	82	11	4	32	35	6	*	5	-	-	4	-	31	1	5	15	14

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: columns tested (5% risk level) - a/b/c/d - e/gh/hj/kl/mnop  
 \*\* very small base (under 30) ineligible for sig testing

QJ\_14. Competitive landscape - DX

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	2581	-	2581	241	616	1242	1329	309	319	492	369	481	377	234	628	861	1092	611	2411	149	2581
Weighted Base	2581	**	2581	312	638	1256	1312	347	305	527	384	438	317	263	652	912	1017	579	2333	227	2581
Effective Base	1390	-	1390	144	342	676	706	180	181	269	211	264	162	129	360	480	551	291	1271	108	2581
Aware of DX	330	-	330	31	81	194	135	15	37	70	82	77	30	18	52	152	125	48	311	17	340
13%	-	-	13%	10%	13%	15%	10%	4%	12%	13%	21%	18%	9%	7%	8%	17%	12%	8%	13%	8%	13%
Used DX to send	18	-	18	7	7	12	6	2	6	8	1	*	-	-	9	9	*	-	12	6	17
1%	-	-	1%	2%	1%	1%	*	1%	2%	2%	*	*	-	-	1%	1%	*	-	1%	3%	1%
Used DX to receive	86	-	86	10	21	48	38	1	11	20	33	16	3	3	12	52	22	6	84	2	108
3%	-	-	3%	3%	3%	4%	3%	1%	4%	4%	9%	4%	1%	1%	2%	6%	2%	1%	4%	1%	4%
Net used	101	-	101	16	28	57	44	3	18	26	33	16	3	3	21	58	22	6	94	7	119
4%	-	-	4%	5%	4%	5%	3%	1%	6%	6%	9%	4%	1%	1%	3%	6%	2%	1%	4%	3%	5%
Lost mail	3	-	3	*	1	-	3	-	1	1	1	-	-	-	1	3	-	-	3	-	6
*	-	-	*	*	*	*	*	-	*	*	*	-	-	-	*	*	-	-	*	-	*
Damaged mail	5	-	5	4	-	3	2	-	1	2	3	-	-	-	1	4	-	-	5	*	5
1%	-	-	1%	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-
Delayed mail	1	-	1	1	*	1	-	-	1	-	*	*	-	-	-	1	*	*	1	*	5
*	-	-	*	*	*	*	*	-	*	*	*	-	-	-	*	*	-	-	*	*	*
Mis-delivered mail	7	-	7	5	-	6	-	-	5	2	-	-	-	-	-	7	-	-	7	-	4
1%	-	-	1%	-	-	-	-	-	1%	*	-	-	-	-	-	1%	-	-	1%	-	1%
Mail that has been tampered with	12	-	12	4	6	7	5	2	6	1	3	-	*	*	8	4	*	*	6	6	6
1%	-	-	1%	1%	1%	1%	1%	1%	2%	1%	1%	-	-	-	1%	4%	*	*	1%	3%	1%
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	9	-	9	5	-	7	1	-	2	4	-	-	3	-	6	3	3	3	9	-	5
1%	-	-	1%	-	-	1%	-	-	1%	1%	-	-	1%	-	1%	3%	3%	3%	1%	-	1%
No - there have been no problems	76	-	76	6	21	41	35	1	11	18	27	16	3	*	11	45	19	3	75	1	100
3%	-	-	3%	2%	3%	3%	3%	-	4%	3%	7%	4%	1%	*	2%	6%	2%	1%	3%	1%	4%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problem experienced	25	-	25	9	8	16	9	2	7	7	6	*	16	3	9	13	3	3	19	6	19
1%	-	-	1%	3%	1%	1%	1%	1%	2%	1%	1%	*	1%	1%	1%	1%	*	*	1%	3%	1%
Made a complaint about DX	18	-	18	9	1	12	6	-	3	7	6	-	*	3	3	12	3	3	16	2	13
1%	-	-	1%	3%	*	1%	*	-	1%	1%	1%	-	1%	*	1%	1%	*	*	1%	1%	1%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - 2d - old - all - ghij/klm - nop/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ\_14. Competitive landscape - DX

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2581	635	760	544	642	1395	1186	1356	1178	327	323	658	663	425	1644	331	2109	-	-	-
Weighted Base	2581	475	746	625	735	1221	1360	1530	1000	361	332	649	649	412	1629	366	2081	**	**	**
Effective Base	1390	255	425	317	396	679	712	749	639	182	183	372	348	203	902	184	1126	-	-	-
Aware of DX	330	57	95	84	93	152	177	236	93	37	21	80	98	68	199	37	270	-	-	-
Used DX to send	18	5	11	2	-	16	2	18	-	-	9	3	6	11	-	17	-	-	-	-
1%	1%	1%	1%	-	-	1%	-	1%	-	-	1%	-	1%	1%	-	1%	-	-	-	-
Used DX to receive	86	16	28	22	20	43	43	74	12	6	1	17	30	26	49	6	76	-	-	-
3%	3%	3%	4%	3%	4%	3%	3%	6%	1%	2%	-	3%	6%	3%	2%	2%	4%	-	-	-
Net used	101	21	36	24	20	56	45	89	12	6	1	26	31	32	58	6	91	-	-	-
4%	4%	5%	4%	3%	5%	3%	3%	6%	1%	2%	-	3%	5%	3%	2%	4%	4%	-	-	-
Lost mail	3	-	1	1	2	1	3	2	1	-	1	2	-	-	3	-	3	-	-	-
Damaged mail	5	3	1	-	1	4	1	5	-	-	-	-	-	4	-	-	5	-	-	-
1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-
Delayed mail	1	-	-	1	-	-	1	1	-	-	-	-	-	-	-	-	1	-	-	-
Mis-delivered mail	7	3	-	3	-	3	4	7	-	-	-	-	-	6	-	-	6	-	-	-
1%	1%	-	1%	-	-	-	-	-	-	-	-	-	-	2%	-	-	-	-	-	-
Mail that has been tampered with	12	5	7	-	-	12	-	12	-	-	-	8	-	4	8	-	12	-	-	-
1%	1%	1%	-	-	1%	-	-	1%	-	-	-	1%	-	1%	-	-	1%	-	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	9	3	3	2	1	5	3	7	1	-	-	1	-	7	1	-	9	-	-	-
1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	2%	-	-	-	-	-	-
No - there have been no problems	76	13	26	19	18	38	37	65	11	6	1	16	30	19	47	6	66	-	-	-
3%	3%	3%	3%	2%	3%	3%	3%	4%	1%	2%	-	2%	5%	5%	2%	3%	3%	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problem experienced	25	8	10	5	2	18	7	24	1	-	1	10	-	13	11	-	25	-	-	-
1%	2%	1%	1%	-	1%	1%	1%	2%	-	-	-	2%	-	3%	1%	-	1%	-	-	-
Made a complaint about DX	18	6	6	4	2	11	6	17	1	-	1	4	-	13	5	-	18	-	-	-
1%	1%	1%	1%	-	1%	-	-	1%	-	-	-	1%	-	3%	-	-	1%	-	-	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - ab/c/d - ef - gh - ij/k/l/m - op - q/r/s  
 \*\* very small base (under 30) ineligible for sig testing

QJ\_14. Competitive landscape - DX

Base : All participants

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2581	1784	797	332	1281	523	440	337	139	141	142	140	144	143	144	144	144	84	439
Weighted Base	2581	2219	362	115*	2169	217	124	71	105	283	213	188	227	240	339	354	221	29*	188
Effective Base	1390	1169	225	73	1037	274	252	239	123	125	125	123	126	126	130	123	127	37	237
Aware of DX	330	280	50	11	275	34	17	5	20	46	23	21	30	45	30	38	22	2	32
Used DX to send	18	17	1	-	16	1	1	-	1	-	-	3	3	-	3	6	-	-	1
1%	1%	1%	-	-	1%	1%	1%	-	1%	-	-	1%	2%	-	1%	2%	-	-	1%
Used DX to receive	86	72	14	6	66	12	6	2	7	13	3	6	3	11	14	-	9	1	11
3%	3%	3%	4%	6%	3%	5%	5%	2%	6%	4%	1%	3%	1%	6%	4%	-	4%	3%	6%
Net used	101	86	15	7	80	12	7	2	7	13	3	7	6	11	17	6	9	1	12
4%	4%	4%	4%	6%	4%	6%	6%	2%	5%	4%	1%	4%	3%	5%	5%	2%	4%	4%	3%
Lost mail	3	3	-	-	2	1	-	-	1	-	1	-	-	-	-	-	-	-	1
1%	1%	-	-	-	-	-	-	-	1%	-	1%	-	-	-	-	-	-	-	1%
Damaged mail	5	5	-	-	4	1	-	-	-	-	-	1	-	-	3	-	-	-	1
1%	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-	1%	-	-	-	1%
Delayed mail	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1%	1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mis-delivered mail	7	7	-	-	6	-	-	-	-	-	-	2	2	-	3	-	-	-	-
1%	1%	-	-	-	-	-	-	-	-	-	-	1%	1%	-	1%	-	-	-	-
Mail that has been tampered with	12	12	-	-	12	-	-	-	-	-	-	1	2	-	3	6	-	-	-
1%	1%	-	-	1%	-	-	-	-	-	-	-	1%	1%	-	2%	-	-	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	9	9	-	-	9	-	-	-	-	-	1	-	2	-	5	-	-	-	-
1%	1%	-	-	1%	-	-	-	-	-	-	1%	-	1%	-	2%	-	-	-	-
No - there have been no problems	76	62	14	7	57	11	6	1	6	13	2	5	3	11	9	-	9	1	10
3%	3%	4%	6%	3%	3%	3%	2%	2%	6%	4%	1%	2%	1%	3%	3%	-	4%	3%	5%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problem experienced	25	24	1	-	22	2	1	-	1	-	1	3	3	-	8	6	-	-	2
1%	1%	1%	-	1%	1%	1%	1%	-	1%	-	1%	1%	2%	-	2%	2%	-	-	1%
Made a complaint about DX	18	18	-	-	16	2	-	-	1	-	1	3	3	-	8	-	-	-	2
1%	1%	-	-	1%	1%	-	-	-	1%	-	1%	1%	2%	-	2%	-	-	-	1%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QJ\_14. Competitive landscape - DX

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
	Total																			
Unweighted Base	2581	908	118	495	857	1021	391	172	102	1878	274	908	1012	413	126	74	1920	200	-	-
Weighted Base	2581	881	142*	445	879	982	411	187	90*	1861	277	882	995	451	146*	59*	1876	205	-**	-**
Effective Base	1390	480	64	261	448	531	227	106	62	978	166	471	530	240	79	45	1001	120	-	-
Aware of DX	339	105	15	36	114	130	49	23	11	244	34	129	109	63	19	7	235	26	-	-
	13%	12%	10%	8%	13%	12%	12%	12%	12%	13%	12%	14%	11%	14%	13%	12%	13%	13%	-	-
Used DX to send	18	*	*	*	6	10	*	2	1	15	3	10	4	*	2	2	14	4	-	-
	1%	*	*	*	1%	1%	*	1%	1%	1%	1%	1%	*	*	1%	4%im	1%	2%im	-	-
Used DX to receive	86	20	4	5	27	36	16	4	2	63	6	34	24	20	6	1	58	6	-	-
	3%	2%	3%	1%	3%	4%	4%	2%	2%	3%	2%	4%	2%	4%	4%	1%	3%	3%	-	-
Net used	101	20	4	5	32	43	16	7	2	75	9	43	28	20	6	3	71	8	-	-
	4%	2%	3%	1%	4%	4%	4%	2%	2%	4%	3%	5%	3%	4%	4%	3%	4%	4%	-	-
Lost mail	3	*	*	*	*	*	1	1	1	*	2	1	2	*	*	*	3	*	-	-
	*	*	*	*	*	*	*	1%	1%	*	1%	*	*	*	*	*	*	*	-	-
Damaged mail	5	*	*	*	*	5	*	*	*	5	*	4	1	*	*	*	5	*	-	-
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	-	-
Delayed mail	1	*	*	*	*	1	*	*	*	1	*	*	*	*	*	*	1	*	-	-
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	-	-
Mis-delivered mail	7	*	*	*	5	*	*	2	*	5	2	3	2	2	*	*	5	*	-	-
	*	*	*	*	1%	*	*	1%	*	1%	1%	*	*	*	*	*	*	*	-	-
Mall that has been tampered with	12	*	*	*	*	9	*	2	*	10	2	8	2	*	*	2	9	2	-	-
	*	*	*	*	*	1%	*	1%	*	1%	1%	1%	*	*	1%	1%	1%	1%	-	-
Didn't allow sufficient time to answer the door	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	-	-
	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	-	-
Other problems	9	3	*	*	5	3	1	*	*	7	*	3	3	3	*	*	6	*	-	-
	*	*	*	*	1%	*	*	*	*	*	*	*	*	1%	*	*	*	*	-	-
No - there have been no problems	76	17	4	5	24	32	15	2	2	56	3	31	21	16	6	1	53	6	-	-
	3%	2%	3%	1%	3%	3%	4%	1%	2%	3%	1%	4%	2%	3%	4%	1%	3%	3%	-	-
I don't know	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	-	-
	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	-	-
NET Any problem experienced	25	3	*	*	8	11	1	5	1	18	5	12	7	5	*	2	18	2	-	-
	1%	*	*	*	1%	1%	*	3%	1%	1%	2%	1%	1%	1%	4%im	1%	1%	1%	-	-
Made a complaint about DX	18	3	*	*	8	6	1	2	1	14	3	8	6	4	*	*	14	*	-	-
	1%	*	*	*	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	-	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - abc - d(e)g(h)w - kl(m)no(p)q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ\_14. Competitive landscape - DX

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2581	175	2363	43	812	1599	170	2512	38	19	2	2569	10
Weighted Base	2581	180*	2361	40**	782	1616	183	2498	52**	16**	3**	2567	11**
Effective Base	1390	99	1268	23	435	849	108	1345	27	12	2	1383	5
Aware of DX	339	15	310	4	86	225	17	324	4	1	-	329	*
	13%	8%	13%	11%	13%	14%	9%	13%	8%	4%	-	13%	2%
Used DX to send	18	3	15	-	9	9	-	17	2	-	-	18	-
	1%	2%	1%	-	1%	1%	-	1%	3%	-	-	1%	-
Used DX to receive	86	3	83	-	23	61	3	83	3	-	-	86	-
	3%	2%	4%	-	3%	4%	2%	3%	5%	-	-	3%	-
Net used	101	5	96	-	29	69	3	97	4	-	-	101	-
	4%	3%	4%	-	4%	4%	2%	4%	8%	-	-	4%	-
Lost mail	3	1	2	-	3	1	-	3	-	-	-	3	-
	*	1%	*	-	*	*	-	*	-	-	-	*	-
Damaged mail	5	-	5	-	3	2	-	2	3	-	-	5	-
	*	-	*	-	*	*	-	*	5%	-	-	*	-
Delayed mail	1	-	1	-	1	-	-	1	-	-	-	1	-
	*	-	*	-	*	-	-	*	-	-	-	*	-
Mis-delivered mail	7	2	5	-	5	2	-	7	-	-	-	7	-
	*	1%	*	-	1%	*	-	*	-	-	-	*	-
Mall that has been tampered with	12	-	12	-	4	7	-	7	4	-	-	12	-
	*	-	*	-	1%	*	-	*	8%	-	-	*	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	9	3	5	-	6	3	-	6	3	-	-	9	-
	*	2%	*	-	1%	*	-	*	5%	-	-	*	-
No - there have been no problems	76	2	74	-	17	56	3	76	-	-	-	76	-
	3%	1%	3%	-	2%	3%	2%	3%	-	-	-	3%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problem experienced	25	3	22	-	12	13	-	21	4	-	-	25	-
	1%	2%	1%	-	2%	1%	-	1%	8%	-	-	1%	-
Made a complaint about DX	18	3	15	-	11	7	-	14	4	-	-	18	-
	1%	2%	1%	-	1%	*	-	1%	8%	-	-	1%	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



QJ\_14. Competitive landscape - DX

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2581	1290	1291	-	430	430	430	430	430	431	-	-	-	-	-	-
Weighted Base	2581	1290	1291	**	432	431	427	464	412	416	**	**	**	**	**	**
Effective Base	1390	661	732	-	215	220	226	251	240	242	-	-	-	-	-	-
Aware of DX	330	185	145	-	53	75	56	55	40	50	-	-	-	-	-	-
12%	14%	11%	-	12%	17%	13%	12%	10%	12%	-	-	-	-	-	-	-
Used DX to send	18	9	10	-	2	6	*	2	4	4	-	-	-	-	-	-
1%	1%	1%	-	1%	1%	*	*	1%	1%	-	-	-	-	-	-	-
Used DX to receive	86	47	39	-	13	21	12	14	17	8	-	-	-	-	-	-
3%	4%	3%	-	3%	5%	3%	3%	4%	2%	-	-	-	-	-	-	-
Net used	101	55	46	-	15	27	12	14	20	12	-	-	-	-	-	-
4%	4%	4%	-	4%	6%	3%	3%	5%	3%	-	-	-	-	-	-	-
Lost mail	3	1	2	-	1	1	-	*	2	-	-	-	-	-	-	-
*	*	*	-	*	*	-	*	*	*	-	-	-	-	-	-	-
Damaged mail	5	2	3	-	-	2	-	*	3	-	-	-	-	-	-	-
1	-	*	-	-	-	-	-	*	*	-	-	-	-	-	-	-
Delayed mail	1	-	1	-	-	-	-	*	*	-	-	-	-	-	-	-
Mis-delivered mail	7	-	7	-	-	-	-	2	3	2	-	-	-	-	-	-
*	-	1%	-	-	-	-	-	*	1%	*	-	-	-	-	-	-
Mail that has been tampered with	12	7	4	-	2	5	-	-	3	2	-	-	-	-	-	-
*	1%	*	-	1%	1%	-	-	1%	*	-	-	-	-	-	-	-
Didn't allow sufficient time to answer the door	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	9	3	6	-	-	-	3	-	4	2	-	-	-	-	-	-
*	*	*	-	-	-	-	1%	-	1%	*	-	-	-	-	-	-
No - there have been no problems	76	43	33	-	13	21	10	12	8	-	-	-	-	-	-	-
3%	3%	3%	-	3%	5%	2%	3%	3%	2%	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Any problem experienced	25	12	13	-	3	6	3	2	8	4	-	-	-	-	-	-
1%	1%	1%	-	1%	2%	1%	*	2%	1%	-	-	-	-	-	-	-
Made a complaint about DX	18	6	12	-	1	2	3	2	7	3	-	-	-	-	-	-
1%	*	1%	-	*	1%	1%	*	2%	1%	-	-	-	-	-	-	-

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: columns tested (5% risk level) - a/b/c/d - e/gh/hj/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ\_15. Competitive landscape - Yodel

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	2868
Aware of Yodel	4042	-	4042	466	2396	1878	2151	395	483	756	594	791	558	464	878	1351	1813	1022	3686	327	4196
78%	-	-	78%	67%	85% <b>nc</b>	75%	82% <b>a</b>	57%	74% <b>g</b>	74% <b>g</b>	82% <b>hi</b>	85% <b>ph</b>	88% <b>nh</b>	88% <b>nh</b>	65%	78% <b>n</b>	87% <b>no</b>	88% <b>no</b>	80% <b>sa</b>	62%	81%
Used Yodel to send	299	-	299	94	163	130	169	47	59	77	44	36	25	10	107	121	71	35	254	45	289
5%	-	-	5%	15% <b>d</b>	6%	5%	6%	72% <b>km</b>	83% <b>kp</b>	83% <b>kp</b>	83% <b>km</b>	4%	4%	2%	31% <b>pp</b>	74% <b>pl</b>	3%	3%	6%	6%	6%
Used Yodel to receive	2045	-	2045	216	1120	908	1134	151	251	412	350	421	247	202	412	762	870	449	1914	119	2321
40%	-	-	40%	31%	49% <b>nc</b>	36%	43% <b>a</b>	12%	25%	40% <b>g</b>	41% <b>g</b>	49% <b>ghilm</b>	46% <b>g</b>	39% <b>g</b>	31%	44% <b>ng</b>	42% <b>n</b>	39% <b>n</b>	42% <b>sa</b>	22%	45%
Net used	2224	-	2224	290	1218	997	1224	184	303	465	373	440	256	205	486	837	901	461	2053	159	2484
43%	-	-	43%	42%	43%	40%	47% <b>a</b>	27%	46% <b>g</b>	46% <b>g</b>	52% <b>ghlm</b>	47% <b>ghlm</b>	40% <b>g</b>	39% <b>n</b>	36%	48% <b>ngp</b>	43% <b>n</b>	40%	45% <b>sa</b>	30%	48%
Lost mail	52	-	52	17	20	23	29	5	2	18	10	16	1	1	7	28	17	2	52	-	45
1%	-	-	1%	3% <b>d</b>	3%	1%	1%	1%	*	3% <b>hhim</b>	1%	3% <b>hh</b>	*	*	1%	3% <b>hh</b>	1%	*	1%	-	1%
Damaged mail	67	-	67	7	35	31	36	18	7	18	5	8	6	3	25	23	18	10	60	7	69
1%	-	-	1%	1%	1%	1%	1%	3% <b>kk</b>	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%
Delayed mail	109	-	109	28	34	64	46	7	27	25	19	16	8	8	34	44	32	16	95	12	120
2%	-	-	2%	4% <b>d</b>	1%	3%	2%	1%	3% <b>gn</b>	2%	3%	2%	1%	2%	3%	3%	2%	1%	2%	2%	2%
Mis-delivered mail	59	-	59	6	17	18	43	6	7	13	4	10	13	5	13	17	28	19	56	1	41
1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	*	1%
Mail that has been tampered with	16	-	16	5	6	1	15	4	4	3	-	1	4	1	7	3	6	5	14	2	16
*	-	-	*	1%	*	1%	1%	1%	1%	*	*	1%	*	*	1%	*	*	*	*	*	*
Didn't allow sufficient time to answer the door	4	-	4	2	2	2	2	2	2	-	-	-	-	-	4	-	-	-	4	-	2
*	-	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Other problems	36	-	36	*	10	15	21	4	2	5	7	3	10	6	10	20	13	35	-	37	
1%	-	-	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	2% <b>ch</b>	*	1%	1%	1%	1%	1%	-	1%
No - there have been no problems	992	-	992	68	315	409	581	62	103	187	196	213	129	102	166	383	444	231	933	55	1131
19%	-	-	19%	10%	11%	16%	22% <b>a</b>	9%	16% <b>g</b>	16% <b>g</b>	27% <b>ghilm</b>	23% <b>gh</b>	20% <b>g</b>	19% <b>n</b>	12%	22% <b>n</b>	21% <b>n</b>	20% <b>n</b>	20% <b>sa</b>	10%	22%
I don't know	14	-	14	4	9	9	5	*	4	6	1	-	-	1	5	8	1	1	6	7	12
*	-	-	*	1%	*	*	*	*	1%	1%	*	*	*	*	*	*	*	*	*	1% <b>cl</b>	*
NET Any problem experienced	239	-	239	55	77	116	123	32	40	60	30	39	25	14	72	89	77	39	217	19	240
5%	-	-	5%	6% <b>d</b>	3%	5%	5%	5%	6% <b>un</b>	6% <b>un</b>	4%	4%	4%	3%	5%	5%	4%	3%	5%	4%	5%
Made a complaint about Yodel	136	-	136	46	39	69	66	18	24	35	12	22	17	9	42	47	47	25	122	13	123
3%	-	-	3%	7% <b>d</b>	1%	3%	3%	3%	4%	3%	2%	2%	3%	2%	3%	3%	2%	2%	3%	2%	2%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - ab - cd - ef - gh(ij)kl(m - no)plq - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ\_15. Competitive landscape - Yodel

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Aware of Yodel	4042	621	1325	940	1155	1947	2095	2320	1675	496	521	1060	1122	580	2703	505	3330	488	1741	115
	78%	66%	83% <i>m</i>	80% <i>m</i>	80% <i>m</i>	77%	80% <i>m</i>	75%	83% <i>m</i>	73% <i>m</i>	73% <i>m</i>	73% <i>m</i>	72% <i>m</i>	71%	80% <i>m</i>	78%	78%	84% <i>m</i>	91% <i>m</i>	87%
Used Yodel to send	299	56	100	72	71	156	143	215	76	31	33	81	90	54	203	33	259	55	123	7
6%	6%	6%	6%	5%	6%	5%	5%	5%	4%	5%	5%	6%	7%	7%	6%	6%	6%	11% <i>r</i>	6%	5%
Used Yodel to receive	2045	349	667	475	554	1016	1029	1183	841	234	234	528	616	321	1377	235	1715	236	753	45
40%	37%	42%	40%	38%	40%	39%	38%	42%	42%	37%	36%	39%	45% <i>m</i>	39%	41%	36%	40%	45%	39%	34%
Net used	2224	384	729	526	586	1113	1112	1322	881	257	254	583	664	347	1501	260	1866	281	837	48
43%	41%	53% <i>m</i>	45%	41%	44%	42%	43%	44%	44%	40%	39%	44%	44%	43%	53% <i>m</i>	40%	44%	53% <i>m</i>	44%	36%
Lost mail	52	2	20	17	13	22	30	39	12	10	3	18	14	3	36	10	40	9	8	0
1%	1%	1% <i>m</i>	1% <i>m</i>	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	2% <i>r</i>	1%	1%
Damaged mail	67	14	27	10	15	42	25	46	19	18	7	20	11	10	38	18	47	8	6	1
1%	2%	2%	1%	1%	2%	1%	1%	1%	1%	3% <i>m</i>	1%	1%	1%	1%	1%	3% <i>p</i>	1%	2% <i>r</i>	1%	1%
Delayed mail	109	28	38	23	20	66	43	72	36	13	16	22	40	16	78	13	94	12	14	-
2%	3%	2%	2%	1%	3%	2%	2%	2%	2%	3%	2%	2%	3%	2%	2%	2%	2%	3% <i>r</i>	1%	1%
Mis-delivered mail	59	9	23	15	11	33	26	33	21	5	8	22	17	5	46	5	51	-	5	1
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%
Mail that has been tampered with	16	2	2	8	4	4	12	8	4	2	-	8	5	2	13	2	14	2	5	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Didn't allow sufficient time to answer the door	4	2	-	2	-	2	2	4	-	-	-	2	-	-	4	-	4	2	2	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Other problems	36	10	7	8	10	18	18	14	21	4	12	6	7	5	24	4	4	-	3	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2% <i>m</i>	1%	1%	1%	1%	1%	1%	1%	1%	1%
No - there have been no problems	992	140	312	241	299	452	540	550	434	125	116	242	278	162	636	128	813	24	80	5
19%	15%	23% <i>m</i>	23% <i>m</i>	21% <i>m</i>	18%	21%	18%	23% <i>m</i>	20%	20%	18%	18%	20%	20%	19%	20%	19%	4%	4%	4%
I don't know	14	5	2	1	5	7	6	11	3	-	2	4	3	4	9	-	13	3	10	-
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET Any problem experienced	239	46	89	59	45	135	104	155	78	35	32	63	69	31	164	35	196	29	33	2
5%	5%	6% <i>m</i>	5%	3%	5%	4%	5%	4%	4%	6%	5%	5%	5%	4%	5%	5%	5%	6% <i>r</i>	2%	2%
Made a complaint about Yodel	136	29	49	39	19	78	58	91	40	16	16	41	38	18	95	17	113	31	29	1
3%	3% <i>r</i>	3% <i>m</i>	3% <i>m</i>	1%	3%	2%	3%	2%	2%	2%	2%	3%	3%	2%	3%	3%	3%	3% <i>r</i>	1%	1%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - ef - gh - i/jk/l/m - op - q/r/s  
 \* small base

QJ\_15. Competitive landscape - Yodel

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	150	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Aware of Yodel	4042	3407	634	180	3368	353	206	114	169	440	359	294	354	419	422	539	371	39	315
Used Yodel to send	78%	77%	88% <sup>na</sup>	84% <sup>na</sup>	78%	82%	83% <sup>na</sup>	80%	81% <sup>na</sup>	78% <sup>na</sup>	84% <sup>na</sup>	78% <sup>na</sup>	77% <sup>na</sup>	81% <sup>na</sup>	82%	78% <sup>na</sup>	84% <sup>na</sup>	74%	83% <sup>na</sup>
299	256	42	14	256	19	18	6	12	29	19	20	38	30	40	42	27	3	16	
6%	6%	6%	7%	6%	4%	7%	4%	6%	5%	5%	5%	5%	5%	6%	6%	5%	6%	6%	4%
Used Yodel to receive	2045	1716	329	93	1650	219	115	61	96	190	186	131	168	230	182	271	194	22	197
40%	39%	45% <sup>na</sup>	49% <sup>na</sup>	38%	51% <sup>na</sup>	46% <sup>na</sup>	43% <sup>na</sup>	45% <sup>na</sup>	46% <sup>na</sup>	34%	44% <sup>na</sup>	35% <sup>na</sup>	37% <sup>na</sup>	48% <sup>na</sup>	27%	38% <sup>na</sup>	44% <sup>na</sup>	49% <sup>na</sup>	52% <sup>na</sup>
Net used	2224	1869	355	98	1805	227	127	65	103	211	197	143	193	247	215	289	208	24	203
43%	42%	49% <sup>na</sup>	52% <sup>na</sup>	42%	52% <sup>na</sup>	52% <sup>na</sup>	45%	49% <sup>na</sup>	37%	37%	49% <sup>na</sup>	38%	42% <sup>na</sup>	51% <sup>na</sup>	32%	41% <sup>na</sup>	47% <sup>na</sup>	46% <sup>na</sup>	53% <sup>na</sup>
Lost mail	52	45	7	1	46	2	3	-	1	10	13	1	3	1	5	10	3	-	2
1%	1%	1%	1%	1%	1%	1%	-	-	-	2%	3% <sup>na</sup>	1%	1%	-	1%	1%	1%	1%	1%
Damaged mail	67	53	13	3	56	6	3	1	5	10	6	8	3	10	7	7	1	1	6
1%	1%	2%	1%	1%	1%	1%	1%	-	2% <sup>na</sup>	2%	1%	2% <sup>na</sup>	1%	2%	1%	-	-	1%	1%
Delayed mail	109	87	22	3	92	10	4	3	5	7	11	12	11	5	18	16	7	2	9
2%	2%	3%	2%	2%	2%	2%	2%	2%	2%	1%	2%	3%	2%	1%	3%	2%	2%	3%	2%
Mis-delivered mail	59	39	20	5	53	4	2	-	2	3	11	4	3	10	4	13	2	1	3
1%	1%	3% <sup>na</sup>	3% <sup>na</sup>	1% <sup>na</sup>	1%	1%	1%	-	1%	1%	3% <sup>na</sup>	1%	1%	2%	1%	2%	-	1%	1%
Mail that has been tampered with	16	9	7	4	14	2	-	-	1	-	-	2	-	5	-	5	1	-	1
-	-	1% <sup>na</sup>	2% <sup>na</sup>	-	-	-	-	-	-	-	-	1%	-	-	-	1%	-	-	-
Didn't allow sufficient time to answer the door	4	2	2	-	4	-	-	-	-	-	-	-	2	-	2	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other problems	36	29	7	-	31	3	2	-	1	7	-	2	3	-	1	13	4	-	3
1%	1%	1%	-	1%	1%	1%	1%	-	1%	1%	-	-	1%	-	-	2% <sup>na</sup>	1%	-	1%
No - there have been no problems	992	834	158	51	799	100	63	31	51	98	76	61	79	119	72	136	107	9	91
19%	19%	22%	21% <sup>na</sup>	18%	23% <sup>na</sup>	23% <sup>na</sup>	22%	22%	24% <sup>na</sup>	11% <sup>na</sup>	19% <sup>na</sup>	16%	17% <sup>na</sup>	23% <sup>na</sup>	11%	19% <sup>na</sup>	23% <sup>na</sup>	17%	24% <sup>na</sup>
I don't know	14	11	3	-	12	1	1	-	-	-	2	1	4	-	2	-	3	-	1
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-
NET Any problem experienced	239	201	37	11	202	21	11	4	9	29	29	18	21	17	31	36	13	3	18
5%	5%	5%	6%	5%	5%	4%	4%	3%	4%	5%	7% <sup>na</sup>	5%	5%	4%	5%	5%	3%	6%	5%
Made a complaint about Yodel	136	111	25	7	120	8	7	2	3	16	16	12	14	12	19	23	4	1	7
3%	2%	4%	4%	3%	2%	3%	1%	1%	1%	3%	4% <sup>na</sup>	3%	3%	2%	3%	3%	1%	2%	2%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - abc/c - d/e/g - hij/klmnop/q  
 \* small base

QJ\_15. Competitive landscape - Yodel

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	948	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Aware of Yodel	4042	1549	204	780	1443	1622	575	257	119	3065	376	1642	1589	504	197	73	3230	270	754	1599
	75%	86%	86%	89%	82% <sup>(gh)</sup>	83% <sup>(gh)</sup>	70%	73%	72%	73%	73%	81% <sup>(lmn)</sup>	82% <sup>(lmn)</sup>	65%	75%	74%	81% <sup>(lmn)</sup>	75%	91%	92%
Used Yodel to send	299	112	10	32	115	95	57	19	10	210	29	136	103	20	35	3	239	38	116	71
	6%	6% <sup>(c)</sup>	4%	4%	7%	5%	7%	5%	6%	6%	6%	7% <sup>(m)</sup>	5% <sup>(m)</sup>	3%	13% <sup>(lmn)</sup>	3%	6% <sup>(m)</sup>	10% <sup>(mp)</sup>	14% <sup>(s)</sup>	4%
Used Yodel to receive	2045	754	92	390	709	842	309	113	60	1551	173	867	792	252	91	31	1659	123	336	698
	40%	42%	39%	44%	40% <sup>(gj)</sup>	42% <sup>(gj)</sup>	38%	32%	37%	41% <sup>(ij)</sup>	33%	44% <sup>(lmn)</sup>	39%	34%	35%	32%	42% <sup>(lmn)</sup>	34%	40%	40%
Net used	2224	812	97	404	781	899	338	126	65	1680	191	947	861	264	106	35	1808	140	423	743
	43%	46%	41%	46%	43% <sup>(kl)</sup>	43% <sup>(kl)</sup>	41%	36%	39%	43% <sup>(kl)</sup>	37%	43% <sup>(lmn)</sup>	42% <sup>(lmn)</sup>	34%	40%	35%	43% <sup>(lmn)</sup>	39%	43% <sup>(s)</sup>	43%
Lost mail	52	22	2	2	27	12	6	7	-	39	8	27	12	9	-	3	40	4	16	1
	1%	1% <sup>(c)</sup>	1%	1%	2% <sup>(a)</sup>	1%	1%	2% <sup>(a)</sup>	-	1%	1%	1%	1%	1%	-	3% <sup>(ln)</sup>	1%	1%	2% <sup>(s)</sup>	-
Damaged mail	67	25	3	7	26	20	15	5	-	46	5	19	22	10	13	3	40	16	14	2
	1%	1%	1%	1%	1%	1%	2%	1%	-	1%	1%	1%	1%	1%	6% <sup>(klmp)</sup>	3%	1%	4% <sup>(klmp)</sup>	2% <sup>(s)</sup>	-
Delayed mail	109	41	3	17	42	44	9	10	2	86	12	59	29	7	6	6	88	12	26	-
	2%	2%	1%	2%	2%	2%	3%	1%	2%	2%	2%	3% <sup>(lm)</sup>	1%	1%	2%	6% <sup>(lmn)</sup>	2%	3% <sup>(lm)</sup>	3% <sup>(s)</sup>	-
Mis-delivered mail	59	27	1	9	25	18	11	5	-	43	5	23	19	8	6	2	42	9	4	2
	1%	2%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	2%	2%	1%	2%	1%	-
Mail that has been tampered with	16	5	-	-	8	4	4	-	-	12	1	8	4	2	2	-	12	2	6	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	1%	1%	1% <sup>(s)</sup>	-
Didn't allow sufficient time to answer the door	4	-	-	-	2	-	2	-	-	2	-	-	2	-	2	-	2	2	2	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1% <sup>(kp)</sup>	-	1% <sup>(kp)</sup>	1% <sup>(kp)</sup>	1% <sup>(s)</sup>	-
Other problems	36	19	-	13	17	9	8	2	1	26	2	13	14	8	-	27	1	-	3	-
	1%	1%	-	2%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	-	-	-
No - there have been no problems	992	392	52	214	365	406	128	58	33	765	91	402	399	112	53	17	801	71	52	56
	19%	22%	22%	24%	21% <sup>(kl)</sup>	20%	16%	16%	20%	20% <sup>(kl)</sup>	17%	20% <sup>(lmn)</sup>	20% <sup>(lmn)</sup>	15%	20%	16%	20% <sup>(lmn)</sup>	20%	21% <sup>(s)</sup>	21%
I don't know	14	5	-	1	2	6	3	2	2	7	4	7	4	2	1	-	11	1	6	7
	-	-	-	-	2	3	1%	1% <sup>(kl)</sup>	-	1%	-	-	-	-	-	-	-	-	1%	-
NET Any problem experienced	239	86	5	31	95	83	38	18	3	178	21	106	73	33	16	8	179	25	57	7
	5%	5%	2%	4%	5%	4%	5%	5%	2%	5%	4%	5% <sup>(c)</sup>	4%	4%	6%	3% <sup>(kl)</sup>	4%	7% <sup>(kl)</sup>	7% <sup>(s)</sup>	-
Made a complaint about Yodel	136	44	-	14	65	44	13	11	3	109	13	64	42	18	7	5	106	12	58	3
	3%	2%	-	2%	4% <sup>(kl)</sup>	2%	2%	3%	2%	3%	3%	3%	2%	2%	3%	5%	3%	3%	3%	3% <sup>(s)</sup>

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - abc/c - d(e)g(h/w) - kl(mn)op(q) - rs  
 \* small base

QJ\_15. Competitive landscape - Yodel

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Aware of Yodel	4042	218	3764	59	1155	2672	215	3915	66	39	5	4020	16
	79%	55%	79%ab	74%	74%cd	80%de	67%	92%gh	57%	84%	66%	92%gh	61%
Used Yodel to send	299	27	262	10	104	175	19	278	15	6	-	299	-
	6%	8%	6%	12%	7%	5%	6%	6%	13%gh	12%	-	6%	-
Used Yodel to receive	2045	131	1883	31	636	1308	101	1981	34	22	4	2038	4
	40%	39%	40%	39%	42%ef	39%fg	31%	40%	30%	46%	45%	40%	15%
Net used	2224	151	2034	40	889	1412	113	2143	47	27	4	2217	4
	43%	45%	43%	50%	47%gh	42%	35%	48%	40%	58%	45%	43%	15%
Lost mail	52	4	43	5	21	27	4	46	5	1	-	52	-
	1%	1%	1%	7%ab	1%	1%	1%	1%	5%gh	2%	-	1%	-
Damaged mail	67	9	51	6	25	38	6	61	4	1	-	67	-
	1%	3%ab	1%	3%ab	2%	1%	2%	1%	4%	2%	-	1%	-
Delayed mail	109	6	97	7	35	64	10	103	6	-	-	109	+
	2%	2%	2%	9%ab	2%	2%	3%	2%	5%	1%	-	2%	1%
Mis-delivered mail	59	3	54	2	26	31	2	58	1	-	-	59	-
	1%	1%	1%	3%	2%	1%	1%	1%	1%	-	-	1%	-
Mail that has been tampered with	16	3	12	1	4	11	3	14	2	-	-	16	-
	*	1%	*	*	1%	*	1%	*	1%	-	-	*	-
Didn't allow sufficient time to answer the door	4	-	4	-	-	-	-	4	-	-	-	4	-
	*	-	*	-	-	-	-	*	-	-	-	*	-
Other problems	36	3	33	-	14	19	4	36	-	-	-	36	*
	1%	1%	1%	-	1%	1%	1%	1%	-	-	-	1%	1%
No - there have been no problems	992	62	916	12	289	651	53	979	3	10	-	982	-
	19%	16%	19%	15%	19%	16%	16%	92%gh	3%	21%	-	92%gh	-
I don't know	14	-	13	-	3	8	3	14	-	-	-	14	-
	*	-	*	-	*	*	1%	*	-	-	-	*	-
NET Any problem experienced	239	25	199	15	94	129	16	222	15	1	-	239	*
	5%	3%ab	4%	15%ab	6%cd	4%	5%	4%	13%gh	2%	-	5%	1%
Made a complaint about Yodel	136	15	112	9	54	74	9	122	13	1	-	136	*
	3%	3%	2%	11%ab	4%cd	2%	3%	2%	11%gh	2%	-	3%	1%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - abc(-) - d(e) - gh(i) - j(k)  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ\_15. Competitive landscape - Yodel

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Aware of Yodel	4042	865	824	1179	1174	289	297	278	300	253	271	-	756	423	383	391	400
Used Yodel to send	79%	67%	64%	91%ab	91%ab	67%	69%	65%	65%	61%	65%	-	52%efghij	59%efghij	65%efghij	64%efghij	61%efghij
Used Yodel to receive	299	50	63	96	90	8	14	27	23	20	20	-	58	39	33	34	23
Net used	2045	517	494	504	531	177	183	157	187	141	165	-	331	173	161	173	160
Lost mail	52	18	17	9	8	6	5	7	4	7	7	-	6	3	1	7	-
Damaged mail	67	20	31	14	2	5	5	10	12	13	6	-	6	8	-	1	1
Delayed mail	109	37	46	10	16	9	12	16	12	23	11	-	8	2	7	7	3
Mis-delivered mail	59	32	20	2	4	5	14	13	6	11	3	-	2	-	-	2	3
Mail that has been tampered with	16	8	2	6	-	-	2	5	-	1	11	-	-	-	-	-	-
Didn't allow sufficient time to answer the door	4	-	-	2	2	-	-	-	-	-	-	-	-	2	-	2	-
Other problems	36	14	19	2	-	9	6	6	9	4	6	-	2	-	-	-	-
No - there have been no problems	19%	45%	43%	56%	53%	57%	59%	55%	56%	57%	56%	-	34%	22%	21%	18%	14%
I don't know	14	-	-	4	4%	-	-	-	-	-	-	-	4%	5%	5%	4%	3%
NET Any problem experienced	23%	6%	7%	37%	27%	20%	29%	35%	33%	36%	23%	-	22%	15%	8%	13%	6%
Made a complaint about Yodel	136	45	30	34	27	11	16	18	8	15	7	-	25	9	7	15	6

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: columns (red) (5% risk level) - ab/c/d - e/gh/hj/k/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ\_16. Competitive landscape - Amazon Delivery Service/ Logistics

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	5161	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	2868
Aware of Amazon Delivery Service/ Logistics	3559	3559	446	2319	1730	1818	403	419	684	501	711	469	372	822	1185	1552	841	3186	352	3541
Used Amazon Delivery Service/ Logistics to send	345	345	96	217	173	170	47	78	81	42	44	26	27	125	123	97	53	289	51	336
Used Amazon Delivery Service/ Logistics to receive	2472	2472	263	1569	1159	1303	279	258	466	384	494	332	259	537	850	1085	590	2233	225	2477
Net used	2694	2694	344	1704	1273	1410	317	316	523	402	520	343	273	634	925	1135	615	2413	265	2684
Lost mail	43	43	19	17	25	18	1	14	16	5	5	2	-	15	21	7	2	38	5	43
Damaged mail	59	59	12	20	38	21	4	12	14	11	11	7	-	16	25	18	8	51	8	52
Delayed mail	84	84	33	26	43	39	7	23	23	7	9	13	2	30	30	24	15	75	8	72
Mis-delivered mail	30	30	9	13	12	17	5	4	12	2	4	2	-	9	14	7	2	26	3	30
Mail that has been tampered with	19	19	9	5	14	5	2	3	6	2	6	1	-	4	7	7	1	16	2	16
Didn't allow sufficient time to answer the door	11	11	3	8	5	6	-	2	5	1	-	-	3	2	6	3	3	9	2	10
Other problems	25	25	7	5	19	11	-	3	8	6	2	6	-	3	14	8	6	24	1	24
No - there have been no problems	19%	19%	10%	12%	18%	20%	14%	14%	16%	23%	22%	23%	23%	14%	19%	23%	23%	20%	14%	19%
I don't know	13	13	3	10	5	8	4	2	5	2	-	-	-	6	5	2	-	10	3	13
NET Any problem experienced	208	208	68	72	106	100	15	47	62	23	30	21	6	62	89	57	27	184	24	193
Made a complaint about Amazon Delivery Service/ Logistics	149	149	82	51	87	62	13	43	44	17	25	5	2	55	61	32	7	133	16	128

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - all - old - all - g(h)(i)(j)(k)(l)(m) - n(o)(p)(q) - r(s)  
 \* small base; \*\* very small base (under 30) ineligible for sq testing



QJ\_16. Competitive landscape - Amazon Delivery Service/ Logistics

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Aware of Amazon Delivery Service/ Logistics	3559	605	1151	793	1011	1756	1804	2062	1462	419	446	940	1004	535	2389	426	2971	507	1776	127
Used Amazon Delivery Service/ Logistics to send	69%	64%	72% <sup>abc</sup>	67%	70% <sup>abc</sup>	69%	69%	67%	73% <sup>gh</sup>	66%	68%	70%	72% <sup>lmn</sup>	65%	71% <sup>lmn</sup>	66%	70%	96%	93%	96%
Used Amazon Delivery Service/ Logistics to receive	345	90	110	81	74	190	155	244	96	30	48	91	106	55	244	32	301	86	202	8
Used Amazon Delivery Service/ Logistics to send	7%	6% <sup>abcd</sup>	7%	7%	5%	7%	6%	13% <sup>h</sup>	5%	5%	7%	7%	8%	7%	5%	5%	7%	12%	12%	11%
Used Amazon Delivery Service/ Logistics to receive	2472	423	823	532	694	1246	1226	1401	1048	286	304	638	708	398	1651	288	2080	338	1152	81
Used Amazon Delivery Service/ Logistics to receive	48%	45%	53% <sup>abcd</sup>	45%	48%	49%	47%	46%	52% <sup>gh</sup>	45%	46%	48%	52% <sup>lmn</sup>	49%	49%	45%	49%	64%	60%	62%
Net used	2694	475	894	583	741	1369	1324	1570	1099	309	335	696	771	437	1803	313	2270	388	1286	88
Net used	52%	50%	56% <sup>abcd</sup>	50%	51%	54%	51%	51%	55%	48%	51%	52%	56% <sup>lmn</sup>	54%	54%	48%	53%	73% <sup>qr</sup>	67%	67%
Lost mail	43	14	10	15	4	24	19	36	7	4	4	8	10	17	22	4	39	10	13	*
Lost mail	1%	1% <sup>abcd</sup>	1%	1% <sup>abcd</sup>	*	1%	1%	1% <sup>abcd</sup>	*	1%	1%	1%	1%	2% <sup>lmn</sup>	1%	1%	1%	2% <sup>qr</sup>	1%	1%
Damaged mail	59	8	20	12	20	27	32	36	23	8	13	10	19	8	41	8	49	5	12	2
Damaged mail	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Delayed mail	84	23	22	23	16	44	39	59	25	13	15	20	19	16	54	13	71	18	18	-
Delayed mail	2%	2%	1%	2%	1%	2%	1%	2%	1%	2%	2%	2%	1%	2%	2%	2%	2%	3% <sup>qr</sup>	1%	-
Mis-delivered mail	30	7	10	11	1	17	13	19	10	2	3	9	13	2	26	2	28	2	7	1
Mis-delivered mail	1%	1%	1%	1% <sup>abcd</sup>	*	3%	*	1%	*	*	1%	1%	3%	*	1%	*	1%	*	*	1%
Mail that has been tampered with	19	6	4	5	3	10	9	15	4	1	*	*	9	8	10	1	18	*	6	*
Mail that has been tampered with	*	1%	*	*	*	*	*	1%	*	*	*	*	1% <sup>lmn</sup>	1% <sup>lmn</sup>	*	*	*	*	*	*
Didn't allow sufficient time to answer the door	11	2	3	4	1	6	5	7	3	1	1	2	7	*	10	1	10	4	7	-
Didn't allow sufficient time to answer the door	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%	*
Other problems	25	3	4	5	12	8	17	13	12	8	1	10	3	3	14	5	17	1	*	-
Other problems	*	*	*	*	1%	*	1%	1%	1%	1% <sup>lmn</sup>	*	1%	*	*	*	1% <sup>lmn</sup>	*	*	*	-
No - there have been no problems	986	146	327	221	292	473	513	531	442	122	139	253	288	135	680	125	826	29	141	5
No - there have been no problems	19%	15%	21% <sup>abc</sup>	19%	20% <sup>abc</sup>	19%	20%	17%	22% <sup>gh</sup>	19%	21%	19%	21%	17%	20%	19%	19%	6%	7%	4%
I don't know	13	5	3	3	2	8	5	9	4	-	1	4	5	2	11	-	13	3	10	*
I don't know	*	1%	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	1%	*	*
NET Any problem experienced	206	42	61	59	46	103	105	141	66	26	30	51	60	38	142	26	180	34	52	2
NET Any problem experienced	4%	4%	4%	5%	3%	4%	4%	5%	3%	4%	5%	4%	4%	5%	4%	4%	4%	6% <sup>qr</sup>	3%	2%
Made a complaint about Amazon Delivery Service/ Logistics	149	31	44	43	32	74	75	115	34	14	21	43	33	34	97	16	131	32	48	2
Made a complaint about Amazon Delivery Service/ Logistics	3%	3%	3%	4%	2%	3%	3%	4% <sup>lmn</sup>	2%	2%	3%	3%	2%	4%	3%	3%	3%	6% <sup>qr</sup>	2%	2%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - abc/cd - ef - gh - ijkl/mn - op - qrst  
 \* small base

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ\_16. Competitive landscape - Amazon Delivery Service/ Logistics

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Aware of Amazon Delivery Service/ Logistics	3559	3040	520	115	3002	295	169	94	144	383	302	265	308	366	428	488	318	28	267
Used Amazon Delivery Service/ Logistics to send	69%	63%ac	72%cc	60%	69%	68%	68%	66%	63%ac	63%ac	71%ac	71%ac	63%ac	70%ac	63%	69%ac	72%ac	53%	70%ac
Used Amazon Delivery Service/ Logistics to receive	345	290	55	12	297	24	13	11	17	43	26	27	35	28	60	35	27	3	21
Net used	2694	2283	411	84	2265	232	120	77	111	292	234	203	221	274	316	351	262	16	215
Lost mail	43	36	7	1	38	2	2	1	-	11	8	4	3	3	8	-	-	-	2
Damaged mail	59	55	5	1	54	3	2	1	3	5	5	6	3	14	5	5	8	*	2
Delayed mail	84	67	16	3	74	5	3	2	3	12	2	7	10	9	13	12	7	1	4
Mis-delivered mail	30	28	2	-	25	3	2	1	1	-	1	4	3	5	3	7	1	-	2
Mail that has been tampered with	19	15	4	-	16	2	*	1	-	2	-	1	4	1	6	3	-	-	1
Didn't allow sufficient time to answer the door	11	10	-	-	10	-	-	-	1	3	1	-	2	3	-	-	-	-	-
Other problems	25	22	3	-	22	1	1	-	1	3	-	7	3	-	2	7	-	-	1
No - there have been no problems	886	826	160	43	830	83	45	29	40	106	90	65	91	103	112	114	110	6	77
I don't know	13	9	3	-	12	-	-	-	2	-	3	-	3	2	2	-	-	-	-
NET Any problem experienced	206	178	30	4	184	10	9	5	7	32	14	22	21	24	23	23	17	1	9
Made a complaint about Amazon Delivery Service/ Logistics	149	129	21	3	134	7	5	3	4	22	13	12	20	17	21	15	6	1	7
	3%	3%	3%	1%	3%	2%	2%	2%	3%	4%	3%	3%	4%	3%	3%	2%	1%	1%	2%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - abc/c - d/e/ig - hij/klmnop/qr  
 \* small base

QJ\_16. Competitive landscape - Amazon Delivery Service/ Logistics

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH1.5 income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Aware of Amazon Delivery Service/ Logistics	3589	1291	169	655	1221	1423	549	240	102	2644	342	1445	1430	428	173	55	2875	228	781	1629
Used Amazon Delivery Service/ Logistics to send	345	89	9	32	137	122	67%	70%	67%	68%	62%	70%	66%	172	137	21	9	5	309	14
Used Amazon Delivery Service/ Logistics to receive	2472	902	117	464	879	991	352	171	67	1871	237	1037	1002	267	122	34	2038	156	454	1117
Net used	2694	948	125	478	965	1070	384	187	74	2036	261	1137	1098	281	128	39	2235	167	570	1192
Lost mail	43	12	4	4	21	15	3	2	3	36	4	13	20	5	2	2	34	4	20	4
Damaged mail	59	19	3	10	22	20	9	6	2	43	7	27	21	7	3	*	49	4	15	4
Delayed mail	84	31	6	17	39	20	15	5	5	59	10	39	26	14	1	4	65	5	27	9
Mis-delivered mail	30	10	2	2	11	9	8	2	2	20	2	13	6	6	2	2	19	4	9	1
Mail that has been tampered with	19	5	-	2	8	8	3	1	-	15	1	2	12	3	2	-	14	2	7	-
Didn't allow sufficient time to answer the door	11	3	-	-	4	3	-	-	3	7	3	5	3	-	2	-	9	2	7	3
Other problems	25	7	-	1	12	5	4	3	1	16	5	15	6	2	-	1	22	1	-	-
No - there have been no problems	986	354	60	189	357	383	132	78	31	740	109	394	395	116	62	16	788	77	69	106
I don't know	13	5	-	2	5	7	-	1	-	12	1	9	3	1	-	-	12	-	8	6
NET Any problem experienced	208	63	8	30	81	65	38	12	12	146	24	94	73	28	6	6	167	12	69	18
Made a complaint about Amazon Delivery Service/ Logistics	149	40	5	14	66	44	25	9	5	110	14	65	60	15	4	5	125	9	73	10

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - j/k/l/m/n/o/p/q - r/s  
 \* small base

QJ\_16. Competitive landscape - Amazon Delivery Service/ Logistics

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Aware of Amazon Delivery Service/ Logistics	3559	211	3296	53	1021	2353	186	3435	64	36	4	3535	20
69%	63%	69%	66%	63% <b>f</b>	67% <b>f</b>	58%	59%	62% <b>h</b>	55%	78%	54%	63% <b>h</b>	77%
Used Amazon Delivery Service/ Logistics to send	345	35	303	5	121	207	17	330	11	2	1	344	-
7%	11% <b>b</b>	6%	7%	7%	8%	6%	5%	7%	10%	5%	11%	7%	-
Used Amazon Delivery Service/ Logistics to receive	2472	154	2287	31	722	1641	109	2412	35	14	-	2461	11
46%	46%	48%	39%	43% <b>f</b>	43% <b>f</b>	34%	34%	43% <b>h</b>	30%	29%	-	43% <b>h</b>	44%
Net used	2694	162	2477	35	800	1774	120	2621	44	16	1	2681	11
52%	54%	52%	44%	54% <b>f</b>	53% <b>f</b>	37%	37%	53% <b>h</b>	38%	34%	11%	52% <b>h</b>	44%
Lost mail	43	4	39	-	22	21	-	43	-	-	-	43	-
1%	1%	1%	-	1% <b>e</b>	1%	-	-	1%	-	-	-	1%	-
Damaged mail	59	2	55	3	27	31	1	54	3	2	-	59	-
1%	1%	1%	4%	3% <b>e</b>	1%	-	-	1%	3%	4%	-	1%	-
Delayed mail	84	14	67	3	42	41	1	81	3	-	-	84	-
2%	4% <b>b</b>	1%	4%	3% <b>d</b>	1%	-	-	2%	2%	-	-	2%	-
Mis-delivered mail	30	5	23	2	12	17	1	27	3	-	-	30	-
1%	2%	1%	2%	1%	1%	-	-	1%	2%	-	-	1%	-
Mails that have been tampered with	19	8	10	1	9	9	1	19	-	-	-	19	-
*	2% <b>b</b>	*	1%	1%	1%	*	-	*	-	-	-	*	-
Didn't allow sufficient time to answer the door	11	*	10	-	3	6	1	9	1	-	-	11	-
*	*	*	-	*	*	*	-	*	1%	-	-	*	-
Other problems	25	*	24	1	12	12	1	25	-	-	-	25	-
*	*	1%	1%	1%	1%	*	-	*	-	-	-	*	1%
No - there have been no problems	986	59	923	4	304	639	43	975	3	3	1	981	4
19%	18% <b>c</b>	19% <b>c</b>	5%	20% <b>f</b>	19% <b>f</b>	13%	13%	20% <b>h</b>	3%	6%	11%	19% <b>h</b>	17%
I don't know	13	4	9	-	6	6	-	12	-	1	-	13	-
*	1% <b>b</b>	*	-	*	*	*	-	*	-	1%	-	*	-
NET Any problem experienced	208	25	174	9	88	114	6	197	9	2	-	208	*
4%	7% <b>b</b>	4%	11% <b>b</b>	6% <b>d</b>	3%	2%	2%	4%	8%	4%	-	4%	1%
Made a complaint about Amazon Delivery Service/ Logistics	149	20	121	8	67	77	5	138	9	2	-	149	*
3%	6% <b>b</b>	3%	9% <b>d</b>	9% <b>d</b>	2%	2%	2%	3%	8% <b>h</b>	4%	-	3%	1%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - abc - def - ghijkl  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QJ\_16. Competitive landscape - Amazon Delivery Service/ Logistics

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Aware of Amazon Delivery Service/ Logistics	3559	608	542	1202	1208	206	208	194	200	163	179	-	760	442	406	398	404
	69%	47%	42%	93%ab	94%ab	48%	48%	45%	43%	40%	43%	-	93%efghij	94%efghij	93%efghij	95%efghij	92%efghij
Used Amazon Delivery Service/ Logistics to send	345	36	33	132	144	10	7	19	15	4	14	-	81	50	43	57	45
	7%	3%	3%	10%ab	11%ab	2%	2%	4%i	3%	1%	3%	-	10%efghij	11%efghij	10%efghij	14%efghij	10%efghij
Used Amazon Delivery Service/ Logistics to receive	2472	476	425	790	780	162	164	150	149	127	150	-	509	281	275	239	266
	48%	37%	33%	61%ab	61%ab	37%	38%	35%	32%	31%	36%	-	62%efghij	60%efghij	63%efghij	58%efghij	61%efghij
Net used	2894	492	440	879	884	160	165	160	165	128	156	-	567	312	301	264	298
	52%	38%	34%	68%ab	68%ab	39%	38%	37%	33%	31%	38%	-	69%efghij	68%efghij	69%efghij	68%efghij	69%efghij
Lost mail	43	2	17	15	9	-	1	1	6	7	4	-	15	-	-	7	2
	1%	-	1%a	1%a	1%	-	-	-	1%	2%mn	1%	-	2%mn	-	-	2%mn	-
Damaged mail	59	16	24	9	10	7	7	2	9	11	4	-	8	1	1	2	7
	1%	1%	2%	1%	1%	2%	2%	1%	2%	3%mn	1%	-	1%	-	-	-	2%
Delayed mail	84	24	23	12	24	14	9	1	9	7	7	-	10	2	5	8	11
	2%	2%	2%	1%	2%	3%opq	2%	-	2%	2%	2%	-	1%	-	1%	2%	2%opq
Mis-delivered mail	30	8	11	4	6	1	6	1	-	9	3	-	-	3	-	5	2
	1%	1%	1%	-	-	1%l	1%l	-	-	2%lmn	1%	-	-	1%	-	1%l	-
Mail that has been tampered with	19	2	10	5	2	-	1	1	9	1	-	-	2	2	-	2	-
	-	-	1%	-	-	-	-	-	5%opqrs	-	-	-	-	-	-	1%	-
Didn't allow sufficient time to answer the door	11	-	-	1	10	-	-	-	-	-	-	-	-	1	5	4	1
	-	-	-	1%abc	-	-	-	-	-	-	-	-	-	1%l	1%l	-	-
Other problems	25	15	9	1	-	5	5	5	3	4	2	-	1	-	-	-	-
	-	1%cd	1%cd	-	-	1%	1%	1%	1%	1%	1%	-	-	-	-	-	-
No - there have been no problems	986	439	375	83	92	143	144	149	132	102	141	-	43	41	31	35	25
	19%	34%cd	30%cd	6%	7%	33%lmnop	33%lmnop	33%lmnop	30%lmnop	23%lmnop	33%lmnop	-	9%	9%	7%	9%	6%
I don't know	13	-	-	8	5	-	-	-	-	-	-	-	7	-	2	3	-
	-	-	-	1%aab	-	-	-	-	-	-	-	-	1%	-	-	1%	-
NET Any problem experienced	208	55	65	41	47	23	22	11	23	27	16	-	31	9	10	18	19
	4%	4%	5%	3%	4%	5%	5%	3%	5%	6%opqrs	4%	-	4%	2%	2%	4%	4%
Made a complaint about Amazon Delivery Service/ Logistics	149	20	47	41	42	6	9	5	19	14	13	-	30	11	7	20	15
	3%	2%	4%a	3%a	3%a	1%	2%	1%	4%g	3%	3%	-	4%	2%	2%	5%opq	3%

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: columns tested (5% risk level) - ab/cd - e/ghijklmnop  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ\_97. Competitive landscape - Other Postal Service

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161	
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161	
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161	
Aware of Other Postal Service	1368	-	1368	252	1110	688	675	181	200	322	184	249	142	90	381	506	481	232	1198	157	1303	
27%	-	-	27%	36%	39%	27%	26%	26% <sup>um</sup>	31% <sup>um</sup>	32% <sup>um</sup>	26% <sup>um</sup>	27% <sup>um</sup>	22%	17%	28% <sup>opq</sup>	29% <sup>opq</sup>	23%	20%	26%	29%	25%	
Used Other Postal Service to send	99	-	99	51	47	36	62	14	33	27	7	9	5	3	47	35	17	8	81	16	73	
2%	-	-	2%	7% <sup>ud</sup>	2%	1%	2%	2%	4% <sup>giklm</sup>	3% <sup>iklm</sup>	1%	1%	1%	1%	4% <sup>opq</sup>	3% <sup>opq</sup>	1%	1%	2%	3%	1%	
Used Other Postal Service to receive	291	-	291	76	210	157	134	53	50	78	43	40	14	13	103	121	67	27	239	50	270	
6%	-	-	6%	11% <sup>ud</sup>	7%	6%	5%	8% <sup>iklm</sup>	8% <sup>iklm</sup>	9% <sup>iklm</sup>	6% <sup>iklm</sup>	4%	2%	2%	8% <sup>opq</sup>	7% <sup>opq</sup>	3%	2%	5%	9% <sup>ur</sup>	5%	
Net used	377	-	377	124	247	191	186	65	82	103	48	46	18	15	147	151	79	33	306	66	332	
37%	-	-	37%	16% <sup>ud</sup>	9%	8%	7%	9% <sup>iklm</sup>	13% <sup>iklm</sup>	10% <sup>iklm</sup>	4%	5%	3%	3%	11% <sup>opq</sup>	9% <sup>opq</sup>	4%	3%	7%	12% <sup>ur</sup>	6%	
Lost mail	16	-	16	13	3	11	6	3	6	5	2	-	-	-	9	8	-	-	14	3	12	
*	-	-	*	8% <sup>ud</sup>	*	*	*	*	1% <sup>ik</sup>	1%	*	*	*	*	6% <sup>opq</sup>	7%	-	-	*	1%	*	
Damaged mail	7	-	7	4	2	5	2	2	3	2	-	*	-	-	5	2	*	-	7	-	5	
*	-	-	*	1% <sup>ud</sup>	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Delayed mail	19	-	19	12	6	10	9	2	10	3	2	1	*	-	12	5	2	*	17	1	14	
*	-	-	*	2% <sup>ud</sup>	*	*	*	*	2% <sup>iklm</sup>	*	*	*	*	*	1% <sup>opq</sup>	*	*	*	*	*	*	
Mis-delivered mail	17	-	17	13	4	7	10	5	7	2	-	2	-	*	13	2	3	*	17	-	11	
*	-	-	*	2% <sup>ud</sup>	*	*	*	1%	1% <sup>iklm</sup>	*	*	*	*	*	1% <sup>opq</sup>	*	*	*	*	*	*	
Mail that has been tampered with	9	-	9	7	2	8	1	1	7	-	-	*	-	-	8	7	*	-	9	-	7	
*	-	-	*	1% <sup>ud</sup>	*	*	*	*	1% <sup>iklm</sup>	*	*	*	*	*	1% <sup>opq</sup>	*	*	*	*	*	*	
Didn't allow sufficient time to answer the door	9	-	9	6	3	5	4	*	*	-	-	-	-	-	9	-	-	-	5	4	6	
*	-	-	*	1% <sup>ud</sup>	*	*	*	*	1% <sup>opq</sup>	*	*	*	*	*	1% <sup>opq</sup>	*	*	*	*	1% <sup>ur</sup>	*	
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
No - there have been no problems	51	-	51	20	26	11	40	8	8	13	4	6	6	7	16	17	18	12	43	9	45	
1%	-	-	1%	3% <sup>ud</sup>	1%	1%	2% <sup>ud</sup>	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
I don't know	6	-	6	-	6	4	2	-	2	4	1	-	-	-	2	4	-	-	4	-	4	
*	-	-	*	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	
NET Any problem experienced	48	-	48	33	15	23	26	8	22	11	2	4	*	*	30	14	5	1	41	8	36	
1%	-	-	1%	5% <sup>ud</sup>	1%	1%	1%	1%	3% <sup>giklm</sup>	1%	*	*	*	*	2% <sup>opq</sup>	1% <sup>opq</sup>	*	*	1%	1%	1%	
Made a complaint about Other Postal Service	54	-	54	39	16	25	29	8	24	17	3	2	-	-	32	20	2	-	43	12	36	
1%	-	-	1%	6% <sup>ud</sup>	1%	1%	1%	1% <sup>ic</sup>	4% <sup>giklm</sup>	2% <sup>iklm</sup>	*	*	*	*	2% <sup>opq</sup>	1% <sup>opq</sup>	*	*	1%	2% <sup>ur</sup>	1%	

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns tested (5% risk level) - ab - cd - e - gh(ij)(k)(l) - m - n(o)(p) - q - r  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ\_97. Competitive landscape - Other Postal Service

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Aware of Other Postal Service	1368	236	430	326	376	665	702	902	452	151	147	362	391	231	901	154	1142	298	980	82
Used Other Postal Service to send	27%	25%	27%	28%	26%	26%	27%	27%	22%	24%	22%	27%	23%	28%	27%	24%	27%	56%	51%	62%
Service to receive	99	22	31	27	19	53	46	78	20	12	9	25	28	19	62	14	81	37	54	8
Net used	25%	2%	2%	2%	1%	2%	2%	1%	1%	2%	1%	2%	2%	2%	2%	2%	2%	7%	3%	6%
Service to receive	291	67	83	60	81	150	141	200	89	34	37	89	65	47	192	34	243	74	193	17
Net used	6%	7%	5%	5%	6%	6%	5%	6%	4%	5%	6%	7%	5%	6%	6%	5%	6%	14%	10%	13%
Lost mail	377	84	114	85	94	197	179	268	107	45	46	109	89	65	244	48	313	107	242	20
Damaged mail	7%	9%	7%	7%	7%	8%	7%	8%	5%	7%	7%	8%	6%	8%	7%	7%	7%	23%	13%	15%
Delayed mail	16	6	3	6	1	9	7	14	2	3	0	2	5	8	3	13	10	4	1	
Mis-delivered mail	7	4	2	1	1	6	4	7	1	3	2	2	1	4	3	4	5	2	1	
Mail that has been tampered with	19	7	1	7	4	7	11	16	3	6	1	7	1	5	8	6	12	13	4	
Didn't allow sufficient time to answer the door	17	6	4	5	3	10	7	11	6	5	2	6	2	9	6	11	10	5	1	
Other problems	9	6	1	2	1	7	2	8	1	3	3	2	2	5	3	5	6	5	4	
No - there have been no problems	51	8	21	11	11	30	22	34	16	1	3	14	24	5	41	3	46	8	30	
I don't know	6	1	1	1	1	3	3	4	2	3	1	1	3	3	1	3	4	1	0	
NET Any problem experienced	48	14	11	16	7	25	23	41	7	9	7	14	6	12	27	9	39	28	18	
Made a complaint about Other Postal Service	54	14	15	16	10	29	25	49	6	10	6	15	9	12	30	12	42	29	24	

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - ef - gh - ij/k/l/m/n - op - q/r/s  
 \* small base

QJ\_97. Competitive landscape - Other Postal Service

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Aware of Other Postal Service	1368	1182	186	35	1170	97	67	33	52	162	122	90	134	131	177	191	111	7	90
Used Other Postal Service to send	27%	27%	26%	18%	27%	22%	27%	23%	25%	29%	29%	24%	30%	27%	26%	27%	20%	13%	24%
Used Other Postal Service to receive	29%	25%	27	8	25%	22	9	7	10	21	20	21	28	33	65	38	18	*	22
Net used	377	349	28	9	330	27	11	9	12	35	25	24	41	38	84	51	20	1	27
Lost mail	16	14	2	*	15	1	*	*	*	4	2	*	4	*	5	*	*	*	1
Damaged mail	7	7	*	*	6	*	*	*	2	*	*	*	*	*	3	*	*	*	*
Delayed mail	19	16	3	*	18	1	*	*	1	1	*	*	7	*	8	*	*	*	1
Mis-delivered mail	17	17	*	*	16	1	*	*	6	*	*	*	2	1	3	5	*	*	1
Mail that has been tampered with	9	8	*	*	7	1	*	1	2	*	*	*	2	3	*	*	*	*	1
Didn't allow sufficient time to answer the door	9	9	*	*	8	*	*	1	*	*	*	*	3	*	5	*	*	*	*
Other problems	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
No - there have been no problems	51	47	4	2	43	5	2	1	1	7	5	3	3	4	10	7	4	*	4
I don't know	6	6	*	*	5	1	*	*	1	*	*	*	*	*	5	1	*	*	1
NET Any problem experienced	48	45	3	*	45	2	*	1	2	8	3	*	12	3	13	5	*	*	2
Made a complaint about Other Postal Service	54	52	3	*	52	2	*	1	2	8	3	*	13	5	17	5	*	*	2

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions: Means: Columns Tested (5% risk level) - abc/c - d/e/g - hij/klm/nop/q/r  
 \* small base



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ\_97. Competitive landscape - Other Postal Service

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	948	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Aware of Other Postal Service	1368	445	42	172	421	542	263	90	42	963	131	531	578	174	55	23	1109	77	513	848
27%		24%	18%	20%	24%	27%	33% <i>td</i>	25%	25%	26%	25%	27%	29% <i>td</i>	23%	21%	23%	32% <i>td</i>	21%	25%	49%
Used Other Postal Service to send	29	26	1	6	36	46	10	6	2	81	8	51	33	8	3	4	84	7	73	26
1%	1%	*	1%	2%	2%	1%	2%	1%	2%	1%	3%	2%	1%	1%	5% <i>td</i>	2%	2%	9% <i>td</i>	1%	
Used Other Postal Service to receive	291	73	6	26	62	136	62	18	9	199	27	102	116	53	13	5	218	18	151	133
6%	4%	2%	3%	4%	7% <i>td</i>	8% <i>td</i>	5%	5%	5%	5%	5%	5%	6%	7%	5%	5%	5%	5%	18% <i>td</i>	8%
Net used	377	93	6	31	94	173	72	23	11	267	34	142	147	60	15	10	289	25	219	150
7%	5%	3%	4%	5%	5%	33% <i>td</i>	8% <i>td</i>	7%	7%	7%	7%	7%	7%	6%	6%	10%	7%	7%	32% <i>td</i>	9%
Lost mail	16	5	-	2	11	4	1	-	-	16	-	11	4	1	-	-	15	-	15	-
-	-	-	-	1%	1%	-	-	-	-	-	-	1%	-	-	-	-	2%	-	2% <i>td</i>	-
Damaged mail	7	-	-	-	5	-	2	-	-	5	-	3	2	-	-	2	5	2	6	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1% <i>td</i>	-
Delayed mail	19	4	-	1	10	7	-	2	-	17	2	11	5	2	1	-	16	1	15	2
-	-	-	-	1%	7%	-	1%	-	-	1%	-	1%	-	1%	-	-	1%	-	2% <i>td</i>	-
Mis-delivered mail	17	3	-	3	7	8	1	1	-	15	1	11	3	1	-	1	14	1	15	-
-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	1%	-	-	-	2% <i>td</i>	-
Mail that has been tampered with	9	1	-	1	3	5	1	-	-	8	-	8	1	-	-	-	9	-	7	2
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1% <i>td</i>	-
Didn't allow sufficient time to answer the door	9	3	-	-	5	2	2	-	-	7	-	3	4	-	-	2	7	2	9	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2% <i>td</i>	-	-	-	1% <i>td</i>	-
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	51	19	1	6	15	27	5	3	2	42	5	21	24	5	2	-	45	2	24	22
1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3% <i>td</i>	1%
I don't know	6	3	-	-	1	5	1	-	-	5	-	4	-	3	-	-	4	-	6	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1% <i>td</i>	-
NET Any problem experienced	48	7	-	3	24	17	4	3	-	41	3	28	13	2	1	4	41	6	43	4
1%	-	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1% <i>td</i>	1%	1%	1%	1%	1%	1%	5% <i>td</i>	1%
Made a complaint about Other Postal Service	54	8	-	2	26	21	4	3	-	47	3	30	16	4	-	4	46	4	51	2
1%	-	-	-	1%	1%	1%	1%	-	-	1%	1%	2%	1%	1%	-	1%	1%	1%	6% <i>td</i>	-

Questions restructured from Q3 2022  
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 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - j/k/l/m/n/o/p/q - r  
 \* small base

QJ\_97. Competitive landscape - Other Postal Service

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Aware of Other Postal Service	1368	97	1246	24	399	882	87	1269	54	27	5	1350	12
27%		29%	26%	31%	27%	26%	27%	26%	47% <sup>gh</sup>	57%	66%	26%	47%
Used Other Postal Service to send	99	15	82	2	47	47	4	93	1	2	2	97	1
2%		4% <sup>b</sup>	2%	2%	3% <sup>a</sup>	1%	1%	2%	1%	4%	22%	2%	1%
Used Other Postal Service to receive	291	26	251	15	96	164	31	255	22	12	-	289	3
6%		8%	5%	19% <sup>ab</sup>	6%	5%	10% <sup>ae</sup>	5%	19% <sup>gh</sup>	25%	-	6%	10%
Net used	377	41	319	16	137	204	36	335	23	14	2	372	3
7%		12% <sup>b</sup>	7%	21% <sup>b</sup>	9% <sup>a</sup>	6%	11% <sup>ae</sup>	7%	29% <sup>gh</sup>	29%	22%	7%	11%
Lost mail	16	3	14	-	12	5	-	16	-	-	-	16	-
*		1%	-	-	1% <sup>a</sup>	-	-	-	-	-	-	-	-
Damaged mail	7	3	4	-	5	2	-	7	-	-	-	7	-
*		1% <sup>b</sup>	-	-	-	-	-	-	-	-	-	-	-
Delayed mail	19	3	16	-	13	6	-	19	-	-	-	19	-
*		1%	-	-	1% <sup>a</sup>	-	-	-	-	-	-	-	-
Mis-delivered mail	17	11	6	-	13	5	-	16	1	-	-	17	-
*		3% <sup>b</sup>	-	-	1% <sup>a</sup>	-	-	-	1%	-	-	-	-
Mail that has been tampered with	9	3	6	-	7	1	1	9	-	-	-	9	-
*		1% <sup>b</sup>	-	-	0	-	-	-	-	-	-	-	-
Didn't allow sufficient time to answer the door	9	3	4	2	5	2	2	9	-	-	-	9	-
*		1% <sup>b</sup>	-	2% <sup>b</sup>	-	1% <sup>ae</sup>	-	-	-	-	-	-	-
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	51	4	46	-	21	29	2	49	-	2	-	51	*
1%		1%	1%	-	1%	1%	1%	1%	-	4%	-	1%	1%
I don't know	6	-	6	-	3	4	-	4	-	-	2	4	-
*		-	-	-	-	-	-	-	-	-	22%	-	-
NET Any problem experienced	48	11	36	2	28	19	2	47	1	-	-	48	-
1%		3% <sup>b</sup>	1%	2%	2% <sup>ae</sup>	1%	1%	1%	1%	-	-	1%	-
Made a complaint about Other Postal Service	54	11	42	2	20	22	4	53	1	-	-	54	-
1%		3% <sup>b</sup>	1%	2%	2% <sup>a</sup>	1%	1%	1%	1%	-	-	1%	-

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 Proportions/Mean: Columns tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ\_97. Competitive landscape - Other Postal Service

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Aware of Other Postal Service	1368	1	7	674	686	*	*	-	4	1	2	-	423	251	235	213	238
27%		1%		52%ab	53%ab				1%				52%efghj	53%efghj	54%efghj	51%efghj	55%efghj
Used Other Postal Service to send	99	-	-	52	47	-	-	-	-	-	-	-	38	14	16	19	11
2%				4%ab	4%ab								3%efghj	3%efghj	4%efghj	3%efghj	3%efghj
Used Other Postal Service to receive	291	1	7	138	146	*	*	-	4	1	2	-	63	55	41	45	59
6%		1%		11%ab	11%ab				1%				5%efghj	5%efghj	4%efghj	5%efghj	6%efghj
Net used	377	1	7	184	185	*	*	-	4	1	2	-	117	67	54	65	66
7%		1%		14%ab	14%ab				1%				14%efghj	14%efghj	12%efghj	16%efghj	15%efghj
Lost mail	16	-	1	10	5	-	-	-	1	-	-	-	10	-	-	3	3
*		*		7%a					*				1%			1%	1%
Damaged mail	7	-	-	6	*	-	-	-	-	-	-	-	3	3	-	-	-
*				*	*				*				*	1%			
Delayed mail	19	*	2	6	10	*	*	-	1	*	*	-	6	-	3	3	5
*		*		*	1%a				*	*	*		1%		1%	1%	1%
Mis-delivered mail	17	-	2	7	8	-	-	-	1	*	*	-	7	-	-	8	-
*		*		1%a	1%a				*	*	*		1%			2%efghjmm	
Mail that has been tampered with	9	-	-	3	6	-	-	-	-	-	-	-	3	-	-	3	3
*				*	*				*	*	*		*			1%	1%
Didn't allow sufficient time to answer the door	9	-	-	4	4	-	-	-	-	-	-	-	4	-	2	2	1
*				*	*				*	*	*		1%				
Other problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No - there have been no problems	51	*	5	24	22	*	*	-	3	-	2	-	16	9	10	8	4
1%		*		2%ab	2%ab				1%		*		2%efghj	2%efghj	2%efghj	2%efghj	1%
I don't know	6	-	-	5	1	-	-	-	-	-	-	-	3	2	1	-	-
*				*	*				*	*	*		*	*	*	*	*
NET Any problem experienced	48	*	2	22	24	-	-	-	1	1	-	-	19	3	5	12	7
1%		*		2%ab	2%ab				1%	1%			2%efghj	1%	1%	3%efghj	2%efghj
Made a complaint about Other Postal Service	54	-	1	23	30	-	-	-	1	-	-	-	18	5	6	15	9
1%		*		2%ab	2%ab				*	*	*		2%efghj	1%	1%	4%efghj	2%efghj

Questions restructured from Q3 2022  
 Questions focus on packets and parcels SENT since Q3 2022  
 Proportions/Mean: columns tested (5% risk level) - ab/c/d - e/ghj/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

QJ4\_1. Where did you find information about how to make a complaint to Royal Mail, or did you not need this information? - Royal Mail

Base : Made a complaint about Royal Mail

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	184	-	184	73	111	79	105	34	55	38	18	21	16	2	89	56	39	18	158	26	184
Weighted Base	221	-**	221	90*	131*	109*	112*	40**	70*	44**	29**	26**	12**	1**	110*	73*	39**	13**	176*	45**	184
Effective Base	117	-	117	47	70	52	66	19	36	26	15	15	7	2	55	41	22	7	99	19	184
Didn't need this information	29	-	29	12	16	18	11	6	11	5	2	3	2	-	17	6	5	2	24	5	21
13%	-	-	13%	14%	12%	16%	10%	16%	16%	11%	6%	11%	18%	-	16%	9%	13%	17%	13%	11%	11%
On Royal Mail's website	129	-	129	55	74	58	71	20	37	26	19	17	9	*	57	46	27	10	109	20	105
59%	-	-	59%	61%	56%	53%	63%	51%	52%	60%	67%	64%	79%	69%	52%	63%	69%	79%	62%	45%	57%
Speaking to someone who works for Royal Mail over the phone	41	-	41	17	24	26	15	10	16	7	*	8	*	-	26	7	8	*	28	13	32
18%	-	-	18%	19%	18%	23%	13%	24%	23%	15%	*	29%	2%	-	24%	9%	20%	2%	16%	29%	17%
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	31	-	31	16	15	19	12	5	13	7	4	1	*	-	18	11	1	*	21	10	33
14%	-	-	14%	16%	11%	17%	11%	12%	19%	17%	12%	4%	2%	-	17%	15%	3%	2%	12%	12%	16%
Another way (please specify)	2	-	2	*	2	*	2	-	-	*	2	-	-	*	-	2	*	*	2	-	3
7%	-	-	7%	*	2%	*	2%	-	-	*	7%	-	-	31%	-	3%	1%	2%	1%	-	2%
I don't know	6	-	6	1	5	-	6	*	-	1	4	-	-	-	*	5	-	-	3	3	5
3%	-	-	3%	1%	4%	-	5%	1%	-	3%	14%	-	-	-	*	7%	-	-	2%	6%	3%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_1. Where did you find information about how to make a complaint to Royal Mail, or did you not need this information? - Royal Mail

Base : Made a complaint about Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	184	52	53	41	38	105	79	141	40	20	27	48	47	36	122	21	159	52	122	10
Weighted Base	221	53**	61*	60*	47**	114*	107*	184*	37**	26**	36**	59*	50**	45**	144*	28**	190	70*	142*	9**
Effective Base	117	27	33	31	26	60	57	96	20	13	19	31	28	23	78	14	102	35	77	6
Didn't need this information	29	8	11	8	1	19	9	29	*	4	6	7	7	5	20	4	24	6	22	1
On Royal Mail's website	129	23	38	33	29	61	69	100	29	14	11	43	27	31	81	16	112	41	84	5
Speaking to someone who works for Royal Mail over the phone	41	18	10	4	8	29	12	35	6	1	15	4	7	12	26	1	39	17	23	1
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	16%	35%	17%	7%	16%	25%	11%	19%	16%	5%	43%	6%	15%	28%	18%	4%	20%	24%	16%	10%
Another way (please specify)	2	*	*	2	-	*	2	2	-	-	-	2	-	-	2	-	2	*	2	-
I don't know	6	*	*	-	5	1	5	4	1	2	-	1	*	-	2	2	2	1	2	3
	3%	*	1%	-	11%	*	5%	2%	4%	7%	-	2%	*	-	1%	6%	1%	2%	1%	33%

Proportions/Mears: Columns Tested (5% risk level) - ab/c/d - ef - gh - ij/kl/m/n - op - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_1. Where did you find information about how to make a complaint to Royal Mail, or did you not need this information? - Royal Mail

Base : Made a complaint about Royal Mail

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	184	133	51	24	104	28	26	26	7	19	8	10	14	12	13	13	8	4	24
Weighted Base	221	197	24**	3**	191*	14**	10**	6**	7**	40**	12**	13**	24**	21**	31**	31**	12**	1**	14**
Effective Base	117	105	12	18	94	13	11	18	6	18	8	9	14	11	13	12	8	3	12
Didn't need this information	29	28	*	*	26	1	1	*	2	2	-	3	5	2	8	4	1	-	1
On Royal Mail's website	129	111	18	2	111	10	6	2	1	28	9	8	14	11	18	17	8	*	10
Speaking to someone who works for Royal Mail over the phone	41	38	3	*	35	3	2	1	2	4	2	1	5	4	6	4	4	*	3
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	18%	19%	12%	19%	18%	23%	19%	17%	35%	11%	20%	12%	20%	20%	18%	19%	29%	41%	22%
Another way (please specify)	2	-	2	*	2	*	*	-	-	-	-	-	2	-	-	-	-	-	*
I don't know	6	6	*	-	5	*	*	-	-	-	-	1	-	1	3	-	-	-	*
	3%	3%	*	-	3%	3%	1%	-	-	-	-	11%	-	6%	8%	-	-	-	3%

Proportions: Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_1. Where did you find information about how to make a complaint to Royal Mail, or did you not need this information? - Royal Mail

Base : Made a complaint about Royal Mail

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	184	64	6	15	68	72	27	12	4	140	16	87	68	16	7	6	155	13	118	66
Weighted Base	221	66*	6**	9**	83*	82*	34**	15**	7**	165*	22**	104*	79*	19**	12**	8**	183*	20**	156*	66*
Effective Base	117	38	3	7	42	45	19	9	3	87	11	54	44	10	5	6	98	10	80	37
Didn't need this information	29	7	-	-	12	12	2	2	-	24	2	17	10	1	-	2	27	2	20	9
13%	11%	-	-	1%	15%	15%	7%	13%	-	15%	9%	16%	13%	3%	-	21%	15%	8%	13%	13%
On Royal Mail's website	129	43	4	9	51	44	21	11	1	96	12	64	52	8	5	2	115	6	84	45
58%	65%	72%	99%	62%	54%	63%	74%	9%	58%	54%	62%	65%	40%	38%	20%	63%	31%	54%	68%	
Speaking to someone who works for Royal Mail over the phone	41	5	-	1	14	15	5	2	5	29	7	19	10	5	4	2	30	6	35	6
18%	7%	-	7%	17%	18%	14%	12%	71%	18%	31%	19%	13%	29%	34%	20%	16%	29%	23%	9%	
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	31	11	3	2	12	11	5	*	3	23	3	10	9	4	4	3	19	7	26	4
14%	17%	56%	26%	15%	14%	14%	*	37%	14%	12%	9%	12%	21%	37%	39%	10%	38%	17%	7%	
Another way (please specify)	2	2	-	-	-	*	2	-	*	-	-	-	2	-	-	2	-	2	*	
1%	3%	-	-	-	*	6%	-	-	*	-	-	3%	-	-	1%	-	1%	*		
I don't know	6	1	-	-	3	1	1	-	4	-	4	*	1	-	-	4	-	1	5	
3%	2%	-	-	4%	2%	4%	-	-	3%	-	4%	1%	8%	-	-	2%	-	*	8%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_1. Where did you find information about how to make a complaint to Royal Mail, or did you not need this information? - Royal Mail

Base : Made a complaint about Royal Mail

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	184	18	162	4	63	100	21	171	11	1	-	183	1
Weighted Base	221	28**	186	7**	80*	120*	21**	206	14**	***	-.*	221	***
Effective Base	117	13	100	4	39	65	14	110	7	1	-	117	1
Didn't need this information	29	7	20	2	11	16	2	29	-	-	-	29	-
	13%	25%	11%	22%	13%	13%	10%	14%	-	-	-	13%	-
On Royal Mail's website	129	7	116	6	45	71	13	124	5	*	-	129	*
	58%	25%	63%	78%	56%	60%	59%	60%	34%	100%	-	58%	100%
Speaking to someone who works for Royal Mail over the phone	41	4	37	-	18	22	1	38	2	-	-	41	-
	18%	14%	20%	-	22%	18%	7%	19%	16%	-	-	18%	-
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	31	9	22	-	13	15	2	23	7	-	-	31	-
	14%	31%	12%	-	17%	12%	11%	11%	50%	-	-	14%	-
Another way (please specify)	2	-	2	-	2	*	-	2	-	-	-	2	-
	1%	-	1%	-	3%	*	-	1%	-	-	-	1%	-
I don't know	6	1	5	-	1	-	4	6	-	-	-	6	-
	3%	5%	2%	-	2%	-	21%	3%	-	-	-	3%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ4\_1. Where did you find information about how to make a complaint to Royal Mail, or did you not need this information? - Royal Mail

Base : Made a complaint about Royal Mail

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	184	-	-	84	100	-	-	-	-	-	-	-	54	20	30	35	35
Weighted Base	221	**	**	103*	118*	**	**	**	**	**	**	**	79*	23**	36**	44**	39**
Effective Base	117	-	-	53	64	-	-	-	-	-	-	-	40	13	19	25	21
Didn't need this information	29	-	-	17	12	-	-	-	-	-	-	-	16	1	5	5	2
13%	-	-	-	16%	10%	-	-	-	-	-	-	-	20%	2%	14%	12%	5%
On Royal Mail's website	129	-	-	51	78	-	-	-	-	-	-	-	37	14	20	28	30
58%	-	-	-	50%	66%	-	-	-	-	-	-	-	47%	60%	55%	63%	78%
Speaking to someone who works for Royal Mail over the phone	41	-	-	19	21	-	-	-	-	-	-	-	13	6	5	14	2
18%	-	-	-	19%	18%	-	-	-	-	-	-	-	17%	26%	15%	31%	5%
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	31	-	-	17	14	-	-	-	-	-	-	-	13	4	6	5	3
14%	-	-	-	16%	12%	-	-	-	-	-	-	-	16%	17%	17%	11%	8%
Another way (please specify)	2	-	-	2	*	-	-	-	-	-	-	-	2	-	*	*	-
1%	-	-	-	2%	*	-	-	-	-	-	-	-	3%	-	1%	*	-
I don't know	6	-	-	4	1	-	-	-	-	-	-	-	2	3	-	-	1
3%	-	-	-	4%	1%	-	-	-	-	-	-	-	2%	11%	-	-	4%

Proportions/Mears: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_3. Where did you find information about how to make a complaint to Collect +, or did you not need this information? - Collect +

Base : Made a complaint about Collect +

Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	44	-	44	21	23	24	20	6	23	10	3	1	1	29	13	2	1	38	6	44
Weighted Base	61*	**	61*	32**	29**	37**	24**	6**	34**	16**	4**	1**	**	40**	21**	1**	**	54**	7**	44*
Effective Base	31	-	31	16	15	18	13	4	17	8	2	1	1	20	10	1	1	27	4	44
Didn't need this information	13	-	13	11	2	7	6	-	11	2	-	-	-	11	2	-	-	11	2	8
21%	-	-	21%	33%	8%	18%	26%	3%	32%	11%	-	-	-	28%	9%	-	-	21%	23%	18%
On Collect +'s website	25	-	25	9	15	15	10	3	11	8	3	1	-	14	10	1	-	21	4	18
40%	-	-	40%	29%	53%	40%	41%	55%	31%	47%	62%	100%	-	34%	50%	95%	-	39%	55%	47%
Speaking to someone who works for Collect + over the phone	15	-	15	6	9	11	4	2	8	5	-	-	-	10	5	-	-	13	2	11
24%	-	-	24%	18%	32%	30%	16%	43%	23%	29%	-	-	-	26%	23%	-	-	25%	21%	25%
Asking someone who works for Collect + in person (e.g. the postman/woman)	18	-	18	11	6	10	7	2	13	2	1	-	-	15	3	-	-	16	1	12
29%	-	-	29%	35%	22%	27%	31%	36%	37%	13%	16%	-	100%	37%	13%	5%	100%	30%	17%	23%
Another way (please specify)	1	-	1	-	1	1	-	-	-	-	1	-	-	-	1	-	-	1	-	1
2%	-	-	2%	-	3%	3%	-	-	-	-	22%	-	-	5%	-	-	-	2%	-	2%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_3. Where did you find information about how to make a complaint to Collect +, or did you not need this information? - Collect +

Base : Made a complaint about Collect +

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	44	12	11	13	8	23	21	36	7	7	4	15	11	6	30	8	36	16	28	-
Weighted Base	61*	16**	19**	15**	11**	35**	26**	56**	5**	11**	3**	24**	12**	9**	39**	13**	48**	23**	38**	-**
Effective Base	31	7	9	8	7	16	15	28	4	6	2	11	7	4	20	7	24	12	19	-
Didn't need this information	13	7	-	-	6	7	6	11	2	5	-	2	2	2	4	7	6	9	4	-
On Collect +'s website	25	2	12	8	3	14	10	23	2	1	-	12	5	6	18	1	23	5	19	-
Speaking to someone who works for Collect + over the phone	24%	41%	19%	24%	13%	28%	19%	26%	3%	11%	3%	39%	24%	16%	31%	9%	28%	33%	19%	-
Asking someone who works for Collect + in person (e.g. the postman/woman)	18	6	4	7	1	10	7	18	-	3	3	7	4	-	14	3	14	5	12	-
Another way (please specify)	2%	-	-	-	8%	-	4%	-	21%	9%	-	-	-	-	-	8%	-	4%	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|klm|n - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_3. Where did you find information about how to make a complaint to Collect +, or did you not need this information? - Collect +

Base : Made a complaint about Collect +

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	44	34	10	5	29	6	6	3	2	3	3	2	4	3	6	4	2	2	4
Weighted Base	61*	55**	6**	1**	55**	4**	1**	1**	2**	6**	5**	2**	7**	5**	13**	11**	3**	***	3**
Effective Base	31	28	3	3	27	3	3	3	2	3	3	2	4	3	6	4	2	1	2
Didn't need this information	13	12	*	*	12	*	-	-	-	-	-	-	2	2	9	-	-	*	-
21%	22%	8%	70%	23%	7%	-	16%	-	-	-	-	-	26%	37%	65%	-	-	88%	-
On Collect +'s website	25	22	3	*	21	3	1	-	2	4	2	-	4	1	2	3	3	-	3
40%	39%	51%	10%	37%	82%	88%	-	69%	64%	40%	-	-	51%	26%	15%	28%	100%	-	89%
Speaking to someone who works for Collect + over the phone	16	13	2	*	14	*	*	*	-	-	3	1	2	-	3	5	-	-	*
24%	23%	40%	10%	25%	12%	6%	45%	-	-	60%	60%	-	26%	-	21%	48%	-	-	13%
Asking someone who works for Collect + in person (e.g. the postman/woman)	18	15	2	*	17	*	*	*	1	2	1	-	3	2	-	8	-	*	-
29%	28%	39%	20%	31%	1%	6%	39%	31%	36%	25%	-	49%	37%	-	72%	-	-	12%	-
Another way (please specify)	1	1	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-
2%	2%	-	-	2%	-	-	-	-	-	-	40%	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_3. Where did you find information about how to make a complaint to Collect +, or did you not need this information? - Collect +

Base : Made a complaint about Collect +

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	44	9	-	1	17	17	5	4	1	34	5	22	12	4	2	3	34	5	36	8
Weighted Base	61*	12**	-**	***	25**	23**	7**	6**	1**	47**	7**	30**	17**	5**	4**	4**	46**	8**	54**	7**
Effective Base	31	6	-	1	11	12	4	3	1	23	4	14	9	3	2	3	23	4	28	3
Didn't need this information	13	-	-	-	5	6	2	-	-	11	-	9	2	2	-	-	11	-	13	-
21%	-	-	-	-	19%	27%	28%	3%	-	23%	2%	29%	14%	41%	-	-	23%	-	23%	4%
On Collect +'s website	25	10	-	*	9	10	*	6	-	19	6	10	8	2	-	3	18	3	23	2
40%	83%	-	100%	36%	43%	5%	97%	-	40%	83%	32%	49%	50%	-	74%	38%	34%	43%	24%	
Speaking to someone who works for Collect + over the phone	15	2	-	-	10	3	2	-	-	13	-	5	8	-	2	-	13	2	12	3
24%	16%	-	-	39%	14%	-	29%	-	-	27%	-	17%	48%	-	48%	-	28%	26%	22%	44%
Asking someone who works for Collect + in person (e.g. the postman/woman)	18	*	-	-	9	4	5	-	-	13	-	8	5	*	4	-	13	4	13	5
29%	1%	-	-	38%	16%	67%	-	-	-	27%	-	27%	29%	8%	100%	-	28%	54%	23%	71%
Another way (please specify)	1	-	-	-	-	-	-	-	1	-	1	-	-	-	-	1	-	1	1	-
2%	-	-	-	-	-	-	-	100%	-	14%	-	-	-	-	-	26%	-	12%	2%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_3. Where did you find information about how to make a complaint to Collect +, or did you not need this information? - Collect +

Base : Made a complaint about Collect +

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	44	8	35	1	20	21	3	40	3	1	-	44	-
Weighted Base	61*	14**	44**	3**	32**	27**	2**	56**	4**	***	-**	61*	-**
Effective Base	31	6	24	1	15	15	2	29	2	1	-	31	-
Didn't need this information	13	3	10	-	5	8	-	13	-	-	-	13	-
21%		20%	23%	-	16%	29%	-	23%	-	-	-	21%	-
On Collect +'s website	25	4	21	-	9	13	2	22	2	*	-	25	-
40%		30%	46%	-	29%	50%	66%	40%	45%	100%	-	40%	-
Speaking to someone who works for Collect + over the phone	15	3	9	3	11	4	*	15	*	-	-	15	-
24%		22%	21%	100%	35%	13%	14%	26%	2%	-	-	24%	-
Asking someone who works for Collect + in person (e.g. the postman/woman)	18	7	10	-	16	1	-	15	2	-	-	18	-
29%		51%	24%	-	52%	4%	-	27%	53%	-	-	29%	-
Another way (please specify)	1	-	1	-	-	1	-	1	-	-	-	1	-
2%		-	2%	-	-	4%	-	2%	-	-	-	2%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Test(s) (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_3. Where did you find information about how to make a complaint to Collect +, or did you not need this information? - Collect +

Base : Made a complaint about Collect +

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	44	-	-	20	24	-	-	-	-	-	-	13	7	5	11	8
Weighted Base	61*	**	**	31**	30**	**	**	**	**	**	**	19**	12**	3**	19**	7**
Effective Base	31	-	-	14	17	-	-	-	-	-	-	9	5	3	10	5
Didn't need this information	13	-	-	5	8	-	-	-	-	-	-	5	-	2	5	-
21%	-	-	16%	26%	-	-	-	-	-	-	-	26%	-	67%	29%	-
On Collect +'s website	25	-	-	15	9	-	-	-	-	-	-	9	7	-	6	3
40%	-	-	50%	31%	-	-	-	-	-	-	-	45%	57%	-	31%	45%
Speaking to someone who works for Collect + over the phone	15	-	-	5	10	-	-	-	-	-	-	-	5	-	7	2
24%	-	-	17%	33%	-	-	-	-	-	-	-	-	43%	13%	38%	26%
Asking someone who works for Collect + in person (e.g. the postman/woman)	18	-	-	10	8	-	-	-	-	-	-	5	5	1	5	2
29%	-	-	31%	27%	-	-	-	-	-	-	-	23%	43%	20%	28%	27%
Another way (please specify)	1	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-
2%	-	-	3%	-	-	-	-	-	-	-	-	5%	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_4. Where did you find information about how to make a complaint to DHL, or did you not need this information? - DHL

Base : Made a complaint about DHL

	Methodology		Online business/hobby		Gender		Age					Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)		NET White (r)	NET EMG (s)
Unweighted Base	48	-	48	25	23	26	22	12	14	11	2	7	1	26	13	9	2	37	11	48
Weighted Base	69*	-**	69*	41**	29**	41**	28**	15**	22**	18**	2**	8**	2**	38**	20**	12**	4**	52**	17**	48*
Effective Base	34	-	34	19	15	18	16	7	11	8	2	4	1	18	10	6	2	27	7	48
Didn't need this information	13	-	13	9	4	8	5	-	4	5	1	-	2	5	6	2	2	11	2	7
On DHL's website	18%	-	18%	22%	14%	18%	18%	2%	19%	26%	67%	-	100%	12%	31%	17%	56%	20%	12%	15%
Speaking to someone who works for DHL over the phone	22	-	22	13	8	16	6	7	8	5	1	2	-	14	5	2	-	15	7	16
Asking someone who works for DHL in person (e.g. the postman/woman)	31%	-	31%	33%	29%	38%	22%	43%	35%	27%	33%	24%	-	38%	27%	16%	-	29%	40%	33%
Another way (please specify)	20	-	20	11	10	15	6	6	5	6	-	2	-	11	6	3	2	13	7	13
I don't know	29%	-	29%	26%	34%	36%	20%	40%	22%	36%	-	20%	-	29%	32%	27%	44%	25%	44%	27%
Another way (please specify)	22	-	22	16	6	11	11	1	10	6	-	5	-	11	6	5	-	17	5	16
I don't know	32%	-	32%	46%	20%	28%	37%	7%	45%	35%	-	37%	-	30%	31%	39%	-	33%	28%	36%
Another way (please specify)	2	-	2	-	2	-	2	-	2	-	-	-	-	2	-	-	-	2	-	1
I don't know	3%	-	3%	-	7%	-	7%	-	9%	-	-	-	-	6%	-	-	-	4%	-	2%
Another way (please specify)	2	-	2	2	-	-	2	2	2	-	-	-	-	2	-	-	-	2	-	1
I don't know	3%	-	3%	5%	-	-	7%	13%	-	-	-	-	-	5%	-	-	-	4%	-	2%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ4\_4. Where did you find information about how to make a complaint to DHL, or did you not need this information? - DHL

Base : Made a complaint about DHL

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	48	20	10	7	11	30	18	40	8	10	6	9	9	13	24	11	37	24	23	1
Weighted Base	69*	30**	16**	8**	15**	46**	24**	58**	11**	16**	10**	10**	13**	19**	33**	18**	52**	38**	31**	1**
Effective Base	34	13	8	5	9	20	15	28	6	7	5	6	8	9	18	8	27	17	17	1
Didn't need this information	13	6	-	2	6	6	7	10	2	5	-	-	3	3	3	7	6	11	2	-
18%	19%	-	19%	37%	12%	31%	18%	21%	32%	-	-	24%	15%	9%	39%	17%	28%	7%	-	
On DHL's website	22	10	2	3	6	13	9	18	4	4	4	4	3	6	11	4	18	17	5	-
31%	35%	15%	38%	38%	28%	38%	31%	34%	26%	26%	42%	37%	27%	33%	23%	34%	44%	34%	17%	
Speaking to someone who works for DHL over the phone	20	7	6	5	2	14	7	18	3	6	2	4	4	4	9	6	14	12	9	-
29%	24%	40%	57%	13%	30%	29%	30%	26%	41%	17%	40%	29%	24%	29%	37%	27%	31%	28%	-	
Asking someone who works for DHL in person (e.g. the postman/woman)	22	11	5	4	3	16	6	20	2	1	2	7	4	8	13	1	21	7	14	1
32%	35%	32%	45%	17%	34%	27%	34%	19%	8%	22%	65%	31%	42%	39%	7%	40%	19%	46%	100%	
Another way (please specify)	2	2	-	-	-	2	-	2	-	-	-	-	-	2	-	-	2	-	2	-
3%	7%	-	-	-	5%	-	4%	-	-	-	-	-	11%	-	-	4%	-	7%	-	
I don't know	2	-	2	-	-	2	-	2	-	-	2	-	-	2	-	-	2	-	2	-
3%	-	12%	-	-	4%	-	3%	-	-	20%	-	-	-	6%	-	4%	-	6%	-	

Proportions/Mears: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_4. Where did you find information about how to make a complaint to DHL, or did you not need this information? - DHL

Base : Made a complaint about DHL

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	48	41	7	2	35	5	3	5	4	5	2	3	4	5	8	2	2	-	5
Weighted Base	69*	65*	4**	2**	64*	3**	1**	1**	3**	13**	3**	4**	7**	8**	19**	5**	3**	-**	3**
Effective Base	34	32	2	1	30	2	2	3	4	5	2	3	4	5	8	2	2	-	2
Didn't need this information	13	13	-	-	12	-	-	-	-	-	-	2	1	2	8	-	-	-	-
18%	19%	-	-	-	19%	-	26%	-	-	-	58%	34%	27%	-	40%	-	-	-	-
On DHL's website	22	22	+	-	18	2	1	1	1	-	1	-	2	1	9	2	1	-	2
31%	33%	2%	-	-	28%	82%	69%	71%	23%	-	42%	-	27%	17%	48%	45%	42%	-	82%
Speaking to someone who works for DHL over the phone	20	19	2	2	20	-	-	-	1	6	1	1	2	5	2	-	2	-	-
29%	29%	43%	96%	31%	-	-	29%	-	26%	51%	42%	32%	27%	58%	12%	-	58%	-	-
Asking someone who works for DHL in person (e.g. the postman/woman)	22	20	2	-	21	1	-	-	2	2	-	1	5	5	3	3	-	-	1
32%	30%	59%	4%	33%	18%	5%	9%	-	77%	16%	-	34%	73%	66%	14%	55%	-	-	18%
Another way (please specify)	2	2	-	-	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-
3%	3%	-	-	-	3%	-	-	-	-	17%	-	-	-	-	-	-	-	-	-
I don't know	2	2	-	-	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-
3%	3%	-	-	-	3%	-	-	-	-	16%	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_4. Where did you find information about how to make a complaint to DHL, or did you not need this information? - DHL

Base : Made a complaint about DHL

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	48	8	1	1	21	22	3	2	-	43	2	19	20	5	3	1	39	4	42	6
Weighted Base	69*	12**	***	2**	34**	30**	3**	3**	***	64*	3**	29**	25**	8**	6**	1**	54**	7**	63*	6**
Effective Base	34	6	1	1	15	16	3	2	-	30	2	14	14	4	2	1	28	2	31	3
Didn't need this information	13	-	-	-	10	3	-	-	-	13	-	7	6	-	-	-	13	-	11	1
16%	-	-	-	-	28%	10%	-	-	-	20%	-	23%	23%	-	-	-	23%	-	16%	24%
On DHL's website	22	4	-	-	9	13	-	-	-	22	-	8	10	4	-	-	17	-	21	-
31%	34%	100%	-	-	25%	45%	-	-	-	34%	-	26%	38%	52%	6%	-	32%	5%	34%	7%
Speaking to someone who works for DHL over the phone	20	3	-	2	10	7	2	1	-	17	1	4	6	4	5	1	10	7	20	-
29%	25%	-	100%	-	29%	24%	77%	48%	-	27%	48%	13%	25%	48%	94%	100%	18%	95%	32%	-
Asking someone who works for DHL in person (e.g. the postman/woman)	22	4	-	-	12	7	1	1	-	19	1	13	9	-	-	-	22	-	20	2
32%	35%	-	-	-	35%	25%	51%	52%	-	30%	52%	45%	36%	-	-	-	41%	-	32%	34%
Another way (please specify)	2	2	-	-	-	2	-	-	-	2	-	-	2	-	-	-	2	-	-	2
3%	18%	-	-	-	-	7%	-	-	-	3%	-	-	8%	-	-	-	4%	-	-	35%
I don't know	2	-	-	-	2	-	-	-	-	2	-	2	-	-	-	-	2	-	2	-
3%	-	-	-	-	6%	-	-	-	-	3%	-	7%	-	-	-	-	4%	-	3%	-

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)f(gh) - kl(mn)op(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_4. Where did you find information about how to make a complaint to DHL, or did you not need this information? - DHL

Base : Made a complaint about DHL

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	48	10	38	-	22	24	2	39	9	-	-	48	-
Weighted Base	69*	17**	52**	-**	34**	34**	2**	53**	16**	-**	-**	69*	-**
Effective Base	34	7	28	-	15	18	2	28	7	-	-	34	-
Didn't need this information	13	4	8	-	4	8	-	13	-	-	-	13	-
18%		25%	16%	-	13%	25%	-	24%	-	-	-	18%	-
On DHL's website	22	3	19	-	16	4	1	20	2	-	-	22	-
31%		18%	36%	-	48%	13%	68%	38%	11%	-	-	31%	-
Speaking to someone who works for DHL over the phone	20	4	16	-	9	10	1	13	8	-	-	20	-
29%		25%	31%	-	26%	31%	68%	24%	47%	-	-	29%	-
Asking someone who works for DHL in person (e.g. the postman/woman)	22	5	17	-	12	9	1	14	8	-	-	22	-
32%		32%	32%	-	36%	27%	32%	27%	47%	-	-	32%	-
Another way (please specify)	2	-	2	-	-	2	-	2	-	-	-	2	-
3%		-	4%	-	-	6%	-	4%	-	-	-	3%	-
I don't know	2	-	2	-	-	2	-	2	-	-	-	2	-
3%		-	4%	-	-	6%	-	4%	-	-	-	3%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_4. Where did you find information about how to make a complaint to DHL, or did you not need this information? - DHL

Base : Made a complaint about DHL

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	48	-	-	15	32	-	-	-	-	-	-	11	5	10	8	14
Weighted Base	69*	**	**	32**	37**	**	**	**	**	**	**	21**	10**	17**	10**	11**
Effective Base	34	-	-	13	22	-	-	-	-	-	-	9	5	8	6	8
Didn't need this information	13	-	-	4	8	-	-	-	-	-	-	4	-	4	2	2
18%	-	-	-	14%	22%	-	-	-	-	-	-	20%	-	25%	22%	19%
On DHL's website	22	-	-	8	14	-	-	-	-	-	-	6	2	6	3	5
37%	-	-	-	25%	37%	-	-	-	-	-	-	28%	18%	36%	31%	45%
Speaking to someone who works for DHL over the phone	20	-	-	10	10	-	-	-	-	-	-	9	2	4	4	2
29%	-	-	-	33%	27%	-	-	-	-	-	-	38%	22%	21%	46%	20%
Asking someone who works for DHL in person (e.g. the postman/woman)	22	-	-	10	12	-	-	-	-	-	-	6	4	3	5	4
32%	-	-	-	31%	32%	-	-	-	-	-	-	27%	40%	19%	53%	36%
Another way (please specify)	2	-	-	2	-	-	-	-	-	-	-	-	2	-	-	-
3%	-	-	-	7%	-	-	-	-	-	-	-	-	20%	-	-	-
I don't know	2	-	-	2	-	-	-	-	-	-	-	-	-	2	-	-
3%	-	-	-	5%	-	-	-	-	-	-	-	-	-	11%	-	-

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_5. Where did you find information about how to make a complaint to FedEx, or did you not need this information? - FedEx

Base : Made a complaint about FedEx

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	52	-	52	22	25	27	9	22	15	2	3	1	-	31	17	4	1	44	8	52
Weighted Base	81*	**	81*	28**	46**	35**	10**	41**	23**	3**	3**	2**	**	50**	26**	5**	2**	65*	16**	52*
Effective Base	40	-	40	18	21	20	7	19	11	2	1	1	-	25	13	2	1	34	7	52
Didn't need this information	13	-	13	2	11	3	4	7	3	-	*	-	-	10	3	*	-	10	3	9
16%	-	-	16%	8%	23%	8%	38%	17%	11%	-	9%	-	-	21%	10%	5%	-	16%	19%	17%
On FedEx's website	37	-	37	19	22	15	3	19	12	1	-	2	-	22	13	2	2	29	8	23
45%	-	-	45%	33%	47%	43%	29%	46%	51%	50%	2%	100%	-	43%	51%	41%	100%	45%	47%	44%
Speaking to someone who works for FedEx over the phone	22	-	22	5	5	17	4	7	6	1	3	-	-	11	8	3	-	15	7	13
27%	-	-	27%	31%	12%	47%	42%	18%	28%	50%	89%	-	-	22%	31%	54%	-	23%	41%	25%
Asking someone who works for FedEx in person (e.g. the postman/woman)	27	-	27	7	19	8	2	20	5	-	-	-	-	22	5	-	-	19	8	16
33%	-	-	33%	25%	42%	22%	25%	49%	21%	-	-	-	-	44%	19%	-	-	30%	47%	47%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_5. Where did you find information about how to make a complaint to FedEx, or did you not need this information? - FedEx

Base : Made a complaint about FedEx

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	52	16	14	13	9	30	22	44	8	4	4	20	9	13	33	5	46	21	29	2
Weighted Base	81*	22**	25**	21**	14**	47**	35**	73*	9**	6**	5**	36**	14**	17**	56**	7**	73*	38**	42**	1**
Effective Base	40	11	12	11	7	22	18	35	6	3	3	17	7	9	27	4	36	17	23	1
Didn't need this information	13	4	2	5	2	7	7	11	3	3	-	5	3	1	7	5	8	11	2	1
16%	20%	9%	24%	13%	14%	19%	15%	32%	49%	-	13%	18%	5%	13%	62%	17%	29%	4%	92%	
On FedEx's website	37	8	11	9	8	19	18	34	2	-	5	20	5	6	31	-	37	17	20	-
45%	38%	44%	46%	59%	41%	51%	47%	29%	2%	-	95%	37%	36%	55%	-	50%	44%	47%	8%	
Speaking to someone who works for FedEx over the phone	22	6	12	-	4	18	4	19	3	3	-	8	4	6	13	3	19	12	10	-
27%	28%	48%	-	28%	39%	11%	26%	36%	51%	-	23%	31%	37%	23%	38%	26%	30%	24%	-	
Asking someone who works for FedEx in person (e.g. the postman/woman)	27	10	3	6	7	14	13	27	*	-	3	12	4	9	18	-	27	10	17	-
33%	47%	14%	30%	51%	29%	39%	37%	3%	-	-	49%	32%	29%	51%	33%	-	37%	26%	41%	-
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_5. Where did you find information about how to make a complaint to FedEx, or did you not need this information? - FedEx

Base : Made a complaint about FedEx

	Rurality			Nation				Region												
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	52	47	5	2	39	7	2	4	3	4	6	3	4	5	7	5	2	-	7	
Weighted Base	81*	75*	6**	***	73*	7**	***	1**	2**	8**	9**	5**	7**	9**	18**	13**	2**	-**	7**	
Effective Base	40	39	2	2	35	4	1	3	3	4	6	3	4	5	7	5	2	-	4	
Didn't need this information	13	13	-	-	11	2	-	-	1	2	-	-	4	-	3	2	-	-	2	
16%	16%	18%	-	-	16%	23%	-	32%	31%	27%	-	-	54%	-	15%	16%	-	-	23%	
On FedEx's website	37	33	4	+	31	5	+	+	-	2	4	5	2	5	8	4	2	-	5	
45%	44%	64%	42%	43%	73%	82%	8%	-	27%	46%	100%	24%	56%	44%	28%	100%	-	-	73%	
Speaking to someone who works for FedEx over the phone	22	20	2	-	22	-	-	-	1	4	2	-	1	-	7	5	1	-	-	
27%	26%	35%	-	30%	-	-	31%	32%	46%	25%	-	22%	-	40%	37%	50%	-	-	-	
Asking someone who works for FedEx in person (e.g. the postman/woman)	27	21	6	*	24	2	*	*	1	2	5	1	4	3	8	-	-	-	2	
33%	28%	98%	58%	33%	34%	18%	29%	37%	27%	54%	31%	-	44%	15%	63%	-	-	-	34%	
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ4\_5. Where did you find information about how to make a complaint to FedEx, or did you not need this information? - FedEx

Base : Made a complaint about FedEx

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	52	13	-	4	16	21	12	3	-	37	3	14	26	7	4	1	40	5	48	4
Weighted Base	81*	16**	-**	5**	32**	30**	18**	2**	-**	62*	2**	29**	37**	8**	7**	1**	66*	7**	77*	5**
Effective Base	40	9	-	3	14	17	9	1	-	31	1	13	19	4	4	1	32	5	38	3
Didn't need this information	13	3	-	1	11	2	1	-	-	13	-	7	7	-	-	-	13	-	13	-
16%	16%	-	15%	34%	6%	4%	-	-	20%	-	23%	19%	-	-	-	20%	-	17%	-	
On FedEx's website	37	9	-	2	10	13	12	1	-	24	1	12	17	3	5	1	29	5	34	3
45%	54%	-	53%	32%	44%	67%	85%	-	38%	85%	40%	48%	31%	68%	100%	44%	72%	44%	61%	
Speaking to someone who works for FedEx over the phone	22	4	-	1	8	8	5	-	-	17	-	6	8	4	3	-	15	3	22	-
27%	26%	-	32%	27%	27%	30%	-	-	27%	-	22%	23%	46%	50%	-	23%	44%	29%	-	
Asking someone who works for FedEx in person (e.g. the postman/woman)	27	-	-	-	7	9	11	*	-	16	*	9	11	2	5	-	20	5	25	2
33%	2%	-	-	23%	30%	60%	15%	-	26%	15%	32%	30%	23%	71%	-	31%	63%	33%	39%	
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_5. Where did you find information about how to make a complaint to FedEx, or did you not need this information? - FedEx

Base : Made a complaint about FedEx

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	52	7	43	2	23	25	4	44	6	1	-	51	1
Weighted Base	81*	11**	66*	4**	42**	38**	1**	72*	9**	***	..*	81*	***
Effective Base	40	6	33	2	19	20	2	35	5	1	-	40	1
Didn't need this information	13	5	8	-	7	6	-	13	-	-	-	13	-
	16%	44%	13%	-	16%	17%	-	19%	-	-	-	16%	-
On FedEx's website	37	3	32	3	20	16	1	31	5	*	-	37	*
	45%	22%	48%	65%	48%	42%	70%	43%	60%	100%	-	45%	100%
Speaking to someone who works for FedEx over the phone	22	1	19	1	12	10	-	18	4	-	-	22	-
	27%	12%	29%	35%	29%	26%	-	25%	40%	-	-	27%	-
Asking someone who works for FedEx in person (e.g. the postman/woman)	27	2	25	-	18	9	*	26	1	-	-	27	-
	33%	22%	37%	-	42%	24%	30%	36%	16%	-	-	33%	-
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_5. Where did you find information about how to make a complaint to FedEx, or did you not need this information? - FedEx

Base : Made a complaint about FedEx

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	52	-	-	27	25	-	-	-	-	-	-	19	8	5	14	6
Weighted Base	81*	**	**	43**	38**	**	**	**	**	**	**	29**	14**	10**	21**	8**
Effective Base	40	-	-	21	19	-	-	-	-	-	-	14	7	5	12	3
Didn't need this information	18	-	-	3	10	-	-	-	-	-	-	3	-	2	6	1
	16%	-	-	8%	26%	-	-	-	-	-	-	12%	-	24%	30%	15%
On FedEx's website	37	-	-	22	15	-	-	-	-	-	-	17	5	1	10	4
	45%	-	-	51%	39%	-	-	-	-	-	-	59%	36%	12%	47%	50%
Speaking to someone who works for FedEx over the phone	22	-	-	11	11	-	-	-	-	-	-	4	7	4	6	1
	27%	-	-	26%	28%	-	-	-	-	-	-	14%	50%	45%	27%	10%
Asking someone who works for FedEx in person (e.g. the postman/woman)	27	-	-	16	11	-	-	-	-	-	-	12	4	2	4	6
	33%	-	-	37%	29%	-	-	-	-	-	-	41%	29%	20%	18%	74%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_6. Where did you find information about how to make a complaint to Evri, or did you not need this information? - Evri

Base : Made a complaint about Evri

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	89	-	89	45	44	35	54	13	31	25	7	9	2	2	44	32	13	4	80	9	89
Weighted Base	105*	**	105*	63*	43**	51**	54*	11**	39**	30**	13**	10**	1**	2**	50**	43**	13**	3**	92*	13**	89*
Effective Base	56	-	56	32	25	25	32	7	20	16	6	5	1	1	27	22	7	2	49	7	89
Didn't need this information	15	-	15	11	5	13	2	3	4	7	1	1	-	*	7	7	1	*	15	-	11
On Evri's website	15%	-	15%	17%	11%	26%	4%	24%	11%	22%	5%	13%	-	3%	14%	17%	11%	2%	17%	-	12%
Speaking to someone who works for Evri over the phone	56	-	56	32	23	27	29	4	18	19	10	4	1	-	22	29	5	1	47	9	50
Asking someone who works for Evri in person (e.g. the postman/woman)	53%	-	53%	52%	54%	53%	53%	38%	45%	65%	74%	40%	100%	-	44%	67%	40%	42%	51%	70%	56%
Another way (please specify)	20	-	20	14	6	7	13	2	8	1	4	5	-	-	10	5	5	-	19	1	18
I don't know	19%	-	19%	22%	14%	13%	25%	15%	22%	3%	34%	47%	-	-	20%	12%	36%	-	20%	9%	20%
Another way (please specify)	24	-	24	14	11	12	12	5	10	6	-	2	-	2	15	6	3	2	17	7	16
I don't know	23%	-	23%	22%	25%	24%	22%	43%	27%	20%	-	16%	-	97%	30%	14%	25%	57%	18%	56%	18%
Another way (please specify)	*	-	*	*	-	-	*	-	*	-	-	-	-	-	*	-	-	-	*	-	1
I don't know	*	-	*	*	-	-	*	-	1%	-	-	-	-	-	1%	-	-	-	*	-	1%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_6. Where did you find information about how to make a complaint to Evri, or did you not need this information? - Evri

Base : Made a complaint about Evri

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	89	23	34	20	12	57	32	65	24	11	9	23	27	17	59	12	76	36	48	5
Weighted Base	105*	31**	32**	26**	17**	63*	42**	84*	22**	16**	10**	28**	25**	24**	63*	18**	87*	48**	53**	4**
Effective Base	56	15	17	15	10	32	25	44	13	8	7	14	16	11	36	9	47	25	28	3
Didn't need this information	15	8	2	1	4	10	5	15	*	3	1	3	2	3	7	5	10	11	4	-
On Evri's website	15%	25%	7%	5%	24%	16%	13%	18%	1%	22%	14%	12%	9%	14%	11%	30%	12%	24%	7%	-
Speaking to someone who works for Evri over the phone	86	13	19	14	10	32	24	41	15	6	5	14	15	16	34	6	50	23	31	2
Asking someone who works for Evri in person (e.g. the postman/woman)	53%	41%	59%	53%	61%	51%	56%	49%	68%	37%	50%	51%	61%	65%	54%	33%	46%	57%	57%	46%
Another way (please specify)	20	6	6	4	4	12	8	16	4	6	2	10	*	1	12	6	13	8	9	3
I don't know	19%	18%	20%	14%	25%	19%	19%	19%	20%	37%	19%	35%	2%	5%	19%	33%	15%	17%	17%	83%
Another way (please specify)	24	9	6	9	-	15	9	18	6	4	3	3	7	7	13	4	20	12	12	1
I don't know	23%	30%	19%	35%	-	24%	21%	22%	29%	27%	32%	10%	29%	26%	21%	24%	23%	26%	22%	17%
Another way (please specify)	*	-	*	-	-	-	-	*	-	-	-	*	-	-	*	-	-	-	-	-
I don't know	-	-	1%	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab/cd - ef - gh - ij/kl/mn - op - qrs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_6. Where did you find information about how to make a complaint to Evri, or did you not need this information? - Evri

Base : Made a complaint about Evri

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	89	62	27	9	52	19	10	8	4	5	10	4	5	4	9	6	5	3	16
Weighted Base	105*	91*	14**	2**	93*	6**	4**	2**	3**	11**	16**	5**	9**	8**	21**	14**	8**	***	5**
Effective Base	56	49	7	2	47	9	4	5	4	5	10	4	5	4	9	6	5	2	8
Didn't need this information	15	13	2	*	13	*	2	-	1	-	-	1	2	-	6	2	2	-	*
On Evri's website	86	48	7	*	49	3	2	1	1	8	6	2	7	4	13	5	3	*	3
Speaking to someone who works for Evri over the phone	19%	15%	15%	5%	14%	2%	43%	-	28%	-	-	28%	20%	-	26%	15%	25%	-	2%
Asking someone who works for Evri in person (e.g. the postman/woman)	53%	53%	52%	20%	53%	55%	55%	37%	47%	75%	40%	41%	80%	50%	63%	33%	38%	40%	56%
Another way (please specify)	24	23	2	2	23	*	-	1	1	-	7	1	-	4	5	5	2	-	*
I don't know	19%	17%	3	-	17	2	*	*	-	3	4	-	2	-	2	5	1	*	2
	23%	19%	21%	-	18%	43%	2%	27%	-	25%	28%	-	20%	-	11%	32%	15%	60%	42%
	24	23	2	2	23	*	-	1	1	-	7	1	-	4	5	5	2	-	*
	23%	25%	12%	75%	25%	5%	-	36%	25%	-	43%	30%	-	50%	22%	32%	22%	-	5%
	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	16%	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_6. Where did you find information about how to make a complaint to Evri, or did you not need this information? - Evri

Base : Made a complaint about Evri

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	89	29	3	8	35	36	12	4	1	71	5	46	32	6	4	-	78	4	62	27
Weighted Base	105*	34**	6**	8**	46**	42**	14**	3**	1**	87**	4**	60*	30**	9**	4**	-**	90*	4**	80*	25**
Effective Base	56	18	3	5	23	22	8	2	1	45	3	30	17	5	3	-	48	3	42	15
Didn't need this information	15%	2	-	-	8	2	3	2	-	10	2	7	3	-	3	-	10	3	15	1
On Evri's website	53%	6%	-	-	18%	4%	23%	59%	-	11%	50%	11%	11%	-	79%	-	11%	79%	19%	2%
Speaking to someone who works for Evri over the phone	20	10	2	2	23	25	6	*	1	49	1	36	16	4	*	-	52	*	37	18
Asking someone who works for Evri in person (e.g. the postman/woman)	19%	61%	100%	70%	51%	61%	46%	3%	100%	56%	19%	60%	52%	44%	3%	-	57%	3%	47%	73%
Another way (please specify)	23%	28%	29%	31%	24%	13%	19%	36%	-	16	1	11	7	1	1	-	18	1	18	2
I don't know	24	7	2	3	9	12	3	*	-	21	*	10	8	6	-	-	19	-	18	6
	23%	20%	32%	45%	21%	28%	22%	2%	-	24%	2%	17%	27%	64%	-	-	21%	-	23%	24%
	*	*	-	-	-	-	-	-	-	-	-	*	*	-	-	-	*	-	*	-
	*	1%	-	-	-	-	2%	-	-	-	-	-	1%	-	-	-	*	-	*	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - ab/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_6. Where did you find information about how to make a complaint to Evri, or did you not need this information? - Evri

Base : Made a complaint about Evri

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	89	8	80	1	31	49	9	77	11	1	-	89	-
Weighted Base	105*	11**	92*	2**	43**	55**	7**	87*	15**	2**	-**	105*	-**
Effective Base	56	5	50	1	22	30	6	47	8	1	-	56	-
Didn't need this information	15	3	13	-	7	7	1	12	3	-	-	15	-
15%		26%	14%	-	16%	13%	20%	14%	22%	-	-	15%	-
On Evri's website	56	4	50	2	20	31	4	51	5	-	-	56	-
53%		35%	54%	100%	47%	57%	55%	59%	29%	-	-	53%	-
Speaking to someone who works for Evri over the phone	20	-	20	-	7	11	2	16	4	-	-	20	-
19%		2%	21%	-	15%	20%	33%	18%	26%	-	-	19%	-
Asking someone who works for Evri in person (e.g. the postman/woman)	24	4	20	-	14	9	1	18	4	2	-	24	-
23%		38%	22%	-	32%	17%	16%	21%	24%	100%	-	23%	-
Another way (please specify)	*	-	*	-	-	*	-	*	-	-	-	*	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ4\_6. Where did you find information about how to make a complaint to Evri, or did you not need this information? - Evri

Base : Made a complaint about Evri

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	89	-	39	50	-	-	-	-	-	-	-	29	10	13	17	20
Weighted Base	105*	**	47**	58*	**	**	**	**	**	**	**	35**	13**	19**	16**	23**
Effective Base	56	-	24	33	-	-	-	-	-	-	-	18	6	9	11	13
Didn't need this information	15	-	10	5	-	-	-	-	-	-	-	8	2	3	2	*
15%	-	-	21%	9%	-	-	-	-	-	-	-	23%	17%	19%	11%	*
On Evri's website	56	-	19	37	-	-	-	-	-	-	-	15	4	11	12	14
53%	-	-	41%	63%	-	-	-	-	-	-	-	45%	29%	56%	75%	60%
Speaking to someone who works for Evri over the phone	20	-	12	8	-	-	-	-	-	-	-	5	7	-	4	4
19%	-	-	29%	14%	-	-	-	-	-	-	-	13%	57%	-	25%	18%
Asking someone who works for Evri in person (e.g. the postman/woman)	24	-	11	14	-	-	-	-	-	-	-	9	1	5	2	7
23%	-	-	23%	23%	-	-	-	-	-	-	-	27%	11%	25%	14%	29%
Another way (please specify)	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-
* -	-	-	1%	-	-	-	-	-	-	-	-	1%	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_8. Where did you find information about how to make a complaint to DPD, or did you not need this information? - DPD

Base : Made a complaint about DPD

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	57	-	57	29	28	30	27	10	22	17	2	3	-	3	32	19	6	3	46	11	57
Weighted Base	71*	**	71*	46**	25**	36**	34**	7**	32**	21**	3**	6**	**	1**	39**	24**	7**	1**	56**	15**	57*
Effective Base	38	-	38	23	15	20	18	7	17	11	1	2	-	1	23	12	3	1	29	8	57
Didn't need this information	13	-	13	11	1	8	4	2	5	4	*	-	-	1	7	4	1	1	10	2	7
18%	-	-	18%	24%	5%	22%	13%	29%	15%	19%	2%	-	-	93%	18%	17%	18%	93%	18%	16%	12%
On DPD's website	27	-	27	14	13	13	14	2	12	8	3	3	-	*	14	11	3	*	22	6	22
39%	-	-	39%	31%	53%	36%	42%	23%	37%	37%	98%	52%	-	7%	35%	44%	43%	7%	38%	41%	39%
Speaking to someone who works for DPD over the phone	19	-	19	13	6	11	8	2	8	5	-	3	-	*	10	5	3	*	15	3	17
26%	-	-	26%	28%	24%	30%	22%	35%	25%	25%	-	48%	-	4%	27%	22%	40%	4%	28%	21%	30%
Asking someone who works for DPD in person (e.g. the postman/woman)	18	-	18	16	3	9	9	2	12	5	-	-	-	-	14	5	-	-	11	7	17
26%	-	-	26%	34%	12%	26%	26%	22%	37%	23%	-	-	-	-	34%	20%	-	-	20%	49%	30%
Another way (please specify)	*	-	*	-	*	-	*	-	*	-	-	-	-	-	*	-	-	-	*	-	1
2	-	-	2	-	*	-	*	-	*	-	-	-	-	-	*	-	-	-	*	-	2%
I don't know	2	-	2	-	2	2	-	2	2	-	-	-	-	-	2	2	-	-	2	-	2
3%	-	-	3%	-	9%	5%	1%	5%	-	9%	-	-	-	-	1%	8%	-	-	4%	-	4%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_8. Where did you find information about how to make a complaint to DPD, or did you not need this information? - DPD

Base : Made a complaint about DPD

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	57	19	20	12	6	39	18	43	14	4	8	21	8	14	37	5	51	25	26	6
Weighted Base	71*	18**	27**	16**	10**	44**	26**	58**	13**	8**	11**	25**	10**	13**	46**	10**	60**	34**	32**	5**
Effective Base	38	10	14	9	5	24	14	30	8	4	6	14	6	7	25	5	33	18	17	3
Didn't need this information	13	6	2	2	2	9	4	9	3	3	2	2	4	-	8	5	8	10	2	-
18%	18%	35%	9%	13%	19%	19%	15%	16%	26%	33%	20%	9%	34%	-	17%	45%	13%	30%	7%	-
On DPD's website	27	7	10	6	5	17	11	23	4	3	7	6	3	9	16	3	25	11	12	4
39%	39%	38%	37%	36%	50%	38%	41%	40%	32%	33%	59%	24%	29%	68%	27%	41%	34%	37%	84%	
Speaking to someone who works for DPD over the phone	19	3	11	4	1	14	5	15	4	1	-	12	2	3	14	1	17	10	8	1
26%	26%	17%	40%	22%	14%	31%	19%	25%	31%	14%	-	48%	18%	22%	30%	12%	28%	29%	25%	19%
Asking someone who works for DPD in person (e.g. the postman/woman)	18	5	5	7	2	10	8	16	2	2	2	6	2	5	11	2	16	10	8	1
26%	26%	28%	20%	41%	17%	23%	32%	28%	19%	20%	21%	25%	22%	41%	23%	16%	27%	29%	24%	16%
Another way (please specify)	*	-	*	-	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-
I don't know	2	*	-	2	-	*	2	2	-	-	-	2	-	-	2	-	2	*	2	-
3%	3%	2%	-	12%	-	1%	7%	4%	-	-	-	9%	-	-	5%	-	4%	1%	6%	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|klm|n - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_8. Where did you find information about how to make a complaint to DPD, or did you not need this information? - DPD

Base : Made a complaint about DPD

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	57	48	9	6	35	8	6	8	3	4	7	1	6	2	7	4	1	1	7
Weighted Base	71*	70*	1**	***	63*	2**	3**	2**	2**	8**	11**	1**	10**	3**	17**	9**	1**	***	2**
Effective Base	38	37	8	5	31	4	4	6	3	4	7	1	6	2	7	4	1	1	3
Didn't need this information	13	12	*	*	12	-	-	*	-	2	-	-	3	-	5	2	-	-	-
18%	18%	10%	17%	20%	-	-	4%	-	28%	-	-	-	31%	-	29%	22%	-	-	-
On DPD's website	27	27	*	*	25	*	2	*	1	2	3	1	4	1	11	2	-	*	*
39%	39%	40%	53%	39%	15%	63%	23%	58%	26%	27%	100%	37%	42%	61%	22%	-	100%	5%	
Speaking to someone who works for DPD over the phone	19	18	*	*	16	2	*	*	-	4	6	-	2	-	3	1	*	*	2
26%	26%	35%	28%	25%	80%	12%	21%	-	45%	56%	-	18%	-	-	30%	100%	100%	78%	
Asking someone who works for DPD in person (e.g. the postman/woman)	18	18	*	*	16	1	*	1	1	-	1	-	5	2	4	2	-	-	1
26%	26%	36%	30%	25%	51%	14%	54%	42%	-	10%	-	51%	56%	26%	27%	-	-	-	57%
Another way (please specify)	*	-	13%	-	-	-	-	5%	-	-	-	-	-	-	-	-	-	-	-
I don't know	2	2	-	-	2	-	*	-	-	-	2	-	-	-	-	-	-	-	-
3%	3%	-	-	3%	-	11%	-	-	-	17%	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_8. Where did you find information about how to make a complaint to DPD, or did you not need this information? - DPD

Base : Made a complaint about DPD

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	57	10	-	6	19	22	9	6	-	41	6	26	18	7	4	2	44	6	47	10
Weighted Base	71*	10**	-**	4**	25**	31**	6**	7**	-**	56**	7**	39**	18**	5**	5**	4**	57**	9**	62*	9**
Effective Base	38	6	-	4	11	17	7	4	-	28	4	18	12	3	4	2	29	6	32	6
Didn't need this information	13	1	-	1	7	6	-	-	-	13	-	9	1	2	-	-	10	-	12	-
16%	13%	-	35%	26%	19%	-	-	-	22%	-	23%	7%	49%	-	-	13%	-	20%	-	1%
On DPD's website	27	4	-	*	8	11	3	5	-	19	5	15	10	1	1	-	25	1	24	3
39%	35%	-	3%	33%	35%	48%	70%	-	34%	70%	38%	56%	24%	22%	-	44%	13%	39%	39%	
Speaking to someone who works for DPD over the phone	19	5	-	2	10	4	2	2	-	14	2	7	8	*	2	2	14	4	16	3
26%	53%	-	63%	38%	14%	39%	29%	-	25%	29%	17%	41%	8%	41%	54%	25%	46%	25%	34%	
Asking someone who works for DPD in person (e.g. the postman/woman)	18	1	-	1	7	8	3	*	-	15	*	11	4	1	1	2	15	3	16	2
26%	7%	-	20%	28%	26%	42%	1%	-	27%	1%	28%	22%	19%	22%	46%	26%	32%	26%	27%	
Another way (please specify)	*	-	-	-	*	-	-	-	*	-	*	-	-	-	-	*	-	*	-	-
I don't know	2	-	-	-	-	2	-	-	2	-	*	-	-	2	-	*	-	*	2	-
3%	-	-	-	-	7%	-	-	-	4%	-	1%	-	-	36%	-	1%	22%	4%	-	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_8. Where did you find information about how to make a complaint to DPD, or did you not need this information? - DPD

Base : Made a complaint about DPD

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	57	9	47	1	22	29	6	48	6	2	-	56	1
Weighted Base	71*	12**	57*	2**	31**	35**	4**	60*	9**	2**	-**	71*	**
Effective Base	38	6	31	1	16	19	3	32	5	2	-	38	1
Didn't need this information	13	5	8	-	7	5	-	13	-	-	-	13	-
18%	39%	14%	-	-	23%	16%	-	21%	-	-	-	18%	-
On DPD's website	27	1	26	-	12	13	2	22	6	-	-	27	-
39%	11%	46%	-	40%	37%	52%	-	36%	65%	-	-	39%	-
Speaking to someone who works for DPD over the phone	19	2	17	-	7	11	-	14	3	2	-	19	-
26%	13%	30%	-	23%	33%	-	-	23%	31%	100%	-	26%	-
Asking someone who works for DPD in person (e.g. the postman/woman)	18	5	12	2	13	4	2	18	-	-	-	18	*
26%	38%	21%	100%	41%	12%	39%	-	31%	-	-	-	26%	100%
Another way (please specify)	*	-	*	-	-	-	-	*	-	-	-	*	-
I don't know	2	-	2	-	-	2	*	2	*	-	-	2	-
3%	-	4%	-	-	5%	9%	-	3%	4%	-	-	3%	-

Proportions/Mears: Columns Test(s) (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_8. Where did you find information about how to make a complaint to DPD, or did you not need this information? - DPD

Base : Made a complaint about DPD

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	57	-	-	23	23	-	-	-	-	-	-	-	20	8	2	15	12
Weighted Base	71*	**	**	37**	34**	**	**	**	**	**	**	**	24**	13**	***	21**	13**
Effective Base	38	-	-	19	19	-	-	-	-	-	-	-	13	6	2	12	7
Didn't need this information	13	-	-	5	7	-	-	-	-	-	-	-	3	2	*	7	-
18%	-	-	-	14%	22%	-	-	-	-	-	-	-	11%	18%	58%	36%	-
On DPD's website	27	-	-	10	17	-	-	-	-	-	-	-	7	3	*	10	8
39%	-	-	-	27%	52%	-	-	-	-	-	-	-	31%	20%	42%	47%	60%
Speaking to someone who works for DPD over the phone	18	-	-	12	6	-	-	-	-	-	-	-	5	7	**	4	3
26%	-	-	-	33%	19%	-	-	-	-	-	-	-	20%	58%	42%	18%	20%
Asking someone who works for DPD in person (e.g. the postman/woman)	18	-	-	11	8	-	-	-	-	-	-	-	10	*	-	5	2
26%	-	-	-	29%	23%	-	-	-	-	-	-	-	43%	3%	-	26%	18%
Another way (please specify)	*	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-
*	-	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-
I don't know	2	-	-	2	*	-	-	-	-	-	-	-	2	-	-	-	*
3%	-	-	-	5%	1%	-	-	-	-	-	-	-	8%	-	-	-	3%

Proportions/Mears: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_9. Where did you find information about how to make a complaint to Parcelforce, or did you not need this information? - Parcelforce

Base : Made a complaint about Parcelforce

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total			
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)		
Unweighted Base	40	-	40	20	20	25	15	8	15	9	3	20	3	1	1	23	12	5	2	35	5	40
Weighted Base	55*	-**	55**	36**	20**	37**	19**	8**	23**	16**	2**	6**	3**	1	1	30**	19**	6**	***	48**	7**	40*
Effective Base	28	-	28	16	13	17	10	5	11	7	2	3	1	1	16	9	3	2	24	4	40	
Didn't need this information	11	-	11	11	-	9	2	-	6	5	-	-	-	-	6	5	-	-	9	2	5	
	19%	-	19%	30%	-	28%	9%	-	27%	28%	-	-	-	-	20%	24%	-	-	19%	23%	13%	
On Parcelforce's website	18	-	18	7	11	12	6	1	6	6	1	4	-	-	7	7	4	-	15	3	16	
	32%	-	32%	19%	57%	32%	33%	14%	25%	37%	39%	67%	-	-	22%	37%	65%	38%	31%	39%	40%	
Speaking to someone who works for Parcelforce over the phone	23	-	23	15	8	16	7	4	8	8	-	2	-	-	12	8	2	-	19	4	14	
	41%	-	41%	42%	40%	44%	35%	54%	37%	51%	-	33%	-	-	41%	45%	31%	-	39%	55%	35%	
Asking someone who works for Parcelforce in person (e.g. the postman/woman)	10	-	10	9	1	5	4	2	3	3	2	-	-	-	5	4	-	-	5	4	6	
	16%	-	16%	25%	5%	15%	24%	32%	13%	17%	61%	-	-	-	16%	23%	-	-	11%	61%	20%	
Another way (please specify)	*	-	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	1	
	*	-	*	-	1%	-	-	-	-	-	-	-	100%	-	-	3%	62%	-	*	-	3%	
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ4\_9. Where did you find information about how to make a complaint to Parcelforce, or did you not need this information? - Parcelforce

Base : Made a complaint about Parcelforce

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)
Unweighted Base	40	11	12	13	4	23	17	33	6	2	12	10	9	24	7	33	17	23	-
Weighted Base	55*	17**	15**	18**	5**	32**	23**	53**	7**	4**	15**	11**	18**	29**	9**	47**	27**	29**	-**
Effective Base	28	7	8	10	4	15	13	26	4	2	8	6	7	16	5	23	12	16	-
Didn't need this information	11	6	2	2	2	7	4	11	3	2	2	-	3	3	5	6	9	2	-
On Parcelforce's website	19%	33%	17%	10%	35%	22%	16%	20%	39%	45%	12%	-	16%	12%	51%	13%	34%	8%	-
Speaking to someone who works for Parcelforce over the phone	18	4	3	9	2	7	11	18	2	-	6	4	7	9	2	16	5	13	-
Asking someone who works for Parcelforce in person (e.g. the postman/woman)	32%	25%	20%	47%	41%	22%	46%	33%	26%	-	37%	34%	39%	37%	21%	34%	19%	45%	-
Another way (please specify)	23	9	9	4	1	18	5	21	2	-	5	5	10	10	2	20	15	7	-
I don't know	41%	54%	57%	21%	24%	55%	22%	39%	35%	-	32%	52%	58%	35%	28%	44%	57%	26%	-
Asking someone who works for Parcelforce in person (e.g. the postman/woman)	10	3	2	4	-	6	4	10	-	2	3	2	3	6	-	10	3	6	-
Another way (please specify)	18%	20%	16%	22%	-	18%	17%	19%	-	55%	20%	14%	19%	22%	-	21%	12%	23%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_9. Where did you find information about how to make a complaint to Parcelforce, or did you not need this information? - Parcelforce

Base : Made a complaint about Parcelforce

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	40	33	7	1	28	4	4	4	2	4	3	2	5	5	6	1	-	-	4
Weighted Base	55*	55**	1**	***	53**	***	1**	1**	1**	8**	5**	2**	9**	9**	16**	2**	**	**	***
Effective Base	28	27	5	1	25	2	3	3	2	4	3	2	5	5	6	1	-	-	2
Didn't need this information	11	11	-	-	11	-	-	-	-	-	-	-	5	-	6	-	-	-	-
19%	19%	20%	-	-	20%	-	-	-	-	-	-	-	61%	-	34%	-	-	-	-
On Parcelforce's website	18	18	+	-	17	+	-	1	1	4	2	2	2	3	3	-	-	-	+
32%	32%	32%	47%	-	32%	46%	-	65%	57%	47%	40%	100%	21%	38%	17%	-	-	-	46%
Speaking to someone who works for Parcelforce over the phone	23	23	*	-	22	-	*	*	1	2	3	-	-	5	11	-	-	-	-
41%	41%	41%	100%	-	41%	-	48%	35%	43%	30%	60%	-	-	62%	66%	-	-	-	-
Asking someone who works for Parcelforce in person (e.g. the postman/woman)	10	10	*	-	9	-	1	1	-	2	-	-	2	-	3	2	-	-	-
18%	18%	18%	26%	-	16%	-	52%	44%	-	23%	-	-	18%	-	17%	100%	-	-	-
Another way (please specify)	+	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-
+	-	33%	-	-	54%	-	-	-	-	-	-	-	-	-	-	-	-	-	54%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_9. Where did you find information about how to make a complaint to Parcelforce, or did you not need this information? - Parcelforce

Base : Made a complaint about Parcelforce

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	40	6	1	3	20	13	2	5	-	33	5	18	16	2	2	2	34	4	34	6
Weighted Base	55*	3**	***	1**	33**	16**	2**	5**	-**	49**	5**	28**	19**	3**	3**	3**	47**	6**	47**	8**
Effective Base	28	3	1	2	15	9	2	3	-	24	3	13	10	1	2	2	23	4	23	4
Didn't need this information	11	-	-	-	9	2	-	-	-	11	-	5	5	-	-	2	9	2	11	-
19%	-	-	-	-	28%	10%	-	-	-	22%	-	16%	25%	-	-	66%	20%	27%	23%	-
On Parcelforce's website	18	2	*	*	4	9	1	4	-	13	4	7	7	-	3	-	15	3	14	4
32%	57%	100%	12%	11%	57%	79%	74%	-	26%	74%	26%	40%	-	100%	-	32%	53%	30%	47%	
Speaking to someone who works for Parcelforce over the phone	23	1	-	1	17	5	*	1	-	21	1	14	4	3	-	1	19	1	19	4
47%	43%	-	88%	51%	28%	21%	26%	-	43%	26%	51%	24%	100%	-	44%	40%	21%	40%	50%	
Asking someone who works for Parcelforce in person (e.g. the postman/postwoman)	10	-	-	-	9	1	-	-	-	10	-	7	3	-	-	-	10	-	10	-
18%	-	-	-	27%	6%	-	-	-	20%	-	26%	14%	-	-	-	21%	-	21%	-	
Another way (please specify)	*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	*	-	-	-	*
I don't know	*	-	-	-	-	1%	-	-	*	-	-	1%	-	-	-	*	-	-	-	3%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(h)(i) - kl(mn)(o)(p)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_9. Where did you find information about how to make a complaint to Parcelforce, or did you not need this information? - Parcelforce

Base : Made a complaint about Parcelforce

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	40	5	33	2	14	22	4	35	3	2	-	40	-
Weighted Base	55*	8**	43**	4**	22**	29**	5**	52**	3**	***	-**	55**	-**
Effective Base	28	3	23	2	10	16	2	25	3	1	-	28	-
Didn't need this information	11	3	6	2	5	5	2	11	-	-	-	11	-
19%	34%	15%	37%	21%	16%	38%	21%	-	-	-	-	19%	-
On Parcelforce's website	18	3	15	-	8	10	*	16	1	*	-	18	-
32%	35%	35%	-	35%	35%	1%	32%	45%	7%	-	-	32%	-
Speaking to someone who works for Parcelforce over the phone	23	-	20	3	10	10	3	21	1	*	-	23	-
41%	-	47%	63%	45%	34%	64%	41%	40%	93%	-	-	41%	-
Asking someone who works for Parcelforce in person (e.g. the postman/postwoman)	10	3	7	-	5	4	-	9	*	-	-	10	-
18%	38%	16%	-	25%	15%	-	18%	15%	-	-	-	18%	-
Another way (please specify)	*	-	*	-	-	*	-	*	-	-	-	*	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_9. Where did you find information about how to make a complaint to Parcelforce, or did you not need this information? - Parcelforce

Base : Made a complaint about Parcelforce

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	40	-	-	15	24	-	-	-	-	-	-	-	15	1	10	8	6
Weighted Base	55*	**	**	23**	32**	**	**	**	**	**	**	**	21**	2**	12**	14**	7**
Effective Base	28	-	-	11	16	-	-	-	-	-	-	-	10	1	6	7	4
Didn't need this information	11	-	-	4	6	-	-	-	-	-	-	-	4	-	3	4	-
19%	-	-	-	19%	20%	-	-	-	-	-	-	-	20%	-	24%	27%	-
On Parcelforce's website	18	-	-	8	10	-	-	-	-	-	-	-	8	-	3	2	5
32%	-	-	-	32%	32%	-	-	-	-	-	-	-	35%	-	25%	17%	74%
Speaking to someone who works for Parcelforce over the phone	23	-	-	10	13	-	-	-	-	-	-	-	8	2	4	8	2
41%	-	-	-	42%	41%	-	-	-	-	-	-	-	36%	100%	32%	56%	25%
Asking someone who works for Parcelforce in person (e.g. the postman/woman)	10	-	-	7	3	-	-	-	-	-	-	-	7	-	2	*	*
16%	-	-	-	31%	8%	-	-	-	-	-	-	-	34%	-	21%	1%	1%
Another way (please specify)	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
1%	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	2%	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_10. Where did you find information about how to make a complaint to TNT, or did you not need this information? - TNT

Base : Made a complaint about TNT

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	26	-	19	7	21	5	4	11	6	-	3	-	2	15	6	5	2	22	4	26
Weighted Base	36*	**	36**	7**	31**	5**	4**	15**	13**	**	2**	**	3**	19**	13**	4**	3**	31**	5**	26*
Effective Base	18	-	14	6	15	3	3	8	5	-	2	-	2	11	5	3	2	16	2	26
Didn't need this information	7	-	7	-	5	2	2	1	5	-	-	-	-	3	5	-	-	7	-	4
21%	-	-	21%	-	18%	41%	49%	5%	37%	-	-	-	-	15%	37%	-	-	24%	-	15%
On TNT's website	13	-	13	5	13	-	2	4	5	-	-	-	3	6	5	3	3	10	3	9
36%	-	36%	29%	64%	42%	-	40%	26%	37%	-	-	100%	29%	37%	65%	100%	31%	74%	35%	
Speaking to someone who works for TNT over the phone	6	-	5	-	4	1	-	1	3	-	1	-	-	1	3	1	-	5	1	6
16%	-	16%	18%	7%	14%	27%	-	9%	26%	-	82%	-	-	7%	26%	28%	-	15%	26%	23%
Asking someone who works for TNT in person (e.g. the postman/woman)	12	-	12	2	11	2	-	9	3	-	-	-	-	9	3	-	-	10	3	6
34%	-	34%	36%	29%	38%	32%	11%	60%	22%	-	18%	-	-	49%	22%	6%	-	31%	60%	31%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_10. Where did you find information about how to make a complaint to TNT, or did you not need this information? - TNT

Base : Made a complaint about TNT

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	26	12	5	8	1	17	9	20	6	2	2	6	8	7	16	3	23	14	12	-
Weighted Base	36*	17**	6**	12**	2**	23**	13**	29**	7**	4**	4**	9**	8**	9**	21**	6**	30**	25**	11**	**
Effective Base	18	8	3	7	1	11	8	14	5	2	2	4	6	4	12	3	16	12	7	-
Didn't need this information	7	3	-	3	2	3	5	5	2	-	-	2	-	4	2	2	6	7	1	-
21%	17%	-	25%	100%	12%	35%	19%	29%	-	-	23%	-	38%	10%	32%	19%	27%	7%	-	
On TNT's website	13	7	2	4	-	9	4	8	5	-	2	2	4	5	8	-	13	6	7	-
36%	42%	38%	33%	-	41%	29%	65%	-	-	42%	22%	54%	56%	38%	-	43%	23%	68%	-	
Speaking to someone who works for TNT over the phone	6	1	3	1	-	5	1	6	-	1	-	3	2	1	4	1	5	4	2	-
16%	8%	55%	10%	-	20%	9%	20%	-	-	30%	-	31%	22%	1%	22%	21%	15%	16%	17%	-
Asking someone who works for TNT in person (e.g. the postman/woman)	12	8	-	4	-	9	4	12	4	3	2	2	2	3	6	3	10	11	1	-
34%	49%	7%	32%	-	38%	28%	41%	6%	-	70%	58%	25%	24%	34%	31%	46%	32%	46%	8%	-
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Yes/No (5% risk level) - ab/cd - ef - gh - ijkl/mn - op - qrs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_10. Where did you find information about how to make a complaint to TNT, or did you not need this information? - TNT

Base : Made a complaint about TNT

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	26	22	4	2	18	2	3	3	1	1	4	1	3	2	4	1	1	-	2
Weighted Base	36*	34**	2**	2**	33**	1**	1**	1**	1**	2**	6**	1**	5**	4**	11**	2**	2**	-**	1**
Effective Base	18	17	1	1	16	1	2	3	1	1	4	1	3	2	4	1	1	-	1
Didn't need this information	7	7	-	-	7	1	-	-	-	-	-	-	2	-	3	2	-	-	1
On TNT's website	21%	22%	-	-	20%	89%	-	-	-	-	-	-	37%	-	25%	100%	-	-	89%
Speaking to someone who works for TNT over the phone	13	11	2	2	13	-	-	-	1	-	3	-	1	4	3	-	2	-	-
Asking someone who works for TNT in person (e.g. the postman/woman)	36%	33%	90%	95%	39%	-	7%	-	100%	-	52%	-	26%	100%	25%	-	100%	-	-
Another way (please specify)	6	6	-	-	5	-	-	-	-	-	1	-	-	-	3	-	-	-	-
I don't know	16%	16%	10%	5%	15%	11%	14%	40%	-	-	20%	100%	-	25%	-	-	-	-	11%
Unweighted Base	12	12	-	-	11	-	-	1	-	2	2	-	2	-	5	-	-	-	-
Weighted Base	34%	36%	-	-	34%	-	79%	60%	-	100%	28%	-	37%	-	49%	-	-	-	-
Effective Base	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't need this information	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
On TNT's website	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Speaking to someone who works for TNT over the phone	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Asking someone who works for TNT in person (e.g. the postman/woman)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ4\_10. Where did you find information about how to make a complaint to TNT, or did you not need this information? - TNT

Base : Made a complaint about TNT

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	26	4	-	2	12	13	1	-	-	25	-	10	11	3	1	1	21	2	23	3
Weighted Base	36*	3**	-**	3**	20**	15**	***	-**	-**	35**	-**	18**	13**	3**	***	1**	31**	1**	33**	3**
Effective Base	18	3	-	2	9	9	1	-	-	18	-	8	7	3	1	1	15	2	17	2
Didn't need this information	7	-	-	-	7	1	-	-	-	7	-	4	3	-	-	1	7	1	7	1
21%	-	-	-	-	33%	5%	-	-	-	21%	-	22%	21%	-	-	21%	65%	20%	20%	28%
On TNT's website	13	3	-	3	3	10	-	-	-	13	-	5	5	3	-	10	-	11	2	2
36%	84%	-	100%	17%	63%	-	-	-	-	37%	-	26%	38%	100%	-	31%	-	34%	68%	68%
Speaking to someone who works for TNT over the phone	6	1	-	-	6	*	-	-	-	6	-	4	1	-	-	6	-	6	*	*
16%	16%	-	-	28%	1%	-	-	-	-	16%	-	25%	10%	-	-	18%	-	17%	4%	4%
Asking someone who works for TNT in person (e.g. the postman/woman)	12	-	-	-	7	5	*	-	-	12	-	8	4	-	*	12	*	12	*	-
34%	-	-	-	36%	30%	100%	-	-	34%	-	43%	31%	-	100%	-	38%	35%	37%	-	-
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_10. Where did you find information about how to make a complaint to TNT, or did you not need this information? - TNT

Base : Made a complaint about TNT

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	26	4	21	1	13	11	2	24	2	-	-	26	-
Weighted Base	36*	7**	26**	3**	22**	14**	1**	34**	2**	-**	-**	36**	-**
Effective Base	18	3	15	1	10	8	1	17	2	-	-	18	-
Didn't need this information	7	2	5	-	2	5	1	7	-	-	-	7	-
	21%	31%	20%	-	10%	34%	9%	22%	-	-	-	21%	-
On TNT's website	13	-	13	-	6	7	-	11	2	-	-	13	-
	36%	-	49%	-	29%	50%	-	34%	78%	-	-	36%	-
Speaking to someone who works for TNT over the phone	6	-	3	3	4	2	*	6	-	-	-	6	-
	16%	-	11%	100%	19%	12%	9%	17%	-	-	-	16%	-
Asking someone who works for TNT in person (e.g. the postman/woman)	12	5	8	-	12	*	-	12	*	-	-	12	-
	34%	69%	29%	-	55%	3%	-	35%	22%	-	-	34%	-
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_10. Where did you find information about how to make a complaint to TNT, or did you not need this information? - TNT

Base : Made a complaint about TNT

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	26	-	-	7	19	-	-	-	-	-	-	6	1	4	9	6
Weighted Base	36*	**	**	10**	26**	**	**	**	**	**	**	10**	***	7**	15**	5**
Effective Base	18	-	-	5	14	-	-	-	-	-	-	5	1	3	8	3
Didn't need this information	7	-	-	-	7	-	-	-	-	-	-	-	-	3	5	-
21%	-	-	-	29%	-	-	-	-	-	-	-	-	-	41%	32%	-
On TNT's website	13	-	-	5	8	-	-	-	-	-	-	5	-	4	2	3
36%	-	-	47%	32%	-	-	-	-	-	-	47%	-	-	52%	13%	67%
Speaking to someone who works for TNT over the phone	6	-	-	-	6	-	-	-	-	-	-	-	-	-	4	1
16%	-	-	1%	22%	-	-	-	-	-	-	-	-	100%	7%	27%	27%
Asking someone who works for TNT in person (e.g. the postman/woman)	12	-	-	8	4	-	-	-	-	-	-	8	-	-	4	-
34%	-	-	80%	17%	-	-	-	-	-	-	81%	-	-	28%	-	6%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_12. Where did you find information about how to make a complaint to UPS, or did you not need this information? - UPS

Base : Made a complaint about UPS

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	32	-	17	15	23	9	4	12	12	-	3	1	-	16	12	4	1	27	5	32
Weighted Base	50*	**	50**	27**	36**	14**	8**	20**	20**	**	2**	***	**	27**	20**	3**	***	41**	9**	32*
Effective Base	23	-	12	11	16	7	3	10	9	-	1	1	-	12	9	1	1	20	3	32
Didn't need this information	7	-	7	-	7	-	-	3	5	-	-	-	-	3	5	-	-	7	-	4
On UPS's website	15%	-	15%	-	20%	-	-	13%	23%	-	-	-	-	10%	23%	-	-	18%	-	13%
Speaking to someone who works for UPS over the phone	18	-	18	7	10	7	3	5	7	-	2	-	-	8	7	3	-	14	4	12
Asking someone who works for UPS in person (e.g. the postman/woman)	36%	-	36%	31%	28%	56%	34%	27%	36%	-	100%	-	-	29%	36%	100%	-	34%	42%	38%
Another way (please specify)	19	-	19	8	15	4	5	6	9	-	-	-	-	10	9	-	-	10	9	12
I don't know	39%	-	39%	50%	41%	33%	61%	29%	45%	-	-	-	-	38%	45%	-	-	25%	100%	38%
	16	-	16	7	12	4	5	9	2	-	-	-	-	14	2	-	-	11	5	11
	33%	-	33%	24%	34%	30%	66%	47%	10%	-	-	-	-	52%	10%	-	-	27%	56%	34%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_12. Where did you find information about how to make a complaint to UPS, or did you not need this information? - UPS

Base : Made a complaint about UPS

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	32	15	6	8	3	21	11	27	5	4	2	6	5	13	13	5	26	16	15	1
Weighted Base	50*	22**	8**	14**	6**	30**	20**	44**	5**	10**	1**	10**	8**	19**	18**	12**	37**	30**	19**	1**
Effective Base	23	9	5	7	3	13	10	20	3	4	2	5	4	9	10	4	18	13	10	1
Didn't need this information	7	3	-	3	2	3	4	7	-	-	-	2	-	4	2	2	5	6	1	-
On UPS's website	15%	13%	-	19%	30%	9%	23%	16%	-	-	-	19%	-	19%	10%	15%	15%	21%	4%	-
Speaking to someone who works for UPS over the phone	18	5	6	5	2	11	7	15	3	2	-	-	4	12	4	2	15	11	7	-
Asking someone who works for UPS in person (e.g. the postman/woman)	36%	24%	66%	33%	36%	36%	35%	33%	52%	22%	-	-	48%	62%	20%	19%	42%	35%	37%	-
Another way (please specify)	19	14	4	2	-	17	2	19	1	5	*	2	4	7	6	5	13	12	7	1
I don't know	39%	63%	43%	15%	-	57%	11%	42%	13%	51%	53%	17%	52%	39%	33%	44%	36%	40%	35%	100%
Another way (please specify)	16	8	2	4	2	10	6	14	3	7	*	6	-	2	7	7	9	10	5	1
I don't know	33%	39%	18%	32%	32%	33%	32%	31%	46%	65%	47%	65%	-	12%	37%	55%	24%	34%	29%	100%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Test(s) (5% risk level) - ab/cd - ef - gh - ij/kl/mn - op - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_12. Where did you find information about how to make a complaint to UPS, or did you not need this information? - UPS

Base : Made a complaint about UPS

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	32	27	5	1	22	4	3	3	1	5	5	-	3	2	5	1	-	-	4
Weighted Base	50*	49**	***	***	47**	2**	1**	1**	1**	13**	8**	**	5**	5**	13**	2**	**	**	2**
Effective Base	23	22	4	1	20	3	2	2	1	5	5	-	3	2	5	1	-	-	3
Didn't need this information	7	7	-	-	6	1	-	-	-	-	-	-	4	-	3	-	-	-	1
On UPS's website	15%	15%	-	-	14%	40%	-	-	-	-	-	-	74%	-	22%	-	-	-	40%
Speaking to someone who works for UPS over the phone	18	17	+	+	17	+	1	+	-	4	3	-	-	5	5	-	-	-	+
Asking someone who works for UPS in person (e.g. the postman/woman)	36%	35%	65%	100%	36%	6%	94%	12%	-	35%	34%	-	-	100%	40%	-	-	-	6%
Another way (please specify)	19	19	*	-	18	1	-	1	1	6	5	-	1	-	5	-	-	-	1
I don't know	39%	39%	25%	-	39%	36%	-	88%	100%	50%	57%	-	26%	-	38%	-	-	-	36%
Another way (please specify)	16	16	*	-	15	1	*	*	1	6	3	-	-	-	3	2	-	-	1
I don't know	33%	33%	35%	-	32%	54%	6%	20%	100%	46%	37%	-	-	-	22%	100%	-	-	54%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_12. Where did you find information about how to make a complaint to UPS, or did you not need this information? - UPS

Base : Made a complaint about UPS

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	32	3	-	2	14	14	4	-	-	28	-	12	12	4	3	1	24	4	26	6
Weighted Base	50*	1**	-**	1**	25**	21**	4**	-**	-**	46**	-**	21**	17**	4**	7**	1**	38**	8**	45**	5**
Effective Base	23	2	-	1	10	11	3	-	-	20	-	9	9	2	2	1	18	3	20	3
Didn't need this information	7	-	-	-	6	1	-	-	-	7	-	2	5	-	-	1	6	1	6	1
15%	-	-	-	-	26%	4%	-	-	-	16%	-	9%	27%	-	-	17%	10%	14%	17%	17%
On UPS's website	18	*	-	*	5	11	1	-	-	17	-	9	7	*	1	-	16	1	14	4
36%	21%	-	14%	21%	55%	28%	-	-	36%	-	45%	42%	2%	17%	-	44%	15%	31%	83%	
Speaking to someone who works for UPS over the phone	19	1	-	1	11	4	4	-	-	15	-	7	5	2	5	-	12	5	19	-
39%	79%	-	86%	43%	22%	100%	-	-	33%	-	32%	31%	55%	73%	-	31%	66%	43%	-	
Asking someone who works for UPS in person (e.g. the postman/woman)	16	1	-	1	9	5	2	-	-	14	-	6	2	2	7	-	7	7	16	-
33%	79%	-	86%	38%	24%	44%	-	-	32%	-	27%	10%	44%	100%	-	20%	90%	36%	-	
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_12. Where did you find information about how to make a complaint to UPS, or did you not need this information? - UPS

Base : Made a complaint about UPS

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	32	5	26	1	11	20	1	30	2	-	-	32	-
Weighted Base	50*	12**	36**	2**	20**	29**	1**	44**	6**	**	**	50**	**
Effective Base	23	4	19	1	8	14	1	22	2	-	-	23	-
Didn't need this information	7	-	7	-	2	5	1	7	-	-	-	7	-
15%	-	-	20%	-	9%	16%	100%	15%	-	-	-	15%	-
On UPS's website	18	2	13	2	9	9	-	18	-	-	-	18	-
36%	19%	37%	100%	43%	31%	-	40%	-	-	-	-	36%	-
Speaking to someone who works for UPS over the phone	19	4	15	-	8	11	-	15	4	-	-	19	-
39%	36%	42%	-	40%	39%	-	35%	68%	-	-	-	39%	-
Asking someone who works for UPS in person (e.g. the postman/woman)	16	9	7	-	11	5	-	10	6	-	-	16	-
33%	81%	19%	-	54%	19%	-	24%	100%	-	-	-	33%	-
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Yes/No (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ4\_12. Where did you find information about how to make a complaint to UPS, or did you not need this information? - UPS

Base : Made a complaint about UPS

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	32	-	-	14	18	-	-	-	-	-	-	-	11	3	3	9	6
Weighted Base	50*	**	**	28**	24**	**	**	**	**	**	**	**	25**	2**	6**	13**	5**
Effective Base	23	-	-	10	13	-	-	-	-	-	-	-	9	1	3	7	3
Didn't need this information	7	-	-	-	7	-	-	-	-	-	-	-	-	-	3	4	-
15%	-	-	-	31%	-	-	-	-	-	-	-	-	-	-	44%	35%	-
On UPS's website	18	-	-	9	8	-	-	-	-	-	-	-	8	2	2	3	3
36%	-	-	36%	35%	-	-	-	-	-	-	-	-	31%	100%	36%	27%	56%
Speaking to someone who works for UPS over the phone	18	-	-	12	7	-	-	-	-	-	-	-	12	-	1	4	2
39%	-	-	47%	29%	-	-	-	-	-	-	-	-	51%	-	20%	32%	36%
Asking someone who works for UPS in person (e.g. the postman/woman)	16	-	-	12	4	-	-	-	-	-	-	-	12	-	-	4	*
33%	-	-	46%	16%	-	-	-	-	-	-	-	-	49%	-	-	31%	9%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_13. Where did you find information about how to make a complaint to UK Mail, or did you not need this information? - UK Mail

Base : Made a complaint about UK Mail

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	49	-	49	16	29	20	10	24	11	1	2	1	-	34	12	3	1	41	8	49
Weighted Base	67*	**	67*	48**	46**	21**	9**	37**	17**	2**	1**	***	**	46**	19**	2**	***	51**	15**	49*
Effective Base	32	-	32	23	20	12	4	18	9	1	1	1	-	21	10	2	1	28	5	49
Didn't need this information	8	-	8	2	6	1	-	4	4	-	-	-	-	4	4	4	*	7	1	7
On UK Mail's website	12%	-	12%	12%	14%	7%	3%	10%	21%	-	-	100%	-	9%	20%	7%	100%	13%	8%	14%
Speaking to someone who works for UK Mail over the phone	20	-	20	3	16	4	1	12	6	-	-	-	-	13	6	-	-	13	7	15
Asking someone who works for UK Mail in person (e.g. the postman/woman)	30%	-	30%	36%	34%	21%	17%	32%	37%	-	19%	-	-	29%	34%	18%	-	25%	48%	31%
Another way (please specify)	20	-	20	11	9	5	7	4	8	-	-	-	-	12	8	-	-	12	8	16
I don't know	30%	-	30%	23%	32%	25%	83%	11%	48%	-	-	-	-	25%	44%	-	-	24%	52%	33%
Another way (please specify)	26	-	26	5	16	10	1	21	2	2	1	-	-	22	3	1	-	21	5	17
I don't know	39%	-	39%	44%	35%	49%	6%	57%	9%	100%	81%	-	-	48%	17%	75%	-	41%	35%	35%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_13. Where did you find information about how to make a complaint to UK Mail, or did you not need this information? - UK Mail

Base : Made a complaint about UK Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	49	20	10	13	6	30	19	39	10	6	4	13	15	9	32	7	41	22	24	3
Weighted Base	67*	29**	11**	15**	11**	40**	26**	59**	7**	13**	7**	19**	14**	12**	39**	15**	51**	39**	27**	1**
Effective Base	32	13	6	9	5	19	13	28	5	5	3	9	9	6	20	6	26	17	15	2
Didn't need this information	8	*	1	3	4	2	6	8	*	-	2	2	*	2	4	2	6	7	1	-
On UK Mail's website	12%	1%	12%	18%	32%	4%	24%	13%	2%	-	28%	10%	2%	16%	10%	13%	12%	17%	4%	-
Speaking to someone who works for UK Mail over the phone	20	11	3	2	5	14	6	14	6	1	5	5	4	5	14	1	19	12	8	*
Asking someone who works for UK Mail in person (e.g. the postman/woman)	30%	37%	26%	12%	41%	34%	24%	24%	81%	7%	72%	27%	30%	47%	36%	6%	37%	31%	28%	30%
Another way (please specify)	20	14	6	*	1	19	1	19	1	5	-	7	1	5	9	5	14	14	5	1
I don't know	30%	46%	50%	1%	7%	47%	3%	31%	20%	41%	-	39%	10%	43%	22%	36%	27%	37%	17%	94%
Another way (please specify)	26	8	2	10	6	10	16	26	1	7	-	8	6	3	16	7	19	12	14	1
I don't know	39%	28%	14%	71%	53%	24%	63%	43%	11%	52%	-	43%	61%	22%	42%	46%	37%	31%	51%	70%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|klm|n - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_13. Where did you find information about how to make a complaint to UK Mail, or did you not need this information? - UK Mail

Base : Made a complaint about UK Mail

	Rurality			Nation				Region												
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	49	39	10	5	33	8	4	4	4	5	4	1	4	6	6	2	1	1	7	
Weighted Base	67*	60*	6**	***	62**	3**	***	1**	4**	13**	6**	***	1**	7**	9**	14**	6**	2**	***	3**
Effective Base	32	30	2	4	29	5	4	3	3	5	4	1	4	6	6	2	1	1	4	
Didn't need this information	8	8	*	-	7	1	*	-	-	-	1	-	4	2	-	-	-	-	1	
12%	13%	2%	-	11%	27%	35%	20%	-	-	21%	-	-	54%	20%	-	-	-	-	29%	
On UK Mail's website	20	14	6	*	19	1	*	-	-	7	-	-	-	4	5	4	-	*	*	
30%	23%	93%	31%	31%	21%	26%	24%	-	50%	-	-	-	-	39%	35%	60%	-	100%	14%	
Speaking to someone who works for UK Mail over the phone	20	20	*	*	17	2	*	1	3	6	1	-	-	-	5	-	2	*	1	
30%	33%	5%	73%	28%	59%	51%	56%	76%	50%	21%	-	-	-	35%	-	100%	100%	100%	55%	
Asking someone who works for UK Mail in person (e.g. the postman/woman)	26	22	4	*	26	1	*	-	1	-	3	1	3	4	7	6	-	-	1	
39%	37%	60%	14%	41%	27%	14%	-	24%	-	58%	100%	46%	41%	49%	100%	-	-	-	29%	
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_13. Where did you find information about how to make a complaint to UK Mail, or did you not need this information? - UK Mail

Base : Made a complaint about UK Mail

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	49	9	-	3	18	20	6	5	-	38	5	21	20	3	3	1	41	4	45	4
Weighted Base	67*	7**	-**	1**	29**	25**	9**	4**	-**	55**	4**	32**	21**	4**	6**	1**	54**	7**	62**	5**
Effective Base	32	5	-	2	13	14	4	2	-	26	2	15	12	2	2	1	27	2	29	3
Didn't need this information	8	-	-	-	4	3	1	-	-	7	-	4	2	-	1	-	6	2	5	3
12%	12%	2%	-	9%	13%	12%	14%	-	-	12%	-	12%	10%	-	20%	100%	11%	29%	8%	60%
On UK Mail's website	20	3	-	-	6	9	4	1	-	15	1	13	7	*	-	-	20	-	20	-
30%	30%	42%	-	-	20%	34%	46%	41%	-	27%	41%	39%	34%	1%	-	-	37%	-	32%	-
Speaking to someone who works for UK Mail over the phone	20	4	-	1	13	3	1	2	-	16	2	7	4	2	5	-	11	5	20	-
30%	30%	57%	-	91%	44%	14%	17%	59%	-	30%	59%	23%	16%	53%	80%	-	20%	71%	32%	-
Asking someone who works for UK Mail in person (e.g. the postman/woman)	26	1	-	1	10	10	6	*	-	20	*	11	13	2	-	-	24	-	24	2
39%	39%	11%	-	52%	32%	41%	74%	1%	-	36%	1%	34%	62%	46%	-	-	45%	-	39%	40%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_13. Where did you find information about how to make a complaint to UK Mail, or did you not need this information? - UK Mail

Base : Made a complaint about UK Mail

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	49	9	39	1	23	19	7	41	6	1	-	48	1
Weighted Base	67*	16**	48**	2**	41**	22**	3**	54**	12**	***	..*	67*	***
Effective Base	32	6	25	1	17	13	3	28	5	1	-	32	1
Didn't need this information	8	-	8	-	3	4	1	8	-	-	-	8	-
12%	-	-	16%	-	8%	17%	2%	15%	-	-	-	12%	-
On UK Mail's website	20	4	14	2	15	3	2	14	6	*	-	20	*
30%	23%	29%	100%	37%	15%	55%	26%	46%	100%	-	-	30%	100%
Speaking to someone who works for UK Mail over the phone	20	6	14	-	15	5	1	13	7	-	-	20	-
30%	34%	30%	-	36%	21%	20%	25%	54%	-	-	-	30%	-
Asking someone who works for UK Mail in person (e.g. the postman/woman)	26	7	19	-	15	11	*	26	-	*	-	26	-
39%	43%	40%	-	36%	51%	1%	49%	-	100%	-	-	40%	-
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_13. Where did you find information about how to make a complaint to UK Mail, or did you not need this information? - UK Mail

Base : Made a complaint about UK Mail

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	49	-	-	19	30	-	-	-	-	-	-	-	17	2	6	11	13
Weighted Base	67*	**	**	32**	35**	**	**	**	**	**	**	**	31**	1**	5**	15**	14**
Effective Base	32	-	-	14	19	-	-	-	-	-	-	-	13	1	3	9	7
Didn't need this information	8	-	-	*	8	-	-	-	-	-	-	-	*	-	-	8	*
12%	-	-	-	22%	-	-	-	-	-	-	-	-	-	-	-	49%	2%
On UK Mail's website	20	-	-	6	14	-	-	-	-	-	-	-	5	1	2	4	8
30%	-	-	-	19%	40%	-	-	-	-	-	-	-	17%	92%	43%	25%	54%
Speaking to someone who works for UK Mail over the phone	20	-	-	15	5	-	-	-	-	-	-	-	15	-	1	2	2
30%	-	-	-	46%	13%	-	-	-	-	-	-	-	50%	8%	22%	12%	11%
Asking someone who works for UK Mail in person (e.g. the postman/woman)	26	-	-	13	13	-	-	-	-	-	-	-	13	-	2	3	9
39%	-	-	-	42%	38%	-	-	-	-	-	-	-	43%	-	36%	18%	59%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_15. Where did you find information about how to make a complaint to Yodel, or did you not need this information? - Yodel

Base : Made a complaint about Yodel

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	46	-	45	16	22	23	12	14	14	2	2	-	1	26	16	3	1	39	6	45
Weighted Base	61*	**	61**	43**	38**	23**	14**	19**	20**	3**	4**	**	1**	33**	23**	5**	1**	50**	11**	45*
Effective Base	29	-	29	9	16	13	6	10	10	2	2	-	1	15	11	2	1	25	5	45
Didn't need this information	7	-	7	*	5	2	3	-	5	-	-	-	-	3	5	-	-	7	-	5
On Yodel's website	12%	-	12%	17%	14%	10%	21%	-	23%	-	-	-	-	9%	20%	-	-	15%	-	11%
Speaking to someone who works for Yodel over the phone	18	-	18	7	15	3	7	5	3	2	1	-	1	12	5	2	1	12	6	12
Asking someone who works for Yodel in person (e.g. the postman/woman)	30%	-	30%	17%	40%	13%	49%	27%	15%	51%	21%	-	100%	36%	19%	42%	100%	24%	55%	27%
Another way (please specify)	27	-	27	9	15	10	7	8	8	1	3	-	-	15	9	3	-	20	7	17
I don't know	45%	-	45%	44%	47%	42%	50%	44%	39%	49%	79%	-	-	46%	40%	58%	-	40%	66%	38%
	22	-	22	10	13	9	5	11	5	1	-	-	-	16	6	-	-	16	6	15
	36%	-	36%	29%	33%	30%	39%	56%	22%	49%	-	-	-	49%	26%	-	-	33%	50%	33%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1	-	1	+	+	1	1	+	+	-	-	-	-	1	+	-	-	1	-	4
	2%	-	2%	2%	1%	3%	5%	+	1%	-	-	-	-	3%	1%	-	-	2%	-	9%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ4\_15. Where did you find information about how to make a complaint to Yodel, or did you not need this information? - Yodel

Base : Made a complaint about Yodel

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	45	15	14	15	1	29	16	34	10	3	6	12	11	11	29	4	40	20	23	2
Weighted Base	61*	21**	19**	19**	2**	40**	21**	51**	10**	8**	7**	18**	12**	13**	37**	10**	50**	31**	29**	1**
Effective Base	29	9	9	10	1	18	11	24	5	3	4	8	7	6	20	3	26	14	15	2
Didn't need this information	7	3	*	3	2	3	4	5	2	-	*	2	*	3	2	2	6	7	*	-
On Yodel's website	12%	14%	2%	13%	100%	8%	20%	71%	20%	-	-	5%	12%	4%	21%	8%	19%	17%	23%	2%
Speaking to someone who works for Yodel over the phone	18	10	1	8	-	11	8	14	4	4	-	4	5	6	9	4	14	11	7	1
Asking someone who works for Yodel in person (e.g. the postman/woman)	30%	49%	3%	39%	-	27%	36%	28%	39%	51%	-	20%	42%	42%	23%	41%	28%	35%	23%	48%
Another way (please specify)	27	8	14	5	-	22	5	24	3	5	4	8	6	3	19	5	22	12	14	1
I don't know	45%	40%	73%	27%	-	56%	25%	48%	31%	65%	53%	48%	51%	22%	50%	53%	43%	40%	50%	52%
Another way (please specify)	22	8	3	11	-	11	11	21	1	7	4	7	2	1	13	7	15	14	8	1
I don't know	36%	38%	18%	56%	-	28%	51%	41%	14%	85%	59%	40%	16%	11%	36%	69%	29%	44%	28%	52%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1	*	1	*	-	1	*	1	*	-	*	*	-	1	1	-	1	*	1	-
I don't know	2%	1%	4%	*	-	3%	*	1%	3%	-	4%	1%	-	4%	1%	-	2%	1%	3%	-

Proportions/Mears: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_15. Where did you find information about how to make a complaint to Yodel, or did you not need this information? - Yodel

Base : Made a complaint about Yodel

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	45	37	8	3	28	8	6	3	1	3	4	3	5	3	5	4	-	1	7
Weighted Base	61*	58**	3**	***	56**	2**	2**	1**	1**	9**	6**	4**	8**	6**	13**	9**	**	***	2**
Effective Base	29	28	2	2	25	5	4	2	1	3	4	3	5	3	5	4	-	1	4
Didn't need this information	7	7	-	-	7	-	-	-	-	-	-	-	2	-	3	2	-	-	*
On Yodel's website	18	18	-	-	17	-	1	-	-	-	-	-	5	-	22%	22%	-	-	20%
Speaking to someone who works for Yodel over the phone	30%	31%	4%	-	31%	1%	38%	-	100%	72%	27%	41%	5	3	-	-	-	-	*
Asking someone who works for Yodel in person (e.g. the postman/woman)	27	25	2	-	26	1	-	-	-	6	1	1	2	3	7	5	-	-	1
Another way (please specify)	45%	43%	83%	20%	47%	36%	4%	48%	-	74%	20%	25%	23%	56%	57%	52%	-	-	41%
I don't know	22	22	-	-	20	1	-	-	-	4	5	1	3	1	3	2	-	-	1
	36%	38%	2%	15%	36%	51%	17%	52%	-	46%	80%	34%	43%	25%	21%	26%	-	-	58%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1	1	*	*	-	1	*	-	-	-	-	-	-	-	-	-	-	-	*
	2%	1%	12%	64%	-	30%	21%	-	-	-	-	-	-	-	-	-	-	100%	20%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_15. Where did you find information about how to make a complaint to Yodel, or did you not need this information? - Yodel

Base : Made a complaint about Yodel

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	45	11	-	3	19	17	5	3	1	36	4	19	17	6	2	1	36	3	41	4
Weighted Base	61*	10**	-**	2**	35**	21**	4**	***	***	56**	1**	30**	19**	4**	6**	2**	49**	8**	58**	3**
Effective Base	29	7	-	2	14	12	3	2	1	26	2	14	10	3	2	1	25	3	27	2
Didn't need this information	7	-	-	-	7	-	-	-	-	7	-	4	3	-	-	-	7	-	7	-
12%	-	-	-	-	19%	2%	-	-	100%	13%	56%	14%	15%	-	-	14%	-	13%	-	-
On Yodel's website	18	2	-	1	10	7	1	*	-	18	*	3	11	-	4	-	14	4	17	1
30%	19%	-	54%	30%	34%	15%	8%	-	32%	4%	10%	60%	-	66%	-	29%	52%	30%	30%	
Speaking to someone who works for Yodel over the phone	27	6	-	1	15	9	3	*	-	24	*	16	3	2	6	-	19	6	25	2
45%	61%	-	30%	44%	43%	66%	78%	-	44%	34%	53%	16%	56%	100%	-	39%	79%	44%	70%	
Asking someone who works for Yodel in person (e.g. the postman/woman)	22	4	-	1	14	7	1	-	-	21	-	8	8	1	4	2	16	6	22	-
36%	36%	-	46%	39%	33%	35%	-	-	37%	-	26%	41%	19%	66%	100%	32%	73%	38%	-	
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1	*	-	-	*	1	-	*	-	1	*	*	*	1	-	-	1	-	1	-	
I don't know	2%	4%	-	-	1%	3%	-	22%	-	2%	10%	2%	*	13%	-	1%	-	2%	-	

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(g)(h)(i) - kl(mn)(o)(p)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_15. Where did you find information about how to make a complaint to Yodel, or did you not need this information? - Yodel

Base : Made a complaint about Yodel

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	45	8	34	3	21	20	4	34	7	4	-	45	-
Weighted Base	61*	13**	41**	7**	31**	28**	3**	47**	13**	1**	-**	61**	-**
Effective Base	29	5	22	3	14	14	2	24	5	3	-	29	-
Didn't need this information	7	2	5	-	3	5	-	7	-	-	-	7	-
12%	12%	15%	13%	-	9%	17%	-	15%	-	43%	-	12%	-
On Yodel's website	18	6	10	2	7	10	1	14	5	-	-	18	-
30%	30%	42%	26%	34%	24%	37%	26%	29%	36%	3%	-	30%	-
Speaking to someone who works for Yodel over the phone	27	4	21	3	19	9	*	17	11	*	-	27	-
45%	45%	31%	50%	42%	62%	31%	1%	36%	84%	3%	-	45%	-
Asking someone who works for Yodel in person (e.g. the postman/woman)	22	11	9	2	16	4	2	15	7	*	-	22	-
36%	36%	84%	23%	24%	53%	15%	63%	31%	55%	34%	-	36%	-
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1	-	1	-	-	1	*	1	-	*	-	1	-
2%	2%	-	3%	-	-	3%	11%	2%	-	23%	-	2%	-

Proportions/Mears: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_15. Where did you find information about how to make a complaint to Yodel, or did you not need this information? - Yodel

Base : Made a complaint about Yodel

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	45	-	-	20	25	-	-	-	-	-	-	-	14	6	6	13	6
Weighted Base	61*	**	**	34**	27**	**	**	**	**	**	**	**	25**	9**	7**	15**	6**
Effective Base	29	-	-	15	15	-	-	-	-	-	-	-	10	5	3	8	3
Didn't need this information	7	-	-	7	7	-	-	-	-	-	-	-	-	-	3	4	-
12%	-	-	1%	26%	-	-	-	-	-	-	-	-	-	5%	42%	26%	6%
On Yodel's website	18	-	-	12	6	-	-	-	-	-	-	-	12	-	2	3	1
39%	-	-	36%	23%	-	-	-	-	-	-	-	-	50%	-	35%	22%	11%
Speaking to someone who works for Yodel over the phone	27	-	-	14	13	-	-	-	-	-	-	-	7	7	-	9	4
45%	-	-	41%	50%	-	-	-	-	-	-	-	-	27%	76%	2%	62%	76%
Asking someone who works for Yodel in person (e.g. the postman/woman)	22	-	-	17	6	-	-	-	-	-	-	-	15	2	1	4	*
36%	-	-	49%	21%	-	-	-	-	-	-	-	-	60%	19%	16%	29%	1%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-
2%	-	-	1%	2%	-	-	-	-	-	-	-	-	2%	-	4%	1%	5%

Proportions/Mears: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_16. Where did you find information about how to make a complaint to Amazon Delivery Service/ Logistics, or did you not need this information? - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	67	-	67	34	33	32	35	11	26	18	6	5	1	-	37	24	6	1	59	8	67
Weighted Base	83*	-**	83*	50**	32**	47**	36**	9**	36**	23**	6**	9**	***	-**	45**	29**	9**	***	70*	12**	67*
Effective Base	43	-	43	24	20	23	21	6	17	13	4	4	1	-	23	16	4	1	39	5	67
Didn't need this information	8	-	8	7	1	4	3	-	4	2	2	-	-	-	4	4	-	-	5	3	7
	9%	-	9%	14%	2%	9%	9%	-	10%	11%	24%	-	-	-	8%	14%	-	-	7%	22%	10%
On Amazon Delivery Service/ Logistics's website	37	-	37	21	16	24	13	4	16	11	4	2	-	-	20	15	3	-	32	6	30
	45%	-	45%	42%	51%	52%	37%	50%	44%	47%	63%	28%	100%	-	45%	50%	30%	100%	45%	46%	45%
Speaking to someone who works for Amazon Delivery Service/ Logistics over the phone	28	-	28	17	12	15	13	2	10	10	1	5	-	-	13	10	5	-	23	6	22
	34%	-	34%	33%	36%	32%	37%	27%	28%	42%	12%	58%	100%	-	28%	36%	59%	100%	32%	45%	33%
Asking someone who works for Amazon Delivery Service/ Logistics in person (e.g. the postman/woman)	19	-	19	13	6	10	9	2	13	3	-	1	-	-	15	3	1	-	16	3	16
	23%	-	23%	25%	19%	22%	24%	25%	35%	13%	-	13%	-	-	33%	10%	13%	-	22%	25%	24%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_16. Where did you find information about how to make a complaint to Amazon Delivery Service/ Logistics, or did you not need this information? - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	67	19	19	18	11	38	29	53	13	5	10	19	17	15	46	6	61	26	38	3
Weighted Base	83*	20**	25**	22**	15**	45**	38**	74*	8**	7**	13**	24**	16**	20**	53**	9**	74*	32**	48**	2**
Effective Base	43	10	12	14	7	23	21	38	5	3	8	11	11	10	29	4	39	16	26	2
Didn't need this information	8	2	2	2	2	3	4	8	-	1	*	1	2	2	2	3	5	3	4	1
On Amazon Delivery Service/ Logistics website	37	5	13	12	8	19	20	34	3	2	5	10	10	10	25	2	35	15	20	2
Speaking to someone who works for Amazon Delivery Service/ Logistics over the phone	45%	24%	52%	54%	50%	40%	52%	46%	40%	33%	36%	42%	63%	50%	47%	26%	48%	47%	42%	78%
Asking someone who works for Amazon Delivery Service/ Logistics in person (e.g. the postman/woman)	28	7	12	3	7	19	9	23	5	1	7	9	4	8	20	1	27	11	17	*
Another way (please specify)	34%	34%	49%	12%	44%	42%	25%	31%	64%	13%	51%	38%	22%	38%	37%	11%	37%	34%	35%	11%
I don't know	19	10	*	7	1	10	9	19	*	3	2	8	3	3	13	3	16	8	11	-
	23%	48%	1%	32%	9%	23%	23%	25%	2%	38%	13%	34%	21%	14%	26%	30%	22%	23%	23%	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|klm|n - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_16. Where did you find information about how to make a complaint to Amazon Delivery Service/ Logistics, or did you not need this information? - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ Merseyside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	67	48	19	8	42	9	8	8	4	5	6	5	7	4	6	4	1	2	7
Weighted Base	83*	71*	11**	1**	77*	3**	2**	2**	4**	11**	9**	7**	13**	6**	14**	11**	2**	1**	2**
Effective Base	43	39	5	6	38	5	4	6	3	5	6	5	7	4	6	4	1	2	4
Didn't need this information	8	6	2	*	6	1	1	*	-	-	3	-	3	-	-	-	-	-	1
On Amazon Delivery Service/ Logistics website	37	28	9	1	38	1	*	1	1	7	5	1	9	3	4	6	-	1	*
Speaking to someone who works for Amazon Delivery Service/ Logistics over the phone	45%	39%	82%	58%	47%	21%	25%	36%	15%	60%	52%	20%	73%	53%	29%	52%	-	100%	4%
Asking someone who works for Amazon Delivery Service/ Logistics in person (e.g. the postman/woman)	28	26	3	*	26	1	1	1	1	4	-	3	2	3	7	3	2	*	1
Another way (please specify)	34%	36%	23%	38%	33%	45%	45%	42%	41%	40%	-	44%	18%	47%	50%	25%	100%	48%	45%
I don't know	19	18	*	*	18	*	*	-	2	-	2	3	2	-	8	2	-	-	*
	23%	26%	3%	14%	23%	15%	14%	21%	44%	-	18%	38%	15%	-	54%	22%	-	-	18%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions: Means: Columns: Yes/No (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ4\_16. Where did you find information about how to make a complaint to Amazon Delivery Service/ Logistics, or did you not need this information? - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	67	12	1	2	28	22	11	3	2	50	5	29	25	7	3	3	54	6	56	11
Weighted Base	83*	14**	2**	1**	37**	23**	15**	3**	4**	60*	7**	39**	30**	6**	3**	5**	68*	8**	73*	10**
Effective Base	43	7	1	1	19	13	7	2	2	32	4	19	16	4	3	3	35	5	37	6
Didn't need this information	8	2	-	-	5	1	2	-	-	5	-	3	2	1	2	1	5	2	6	1
	9%	11%	-	-	12%	4%	14%	-	-	9%	-	8%	5%	8%	46%	17%	7%	29%	9%	14%
On Amazon Delivery Service/ Logistics's website	37	9	2	1	14	9	8	2	4	24	6	18	17	*	-	2	35	2	31	6
	45%	67%	100%	87%	38%	42%	54%	55%	100%	39%	79%	47%	56%	6%	-	50%	51%	29%	43%	66%
Speaking to someone who works for Amazon Delivery Service/ Logistics over the phone	28	3	-	-	11	10	6	2	-	21	2	14	11	3	*	-	25	*	26	2
	34%	21%	-	13%	29%	43%	38%	45%	-	34%	21%	36%	37%	46%	12%	-	36%	5%	36%	20%
Asking someone who works for Amazon Delivery Service/ Logistics in person (e.g. the postman/woman)	19	-	-	-	15	3	1	-	-	17	-	8	5	2	1	2	14	3	19	*
	23%	1%	-	-	40%	12%	9%	-	-	29%	-	22%	17%	36%	41%	33%	20%	37%	26%	1%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions: Mearns; Columns: Testid (5% risk level) - abc - d(e/f/g/h/i) - kl(mn)op(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_16. Where did you find information about how to make a complaint to Amazon Delivery Service/ Logistics, or did you not need this information? - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	67	9	56	2	30	32	5	58	6	3	-	67	-
Weighted Base	83*	13**	66*	4**	42**	38**	3**	72*	9**	2**	-**	83*	-**
Effective Base	43	6	35	2	20	21	3	38	4	1	-	43	-
Didn't need this information	8	-	8	-	1	5	1	8	-	-	-	8	-
	9%	-	11%	-	3%	14%	2%	10%	-	-	-	9%	-
On Amazon Delivery Service/ Logistics's website	37	4	32	2	21	14	2	36	1	*	-	37	-
	45%	31%	49%	40%	51%	38%	60%	50%	13%	16%	-	45%	-
Speaking to someone who works for Amazon Delivery Service/ Logistics over the phone	28	4	22	2	15	12	-	19	8	2	-	28	-
	34%	29%	34%	60%	38%	32%	-	27%	85%	84%	-	34%	-
Asking someone who works for Amazon Delivery Service/ Logistics in person (e.g. the postman/woman)	19	5	13	-	13	6	*	19	-	-	-	19	-
	23%	41%	20%	-	30%	16%	11%	26%	1%	-	-	23%	-
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_16. Where did you find information about how to make a complaint to Amazon Delivery Service/ Logistics, or did you not need this information? - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	67	-	-	23	39	-	-	-	-	-	-	-	22	6	6	16	17
Weighted Base	83*	**	**	41**	42**	**	**	**	**	**	**	**	30**	11**	7**	20**	15**
Effective Base	43	-	-	21	22	-	-	-	-	-	-	-	16	5	4	11	7
Didn't need this information	8	-	-	2	5	-	-	-	-	-	-	-	2	1	-	5	-
	9%	-	-	5%	13%	-	-	-	-	-	-	-	5%	5%	-	27%	1%
On Amazon Delivery Service/ Logistics's website	37	-	-	14	24	-	-	-	-	-	-	-	8	6	4	10	10
	45%	-	-	34%	57%	-	-	-	-	-	-	-	26%	54%	55%	51%	66%
Speaking to someone who works for Amazon Delivery Service/ Logistics over the phone	28	-	-	15	13	-	-	-	-	-	-	-	10	5	3	7	3
	34%	-	-	37%	31%	-	-	-	-	-	-	-	34%	47%	45%	33%	22%
Asking someone who works for Amazon Delivery Service/ Logistics in person (e.g. the postman/woman)	19	-	-	15	4	-	-	-	-	-	-	-	13	2	-	2	2
	23%	-	-	37%	9%	-	-	-	-	-	-	-	44%	15%	-	10%	13%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_97. Where did you find information about how to make a complaint to Other, or did you not need this information? - Other

Base : Made a complaint about Other

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	35	-	20	15	16	19	8	15	8	2	2	-	-	23	10	2	-	28	7	35
Weighted Base	53*	**	53**	37**	25**	28**	6**	24**	17**	3**	2**	**	**	31**	20**	2**	**	41**	12**	35*
Effective Base	26	-	26	17	12	15	4	12	8	2	1	-	-	16	9	1	-	21	6	35
Didn't need this information	10	-	10	8	7	4	3	2	5	1	-	-	-	5	5	-	-	9	2	8
20%	-	-	20%	22%	13%	13%	53%	7%	28%	23%	-	-	-	16%	27%	-	-	21%	14%	23%
On Other's website	25	-	25	15	11	14	3	14	5	2	-	-	-	17	8	-	-	20	6	17
48%	-	-	48%	39%	45%	50%	47%	59%	31%	77%	11%	-	-	57%	39%	11%	-	48%	47%	49%
Speaking to someone who works for Other over the phone	8	-	8	1	5	2	1	5	2	-	-	-	-	6	2	-	-	8	1	5
16%	-	-	16%	20%	24%	8%	11%	21%	15%	-	-	-	-	19%	13%	-	-	20%	-	14%
Asking someone who works for Other in person (e.g. the postman/woman)	18	-	18	3	10	8	1	11	4	-	2	-	-	12	4	2	-	14	5	11
34%	-	-	34%	46%	41%	28%	11%	45%	26%	-	8%	-	-	38%	22%	8%	-	33%	40%	31%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_97. Where did you find information about how to make a complaint to Other, or did you not need this information? - Other

Base : Made a complaint about Other

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	35	8	11	11	5	19	16	29	6	6	5	11	6	5	22	7	27	19	15	1
Weighted Base	53*	14**	15**	16**	8**	29**	24**	49**	4**	10**	6**	13**	9**	12**	29**	12**	41**	29**	24**	1**
Effective Base	26	6	8	8	4	14	13	24	3	5	4	7	5	15	6	20	14	12	1	
Didn't need this information	10	3	2	2	4	4	6	7	3	2	2	2	-	3	4	7	9	2	-	
On Other's website	25	8	5	10	2	13	12	25	1	4	4	7	8	2	19	4	21	9	16	1
Speaking to someone who works for Other over the phone	16%	25%	17%	-	28%	21%	10%	15%	17%	51%	-	-	-	21%	-	43%	6%	26%	-	100%
Asking someone who works for Other in person (e.g. the postman/woman)	18	8	6	3	-	15	3	18	1	4	3	4	2	5	8	4	13	12	6	1
Another way (please specify)	34%	60%	42%	22%	-	51%	15%	36%	18%	44%	44%	29%	16%	41%	37%	32%	41%	25%	100%	
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Test(s) (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_97. Where did you find information about how to make a complaint to Other, or did you not need this information? - Other

Base : Made a complaint about Other

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	35	30	5	1	26	6	1	2	2	3	2	-	7	3	7	2	-	-	6
Weighted Base	53*	50**	3**	***	51**	2**	***	1**	2**	7**	3**	**	13**	5**	17**	5**	**	**	2**
Effective Base	26	25	1	1	24	3	1	2	2	3	2	-	7	3	7	2	-	-	3
Didn't need this information	10	10	*	*	10	*	-	-	1	-	-	-	3	1	3	2	-	-	*
20%	29%	20%	3%	100%	20%	5%	-	-	31%	-	-	-	27%	28%	17%	45%	-	-	5%
On Other's website	25	23	2	-	24	1	-	-	2	2	1	-	6	3	7	2	-	-	1
48%	45%	96%	-	-	47%	93%	100%	35%	69%	33%	42%	-	46%	72%	42%	55%	-	-	93%
Speaking to someone who works for Other over the phone	8	8	*	-	8	1	*	-	-	2	-	-	-	-	5	-	-	-	1
16%	16%	2%	-	-	15%	46%	100%	-	-	36%	-	-	-	-	30%	-	-	-	46%
Asking someone who works for Other in person (e.g. the postman/woman)	18	18	*	-	17	1	-	1	-	4	2	-	3	-	7	-	-	-	1
34%	36%	1%	-	-	34%	48%	-	65%	-	64%	58%	-	27%	-	44%	-	-	-	48%
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_97. Where did you find information about how to make a complaint to Other, or did you not need this information? - Other

Base : Made a complaint about Other

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	35	5	-	1	15	13	3	4	-	28	4	19	12	1	-	3	31	3	33	2
Weighted Base	53*	7**	-**	1**	26**	19**	4**	3**	-**	45**	3**	30**	16**	2**	-**	4**	46**	4**	51**	2**
Effective Base	26	4	-	1	12	10	3	2	-	22	2	14	9	1	-	3	23	3	25	1
Didn't need this information	10	-	-	-	7	2	-	1	-	9	1	5	3	-	-	3	7	3	10	-
20%	-	-	-	-	28%	9%	-	41%	-	20%	41%	16%	17%	-	-	65%	15%	65%	20%	-
On Other's website	25	6	-	1	8	11	4	2	-	19	2	16	6	2	-	2	21	2	23	2
48%	93%	-	100%	32%	57%	100%	58%	-	42%	58%	52%	36%	100%	-	35%	46%	35%	45%	100%	
Speaking to someone who works for Other over the phone	8	1	-	1	5	2	1	-	-	8	-	8	1	-	-	8	-	8	-	
16%	10%	-	100%	20%	12%	16%	-	-	17%	-	25%	4%	-	-	18%	-	16%	-		
Asking someone who works for Other in person (e.g. the postman/woman)	18	1	-	1	11	7	1	*	-	18	*	10	8	-	-	18	-	18	-	
34%	18%	-	100%	41%	34%	16%	1%	-	38%	1%	33%	51%	-	-	39%	-	36%	-		
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(h)(i) - kl(m)(o)(p)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ4\_97. Where did you find information about how to make a complaint to Other, or did you not need this information? - Other

Base : Made a complaint about Other

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	35	6	28	1	16	15	4	33	1	1	-	35	-
Weighted Base	53*	11**	40**	2**	28**	22**	4**	52**	1**	***	-**	53**	-**
Effective Base	26	5	21	1	13	11	3	25	1	1	-	26	-
Didn't need this information	10	2	7	2	2	7	2	9	1	-	-	10	-
	29%	19%	16%	100%	8%	37%	46%	16%	100%	-	-	29%	-
On Other's website	25	5	20	-	15	9	1	25	-	-	-	25	-
	48%	47%	50%	-	55%	40%	38%	49%	-	-	-	48%	-
Speaking to someone who works for Other over the phone	8	3	6	-	5	3	-	8	-	-	-	8	-
	16%	24%	14%	-	18%	15%	-	16%	-	-	-	16%	-
Asking someone who works for Other in person (e.g. the postman/woman)	18	7	12	-	13	5	1	18	-	*	-	18	-
	34%	59%	29%	-	47%	21%	16%	35%	-	100%	-	34%	-
Another way (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ4\_97. Where did you find information about how to make a complaint to Other, or did you not need this information? - Other

Base : Made a complaint about Other

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	35	-	-	13	22	-	-	-	-	-	-	-	10	3	4	9	9
Weighted Base	53*	**	**	23**	30**	**	**	**	**	**	**	**	18**	5**	6**	15**	9**
Effective Base	26	-	-	11	16	-	-	-	-	-	-	-	8	3	2	8	5
Didn't need this information	10	-	-	2	9	-	-	-	-	-	-	-	2	-	3	5	*
On Other's website	20%	-	-	7%	29%	-	-	-	-	-	-	-	9%	-	63%	34%	1%
Speaking to someone who works for Other over the phone	25	-	-	11	14	-	-	-	-	-	-	-	6	5	2	4	8
Asking someone who works for Other in person (e.g. the postman/woman)	48%	-	-	47%	48%	-	-	-	-	-	-	-	31%	100%	36%	27%	93%
Another way (please specify)	8	-	-	8	1	-	-	-	-	-	-	-	9	-	-	1	-
I don't know	16%	-	-	32%	3%	-	-	-	-	-	-	-	42%	-	-	5%	1%
Asking someone who works for Other in person (e.g. the postman/woman)	18	-	-	9	10	-	-	-	-	-	-	-	9	-	*	9	1
Another way (please specify)	34%	-	-	37%	32%	-	-	-	-	-	-	-	49%	-	1%	59%	6%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a-b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ5\_1. How easy or difficult did you find it to make a complaint about - Royal Mail

Base : Made a complaint about Royal Mail

	Methodology				Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	184	-	184	73	111	79	105	34	55	38	18	21	16	2	89	56	39	18	158	26	184
Weighted Base	221	-**	221	90*	131*	109*	112*	40**	70*	44**	29**	26**	12**	1**	110*	73*	39**	13**	176*	45**	184
Effective Base	117	-	117	47	70	52	66	19	36	26	15	15	7	2	55	41	22	7	99	19	184
Very difficult (1)	23	-	23	8	16	10	14	-	5	5	11	-	2	-	6	15	2	2	20	3	19
	11%	-	11%	9%	12%	9%	12%	1%	8%	11%	37%	-	19%	-	5%	21% <b>n</b>	6%	18%	11%	7%	10%
Fairly difficult (2)	21	-	21	5	17	6	16	3	8	5	2	2	-	-	11	8	3	-	18	4	19
	10%	-	10%	5%	13%	5%	14%	7%	12%	13%	8%	9%	2%	-	10%	11%	7%	2%	10%	8%	10%
Neither easy nor difficult (3)	29	-	29	13	17	13	17	3	9	7	5	3	2	-	12	12	5	3	25	4	31
	13%	-	13%	14%	13%	12%	15%	7%	13%	17%	17%	10%	21%	69%	11%	17%	14%	23%	14%	10%	17%
Fairly easy (4)	86	-	86	28	58	45	41	22	24	8	5	20	7	-	46	13	27	7	66	20	69
	39%	-	39%	31%	44%	41%	36%	55%	35%	18%	18%	75%	57%	31%	42% <b>n</b>	18%	69%	56%	37%	45%	38%
Very easy (5)	57	-	57	37	20	34	22	12	24	18	3	-	-	-	35	22	-	-	46	11	43
	26%	-	26%	24% <b>n</b>	15%	32%	20%	29%	34%	42%	11%	-	1%	-	32%	30%	1%	1%	26%	24%	23%
I don't know	4	-	4	-	4	2	3	-	-	-	3	2	-	-	-	3	2	-	2	3	3
	2%	-	2%	-	3%	2%	2%	-	-	-	9%	6%	-	-	-	4%	4%	-	1%	6%	2%
NET Very/fairly easy	143	-	143	65	78	80	63	34	48	26	8	20	7	-	81	35	27	7	112	31	112
	65%	-	65%	72%	59%	73%	57%	84%	68%	60%	29%	75%	59%	31%	74% <b>n</b>	48%	69%	57%	63%	69%	61%
NET Very/fairly difficult	45	-	45	12	32	15	29	3	13	10	13	2	2	-	17	23	5	2	38	7	38
	20%	-	20%	14%	23%	14%	26%	8%	19%	23%	45%	9%	21%	-	15%	32%	12%	20%	21%	15%	21%
Mean	3.61	-	3.61	3.91 <b>d</b>	3.39	3.83	3.39	4.04	3.75	3.69	2.54	3.71	3.20	3.31	3.86 <b>n</b>	3.26	3.54	3.20	3.57	3.75	3.54
Std Dev.	1.27	-	1.27	1.24	1.25	1.20	1.30	0.88	1.25	1.41	1.50	0.65	1.22	-	1.14	1.54	0.89	1.19	1.29	1.17	1.25
Std Error	0.09	-	0.09	0.15	0.12	0.14	0.13	0.15	0.17	0.23	0.36	0.15	0.30	-	0.12	0.21	0.14	0.28	0.10	0.23	0.09

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ5\_1. How easy or difficult did you find it to make a complaint about - Royal Mail

Base : Made a complaint about Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	184	52	53	41	38	105	79	141	40	20	27	48	47	36	122	21	159	52	122	10
Weighted Base	221	53**	61*	60*	47**	114*	107*	184*	37**	26**	36**	59*	50**	45**	144*	28**	190	70*	142*	9**
Effective Base	117	27	33	31	26	60	57	96	20	13	19	31	28	23	78	14	102	35	77	6
Very difficult (1)	23	7	4	9	3	11	12	20	3	1	3	11	4	4	18	1	22	7	15	2
	11%	14%	6%	16%	6%	10%	11%	11%	10%	4	8%	19%	9%	9%	13%	5%	12%	10%	10%	21%
Fairly difficult (2)	21	6	7	7	1	14	8	21	*	4	*	6	9	2	16	4	17	-	21	-
	10%	12%	12%	12%	1%	12%	7%	12%	1%	15%	-	10%	19%	4%	11%	14%	9%	-	13%	-
Neither easy nor difficult (3)	29	4	7	4	14	11	18	23	6	3	3	5	12	5	20	3	25	7	20	2
	13%	8%	12%	7%	30%	10%	17%	13%	15%	12%	13%	9%	24%	11%	14%	11%	13%	10%	14%	27%
Fairly easy (4)	86	15	34	20	17	49	37	63	22	10	19	30	12	15	61	10	76	29	56	1
	39%	23%	55%	33%	36%	43%	34%	34%	60%	33%	53%	51%	25%	32%	42%	36%	40%	41%	39%	15%
Very easy (5)	57	20	7	20	10	27	30	52	5	8	11	7	12	18	29	9	48	28	28	1
	26%	38%	12%	33%	22%	24%	28%	28%	14%	29%	30%	11%	24%	40%	20%	34%	25%	40%	20%	8%
I don't know	4	-	2	-	3	2	3	4	*	-	-	-	*	2	*	-	2	-	2	3
	2%	-	3%	-	5%	2%	2%	2%	*	-	-	-	*	4%	*	-	1%	-	1%	29%
NET Very/fairly easy	143	35	41	39	27	76	67	115	27	18	30	38	24	33	90	19	123	56	84	2
	65%	66%	67%	66%	68%	67%	62%	63%	74%	68%	63%	62%	48%	72%	63%	70%	65%	61%	60%	23%
NET Very/fairly difficult	45	14	11	17	3	25	20	41	4	5	3	17	14	6	34	5	39	7	36	2
	20%	26%	18%	28%	7%	22%	19%	22%	10%	20%	8%	29%	28%	13%	23%	19%	21%	10%	25%	21%
Mean	3.61	3.65	3.56	3.55	3.71	3.60	3.61	3.59	3.68	3.72	3.98	3.25	3.35	3.94	3.47	3.80	3.58	4.01*	3.44	2.86
Std Dev.	1.27	1.44	1.07	1.46	1.04	1.25	1.29	1.31	1.05	1.20	1.06	1.33	1.28	1.24	1.28	1.21	1.28	1.17	1.26	1.47
Std Error	0.09	0.20	0.15	0.23	0.17	0.12	0.15	0.11	0.17	0.27	0.20	0.19	0.19	0.21	0.12	0.26	0.10	0.16	0.12	0.49

Proportions/Mean: Column Y tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_1. How easy or difficult did you find it to make a complaint about - Royal Mail

Base : Made a complaint about Royal Mail

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	184	133	51	24	104	28	26	26	7	19	8	10	14	12	13	13	8	4	24
Weighted Base	221	197	24**	3**	191*	14**	10**	6**	7**	40**	12**	13**	24**	21**	31**	31**	12**	1**	14**
Effective Base	117	105	12	18	94	13	11	18	6	18	8	9	14	11	13	12	8	3	12
Very difficult (1)	23	16	7	*	18	1	4	*	-	7	-	2	5	3	-	2	-	-	1
	17%	8%	30%	13%	10%	4%	44%	1%	-	16%	-	14%	23%	13%	-	7%	-	-	4%
Fairly difficult (2)	21	19	3	1	17	3	*	1	-	4	-	-	3	3	2	5	-	-	3
	10%	9%	11%	25%	9%	21%	3%	16%	-	11%	-	-	13%	13%	6%	16%	-	-	22%
Neither easy nor difficult (3)	29	27	3	1	23	4	1	1	1	-	1	5	-	2	-	8	6	*	4
	13%	14%	10%	25%	12%	30%	11%	19%	12%	-	10%	36%	-	8%	-	26%	52%	45%	30%
Fairly easy (4)	86	75	11	1	77	5	2	2	4	19	7	3	9	6	12	14	5	-	4
	39%	38%	45%	25%	40%	32%	25%	29%	55%	47%	56%	20%	36%	30%	37%	45%	39%	14%	32%
Very easy (5)	57	55	1	*	52	2	2	2	2	10	4	4	7	6	15	2	1	*	2
	26%	29%	2%	11%	27%	13%	16%	33%	33%	26%	34%	30%	28%	28%	48%	7%	10%	41%	12%
I don't know	4	4	*	-	4	-	*	-	-	-	-	-	-	2	3	-	-	-	-
	2%	2%	-	-	2%	-	1%	-	-	-	-	-	-	8%	-	-	-	-	-
NET Very/fairly easy	143	131	12	1	129	6	4	3	6	30	11	6	16	12	27	16	6	-	6
	65%	67%	48%	36%	67%	45%	42%	62%	88%	73%	90%	49%	64%	58%	85%	51%	48%	-	45%
NET Very/fairly difficult	45	34	10	1	36	4	4	1	-	11	-	2	9	5	2	7	-	-	4
	20%	18%	42%	38%	19%	25%	46%	19%	-	27%	-	14%	36%	26%	6%	22%	-	-	26%
Mean	3.61	3.71	2.78	2.96	3.68	3.30	2.68	3.74	4.22	3.56	4.24	3.51	3.35	3.53	4.39	3.29	3.58	3.96	3.27
Std Dev.	1.27	1.22	1.38	1.54	1.25	1.09	1.70	1.24	0.69	1.41	0.64	1.35	1.58	1.44	0.82	1.04	0.69	-	1.09
Std Error	0.09	0.11	0.20	0.31	0.12	0.21	0.34	0.24	0.26	0.32	0.23	0.43	0.42	0.44	0.24	0.29	0.24	-	0.22

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ5\_1. How easy or difficult did you find it to make a complaint about - Royal Mail

Base : Made a complaint about Royal Mail

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
	Total																			
Unweighted Base	184	64	6	15	68	72	27	12	4	140	16	87	68	16	7	6	155	13	118	66
Weighted Base	221	66*	6**	9**	83*	82*	34**	15**	7**	165*	22**	104*	79*	19**	12**	8**	183*	20**	156*	66*
Effective Base	117	38	3	7	42	45	19	9	3	87	11	54	44	10	5	6	98	10	80	37
Very difficult (1)	23	7	-	*	7	15	2	-	-	21	-	13	6	2	-	21	-	16	7	7
	17%	11%	-	1%	9%	18%	5%	-	-	13%	-	13%	10%	11%	-	12%	-	10%	10%	11%
Fairly difficult (2)	21	7	2	*	6	8	3	3	1	14	5	9	9	-	2	1	18	3	15	6
	10%	11%	39%	*	7%	10%	8%	21%	20%	9%	20%	9%	11%	-	18%	17%	10%	18%	10%	9%
Neither easy nor difficult (3)	29	16	2	3	4	7	11	7	1	11	8	8	13	7	1	1	21	2	14	15
	13%	25%	31%	32%	5%	8%	32%	44%	17%	6%	36%	7%	16%	35%	10%	10%	11%	10%	9%	23**
Fairly easy (4)	86	29	2	6	32	29	16	5	4	61	9	30	38	7	9	2	69	10	69	17
	39%	44%	30%	61%	39%	35%	46%	35%	54%	37%	41%	29%	49%	37%	72%	21%	38%	52%	44%	26%
Very easy (5)	57	4	-	1	31	22	3	-	1	53	3	41	9	3	-	4	50	4	41	16
	26%	7%	-	5%	38%	27%	8%	-	9%	32%	3%	39%	11%	17%	-	51%	27%	20%	26%	24%
I don't know	4	2	-	-	3	2	-	-	-	4	-	3	2	-	-	4	-	-	-	4
	2%	3%	-	-	3%	2%	-	-	-	3%	-	3%	2%	-	-	2%	-	-	-	3%
NET Very/fairly easy	143	33	2	6	64	51	18	5	4	115	10	71	47	10	9	6	118	14	110	33
	65%	51%	30%	67%	76%	62%	55%	35%	63%	69%	44%	69%	60%	54%	72%	72%	65%	72%	70%	51%
NET Very/fairly difficult	45	15	2	*	13	22	5	3	1	36	5	22	17	2	2	1	39	3	31	13
	20%	22%	39%	2%	16%	27%	14%	21%	20%	22%	20%	21%	21%	11%	18%	17%	21%	18%	20%	20%
Mean	3.61	3.25	2.91	3.69	3.93	3.45	3.44	3.14	3.53	3.69	3.26	3.75	3.41	3.51	3.55	4.06	3.60	3.75	3.66	3.47
Std Dev.	1.27	1.12	0.91	0.67	1.23	1.45	0.97	0.76	0.98	1.37	0.83	1.41	1.16	1.14	0.81	1.22	1.31	1.00	1.26	1.30
Std Error	0.09	0.14	0.37	0.17	0.15	0.17	0.19	0.22	0.49	0.12	0.21	0.15	0.14	0.29	0.31	0.50	0.11	0.28	0.12	0.16

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_1. How easy or difficult did you find it to make a complaint about - Royal Mail

Base : Made a complaint about Royal Mail

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	184	18	162	4	63	100	21	171	11	1	-	183	1
Weighted Base	221	28**	186	7**	80*	120*	21**	206	14**	***	**	221	***
Effective Base	117	13	100	4	39	65	14	110	7	1	-	117	1
Very difficult (1)	23	1	22	-	8	12	3	22	1	-	-	23	-
	11%	5%	12%	-	10%	10%	15%	11%	10%	-	-	13%	-
Fairly difficult (2)	21	1	20	-	9	13	-	20	2	-	-	21	-
	10%	5%	11%	-	11%	10%	-	10%	12%	-	-	10%	-
Neither easy nor difficult (3)	29	2	27	-	7	16	6	26	3	*	-	29	*
	13%	8%	15%	-	9%	13%	29%	13%	21%	100%	-	13%	100%
Fairly easy (4)	86	15	68	3	34	48	4	79	7	-	-	86	-
	39%	53%	36%	46%	42%	41%	18%	38%	49%	-	-	39%	-
Very easy (5)	57	8	45	4	21	31	5	56	1	-	-	57	-
	26%	30%	24%	54%	26%	26%	26%	27%	8%	-	-	26%	-
I don't know	4	-	4	-	2	-	3	4	-	-	-	4	-
	2%	-	2%	-	2%	-	12%	2%	-	-	-	2%	-
NET Very/fairly easy	143	23	113	7	55	79	9	135	8	-	-	143	-
	65%	62%	61%	100%	68%	66%	43%	65%	57%	-	-	65%	-
NET Very/fairly difficult	45	3	42	-	17	24	3	41	3	-	-	45	-
	20%	9%	23%	-	21%	20%	15%	20%	22%	-	-	20%	-
Mean	3.61	3.98	3.51	4.54	3.64	3.61	3.44	3.63	3.33	3.00	-	3.61	3.00
Std Dev.	1.27	1.01	1.30	0.54	1.28	1.25	1.40	1.28	1.15	-	-	1.27	-
Std Error	0.09	0.24	0.10	0.27	0.16	0.13	0.31	0.10	0.35	-	-	0.09	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_1. How easy or difficult did you find it to make a complaint about - Royal Mail

Base : Made a complaint about Royal Mail

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	184	-	-	84	100	-	-	-	-	-	-	-	64	20	30	35	35
Weighted Base	221	**	**	103*	118*	**	**	**	**	**	**	**	79*	23**	36**	44**	39**
Effective Base	117	-	-	53	64	-	-	-	-	-	-	-	40	13	19	25	21
Very difficult (1)	23	-	-	10	14	-	-	-	-	-	-	-	5	5	-	5	9
	11%	-	-	9%	11%	-	-	-	-	-	-	-	6%	21%	-	11%	22%
Fairly difficult (2)	21	-	-	5	16	-	-	-	-	-	-	-	3	2	6	6	4
	10%	-	-	5%	14%	-	-	-	-	-	-	-	3%	10%	16%	14%	11%
Neither easy nor difficult (3)	29	-	-	15	14	-	-	-	-	-	-	-	12	3	4	8	5
	13%	-	-	15%	12%	-	-	-	-	-	-	-	15%	15%	10%	13%	13%
Fairly easy (4)	86	-	-	40	46	-	-	-	-	-	-	-	35	5	20	9	17
	39%	-	-	39%	39%	-	-	-	-	-	-	-	44%	22%	55%	21%	45%
Very easy (5)	57	-	-	29	28	-	-	-	-	-	-	-	23	5	7	18	3
	26%	-	-	28%	24%	-	-	-	-	-	-	-	30%	22%	19%	41%	9%
I don't know	4	-	-	4	-	-	-	-	-	-	-	-	2	3	-	-	-
	2%	-	-	4%	-	-	-	-	-	-	-	-	2%	11%	-	-	-
NET Very/fairly easy	143	-	-	68	75	-	-	-	-	-	-	-	58	10	27	27	21
	65%	-	-	67%	63%	-	-	-	-	-	-	-	73%	43%	75%	62%	53%
NET Very/fairly difficult	45	-	-	15	30	-	-	-	-	-	-	-	8	7	6	11	13
	20%	-	-	14%	25%	-	-	-	-	-	-	-	10%	31%	16%	26%	34%
Mean	3.61	-	-	3.73	3.50	-	-	-	-	-	-	-	3.89	3.15	3.78	3.66	3.06
Std Dev	1.27	-	-	1.22	1.31	-	-	-	-	-	-	-	1.08	1.54	0.95	1.44	1.35
Std Error	0.09	-	-	0.14	0.13	-	-	-	-	-	-	-	0.14	0.35	0.17	0.24	0.23

Proportions/Mean: Columna Testad (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ5\_3. How easy or difficult did you find it to make a complaint about - Collect +

Base : Made a complaint about Collect +

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	44	-	44	21	23	24	20	6	23	10	3	1	1	-	29	13	2	1	38	6	44
Weighted Base	61*	**	61*	32**	29**	37**	24**	6**	34**	16**	4**	1**	**	**	40**	21**	1**	**	54**	7**	44*
Effective Base	31	-	31	16	15	18	13	4	17	8	2	1	1	-	20	10	1	1	27	4	44
Very difficult (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly difficult (2)	4	-	4	1	3	4	4	-	-	-	3	1	-	-	-	3	1	-	4	-	4
Neither easy nor difficult (3)	9	-	9	4	5	5	4	-	-	3	62%	100%	-	-	-	15%	95%	-	7%	-	9%
Fairly easy (4)	31	-	31	16	15	16	15	3	20	8	8	-	-	-	6	3	-	-	13%	27%	16%
Very easy (5)	17	-	17	11	6	16	2	2	8	6	1	-	-	-	10	7	-	-	16	2	12
I don't know	28%	-	28%	35%	20%	42%	6%	36%	23%	38%	16%	-	-	-	26%	33%	-	-	29%	21%	27%
NET Very/fairly easy	48	-	48	27	21	32	16	5	28	14	1	-	*	-	33	15	*	*	43	5	33
NET Very/fairly difficult	78%	-	78%	84%	72%	85%	68%	93%	82%	86%	16%	-	100%	-	84%	71%	5%	100%	79%	73%	75%
NET Very/fairly difficult	4	-	4	1	3	4	4	-	-	3	1	-	-	-	3	1	-	-	4	-	4
Mean	4.00	-	4.00	4.17	3.82	4.26	3.59	4.30	4.06	4.21	2.70	2.00	4.00	-	4.10	3.89	2.09	4.00	4.01	3.95	3.93
Std Dev.	0.84	-	0.84	0.76	0.90	0.74	0.83	0.64	0.67	0.77	1.23	-	-	-	0.66	1.06	-	-	0.86	0.75	0.90
Std Error	0.13	-	0.13	0.17	0.19	0.15	0.19	0.26	0.14	0.24	0.71	-	-	-	0.12	0.29	-	-	0.14	0.30	0.14

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ5\_3. How easy or difficult did you find it to make a complaint about - Collect +

Base : Made a complaint about Collect +

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	44	12	11	13	8	23	21	36	7	7	4	15	11	6	30	8	36	16	28	-	
Weighted Base	61*	16**	19**	15**	11**	35**	26**	56**	5**	11**	3**	24**	35**	12**	9**	39**	13**	48**	23**	38**	..*
Effective Base	31	7	9	8	7	16	15	28	4	6	2	11	7	4	20	7	24	12	19	-	
Very difficult (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly difficult (2)	4	1	3	-	-	4	-	4	-	-	-	3	1	-	4	-	4	-	4	-	
Neither easy nor difficult (3)	7%	6%	16%	-	-	11%	-	7%	2%	-	3%	11%	10%	-	10%	-	8%	-	10%	-	
Fairly easy (4)	9	-	2	5	2	2	7	6	3	2	-	6	-	-	2	7	4	5	-		
Very easy (5)	15%	-	12%	31%	20%	7%	26%	11%	59%	21%	13%	27%	-	-	17%	18%	14%	17%	14%	-	
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly easy	48	15	14	10	9	29	19	46	2	9	3	15	11	9	28	10	36	19	29	-	
NET Very/fairly difficult	7%	6%	16%	-	-	11%	-	7%	2%	-	3%	11%	10%	-	10%	-	8%	-	10%	-	
Mean	4.00	4.25	3.72	3.99	4.15	3.96	4.06	4.05	3.37	4.21	3.80	3.77	3.83	4.47	3.79	4.32	3.92	4.30	3.82	-	
Std Dev.	0.84	0.74	0.95	0.81	0.76	0.89	0.78	0.84	0.59	0.81	0.57	0.98	0.66	0.53	0.85	0.80	0.84	0.78	0.83	-	
Std Error	0.13	0.22	0.29	0.22	0.27	0.19	0.17	0.14	0.22	0.31	0.29	0.25	0.20	0.22	0.16	0.28	0.14	0.20	0.16	-	

Proportions/Mean: Columns Tested (5% risk level) - ab/cd - ef - gh - ij/kl/mn - op - qrs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_3. How easy or difficult did you find it to make a complaint about - Collect +

Base : Made a complaint about Collect +

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	44	34	10	5	29	6	6	3	2	3	3	2	4	3	6	4	2	2	4
Weighted Base	61*	55**	6**	1**	55**	4**	1**	1**	2**	6**	5**	2**	7**	5**	13**	11**	3**	***	3**
Effective Base	31	28	3	3	27	3	3	3	2	3	3	2	4	3	6	4	2	1	2
Very difficult (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly difficult (2)	4	1	3	-	3	-	1	+	-	3	-	-	-	-	-	-	-	-	-
Neither easy nor difficult (3)	7%	2%	50%	-	9%	-	59%	45%	-	43%	-	-	-	-	-	-	-	-	-
Fairly easy (4)	9	9	-	-	8	-	+	-	-	1	4	1	-	-	-	2	-	-	-
Very easy (5)	15%	17%	-	-	15%	-	27%	39%	-	22%	75%	40%	-	-	-	24%	-	-	-
I don't know	31	28	3	+	28	2	+	-	-	2	-	-	2	5	8	8	3	-	2
NET Very/fairly easy	48	45	5	1	44	4	+	+	2	2	1	1	5	13	8	3	-	3	
NET Very/fairly difficult	7%	2%	50%	-	3	-	1	+	-	3	-	-	-	-	-	-	-	-	-
Mean	4.00	4.10	3.04	4.27	4.04	4.32	2.55	2.87	5.00	2.93	3.50	4.21	4.77	4.00	4.41	3.76	4.00	4.00	4.35
Std Dev.	0.84	0.75	1.15	-	0.80	0.55	-	-	*	0.96	0.97	1.27	0.45	0.00	0.51	0.45	0.00	-	0.57
Std Error	0.13	0.13	0.36	-	0.15	0.23	-	-	*	0.56	0.56	0.90	0.23	0.00	0.21	0.22	0.00	-	0.29

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_3. How easy or difficult did you find it to make a complaint about - Collect +

Base : Made a complaint about Collect +

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	44	9	-	1	17	17	5	4	1	34	5	22	12	4	2	3	34	5	36	8
Weighted Base	61*	12**	-**	***	25**	23**	7**	6**	1**	47**	7**	30**	17**	5**	4**	4**	46**	8**	54**	7**
Effective Base	31	6	-	1	11	12	4	3	1	23	4	14	9	3	2	3	23	4	28	3
Very difficult (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly difficult (2)	4	4	-	-	4	-	-	-	-	4	-	4	-	-	-	-	4	-	3	1
	7%	32%	-	-	16%	-	-	-	-	8%	-	13%	-	-	-	-	9%	-	6%	12%
Neither easy nor difficult (3)	9	-	-	-	2	3	1	2	1	6	3	2	3	1	-	3	6	3	9	-
	15%	3%	-	100%	10%	13%	11%	33%	100%	12%	42%	8%	18%	16%	-	79%	12%	36%	17%	-
Fairly easy (4)	31	6	-	-	5	17	6	2	-	22	2	12	9	4	-	20	4	25	5	-
	50%	52%	-	-	21%	77%	89%	33%	-	48%	28%	40%	51%	84%	100%	44%	54%	47%	76%	-
Very easy (5)	17	1	-	-	13	2	-	2	-	15	2	11	5	-	1	16	1	16	1	-
	28%	12%	-	-	53%	10%	-	34%	-	29%	2	38%	30%	-	21%	35%	10%	30%	11%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	48	8	-	-	18	20	6	4	-	38	4	23	14	4	4	1	37	5	42	6
	78%	64%	-	-	73%	87%	89%	67%	-	80%	58%	78%	82%	84%	100%	21%	79%	64%	77%	88%
NET Very/fairly difficult	4	4	-	-	4	-	-	-	-	4	-	4	-	-	-	4	-	3	1	-
	7%	32%	-	-	16%	-	-	-	-	8%	-	13%	-	-	-	9%	-	6%	12%	-
Mean	4.00	3.44	-	3.00	4.10	3.97	3.89	4.01	3.00	4.04	3.87	4.03	4.12	3.84	4.00	3.43	4.06	3.74	4.02	3.87
Std Dev.	0.84	1.11	-	-	1.15	0.49	0.34	0.90	-	0.89	0.91	1.02	0.71	0.42	0.00	0.96	0.91	0.67	0.85	0.83
Std Error	0.13	0.37	-	-	0.28	0.12	0.15	0.45	-	0.15	0.41	0.22	0.20	0.21	0.00	0.56	0.16	0.30	0.14	0.29

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_3. How easy or difficult did you find it to make a complaint about - Collect +

Base : Made a complaint about Collect +

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	44	8	35	1	20	21	3	40	3	1	-	44	-
Weighted Base	61*	14**	44**	3**	32**	27**	2**	56**	4**	***	**	61*	**
Effective Base	31	6	24	1	15	15	2	29	2	1	-	31	-
Very difficult (1)	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly difficult (2)	4	-	4	-	*	4	-	4	*	-	-	4	-
	7%	-	9%	-	*	15%	-	7%	2%	-	-	7%	-
Neither easy nor difficult (3)	9	4	5	-	4	5	-	9	-	*	-	9	-
	15%	28%	12%	-	13%	18%	-	16%	-	100%	-	15%	-
Fairly easy (4)	31	6	25	-	17	12	1	26	4	-	-	31	-
	50%	42%	56%	-	54%	45%	54%	47%	98%	-	-	50%	-
Very easy (5)	17	4	10	3	10	6	1	17	-	-	-	17	-
	28%	31%	23%	100%	32%	22%	46%	31%	-	-	-	28%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	48	10	35	3	27	18	2	44	4	-	-	48	-
	78%	72%	79%	100%	86%	67%	100%	77%	98%	-	-	78%	-
NET Very/fairly difficult	4	-	4	-	*	4	-	4	*	-	-	4	-
	7%	-	9%	-	*	15%	-	7%	2%	-	-	7%	-
Mean	4.00	4.03	3.93	5.00	4.18	3.75	4.46	4.01	3.96	3.00	-	4.00	-
Std Dev.	0.84	0.79	0.85	0.00	0.67	0.98	0.64	0.87	0.34	-	-	0.84	-
Std Error	0.13	0.28	0.14	0.00	0.15	0.21	0.37	0.14	0.19	-	-	0.13	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_3. How easy or difficult did you find it to make a complaint about - Collect +

Base : Made a complaint about Collect +

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	44	-	-	20	24	-	-	-	-	-	-	-	13	7	5	11	8
Weighted Base	61*	**	**	31**	30**	**	**	**	**	**	**	**	19**	12**	3**	19**	7**
Effective Base	31	-	-	14	17	-	-	-	-	-	-	-	9	5	3	10	5
Very difficult (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly difficult (2)	4	-	-	4	7	-	-	-	-	-	-	-	1	3	*	-	-
Neither easy nor difficult (3)	19	-	-	17%	2%	-	-	-	-	-	-	-	4%	23%	13%	-	-
Fairly easy (4)	31	-	-	17	14	-	-	-	-	-	-	-	10	7	2	8	3
Very easy (5)	50%	-	-	55%	45%	-	-	-	-	-	-	-	51%	61%	62%	41%	47%
I don't know	17	-	-	4	13	-	-	-	-	-	-	-	4	-	1	10	2
NET Very/fairly easy	28%	-	-	14%	43%	-	-	-	-	-	-	-	22%	-	25%	52%	30%
NET Very/fairly difficult	4	-	-	21	26	-	-	-	-	-	-	-	14	7	3	18	6
Mean	4.00	-	-	3.71	4.30	-	-	-	-	-	-	-	3.91	3.38	3.98	4.45	4.07
Std Dev	0.84	-	-	0.86	0.72	-	-	-	-	-	-	-	0.80	0.87	1.05	0.64	0.78
Std Error	0.13	-	-	0.19	0.15	-	-	-	-	-	-	-	0.22	0.33	0.47	0.19	0.28

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ5\_4. How easy or difficult did you find it to make a complaint about - DHL

Base : Made a complaint about DHL

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	48	-	48	25	23	26	22	12	14	11	2	7	1	1	26	13	9	2	37	11	48
Weighted Base	69*	**	69*	41**	29**	41**	28**	15**	22**	18**	2**	8**	2**	2**	38**	20**	12**	4**	52**	17**	48*
Effective Base	34	-	34	19	15	18	16	7	11	8	2	4	1	1	18	10	6	2	27	7	48
Very difficult (1)	3	-	3	1	2	*	3	1	2	-	-	-	-	-	3	-	-	-	3	-	3
	4%	-	4%	2%	8%	1%	10%	7%	9%	-	-	-	-	-	8%	-	-	-	6%	-	6%
Fairly difficult (2)	4	-	4	2	2	3	*	3	-	-	-	*	-	-	3	-	-	-	4	-	4
	5%	-	5%	5%	6%	8%	2%	23%	-	-	-	1%	-	-	9%	-	1%	-	7%	-	6%
Neither easy nor difficult (3)	12	-	12	5	7	8	5	6	2	1	1	-	-	2	8	3	2	2	8	4	6
	18%	-	18%	13%	24%	19%	17%	39%	9%	8%	67%	-	-	100%	21%	14%	14%	44%	16%	23%	13%
Fairly easy (4)	20	-	20	12	8	8	12	2	6	4	-	8	-	-	8	4	8	-	13	7	17
	29%	-	29%	31%	27%	19%	44%	14%	25%	24%	-	99%	-	-	21%	21%	68%	-	25%	42%	35%
Very easy (5)	29	-	29	20	9	22	6	2	11	12	1	-	2	-	14	13	2	2	23	6	17
	41%	-	41%	46%	30%	54%	23%	16%	50%	68%	33%	-	100%	-	37%	64%	17%	56%	43%	35%	35%
I don't know	1	-	1	-	1	-	1	-	1	-	-	-	-	-	1	-	-	-	1	-	1
	2%	-	2%	-	5%	-	5%	-	6%	-	-	-	-	-	4%	-	-	-	3%	-	2%
NET Very/fairly easy	49	-	49	32	16	30	19	5	17	16	1	8	2	-	22	17	10	2	36	13	34
	70%	-	70%	80%	57%	73%	67%	31%	75%	92%	33%	99%	100%	-	58%	88%	85%	56%	68%	77%	71%
NET Very/fairly difficult	7	-	7	3	4	3	3	4	2	-	*	-	-	-	7	-	-	-	7	-	7
	10%	-	10%	7%	14%	8%	12%	30%	9%	-	-	1%	-	-	16%	-	1%	-	13%	-	15%
Mean	3.99	-	3.99	4.20	3.69	4.18	3.71	3.11	4.14	4.61	3.65	3.98	5.00	3.00	3.71	4.50	4.02	4.12	3.95	4.12	3.87
Std Dev.	1.12	-	1.12	0.99	1.24	1.04	1.19	1.17	1.26	0.65	1.29	0.24	*	-	1.31	0.75	0.61	1.16	1.21	0.78	1.19
Std Error	0.16	-	0.16	0.20	0.26	0.20	0.26	0.34	0.35	0.19	0.91	0.09	*	-	0.26	0.21	0.20	0.82	0.20	0.23	0.17

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_4. How easy or difficult did you find it to make a complaint about - DHL

Base : Made a complaint about DHL

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	48	20	10	7	11	30	18	40	8	10	6	9	9	13	24	11	37	24	23	1	
Weighted Base	69*	30**	16**	8**	15**	46**	24**	58**	11**	16**	10**	10**	46**	13**	19**	33**	18**	52**	38**	31**	1**
Effective Base	34	13	8	5	9	20	15	28	6	7	5	6	8	9	18	8	27	17	17	1	
Very difficult (1)	3	2	-	-	1	2	1	3	-	-	-	1	-	2	1	-	3	1	2	-	
	4%	7%	-	-	7%	5%	4%	5%	2%	2%	-	7%	-	71%	2%	1%	6%	3%	7%	-	
Fairly difficult (2)	4	-	2	-	1	2	1	-	3	-	-	-	-	-	-	3	-	3	-	-	
	5%	-	14%	-	8%	5%	5%	1%	28%	-	-	-	-	1%	1%	18%	1%	9%	-	-	
Neither easy nor difficult (3)	12	6	4	1	1	10	3	9	4	4	4	-	5	-	8	4	8	5	7	-	
	18%	20%	22%	16%	9%	21%	12%	15%	33%	25%	36%	-	38%	-	26%	23%	16%	14%	23%	-	
Fairly easy (4)	20	6	6	4	5	12	8	16	2	2	4	5	6	4	14	2	19	5	14	1	
	29%	21%	36%	43%	32%	26%	36%	31%	16%	11%	37%	43%	47%	24%	43%	9%	38%	14%	46%	100%	
Very easy (5)	29	14	5	3	7	18	10	26	2	7	2	4	2	12	8	9	20	22	6	-	
	41%	47%	28%	41%	44%	40%	43%	45%	19%	42%	23%	37%	14%	65%	24%	48%	39%	59%	20%	-	
I don't know	1	1	-	-	-	1	-	1	-	-	-	1	-	-	1	-	1	-	1	-	
	2%	5%	-	-	-	3%	-	2%	-	-	-	13%	-	-	4%	-	-	-	4%	-	
NET Very/fairly easy	49	20	10	7	11	30	18	45	4	6	6	8	8	16	22	10	39	28	20	1	
	70%	68%	64%	84%	76%	66%	78%	77%	36%	53%	60%	62%	62%	68%	67%	58%	73%	74%	74%	100%	
NET Very/fairly difficult	7	2	2	-	2	4	2	3	3	3	-	1	-	2	1	3	3	4	2	-	
	10%	7%	14%	-	15%	10%	10%	6%	30%	21%	4%	7%	-	12%	3%	19%	6%	12%	7%	-	
Mean	3.99	4.05	3.78	4.25	3.98	3.95	4.07	4.14	3.22	3.73	3.79	4.17	3.76	4.30	3.89	3.86	4.04	4.18	3.75	4.00	
Std Dev.	1.12	1.20	1.04	0.76	1.25	1.14	1.09	1.05	1.17	1.28	0.88	1.14	0.71	1.30	0.89	1.27	1.06	1.16	1.04	-	
Std Error	0.16	0.27	0.33	0.29	0.38	0.21	0.26	0.17	0.41	0.41	0.36	0.40	0.24	0.36	0.19	0.38	0.18	0.24	0.22	-	

Proportions/Mean: Columns Test(s) (5% risk level) - ab|cd - ef - gh - ij|klm|n - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_4. How easy or difficult did you find it to make a complaint about - DHL

Base : Made a complaint about DHL

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	48	41	7	2	35	5	3	5	4	5	2	3	4	5	8	2	2	-	5
Weighted Base	69*	65*	4**	2**	64*	3**	1**	1**	3**	13**	3**	4**	7**	8**	19**	5**	3**	**	3**
Effective Base	34	32	2	1	30	2	2	3	4	5	2	3	4	5	8	2	2	-	2
Very difficult (1)	3	3	-	-	3	-	-	-	1	2	-	-	-	-	-	-	-	-	-
	4%	5%	-	-	4%	-	-	-	26%	17%	-	-	-	-	-	-	-	-	-
Fairly difficult (2)	4	3	+	-	3	+	-	-	-	-	-	-	-	1	2	-	-	-	
	5%	3%	2%	-	5%	16%	-	-	-	-	-	-	-	16%	10%	-	-	-	
Neither easy nor difficult (3)	12	9	4	2	12	-	-	-	-	8	-	1	-	1	-	-	2	-	
	18%	13%	90%	96%	19%	-	-	-	-	64%	-	34%	-	17%	-	-	58%	-	
Fairly easy (4)	20	20	+	+	19	-	-	1	2	-	-	1	3	2	7	3	1	-	
	29%	31%	4%	4%	29%	14%	5%	74%	51%	-	-	32%	46%	24%	36%	55%	42%	-	
Very easy (5)	29	29	+	-	26	2	1	-	1	2	3	1	4	2	10	2	-	-	
	41%	44%	3%	-	40%	70%	69%	26%	23%	20%	100%	34%	54%	54%	45%	-	-	-	
I don't know	1	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	
	2%	2%	-	-	2%	-	-	-	-	-	-	-	-	17%	-	-	-	-	
NET Very/fairly easy	49	48	+	+	44	2	1	1	2	2	3	7	7	4	17	5	1	-	
	70%	74%	7%	4%	69%	64%	74%	100%	74%	20%	100%	66%	100%	49%	90%	100%	42%	-	
NET Very/fairly difficult	7	7	+	-	6	+	+	-	1	2	-	-	-	1	2	-	-	-	
	10%	10%	2%	-	9%	16%	26%	-	26%	17%	-	-	-	10%	-	-	-	-	
Mean	3.99	4.05	3.07	3.04	3.97	4.39	3.90	4.26	3.47	3.06	5.00	3.99	4.54	3.69	4.34	4.45	3.42	-	
Std Dev.	1.12	1.12	0.48	-	1.11	1.34	-	-	1.83	1.25	-	0.95	0.54	1.19	0.93	0.56	0.62	-	
Std Error	0.16	0.18	0.18	-	0.19	0.60	-	-	0.92	0.56	-	0.55	0.27	0.60	0.33	0.39	0.43	-	

Proportions/Mean: Columns Test(s) (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ5\_4. How easy or difficult did you find it to make a complaint about - DHL

Base : Made a complaint about DHL

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	48	8	1	1	21	22	3	2	-	43	2	19	20	5	3	1	39	4	42	6
Weighted Base	69*	12**	***	2**	34**	30**	3**	2	-	64*	3**	29**	25**	8**	6**	1**	54**	7**	63*	6**
Effective Base	34	6	1	1	15	16	3	2	-	30	2	14	14	4	2	1	28	2	31	3
Very difficult (1)	3	2	-	-	-	2	1	-	-	2	-	-	3	-	-	-	3	-	1	2
	4%	18%	-	-	1%	7%	28%	-	-	4%	-	1%	11%	-	-	-	6%	-	2%	35%
Fairly difficult (2)	4	-	-	-	-	2	-	1	-	2	1	*	*	2	-	1	*	*	1	3
	5%	-	-	-	-	8%	-	48%	-	4%	48%	1%	*	23%	-	100%	1%	18%	6%	2%
Neither easy nor difficult (3)	12	3	-	2	6	6	-	-	-	12	-	4	3	2	4	-	7	4	11	1
	18%	25%	-	100%	17%	22%	-	-	-	19%	-	14%	11%	20%	70%	-	13%	58%	17%	24%
Fairly easy (4)	20	3	-	-	6	12	2	-	-	18	-	11	5	2	2	-	16	2	18	2
	29%	27%	100%	-	18%	41%	72%	-	-	25%	-	37%	21%	32%	30%	-	30%	24%	28%	39%
Very easy (5)	29	2	-	-	22	7	-	-	-	29	-	14	13	2	-	-	26	-	29	-
	41%	19%	-	-	64%	22%	-	-	-	45%	-	47%	50%	28%	-	-	48%	-	45%	-
I don't know	1	1	-	-	-	-	-	1	-	1	-	-	1	-	-	-	1	-	1	-
	2%	11%	-	-	-	-	-	52%	-	52%	-	-	5%	-	-	-	2%	-	2%	-
NET Very/fairly easy	49	5	-	-	28	19	2	-	-	47	-	25	18	5	2	-	42	2	46	2
	70%	46%	100%	-	82%	63%	72%	-	-	73%	-	84%	71%	57%	30%	-	78%	24%	73%	39%
NET Very/fairly difficult	7	2	-	-	1	4	1	1	-	5	1	1	3	2	-	1	4	1	4	2
	10%	18%	-	-	1%	15%	28%	48%	-	7%	48%	2%	12%	23%	-	100%	7%	18%	7%	37%
Mean	3.99	3.34	4.00	3.00	4.44	3.63	3.16	2.00	-	4.07	2.00	4.28	4.04	3.62	3.30	2.00	4.17	3.06	4.12	2.67
Std Dev.	1.12	1.43	-	-	0.83	1.14	1.69	-	-	1.06	-	0.82	1.36	1.20	0.50	-	1.09	0.70	1.01	1.43
Std Error	0.16	0.54	-	-	0.18	0.24	0.98	-	-	0.16	-	0.19	0.31	0.53	0.29	-	0.18	0.35	0.16	0.58

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e/f/g/h/i) - kl(mn)op(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_4. How easy or difficult did you find it to make a complaint about - DHL

Base : Made a complaint about DHL

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	48	10	38	-	22	24	2	39	9	-	-	48	-
Weighted Base	69*	17**	52**	-**	34**	34**	2**	53**	16**	-**	-**	69*	-**
Effective Base	34	7	28	-	15	18	2	28	7	-	-	34	-
Very difficult (1)	3	-	3	-	-	3	-	2	1	-	-	3	-
	4%	-	6%	-	-	9%	-	4%	5%	-	-	4%	-
Fairly difficult (2)	4	-	4	-	2	1	-	1	3	-	-	4	-
	5%	-	7%	-	7%	4%	-	1%	19%	-	-	5%	-
Neither easy nor difficult (3)	12	6	6	-	8	3	1	5	8	-	-	12	-
	18%	36%	12%	-	23%	10%	68%	9%	47%	-	-	18%	-
Fairly easy (4)	20	5	15	-	9	11	1	17	3	-	-	20	-
	29%	29%	29%	-	27%	31%	32%	35%	21%	-	-	29%	-
Very easy (5)	29	4	24	-	13	15	-	29	-	-	-	29	-
	41%	27%	46%	-	39%	45%	-	54%	-	-	-	41%	-
I don't know	1	1	-	-	1	-	-	-	1	-	-	1	-
	2%	8%	-	-	4%	-	-	-	8%	-	-	2%	-
NET Very/fairly easy	49	9	39	-	22	26	1	45	3	-	-	49	-
	70%	56%	75%	-	66%	77%	32%	86%	21%	-	-	70%	-
NET Very/fairly difficult	7	-	7	-	2	4	-	3	4	-	-	7	-
	10%	-	13%	-	7%	13%	-	5%	24%	-	-	10%	-
Mean	3.99	3.90	4.02	-	4.03	4.00	3.32	4.30	2.92	-	-	3.99	-
Std Dev.	1.12	0.85	1.19	-	0.98	1.26	-	0.99	0.82	-	-	1.12	-
Std Error	0.16	0.28	0.19	-	0.21	0.26	-	0.16	0.29	-	-	0.16	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**QJ5\_4. How easy or difficult did you find it to make a complaint about - DHL**

Base : Made a complaint about DHL

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	48	-	-	16	32	-	-	-	-	-	-	-	11	5	10	8	14
Weighted Base	69*	**	**	32**	37**	**	**	**	**	**	**	**	21**	10**	17**	10**	11**
Effective Base	34	-	-	13	22	-	-	-	-	-	-	-	9	5	8	6	8
Very difficult (1)	3	-	-	2	1	-	-	-	-	-	-	-	-	2	-	-	1
	4%	-	-	7%	3%	-	-	-	-	-	-	-	-	20%	-	-	7%
Fairly difficult (2)	4	-	-	4	-	-	-	-	-	-	-	-	-	-	-	1	2
	5%	-	-	10%	-	-	-	-	-	-	-	-	-	-	-	13%	22%
Neither easy nor difficult (3)	12	-	-	6	8	-	-	-	-	-	-	-	6	-	5	-	1
	16%	-	-	19%	17%	-	-	-	-	-	-	-	28%	-	29%	-	13%
Fairly easy (4)	20	-	-	11	10	-	-	-	-	-	-	-	4	7	4	2	3
	26%	-	-	33%	26%	-	-	-	-	-	-	-	17%	67%	26%	19%	31%
Very easy (5)	29	-	-	13	16	-	-	-	-	-	-	-	12	1	8	5	3
	41%	-	-	41%	41%	-	-	-	-	-	-	-	54%	13%	45%	52%	27%
I don't know	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-
	2%	-	-	4%	-	-	-	-	-	-	-	-	-	-	-	14%	-
NET Very/fairly easy	49	-	-	24	25	-	-	-	-	-	-	-	15	8	12	7	6
	70%	-	-	74%	67%	-	-	-	-	-	-	-	72%	80%	71%	70%	59%
NET Very/fairly difficult	7	-	-	2	5	-	-	-	-	-	-	-	2	-	-	2	3
	10%	-	-	7%	12%	-	-	-	-	-	-	-	20%	-	-	16%	29%
Mean	3.99	-	-	4.02	3.97	-	-	-	-	-	-	-	4.26	3.54	4.15	4.21	3.50
Std Dev	1.12	-	-	1.11	1.14	-	-	-	-	-	-	-	0.89	1.38	0.87	1.28	1.35
Std Error	0.16	-	-	0.28	0.20	-	-	-	-	-	-	-	0.27	0.62	0.28	0.48	0.36

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ5\_5. How easy or difficult did you find it to make a complaint about - FedEx

Base : Made a complaint about FedEx

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	52	-	52	30	22	25	27	9	22	15	2	3	1	-	31	17	4	1	44	8	52
Weighted Base	81*	**	81*	53**	28**	46**	35**	10**	41**	23**	3**	3**	2**	**	50**	26**	5**	2**	65*	16**	52*
Effective Base	40	-	40	24	18	21	20	7	19	11	2	1	1	-	25	13	2	1	34	7	52
Very difficult (1)	3	-	3	3	-	-	3	1	2	-	-	-	-	-	3	-	-	-	1	2	3
Fairly difficult (2)	4%	-	4%	5%	1%	-	9%	8%	5%	1%	-	-	-	-	5%	1%	-	-	2%	12%	6%
Neither easy nor difficult (3)	18	-	18	8	10	4	14	2	7	7	-	-	2	-	9	7	2	2	15	2	11
Fairly easy (4)	28	-	28	18	10	21	7	1	22	1	1	3	-	-	23	2	3	-	22	6	16
Very easy (5)	34%	-	34%	34%	34%	46%	19%	10%	53%	3%	50%	89%	-	-	45%	9%	54%	-	33%	37%	31%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	56	-	56	41	14	41	15	6	30	15	1	3	-	-	36	17	3	-	45	11	32
NET Very/fairly difficult	6%	-	6%	7%	51%	89%	43%	66%	73%	67%	50%	98%	-	-	72%	65%	59%	-	69%	66%	62%
NET Very/fairly difficult	8	-	8	4	4	1	6	1	5	1	1	-	-	-	6	2	-	-	5	3	9
Mean	3.90	-	3.90	4.09	3.54	4.29	3.40	4.01	3.77	4.27	3.00	4.06	3.00	-	3.81	4.12	3.64	3.00	3.96	3.64	3.69
Std Dev.	1.07	-	1.07	1.08	0.96	0.76	1.20	1.36	1.01	1.04	1.23	0.39	0.00	-	1.07	1.11	0.64	0.00	0.98	1.34	1.20
Std Error	0.15	-	0.15	0.20	0.21	0.15	0.23	0.45	0.21	0.27	0.87	0.23	0.00	-	0.19	0.27	0.32	0.00	0.15	0.48	0.17

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**QJ5\_5. How easy or difficult did you find it to make a complaint about - FedEx**

Base : Made a complaint about FedEx

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	52	16	14	13	9	30	22	44	8	4	4	20	9	13	33	5	46	21	29	2
Weighted Base	81*	22**	25**	21**	14**	47**	35**	73*	9**	6**	5**	36**	14**	17**	56**	7**	73*	38**	42**	1**
Effective Base	40	11	12	11	7	22	18	35	6	3	3	17	7	9	27	4	36	17	23	1
Very difficult (1)	3	-	2	-	1	2	1	3	*	-	-	3	-	-	3	*	3	1	2	-
	4%	-	8%	-	7%	4%	3%	4%	3%	5%	-	8%	-	-	5%	4%	4%	3%	5%	-
Fairly difficult (2)	5	2	2	1	-	3	1	4	*	-	1	2	-	1	3	-	5	1	3	*
	6%	8%	6%	7%	-	7%	4%	6%	4%	-	28%	5%	-	9%	6%	-	6%	3%	8%	8%
Neither easy nor difficult (3)	18	4	6	8	-	10	8	16	2	-	1	10	7	*	18	-	18	3	15	-
	22%	18%	25%	37%	-	22%	22%	22%	24%	-	23%	27%	46%	*	32%	-	24%	7%	35%	-
Fairly easy (4)	28	6	7	5	9	14	14	25	2	-	*	12	6	8	19	-	27	10	17	1
	34%	23%	29%	26%	62%	29%	41%	35%	29%	-	5%	34%	44%	46%	33%	-	37%	27%	39%	92%
Very easy (5)	23	10	8	6	4	18	10	25	3	5	2	10	1	8	13	7	21	23	5	-
	35%	45%	32%	29%	31%	38%	30%	34%	40%	95%	44%	27%	10%	43%	24%	96%	29%	60%	12%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	56	16	15	12	13	31	25	50	6	5	3	22	8	16	32	7	46	33	22	1
	69%	74%	61%	56%	93%	67%	71%	69%	68%	95%	49%	60%	64%	91%	58%	96%	68%	87%	50%	92%
NET Very/fairly difficult	8	2	4	1	1	5	3	7	1	*	1	4	-	1	6	*	7	2	5	*
	10%	8%	14%	7%	7%	11%	7%	10%	8%	5%	28%	12%	-	9%	11%	4%	10%	6%	13%	8%
Mean	3.90	4.12	3.70	3.78	4.09	3.90	3.91	3.89	3.97	4.81	3.64	3.67	3.64	4.26	3.66	4.86	3.80	4.38	3.46	3.84
Std Dev.	1.07	0.99	1.23	0.97	1.02	1.13	0.99	1.07	1.11	0.94	1.44	1.16	0.68	0.87	1.07	0.80	1.05	0.96	0.98	-
Std Error	0.15	0.25	0.33	0.27	0.34	0.21	0.21	0.16	0.39	0.47	0.72	0.26	0.23	0.24	0.19	0.36	0.15	0.21	0.18	-

Proportions/Mean: Columns Test(s) (5% risk level) - ab/cd - ef - gh - ij/kl/mn - op - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_5. How easy or difficult did you find it to make a complaint about - FedEx

Base : Made a complaint about FedEx

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	52	47	5	2	39	7	2	4	3	4	6	3	4	5	7	5	2	-	7
Weighted Base	81*	75*	6**	***	73*	7**	***	1**	2**	8**	9**	5**	7**	9**	18**	13**	2**	**	7**
Effective Base	40	39	2	2	35	4	1	3	3	4	6	3	4	5	7	5	2	-	4
Very difficult (1)	3	3	-	-	3	-	-	*	1	-	-	-	-	-	2	-	-	-	-
	4%	4%	-	-	4%	-	-	31%	32%	-	-	-	-	-	11%	-	-	-	-
Fairly difficult (2)	5	5	+	+	4	+	+	+	-	-	1	-	-	3	-	-	-	-	+
	6%	6%	1%	42%	5%	1%	82%	29%	-	-	13%	-	-	33%	-	-	-	-	1%
Neither easy nor difficult (3)	18	16	2	*	18	-	*	*	-	-	3	2	2	2	5	5	-	-	-
	22%	21%	37%	58%	24%	-	18%	8%	-	-	33%	37%	24%	24%	26%	35%	-	-	-
Fairly easy (4)	28	24	4	-	22	6	-	-	2	2	2	1	1	4	3	7	-	-	6
	34%	32%	62%	-	30%	86%	-	-	6%	27%	21%	31%	22%	44%	16%	50%	-	-	86%
Very easy (5)	28	25	1	-	27	1	-	-	5	3	1	4	4	8	2	2	-	-	1
	35%	37%	-	-	37%	13%	-	32%	-	73%	33%	31%	54%	-	47%	16%	100%	-	13%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	56	52	4	-	49	7	-	+	2	8	5	3	5	4	11	9	2	-	7
	69%	69%	62%	-	67%	89%	-	32%	68%	100%	54%	63%	76%	44%	63%	65%	100%	-	99%
NET Very/fairly difficult	8	8	*	*	7	*	*	1	1	-	1	-	-	3	2	-	-	-	*
	10%	10%	1%	42%	9%	1%	82%	60%	32%	-	13%	-	-	33%	17%	-	-	-	1%
Mean	3.90	3.92	3.61	2.58	3.90	4.11	2.18	2.72	3.05	4.73	3.75	3.94	4.30	3.11	3.87	3.81	5.00	-	4.11
Std Dev.	1.07	1.09	0.56	-	1.08	0.42	-	-	1.82	0.47	1.12	0.94	0.90	0.92	1.35	0.71	0.00	-	0.42
Std Error	0.15	0.16	0.25	-	0.17	0.16	-	-	1.05	0.24	0.46	0.54	0.45	0.41	0.51	0.32	0.00	-	0.16

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_5. How easy or difficult did you find it to make a complaint about - FedEx

Base : Made a complaint about FedEx

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
	Total																			
Unweighted Base	52	13	-	4	16	21	12	3	-	37	3	14	26	7	4	1	40	5	48	4
Weighted Base	81*	16**	-**	5**	32**	30**	18**	2**	-**	62*	2**	29**	37**	8**	7**	1**	66*	7**	77*	5**
Effective Base	40	9	-	3	14	17	9	1	-	31	1	13	19	4	4	1	32	5	38	3
Very difficult (1)	3	-	-	-	2	-	1	-	-	2	-	-	3	-	-	-	3	-	3	-
	4%	-	-	-	6%	1%	4%	-	-	4%	-	-	8%	-	-	-	5%	-	4%	-
Fairly difficult (2)	5	3	-	-	-	1	2	2	-	1	2	1	2	*	1	-	3	1	5	-
	6%	21%	-	8%	-	5%	9%	100%	-	2%	100%	5%	4%	5%	18%	-	5%	16%	6%	-
Neither easy nor difficult (3)	18	6	-	2	4	8	6	-	-	12	-	4	8	2	4	-	11	4	16	2
	22%	35%	-	45%	12%	27%	34%	-	-	19%	-	13%	21%	29%	61%	-	17%	54%	20%	44%
Fairly easy (4)	28	7	-	2	7	13	8	-	-	20	-	5	15	5	1	1	20	2	25	3
	34%	44%	-	47%	22%	42%	46%	-	-	32%	-	16%	42%	66%	21%	100%	31%	30%	33%	56%
Very easy (5)	28	-	-	-	19	8	1	-	-	27	-	19	9	-	-	-	28	-	28	-
	35%	-	-	-	60%	26%	7%	-	-	43%	-	66%	24%	-	-	-	43%	-	37%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	56	7	-	2	26	20	9	-	-	47	-	24	24	5	1	1	48	2	53	3
	69%	44%	-	47%	82%	68%	53%	-	-	75%	-	82%	66%	66%	21%	100%	73%	30%	69%	56%
NET Very/fairly difficult	8	3	-	*	2	2	2	2	-	4	2	1	5	*	1	-	6	1	8	-
	10%	21%	-	8%	6%	6%	13%	100%	-	6%	100%	5%	13%	5%	18%	-	9%	16%	10%	-
Mean	3.90	3.23	-	3.39	4.29	3.87	3.42	2.00	-	4.09	2.00	4.43	3.69	3.61	3.04	4.00	4.02	3.14	3.92	3.56
Std Dev.	1.07	0.80	-	0.72	1.11	0.90	0.93	-	-	1.03	-	0.91	1.15	0.63	0.68	-	1.11	0.71	1.09	0.56
Std Error	0.15	0.22	-	0.36	0.28	0.20	0.27	-	-	0.17	-	0.24	0.22	0.24	0.34	-	0.17	0.32	0.16	0.28

Proportions/Mean: Columns Test(s) (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_5. How easy or difficult did you find it to make a complaint about - FedEx

Base : Made a complaint about FedEx

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	52	7	43	2	23	25	4	44	6	1	-	51	1
Weighted Base	81*	11**	66*	4**	42**	38**	1**	72*	9**	***	**	81*	***
Effective Base	40	6	33	2	19	20	2	35	5	1	-	40	1
Very difficult (1)	3	-	3	-	2	1	-	2	1	-	-	3	-
	4%	-	5%	-	5%	3%	-	3%	9%	-	-	4%	-
Fairly difficult (2)	5	1	3	-	4	*	*	1	3	*	-	5	*
	6%	12%	5%	-	10%	1%	5%	2%	31%	100%	-	6%	100%
Neither easy nor difficult (3)	18	2	15	-	7	10	*	17	1	-	-	18	-
	22%	22%	23%	-	17%	27%	7%	23%	13%	-	-	22%	-
Fairly easy (4)	25	-	26	1	11	15	1	23	4	-	-	29	-
	34%	-	40%	35%	27%	40%	88%	33%	47%	-	-	34%	-
Very easy (5)	28	8	18	3	17	11	-	28	-	-	-	28	-
	35%	66%	27%	65%	41%	29%	-	39%	-	-	-	35%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	56	8	44	4	29	26	1	52	4	-	-	56	-
	69%	66%	67%	100%	67%	69%	88%	72%	47%	-	-	69%	-
NET Very/fairly difficult	8	1	6	-	6	1	*	4	4	*	-	8	*
	10%	12%	10%	-	15%	3%	5%	5%	40%	100%	-	9%	100%
Mean	3.90	4.21	3.80	4.65	3.88	3.92	3.83	4.03	2.98	2.00	-	3.90	2.00
Std Dev.	1.07	1.20	1.05	0.54	1.20	0.92	-	1.00	1.13	-	-	1.06	-
Std Error	0.15	0.45	0.16	0.38	0.25	0.18	-	0.15	0.46	-	-	0.15	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ5\_5. How easy or difficult did you find it to make a complaint about - FedEx

Base : Made a complaint about FedEx

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	52	-	-	27	25	-	-	-	-	-	-	-	19	8	5	14	6
Weighted Base	811	**	**	431*	381*	**	**	**	**	**	**	**	291*	141*	101*	211*	81*
Effective Base	40	-	-	21	19	-	-	-	-	-	-	-	14	7	5	12	3
Very difficult (1)	3	-	-	3	3	-	-	-	-	-	-	-	1	-	-	2	1
	4%	-	-	1%	7%	-	-	-	-	-	-	-	1%	-	-	9%	10%
Fairly difficult (2)	5	-	-	1	4	-	-	-	-	-	-	-	1	-	-	4	-
	6%	-	-	2%	10%	-	-	-	-	-	-	-	2%	-	-	19%	-
Neither easy nor difficult (3)	16	-	-	17	1	-	-	-	-	-	-	-	10	6	1	-	-
	22%	-	-	38%	3%	-	-	-	-	-	-	-	36%	43%	12%	-	-
Fairly easy (4)	28	-	-	12	16	-	-	-	-	-	-	-	5	7	8	2	6
	34%	-	-	28%	41%	-	-	-	-	-	-	-	18%	47%	88%	8%	74%
Very easy (5)	28	-	-	14	14	-	-	-	-	-	-	-	12	1	-	13	1
	35%	-	-	32%	38%	-	-	-	-	-	-	-	42%	10%	-	63%	15%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	56	-	-	25	30	-	-	-	-	-	-	-	17	8	8	15	7
	69%	-	-	59%	79%	-	-	-	-	-	-	-	60%	57%	88%	72%	89%
NET Very/fairly difficult	8	-	-	1	7	-	-	-	-	-	-	-	1	-	-	6	1
	10%	-	-	2%	18%	-	-	-	-	-	-	-	3%	-	-	28%	10%
Mean	3.90	-	-	3.88	3.92	-	-	-	-	-	-	-	3.99	3.67	3.88	3.97	3.84
Std Dev	1.07	-	-	0.91	1.23	-	-	-	-	-	-	-	1.00	0.67	0.35	1.53	1.09
Std Error	0.15	-	-	0.18	0.25	-	-	-	-	-	-	-	0.23	0.24	0.15	0.41	0.45

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_6. How easy or difficult did you find it to make a complaint about - Evri

Base : Made a complaint about Evri

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	89	-	89	45	44	35	54	13	31	25	7	9	2	2	44	32	13	4	80	9	89
Weighted Base	105*	**	105*	63*	43**	51**	54*	11**	39**	30**	13**	10**	1**	2**	50**	43**	13**	3**	92*	13**	89*
Effective Base	56	-	56	32	25	25	32	7	20	16	6	5	1	1	27	22	7	2	49	7	89
Very difficult (1)	17	-	17	7	10	3	14	*	4	4	4	4	1	-	4	8	5	1	16	1	15
	16%	-	16%	11%	24%	6%	26%	3%	10%	12%	32%	38%	97%	-	8%	18%	39%	40%	17%	9%	17%
Fairly difficult (2)	7	-	7	2	5	2	5	-	4	*	-	2	-	2	4	*	3	2	5	2	7
	7%	-	7%	3%	13%	3%	10%	-	10%	*	-	17%	-	97%	7%	*	26%	57%	5%	16%	8%
Neither easy nor difficult (3)	17	-	17	10	6	7	10	-	6	4	4	-	-	*	6	10	*	-	16	1	13
	16%	-	16%	16%	15%	14%	18%	-	16%	20%	34%	-	-	3%	13%	24%	*	2%	17%	5%	15%
Fairly easy (4)	36	-	36	21	16	19	17	5	16	9	2	4	*	-	21	11	4	*	33	4	33
	35%	-	35%	33%	37%	37%	32%	48%	41%	29%	17%	43%	3%	-	43%	26%	33%	1%	35%	28%	37%
Very easy (5)	27	-	27	4	21	6	8	5	9	10	2	-	-	-	14	13	-	-	22	5	20
	26%	-	26%	38%	8%	40%	12%	48%	33%	35%	17%	2%	-	-	29%	30%	1%	-	34%	42%	22%
I don't know	1	-	1	-	1	-	1	-	-	1	-	-	-	-	-	1	-	-	1	-	1
	1%	-	1%	-	2%	-	2%	-	-	4%	-	-	-	-	-	2%	-	-	1%	-	1%
NET Very/fairly easy	63	-	63	44	19	40	24	10	25	19	4	4	*	-	35	24	4	*	54	9	53
	60%	-	60%	70%	45%	77%	44%	97%	64%	64%	34%	45%	3%	-	71%	55%	35%	1%	59%	70%	60%
NET Very/fairly difficult	24	-	24	8	16	5	19	*	7	4	4	5	1	2	8	8	8	3	21	3	22
	23%	-	23%	13%	37%	9%	36%	3%	19%	13%	32%	55%	97%	16%	18%	65%	97%	22%	25%	25%	25%
Mean	3.48	-	3.48	3.85	2.93	4.03	2.94	4.38	3.59	3.77	2.88	2.53	1.09	2.03	3.76	3.50	2.33	1.64	3.44	3.78	3.41
Std Dev.	1.38	-	1.38	1.26	1.37	1.10	1.42	0.84	1.23	1.32	1.51	1.48	-	-	1.20	1.42	1.38	0.73	1.37	1.43	1.38
Std Error	0.15	-	0.15	0.19	0.21	0.19	0.19	0.23	0.22	0.27	0.57	0.49	-	-	0.18	0.26	0.38	0.36	0.15	0.48	0.15

Proportions/Mean: Column Test (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**QJ5\_6. How easy or difficult did you find it to make a complaint about - Evri**

Base : Made a complaint about Evri

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	89	23	34	20	12	57	32	65	24	11	9	23	27	17	59	12	76	36	48	5
Weighted Base	105*	31**	32**	26**	17**	63*	42**	84*	22**	16**	10**	28**	25**	24**	63*	18**	87*	48**	53**	4**
Effective Base	56	15	17	15	10	32	25	44	13	8	7	14	16	11	36	9	47	25	28	3
Very difficult (1)	17	5	4	6	2	9	8	14	3	-	3	4	7	3	14	-	17	5	12	-
	18%	15%	13%	24%	12%	14%	19%	16%	15%	-	27%	16%	29%	11%	23%	-	19%	11%	22%	-
Fairly difficult (2)	7	2	2	3	-	4	3	5	2	-	2	-	5	-	7	-	7	-	7	-
	7%	7%	6%	13%	-	6%	8%	6%	8%	-	16%	-	22%	-	11%	-	8%	-	13%	-
Neither easy nor difficult (3)	17	1	9	-	7	10	7	12	5	2	2	8	2	4	11	2	15	7	7	2
	16%	4%	27%	-	41%	16%	16%	14%	23%	11%	15%	29%	7%	15%	18%	10%	17%	15%	14%	63%
Fairly easy (4)	36	7	16	9	4	23	13	26	8	6	4	10	6	10	20	6	30	15	21	-
	35%	23%	50%	36%	24%	37%	31%	33%	39%	40%	42%	36%	24%	40%	32%	36%	34%	32%	39%	6%
Very easy (5)	27	15	2	6	4	17	10	24	3	8	-	5	4	8	9	10	17	20	7	1
	26%	51%	5%	24%	24%	27%	24%	29%	15%	49%	-	19%	14%	35%	14%	54%	20%	41%	12%	30%
I don't know	1	-	-	1	-	-	1	1	-	-	-	-	1	-	1	-	1	1	-	-
	1%	-	-	4%	-	-	2%	1%	-	-	-	-	4%	-	2%	-	1%	2%	-	-
NET Very/fairly easy	63	23	18	15	8	40	23	52	12	14	4	15	9	19	29	16	47	35	27	1
	60%	74%	55%	60%	47%	64%	55%	62%	54%	89%	42%	55%	38%	74%	46%	90%	54%	72%	51%	37%
NET Very/fairly difficult	24	7	6	9	2	13	11	19	5	-	4	5	12	3	21	-	24	5	19	-
	23%	22%	18%	36%	12%	20%	27%	23%	23%	-	43%	16%	51%	11%	34%	-	28%	11%	35%	-
Mean	3.48	3.88	3.29	3.24	3.46	3.58	3.33	3.52	3.30	4.37	2.72	3.42	2.72	3.88	3.03	4.44	3.27	3.93	3.07	3.67
Std Dev.	1.38	1.49	1.11	1.59	1.24	1.33	1.45	1.40	1.29	0.70	1.32	1.27	1.51	1.23	1.40	0.69	1.40	1.26	1.38	1.06
Std Error	0.15	0.31	0.19	0.36	0.36	0.18	0.26	0.18	0.26	0.21	0.44	0.27	0.30	0.30	0.18	0.20	0.16	0.21	0.20	0.48

Proportions/Mean: Columns Test(s) (5% risk level) - ab/cd - ef - gh - ij/kl/mn - op - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_6. How easy or difficult did you find it to make a complaint about - Evri

Base : Made a complaint about Evri

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	89	62	27	9	52	19	10	8	4	5	10	4	5	4	9	6	5	3	16
Weighted Base	105*	91*	14**	2**	93*	6**	4**	2**	3**	11**	16**	5**	9**	8**	21**	14**	8**	***	5**
Effective Base	56	49	7	2	47	9	4	5	4	5	10	4	5	4	9	6	5	2	8
Very difficult (1)	17	12	5	*	12	3	2	-	-	2	4	-	2	2	2	-	-	-	3
	16%	13%	33%	7%	13%	44%	42%	-	-	15%	28%	-	26%	27%	9%	-	-	-	48%
Fairly difficult (2)	7	5	2	2	7	*	-	+	-	-	3	-	-	-	-	2	2	-	-
	7%	6%	13%	78%	7%	2%	-	6%	-	-	20%	-	-	-	-	14%	22%	-	2%
Neither easy nor difficult (3)	17	12	5	*	15	*	2	-	1	5	-	-	2	2	-	2	5	-	-
	16%	13%	32%	2%	16%	2%	35%	-	25%	43%	-	-	18%	23%	-	12%	63%	-	2%
Fairly easy (4)	36	34	3	*	34	1	1	1	1	2	5	4	-	4	11	8	-	-	1
	35%	37%	20%	6%	35%	17%	12%	67%	21%	21%	30%	77%	-	50%	52%	56%	-	80%	12%
Very easy (5)	27	27	*	+	24	2	+	+	1	2	4	-	5	-	9	2	1	+	2
	26%	30%	2%	4%	26%	35%	10%	27%	53%	21%	22%	-	57%	-	39%	18%	16%	20%	36%
I don't know	1	1	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	1%	1%	-	-	1%	-	-	-	-	-	-	23%	-	-	-	-	-	-	-
NET Very/fairly easy	63	60	3	+	58	3	1	1	2	4	8	4	5	4	19	10	1	-	3
	60%	60%	21%	12%	62%	52%	23%	94%	75%	42%	52%	77%	57%	50%	91%	74%	16%	100%	48%
NET Very/fairly difficult	24	17	7	2	19	3	2	*	-	2	8	-	2	2	2	2	2	-	3
	23%	19%	46%	86%	21%	46%	42%	6%	-	15%	48%	-	26%	27%	9%	14%	22%	-	50%
Mean	3.48	3.64	2.43	2.22	3.55	2.96	2.48	4.16	4.28	3.33	2.99	4.00	3.62	2.96	4.11	3.77	3.10	4.20	2.87
Std Dev.	1.38	1.33	1.23	1.14	1.32	2.02	1.59	-	1.09	1.31	1.63	0.00	1.81	1.35	1.13	0.94	0.98	-	2.07
Std Error	0.15	0.17	0.24	0.38	0.19	0.46	0.50	-	0.54	0.59	0.52	0.00	0.81	0.67	0.38	0.38	0.44	-	0.52

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_6. How easy or difficult did you find it to make a complaint about - Evri

Base : Made a complaint about Evri

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	89	29	3	8	35	36	12	4	1	71	5	46	32	6	4	-	78	4	62	27
Weighted Base	105*	34**	6**	8**	46**	42**	14**	3**	1**	87**	4**	60*	30**	9**	4**	**	90*	4**	80*	25**
Effective Base	56	18	3	5	23	22	8	-	1	45	3	30	17	5	3	-	48	3	42	15
Very difficult (1)	17	8	-	1	6	8	2	-	-	14	-	14	3	-	-	-	17	-	5	12
	16%	23%	-	16%	13%	20%	16%	-	-	16%	-	24%	9%	-	-	-	19%	-	6%	47%
Fairly difficult (2)	7	3	-	2	3	4	-	-	-	7	-	2	2	4	-	-	3	-	5	2
	7%	10%	-	22%	7%	9%	-	-	-	8%	-	3%	5%	42%	-	-	4%	-	7%	7%
Neither easy nor difficult (3)	17	8	2	2	6	3	4	3	-	10	3	8	4	3	-	-	12	-	15	2
	16%	24%	29%	22%	14%	8%	29%	96%	-	11%	80%	13%	13%	36%	-	-	13%	-	18%	8%
Fairly easy (4)	38	12	4	2	8	24	4	-	-	32	-	19	12	2	4	-	31	4	31	6
	35%	37%	71%	31%	18%	58%	30%	2%	-	37%	2%	32%	38%	22%	-	-	34%	82%	38%	22%
Very easy (5)	27	1	-	1	21	2	3	-	1	23	1	16	10	-	1	-	26	1	24	3
	26%	2%	-	9%	45%	5%	23%	-	100%	26%	17%	27%	33%	-	18%	-	29%	18%	30%	12%
I don't know	1	1	-	-	1	-	-	-	-	1	-	1	-	-	-	-	1	-	-	1
	1%	3%	-	-	2%	-	-	-	-	1%	-	2%	-	-	-	-	1%	-	-	4%
NET Very/fairly easy	63	13	4	3	29	26	7	*	1	55	1	35	22	2	4	-	57	4	55	8
	60%	39%	71%	40%	63%	63%	53%	2%	100%	63%	18%	59%	72%	22%	100%	-	63%	100%	68%	34%
NET Very/fairly difficult	24	3	-	3	9	12	2	*	-	21	-	16	4	4	-	-	20	-	11	13
	23%	34%	-	38%	20%	29%	18%	3%	-	24%	2%	27%	14%	42%	-	-	22%	-	13%	54%
Mean	3.48	2.84	3.71	2.95	3.77	3.19	3.39	2.97	5.00	3.49	3.30	3.36	3.83	2.80	4.18	-	3.52	4.18	3.79	2.42
Std Dev.	1.38	1.25	0.50	1.33	1.45	1.30	1.38	0.42	-	1.40	0.95	1.53	1.22	0.83	0.44	-	1.44	0.44	1.14	1.59
Std Error	0.15	0.24	0.29	0.47	0.25	0.22	0.40	0.21	-	0.17	0.43	0.23	0.22	0.34	0.22	-	0.16	0.22	0.15	0.31

Proportions/Mean: Columns Testad (5% risk level) - ab/c - de/f/g/h/i - kl/m/n/o/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**QJ5\_6. How easy or difficult did you find it to make a complaint about - Evri**

Base : Made a complaint about Evri

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	89	8	80	1	31	49	9	77	11	1	-	89	-
Weighted Base	105*	11**	92*	2**	43**	55**	7**	87*	15**	2**	**	105*	**
Effective Base	56	5	50	1	22	30	6	47	8	1	-	56	-
Very difficult (1)	17	2	15	-	5	10	2	17	-	-	-	17	-
	16%	15%	17%	-	13%	17%	24%	19%	-	-	-	16%	-
Fairly difficult (2)	7	-	7	-	2	5	-	5	2	-	-	7	-
	7%	-	8%	-	4%	10%	-	6%	11%	-	-	7%	-
Neither easy nor difficult (3)	17	2	15	-	7	6	4	10	7	-	-	17	-
	16%	16%	16%	-	16%	11%	52%	11%	47%	-	-	16%	-
Fairly easy (4)	36	1	35	-	14	21	1	30	7	-	-	36	-
	35%	3%	38%	-	32%	38%	18%	34%	43%	-	-	35%	-
Very easy (5)	27	7	18	2	15	12	*	25	-	2	-	27	-
	26%	61%	20%	100%	35%	21%	6%	28%	-	100%	-	26%	-
I don't know	1	-	1	-	-	1	-	1	-	-	-	1	-
	1%	-	1%	-	-	2%	-	1%	-	-	-	1%	-
NET Very/fairly easy	63	8	54	2	29	33	2	54	7	2	-	63	-
	60%	70%	58%	100%	67%	60%	24%	62%	43%	100%	-	60%	-
NET Very/fairly difficult	24	2	22	-	7	15	2	22	2	-	-	24	-
	23%	15%	24%	-	16%	27%	24%	26%	11%	-	-	23%	-
Mean	3.48	4.01	3.38	5.00	3.73	3.37	2.80	3.46	3.32	5.00	-	3.48	-
Std Dev.	1.38	1.52	1.35	*	1.33	1.41	1.25	1.46	0.68	0.00	-	1.38	-
Std Error	0.15	0.54	0.15	*	0.24	0.20	0.42	0.17	0.20	0.00	-	0.15	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**QJ5\_6. How easy or difficult did you find it to make a complaint about - Evri**

Base : Made a complaint about Evri

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	89	-	-	39	50	-	-	-	-	-	-	-	29	10	13	17	20
Weighted Base	1057	**	**	477*	587	**	**	**	**	**	**	**	35**	13**	19**	16**	23**
Effective Base	56	-	-	24	33	-	-	-	-	-	-	-	18	6	9	11	13
Very difficult (1)	17	-	-	3	14	-	-	-	-	-	-	-	2	*	3	3	8
	16%	-	-	5%	25%	-	-	-	-	-	-	-	7%	1%	17%	19%	35%
Fairly difficult (2)	7	-	-	2	5	-	-	-	-	-	-	-	2	*	2	-	4
	7%	-	-	4%	9%	-	-	-	-	-	-	-	5%	1%	9%	-	16%
Neither easy nor difficult (3)	17	-	-	12	4	-	-	-	-	-	-	-	6	6	2	2	1
	16%	-	-	26%	7%	-	-	-	-	-	-	-	6	6	2	2	1
Fairly easy (4)	36	-	-	16	20	-	-	-	-	-	-	-	10	6	6	5	9
	35%	-	-	34%	35%	-	-	-	-	-	-	-	28%	51%	34%	31%	38%
Very easy (5)	27	-	-	14	13	-	-	-	-	-	-	-	14	-	6	6	1
	26%	-	-	30%	22%	-	-	-	-	-	-	-	42%	-	31%	38%	3%
I don't know	1	-	-	1	2%	-	-	-	-	-	-	-	-	-	-	-	1
	1%	-	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	5%
NET Very/fairly easy	63	-	-	30	33	-	-	-	-	-	-	-	24	6	12	11	10
	60%	-	-	65%	57%	-	-	-	-	-	-	-	70%	51%	65%	69%	41%
NET Very/fairly difficult	24	-	-	4	20	-	-	-	-	-	-	-	4	*	5	3	12
	23%	-	-	9%	34%	-	-	-	-	-	-	-	12%	1%	26%	19%	51%
Mean	3.48	-	-	3.81	3.21	-	-	-	-	-	-	-	3.92	3.49	3.53	3.70	2.57
Std Dev	1.38	-	-	1.09	1.53	-	-	-	-	-	-	-	1.21	0.58	1.48	1.50	1.44
Std Error	0.15	-	-	0.17	0.22	-	-	-	-	-	-	-	0.22	0.18	0.41	0.36	0.33

Proportions/Mean: Column Test (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_8. How easy or difficult did you find it to make a complaint about - DPD

Base : Made a complaint about DPD

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	57	-	57	29	28	30	27	10	22	17	2	3	-	3	32	19	6	3	46	11	57
Weighted Base	71*	**	71*	46**	25**	36**	34**	7**	32**	21**	3**	6**	**	1**	39**	24**	7**	1**	56**	15**	57*
Effective Base	38	-	38	23	15	20	18	7	17	11	1	2	-	1	23	12	3	1	29	8	57
Very difficult (1)	2	-	2	-	2	*	2	-	2	-	-	-	-	*	2	-	*	*	2	-	3
	3%	-	3%	-	9%	*	6%	-	6%	-	-	-	-	7%	5%	-	1%	7%	4%	-	5%
Fairly difficult (2)	9	-	9	4	4	5	4	1	3	3	-	3	-	-	3	3	3	-	7	2	8
	12%	-	12%	10%	17%	13%	12%	9%	8%	12%	-	52%	-	-	8%	11%	42%	-	12%	12%	14%
Neither easy nor difficult (3)	13	-	13	6	7	6	8	2	7	5	-	-	-	-	8	5	-	-	9	4	11
	19%	-	19%	14%	29%	16%	23%	21%	21%	24%	-	-	-	-	21%	21%	-	-	16%	29%	19%
Fairly easy (4)	18	-	18	9	9	9	9	2	7	3	3	3	-	-	9	5	3	-	17	1	18
	25%	-	25%	19%	36%	25%	25%	29%	23%	13%	98%	48%	-	-	24%	22%	39%	-	30%	5%	32%
Very easy (5)	28	-	28	27	1	16	12	3	14	11	-	-	-	-	16	11	-	-	20	8	16
	39%	-	39%	38%	4%	44%	34%	41%	42%	31%	2%	-	-	-	42%	46%	-	-	35%	54%	28%
I don't know	1	-	1	-	1	1	-	-	-	-	-	-	-	1	-	-	1	1	1	-	1
	2%	-	2%	-	5%	3%	-	-	-	-	-	-	-	93%	-	-	18%	93%	2%	-	2%
NET Very/fairly easy	45	-	45	35	10	25	20	5	21	14	3	3	-	-	26	16	3	-	36	9	34
	64%	-	64%	77%	40%	68%	59%	70%	65%	64%	100%	48%	-	-	66%	68%	39%	-	65%	59%	60%
NET Very/fairly difficult	11	-	11	4	6	5	6	1	5	3	-	3	-	-	5	3	3	*	9	2	11
	15%	-	15%	10%	26%	13%	18%	9%	14%	12%	-	52%	-	7%	13%	11%	43%	7%	16%	12%	19%
Mean	3.86	-	3.86	4.25	3.09	4.02	3.69	4.02	3.86	4.03	4.02	2.97	-	1.00	3.89	4.03	2.93	1.00	3.82	4.00	3.64
Std Dev.	1.17	-	1.17	1.03	1.06	1.09	1.24	1.06	1.25	1.14	0.19	1.10	-	-	1.20	1.07	1.12	-	1.18	1.19	1.20
Std Error	0.16	-	0.16	0.19	0.20	0.20	0.24	0.34	0.27	0.28	0.14	0.63	-	-	0.21	0.25	0.50	-	0.18	0.36	0.16

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



**QJ5\_8. How easy or difficult did you find it to make a complaint about - DPD**

Base : Made a complaint about DPD

	Total	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	57	19	20	12	6	39	18	43	14	4	8	21	8	14	37	5	51	25	26	6	
Weighted Base	71*	18**	27**	16**	10**	44**	26**	58**	13**	8**	11**	25**	10**	13**	46**	10**	60*	34**	32**	5**	
Effective Base	38	10	14	9	5	24	14	30	8	4	6	14	6	7	25	5	33	18	17	3	
Very difficult (1)	2	2	-	-	-	2	-	2	-	-	-	-	-	2	-	-	2	-	2	-	
	3%	12%	-	-	-	5%	-	4%	1%	-	-	-	-	16%	-	-	4%	-	7%	-	
Fairly difficult (2)	9	-	4	3	1	5	4	7	2	-	3	4	-	2	7	-	9	2	4	3	
	12%	1%	17%	16%	14%	11%	15%	12%	16%	-	28%	15%	-	15%	14%	-	15%	5%	13%	9%	
Neither easy nor difficult (3)	13	2	6	4	2	8	5	10	3	-	-	9	2	2	11	-	13	2	11	1	
	19%	10%	23%	23%	17%	18%	21%	18%	26%	-	-	36%	19%	18%	24%	-	22%	5%	33%	24%	
Fairly easy (4)	18	3	8	4	3	11	7	14	4	3	3	5	5	1	13	3	14	9	8	1	
	25%	17%	28%	22%	35%	24%	27%	23%	32%	33%	33%	22%	47%	8%	29%	27%	24%	25%	25%	20%	
Very easy (5)	28	9	9	6	3	18	10	25	2	6	5	7	2	6	14	7	20	21	7	-	
	39%	52%	32%	39%	34%	40%	37%	44%	16%	67%	47%	28%	22%	42%	31%	73%	34%	61%	22%	-	
I don't know	1	1	-	-	-	1	-	-	1	-	-	-	1	-	1	-	1	1	-	-	
	2%	7%	-	-	-	3%	-	10%	-	-	-	-	12%	-	3%	-	2%	4%	-	-	
NET Very/fairly easy	45	12	16	10	7	28	17	39	6	6	8	12	7	7	28	10	34	29	15	1	
	64%	69%	60%	61%	64%	64%	64%	67%	48%	100%	72%	49%	69%	50%	59%	100%	57%	86%	47%	20%	
NET Very/fairly difficult	11	2	4	3	1	7	4	9	2	-	3	4	-	4	7	-	11	2	6	3	
	15%	14%	17%	16%	14%	16%	15%	15%	16%	-	28%	15%	-	31%	14%	-	18%	5%	20%	56%	
Mean	3.86	4.02	3.75	3.84	3.88	3.86	3.86	3.92	3.52	4.67	3.92	3.62	4.03	3.45	3.78	4.73	3.70	4.47	3.42	2.65	
Std Dev.	1.17	1.43	1.10	1.15	1.08	1.23	1.10	1.19	1.05	0.50	1.31	1.06	0.72	1.60	1.06	0.47	1.20	0.84	1.18	0.90	
Std Error	0.16	0.34	0.25	0.33	0.44	0.20	0.26	0.18	0.29	0.25	0.46	0.23	0.27	0.43	0.18	0.21	0.17	0.17	0.23	0.37	

Proportions/Mean: Columns Test(s) (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_8. How easy or difficult did you find it to make a complaint about - DPD

Base : Made a complaint about DPD

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	57	48	9	6	35	8	6	8	3	4	7	1	6	2	7	4	1	1	7
Weighted Base	71*	70*	1**	***	63*	2**	3**	2**	2**	8**	11**	1**	10**	3**	17**	9**	1**	***	2**
Effective Base	38	37	8	5	31	4	4	6	3	4	7	1	6	2	7	4	1	1	3
Very difficult (1)	2	2	*	*	2	*	-	-	-	2	-	-	-	-	-	-	-	-	-
	3%	3%	15%	24%	3%	4%	-	-	-	26%	-	-	-	-	-	-	-	-	5%
Fairly difficult (2)	9	9	-	-	8	-	-	1	1	-	3	-	-	-	3	-	1	-	-
	12%	12%	-	-	12%	-	-	54%	28%	-	27%	-	-	-	16%	-	100%	-	-
Neither easy nor difficult (3)	13	13	*	*	12	*	1	-	1	1	4	-	2	1	2	2	-	-	-
	19%	19%	9%	15%	20%	3%	28%	-	30%	14%	34%	-	18%	42%	10%	22%	-	-	3%
Fairly easy (4)	18	17	*	*	15	2	-	1	1	-	3	-	-	2	5	3	-	-	2
	25%	24%	65%	43%	23%	53%	15%	42%	42%	-	29%	100%	-	56%	29%	30%	-	100%	92%
Very easy (5)	28	27	*	*	25	-	2	*	-	5	1	-	7	-	9	5	-	-	-
	39%	39%	10%	17%	40%	-	71%	4%	-	60%	10%	-	69%	-	45%	49%	-	-	-
I don't know	1	1	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	2%	2%	-	-	2%	-	-	-	-	-	-	-	13%	-	-	-	-	-	-
NET Very/fairly easy	45	45	+	+	40	2	2	1	1	5	4	1	7	2	13	7	-	-	2
	64%	64%	75%	60%	63%	93%	72%	46%	42%	60%	39%	100%	69%	58%	74%	78%	-	100%	92%
NET Very/fairly difficult	11	11	*	*	10	*	-	1	1	2	3	-	-	-	3	-	1	-	*
	15%	15%	15%	24%	16%	4%	-	54%	28%	26%	27%	-	-	-	16%	-	100%	-	5%
Mean	3.86	3.86	3.56	3.28	3.85	3.84	4.43	2.96	3.14	3.67	3.22	4.00	4.58	3.58	4.04	4.27	2.00	4.00	3.83
Std Dev.	1.17	1.17	-	-	1.19	0.83	1.07	-	1.13	1.85	1.01	-	0.87	0.59	1.12	0.84	-	-	0.92
Std Error	0.16	0.17	-	-	0.20	0.29	0.44	-	0.65	0.92	0.38	-	0.39	0.42	0.42	0.42	-	-	0.35

Proportions/Mean: Columns Test(s) (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_8. How easy or difficult did you find it to make a complaint about - DPD

Base : Made a complaint about DPD

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	57	10	-	6	19	22	9	6	-	41	6	26	18	7	4	2	44	6	47	10
Weighted Base	71*	10**	-**	4**	25**	31**	6**	7**	-**	56**	7**	39**	18**	5**	5**	4**	57**	9**	62*	9**
Effective Base	38	6	-	4	11	17	7	4	-	28	4	18	12	3	4	2	29	6	32	6
Very difficult (1)	2	2	-	-	-	2	-	-	-	2	-	-	2	-	-	2	-	-	-	2
	3%	22%	-	3%	-	7%	-	-	-	4%	-	-	12%	-	-	4%	-	-	-	23%
Fairly difficult (2)	9	-	-	4	4	2	3	*	-	6	*	3	2	1	3	-	5	3	7	1
	12%	3%	-	-	14%	6%	47%	3%	-	10%	3%	7%	13%	22%	49%	-	9%	29%	12%	16%
Neither easy nor difficult (3)	13	3	-	2	1	4	2	7	-	5	7	4	5	1	2	2	9	4	13	1
	19%	28%	-	42%	4%	12%	24%	96%	-	8%	96%	9%	28%	19%	36%	54%	15%	43%	21%	6%
Fairly easy (4)	18	3	-	1	3	13	2	-	-	16	-	11	5	-	1	-	16	1	13	4
	25%	35%	-	20%	12%	40%	29%	1%	-	28%	1%	32%	28%	10%	15%	-	29%	9%	22%	48%
Very easy (5)	28	-	-	-	17	10	-	-	-	27	-	21	2	2	-	2	24	2	27	1
	39%	-	-	-	69%	31%	-	-	-	48%	-	55%	12%	49%	-	46%	41%	18%	44%	6%
I don't know	1	1	-	1	-	1	-	-	-	1	-	-	1	-	-	1	-	-	1	-
	2%	13%	-	35%	-	4%	-	-	-	2%	-	-	7%	-	-	2%	-	-	2%	-
NET Very/fairly easy	45	3	-	1	20	22	2	*	-	43	*	32	8	3	1	2	40	2	40	5
	64%	35%	-	20%	81%	71%	29%	1%	-	76%	1%	84%	41%	59%	15%	46%	70%	27%	65%	54%
NET Very/fairly difficult	11	2	-	*	4	4	3	*	-	8	*	3	5	1	3	-	7	3	7	4
	15%	24%	-	3%	15%	13%	47%	3%	-	14%	3%	7%	25%	22%	49%	-	13%	29%	12%	40%
Mean	3.86	2.87	-	3.22	4.35	3.86	2.82	2.97	-	4.08	2.97	4.31	3.18	3.87	2.66	3.92	3.96	3.17	3.99	2.95
Std Dev.	1.17	1.26	-	0.87	1.13	1.16	0.93	0.22	-	1.16	0.22	0.93	1.24	1.40	0.80	1.18	1.15	1.11	1.08	1.45
Std Error	0.16	0.42	-	0.39	0.26	0.25	0.31	0.09	-	0.18	0.09	0.18	0.30	0.53	0.40	0.83	0.18	0.45	0.16	0.46

Proportions/Mean: Columns Tested (5% risk level) - abc - def/ghij - klmno/pq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**QJ5\_8. How easy or difficult did you find it to make a complaint about - DPD**

Base : Made a complaint about DPD

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	57	9	47	1	22	29	6	48	6	2	-	56	1
Weighted Base	71*	12**	57*	2**	31**	35**	4**	60*	9**	2**	**	71*	***
Effective Base	38	6	31	1	16	19	3	32	5	2	-	38	1
Very difficult (1)	2	-	2	-	-	2	-	2	-	-	-	2	-
	3%	-	4%	-	-	6%	-	4%	-	-	-	3%	-
Fairly difficult (2)	9	1	7	-	5	3	-	7	-	1	-	9	-
	12%	11%	13%	-	17%	10%	-	12%	-	78%	-	12%	-
Neither easy nor difficult (3)	13	1	12	-	3	10	1	11	2	*	-	13	-
	19%	12%	21%	-	9%	28%	15%	18%	22%	22%	-	19%	-
Fairly easy (4)	18	1	17	-	6	11	-	12	5	-	-	18	-
	25%	4%	30%	-	20%	32%	4%	21%	57%	-	-	23%	100%
Very easy (5)	28	9	17	2	17	7	3	26	2	-	-	28	-
	39%	73%	30%	100%	54%	20%	81%	43%	21%	-	-	39%	-
I don't know	1	-	1	-	-	1	-	1	-	-	-	1	-
	2%	-	2%	-	-	4%	-	2%	-	-	-	2%	-
NET Very/fairly easy	45	9	34	2	23	18	4	38	7	-	-	45	-
	64%	77%	60%	100%	74%	52%	85%	64%	78%	-	-	64%	100%
NET Very/fairly difficult	11	1	10	-	5	6	-	10	-	1	-	11	-
	15%	11%	17%	-	17%	16%	-	16%	-	78%	-	15%	-
Mean	3.86	4.38	3.71	5.00	4.11	3.52	4.66	3.89	3.98	2.22	-	3.86	4.00
Std Dev.	1.17	1.12	1.16	-	1.16	1.14	0.83	1.22	0.69	-	-	1.17	-
Std Error	0.16	0.37	0.17	-	0.25	0.22	0.34	0.18	0.28	-	-	0.16	-

Proportions/Mean: Columns Tested (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**QJ5\_8. How easy or difficult did you find it to make a complaint about - DPD**

Base : Made a complaint about DPD

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	57	-	-	20	29	-	-	-	-	-	-	-	20	8	2	15	12
Weighted Base	711	**	**	371*	341*	**	**	**	**	**	**	**	24**	13**	***	211*	131*
Effective Base	38	-	-	19	19	-	-	-	-	-	-	-	13	6	2	12	7
Very difficult (1)	2	-	-	2	*	-	-	-	-	-	-	-	2	*	*	*	-
	3%	-	-	6%	*	-	-	-	-	-	-	-	16%	42%	*	*	-
Fairly difficult (2)	9	-	-	4	4	-	-	-	-	-	-	-	4	-	-	4	-
	12%	-	-	11%	13%	-	-	-	-	-	-	-	18%	-	-	22%	-
Neither easy nor difficult (3)	13	-	-	6	8	-	-	-	-	-	-	-	2	4	-	5	3
	19%	-	-	16%	22%	-	-	-	-	-	-	-	9%	28%	-	24%	20%
Fairly easy (4)	18	-	-	7	11	-	-	-	-	-	-	-	2	5	-	1	10
	25%	-	-	19%	32%	-	-	-	-	-	-	-	8%	38%	-	4%	77%
Very easy (5)	28	-	-	18	10	-	-	-	-	-	-	-	16	2	*	9	*
	39%	-	-	46%	29%	-	-	-	-	-	-	-	65%	18%	58%	44%	3%
I don't know	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-
	2%	-	-	4%	-	-	-	-	-	-	-	-	-	-	-	6%	-
NET Very/fairly easy	45	-	-	25	20	-	-	-	-	-	-	-	18	7	*	10	10
	64%	-	-	67%	60%	-	-	-	-	-	-	-	73%	56%	58%	48%	80%
NET Very/fairly difficult	11	-	-	6	5	-	-	-	-	-	-	-	4	2	-	5	-
	15%	-	-	17%	14%	-	-	-	-	-	-	-	18%	16%	42%	22%	-
Mean	3.86	-	-	3.93	3.78	-	-	-	-	-	-	-	4.20	3.41	3.32	3.74	3.83
Std Dev	1.17	-	-	1.29	1.05	-	-	-	-	-	-	-	1.21	1.31	-	1.30	0.46
Std Error	0.16	-	-	0.24	0.20	-	-	-	-	-	-	-	0.27	0.46	-	0.35	0.13

Proportions/Mean: Column Test(s) (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ5\_9. How easy or difficult did you find it to make a complaint about - Parcelforce

Base : Made a complaint about Parcelforce

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	40	-	40	20	20	25	15	8	15	9	3	3	1	1	23	12	5	2	35	5	40
Weighted Base	55*	**	55**	36**	20**	37**	19**	8**	23**	16**	2**	6**	***	***	30**	19**	6**	***	48**	7**	40*
Effective Base	28	-	28	16	13	17	10	5	11	7	2	3	1	1	16	9	3	2	24	4	40
Very difficult (1)	4	-	4	4	-	4	-	4	-	-	-	-	-	-	4	-	-	-	4	-	2
	8%	-	8%	12%	-	23%	-	58%	-	-	-	-	-	-	14%	-	-	-	9%	-	5%
Fairly difficult (2)	1	-	1	1	-	1	-	1	-	-	-	-	-	-	1	-	-	-	1	-	2
	2%	-	2%	1%	2%	5%	-	5%	2%	-	-	-	-	-	3%	-	-	-	2%	-	5%
Neither easy nor difficult (3)	5	-	5	-	5	5	-	1	3	-	-	-	-	-	5	-	-	-	5	-	4
	9%	-	9%	-	26%	14%	-	17%	15%	3%	-	-	-	-	16%	2%	-	-	17%	-	10%
Fairly easy (4)	21	-	21	11	10	12	8	2	9	3	2	4	-	-	11	6	4	-	19	2	19
	37%	-	37%	30%	50%	33%	45%	20%	41%	20%	100%	63%	100%	100%	35%	30%	65%	100%	39%	22%	48%
Very easy (5)	24	-	24	20	4	19	5	-	9	13	-	2	-	-	9	13	2	-	19	6	13
	44%	-	44%	56%	22%	53%	27%	-	42%	77%	-	37%	-	-	31%	67%	33%	-	38%	78%	33%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	45	-	45	31	14	31	13	2	19	16	2	6	-	-	20	19	6	-	38	7	32
	81%	-	81%	86%	72%	86%	72%	20%	82%	97%	100%	100%	100%	100%	67%	98%	100%	100%	78%	100%	80%
NET Very/fairly difficult	5	-	5	-	-	5	-	5	1	-	-	-	-	-	5	-	-	-	5	-	4
	10%	-	10%	14%	2%	-	28%	63%	2%	-	-	-	-	-	17%	-	-	-	17%	-	10%
Mean	4.08	-	4.08	4.17	3.91	4.39	3.47	2.00	4.22	4.75	4.00	4.37	4.00	4.00	3.66	4.65	4.35	4.00	3.97	4.78	3.97
Std Dev.	1.16	-	1.15	1.32	0.76	0.73	1.55	1.35	0.80	0.51	0.00	0.53	-	-	1.36	0.54	0.52	-	1.19	0.45	1.05
Std Error	0.18	-	0.18	0.30	0.17	0.15	0.40	0.48	0.21	0.17	0.00	0.31	-	-	0.28	0.16	0.23	-	0.20	0.20	0.17

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_9. How easy or difficult did you find it to make a complaint about - Parcelforce

Base : Made a complaint about Parcelforce

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	40	11	12	13	4	23	17	33	6	6	2	12	10	9	24	7	33	17	23	-	
Weighted Base	55*	17**	15**	18**	5**	32**	23**	53**	2**	7**	4**	15**	32**	11**	18**	29**	9**	47**	27**	29**	-**
Effective Base	28	7	8	10	4	15	13	26	3	4	2	8	6	7	16	5	23	12	16	-	
Very difficult (1)	4	2	2	-	-	4	-	4	-	-	-	-	2	-	4	-	4	-	4	-	
Fairly difficult (2)	8*	14%	13%	-	-	14%	-	8%	-	-	55%	-	23%	-	15%	-	9%	-	15%	-	
Neither easy nor difficult (3)	1	-	1	-	-	1	-	-	-	-	-	-	1	-	1	-	1	-	1	-	
Fairly easy (4)	2%	-	6%	-	-	3%	-	-	-	-	-	-	3%	-	5%	-	3%	-	2%	1%	
Very easy (5)	5	-	-	3	1	-	5	4	1	1	-	2	-	2	2	1	4	3	2	-	
I don't know	9%	-	3%	19%	24%	1%	20%	7%	54%	18%	-	11%	4%	10%	7%	14%	8%	11%	8%	-	
NET Very/fairly easy	21	5	3	11	2	8	13	20	-	2	-	8	7	3	15	2	19	5	16	-	
NET Very/fairly difficult	37%	23%	16%	59%	41%	24%	55%	38%	6%	26%	-	55%	67%	19%	53%	21%	40%	19%	54%	-	
Mean	24	10	9	4	2	19	6	24	-	4	2	5	-	12	6	6	19	18	6	-	
Std Dev.	44%	57%	60%	22%	35%	58%	25%	46%	1%	56%	45%	31%	-	71%	22%	65%	40%	69%	21%	-	
Std Error	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly easy	45	14	12	15	4	26	19	45	-	6	2	13	7	16	22	8	37	23	21	-	
NET Very/fairly difficult	81%	86%	78%	81%	76%	82%	80%	84%	7%	62%	45%	86%	68%	90%	75%	86%	80%	87%	75%	-	
Mean	5	2	3	-	-	5	-	4	1	-	2	-	3	-	5	-	5	1	5	-	
Std Dev.	10%	14%	19%	-	-	17%	-	8%	39%	-	55%	3%	28%	-	18%	-	11%	2%	17%	-	
Std Error	4.08	4.14	4.06	4.03	4.11	4.10	4.04	4.14	2.70	4.38	2.81	4.15	3.17	4.61	3.63	4.50	4.00	4.54	3.64	-	
Std Dev.	1.15	1.40	1.47	0.66	0.85	1.41	0.68	1.13	0.84	0.83	2.35	0.73	1.34	0.69	1.30	0.78	1.20	0.78	1.28	-	
Std Error	0.18	0.42	0.43	0.18	0.42	0.29	0.17	0.20	0.34	0.34	1.66	0.21	0.42	0.23	0.26	0.29	0.21	0.19	0.27	-	

Proportions/Mean: Column Total (5% risk level) - ab|cd - ef - gh - ij|klm|n - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_9. How easy or difficult did you find it to make a complaint about - Parcelforce

Base : Made a complaint about Parcelforce

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	40	33	7	1	28	4	4	4	2	4	3	2	5	5	6	1	-	-	4
Weighted Base	55*	55**	1**	***	53**	***	1**	1**	1**	8**	5**	2**	9**	9**	16**	2**	..**	..**	***
Effective Base	28	27	5	1	25	2	3	3	2	4	3	2	5	5	6	1	-	-	2
Very difficult (1)	4	4	-	-	4	-	-	-	-	2	-	-	-	-	2	-	-	-	-
	8%	8%	-	-	8%	-	-	-	-	23%	-	-	-	-	15%	-	-	-	-
Fairly difficult (2)	1	1	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	2%	2%	-	-	1%	-	-	-	43%	-	-	-	-	-	-	-	-	-	-
Neither easy nor difficult (3)	5	5	-	-	5	-	-	-	-	2	-	2	1	-	-	-	-	-	-
	9%	10%	-	-	9%	-	-	35%	-	35%	-	21%	15%	-	-	-	-	-	-
Fairly easy (4)	21	20	+	+	19	+	1	1	1	2	2	2	2	5	3	2	-	-	-
	37%	37%	77%	100%	35%	92%	60%	56%	57%	21%	40%	100%	18%	61%	17%	100%	-	-	92%
Very easy (5)	24	24	+	+	24	+	+	+	-	5	1	-	5	2	11	-	-	-	-
	44%	44%	23%	-	46%	8%	-	9%	-	56%	25%	-	61%	24%	68%	-	-	-	8%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	45	44	+	+	43	+	1	1	4	6	3	2	7	7	14	2	-	-	-
	81%	81%	100%	100%	82%	100%	60%	65%	57%	77%	65%	100%	79%	85%	85%	100%	-	-	100%
NET Very/fairly difficult	5	5	-	-	5	-	+	-	1	2	-	-	-	-	2	-	-	-	-
	10%	10%	-	-	9%	-	40%	-	43%	23%	-	-	-	-	15%	-	-	-	-
Mean	4.08	4.08	4.23	4.00	4.10	4.08	3.21	3.74	3.13	3.86	3.90	4.00	4.40	4.10	4.24	4.00	-	-	4.08
Std Dev.	1.15	1.16	-	-	1.16	-	-	-	-	1.73	0.86	0.00	0.87	0.66	1.44	0.00	-	-	-
Std Error	0.18	0.20	-	-	0.22	-	-	-	-	0.86	0.50	0.00	0.39	0.29	0.59	0.00	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ5\_9. How easy or difficult did you find it to make a complaint about - Parcelforce

Base : Made a complaint about Parcelforce

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	40	6	1	3	20	13	2	5	-	33	5	18	16	2	2	2	34	4	34	6
Weighted Base	55*	3**	***	1**	33**	16**	2**	5**	-**	49**	5**	28**	19**	3**	3**	3**	47**	6**	47**	8**
Effective Base	28	3	1	2	15	9	2	3	-	24	3	13	10	1	2	2	23	4	23	4
Very difficult (1)	4	-	-	-	4	-	-	-	-	4	-	2	-	2	-	2	-	-	4	-
	9%	-	-	-	13%	-	-	-	-	9%	-	7%	-	86%	-	4%	-	-	9%	-
Fairly difficult (2)	1	1	-	1	1	-	-	-	-	1	-	1	-	-	-	-	1	-	1	-
	2%	27%	-	88%	2%	-	21%	-	-	1%	-	2%	-	14%	-	-	1%	-	2%	-
Neither easy nor difficult (3)	5	-	-	-	-	2	-	3	-	2	3	2	2	-	-	1	4	1	5	-
	9%	14%	-	-	1%	10%	-	63%	-	4%	63%	8%	9%	-	-	44%	8%	21%	11%	-
Fairly easy (4)	21	2	-	-	7	10	1	2	-	17	2	7	10	-	3	-	17	3	15	8
	37%	69%	100%	12%	21%	66%	79%	36%	-	36%	36%	26%	54%	-	100%	-	37%	63%	31%	74%
Very easy (5)	24	-	-	-	21	4	-	-	-	24	-	16	7	-	-	2	23	2	22	2
	44%	-	-	-	63%	24%	-	1%	-	50%	1%	57%	37%	-	-	56%	49%	27%	47%	26%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	45	2	-	-	27	14	1	2	-	42	2	23	17	-	3	2	40	5	37	8
	81%	59%	100%	12%	84%	90%	79%	37%	-	86%	37%	83%	91%	-	100%	56%	86%	79%	78%	100%
NET Very/fairly difficult	5	1	-	1	5	-	-	-	-	5	-	2	-	3	-	2	-	-	5	-
	10%	27%	-	88%	15%	-	21%	-	-	10%	-	9%	-	100%	-	5%	-	-	11%	-
Mean	4.08	3.32	4.00	2.25	4.18	4.14	3.57	3.38	-	4.17	3.38	4.24	4.28	1.14	4.00	4.12	4.26	4.06	4.05	4.26
Std Dev.	1.15	1.04	-	-	1.39	0.59	-	0.56	-	1.18	0.56	1.16	0.63	0.43	0.00	1.23	0.98	0.75	1.23	0.47
Std Error	0.18	0.42	-	-	0.31	0.16	-	0.25	-	0.21	0.25	0.27	0.16	0.30	0.00	0.87	0.17	0.38	0.21	0.19

Proportions/Mean: Columns Tested (5% risk level) - abc - def/ghi/j - klmno/pq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_9. How easy or difficult did you find it to make a complaint about - Parcelforce

Base : Made a complaint about Parcelforce

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	40	5	33	2	14	22	4	35	3	2	-	40	-
Weighted Base	55*	8**	43**	4**	22**	29**	5**	52**	3**	***	**	55**	**
Effective Base	28	3	23	2	10	16	2	25	3	1	-	28	-
Very difficult (1)	4	-	4	-	-	2	2	4	-	-	-	4	-
	8%	-	10%	-	-	7%	52%	8%	-	-	-	8%	-
Fairly difficult (2)	1	-	1	-	*	-	1	1	-	*	-	1	-
	2%	-	2%	-	2%	-	12%	1%	-	93%	-	2%	-
Neither easy nor difficult (3)	5	-	5	-	-	5	-	4	1	-	-	5	-
	9%	-	12%	-	-	18%	-	8%	40%	-	-	9%	-
Fairly easy (4)	21	3	18	-	10	11	-	19	2	-	-	21	-
	37%	37%	41%	-	46%	36%	-	36%	60%	-	-	37%	-
Very easy (5)	24	5	15	4	11	11	2	24	-	*	-	24	-
	44%	63%	35%	100%	52%	39%	36%	47%	-	7%	-	44%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	45	8	33	4	21	22	2	43	2	*	-	45	-
	81%	100%	76%	100%	98%	75%	36%	83%	60%	7%	-	81%	-
NET Very/fairly difficult	5	-	5	-	*	2	3	5	-	*	-	5	-
	10%	-	12%	-	2%	7%	64%	9%	-	93%	-	10%	-
Mean	4.08	4.63	3.88	5.00	4.49	4.01	2.55	4.12	3.60	2.22	-	4.08	-
Std Dev.	1.15	0.52	1.22	0.00	0.61	1.10	2.10	1.16	0.59	-	-	1.15	-
Std Error	0.18	0.23	0.21	0.00	0.16	0.24	1.05	0.20	0.34	-	-	0.18	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_9. How easy or difficult did you find it to make a complaint about - Parcelforce

Base : Made a complaint about Parcelforce

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	40	-	-	16	24	-	-	-	-	-	-	-	15	1	10	8	6
Weighted Base	55 <sup>*</sup>	**	**	23 <sup>**</sup>	32 <sup>**</sup>	**	**	**	**	**	**	**	21 <sup>**</sup>	2 <sup>**</sup>	12 <sup>**</sup>	14 <sup>**</sup>	7 <sup>**</sup>
Effective Base	28	-	-	11	16	-	-	-	-	-	-	-	10	1	6	7	4
Very difficult (1)	4	-	-	-	4	-	-	-	-	-	-	-	-	-	2	2	-
	8%	-	-	-	14%	-	-	-	-	-	-	-	-	-	17%	18%	-
Fairly difficult (2)	1	-	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-
	2%	-	-	-	2%	-	-	-	-	-	-	-	-	-	5%	-	-
Neither easy nor difficult (3)	5	-	-	-	5	-	-	-	-	-	-	-	-	-	-	1	3
	9%	-	-	-	16%	-	-	-	-	-	-	-	-	-	4%	9%	51%
Fairly easy (4)	21	-	-	11	9	-	-	-	-	-	-	-	9	2	6	-	3
	37%	-	-	48%	29%	-	-	-	-	-	-	-	43%	100%	51%	-	49%
Very easy (5)	24	-	-	12	13	-	-	-	-	-	-	-	12	-	3	10	-
	44%	-	-	50%	40%	-	-	-	-	-	-	-	55%	-	24%	73%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	45	-	-	23	22	-	-	-	-	-	-	-	21	2	9	10	3
	81%	-	-	98%	69%	-	-	-	-	-	-	-	98%	100%	75%	73%	49%
NET Very/fairly difficult	5	-	-	-	5	-	-	-	-	-	-	-	-	-	2	2	-
	10%	-	-	2%	15%	-	-	-	-	-	-	-	-	-	21%	18%	-
Mean	4.08	-	-	4.47	3.80	-	-	-	-	-	-	-	4.51	4.00	3.61	4.11	3.49
Std Dev	1.15	-	-	0.60	1.36	-	-	-	-	-	-	-	0.61	-	1.41	1.61	0.54
Std Error	0.18	-	-	0.15	0.28	-	-	-	-	-	-	-	0.16	-	0.45	0.57	0.22

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_10. How easy or difficult did you find it to make a complaint about - TNT

Base : Made a complaint about TNT

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	26	-	26	19	7	21	5	4	11	6	-	3	-	2	15	6	5	2	22	4	26
Weighted Base	36*	-**	36**	29**	7**	31**	5**	4**	15**	13**	-**	2**	-**	3**	19**	13**	4**	3**	31**	5**	26*
Effective Base	18	-	18	14	6	15	3	3	8	5	-	2	-	2	11	5	3	2	16	2	26
Very difficult (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly difficult (2)	-	-	-	-	-	-	2%	-	-	-	-	7%	-	-	-	-	2%	-	-	-	1
Neither easy nor difficult (3)	6	-	6	5	2	6	-	1	3	2	-	-	-	-	4	2	-	-	6	-	4%
Fairly easy (4)	17%	-	17%	16%	22%	20%	-	26%	18%	19%	-	-	-	-	20%	19%	-	-	20%	-	19%
Very easy (5)	8	-	8	3	6	6	3	1	3	-	-	1	-	3	4	-	4	3	7	2	9
NET Very/fairly easy	23%	-	23%	10%	78%	18%	56%	25%	22%	-	-	76%	-	100%	23%	-	92%	100%	21%	40%	35%
NET Very/fairly difficult	21	-	21	-	19	2	2	9	10	-	-	-	-	-	11	10	-	-	18	3	10
I don't know	59%	-	59%	74%	-	62%	41%	49%	59%	81%	-	18%	-	-	57%	81%	6%	-	59%	60%	38%
NET Very/fairly easy	30	-	30	24	6	25	5	3	12	10	-	1	-	3	15	10	4	3	25	5	19
NET Very/fairly difficult	82%	-	82%	83%	78%	80%	96%	74%	81%	81%	-	93%	-	100%	80%	81%	98%	100%	80%	100%	73%
Mean	4.41	-	4.41	4.57	3.78	4.42	4.37	4.22	4.41	4.62	-	4.04	-	4.00	4.37	4.62	4.02	4.00	4.39	4.60	4.12
Std Dev.	0.79	-	0.79	0.78	0.45	0.82	0.67	0.96	0.81	0.82	-	-	-	0.00	0.82	0.82	0.45	0.00	0.82	0.55	0.88
Std Error	0.16	-	0.16	0.18	0.17	0.18	0.33	0.48	0.26	0.33	-	-	-	0.00	0.22	0.33	0.20	0.00	0.18	0.28	0.18

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_10. How easy or difficult did you find it to make a complaint about - TNT

Base : Made a complaint about TNT

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	26	12	5	8	1	17	9	20	6	2	2	6	8	7	16	3	23	14	12	-
Weighted Base	36*	17**	6**	12**	2**	23**	13**	29**	7**	4**	4**	9**	23**	8**	21**	6**	30**	25**	11**	..*
Effective Base	18	8	3	7	1	11	8	14	5	2	2	4	6	4	12	3	16	12	7	-
Very difficult (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly difficult (2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Neither easy nor difficult (3)	6	1	-	5	-	2	5	5	1	-	-	2	3	1	5	-	6	1	5	-
Fairly easy (4)	17%	7%	8%	40%	-	7%	34%	18%	16%	-	-	21%	44%	8%	26%	-	20%	4%	47%	-
Very easy (5)	8	3	3	3	-	6	3	4	4	1	2	-	4	1	6	-	7	5	4	-
	23%	18%	45%	24%	-	25%	21%	15%	55%	30%	42%	5%	51%	11%	29%	-	19%	19%	34%	-
I don't know	21	12	3	4	2	15	6	19	2	3	2	7	-	7	9	5	17	19	2	-
	59%	75%	47%	36%	100%	67%	45%	66%	29%	70%	58%	74%	3%	79%	44%	79%	55%	77%	17%	-
NET Very/fairly easy	30	15	5	7	2	21	9	24	6	4	4	7	4	8	15	6	24	24	6	-
	82%	92%	92%	60%	100%	92%	66%	82%	84%	100%	100%	79%	55%	90%	74%	100%	79%	96%	52%	-
NET Very/fairly difficult	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	4.41	4.67	4.39	3.96	5.00	4.60	4.10	4.48	4.13	4.70	4.58	4.53	3.59	4.69	4.18	4.79	4.34	4.73	3.69	-
Std Dev.	0.79	0.65	0.69	0.91	-	0.65	0.92	0.80	0.71	0.53	0.57	0.87	0.60	0.71	0.84	0.44	0.82	0.55	0.80	-
Std Error	0.16	0.19	0.31	0.32	-	0.16	0.31	0.18	0.29	0.38	0.40	0.35	0.23	0.27	0.22	0.26	0.18	0.15	0.24	-

Proportions/Mean: Columns Test(s) (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_10. How easy or difficult did you find it to make a complaint about - TNT

Base : Made a complaint about TNT

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	26	22	4	2	18	2	3	3	1	1	4	1	3	2	4	1	1	-	2
Weighted Base	36*	34**	2**	2**	33**	1**	1**	1**	1**	2**	6**	1**	5**	4**	11**	2**	2**	**	1**
Effective Base	18	17	1	1	16	1	2	3	1	1	4	1	3	2	4	1	1	-	1
Very difficult (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly difficult (2)	*	-	5%	-	-	11%	-	-	-	-	-	-	-	-	-	-	-	-	11%
Neither easy nor difficult (3)	6	6	-	-	5	1	-	-	-	-	3	-	-	2	-	-	-	-	1
Fairly easy (4)	17%	18%	-	-	15%	89%	-	40%	-	-	52%	-	-	50%	-	-	-	-	89%
Very easy (5)	8	7	2	2	7	-	1	*	1	-	3	1	1	-	-	-	2	-	-
	23%	20%	90%	95%	22%	-	96%	37%	100%	-	48%	100%	26%	-	-	-	100%	-	-
I don't know	21	21	-	-	21	-	-	-	-	2	-	-	4	2	11	2	-	-	-
	59%	62%	-	-	63%	-	-	23%	-	100%	-	-	74%	50%	100%	100%	-	-	-
NET Very/fairly easy	30	28	2	2	28	-	1	1	1	2	3	1	5	2	11	2	2	-	-
	82%	82%	90%	95%	85%	-	86%	60%	100%	100%	48%	100%	100%	50%	100%	100%	100%	-	-
NET Very/fairly difficult	*	-	5%	-	-	11%	-	-	-	-	-	-	-	-	-	-	-	-	11%
Mean	4.41	4.44	3.89	4.00	4.48	2.89	4.00	3.83	4.00	5.00	3.48	4.00	4.74	4.00	5.00	5.00	4.00	-	2.89
Std Dev.	0.79	0.79	-	-	0.75	-	-	-	-	*	0.55	-	0.49	1.17	0.00	0.00	-	-	-
Std Error	0.16	0.17	-	-	0.18	-	-	-	-	*	0.27	-	0.28	0.82	0.00	0.00	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_10. How easy or difficult did you find it to make a complaint about - TNT

Base : Made a complaint about TNT

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	26	4	-	2	12	13	1	-	-	25	-	10	11	3	1	1	21	2	23	3
Weighted Base	36*	3**	**	3**	20**	15**	**	**	**	35**	**	18**	13**	3**	**	1**	31**	1**	33**	3**
Effective Base	18	3	-	2	9	9	1	-	-	18	-	8	7	3	1	1	15	2	17	2
Very difficult (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly difficult (2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Neither easy nor difficult (3)	6	-	-	-	-	6	-	-	-	6	-	2	2	1	-	1	4	1	3	3
Fairly easy (4)	8	3	-	3	3	5	-	-	-	8	-	1	4	2	-	6	3	8	8	96%
Very easy (5)	21	-	-	-	17	4	-	-	-	21	-	14	7	-	-	21	-	21	21	-
I don't know	59%	-	-	-	83%	29%	-	-	-	60%	-	80%	51%	-	-	68%	-	64%	64%	-
NET Very/fairly easy	30	3	-	3	20	9	-	-	-	29	-	16	11	2	-	27	1	30	30	-
NET Very/fairly difficult	82%	84%	-	100%	98%	61%	100%	-	-	82%	-	87%	84%	67%	100%	86%	35%	89%	89%	-
Mean	4.41	3.86	-	4.00	4.81	3.90	4.00	-	-	4.42	-	4.67	4.35	3.67	4.00	3.00	4.53	3.35	4.54	2.96
Std Dev.	0.79	0.41	-	0.00	0.46	0.86	-	-	-	0.79	-	0.72	0.78	0.56	-	0.75	-	0.69	0.69	0.23
Std Error	0.16	0.24	-	0.00	0.13	0.25	-	-	-	0.16	-	0.23	0.25	0.33	-	0.17	-	0.15	0.15	0.14

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_10. How easy or difficult did you find it to make a complaint about - TNT

Base : Made a complaint about TNT

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	26	4	21	1	13	11	2	24	2	-	-	26	-
Weighted Base	36*	7**	26**	3**	22**	14**	1**	34**	2**	**	**	36**	**
Effective Base	18	3	15	1	10	8	1	17	2	-	-	18	-
Very difficult (1)	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly difficult (2)	-	-	-	-	-	-	-	-	-	-	-	-	-
Neither easy nor difficult (3)	6	-	6	-	2	3	1	6	-	-	-	6	-
Fairly easy (4)	18	2	7	-	5	4	9	18%	2	-	-	8	-
Very easy (5)	21	5	13	3	15	7	-	21	-	-	-	21	-
I don't know	-	-	-	-	-	-	9%	-	-	-	-	-	-
NET Very/fairly easy	30	7	20	3	20	10	-	27	2	-	-	30	-
NET Very/fairly difficult	82%	100%	76%	100%	91%	74%	-	81%	100%	-	-	82%	-
Mean	4.41	4.76	4.26	5.00	4.58	4.22	3.00	4.44	4.00	-	-	4.41	-
Std Dev.	0.79	0.46	0.84	0.00	0.68	0.86	-	0.81	0.00	-	-	0.79	-
Std Error	0.16	0.23	0.19	0.00	0.19	0.26	-	0.17	0.00	-	-	0.16	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ5\_10. How easy or difficult did you find it to make a complaint about - TNT

Base : Made a complaint about TNT

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	26	-	7	19	-	-	-	-	-	-	-	5	1	4	9	6
Weighted Base	36 <sup>f</sup>	**	10 <sup>**</sup>	26 <sup>**</sup>	-	**	**	**	**	**	**	10 <sup>**</sup>	***	7 <sup>**</sup>	15 <sup>**</sup>	5 <sup>**</sup>
Effective Base	18	-	5	14	-	-	-	-	-	-	-	5	1	3	8	3
Very difficult (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly difficult (2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Neither easy nor difficult (3)	6	-	2	4	-	-	-	-	-	-	-	2	-	4	1	3
Fairly easy (4)	8	-	2	6	-	-	-	-	-	-	-	2	-	2	3	1
Very easy (5)	21	-	5	16	-	-	-	-	-	-	-	5	-	5	11	*
I don't know	59%	-	55%	61%	-	-	-	-	-	-	-	55%	-	69%	74%	6%
NET Very/fairly easy	30	-	8	22	-	-	-	-	-	-	-	8	-	6	14	1
NET Very/fairly difficult	82%	-	80%	83%	-	-	-	-	-	-	-	81%	-	93%	95%	32%
Mean	4.41	-	4.36	4.43	-	-	-	-	-	-	-	4.36	-	4.62	4.68	3.36
Std Dev.	0.79	-	0.83	0.79	-	-	-	-	-	-	-	0.83	-	0.66	0.59	0.71
Std Error	0.16	-	0.34	0.18	-	-	-	-	-	-	-	0.34	-	0.33	0.20	0.29

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_12. How easy or difficult did you find it to make a complaint about - UPS

Base : Made a complaint about UPS

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	32	-	32	17	15	23	9	4	12	12	-	3	1	-	16	12	4	1	27	5	32
Weighted Base	50*	-**	50**	27**	23**	36**	14**	8**	20**	20**	-**	2**	***	-**	27**	20**	3**	***	41**	9**	32*
Effective Base	23	-	23	12	11	16	7	3	10	9	-	1	1	-	12	9	1	1	20	3	32
Very difficult (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly difficult (2)	8	-	8	2	6	8	-	4	4	*	-	-	-	-	8	*	-	-	4	4	4
16%	-	-	16%	7%	28%	23%	-	52%	19%	2%	-	-	-	-	28%	2%	-	-	10%	43%	13%
Neither easy nor difficult (3)	4	-	4	2	2	*	4	-	4	-	-	-	-	-	4	-	-	-	4	-	4
9%	-	-	9%	9%	9%	*	33%	-	22%	-	-	8%	-	-	16%	-	8%	-	11%	-	13%
Fairly easy (4)	17	-	17	5	12	10	7	4	6	7	-	-	-	-	10	7	-	-	14	3	12
33%	-	-	33%	19%	51%	27%	51%	48%	32%	34%	-	-	-	-	36%	34%	-	-	35%	27%	38%
Very easy (5)	21	-	21	18	3	16	2	-	5	13	-	2	+	-	5	13	2	+	18	3	12
41%	-	-	41%	66%	12%	50%	16%	-	27%	64%	-	92%	100%	-	20%	64%	92%	100%	44%	30%	38%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	37	-	37	23	14	28	9	4	12	20	-	2	+	-	15	20	2	+	32	5	24
75%	-	-	75%	84%	63%	77%	67%	48%	59%	98%	-	92%	100%	-	56%	98%	92%	100%	79%	57%	75%
NET Very/fairly difficult	8	-	8	2	6	8	-	4	4	*	-	-	-	-	8	*	-	-	4	4	4
16%	-	-	16%	7%	28%	23%	-	52%	19%	2%	-	-	-	-	28%	2%	-	-	10%	43%	13%
Mean	3.99	-	3.99	4.43	3.48	4.05	3.84	2.96	3.67	4.60	-	4.84	5.00	-	3.47	4.60	4.85	5.00	4.12	3.43	4.00
Std Dev.	1.09	-	1.09	0.93	1.05	1.20	0.71	1.07	1.10	0.62	-	0.71	-	-	1.12	0.62	0.68	-	0.99	1.38	1.02
Std Error	0.19	-	0.19	0.23	0.27	0.25	0.24	0.54	0.32	0.18	-	0.41	-	-	0.28	0.18	0.34	-	0.19	0.62	0.18

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_12. How easy or difficult did you find it to make a complaint about - UPS

Base : Made a complaint about UPS

	Total	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	32	15	6	8	3	21	11	27	5	4	2	6	5	13	13	5	26	16	15	1	
Weighted Base	50*	22**	8**	14**	6**	30**	20**	44**	5**	10**	1**	10**	8**	19**	18**	12**	37**	30**	19**	1**	
Effective Base	23	9	5	7	3	13	10	20	3	4	2	5	4	9	10	4	18	13	10	1	
Very difficult (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly difficult (2)	8	4	-	2	2	4	4	6	2	4	-	2	2	-	4	4	4	6	2	-	
Neither easy nor difficult (3)	4	2	-	-	-	2	2	4	-	2	-	-	2	-	-	2	2	2	2	-	
Fairly easy (4)	9*	10%	-	-	38%	7%	12%	10%	2%	22%	-	-	26%	1%	11%	19%	6%	8%	12%	-	
Very easy (5)	17	5	3	9	-	8	9	13	3	1	-	6	4	5	10	1	15	5	11	1	
NET Veryfairly easy	33%	22%	37%	64%	-	26%	44%	30%	61%	13%	-	62%	47%	25%	55%	11%	40%	16%	60%	100%	
I don't know	21	11	5	3	2	16	4	20	-	3	-	2	-	14	2	5	16	17	3	-	
NET Veryfairly difficult	41%	49%	63%	19%	30%	53%	23%	46%	2%	26%	-	19%	2%	74%	11%	37%	43%	57%	17%	-	
NET Veryfairly difficult	16%	18%	-	17%	32%	13%	21%	14%	35%	39%	53%	19%	25%	-	23%	33%	11%	19%	12%	-	
Mean	3.99	4.03	4.63	3.85	3.29	4.19	3.68	4.08	3.30	3.27	2.93	3.80	3.25	4.73	3.53	3.53	4.15	4.11	3.80	4.00	
Std Dev.	1.09	1.18	0.51	0.96	1.32	1.06	1.08	1.07	1.08	1.29	-	1.01	0.91	0.48	0.99	1.34	0.97	1.21	0.88	-	
Std Error	0.19	0.30	0.21	0.34	0.76	0.23	0.32	0.21	0.48	0.64	-	0.41	0.41	0.13	0.27	0.60	0.19	0.30	0.23	-	

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_12. How easy or difficult did you find it to make a complaint about - UPS

Base : Made a complaint about UPS

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	32	27	5	1	22	4	3	3	1	5	5	-	3	2	5	1	-	-	4
Weighted Base	50*	49**	***	***	47**	2**	1**	1**	1**	13**	8**	**	5**	5**	13**	2**	**	**	2**
Effective Base	23	22	4	1	20	3	2	2	1	5	5	-	3	2	5	1	-	-	3
Very difficult (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly difficult (2)	8	8	-	-	8	-	-	8	-	8	-	-	-	2	-	-	-	-	-
Neither easy nor difficult (3)	16%	17%	-	-	17%	-	-	69%	-	46%	-	-	-	42%	-	-	-	-	-
Fairly easy (4)	4	4	*	*	4	*	-	12%	-	-	-	-	-	4	-	-	-	-	-
Very easy (5)	9%	9%	41%	100%	9%	6%	-	-	-	-	-	-	-	34%	-	-	-	-	6%
NET Veryfairly easy	37	37	+	-	34	2	1	+	1	7	8	-	5	3	8	2	-	-	2
NET Veryfairly difficult	8	8	-	-	8	-	-	*	-	6	-	-	2	-	-	-	-	-	-
Mean	3.99	3.99	4.09	3.00	3.98	4.34	4.94	2.71	4.00	3.62	4.00	-	4.74	3.16	4.32	4.00	-	-	4.34
Std Dev.	1.09	1.09	-	-	1.09	-	-	-	-	1.56	0.00	-	0.49	1.12	0.99	0.00	-	-	-
Std Error	0.19	0.21	-	-	0.23	-	-	-	-	0.70	0.00	-	0.28	0.79	0.44	0.00	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_12. How easy or difficult did you find it to make a complaint about - UPS

Base : Made a complaint about UPS

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	32	3	-	2	14	14	4	-	28	-	12	12	4	3	1	24	4	26	6
Weighted Base	50*	1**	**	1**	25**	21**	4**	**	46**	**	21**	17**	4**	7**	1**	38**	8**	45**	5**
Effective Base	23	2	-	1	10	11	3	-	20	-	9	9	2	2	1	18	3	20	3
Very difficult (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly difficult (2)	8	-	-	-	4	4	*	-	8	-	2	-	2	4	-	2	4	6	2
Neither easy nor difficult (3)	4	*	-	-	2	2	2	-	2	-	9%	-	53%	56%	-	5%	51%	14%	41%
Fairly easy (4)	17	8%	-	-	7%	11%	47%	-	5%	-	11%	1%	47%	-	6%	-	9%	4%	4%
Very easy (5)	21	13%	-	14%	68%	18%	-	-	45%	-	59%	44%	-	100%	52%	10%	43%	20%	
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	37	1	-	1	21	15	2	-	35	-	16	17	-	3	1	33	4	35	3
NET Very/fairly difficult	8	-	-	-	4	4	*	-	8	-	2	-	2	4	-	2	4	6	2
Mean	3.99	4.05	-	4.14	4.35	3.70	3.34	-	4.05	-	4.30	4.44	2.47	2.87	5.00	4.36	3.09	4.06	3.33
Std Dev.	1.09	-	-	-	1.12	0.99	0.74	-	1.10	-	1.02	0.53	0.57	1.07	-	0.82	1.22	1.05	1.36
Std Error	0.19	-	-	-	0.30	0.26	0.37	-	0.21	-	0.29	0.15	0.28	0.62	-	0.17	0.61	0.21	0.55

Proportions/Mean: Columns Test(s) (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_12. How easy or difficult did you find it to make a complaint about - UPS

Base : Made a complaint about UPS

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	32	5	26	1	11	20	1	30	2	-	-	32	-
Weighted Base	50*	12**	36**	2**	20**	29**	1**	44**	6**	**	**	50**	**
Effective Base	23	4	19	1	8	14	1	22	2	-	-	23	-
Very difficult (1)	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly difficult (2)	8	4	4	-	6	2	-	2	6	-	-	8	-
	16%	35%	12%	-	29%	8%	-	5%	100%	-	-	16%	-
Neither easy nor difficult (3)	4	-	4	-	2	2	-	4	-	-	-	4	-
	9%	-	12%	-	17%	8%	-	10%	-	-	-	9%	-
Fairly easy (4)	17	2	14	-	4	13	-	17	-	-	-	17	-
	33%	22%	39%	-	20%	44%	-	39%	-	-	-	33%	-
Very easy (5)	21	5	13	2	8	12	1	21	-	-	-	21	-
	41%	44%	37%	100%	40%	41%	100%	47%	-	-	-	41%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	37	8	27	2	12	24	1	37	-	-	-	37	-
	75%	65%	76%	100%	60%	84%	100%	85%	-	-	-	75%	-
NET Very/fairly difficult	8	4	4	-	6	2	-	2	6	-	-	8	-
	16%	35%	12%	-	29%	8%	-	5%	100%	-	-	16%	-
Mean	3.99	3.75	4.01	5.00	3.70	4.17	5.00	4.26	2.00	-	-	3.99	-
Std Dev.	1.09	1.39	0.99	*	1.29	0.89	-	0.85	0.00	-	-	1.09	-
Std Error	0.19	0.62	0.19	*	0.39	0.20	-	0.16	0.00	-	-	0.19	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_12. How easy or difficult did you find it to make a complaint about - UPS

Base : Made a complaint about UPS

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	32	-	-	14	18	-	-	-	-	-	-	-	11	3	3	9	6
Weighted Base	50*	**	**	26**	24**	**	**	**	**	**	**	**	25**	2**	6**	13**	5**
Effective Base	23	-	-	10	13	-	-	-	-	-	-	-	9	1	3	7	3
Very difficult (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly difficult (2)	8	-	-	4	4	-	-	-	-	-	-	-	4	-	-	2	2
	16%	-	-	17%	16%	-	-	-	-	-	-	-	18%	-	-	15%	41%
Neither easy nor difficult (3)	4	-	-	2	2	-	-	-	-	-	-	-	2	+	-	2	-
	9%	-	-	9%	9%	-	-	-	-	-	-	-	9%	7%	-	16%	1%
Fairly easy (4)	17	-	-	11	5	-	-	-	-	-	-	-	10	2	1	2	2
	33%	-	-	43%	22%	-	-	-	-	-	-	-	40%	87%	20%	15%	44%
Very easy (5)	21	-	-	8	12	-	-	-	-	-	-	-	8	+	5	7	1
	41%	-	-	31%	53%	-	-	-	-	-	-	-	32%	6%	80%	54%	13%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	37	-	-	20	18	-	-	-	-	-	-	-	18	2	6	9	3
	75%	-	-	74%	75%	-	-	-	-	-	-	-	73%	93%	100%	69%	58%
NET Very/fairly difficult	8	-	-	4	4	-	-	-	-	-	-	-	4	-	-	2	2
	16%	-	-	17%	16%	-	-	-	-	-	-	-	18%	-	-	15%	41%
Mean	3.99	-	-	3.88	4.12	-	-	-	-	-	-	-	3.87	4.00	4.80	4.08	3.30
Std Dev	1.09	-	-	1.05	1.14	-	-	-	-	-	-	-	1.08	-	0.44	1.19	1.28
Std Error	0.19	-	-	0.28	0.27	-	-	-	-	-	-	-	0.33	-	0.25	0.40	0.52

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_13. How easy or difficult did you find it to make a complaint about - UK Mail

Base : Made a complaint about UK Mail

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	49	-	49	33	16	29	20	10	24	11	1	2	1	-	34	12	3	1	41	8	49
Weighted Base	67*	**	67*	48**	19**	46**	21**	9**	37**	17**	2**	1**	**	**	46**	19**	2**	**	51**	15**	49*
Effective Base	32	-	32	23	9	20	12	4	18	9	1	1	1	-	21	10	2	1	28	5	49
Very difficult (1)	2	-	2	2	*	2	-	-	2	-	-	-	*	-	2	-	*	*	2	-	2
	3%	-	3%	4%	1%	4%	-	-	5%	-	-	-	100%	-	4%	-	7%	100%	4%	-	4%
Fairly difficult (2)	8	-	5	4	-	5	1	4	-	-	-	-	-	-	5	-	-	-	3	1	5
	7%	-	7%	9%	1%	-	22%	11%	10%	-	-	-	-	-	10%	-	-	-	7%	8%	10%
Neither easy nor difficult (3)	15	-	15	9	6	8	7	*	11	4	-	-	-	-	11	4	-	-	11	4	9
	23%	-	23%	20%	30%	17%	35%	*	31%	21%	-	-	-	-	25%	19%	-	-	22%	24%	18%
Fairly easy (4)	21	-	21	10	11	14	6	7	10	3	2	*	-	-	16	4	*	-	15	6	18
	31%	-	31%	20%	58%	31%	31%	73%	26%	15%	100%	19%	-	-	35%	22%	18%	-	29%	36%	37%
Very easy (5)	24	-	24	2	22	2	2	1	11	11	-	1	-	-	12	11	1	-	20	5	15
	37%	-	37%	47%	10%	46%	11%	15%	29%	64%	-	81%	-	-	29%	69%	75%	-	38%	32%	31%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	45	-	45	32	13	36	9	8	20	14	2	1	-	-	28	15	1	-	35	10	33
	68%	-	68%	67%	68%	79%	42%	88%	55%	79%	100%	100%	-	-	61%	81%	93%	-	67%	68%	67%
NET Very/fairly difficult	7	-	7	6	*	2	5	1	5	-	-	*	-	-	6	-	*	-	5	1	7
	10%	-	10%	13%	2%	4%	22%	11%	19%	-	-	100%	-	-	14%	-	7%	100%	10%	8%	14%
Mean	3.91	-	3.91	3.97	3.76	4.18	3.32	3.92	3.64	4.44	4.00	4.81	1.00	-	3.69	4.40	4.53	1.00	3.91	3.92	3.80
Std Dev.	1.07	-	1.07	1.19	0.68	1.01	0.97	0.82	1.16	0.84	-	-	-	-	1.10	0.81	-	-	1.11	0.96	1.12
Std Error	0.16	-	0.15	0.21	0.17	0.19	0.22	0.26	0.24	0.25	-	-	-	-	0.19	0.23	-	-	0.17	0.34	0.16

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ5\_13. How easy or difficult did you find it to make a complaint about - UK Mail

Base : Made a complaint about UK Mail

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	49	20	10	13	6	30	19	39	10	6	4	13	15	9	32	7	41	22	24	3
Weighted Base	67*	29**	11**	15**	11**	40**	26**	59**	7**	13**	7**	19**	14**	12**	39**	15**	51**	39**	27**	1**
Effective Base	32	13	6	9	5	19	13	28	5	5	3	9	9	6	20	6	26	17	15	2
Very difficult (1)	2	-	-	2	-	-	2	2	-	-	-	-	2	-	2	-	2	-	2	-
	3%	-	1%	13%	-	-	7%	3%	2%	-	-	1%	14%	-	5%	-	4%	-	8%	-
Fairly difficult (2)	5	-	1	-	3	1	3	5	-	2	-	1	-	1	1	2	2	4	-	-
	7%	1%	11%	-	27%	4%	12%	8%	-	16%	-	4%	2%	9%	3%	16%	4%	11%	1%	-
Neither easy nor difficult (3)	15	8	4	-	4	11	4	13	2	2	-	9	4	-	13	2	13	7	8	-
	23%	26%	32%	-	33%	28%	14%	22%	29%	13%	-	50%	30%	-	34%	11%	26%	19%	29%	6%
Fairly easy (4)	21	8	4	9	-	12	9	17	4	4	3	7	6	1	15	4	16	7	13	1
	31%	27%	32%	61%	-	29%	35%	28%	54%	31%	39%	35%	43%	7%	39%	27%	31%	19%	47%	70%
Very easy (5)	24	13	3	4	5	16	8	23	1	5	4	2	1	10	7	7	15	20	4	-
	37%	45%	24%	26%	41%	39%	32%	39%	16%	38%	61%	10%	10%	83%	19%	46%	34%	52%	15%	24%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	45	21	8	13	5	28	17	40	5	6	7	8	7	11	22	11	34	27	17	1
	68%	72%	57%	67%	41%	68%	67%	67%	70%	69%	100%	45%	53%	90%	58%	73%	68%	70%	62%	94%
NET Very/fairly difficult	7	-	1	2	3	2	5	6	-	2	-	1	2	1	3	2	4	4	2	-
	10%	1%	12%	13%	27%	4%	19%	11%	2%	18%	-	5%	16%	9%	8%	16%	8%	11%	9%	-
Mean	3.91	4.17	3.69	3.87	3.54	4.03	3.73	3.92	3.83	3.89	4.61	3.50	3.33	4.63	3.64	4.03	3.88	4.11	3.61	4.18
Std Dev.	1.07	0.87	1.04	1.22	1.32	0.93	1.25	1.10	0.81	1.15	0.53	0.77	1.19	0.94	1.00	1.13	1.07	1.08	1.02	-
Std Error	0.15	0.19	0.33	0.34	0.54	0.17	0.29	0.18	0.25	0.47	0.26	0.21	0.31	0.31	0.18	0.43	0.17	0.23	0.21	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|klmn - op - qrs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_13. How easy or difficult did you find it to make a complaint about - UK Mail

Base : Made a complaint about UK Mail

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	49	39	10	5	33	8	4	4	4	5	4	1	4	6	6	2	1	1	7
Weighted Base	67*	60*	6**	***	62**	3**	***	1**	4**	13**	6**	1**	7**	9**	14**	6**	2**	***	3**
Effective Base	32	30	2	4	29	5	4	3	3	5	4	1	4	6	6	2	1	1	4
Very difficult (1)	2	2	*	-	2	-	*	-	-	-	-	-	-	2	-	-	-	-	-
	3%	3%	2%	-	3%	-	35%	-	-	-	-	-	-	20%	-	-	-	-	-
Fairly difficult (2)	5	4	+	+	4	-	+	+	1	-	1	-	-	2	-	-	-	-	-
	7%	7%	1%	18%	7%	-	25%	20%	20%	-	21%	-	-	16%	-	-	-	-	-
Neither easy nor difficult (3)	15	9	6	*	15	*	-	-	-	2	-	-	2	1	4	4	2	-	-
	23%	15%	91%	13%	24%	3%	-	-	-	16%	-	-	24%	14%	30%	60%	100%	-	3%
Fairly easy (4)	21	20	*	+	18	2	-	1	3	4	3	-	2	1	2	2	-	-	2
	31%	34%	3%	32%	29%	62%	39%	65%	80%	31%	58%	-	22%	14%	16%	40%	-	-	67%
Very easy (5)	24	24	+	+	23	1	-	-	-	7	1	-	4	5	5	-	-	-	1
	37%	40%	3%	37%	37%	35%	-	15%	-	54%	21%	100%	54%	51%	38%	-	-	100%	29%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	45	45	*	+	41	3	+	1	3	11	4	1	5	6	8	2	-	-	3
	68%	74%	6%	69%	66%	97%	39%	80%	80%	64%	79%	100%	76%	65%	54%	40%	-	-	97%
NET Very/fairly difficult	7	6	*	+	6	-	+	+	1	-	1	-	-	2	2	-	-	-	-
	10%	11%	3%	18%	10%	-	61%	20%	20%	-	21%	-	-	20%	16%	-	-	-	-
Mean	3.91	4.01	3.03	3.87	3.90	4.32	2.43	3.74	3.59	4.38	3.79	5.00	4.30	3.75	3.76	3.40	3.00	5.00	4.26
Std Dev.	1.07	1.07	0.50	-	1.08	0.65	-	-	0.94	0.77	1.11	-	0.90	1.65	1.16	0.53	-	-	0.64
Std Error	0.15	0.17	0.16	-	0.19	0.23	-	-	0.47	0.35	0.55	-	0.45	0.67	0.48	0.38	-	-	0.24

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_13. How easy or difficult did you find it to make a complaint about - UK Mail

Base : Made a complaint about UK Mail

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	49	9	-	3	18	20	6	5	-	38	5	21	20	3	3	1	41	4	45	4
Weighted Base	67*	7**	-**	1**	29**	25**	9**	4**	-**	55**	4**	32**	21**	4**	6**	1**	54**	7**	62**	5**
Effective Base	32	5	-	2	13	14	4	2	-	26	2	15	12	2	2	1	27	2	29	3
Very difficult (1)	2	-	-	9%	-	2	-	-	-	2	-	2	-	-	-	-	2	-	-	2
	3%	2%	-	9%	-	8%	-	-	-	4%	-	6%	-	-	-	-	4%	-	-	43%
Fairly difficult (2)	5	*	-	-	-	3	2	-	-	3	-	2	1	-	1	-	3	1	5	-
	7%	1%	-	-	-	10%	22%	-	-	5%	-	7%	5%	-	20%	-	6%	17%	7%	-
Neither easy nor difficult (3)	15	3	-	-	-	6	3	-	-	6	3	4	5	4	-	-	9	-	15	-
	23%	49%	-	-	-	24%	66%	95%	-	11%	95%	11%	24%	100%	-	-	16%	-	24%	-
Fairly easy (4)	21	3	-	1	12	7	1	-	-	20	-	6	10	-	5	-	16	5	21	-
	31%	46%	-	91%	41%	30%	11%	-	-	36%	-	19%	46%	-	80%	-	30%	71%	33%	-
Very easy (5)	24	-	-	-	17	7	-	*	-	24	-	18	5	-	-	1	24	1	22	3
	37%	-	-	-	58%	28%	-	5%	-	44%	5%	57%	25%	-	100%	44%	12%	35%	57%	
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	45	3	-	1	29	15	1	*	-	44	*	24	15	-	5	1	39	6	42	3
	68%	48%	-	91%	100%	58%	11%	5%	-	81%	5%	75%	71%	-	80%	100%	74%	83%	68%	57%
NET Very/fairly difficult	7	*	-	*	*	5	2	-	-	5	-	4	1	-	1	-	5	1	5	2
	10%	3%	-	9%	-	18%	22%	-	-	8%	-	13%	5%	-	20%	-	10%	17%	7%	43%
Mean	3.91	3.43	-	3.74	4.57	3.61	2.89	3.09	-	4.13	3.09	4.12	3.91	3.00	3.60	5.00	4.04	3.77	3.96	3.29
Std Dev.	1.07	0.66	-	-	0.55	1.24	0.61	0.50	-	1.04	0.50	1.25	0.85	0.00	0.87	-	1.10	0.95	0.95	2.23
Std Error	0.15	0.22	-	-	0.13	0.28	0.25	0.22	-	0.17	0.22	0.27	0.19	0.00	0.50	-	0.17	0.47	0.14	1.12

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_13. How easy or difficult did you find it to make a complaint about - UK Mail

Base : Made a complaint about UK Mail

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	49	9	39	1	23	19	7	41	6	1	-	48	1
Weighted Base	67*	16**	48**	2**	41**	22**	3**	54**	12**	***	**	67*	***
Effective Base	32	6	25	1	17	13	3	28	5	1	-	32	1
Very difficult (1)	2	-	2	-	2	-	-	2	-	-	-	2	-
	3%	-	4%	-	5%	1%	-	4%	-	-	-	3%	-
Fairly difficult (2)	5	-	5	-	4	1	*	4	1	-	-	5	-
	7%	-	9%	-	9%	3%	3%	7%	6%	-	-	7%	-
Neither easy nor difficult (3)	15	5	10	-	13	2	*	10	5	*	-	15	*
	23%	31%	21%	-	32%	9%	3%	18%	43%	100%	-	23%	100%
Fairly easy (4)	21	8	12	-	12	7	2	14	6	-	-	21	-
	31%	52%	29%	-	28%	31%	6%	26%	51%	-	-	31%	-
Very easy (5)	24	3	19	2	11	13	1	24	-	-	-	24	-
	37%	17%	40%	100%	27%	56%	25%	45%	-	-	-	37%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	45	11	32	2	23	20	3	39	6	-	-	45	-
	68%	69%	65%	100%	55%	87%	94%	71%	51%	-	-	68%	-
NET Very/fairly difficult	7	-	7	-	6	1	*	6	1	-	-	7	-
	10%	-	14%	-	14%	4%	3%	11%	6%	-	-	10%	-
Mean	3.91	3.86	3.88	5.00	3.63	4.39	4.17	4.02	3.45	3.00	-	3.91	3.00
Std Dev.	1.07	0.70	1.17	*	1.12	0.84	0.72	1.12	0.64	-	-	1.07	-
Std Error	0.15	0.23	0.19	*	0.23	0.19	0.27	0.18	0.26	-	-	0.15	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_13. How easy or difficult did you find it to make a complaint about - UK Mail

Base : Made a complaint about UK Mail

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	49	-	-	19	30	-	-	-	-	-	-	-	17	2	6	11	13
Weighted Base	677	**	**	32**	35**	**	**	**	**	**	**	**	31**	1**	5**	15**	14**
Effective Base	32	-	-	14	19	-	-	-	-	-	-	-	13	1	3	9	7
Very difficult (1)	2	-	-	2	2	-	-	-	-	-	-	-	*	-	-	-	2
	3%	-	-	5%	5%	-	-	-	-	-	-	-	-	-	-	-	13%
Fairly difficult (2)	5	-	-	2	2	-	-	-	-	-	-	-	2	*	-	1	1
	7%	-	-	8%	6%	-	-	-	-	-	-	-	7%	8%	-	8%	7%
Neither easy nor difficult (3)	15	-	-	8	7	-	-	-	-	-	-	-	5	-	*	3	4
	23%	-	-	25%	20%	-	-	-	-	-	-	-	26%	-	1%	22%	26%
Fairly easy (4)	21	-	-	12	9	-	-	-	-	-	-	-	12	-	1	1	7
	31%	-	-	38%	24%	-	-	-	-	-	-	-	39%	-	19%	6%	46%
Very easy (5)	24	-	-	9	15	-	-	-	-	-	-	-	8	1	4	10	1
	37%	-	-	29%	44%	-	-	-	-	-	-	-	27%	92%	61%	64%	6%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	45	-	-	21	24	-	-	-	-	-	-	-	20	1	5	11	8
	68%	-	-	67%	68%	-	-	-	-	-	-	-	66%	92%	99%	70%	54%
NET Very/fairly difficult	7	-	-	2	4	-	-	-	-	-	-	-	2	*	-	1	3
	10%	-	-	8%	12%	-	-	-	-	-	-	-	8%	8%	-	8%	20%
Mean	3.91	-	-	3.88	3.95	-	-	-	-	-	-	-	3.85	4.76	4.80	4.27	3.29
Std Dev	1.07	-	-	0.94	1.19	-	-	-	-	-	-	-	0.93	-	0.46	1.08	1.18
Std Error	0.15	-	-	0.22	0.22	-	-	-	-	-	-	-	0.23	-	0.19	0.33	0.33

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ5\_15. How easy or difficult did you find it to make a complaint about - Yodel

Base : Made a complaint about Yodel

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	45	-	45	29	16	22	23	12	14	14	2	2	-	1	26	16	3	1	39	6	45
Weighted Base	61*	**	61**	43**	18**	38**	23**	14**	19**	20**	3**	4**	**	1**	33**	23**	5**	1**	50**	11**	45*
Effective Base	29	-	29	21	9	16	13	6	10	10	2	2	-	1	15	11	2	1	25	5	45
Very difficult (1)	1	-	1	1	*	-	1	-	-	-	-	1	-	-	*	-	1	-	1	-	2
	2%	-	2%	2%	2%	-	4%	2%	-	-	-	21%	-	-	1%	-	16%	-	2%	-	4%
Fairly difficult (2)	9	-	9	6	4	5	4	-	5	-	1	3	-	-	5	1	3	-	9	-	7
	15%	-	15%	13%	20%	13%	19%	9%	25%	-	49%	79%	-	-	16%	6%	58%	-	19%	-	16%
Neither easy nor difficult (3)	14	-	14	6	8	6	8	7	2	3	-	-	-	-	10	3	1	1	8	6	10
	23%	-	23%	15%	41%	16%	33%	53%	13%	14%	-	-	-	100%	30%	12%	26%	100%	15%	56%	22%
Fairly easy (4)	16	-	16	9	7	11	5	4	7	5	-	-	-	-	11	5	-	-	15	1	13
	26%	-	26%	22%	37%	28%	23%	27%	38%	26%	-	-	-	-	33%	22%	-	-	31%	6%	29%
Very easy (5)	21	-	21	21	-	16	5	2	5	12	2	-	-	-	7	14	-	-	16	4	12
	34%	-	34%	46%	-	42%	21%	15%	28%	60%	51%	-	-	-	21%	69%	-	-	33%	38%	27%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2%
NET Very/fairly easy	37	-	37	30	7	26	10	6	12	18	2	-	-	-	18	19	-	-	32	5	25
	60%	-	60%	70%	37%	70%	44%	42%	62%	86%	51%	-	-	-	54%	82%	-	-	64%	44%	56%
NET Very/fairly difficult	10	-	10	7	4	5	5	1	5	-	1	4	-	-	5	1	4	-	10	-	9
	17%	-	17%	15%	21%	13%	23%	5%	29%	-	49%	100%	-	-	16%	6%	74%	-	21%	-	20%
Mean	3.75	-	3.75	4.01	3.14	3.98	3.38	3.50	3.62	4.47	3.52	1.79	-	3.00	3.57	4.34	2.10	3.00	3.73	3.82	3.59
Std Dev.	1.14	-	1.14	1.17	0.80	1.07	1.16	0.89	1.14	0.74	1.84	0.48	-	-	1.03	0.94	0.72	-	1.18	1.00	1.19
Std Error	0.17	-	0.17	0.22	0.20	0.23	0.24	0.27	0.30	0.20	1.30	0.34	-	-	0.21	0.24	0.41	-	0.19	0.41	0.18

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_15. How easy or difficult did you find it to make a complaint about - Yodel

Base : Made a complaint about Yodel

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	45	15	14	15	1	29	16	34	10	3	6	12	11	11	29	4	40	20	23	2
Weighted Base	61*	21**	19**	19**	2**	40**	21**	51**	10**	8**	7**	18**	12**	13**	37**	10**	50**	31**	29**	1**
Effective Base	29	9	9	10	1	18	11	24	5	3	4	8	7	6	20	3	26	14	15	2
Very difficult (1)	1	1	-	-	-	1	-	1	-	-	-	-	1	-	1	-	1	-	1	-
Fairly difficult (2)	9	4*	1*	-	-	3*	-	2*	3*	-	4*	-	6*	-	3*	-	2*	1*	3*	-
Neither easy nor difficult (3)	15%	8%	22%	18%	-	15%	16%	18%	4%	-	20%	34%	15%	1%	25%	-	19%	-	33%	-
Fairly easy (4)	14	8	3	3	-	11	3	12	2	4	-	3	6	1	9	4	10	6	8	-
Very easy (5)	23%	38%	15%	17%	-	27%	15%	24%	15%	51%	-	17%	49%	5%	25%	41%	20%	18%	29%	-
I don't know	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	37	10	12	13	2	22	15	29	8	4	5	9	4	12	18	6	30	25	10	1
NET Very/fairly difficult	10	2	5	3	-	7	3	10	1	-	2	6	3	*	10	-	10	*	10	-
Mean	3.75	3.65	3.73	3.76	5.00	3.69	3.86	3.73	3.89	3.64	3.70	3.53	3.15	4.51	3.44	3.90	3.72	4.35	3.09	4.00
Std Dev.	1.14	1.14	1.24	1.07	-	1.17	1.08	1.18	0.91	0.78	1.22	1.33	1.07	0.65	1.22	0.89	1.19	0.85	1.08	-
Std Error	0.17	0.29	0.33	0.29	-	0.22	0.28	0.20	0.30	0.45	0.50	0.39	0.34	0.20	0.23	0.44	0.19	0.19	0.23	-

Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - ef - gh - ij/kl/m/n - op - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_15. How easy or difficult did you find it to make a complaint about - Yodel

Base : Made a complaint about Yodel

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	45	37	8	3	28	8	6	3	1	3	4	3	5	3	5	4	-	1	7
Weighted Base	61*	58**	3**	***	56**	2**	2**	1**	1**	9**	6**	4**	8**	6**	13**	9**	..*	***	2**
Effective Base	29	28	2	2	25	5	4	2	1	3	4	3	5	3	5	4	-	1	4
Very difficult (1)	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
	2%	2%	-	-	-	-	14%	-	-	-	-	-	-	-	-	-	-	-	16%
Fairly difficult (2)	9	9	+	-	9	+	+	-	-	-	-	3	-	3	-	3	-	-	-
	15%	16%	3%	-	16%	4%	17%	-	-	-	-	66%	-	95%	-	30%	-	-	4%
Neither easy nor difficult (3)	14	12	2	*	12	1	1	-	-	4	-	-	1	-	2	5	-	+	-
	23%	20%	84%	64%	22%	26%	41%	33%	-	46%	-	-	16%	-	18%	49%	-	100%	16%
Fairly easy (4)	16	16	+	+	14	1	+	-	1	-	5	1	-	3	5	-	-	-	1
	26%	27%	5%	15%	25%	55%	4%	52%	100%	-	80%	34%	-	44%	39%	-	-	-	63%
Very easy (5)	21	20	+	+	20	+	+	-	-	5	1	-	7	-	6	2	-	-	-
	34%	35%	7%	20%	36%	-	4%	15%	-	54%	20%	-	84%	-	43%	22%	-	-	-
I don't know	+	-	+	-	-	+	-	-	-	-	-	-	-	-	-	-	-	-	-
	+	-	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	2%
NET Very/fairly easy	37	36	+	+	35	+	+	+	+	5	6	+	7	3	11	2	-	-	+
	60%	62%	12%	36%	62%	55%	7%	67%	100%	54%	100%	34%	84%	44%	82%	22%	-	-	63%
NET Very/fairly difficult	10	10	+	-	9	+	1	-	-	-	-	3	-	3	-	3	-	-	+
	17%	18%	3%	-	16%	17%	51%	-	-	-	-	66%	-	56%	-	30%	-	-	20%
Mean	3.75	3.78	3.17	3.56	3.83	3.24	2.26	3.82	4.00	4.09	4.20	2.68	4.69	2.87	4.25	3.14	-	3.00	3.27
Std Dev.	1.14	1.15	0.73	-	1.10	1.47	1.45	-	-	1.06	0.44	1.09	0.78	1.09	0.77	1.13	-	-	-
Std Error	0.17	0.19	0.28	-	0.21	0.56	0.59	-	-	0.61	0.22	0.63	0.35	0.63	0.34	0.57	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ5\_15. How easy or difficult did you find it to make a complaint about - Yodel

Base : Made a complaint about Yodel

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	45	11	-	3	19	17	5	3	1	36	4	19	17	6	2	1	36	3	41	4
Weighted Base	61*	10**	-**	2**	35**	21**	4**	***	***	56**	1**	30**	19**	4**	6**	2**	49**	8**	58**	3**
Effective Base	29	7	-	2	14	12	3	2	1	26	2	14	10	3	2	1	25	3	27	2
Very difficult (1)	1	1	-	-	1	-	-	-	-	1	-	1	-	-	-	-	1	-	-	1
2%	2%	7%	-	-	3%	-	-	-	-	2%	-	3%	-	7%	-	-	2%	-	-	27%
Fairly difficult (2)	9	6	-	3	8	6	2	1	1	9	1	7	2	1	-	9	9	7	2	
15%	15%	55%	-	16%	8%	29%	9%	22%	-	16%	10%	24%	9%	9%	-	18%	-	13%	2	
Neither easy nor difficult (3)	14	2	-	1	6	5	2	1	1	11	1	3	2	3	6	5	6	14	-	
23%	23%	19%	-	54%	19%	21%	50%	70%	100%	20%	87%	10%	10%	74%	100%	10%	79%	24%	-	
Fairly easy (4)	16	2	-	1	5	9	2	-	-	14	-	7	5	1	-	16	-	16	-	
28%	28%	16%	-	30%	15%	42%	41%	-	-	26%	-	22%	48%	10%	-	32%	-	27%	3%	
Very easy (5)	21	1	-	-	19	2	-	-	-	21	-	13	6	-	2	19	2	20	-	
34%	34%	1%	-	-	55%	8%	-	-	-	37%	-	42%	33%	-	100%	39%	21%	35%	3%	
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly easy	37	2	-	1	24	11	2	-	-	35	-	19	15	1	-	35	2	36	-	
60%	60%	19%	-	30%	70%	50%	41%	-	-	62%	-	64%	81%	10%	-	100%	70%	21%	63%	
NET Very/fairly difficult	10	6	-	1	4	6	1	1	1	10	1	8	2	1	-	10	-	8	3	
17%	17%	62%	-	16%	11%	29%	9%	22%	-	18%	10%	26%	9%	16%	-	20%	-	13%	94%	
Mean	3.75	2.50	-	3.13	4.11	3.29	3.32	2.76	3.00	3.80	2.90	3.77	4.05	2.87	3.00	5.00	3.88	3.42	3.84	
Std Dev.	1.14	0.94	-	0.88	1.16	0.99	0.73	-	-	1.16	-	1.30	0.92	0.77	0.00	-	1.17	0.87	1.07	
Std Error	0.17	0.28	-	0.51	0.27	0.24	0.32	-	-	0.19	-	0.30	0.23	0.31	0.00	-	0.20	0.50	0.17	

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_15. How easy or difficult did you find it to make a complaint about - Yodel

Base : Made a complaint about Yodel

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	45	8	34	3	21	20	4	34	7	4	-	45	-
Weighted Base	61*	13**	41**	7**	31**	28**	3**	47**	13**	1**	**	61**	**
Effective Base	29	5	22	3	14	14	2	24	5	3	-	29	-
Very difficult (1)	1	-	1	-	-	1	-	1	-	-	-	1	-
	2%	-	3%	-	-	3%	-	2%	-	-	-	2%	-
Fairly difficult (2)	9	-	9	-	5	5	-	5	4	*	-	9	-
	15%	-	23%	-	16%	16%	-	10%	34%	34%	-	15%	-
Neither easy nor difficult (3)	14	6	7	-	9	5	-	9	4	1	-	14	-
	23%	48%	18%	-	30%	17%	-	19%	34%	64%	-	23%	-
Fairly easy (4)	16	5	11	-	9	7	1	12	4	-	-	16	-
	26%	36%	28%	-	28%	24%	25%	25%	33%	-	-	26%	-
Very easy (5)	21	2	12	7	8	11	2	21	-	-	-	21	-
	34%	16%	29%	100%	26%	39%	63%	44%	-	-	-	34%	-
I don't know	*	-	*	-	-	-	*	-	-	*	-	*	-
	*	-	*	-	-	-	1%	-	-	3%	-	*	-
NET Very/fairly easy	37	7	23	7	17	18	2	32	4	-	-	37	-
	60%	52%	56%	100%	55%	63%	88%	69%	33%	-	-	60%	-
NET Very/fairly difficult	10	-	10	-	5	5	*	6	4	*	-	10	-
	17%	-	26%	-	16%	19%	11%	12%	34%	34%	-	17%	-
Mean	3.75	3.68	3.57	5.00	3.65	3.81	4.31	3.98	2.99	2.65	-	3.75	-
Std Dev.	1.14	0.76	1.21	*	1.05	1.22	1.59	1.12	0.85	-	-	1.14	-
Std Error	0.17	0.27	0.21	*	0.23	0.27	0.92	0.19	0.32	-	-	0.17	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_15. How easy or difficult did you find it to make a complaint about - Yodel

Base : Made a complaint about Yodel

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	45	-	-	20	25	-	-	-	-	-	-	-	14	6	6	13	6
Weighted Base	611	**	**	34**	27**	**	**	**	**	**	**	**	25**	9**	7**	15**	6**
Effective Base	29	-	-	15	15	-	-	-	-	-	-	-	10	5	3	8	3
Very difficult (1)	1	-	-	1	*	-	-	-	-	-	-	-	1	-	-	-	-
	2%	-	-	2%	1%	-	-	-	-	-	-	-	3%	-	4%	-	-
Fairly difficult (2)	9	-	-	5	5	-	-	-	-	-	-	-	2	3	-	3	2
	15%	-	-	14%	17%	-	-	-	-	-	-	-	8%	30%	-	18%	34%
Neither easy nor difficult (3)	14	-	-	12	2	-	-	-	-	-	-	-	7	5	-	2	*
	23%	-	-	35%	7%	-	-	-	-	-	-	-	29%	51%	-	10%	5%
Fairly easy (4)	16	-	-	11	5	-	-	-	-	-	-	-	9	2	1	1	3
	26%	-	-	31%	20%	-	-	-	-	-	-	-	36%	19%	18%	5%	61%
Very easy (5)	21	-	-	6	15	-	-	-	-	-	-	-	6	-	5	10	-
	34%	-	-	17%	56%	-	-	-	-	-	-	-	23%	-	78%	65%	-
I don't know	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	37	-	-	16	20	-	-	-	-	-	-	-	15	2	6	11	3
	60%	-	-	48%	75%	-	-	-	-	-	-	-	59%	19%	95%	72%	61%
NET Very/fairly difficult	10	-	-	6	5	-	-	-	-	-	-	-	3	3	*	3	2
	17%	-	-	17%	18%	-	-	-	-	-	-	-	12%	30%	4%	18%	34%
Mean	3.75	-	-	3.46	4.12	-	-	-	-	-	-	-	3.67	2.90	4.65	4.21	3.27
Std Dev	1.14	-	-	1.01	1.19	-	-	-	-	-	-	-	1.04	0.73	0.93	1.24	1.04
Std Error	0.17	-	-	0.23	0.24	-	-	-	-	-	-	-	0.28	0.30	0.41	0.34	0.42

Proportions/Mean: Column Test(s) (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_16. How easy or difficult did you find it to make a complaint about - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	67	-	67	34	33	32	35	11	26	18	6	5	1	-	37	24	6	1	59	8	67
Weighted Base	83*	**	83*	50**	32**	47**	36**	9**	36**	23**	6**	9**	***	**	45**	29**	9**	***	70*	12**	67*
Effective Base	43	-	43	24	20	23	21	6	17	13	4	4	1	-	23	16	4	1	39	5	43
Very difficult (1)	1	-	1	-	1	-	1	-	-	1	-	-	-	-	1	1	-	-	1	-	4
	2%	-	2%	1%	3%	1%	2%	5%	-	3%	-	-	-	-	1%	3%	-	-	2%	-	6%
Fairly difficult (2)	10	-	10	4	6	4	6	1	8	2	-	-	-	-	9	2	-	-	10	-	8
	15%	-	13%	9%	19%	9%	18%	9%	22%	7%	-	-	-	-	20%	6%	-	-	15%	-	12%
Neither easy nor difficult (3)	13	-	13	6	7	8	5	-	8	2	2	1	-	-	8	3	1	-	11	2	12
	16%	-	15%	12%	20%	17%	13%	1%	23%	8%	24%	13%	-	-	18%	12%	13%	-	16%	13%	18%
Fairly easy (4)	27	-	27	18	9	15	12	3	10	8	1	5	-	-	13	9	5	-	23	5	18
	33%	-	33%	37%	27%	32%	35%	33%	29%	35%	11%	61%	-	-	30%	30%	59%	-	32%	37%	27%
Very easy (5)	31	-	31	21	10	19	12	4	9	11	4	2	+	-	14	15	2	+	25	6	25
	38%	-	38%	42%	31%	41%	32%	52%	36%	47%	65%	36%	100%	-	31%	61%	38%	100%	38%	50%	37%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	58	-	58	40	19	34	24	7	20	19	5	7	+	-	27	23	8	+	47	11	43
	79%	-	70%	79%	58%	73%	67%	85%	55%	81%	76%	87%	100%	-	61%	80%	87%	100%	67%	87%	64%
NET Very/fairly difficult	12	-	12	5	7	5	7	1	8	2	-	-	-	-	9	2	-	-	12	-	12
	14%	-	14%	9%	22%	10%	20%	15%	22%	11%	-	-	-	-	21%	8%	-	-	17%	-	18%
Mean	3.92	-	3.92	4.11	3.63	4.04	3.77	4.16	3.59	4.14	4.40	4.12	5.00	-	3.70	4.20	4.14	5.00	3.84	4.38	3.78
Std Dev.	1.09	-	1.09	0.97	1.21	1.02	1.17	1.23	1.12	1.08	0.93	0.65	-	-	1.15	1.04	0.66	-	1.13	0.73	1.24
Std Error	0.13	-	0.13	0.17	0.21	0.18	0.20	0.37	0.22	0.25	0.38	0.29	-	-	0.19	0.21	0.27	-	0.15	0.26	0.15

Proportions/Mean: Column Test (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_16. How easy or difficult did you find it to make a complaint about - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	67	19	19	18	11	38	29	53	13	5	10	19	17	15	46	6	61	26	38	3
Weighted Base	83*	20**	25**	22**	15**	45**	38**	74*	8**	7**	13**	24**	16**	20**	53**	9**	74*	32**	48**	2**
Effective Base	43	10	12	14	7	23	21	38	5	3	8	11	11	10	29	4	39	16	26	2
Very difficult (1)	1	1	-	-	-	1	-	1	-	-	-	1	-	-	1	-	1	-	1	1
	2%	4%	2%	-	-	3%	-	1%	-	-	1%	3%	-	2%	2%	-	2%	-	2%	22%
Fairly difficult (2)	10	2	-	4	5	2	8	10	-	-	1	3	6	-	10	-	10	2	9	-
	15%	11%	-	16%	30%	5%	21%	14%	4%	4%	10%	13%	35%	-	19%	3%	14%	7%	17%	-
Neither easy nor difficult (3)	13	2	4	5	1	6	7	10	3	-	2	6	3	2	11	-	13	1	12	-
	15%	8%	18%	23%	9%	14%	18%	14%	32%	-	12%	26%	20%	9%	20%	-	17%	2%	25%	-
Fairly easy (4)	27	7	10	4	6	17	10	25	2	3	6	8	5	5	19	3	24	12	15	-
	33%	34%	41%	19%	38%	39%	27%	33%	31%	47%	45%	34%	28%	25%	35%	38%	32%	37%	31%	-
Very easy (5)	31	5	10	9	3	18	13	25	3	4	4	6	3	13	13	5	26	17	12	2
	38%	42%	39%	42%	23%	40%	34%	38%	33%	49%	33%	24%	17%	63%	24%	59%	35%	53%	25%	76%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	58	15	20	14	9	35	23	53	5	7	10	14	7	18	31	9	49	29	27	2
	70%	70%	80%	61%	61%	78%	61%	71%	63%	96%	77%	58%	45%	89%	59%	97%	67%	90%	56%	78%
NET Very/fairly difficult	12	3	-	4	5	4	8	11	-	-	1	4	6	-	11	-	11	2	9	1
	14%	16%	2%	16%	30%	8%	21%	15%	5%	4%	11%	16%	35%	2%	21%	3%	16%	8%	18%	22%
Mean	3.92	3.98	4.16	3.87	3.54	4.08	3.74	3.93	3.90	4.42	3.98	3.64	3.26	4.47	3.61	4.53	3.85	4.36	3.62	4.10
Std Dev.	1.09	1.19	0.86	1.15	1.18	1.01	1.16	1.09	1.01	0.73	1.00	1.10	1.15	0.86	1.10	0.69	1.11	0.88	1.09	2.23
Std Error	0.13	0.27	0.20	0.27	0.36	0.16	0.22	0.15	0.28	0.33	0.32	0.25	0.28	0.22	0.16	0.28	0.14	0.17	0.18	1.29

Proportions/Mean: Column Total (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_16. How easy or difficult did you find it to make a complaint about - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	67	48	19	8	42	9	8	8	4	5	6	5	7	4	6	4	1	2	7
Weighted Base	83*	71*	11**	1**	77*	3**	2**	2**	4**	11**	9**	7**	13**	6**	14**	11**	2**	1**	2**
Effective Base	43	39	5	6	38	5	4	6	3	5	6	5	7	4	6	4	1	2	4
Very difficult (1)	1	1	*	*	-	*	1	-	-	-	-	-	-	-	-	-	-	*	-
	2%	1%	3%	26%	-	9%	70%	-	-	-	-	-	-	-	-	-	-	52%	-
Fairly difficult (2)	10	9	2	-	10	-	*	*	1	-	2	-	2	3	2	-	-	-	-
	15%	11%	19%	-	13%	-	1%	16%	22%	-	18%	-	18%	53%	16%	-	-	-	-
Neither easy nor difficult (3)	13	13	*	*	12	*	*	-	1	-	-	4	3	2	2	-	-	-	-
	15%	18%	1%	6%	16%	2%	30%	-	15%	-	-	60%	27%	25%	-	22%	-	-	3%
Fairly easy (4)	27	22	6	*	26	1	-	-	1	2	3	3	-	1	7	7	2	-	1
	33%	30%	49%	20%	34%	31%	24%	-	20%	17%	38%	40%	-	22%	51%	59%	100%	-	38%
Very easy (5)	31	25	5	*	29	2	*	-	2	9	4	-	7	5	2	-	-	-	1
	38%	39%	27%	48%	37%	57%	14%	30%	44%	83%	44%	-	56%	-	33%	18%	-	48%	60%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	58	49	9	1	54	3	1	1	2	11	7	3	7	11	12	9	2	-	2
	70%	69%	79%	69%	71%	89%	26%	54%	63%	100%	82%	40%	56%	22%	84%	78%	100%	48%	97%
NET Very/fairly difficult	12	9	3	*	10	*	1	*	1	-	2	-	2	3	2	-	-	*	-
	14%	13%	22%	26%	13%	9%	71%	16%	22%	-	18%	-	18%	53%	16%	-	-	52%	-
Mean	3.92	3.94	3.78	3.63	3.95	4.28	1.99	3.68	3.86	4.83	4.08	3.40	3.94	2.69	4.01	3.96	4.00	2.90	4.57
Std Dev.	1.09	1.08	1.19	-	1.04	1.44	-	-	1.41	0.40	1.13	0.53	1.29	0.89	1.02	0.67	-	-	0.72
Std Error	0.13	0.16	0.27	-	0.16	0.48	-	-	0.71	0.18	0.46	0.24	0.49	0.44	0.42	0.33	-	-	0.27

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_16. How easy or difficult did you find it to make a complaint about - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	67	12	1	2	28	22	11	3	2	50	5	29	25	7	3	3	54	6	56	11
Weighted Base	83*	14**	2**	1**	37**	23**	15**	3**	4**	60*	7**	39**	30**	6**	3**	5**	68*	8**	73*	10**
Effective Base	43	7	1	1	19	13	7	2	2	32	4	19	16	4	3	3	35	5	37	6
Very difficult (1)	4	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	1	-	-	1
	2%	-	-	-	-	1%	3%	-	-	1%	-	-	2%	13%	-	-	1%	-	-	11%
Fairly difficult (2)	10	-	-	-	2	4	4	4	-	6	-	4	3	4	-	-	7	-	7	3
	13%	-	-	-	4%	20%	29%	-	-	10%	-	11%	9%	61%	-	-	10%	-	10%	34%
Neither easy nor difficult (3)	13	1	-	1	6	4	2	2	-	9	2	3	6	2	2	9	2	11	2	19%
	15%	4%	-	87%	15%	16%	12%	46%	-	16%	22%	8%	21%	26%	54%	-	14%	23%	15%	79%
Fairly easy (4)	27	8	-	-	10	9	8	-	-	19	-	14	12	-	2	-	26	2	27	-
	33%	68%	-	-	26%	40%	55%	-	-	31%	-	36%	40%	-	46%	-	37%	19%	37%	1%
Very easy (5)	31	5	2	*	20	5	*	2	4	25	6	18	9	-	-	5	26	5	28	3
	38%	38%	100%	13%	54%	23%	1%	54%	100%	42%	78%	45%	29%	-	-	100%	38%	58%	38%	35%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	58	13	2	*	30	14	8	2	4	44	6	32	20	-	2	5	52	6	55	3
	70%	96%	100%	13%	80%	63%	56%	54%	100%	74%	78%	81%	69%	-	46%	100%	76%	77%	75%	36%
NET Very/fairly difficult	12	-	-	-	2	5	5	-	-	6	-	4	3	4	-	7	-	7	4	45%
	14%	-	-	-	5%	21%	32%	-	-	11%	-	11%	10%	74%	-	11%	-	10%	10%	45%
Mean	3.92	4.34	5.00	3.26	4.29	3.65	3.21	4.07	5.00	4.04	4.57	4.16	3.86	2.13	3.46	5.00	4.03	4.35	4.02	3.14
Std Dev.	1.09	0.58	0.00	-	0.91	1.10	1.01	1.19	0.00	1.03	0.89	0.99	1.01	0.67	0.59	0.00	1.00	0.88	0.98	1.56
Std Error	0.13	0.17	0.00	-	0.17	0.23	0.30	0.69	0.00	0.15	0.40	0.18	0.20	0.25	0.34	0.00	0.14	0.36	0.13	0.47

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_16. How easy or difficult did you find it to make a complaint about - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	67	9	56	2	30	32	5	58	6	3	-	67	-
Weighted Base	83*	13**	66*	4**	42**	38**	3**	72*	9**	2**	**	83*	**
Effective Base	43	6	35	2	20	21	3	38	4	1	-	43	-
Very difficult (1)	1	-	1	-	-	1	-	1	*	-	-	1	-
	2%	-	2%	-	-	3%	-	1%	1%	15%	-	2%	-
Fairly difficult (2)	18	-	10	-	8	3	-	10	1	*	-	10	-
	13%	-	16%	-	18%	7%	-	13%	9%	1%	-	13%	-
Neither easy nor difficult (3)	13	3	10	-	4	8	1	11	-	2	-	13	-
	15%	19%	15%	-	11%	21%	17%	16%	-	84%	-	15%	-
Fairly easy (4)	27	5	23	-	12	14	1	20	7	-	-	27	-
	33%	35%	34%	-	29%	36%	47%	28%	77%	-	-	33%	-
Very easy (5)	31	6	21	4	17	12	1	30	1	-	-	31	-
	38%	46%	32%	100%	42%	33%	36%	41%	13%	-	-	38%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	58	11	44	4	30	26	3	50	8	-	-	58	-
	79%	81%	67%	100%	71%	69%	83%	70%	90%	-	-	70%	-
NET Very/fairly difficult	12	-	12	-	8	4	-	11	1	*	-	12	-
	14%	-	18%	-	19%	10%	-	15%	10%	16%	-	14%	-
Mean	3.92	4.26	3.79	5.00	3.93	3.88	4.19	3.95	3.93	2.70	-	3.92	-
Std Dev.	1.09	0.79	1.13	*	1.14	1.06	0.85	1.11	0.81	-	-	1.09	-
Std Error	0.13	0.26	0.15	*	0.21	0.19	0.38	0.15	0.33	-	-	0.13	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ5\_16. How easy or difficult did you find it to make a complaint about - Amazon Delivery Service/ Logistics

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	67	-	-	28	39	-	-	-	-	-	-	-	22	6	6	16	17
Weighted Base	83*	**	**	41**	42**	**	**	**	**	**	**	**	30**	11**	7**	20**	15**
Effective Base	48	-	-	21	22	-	-	-	-	-	-	-	16	5	4	11	7
Very difficult (1)	1	-	-	1	*	-	-	-	-	-	-	-	1	1	-	-	*
	2%	-	-	3%	1%	-	-	-	-	-	-	-	2%	5%	-	-	2%
Fairly difficult (2)	10	-	-	6	4	-	-	-	-	-	-	-	4	2	*	1	3
	13%	-	-	16%	10%	-	-	-	-	-	-	-	14%	21%	*	7%	18%
Neither easy nor difficult (3)	13	-	-	9	4	-	-	-	-	-	-	-	9	-	1	2	1
	15%	-	-	22%	9%	-	-	-	-	-	-	-	30%	-	8%	9%	9%
Fairly easy (4)	27	-	-	14	13	-	-	-	-	-	-	-	8	6	3	2	8
	33%	-	-	35%	31%	-	-	-	-	-	-	-	26%	60%	40%	12%	53%
Very easy (5)	31	-	-	10	21	-	-	-	-	-	-	-	9	2	3	15	3
	36%	-	-	25%	50%	-	-	-	-	-	-	-	29%	15%	52%	72%	16%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	58	-	-	24	34	-	-	-	-	-	-	-	16	8	6	17	11
	70%	-	-	60%	81%	-	-	-	-	-	-	-	54%	75%	92%	84%	72%
NET Very/fairly difficult	12	-	-	7	4	-	-	-	-	-	-	-	5	3	*	1	3
	14%	-	-	16%	10%	-	-	-	-	-	-	-	16%	23%	*	7%	20%
Mean	3.92	-	-	3.64	4.20	-	-	-	-	-	-	-	3.66	3.59	4.43	4.49	3.69
Std Dev	1.09	-	-	1.11	1.01	-	-	-	-	-	-	-	1.11	1.17	0.70	0.94	1.06
Std Error	0.13	-	-	0.21	0.16	-	-	-	-	-	-	-	0.24	0.48	0.29	0.23	0.26

Proportions/Mean: Column Test (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ5\_97. How easy or difficult did you find it to make a complaint about - Other

Base : Made a complaint about Other

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total
Unweighted Base	35	-	35	20	15	16	19	8	15	8	2	2	-	-	23	10	2	-	28	7	35
Weighted Base	53*	**	53**	37**	16**	25**	28**	6**	24**	17**	3**	2**	**	**	31**	20**	2**	**	41**	12**	35*
Effective Base	26	-	26	17	10	12	15	4	12	8	2	1	-	-	16	9	1	-	21	6	35
Very difficult (1)	3	-	3	*	3	*	3	*	-	-	2	-	-	-	*	2	-	-	3	-	3
	2%	-	5%	*	17%	*	10%	6%	-	-	77%	-	-	-	1%	12%	-	-	7%	-	9%
Fairly difficult (2)	4	-	4	2	2	2	2	-	4	-	-	*	-	-	4	-	-	-	2	2	3
	8%	-	8%	5%	15%	9%	7%	-	16%	-	-	11%	-	-	13%	-	11%	-	5%	17%	9%
Neither easy nor difficult (3)	19	-	10	9	*	-	10	*	4	6	-	*	-	-	4	6	-	-	7	2	7
	18%	-	18%	25%	1%	-	34%	*	16%	33%	-	-	-	-	13%	28%	-	-	18%	19%	20%
Fairly easy (4)	6	-	6	2	4	2	4	2	2	1	-	-	-	-	4	1	-	-	4	2	6
	11%	-	11%	5%	24%	8%	13%	37%	8%	8%	-	-	-	-	14%	7%	-	-	9%	17%	17%
Very easy (5)	31	-	31	24	7	21	10	4	14	10	1	2	-	-	18	11	2	-	25	6	16
	58%	-	58%	64%	44%	63%	36%	57%	39%	39%	23%	89%	-	-	59%	33%	86%	-	62%	47%	46%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	37	-	37	26	10	23	14	6	16	11	1	2	-	-	22	12	2	-	29	8	22
	69%	-	69%	70%	67%	91%	49%	94%	68%	67%	23%	89%	-	-	73%	60%	89%	-	70%	64%	63%
NET Very/fairly difficult	7	-	7	2	5	2	5	*	4	-	2	*	-	-	4	2	*	-	5	2	6
	13%	-	13%	5%	32%	9%	17%	6%	16%	-	77%	11%	-	-	14%	12%	11%	-	12%	17%	17%
Mean	4.09	-	4.09	4.29	3.62	4.65	3.59	4.39	4.11	4.26	1.91	4.66	-	-	4.17	3.90	4.66	-	4.13	3.94	3.83
Std Dev.	1.25	-	1.25	1.02	1.62	0.89	1.32	1.07	1.20	0.95	2.05	1.22	-	-	1.16	1.41	1.22	-	1.27	1.20	1.34
Std Error	0.21	-	0.21	0.23	0.42	0.22	0.30	0.38	0.31	0.34	1.45	0.87	-	-	0.24	0.44	0.87	-	0.24	0.46	0.23

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_97. How easy or difficult did you find it to make a complaint about - Other

Base : Made a complaint about Other

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	35	8	11	11	5	19	16	29	6	6	5	11	6	5	22	7	27	19	15	1
Weighted Base	53*	14**	15**	16**	8**	29**	24**	49**	4**	10**	6**	13**	9**	12**	29**	12**	41**	29**	24**	1**
Effective Base	26	6	8	8	4	14	13	24	3	5	4	7	5	15	6	20	14	12	1	
Very difficult (1)	3	-	-	2	-	-	2	3	-	-	-	3	-	-	3	-	3	-	2	-
	8%	-	2%	15%	-	1%	10%	6%	1%	-	-	21%	-	-	10%	-	7%	1%	10%	-
Fairly difficult (2)	4	-	-	2	2	-	4	4	-	-	-	-	4	-	4	-	4	-	4	-
	8%	-	-	14%	25%	-	17%	9%	-	-	-	2%	42%	-	15%	-	10%	-	18%	-
Neither easy nor difficult (3)	10	-	6	2	2	6	4	9	-	4	-	2	4	-	6	4	6	6	4	-
	18%	-	37%	11%	28%	19%	17%	19%	2%	40%	-	13%	43%	-	20%	34%	14%	20%	17%	-
Fairly easy (4)	6	1	2	1	1	3	3	4	2	1	-	2	1	-	4	1	4	2	3	1
	11%	5%	16%	9%	16%	11%	11%	8%	48%	13%	6%	16%	15%	-	13%	11%	6%	6%	14%	100%
Very easy (5)	31	13	7	8	3	20	11	29	2	5	6	6	-	12	12	6	24	21	10	-
	58%	95%	45%	52%	31%	69%	45%	59%	50%	47%	94%	49%	-	100%	43%	55%	60%	74%	41%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Veryfairly easy	37	14	9	10	4	23	13	35	4	6	8	9	1	12	16	8	26	23	13	1
	69%	100%	61%	60%	47%	80%	56%	67%	97%	60%	100%	64%	15%	100%	56%	66%	69%	79%	56%	100%
NET Veryfairly difficult	7	-	-	5	2	-	7	7	-	-	-	3	4	-	7	-	7	-	7	-
	13%	-	2%	29%	25%	1%	27%	14%	1%	-	-	23%	43%	-	24%	-	17%	1%	28%	-
Mean	4.09	4.95	4.01	3.68	3.54	4.46	3.63	4.06	4.46	4.07	4.94	3.69	2.72	5.00	3.66	4.22	4.05	4.50	3.59	4.00
Std Dev.	1.25	0.23	1.05	1.61	1.25	0.90	1.47	1.29	0.70	0.98	0.25	1.64	0.75	0.00	1.42	0.96	1.34	0.90	1.46	-
Std Error	0.21	0.08	0.32	0.49	0.56	0.21	0.37	0.24	0.29	0.40	0.11	0.49	0.31	0.00	0.30	0.36	0.26	0.21	0.38	-

Proportions/Mean: Columns Test(s) (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_97. How easy or difficult did you find it to make a complaint about - Other

Base : Made a complaint about Other

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	35	30	5	1	26	6	1	2	2	3	2	-	7	3	7	2	-	-	6
Weighted Base	53*	50**	3**	***	51**	2**	***	1**	2**	7**	3**	**	13**	5**	17**	5**	**	**	2**
Effective Base	26	25	1	1	24	3	1	2	2	3	2	-	7	3	7	2	-	-	3
Very difficult (1)	3	-	2	-	2	-	-	-	-	-	-	-	2	-	-	-	-	-	-
	5%	1%	95%	-	5%	25%	-	-	-	-	-	-	19%	-	-	-	-	-	25%
Fairly difficult (2)	4	4	-	-	4	-	-	-	-	-	-	-	-	2	2	-	-	-	-
	8%	8%	-	-	8%	-	-	35%	-	-	-	-	-	42%	12%	-	-	-	-
Neither easy nor difficult (3)	10	9	-	-	9	-	-	-	-	-	2	-	3	-	5	-	-	-	-
	18%	19%	3%	100%	19%	5%	-	-	-	-	58%	-	25%	-	27%	-	-	-	5%
Fairly easy (4)	6	6	-	-	5	1	-	-	-	-	-	-	-	3	2	-	-	-	1
	11%	11%	2%	-	5%	69%	100%	-	-	-	-	-	-	59%	12%	-	-	-	69%
Very easy (5)	31	31	-	-	30	-	-	1	2	7	1	-	7	-	9	5	-	-	-
	58%	61%	-	-	60%	-	-	65%	100%	100%	42%	-	56%	-	49%	100%	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	37	36	-	-	35	1	-	1	2	7	1	-	7	3	10	5	-	-	1
	69%	72%	2%	-	69%	69%	100%	65%	100%	100%	42%	-	56%	59%	61%	100%	-	-	69%
NET Very/fairly difficult	7	5	2	-	6	-	-	-	-	-	-	2	2	2	-	-	-	-	-
	13%	9%	95%	-	12%	25%	-	35%	-	-	-	19%	42%	12%	-	-	-	-	25%
Mean	4.09	4.24	1.12	3.00	4.12	3.19	4.00	3.94	5.00	5.00	3.85	-	3.75	3.16	3.98	5.00	-	-	3.19
Std Dev.	1.25	1.08	0.67	-	1.24	-	-	-	*	*	1.23	-	1.62	1.12	1.15	0.00	-	-	-
Std Error	0.21	0.20	0.30	-	0.24	-	-	-	*	*	0.87	-	0.61	0.65	0.43	0.00	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_97. How easy or difficult did you find it to make a complaint about - Other

Base : Made a complaint about Other

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	35	5	1	15	13	3	4	-	28	4	19	12	1	-	3	31	3	33	2	
Weighted Base	53*	7**	1**	26**	19**	4**	3**	-	45**	3**	30**	16**	2**	-	4**	46**	4**	51**	2**	
Effective Base	26	4	1	12	10	3	2	-	22	2	14	9	1	-	3	23	3	25	1	
Very difficult (1)	3	2	-	-	3	-	-	-	3	-	3	-	-	-	3	-	-	2	-	
	5%	34%	-	-	14%	-	-	-	6%	-	9%	-	-	-	6%	-	-	5%	16%	
Fairly difficult (2)	4	2	-	-	2	2	-	-	2	-	2	2	-	-	4	-	-	2	2	
	8%	29%	-	1%	10%	46%	-	-	5%	-	6%	14%	-	-	9%	-	-	4%	84%	
Neither easy nor difficult (3)	10	-	-	2	6	2	-	-	8	-	4	3	2	-	7	-	-	10	-	
	18%	-	-	6%	33%	38%	1%	-	17%	1%	13%	20%	100%	-	16%	-	-	19%	-	
Fairly easy (4)	6	2	1	2	2	1	1	-	4	1	-	4	-	1	4	1	-	6	-	
	11%	30%	100%	8%	9%	16%	40%	-	8%	40%	1%	29%	-	29%	10%	29%	-	11%	-	
Very easy (5)	31	1	-	22	7	-	2	-	29	2	21	7	-	-	3	28	3	31	-	
	58%	7%	-	85%	34%	-	58%	-	64%	58%	70%	42%	-	-	71%	60%	71%	61%	-	
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly easy	37	3	1	24	8	1	3	-	33	3	21	11	-	-	4	32	4	37	-	
	69%	37%	100%	93%	43%	16%	99%	-	72%	99%	71%	66%	-	100%	69%	100%	-	72%	-	
NET Very/fairly difficult	7	4	-	-	5	2	-	-	5	-	5	2	-	-	7	-	-	5	2	
	13%	63%	-	1%	24%	46%	1%	-	11%	1%	15%	14%	-	-	15%	-	-	9%	100%	
Mean	4.09	2.47	-	4.00	4.77	3.40	2.70	4.55	-	4.19	4.55	4.16	3.94	3.00	-	4.71	4.08	4.71	4.19	1.84
Std Dev.	1.25	1.52	-	0.62	1.44	0.83	0.74	-	1.24	0.74	1.39	1.12	0.00	-	0.51	1.30	0.51	1.18	0.49	
Std Error	0.21	0.68	-	0.16	0.40	0.48	0.37	-	0.23	0.37	0.32	0.32	0.00	-	0.30	0.23	0.30	0.21	0.35	

Proportions/Mean: Columns Test(s) (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(o)(p) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_97. How easy or difficult did you find it to make a complaint about - Other

Base : Made a complaint about Other

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	35	6	28	1	16	15	4	33	1	1	-	35	-
Weighted Base	53*	11**	40**	2**	28**	22**	4**	52**	1**	**	-	53**	**
Effective Base	26	5	21	1	13	11	3	25	1	1	-	26	-
Very difficult (1)	3	-	3	-	3	-	-	3	-	-	-	3	-
	5%	-	7%	-	10%	-	-	5%	-	100%	-	3%	-
Fairly difficult (2)	4	-	4	-	2	2	-	4	-	-	-	4	-
	8%	-	10%	-	7%	11%	-	8%	-	-	-	8%	-
Neither easy nor difficult (3)	10	2	8	-	6	4	-	10	-	-	-	10	-
	18%	15%	20%	-	20%	18%	-	18%	-	-	-	18%	-
Fairly easy (4)	6	-	6	-	2	2	1	4	1	-	-	6	-
	11%	-	14%	-	8%	9%	38%	9%	100%	-	-	11%	-
Very easy (5)	31	9	20	2	15	13	2	31	-	-	-	31	-
	58%	85%	49%	100%	55%	62%	61%	60%	-	-	-	58%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	37	9	25	2	18	15	3	35	1	-	-	37	-
	69%	85%	63%	100%	63%	71%	99%	68%	100%	-	-	69%	-
NET Very/fairly difficult	7	-	7	-	5	2	-	7	-	-	-	7	-
	13%	-	17%	-	17%	11%	1%	13%	-	100%	-	13%	-
Mean	4.09	4.70	3.88	5.00	3.92	4.23	4.58	4.09	4.00	1.00	-	4.09	-
Std Dev.	1.25	0.75	1.32	-	1.40	1.11	0.70	1.26	-	-	-	1.25	-
Std Error	0.21	0.31	0.25	-	0.35	0.29	0.35	0.22	-	-	-	0.21	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_97. How easy or difficult did you find it to make a complaint about - Other

Base : Made a complaint about Other

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	35	-	-	13	22	-	-	-	-	-	-	10	3	4	9	9
Weighted Base	53*	**	**	23**	30**	**	**	**	**	**	**	18**	5**	6**	15**	9**
Effective Base	26	-	-	11	16	-	-	-	-	-	-	8	3	2	8	5
Very difficult (1)	3	-	-	-	3	-	-	-	-	-	-	-	-	-	-	3
	5%	-	-	-	9%	-	-	-	-	-	-	-	-	-	1%	31%
Fairly difficult (2)	4	-	-	4	4	-	-	-	-	-	-	-	-	2	-	2
	8%	-	-	7%	13%	-	-	-	-	-	-	2%	-	36%	-	22%
Neither easy nor difficult (3)	10	-	-	9	8	-	-	-	-	-	-	6	4	-	-	1
	18%	-	-	40%	-	-	-	-	-	-	-	31%	71%	-	-	1%
Fairly easy (4)	6	-	-	6	6	-	-	-	-	-	-	-	-	-	4	2
	11%	-	-	19%	19%	-	-	-	-	-	-	-	-	-	26%	20%
Very easy (5)	31	-	-	14	17	-	-	-	-	-	-	12	2	3	11	2
	56%	-	-	56%	56%	-	-	-	-	-	-	67%	29%	63%	74%	27%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly easy	37	-	-	14	23	-	-	-	-	-	-	12	2	3	15	4
	69%	-	-	58%	77%	-	-	-	-	-	-	67%	29%	63%	100%	47%
NET Very/fairly difficult	7	-	-	7	7	-	-	-	-	-	-	2	-	2	-	5
	13%	-	-	1%	22%	-	-	-	-	-	-	2%	-	37%	-	53%
Mean	4.09	-	-	4.15	4.04	-	-	-	-	-	-	4.33	3.57	3.89	4.74	2.90
Std Dev	1.25	-	-	1.03	1.42	-	-	-	-	-	-	1.00	1.00	1.61	0.45	1.75
Std Error	0.21	-	-	0.29	0.30	-	-	-	-	-	-	0.31	0.58	0.80	0.15	0.58

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_NET\_EASY. How easy or difficult did you find it to make a complaint about - Easy Summary

Base : Made a complaint about provider

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	321	-	321	121	200	145	176	61	93	72	29	37	22	7	154	101	66	29	282	39	321
Weighted Base	367	**	367	147*	220	187*	180	59*	118*	85*	40**	44**	17**	4**	177*	126*	65*	21**	304	63**	321
Effective Base	199	-	199	77	122	94	106	32	61	49	21	23	10	3	93	70	36	13	170	29	321
Royal Mail	143	-	143	65	78	80	63	34	48	26	8	20	7	*	81	35	27	7	112	31	112
65%	-	-	65%	72%	59%	73%	57%	84%	68%	60%	29%	75%	59%	31%	74% <sup>ns</sup>	48%	69%	57%	63%	69%	61%
Collect +	48	-	48	27	21	32	16	5	28	14	1	-	-	-	33	15	-	-	43	5	33
75%	-	-	75%	84%	72%	85%	68%	93%	82%	88%	16%	-	100%	-	84%	71%	5%	100%	79%	73%	75%
DHL	49	-	49	32	16	30	19	5	17	16	1	8	2	-	22	17	10	2	36	13	34
70%	-	-	70%	80%	57%	73%	67%	31%	75%	92%	33%	99%	100%	-	58%	86%	85%	56%	68%	77%	71%
FedEx	56	-	56	41	14	41	15	6	30	15	1	3	-	-	36	17	3	-	45	11	32
69%	-	-	69%	78%	51%	89%	43%	66%	73%	67%	50%	98%	-	-	72%	65%	59%	-	69%	66%	62%
Evri	63	-	63	44	19	40	24	10	25	19	4	4	-	-	35	24	4	-	54	9	53
60%	-	-	60%	70%	45%	77%	44%	97%	64%	64%	34%	45%	3%	-	71%	55%	35%	1%	59%	70%	60%
DPD	45	-	45	35	10	25	20	5	21	14	3	3	-	-	26	16	3	-	36	9	34
64%	-	-	64%	77%	40%	68%	59%	70%	65%	64%	100%	48%	-	-	66%	68%	39%	-	65%	59%	60%
Parcelforce	45	-	45	31	14	31	13	2	19	16	2	6	-	-	20	19	6	-	38	7	32
81%	-	-	81%	86%	72%	86%	72%	20%	82%	97%	100%	100%	100%	100%	67%	98%	100%	100%	78%	100%	80%
TNT	30	-	30	24	6	25	5	3	12	10	-	1	-	3	15	10	4	3	25	5	19
82%	-	-	82%	83%	78%	80%	96%	74%	81%	81%	-	93%	-	100%	80%	81%	98%	100%	80%	100%	73%
UPS	37	-	37	23	14	28	9	4	12	20	-	2	-	-	15	20	2	-	32	5	24
75%	-	-	75%	84%	63%	77%	67%	48%	59%	98%	-	92%	100%	-	56%	98%	92%	100%	79%	57%	75%
UK Mail	45	-	45	32	13	36	9	8	20	14	-2	1	-	-	28	15	1	-	35	10	33
68%	-	-	68%	67%	68%	79%	42%	88%	55%	79%	100%	-	-	-	61%	61%	93%	-	67%	68%	67%
Yodel	37	-	37	30	7	26	10	6	12	18	2	-	-	-	18	19	-	-	32	5	25
60%	-	-	60%	70%	37%	70%	44%	42%	62%	86%	51%	-	-	-	54%	82%	-	-	64%	44%	56%
Amazon Delivery Service/	58	-	58	40	19	34	24	7	20	19	5	7	-	-	27	23	8	-	47	11	43
Logistics	70%	-	70%	79%	58%	73%	67%	85%	55%	81%	76%	87%	100%	-	61%	80%	87%	100%	67%	87%	64%
Other	37	-	37	26	10	23	14	6	16	11	1	2	-	-	22	12	2	-	29	8	22
89%	-	-	89%	70%	67%	81%	69%	84%	68%	67%	23%	89%	-	-	73%	60%	88%	-	70%	64%	63%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ5\_NET\_EASY. How easy or difficult did you find it to make a complaint about - Easy Summary

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	321	90	100	71	60	190	131	237	80	33	43	83	90	66	216	34	283	98	211	12
Weighted Base	367	90*	112*	87*	78*	202	165*	294	72*	44**	57*	100*	90*	71*	247	46**	318	122*	232	13**
Effective Base	199	47	59	50	44	106	93	156	42	22	31	52	54	38	137	23	174	64	127	7
Royal Mail	143	35	41	39	27	76	67	115	27	18	30	36	24	33	90	19	123	56	84	2
	65%	66%	67%	66%	58%	67%	62%	63%	74%	68%	63%	62%	48%	72%	63%	70%	65%	61%	59%	23%
Collect +	48	15	14	10	9	29	19	48	2	9	3	15	11	9	28	10	38	19	29	-
	76%	94%	72%	69%	80%	82%	74%	82%	39%	79%	83%	62%	90%	100%	72%	82%	78%	82%	76%	-
DHL	49	20	10	7	11	30	18	45	4	8	6	8	8	16	22	10	39	28	20	1
	70%	68%	64%	84%	76%	66%	78%	77%	36%	53%	60%	80%	62%	88%	67%	58%	75%	74%	66%	100%
FedEx	56	16	15	12	13	31	25	50	6	5	3	22	8	16	32	7	48	33	22	1
	69%	74%	61%	56%	53%	67%	71%	69%	68%	95%	49%	60%	54%	91%	58%	66%	67%	67%	52%	92%
Evoit	63	23	18	15	8	40	23	52	12	14	4	15	9	18	29	16	47	35	27	1
	60%	74%	55%	60%	47%	64%	55%	62%	54%	89%	42%	55%	38%	74%	46%	90%	54%	72%	51%	37%
DPD	45	12	16	10	7	28	17	39	6	8	8	12	7	7	28	10	34	29	15	1
	64%	69%	60%	61%	69%	64%	64%	67%	48%	100%	72%	49%	69%	50%	59%	100%	86%	57%	47%	20%
Parcelforce	45	14	12	15	4	26	19	45	-	6	2	13	7	16	22	8	37	23	21	-
	81%	86%	78%	81%	76%	82%	80%	84%	7%	82%	43%	66%	68%	90%	75%	86%	80%	87%	75%	-
TNT	30	15	5	7	2	21	9	24	6	4	4	7	4	8	15	6	24	24	6	-
	82%	92%	92%	60%	100%	92%	66%	82%	84%	100%	100%	79%	55%	90%	74%	100%	79%	96%	52%	-
UPS	37	16	8	11	2	24	13	34	3	4	-	8	4	19	12	6	31	22	14	1
	75%	72%	100%	83%	30%	80%	67%	76%	63%	39%	47%	81%	48%	99%	86%	48%	83%	73%	76%	100%
UK Mail	45	21	8	13	5	28	17	40	5	9	7	8	7	11	22	11	34	27	17	1
	68%	72%	67%	87%	41%	68%	67%	67%	70%	69%	100%	45%	53%	90%	58%	73%	66%	70%	62%	94%
Yodel	37	10	12	13	2	22	15	29	8	4	5	9	4	12	18	6	30	25	10	1
	60%	50%	62%	66%	100%	56%	69%	57%	78%	49%	76%	49%	29%	94%	48%	59%	81%	36%	100%	
Amazon Delivery Service/Logistics	58	15	20	14	9	35	23	53	5	7	10	14	7	18	31	9	49	29	27	2
	70%	76%	80%	61%	61%	78%	61%	71%	63%	96%	77%	58%	45%	89%	59%	97%	67%	90%	56%	76%
Other	37	14	9	10	4	23	13	33	4	6	6	8	1	12	16	8	25	23	13	1
	69%	100%	61%	60%	47%	80%	56%	67%	97%	60%	100%	64%	15%	100%	56%	66%	79%	79%	56%	100%

Proportions/Mean: Column Test (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ5\_NET\_EASY. How easy or difficult did you find it to make a complaint about - Easy Summary

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	321	228	93	43	178	58	43	42	11	25	20	22	19	23	29	17	12	8	50
Weighted Base	367	329	38**	6**	321	22**	14**	9**	10**	53**	33**	28**	33**	38**	67**	42**	19**	1**	21**
Effective Base	199	178	21	11	161	21	20	29	10	24	19	21	18	22	28	16	12	5	20
Royal Mail	143	131	12	1	129	6	4	3	6	30	11	6	16	12	27	16	6	*	6
85%	67%	48%	36%	67%	45%	42%	62%	88%	73%	90%	49%	64%	58%	85%	51%	48%	55%	45%	
Collect +	48	45	3	1	44	4	*	*	2	2	1	1	7	5	13	8	3	*	3
76%	81%	50%	100%	80%	100%	14%	16%	100%	100%	36%	25%	60%	100%	100%	76%	100%	100%	100%	
DHL	49	48	*	*	44	2	1	1	2	2	3	3	7	4	17	5	1	*	2
70%	74%	7%	4%	69%	84%	74%	100%	100%	74%	20%	100%	66%	100%	90%	100%	42%	*	84%	
FedEx	56	52	4	*	49	7	*	*	2	8	5	3	5	4	11	9	2	*	7
69%	69%	62%	*	67%	99%	*	32%	68%	100%	54%	63%	76%	44%	63%	65%	100%	*	99%	
Evoit	63	60	3	*	58	3	1	1	2	4	8	4	5	4	19	10	1	*	3
60%	66%	21%	12%	62%	52%	23%	94%	75%	42%	52%	77%	57%	50%	91%	74%	16%	100%	48%	
DPD	45	45	*	*	40	2	2	1	1	5	4	1	7	2	13	7	*	*	2
64%	64%	75%	60%	63%	93%	72%	46%	42%	60%	39%	100%	69%	58%	74%	78%	*	100%	92%	
Parcelforce	45	44	1	*	43	*	1	1	1	6	3	2	7	7	14	2	*	*	
81%	81%	100%	100%	82%	100%	60%	65%	57%	77%	65%	100%	79%	83%	86%	100%	*	*	100%	
TNT	30	28	2	2	28	*	1	1	1	2	3	1	5	2	11	2	2	*	
82%	82%	90%	95%	85%	*	86%	60%	100%	100%	48%	100%	100%	50%	100%	100%	100%	*	*	
UPS	37	37	*	*	34	2	1	*	1	7	8	*	5	3	8	2	*	*	2
75%	75%	59%	*	74%	94%	100%	20%	100%	54%	100%	*	100%	58%	66%	100%	*	*	94%	
UK Mail	45	45	*	*	41	3	*	1	3	11	4	1	5	6	8	2	*	*	3
68%	74%	5%	69%	66%	97%	39%	80%	80%	84%	79%	100%	76%	65%	54%	40%	*	100%	97%	
Yodel	37	36	*	*	35	1	*	1	1	5	6	1	7	3	11	2	*	*	1
60%	62%	12%	36%	62%	55%	7%	67%	100%	54%	100%	34%	84%	44%	82%	22%	*	*	63%	
Amazon Delivery Service/Logistics	58	49	9	1	54	3	*	1	2	11	7	3	7	1	12	9	2	*	2
70%	69%	76%	68%	71%	89%	26%	54%	63%	100%	82%	40%	56%	22%	84%	78%	100%	48%	97%	
Other	37	36	*	*	35	1	*	1	2	7	1	1	7	3	10	5	*	*	1
69%	72%	2%	*	69%	69%	100%	65%	100%	100%	42%	*	56%	58%	61%	100%	*	*	69%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**QJ5\_NET\_EASY.** How easy or difficult did you find it to make a complaint about - Easy Summary

Base : Made a complaint about provider

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	321	106	9	27	105	135	50	21	8	240	29	132	127	36	15	10	259	25	210	111
Weighted Base	367	110*	11**	18**	117*	150*	65*	22**	12**	267	35**	153*	131*	45**	22**	14**	284	36**	265	102*
Effective Base	199	62	6	13	59	85	36	14	6	143	19	80	75	24	11	9	154	20	141	58
Royal Mail	143	33	2	6	64	51	18	5	4	115	10	71	47	10	9	6	118	14	110	33
	65%	51%	30%	67%	76%	62%	55%	35%	63%	69%	44%	69%	60%	54%	72%	72%	65%	72%	67%	51%
Collect +	48	8	-	-	18	20	6	4	-	38	4	23	14	4	4	1	37	5	42	6
	78%	64%	-	-	73%	87%	89%	67%	-	80%	58%	78%	82%	84%	100%	21%	79%	64%	77%	88%
DHL	49	5	-	-	28	19	2	-	-	47	-	25	18	5	2	-	42	2	46	2
	70%	46%	100%	-	82%	63%	72%	-	-	73%	-	84%	71%	57%	30%	-	78%	24%	73%	39%
FedEx	56	7	-	2	26	20	9	-	-	47	-	24	24	5	1	1	48	2	53	3
	69%	44%	-	47%	82%	68%	53%	-	-	75%	-	82%	66%	66%	21%	100%	73%	30%	69%	66%
Evti	63	13	4	3	29	26	7	-	1	55	1	35	22	2	4	-	57	4	55	8
	60%	39%	71%	40%	63%	63%	53%	2%	100%	63%	18%	59%	72%	22%	100%	-	63%	100%	68%	34%
DPD	45	3	-	1	20	22	2	-	-	43	-	32	8	3	1	2	40	2	40	5
	64%	35%	-	20%	81%	71%	29%	1%	-	76%	1%	84%	41%	59%	15%	46%	70%	27%	65%	54%
Parcelforce	45	2	-	-	27	14	1	2	-	42	2	23	17	-	3	2	40	5	37	8
	81%	59%	100%	12%	84%	90%	79%	37%	-	86%	37%	83%	91%	-	100%	56%	86%	79%	78%	100%
TNT	30	3	-	-	20	9	-	-	-	29	-	16	11	2	-	-	27	-	30	-
	82%	84%	-	100%	98%	61%	100%	-	-	82%	-	87%	84%	67%	100%	-	86%	35%	89%	-
UPS	37	1	-	-	21	15	2	-	-	35	-	16	17	-	3	-	33	4	35	3
	75%	92%	-	100%	83%	71%	44%	-	-	77%	-	80%	99%	-	44%	100%	89%	49%	77%	55%
UK Mail	45	3	-	1	29	15	1	-	-	44	-	24	15	-	5	1	39	6	42	3
	68%	48%	-	91%	100%	58%	11%	5%	-	81%	5%	75%	71%	-	80%	100%	74%	83%	68%	57%
Yodel	37	2	-	1	24	11	2	-	-	35	-	19	15	-	2	35	2	36	-	6
	60%	19%	-	30%	70%	50%	41%	-	-	62%	-	64%	81%	10%	-	100%	70%	21%	63%	6%
Amazon Delivery Service/Logistics	58	13	2	-	30	14	8	2	4	44	6	32	20	-	2	5	52	6	55	3
	70%	86%	100%	13%	80%	63%	56%	54%	100%	74%	78%	81%	69%	-	46%	100%	76%	77%	75%	36%
Other	37	3	-	1	24	8	1	3	-	33	3	21	11	-	-	4	32	4	37	-
	89%	37%	-	100%	93%	43%	16%	99%	-	72%	99%	71%	66%	-	-	100%	69%	100%	72%	-

Proportions/Mean: Column Test(s) (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_NET\_EASY. How easy or difficult did you find it to make a complaint about - Easy Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	321	27	288	6	105	187	29	287	25	8	-	320	1
Weighted Base	367	40**	316	12**	134*	210	24**	325	36**	6**	**	367	***
Effective Base	199	19	174	6	67	116	16	177	18	4	-	199	1
Royal Mail	143	23	113	7	55	79	9	135	8	-	-	143	-
	65%	82%	61%	100%	68%	66%	43%	65%	57%	-	-	65%	-
Collect +	48	10	35	3	27	18	2	44	4	-	-	48	-
	78%	72%	79%	100%	86%	67%	100%	77%	98%	-	-	78%	-
DHL	49	9	39	-	22	26	1	45	3	-	-	49	-
	70%	56%	75%	-	66%	77%	32%	86%	21%	-	-	70%	-
FedEx	56	5	44	4	29	26	1	52	4	-	-	56	-
	62%	66%	67%	100%	67%	66%	88%	72%	47%	-	-	62%	-
Evo	63	8	54	2	29	33	2	54	7	2	-	63	-
	60%	70%	58%	100%	67%	60%	24%	62%	43%	100%	-	60%	-
DPD	45	9	34	2	23	18	4	38	7	-	-	45	*
	64%	77%	60%	100%	74%	52%	85%	64%	78%	-	-	64%	100%
Parcelforce	45	8	33	4	21	22	2	43	2	-	-	45	-
	81%	100%	76%	100%	68%	75%	36%	83%	60%	7%	-	81%	-
TNT	30	7	20	3	20	10	-	27	2	-	-	30	-
	82%	100%	76%	100%	91%	74%	-	81%	100%	-	-	82%	-
UPS	37	8	27	2	12	24	1	37	-	-	-	37	-
	75%	65%	76%	100%	60%	84%	100%	86%	-	-	-	75%	-
UK Mail	45	11	32	2	23	20	3	39	6	-	-	45	-
	68%	69%	66%	100%	55%	87%	94%	71%	51%	-	-	68%	-
Yodel	37	7	23	7	17	18	2	32	4	-	-	37	-
	60%	52%	56%	100%	55%	63%	88%	69%	33%	-	-	60%	-
Amazon Delivery Service/Logistics	58	11	44	4	30	26	3	50	8	-	-	58	-
	70%	81%	67%	100%	71%	69%	83%	70%	90%	-	-	70%	-
Other	37	9	25	2	18	15	3	35	1	-	-	37	-
	69%	85%	63%	100%	63%	71%	99%	68%	100%	-	-	69%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

***Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)***

**QJ5\_NET\_EASY. How easy or difficult did you find it to make a complaint about - Easy Summary**

Base : Made a complaint about provider

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	321	-	-	149	172	-	-	-	-	-	-	-	105	44	49	84	59
Weighted Base	367	**	**	178*	189	**	**	**	**	**	**	**	126*	53**	53**	75*	61*
Effective Base	199	-	-	94	105	-	-	-	-	-	-	-	67	27	29	42	34
Royal Mail	143	-	-	68	75	-	-	-	-	-	-	-	58	10	27	27	21
	65%	-	-	67%	63%	-	-	-	-	-	-	-	73%	43%	75%	62%	53%
Collect +	48	-	-	21	26	-	-	-	-	-	-	-	14	7	3	18	6
	78%	-	-	69%	88%	-	-	-	-	-	-	-	74%	61%	87%	93%	77%
DHL	49	-	-	24	25	-	-	-	-	-	-	-	15	8	12	7	6
	70%	-	-	74%	67%	-	-	-	-	-	-	-	72%	80%	71%	70%	59%
FedEx	56	-	-	25	30	-	-	-	-	-	-	-	17	8	8	15	7
	69%	-	-	59%	79%	-	-	-	-	-	-	-	60%	57%	88%	72%	89%
Evo	63	-	-	30	33	-	-	-	-	-	-	-	24	6	12	11	10
	60%	-	-	65%	57%	-	-	-	-	-	-	-	70%	51%	65%	69%	41%
DPD	45	-	-	25	20	-	-	-	-	-	-	-	18	7	-	10	10
	64%	-	-	67%	60%	-	-	-	-	-	-	-	73%	56%	58%	48%	80%
Parcelforce	45	-	-	23	22	-	-	-	-	-	-	-	21	2	9	10	3
	81%	-	-	98%	69%	-	-	-	-	-	-	-	98%	100%	75%	73%	49%
TNT	30	-	-	8	22	-	-	-	-	-	-	-	8	-	6	14	1
	82%	-	-	80%	83%	-	-	-	-	-	-	-	81%	-	93%	96%	32%
UPS	37	-	-	20	18	-	-	-	-	-	-	-	18	2	6	9	3
	75%	-	-	74%	75%	-	-	-	-	-	-	-	73%	93%	100%	69%	58%
UK Mail	45	-	-	21	24	-	-	-	-	-	-	-	20	1	5	11	8
	68%	-	-	67%	68%	-	-	-	-	-	-	-	66%	92%	99%	70%	54%
Yodel	37	-	-	10	20	-	-	-	-	-	-	-	15	2	6	11	3
	60%	-	-	48%	75%	-	-	-	-	-	-	-	59%	19%	95%	72%	61%
Amazon Delivery Services/Logistics	58	-	-	24	34	-	-	-	-	-	-	-	16	8	6	17	11
	70%	-	-	60%	81%	-	-	-	-	-	-	-	54%	75%	92%	84%	72%
Other	37	-	-	14	23	-	-	-	-	-	-	-	12	2	3	15	4
	69%	-	-	58%	77%	-	-	-	-	-	-	-	67%	29%	63%	100%	47%

Proportions/Mears: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ5\_NET\_DIFFICULT. How easy or difficult did you find it to make a complaint about - Difficult Summary

Base : Made a complaint about provider

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	321	-	321	121	200	145	176	61	93	72	29	37	22	7	154	101	66	29	282	39	321
Weighted Base	367	**	367	147*	220	187*	180	59*	118*	85*	40**	44**	17**	4**	177*	126*	65*	21**	304	63**	321
Effective Base	199	-	199	77	122	94	106	32	61	49	21	23	10	3	93	70	36	13	170	29	321
Royal Mail	45	-	45	12	32	15	29	3	13	10	13	2	2	-	17	23	5	2	38	7	38
20%	-	-	20%	14%	28%	14%	26%	8%	19%	23%	48%	9%	21%	-	15%	32%	12%	20%	21%	15%	21%
Collect +	4	-	4	1	3	*	4	-	*	*	3	1	-	-	*	3	1	-	4	-	4
7%	-	-	7%	2%	11%	1%	15%	-	*	3%	62%	100%	-	-	*	16%	95%	-	7%	-	9%
DHL	7	-	7	3	4	3	3	4	2	-	-	-	-	-	7	-	-	-	7	-	7
10%	-	-	10%	7%	14%	8%	12%	30%	9%	-	-	1%	-	-	16%	-	1%	-	13%	-	15%
FedEx	8	-	8	4	4	1	6	1	5	1	1	-	-	-	6	2	-	-	5	3	9
10%	-	-	10%	8%	13%	3%	18%	12%	11%	3%	50%	-	-	2	11%	8%	-	-	7%	19%	17%
Evri	24	-	24	8	16	5	19	*	7	4	4	5	1	2	8	8	8	3	21	3	22
23%	-	-	23%	13%	37%	9%	36%	3%	19%	13%	32%	55%	97%	97%	16%	16%	65%	97%	32%	25%	25%
DPD	11	-	11	4	6	5	6	1	5	3	-	3	-	*	5	3	3	*	9	2	11
15%	-	-	15%	10%	26%	13%	18%	9%	14%	12%	-	52%	-	7%	13%	11%	43%	7%	16%	12%	19%
Parcelforce	5	-	5	5	*	-	5	5	1	-	-	-	-	-	5	-	-	-	5	-	4
10%	-	-	10%	14%	2%	-	28%	63%	2%	-	-	-	-	-	17%	-	-	-	11%	-	10%
TNT	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	1
UPS	8	-	8	2	6	8	8	4	4	*	-	-	-	-	8	*	-	-	4	4	4
16%	-	-	16%	7%	28%	23%	19%	52%	19%	2%	-	-	-	-	28%	2%	-	-	10%	43%	13%
UK Mail	7	-	7	6	2	5	2	5	5	-	-	-	-	-	6	1	-	-	5	1	7
10%	-	-	10%	13%	2%	4%	22%	11%	15%	-	-	-	100%	-	14%	-	7%	100%	10%	8%	14%
Yodel	10	-	10	7	4	5	5	1	5	-	1	4	-	-	5	1	4	-	10	-	9
17%	-	-	17%	15%	21%	13%	23%	5%	25%	-	49%	100%	-	-	16%	6%	74%	-	21%	-	20%
Amazon Delivery Service/	12	-	12	5	7	5	7	1	8	2	-	-	-	-	9	2	-	-	12	-	12
Logistics	14%	-	14%	9%	22%	10%	20%	15%	22%	11%	-	-	-	-	21%	8%	-	-	17%	-	18%
Other	7	-	7	2	5	2	5	*	4	-	2	*	-	-	4	2	*	-	5	2	6
13%	-	-	13%	5%	32%	9%	17%	6%	16%	-	77%	11%	-	-	14%	12%	11%	-	12%	17%	17%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**QJ5\_NET\_DIFFICULT.** How easy or difficult did you find it to make a complaint about - Difficult Summary

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	321	90	100	71	60	190	131	237	80	33	43	83	90	66	216	34	283	98	211	12
Weighted Base	367	90*	112*	87*	78*	202	165*	294	72*	44**	57*	100*	90*	71*	247	46**	318	122*	232	13**
Effective Base	199	47	59	50	44	106	93	156	42	22	31	52	54	38	137	23	174	64	127	7
Royal Mail	45	14	11	17	3	25	20	41	4	5	3	17	14	6	34	5	39	7	36	2
	20%	28%	18%	28%	7%	22%	19%	22%	10%	20%	8%	29%	28%	13%	23%	19%	21%	10%	25%	21%
Collect +	4	1	3	-	-	4	-	4	-	-	-	3	1	-	4	-	4	-	4	-
	7%	6%	16%	-	-	11%	-	7%	2%	-	-	11%	10%	-	-	-	8%	-	10%	-
DHL	7	2	2	-	2	4	2	3	3	3	-	1	-	2	1	3	3	4	2	-
	10%	7%	14%	-	15%	10%	10%	6%	30%	21%	4%	7%	-	12%	3%	19%	6%	12%	7%	-
FedEx	8	2	4	1	1	5	3	7	1	-	1	4	-	1	6	-	7	2	5	-
	10%	8%	14%	7%	7%	11%	7%	10%	8%	5%	28%	12%	-	9%	11%	4%	10%	6%	13%	8%
Evoit	24	7	6	9	2	13	11	19	5	-	4	5	12	3	21	24	5	19	19	-
	23%	22%	18%	36%	12%	20%	27%	23%	23%	-	43%	16%	51%	11%	34%	-	28%	11%	35%	-
DPD	11	2	4	3	1	7	4	9	2	-	3	4	-	4	7	11	2	6	6	3
	15%	14%	17%	16%	14%	16%	15%	15%	16%	-	28%	15%	-	31%	14%	-	18%	5%	20%	56%
Parcelforce	5	2	3	-	-	5	-	4	1	-	2	-	3	-	5	-	5	1	5	-
	10%	14%	19%	-	-	17%	-	8%	39%	-	55%	3%	28%	-	18%	-	13%	2%	17%	-
TNT	*	*	-	-	-	*	-	*	-	-	-	-	-	-	-	-	*	-	*	-
	*	1%	-	-	-	*	-	*	-	-	-	-	-	1%	-	-	*	-	1%	-
UPS	8	4	-	2	2	4	4	6	2	4	-	2	2	-	4	4	4	6	2	-
	16%	18%	-	17%	32%	13%	21%	14%	35%	39%	53%	19%	25%	-	23%	33%	11%	19%	12%	-
UK Mail	7	-	1	2	3	2	5	6	-	2	-	1	2	1	3	2	4	4	2	-
	10%	1%	12%	13%	27%	4%	19%	11%	2%	18%	-	5%	16%	9%	8%	16%	8%	11%	9%	-
Yodel	10	2	5	3	-	7	3	10	1	-	2	6	3	-	10	-	10	*	10	-
	17%	12%	24%	18%	-	18%	16%	19%	7%	-	24%	34%	21%	1%	28%	-	21%	1%	35%	-
Amazon Delivery Service/	12	3	-	4	5	4	8	11	-	-	1	4	6	-	11	-	11	2	9	1
Logistics	14%	16%	2%	16%	30%	8%	21%	15%	5%	4%	11%	16%	35%	2%	21%	3%	16%	8%	18%	22%
Other	7	-	-	5	2	-	7	7	-	-	-	3	4	-	7	-	7	*	7	-
	13%	-	2%	29%	25%	1%	27%	14%	1%	-	-	23%	43%	-	24%	-	17%	1%	28%	-

Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - ef - gh - i/jk/l/m/n - op - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_NET\_DIFFICULT. How easy or difficult did you find it to make a complaint about - Difficult Summary

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	321	228	93	43	178	58	43	42	11	25	20	22	19	23	29	17	12	8	50
Weighted Base	367	329	38**	6**	321	22**	14**	9**	10**	53**	33**	28**	33**	38**	67**	42**	19**	1**	21**
Effective Base	199	178	21	11	161	21	20	29	10	24	19	21	18	22	28	16	12	5	20
Royal Mail	45	34	10	1	36	4	4	1	-	11	-	2	9	5	2	7	-	-	4
Collect +	4	1	3	-	3	-	1	-	-	3	-	-	-	-	-	-	-	-	-
DHL	7	7	-	-	6	-	-	-	1	2	-	-	-	1	2	-	-	-	-
FedEx	8	8	-	-	7	-	-	1	1	-	1	-	-	3	2	-	-	-	-
Evo	24	17	7	2	19	3	2	-	-	2	8	-	2	2	2	2	2	3	50%
DPD	11	11	-	-	10	-	-	1	1	2	3	-	10	3	3	-	1	-	-
Parcelforce	5	5	-	-	5	-	-	-	1	2	-	-	-	2	-	-	-	-	-
TNT	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UPS	8	8	-	-	8	-	-	-	-	6	-	-	-	2	-	-	-	-	-
UK Mail	7	6	-	-	7	-	-	69%	1	1	1	-	-	2	2	-	-	-	-
Yodel	10	10	-	-	9	-	1	-	-	-	-	3	-	3	-	3	-	-	-
Amazon Delivery Service/Logistics	12	9	3	-	10	-	1	-	1	3	2	-	2	3	2	-	-	-	-
Other	13%	9%	65%	-	12%	25%	-	35%	-	-	-	-	2	2	-	-	-	-	25%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ5\_NET\_DIFFICULT. How easy or difficult did you find it to make a complaint about - Difficult Summary

Base : Made a complaint about provider

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	321	106	9	27	105	135	50	21	8	240	29	132	127	36	15	10	259	25	210	111
Weighted Base	367	110*	11**	18**	117*	150*	65*	22**	12**	267	35**	153*	131*	45**	22**	14**	284	36**	265	102*
Effective Base	199	62	6	13	59	85	36	14	6	143	19	80	75	24	11	9	154	20	141	58
Royal Mail	45	15	2	*	13	22	5	3	1	36	5	22	17	2	2	1	39	3	31	13
	20%	22%	39%	2%	16%	27%	14%	21%	20%	22%	20%	21%	21%	11%	18%	17%	21%	18%	20%	20%
Collect +	4	4	-	-	4	-	-	-	-	4	-	4	-	-	-	-	4	-	3	1
	7%	32%	-	-	16%	-	-	-	-	8%	-	13%	-	-	-	-	9%	-	6%	12%
DHL	7	2	-	-	*	4	1	1	-	5	1	1	3	2	-	1	4	1	4	2
	10%	18%	-	-	7%	15%	28%	48%	-	7%	48%	2%	12%	23%	-	100%	7%	18%	7%	37%
FedEx	8	3	-	+	2	2	2	2	-	4	2	1	5	4	1	-	6	1	8	-
	10%	21%	-	8%	6%	6%	13%	100%	-	6%	100%	5%	13%	5%	18%	-	9%	16%	10%	-
Evti	24	11	-	3	9	12	2	*	-	21	*	16	4	4	-	-	20	-	11	13
	23%	34%	-	38%	20%	29%	18%	3%	-	24%	2%	27%	14%	42%	-	-	22%	-	13%	54%
DPD	11	2	-	*	4	4	3	*	-	8	*	3	5	1	3	-	7	3	7	4
	15%	24%	-	3%	15%	13%	47%	3%	-	14%	3%	7%	25%	22%	49%	-	13%	29%	12%	40%
Parcelforce	5	1	-	1	5	-	-	-	-	5	-	2	-	3	-	-	2	-	5	-
	10%	27%	-	88%	15%	-	21%	-	-	10%	-	9%	-	100%	-	-	5%	-	11%	-
TNT	*	-	-	-	-	*	-	-	-	*	-	-	*	-	-	-	*	-	-	-
	*	-	-	-	-	1%	-	-	-	*	-	-	1%	-	-	-	*	-	-	4%
UPS	8	-	-	-	4	4	-	-	-	8	-	2	-	2	4	-	4	4	6	2
	16%	-	-	-	16%	18%	10%	-	-	17%	-	9%	-	53%	56%	-	3%	51%	14%	41%
UK Mail	7	*	-	*	*	5	2	-	-	5	-	4	1	-	1	-	5	1	5	2
	10%	3%	-	9%	*	18%	22%	-	-	8%	-	13%	5%	-	20%	-	10%	17%	7%	43%
Yodel	10	6	-	*	4	6	*	*	-	10	*	8	2	1	-	-	10	-	8	3
	17%	62%	-	16%	17%	29%	9%	22%	-	18%	10%	26%	9%	16%	-	-	20%	-	13%	94%
Amazon Delivery Service/Logistics	12	-	-	-	2	5	5	-	-	6	-	4	3	4	-	-	7	-	7	4
	14%	-	-	-	5%	21%	32%	*	-	11%	-	11%	10%	74%	-	-	11%	-	10%	45%
Other	7	4	-	-	*	5	2	*	-	5	*	5	2	-	-	-	7	-	5	2
	13%	63%	-	-	7%	24%	46%	1%	-	11%	1%	15%	14%	-	-	-	15%	-	9%	100%

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_NET\_DIFFICULT. How easy or difficult did you find it to make a complaint about - Difficult Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	321	27	288	6	105	187	29	287	25	8	-	320	1
Weighted Base	367	40**	316	12**	134*	210	24**	325	36**	6**	**	367	***
Effective Base	199	19	174	6	67	116	16	177	18	4	-	199	1
Royal Mail	45	3	42	-	17	24	3	41	3	-	-	45	-
	20%	9%	23%	-	21%	20%	15%	20%	22%	-	-	20%	-
Collect +	4	-	4	-	-	4	-	4	-	-	-	4	-
	7%	-	9%	-	-	15%	-	7%	2%	-	-	7%	-
DHL	7	-	7	-	2	4	-	3	4	-	-	7	-
	10%	-	13%	-	7%	13%	-	5%	24%	-	-	10%	-
FedEx	8	1	6	-	6	1	+	4	4	+	-	8	+
	10%	12%	10%	-	15%	3%	5%	5%	40%	100%	-	9%	100%
Evo	24	2	22	-	7	15	2	22	2	-	-	24	-
	23%	15%	24%	-	16%	27%	24%	26%	11%	-	-	23%	-
DPD	11	1	10	-	5	6	-	10	-	1	-	11	-
	15%	11%	17%	-	17%	16%	-	16%	-	78%	-	15%	-
Parcelforce	5	-	5	-	-	2	3	5	-	+	-	5	-
	10%	-	12%	-	2%	7%	64%	9%	-	93%	-	10%	-
TNT	+	-	+	-	+	-	-	+	-	-	-	+	-
	+	-	+	-	+	-	-	+	-	-	-	+	-
UPS	8	4	4	-	6	2	-	2	6	-	-	8	-
	16%	35%	12%	-	29%	8%	-	5%	100%	-	-	16%	-
UK Mail	7	-	7	-	6	1	+	6	1	-	-	7	-
	10%	-	14%	-	14%	4%	3%	11%	6%	-	-	10%	-
Yodel	10	-	10	-	5	5	+	6	4	+	-	10	-
	17%	-	26%	-	16%	19%	11%	12%	34%	34%	-	17%	-
Amazon Delivery Services/Logistics	12	-	12	-	8	4	-	11	1	-	-	12	-
	14%	-	18%	-	19%	10%	-	15%	10%	16%	-	14%	-
Other	7	-	7	-	5	2	-	7	-	+	-	7	-
	13%	-	17%	-	17%	11%	1%	13%	-	100%	-	13%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_NET\_DIFFICULT. How easy or difficult did you find it to make a complaint about - Difficult Summary

Base : Made a complaint about provider

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	321	-	-	149	172	-	-	-	-	-	-	-	105	44	49	84	59
Weighted Base	367	**	**	178*	189	**	**	**	**	**	**	**	126*	53**	53**	75*	61*
Effective Base	199	-	-	94	105	-	-	-	-	-	-	-	67	27	29	42	34
Royal Mail	45	-	-	15	30	-	-	-	-	-	-	-	8	7	6	11	13
20%		-	-	14%	25%	-	-	-	-	-	-	-	10%	31%	16%	26%	34%
Collect +	4	-	-	4	*	-	-	-	-	-	-	-	1	3	*	-	-
7%		-	-	11%	2%	-	-	-	-	-	-	-	4%	23%	13%	-	-
DHL	7	-	-	2	5	-	-	-	-	-	-	-	2	*	*	2	3
10%		-	-	7%	12%	-	-	-	-	-	-	-	20%	-	-	16%	29%
FedEx	8	-	-	1	7	-	-	-	-	-	-	-	1	-	-	6	1
10%		-	-	2%	18%	-	-	-	-	-	-	-	3%	-	-	28%	10%
Evti	24	-	-	4	20	-	-	-	-	-	-	-	4	*	5	3	12
23%		-	-	9%	34%	-	-	-	-	-	-	-	12%	1%	26%	19%	51%
DPD	11	-	-	6	5	-	-	-	-	-	-	-	4	2	*	5	-
15%		-	-	17%	14%	-	-	-	-	-	-	-	18%	16%	42%	22%	-
Parcelforce	5	-	-	*	5	-	-	-	-	-	-	-	*	-	2	2	-
10%		-	-	2%	15%	-	-	-	-	-	-	-	2%	-	21%	18%	-
TNT	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
*		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2%
UPS	8	-	-	4	4	-	-	-	-	-	-	-	4	-	-	2	2
16%		-	-	17%	16%	-	-	-	-	-	-	-	18%	-	-	15%	41%
UK Mail	7	-	-	2	4	-	-	-	-	-	-	-	2	*	-	1	3
10%		-	-	8%	12%	-	-	-	-	-	-	-	8%	8%	-	8%	20%
Yodel	10	-	-	6	5	-	-	-	-	-	-	-	3	3	*	3	2
17%		-	-	17%	18%	-	-	-	-	-	-	-	12%	30%	4%	18%	34%
Amazon Delivery Services/	12	-	-	7	4	-	-	-	-	-	-	-	5	3	*	1	3
Logistics	14%	-	-	18%	10%	-	-	-	-	-	-	-	16%	25%	*	7%	20%
Other	7	-	-	*	7	-	-	-	-	-	-	-	*	-	2	-	5
13%		-	-	1%	22%	-	-	-	-	-	-	-	2%	-	37%	-	53%

Proportions/Mears: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_Mean Making complaint - Difficulty - Mean Summary

Base : Made a complaint about provider

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	321	-	121	200	145	176	61	93	72	29	37	22	7	154	101	66	29	282	39	321
Weighted Base	367	**	367	147*	220	187*	59*	118*	85*	40**	44**	17**	4**	177*	126*	65*	21**	304	63**	321
Effective Base	199	-	199	77	122	94	32	61	49	21	23	10	3	93	70	36	13	170	29	321
Royal Mail	3.61	-	3.61	3.91d	3.39	3.83j	4.04j	3.75j	3.69j	2.54	3.71	3.20	3.31	3.96o	3.26	3.54	3.20	3.57	3.75	3.54
Collect +	4.00	-	4.00	4.17	3.82	4.26	4.30	4.06	4.21	2.70	2.00	4.00	-	4.10	3.89	2.09	4.00	4.01	3.95	3.93
DHL	3.99	-	3.99	4.20	3.69	4.18	3.11	4.14	4.61	3.65	3.98	5.00	3.00	3.71	4.50	4.02	4.12	3.95	4.12	3.87
FedEx	3.90	-	3.90	4.09	3.54	4.29	4.01	3.77	4.27	3.00	4.06	3.00	-	3.81	4.12	3.64	3.00	3.96	3.64	3.69
Evti	3.48	-	3.48	3.85	2.93	4.03	4.38	3.59	3.77	2.88	2.53	1.09	2.03	3.76	3.50	2.33	1.64	3.44	3.78	3.41
DPD	3.86	-	3.86	4.25	3.09	4.02	4.02	3.86	4.03	4.02	2.97	-	1.00	3.89	4.03	2.93	1.00	3.82	4.00	3.64
Parcelforce	4.08	-	4.08	4.17	3.91	4.39	2.00	4.22	4.75	4.00	4.37	4.00	4.00	3.66	4.65	4.35	4.00	3.97	4.78	3.97
TNT	4.41	-	4.41	4.57	3.78	4.42	4.22	4.41	4.62	-	4.04	-	4.00	4.37	4.62	4.02	4.00	4.39	4.60	4.12
UPS	3.99	-	3.99	4.43	3.48	4.05	2.96	3.67	4.60	-	4.84	5.00	-	3.47	4.60	4.85	5.00	4.12	3.43	4.00
UK Mail	3.91	-	3.91	3.97	3.76	4.18	3.92	3.64	4.44	4.00	4.81	1.00	-	3.69	4.40	4.53	1.00	3.91	3.92	3.80
Yodel	3.75	-	3.75	4.01	3.14	3.98	3.50	3.62	4.47	3.52	1.79	-	3.00	3.57	4.34	2.10	3.00	3.73	3.82	3.59
Amazon Delivery Service/ Logistics	3.92	-	3.92	4.11	3.63	4.04	4.16	3.59	4.14	4.40	4.12	5.00	-	3.70	4.20	4.14	5.00	3.84	4.38	3.78
Other	4.09	-	4.09	4.29	3.62	4.65	4.39	4.11	4.26	1.91	4.68	-	-	4.17	3.90	4.66	-	4.13	3.94	3.83

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_Mean Making complaint - Difficulty - Mean Summary

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	321	90	100	71	60	190	131	237	80	33	43	83	90	66	216	34	283	98	211	12
Weighted Base	367	90*	112*	87*	78*	202	165*	294	72*	44**	57*	100*	90*	71*	247	46**	318	122*	232	13**
Effective Base	199	47	59	50	44	106	93	156	42	22	31	52	54	38	137	23	174	64	127	7
Royal Mail	3.61	3.65	3.56	3.55	3.71	3.60	3.61	3.59	3.68	3.72	3.98In	3.25	3.35	3.84In	3.47	3.80	3.58	4.01	3.44	2.86
Collect +	4.00	4.25	3.72	3.99	4.15	3.96	4.06	4.05	3.37	4.21	3.80	3.77	3.83	4.47	3.79	4.32	3.92	4.30	3.82	-
DHL	3.99	4.05	3.78	4.25	3.98	3.95	4.07	4.14	3.22	3.73	3.79	4.17	3.76	4.30	3.89	3.86	4.04	4.18	3.75	4.00
FedEx	3.90	4.12	3.70	3.78	4.09	3.90	3.91	3.89	3.97	4.81	3.64	3.67	3.64	4.26	3.66	4.86	3.80	4.38	3.46	3.84
Evo	3.48	3.88	3.29	3.24	3.46	3.58	3.33	3.52	3.30	4.37	2.72	3.42	2.72	3.88	3.03	4.44	3.27	3.93	3.07	3.67
DPD	3.86	4.02	3.75	3.84	3.88	3.86	3.86	3.92	3.52	4.67	3.92	3.62	4.03	3.45	3.78	4.73	3.70	4.47	3.42	2.65
Parcelforce	4.08	4.14	4.06	4.03	4.11	4.10	4.04	4.14	2.70	4.38	2.81	4.15	3.17	4.61	3.63	4.50	4.00	4.54	3.64	-
TNT	4.41	4.67	4.39	3.96	5.00	4.60	4.10	4.48	4.13	4.70	4.58	4.53	3.59	4.69	4.18	4.79	4.34	4.73	3.69	-
UPS	3.99	4.03	4.63	3.85	3.29	4.19	3.68	4.08	3.30	3.27	2.93	3.80	3.25	4.73	3.53	3.53	4.15	4.11	3.80	4.00
UK Mail	3.91	4.17	3.69	3.87	3.54	4.03	3.73	3.92	3.83	3.89	4.61	3.50	3.33	4.63	3.64	4.03	3.88	4.11	3.61	4.18
Yodel	3.75	3.65	3.73	3.76	5.00	3.69	3.86	3.73	3.89	3.64	3.70	3.53	3.15	4.51	3.44	3.90	3.72	4.35	3.09	4.00
Amazon Delivery Service/Logistics	3.92	3.98	4.16	3.87	3.54	4.08	3.74	3.93	3.90	4.42	3.98	3.64	3.26	4.47	3.61	4.53	3.85	4.36	3.62	4.10
Other	4.09	4.95	4.01	3.68	3.54	4.46	3.63	4.06	4.46	4.07	4.94	3.69	2.72	5.00	3.66	4.22	4.05	4.50	3.59	4.00

Proportions/Mean: Columns Tested (5% risk level) - a-b|c|d - e|f - g|h - i|j|k|l|m/n - o|p - q|r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_Mean Making complaint - Difficulty - Mean Summary

Base : Made a complaint about provider

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humbreside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	321	228	93	43	178	58	43	42	11	25	20	22	19	23	29	17	12	8	50
Weighted Base	367	329	38**	6**	321	22**	14**	9**	10**	53**	33**	28**	33**	38**	67**	42**	19**	1**	21**
Effective Base	199	178	21	11	161	21	20	29	10	24	19	21	18	22	28	16	12	5	20
Royal Mail	3.61	3.71	2.78	2.96	3.68	3.30	2.68	3.74	4.22	3.56	4.24	3.51	3.35	3.53	4.39	3.29	3.58	3.96	3.27
Collect +	4.00	4.10	3.04	4.27	4.04	4.32	2.55	2.87	5.00	2.93	3.50	4.21	4.77	4.00	4.41	3.76	4.00	4.00	4.35
DHL	3.99	4.05	3.07	3.04	3.97	4.39	3.90	4.26	3.47	3.06	5.00	3.99	4.54	3.69	4.34	4.45	3.42	-	4.39
FedEx	3.90	3.92	3.61	2.58	3.90	4.11	2.18	2.72	3.05	4.73	3.75	3.94	4.30	3.11	3.87	3.81	5.00	-	4.11
Evo	3.48	3.64	2.43	2.22	3.55	2.96	2.48	4.16	4.28	3.33	2.99	4.00	3.62	2.96	4.11	3.77	3.10	4.20	2.87
DPD	3.86	3.86	3.56	3.28	3.85	3.84	4.43	2.96	3.14	3.67	3.22	4.00	4.58	3.58	4.04	4.27	2.00	4.00	3.83
Parcelforce	4.08	4.08	4.23	4.00	4.10	4.08	3.21	3.74	3.13	3.86	3.90	4.00	4.40	4.10	4.24	4.00	-	-	4.08
TNT	4.41	4.44	3.89	4.00	4.48	2.89	4.00	3.83	4.00	5.00	3.48	4.00	4.74	4.00	5.00	5.00	4.00	-	2.89
UPS	3.99	3.99	4.09	3.00	3.98	4.34	4.94	2.71	4.00	3.62	4.00	-	4.74	3.16	4.32	4.00	-	-	4.34
UK Mail	3.91	4.01	3.03	3.87	3.90	4.32	2.43	3.74	3.59	4.38	3.79	5.00	4.30	3.75	3.76	3.40	3.00	5.00	4.26
Yodel	3.75	3.78	3.17	3.56	3.83	3.24	2.26	3.82	4.00	4.09	4.20	2.68	4.69	2.87	4.25	3.14	-	3.00	3.27
Amazon Delivery Service/Logistics	3.92	3.94	3.78	3.63	3.95	4.28	1.99	3.68	3.86	4.83	4.08	3.40	3.94	2.69	4.01	3.96	4.00	2.90	4.57
Other	4.09	4.24	1.12	3.00	4.12	3.19	4.00	3.94	5.00	5.00	3.85	-	3.75	3.16	3.98	5.00	-	-	3.19

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QJ5\_Mean Making complaint - Difficulty - Mean Summary

Base : Made a complaint about provider

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	321	106	9	27	105	135	50	21	8	240	29	132	127	36	15	10	259	25	210	111
Weighted Base	367	110*	11**	18**	117*	150*	65*	22**	12**	267	35**	153*	131*	45**	22**	14**	284	36**	265	102*
Effective Base	199	62	6	13	59	85	36	14	6	143	19	80	75	24	11	9	154	20	141	58
Royal Mail	3.61	3.25	2.91	3.69	3.93 <sup>ref</sup>	3.45	3.44	3.14	3.53	3.69	3.26	3.75	3.41	3.51	3.55	4.06	3.60	3.75	3.66	3.47
Collect +	4.00	3.44	-	3.00	4.10	3.97	3.89	4.01	3.00	4.04	3.87	4.03	4.12	3.84	4.00	3.43	4.06	3.74	4.02	3.87
DHL	3.99	3.34	4.00	3.00	4.44	3.63	3.16	2.00	-	4.07	2.00	4.28	4.04	3.62	3.30	2.00	4.17	3.06	4.12	2.67
FedEx	3.90	3.23	-	3.39	4.29	3.87	3.42	2.00	-	4.09	2.00	4.43	3.69	3.61	3.04	4.00	4.02	3.14	3.92	3.56
Evo	3.48	2.84	3.71	2.95	3.77	3.19	3.39	2.97	5.00	3.49	3.30	3.36	3.83	2.80	4.18	-	3.52	4.18	3.79	2.42
DPD	3.86	2.87	-	3.22	4.35	3.86	2.82	2.97	-	4.08	2.97	4.31	3.18	3.87	2.66	3.92	3.96	3.17	3.99	2.95
Parcelforce	4.08	3.32	4.00	2.25	4.18	4.14	3.57	3.38	-	4.17	3.38	4.24	4.28	1.14	4.00	4.12	4.26	4.06	4.05	4.26
TNT	4.41	3.86	-	4.00	4.81	3.90	4.00	-	-	4.42	-	4.67	4.35	3.67	4.00	3.00	4.53	3.35	4.54	2.96
UPS	3.99	4.05	-	4.14	4.35	3.70	3.34	-	-	4.05	-	4.30	4.44	2.47	2.87	5.00	4.36	3.09	4.06	3.33
UK Mail	3.91	3.43	-	3.74	4.57	3.61	2.89	3.09	-	4.13	3.09	4.12	3.91	3.00	3.60	5.00	4.04	3.77	3.96	3.29
Yodel	3.75	2.50	-	3.13	4.11	3.29	3.32	2.76	3.00	3.80	2.90	3.77	4.05	2.87	3.00	5.00	3.88	3.42	3.84	1.88
Amazon Delivery Service/Logistics	3.92	4.34	5.00	3.26	4.29	3.65	3.21	4.07	5.00	4.04	4.57	4.16	3.86	2.13	3.46	5.00	4.03	4.35	4.02	3.14
Other	4.09	2.47	-	4.00	4.77	3.40	2.70	4.55	-	4.19	4.55	4.16	3.94	3.00	-	4.71	4.08	4.71	4.19	1.84

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(g)(h) - kl(m)(o)(p) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ5\_Mean Making complaint - Difficulty - Mean Summary

Base : Made a complaint about provider

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	321	27	288	6	105	187	29	287	25	8	-	320	1
Weighted Base	367	40**	316	12**	134*	210	24**	325	36**	6**	**	367	***
Effective Base	199	19	174	6	67	116	16	177	18	4	-	199	1
Royal Mail	3.61	3.985	3.51	4.54	3.64	3.61	3.44	3.63	3.33	3.00	-	3.61	3.00
Collect +	4.00	4.03	3.93	5.00	4.18	3.75	4.46	4.01	3.96	3.00	-	4.00	-
DHL	3.99	3.90	4.02	-	4.03	4.00	3.32	4.30	2.92	-	-	3.99	-
FedEx	3.90	4.21	3.80	4.65	3.88	3.92	3.83	4.03	2.98	2.00	-	3.90	2.00
Evrn	3.48	4.01	3.38	5.00	3.73	3.37	2.80	3.46	3.32	5.00	-	3.48	-
DPD	3.86	4.38	3.71	5.00	4.11	3.52	4.66	3.89	3.98	2.22	-	3.86	4.00
Parcelforce	4.08	4.63	3.88	5.00	4.49	4.01	2.55	4.12	3.60	2.22	-	4.08	-
TNT	4.41	4.76	4.26	5.00	4.58	4.22	3.00	4.44	4.00	-	-	4.41	-
UPS	3.99	3.75	4.01	5.00	3.70	4.17	5.00	4.26	2.00	-	-	3.99	-
UK Mail	3.91	3.86	3.88	5.00	3.63	4.39	4.17	4.02	3.45	3.00	-	3.91	3.00
Yodel	3.75	3.68	3.57	5.00	3.65	3.81	4.31	3.98	2.99	2.65	-	3.75	-
Amazon Delivery Service/Logistics	3.92	4.26	3.79	5.00	3.93	3.88	4.19	3.95	3.93	2.70	-	3.92	-
Other	4.09	4.70	3.88	5.00	3.92	4.23	4.58	4.09	4.00	1.00	-	4.09	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ5\_Mean Making complaint - Difficulty - Mean Summary

Base : Made a complaint about provider

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	321	-	149	172	-	-	-	-	-	-	-	105	44	49	84	59
Weighted Base	367	**	178*	189	**	**	**	**	**	**	**	126*	53**	53**	75*	61*
Effective Base	199	-	94	105	-	-	-	-	-	-	-	67	27	29	42	34
Royal Mail	3.61	-	3.73	3.50	-	-	-	-	-	-	-	3.59*	3.15	3.76*	3.66*	3.06
Collect +	4.00	-	3.71	4.30	-	-	-	-	-	-	-	3.91	3.38	3.98	4.45	4.07
DHL	3.99	-	4.02	3.97	-	-	-	-	-	-	-	4.26	3.54	4.15	4.21	3.50
FedEx	3.90	-	3.88	3.92	-	-	-	-	-	-	-	3.99	3.67	3.88	3.97	3.84
Evti	3.48	-	3.81	3.21	-	-	-	-	-	-	-	3.92	3.49	3.53	3.70	2.57
DPD	3.86	-	3.93	3.78	-	-	-	-	-	-	-	4.20	3.41	3.32	3.74	3.83
Parcelforce	4.08	-	4.47	3.80	-	-	-	-	-	-	-	4.51	4.00	3.61	4.11	3.49
TNT	4.41	-	4.36	4.43	-	-	-	-	-	-	-	4.36	-	4.62	4.68	3.36
UPS	3.99	-	3.88	4.12	-	-	-	-	-	-	-	3.87	4.00	4.80	4.08	3.30
UK Mail	3.91	-	3.88	3.95	-	-	-	-	-	-	-	3.85	4.76	4.80	4.27	3.29
Yodel	3.75	-	3.46	4.12	-	-	-	-	-	-	-	3.67	2.90	4.65	4.21	3.27
Amazon Delivery Service/ Logistics	3.92	-	3.64	4.20	-	-	-	-	-	-	-	3.66	3.59	4.43	4.49	3.69
Other	4.09	-	4.15	4.04	-	-	-	-	-	-	-	4.33	3.57	3.89	4.74	2.90

Proportions/Mears: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_1. What was difficult about making the complaint to ... - Royal Mail

Base : Found it difficult to complain to Royal Mail

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	38	-	38	10	28	15	23	5	11	8	7	1	6	-	16	15	7	6	33	5	38
Weighted Base	45*	-**	45**	12**	32**	15**	29**	3**	13**	10**	13**	2**	2**	-**	17**	23**	5**	2**	38**	7**	38*
Effective Base	24	-	24	8	17	8	16	2	8	6	6	1	2	-	10	12	3	2	20	4	38
Finding out how to make a complaint	22	-	22	8	14	9	13	1	10	5	4	2	*	-	11	9	3	*	18	4	20
Getting through to the right person to speak to	49%	-	49%	68%	42%	58%	45%	33%	72%	48%	28%	100%	19%	-	64%	37%	58%	19%	47%	62%	53%
Other (please specify)	39	-	30	6	25	9	21	3	6	6	13	-	2	-	9	19	2	2	26	5	28
I don't know	68%	-	68%	46%	77%	60%	73%	100%	45%	59%	100%	-	88%	-	56%	82%	45%	88%	68%	71%	74%
	*	-	*	*	-	*	-	-	-	*	-	-	*	-	-	*	*	*	*	*	1
	*	-	*	*	-	*	-	-	-	*	-	-	1%	-	-	-	1%	1%	*	*	3%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_1. What was difficult about making the complaint to ... - Royal Mail

Base : Found it difficult to complain to Royal Mail

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	38	12	12	10	4	24	14	32	6	5	2	14	12	5	28	5	33	7	30	1
Weighted Base	45*	14**	11**	17**	3**	25**	20**	41**	4**	5**	3**	17**	14**	6**	34**	5**	39**	7**	36**	2**
Effective Base	24	8	6	8	3	14	10	22	3	3	2	9	7	4	17	3	21	5	19	1
Finding out how to make a complaint	22	7	6	7	2	13	9	22	*	*	1	8	9	3	19	*	22	4	18	-
Getting through to the right person to speak to	49%	55%	50%	42%	61%	53%	46%	53%	11%	7%	53%	49%	68%	44%	57%	7%	58%	61%	50%	-
Other (please specify)	39	12	7	10	2	19	11	27	3	5	1	11	7	8	19	5	25	3	25	2
I don't know	68%	88%	63%	58%	55%	77%	57%	65%	93%	100%	47%	65%	51%	100%	98%	100%	64%	51%	70%	100%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a-b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_1. What was difficult about making the complaint to ... - Royal Mail

Base : Found it difficult to complain to Royal Mail

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	38	24	14	8	19	5	8	6	-	5	-	1	5	4	1	3	-	-	5
Weighted Base	45*	34**	10**	1**	36**	4**	4**	1**	..	11**	..	2**	9**	5**	2**	7**	..	..	4**
Effective Base	24	19	5	6	18	2	4	4	-	5	-	1	5	4	1	3	-	-	2
Finding out how to make a complaint	22	20	3	1	14	4	4	*	-	2	-	2	2	1	2	5	-	-	4
Getting through to the right person to speak to	49%	57%	25%	58%	39%	100%	97%	24%	-	19%	-	100%	21%	25%	100%	70%	-	-	100%
Other (please specify)	39	21	10	1	25	1	3	1	-	9	-	2	7	4	-	4	-	-	1
I don't know	68%	60%	87%	71%	72%	34%	62%	95%	-	81%	-	100%	79%	75%	-	59%	-	-	34%
	*	-	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	*	3%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_1. What was difficult about making the complaint to ... - Royal Mail

Base : Found it difficult to complain to Royal Mail

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	38	12	2	2	13	18	4	2	1	31	3	19	16	1	1	1	35	2	23	15
Weighted Base	45*	15**	2**	***	13**	22**	5**	3**	1**	36**	5**	22**	17**	2**	2**	1**	39**	3**	31**	13**
Effective Base	24	7	1	1	7	12	3	2	1	19	3	12	10	1	1	1	21	2	17	7
Finding out how to make a complaint	22	6	-	-	5	16	-	-	1	20	1	9	10	2	-	1	19	1	15	7
	49%	39%	-	-	35%	71%	5%	-	100%	58%	30%	40%	58%	100%	-	100%	48%	39%	46%	57%
Getting through to the right person to speak to	30	11	2	*	9	14	5	3	-	23	3	18	8	2	2	-	26	2	20	10
	68%	74%	100%	80%	69%	61%	100%	100%	-	64%	70%	80%	50%	100%	100%	-	67%	61%	64%	78%
Other (please specify)	*	*	-	-	*	-	-	-	*	-	-	*	-	-	-	*	-	-	-	*
	*	*	-	20%	*	-	-	-	*	-	-	*	-	-	-	*	-	-	-	*
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_1. What was difficult about making the complaint to ... - Royal Mail

Base : Found it difficult to complain to Royal Mail

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	38	2	36	-	13	23	2	35	3	-	-	38	-
Weighted Base	45*	3**	42**	-**	17**	24**	3**	41**	3**	-**	-**	45**	-**
Effective Base	24	2	22	-	9	14	2	22	3	-	-	24	-
Finding out how to make a complaint	22	-	22	-	8	11	3	21	1	-	-	22	-
49%	-	-	53%	-	47%	44%	100%	50%	46%	-	-	49%	-
Getting through to the right person to speak to	30	3	28	-	10	19	2	29	2	-	-	30	-
68%	100%	66%	-	59%	76%	54%	69%	54%	-	-	-	68%	-
Other (please specify)	*	-	*	-	*	-	-	*	-	-	-	*	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_1. What was difficult about making the complaint to ... - Royal Mail

Base : Found it difficult to complain to Royal Mail

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	38	-	13	25	-	-	-	-	-	-	-	7	6	5	9	11
Weighted Base	45*	**	15**	30**	**	**	**	**	**	**	**	8**	7**	6**	11**	13**
Effective Base	24	-	8	16	-	-	-	-	-	-	-	5	4	3	6	7
Finding out how to make a complaint	22	-	6	16	-	-	-	-	-	-	-	4	2	4	9	3
	49%	-	41%	54%	-	-	-	-	-	-	-	50%	31%	76%	75%	25%
Getting through to the right person to speak to	30	-	11	19	-	-	-	-	-	-	-	4	7	2	5	13
	68%	-	76%	64%	-	-	-	-	-	-	-	53%	100%	34%	41%	98%
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_3. What was difficult about making the complaint to ... - Collect +

Base : Found it difficult to complain to Collect +

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	4	-	4	1	3	1	3	-	1	1	1	1	-	1	2	1	-	4	-	4
Weighted Base	4*	**	4**	1**	3**	**	4**	**	**	**	3**	1**	**	**	3**	1**	**	4**	**	4*
Effective Base	2	-	2	1	1	1	2	-	1	1	1	-	-	1	1	1	-	2	-	4
Finding out how to make a complaint	3	-	3	-	3	-	3	-	-	-	3	-	-	-	3	-	-	3	-	1
	67%	-	67%	-	83%	-	76%	-	-	-	100%	-	-	-	85%	-	-	67%	-	25%
Getting through to the right person to speak to	1	-	1	1	1	1	1	-	-	-	1	-	-	-	1	-	-	1	-	3
	33%	-	33%	100%	17%	100%	24%	-	-	-	100%	-	-	100%	15%	100%	-	33%	-	75%
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ6\_3. What was difficult about making the complaint to ... - Collect +

Base : Found it difficult to complain to Collect +

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	4	2	2	-	-	4	-	3	1	-	1	1	2	-	4	-	4	1	3	-
Weighted Base	4*	1**	3**	**	**	4**	**	4**	***	**	***	3**	1**	**	4**	**	4**	***	4**	**
Effective Base	2	1	1	-	-	2	-	2	1	-	1	1	2	-	2	-	2	1	2	-
Finding out how to make a complaint	3	-	3	-	-	3	-	3	-	-	-	3	-	-	3	-	3	-	3	-
	67%	-	85%	-	-	67%	-	69%	-	-	-	100%	-	-	67%	-	67%	-	69%	-
Getting through to the right person to speak to	1	1	-	-	-	1	-	1	-	-	-	1	-	-	1	-	1	-	1	-
	33%	100%	15%	-	-	33%	-	31%	100%	-	-	100%	-	-	33%	-	33%	100%	31%	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a-b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_3. What was difficult about making the complaint to ... - Collect +

Base : Found it difficult to complain to Collect +

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	4	2	2	-	1	-	2	1	-	1	-	-	-	-	-	-	-	-	-
Weighted Base	4*	1**	3**	**	3**	**	1**	**	**	3**	**	**	**	**	**	**	**	**	**
Effective Base	2	2	1	-	1	-	1	1	-	1	-	-	-	-	-	-	-	-	-
Finding out how to make a complaint	3	-	3	-	3	-	-	-	-	3	-	-	-	-	-	-	-	-	-
67%	-	-	97%	-	100%	-	-	-	-	100%	-	-	-	-	-	-	-	-	-
Getting through to the right person to speak to	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
33%	-	100%	3%	-	-	-	100%	100%	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_3. What was difficult about making the complaint to ... - Collect +

Base : Found it difficult to complain to Collect +

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	4	3	-	4	-	-	-	-	4	-	4	-	-	-	-	4	-	2	2
Weighted Base	4*	4**	-**	4**	-**	-**	-**	-**	4**	-**	4**	-**	-**	-**	-**	4**	-**	3**	1**
Effective Base	2	2	-	2	-	-	-	-	2	-	2	-	-	-	2	-	1	1	
Finding out how to make a complaint	3	3	-	3	-	-	-	-	3	-	3	-	-	-	3	-	3	-	
	67%	69%	-	67%	-	-	-	-	67%	-	67%	-	-	-	67%	-	65%	-	
Getting through to the right person to speak to	1	1	-	1	-	-	-	-	1	-	1	-	-	-	1	-	1	1	
Other (please specify)	33%	31%	-	33%	-	-	-	-	33%	-	33%	-	-	-	33%	-	15%	100%	
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_3. What was difficult about making the complaint to ... - Collect +

Base : Found it difficult to complain to Collect +

Total	Housebound			Disability			Internet access					
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	4	4	-	1	3	-	3	1	-	-	4	-
Weighted Base	4*	4**	-**	***	4**	-**	4**	***	-**	-**	4**	-**
Effective Base	2	2	-	1	2	-	2	1	-	-	2	-
Finding out how to make a complaint	3	3	-	-	3	-	3	-	-	-	3	-
	67%	67%	-	-	69%	-	69%	-	-	-	67%	-
Getting through to the right person to speak to	1	1	-	-	1	-	1	-	-	-	1	-
Other (please specify)	33%	33%	-	100%	31%	-	31%	100%	-	-	33%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_3. What was difficult about making the complaint to ... - Collect +

Base : Found it difficult to complain to Collect +

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	4	-	-	3	1	-	-	-	-	-	-	-	2	1	1	-	-
Weighted Base	4*	**	**	4**	***	**	**	**	**	**	**	**	1**	3**	***	**	**
Effective Base	2	-	-	2	1	-	-	-	-	-	-	-	1	1	1	-	-
Finding out how to make a complaint	3	-	-	3	-	-	-	-	-	-	-	-	-	3	-	-	-
	67%	-	-	76%	-	-	-	-	-	-	-	-	100%	-	-	-	-
Getting through to the right person to speak to	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-
	33%	-	-	24%	100%	-	-	-	-	-	-	100%	-	100%	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_4. What was difficult about making the complaint to ... - DHL

Base : Found it difficult to complain to DHL

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	7	-	3	4	3	4	5	1	-	-	1	-	-	6	-	1	-	7	-	7
Weighted Base	7*	**	3**	4**	3**	3**	4**	2**	**	**	**	**	**	7**	**	**	**	7**	**	7*
Effective Base	4	-	2	3	2	2	3	1	-	1	-	-	-	4	-	1	-	4	-	7
Finding out how to make a complaint	3	-	1	2	2	1	3	-	-	-	-	-	-	3	-	-	-	3	-	4
	39%	-	39%	47%	45%	34%	58%	-	-	-	-	-	-	40%	-	-	-	39%	-	57%
Getting through to the right person to speak to	2	-	2	-	2	-	2	-	-	-	-	-	-	2	-	-	-	2	-	2
	29%	-	72%	-	55%	3%	42%	-	-	100%	-	-	-	28%	-	100%	-	29%	-	29%
Other (please specify)	2	-	2	-	2	-	2	-	-	-	-	-	-	2	-	-	-	2	-	1
	31%	-	31%	53%	-	63%	-	100%	-	-	-	-	-	32%	-	-	-	31%	-	14%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_4. What was difficult about making the complaint to ... - DHL

Base : Found it difficult to complain to DHL

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	7	2	2	-	3	4	3	4	3	3	1	1	-	2	2	3	4	5	2	-
Weighted Base	7*	2**	2**	**	2**	4**	2**	3**	3**	3**	**	1**	**	2**	1**	3**	3**	4**	2**	**
Effective Base	4	1	1	-	2	2	2	2	2	2	1	1	-	1	2	2	2	3	1	-
Finding out how to make a complaint	3	-	*	-	2	*	2	1	2	2	*	1	-	-	1	2	1	3	-	-
39%	-	-	16%	-	100%	8%	100%	34%	45%	45%	100%	100%	-	-	100%	45%	34%	58%	-	-
Getting through to the right person to speak to	2	*	2	-	-	2	-	*	2	2	-	-	-	*	-	2	-	2	*	-
28%	5%	84%	-	-	45%	-	3%	55%	55%	-	-	-	-	5%	55%	3%	42%	5%	-	
Other (please specify)	2	2	-	-	-	2	-	2	-	-	-	-	-	2	-	-	2	-	2	-
31%	95%	-	-	-	47%	-	63%	-	-	-	-	-	-	95%	-	-	63%	-	95%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Yes/ed (5% risk level) - a-b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_4. What was difficult about making the complaint to ... - DHL

Base : Found it difficult to complain to DHL

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	7	6	1	-	4	2	1	-	1	1	-	-	-	1	1	-	-	-	2
Weighted Base	7*	7**	***	**	6**	***	***	-**	1**	2**	**	**	**	1**	2**	**	**	**	***
Effective Base	4	4	1	-	4	2	1	-	1	1	-	-	-	1	1	-	-	-	2
Finding out how to make a complaint	3	3	-	-	2	-	-	-	1	-	-	-	-	1	-	-	-	-	*
	39%	40%	-	-	34%	78%	100%	-	100%	-	-	-	-	100%	-	-	-	-	78%
Getting through to the right person to speak to	2	2	+	-	2	-	-	-	-	-	-	-	-	-	2	-	-	-	+
	28%	28%	100%	-	31%	22%	-	-	-	-	-	-	-	100%	-	-	-	-	22%
Other (please specify)	2	2	-	-	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-
	31%	32%	-	-	35%	-	-	-	-	100%	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ6\_4. What was difficult about making the complaint to ... - DHL

Base : Found it difficult to complain to DHL

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	7	1	-	1	4	1	1	-	5	1	2	3	1	-	1	5	1	5	2
Weighted Base	7*	2**	-**	***	4**	1**	1**	-**	5**	1**	1**	3**	2**	-**	1**	4**	1**	4**	2**
Effective Base	4	1	-	1	2	1	1	-	3	1	2	2	1	-	1	2	1	3	1
Finding out how to make a complaint	3	-	-	-	-	1	1	-	1	1	1	1	-	-	1	1	1	3	-
	39%	-	-	100%	8%	100%	100%	-	13%	100%	100%	26%	-	-	100%	38%	100%	58%	-
Getting through to the right person to speak to	2	-	-	-	2	-	-	-	2	-	-	*	2	-	-	-	-	2	*
	29%	-	-	-	45%	-	-	-	42%	-	-	3%	100%	-	3%	-	-	42%	5%
Other (please specify)	2	2	-	-	2	-	-	-	2	-	-	2	-	-	2	-	-	-	2
	31%	100%	-	-	47%	-	-	-	45%	-	-	71%	-	-	59%	-	-	-	95%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_4. What was difficult about making the complaint to ... - DHL

Base : Found it difficult to complain to DHL

Total	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	7	-	7	-	3	4	-	4	3	-	-	7	-
Weighted Base	7*	-**	7**	-**	2**	4**	-**	3**	4**	-**	-**	7**	-**
Effective Base	4	-	4	-	1	3	-	2	3	-	-	4	-
Finding out how to make a complaint	3	-	3	-	-	2	-	1	2	-	-	3	-
	39%	-	39%	-	15%	52%	-	21%	52%	-	-	39%	-
Getting through to the right person to speak to	2	-	2	-	2	-	-	-	2	-	-	2	-
	29%	-	29%	-	85%	-	-	4%	48%	-	-	29%	-
Other (please specify)	2	-	2	-	-	2	-	2	-	-	-	2	-
	31%	-	31%	-	-	48%	-	75%	-	-	-	31%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_4. What was difficult about making the complaint to ... - DHL

Base : Found it difficult to complain to DHL

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	7	-	1	6	-	-	-	-	-	-	-	-	1	-	2	4
Weighted Base	7*	**	2**	5**	**	**	**	**	**	**	**	**	2**	**	2**	3**
Effective Base	4	-	1	4	-	-	-	-	-	-	-	-	1	-	1	2
Finding out how to make a complaint	3	-	-	3	-	-	-	-	-	-	-	-	-	-	2	1
	39%	-	-	57%	-	-	-	-	-	-	-	-	-	-	100%	36%
Getting through to the right person to speak to	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	2
	29%	-	-	43%	-	-	-	-	-	-	-	-	-	-	-	64%
Other (please specify)	2	-	2	-	-	-	-	-	-	-	-	-	2	-	-	-
	31%	-	100%	-	-	-	-	-	-	-	-	-	100%	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a:b:c:d - e:f(g:h)i:j(k:l)m:n:op  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_5. What was difficult about making the complaint to ... - FedEx

Base : Found it difficult to complain to FedEx

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	9	-	9	4	5	1	8	2	3	3	1	-	-	5	4	-	-	7	2	9
Weighted Base	8*	**	8**	4**	4**	1**	6**	1**	5**	1**	1**	**	**	6**	2**	**	**	5**	3**	9*
Effective Base	6	-	6	3	3	1	5	2	3	2	1	-	-	4	2	-	-	4	2	9
Finding out how to make a complaint	4	-	4	1	3	1	2	1	1	-	1	-	-	2	1	-	-	4	-	3
	47%	-	47%	19%	76%	100%	34%	67%	30%	-	100%	-	-	37%	72%	-	-	79%	-	33%
Getting through to the right person to speak to	4	-	4	3	1	-	4	-	3	1	-	-	-	3	1	-	-	1	3	4
	48%	-	48%	79%	14%	-	59%	-	70%	90%	-	-	-	56%	25%	-	-	11%	100%	44%
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2
	6%	-	6%	1%	10%	-	7%	33%	-	10%	-	-	-	7%	3%	-	-	10%	-	22%

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_5. What was difficult about making the complaint to ... - FedEx

Base : Found it difficult to complain to FedEx

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	9	3	3	1	2	6	3	7	2	1	1	4	-	3	5	1	8	3	5	1
Weighted Base	8*	2**	4**	1**	1**	5**	3**	7**	1**	***	1**	4**	-**	1**	6**	***	7**	2**	5**	***
Effective Base	6	1	2	1	2	4	2	5	2	1	1	3	-	2	4	1	5	2	4	1
Finding out how to make a complaint	4	1	-	1	1	1	2	4	-	-	1	2	-	-	4	-	4	1	3	-
Getting through to the right person to speak to	47%	81%	-	100%	74%	26%	89%	51%	-	-	100%	47%	-	-	80%	-	48%	35%	52%	-
Other (please specify)	4	-	3	-	-	3	-	3	-	-	-	2	-	1	2	-	3	1	2	-
I don't know	48%	15%	89%	-	26%	65%	11%	48%	41%	100%	-	44%	-	96%	33%	100%	46%	65%	41%	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	6%	4%	11%	-	-	9%	-	7%	59%	-	-	9%	-	4%	6%	-	6%	-	7%	100%

Proportions/Mean: Columns Tested (5% risk level) - a-b|c|d - e|f - g|h - i|j|k|l|m/n - o|p - q|r|s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_5. What was difficult about making the complaint to ... - FedEx

Base : Found it difficult to complain to FedEx

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	9	8	1	1	5	1	1	2	1	-	1	-	-	2	1	-	-	-	1
Weighted Base	8*	8**	***	***	7**	***	***	1**	1**	**	1**	**	**	3**	2**	**	**	**	***
Effective Base	6	6	1	1	5	1	1	2	1	-	1	-	-	2	1	-	-	-	1
Finding out how to make a complaint	4	4	-	-	4	-	-	-	1	-	-	-	-	3	-	-	-	-	-
Getting through to the right person to speak to	47%	47%	-	-	53%	-	-	-	100%	-	-	-	-	100%	-	-	-	-	-
Other (please specify)	4	4	-	-	3	-	-	1	-	-	1	-	-	2	-	-	-	-	-
I don't know	48%	48%	-	-	47%	-	-	100%	-	-	100%	-	-	100%	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	6%	5%	100%	100%	-	100%	100%	-	-	-	-	-	-	-	-	-	-	-	100%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_5. What was difficult about making the complaint to ... - FedEx

Base : Found it difficult to complain to FedEx

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	9	4	-	1	1	2	3	3	-	3	1	5	2	1	-	6	1	9	-	
Weighted Base	8*	3**	-**	***	2**	2**	2**	2**	-**	4**	2**	1**	5**	***	1**	-**	6**	1**	8**	-**
Effective Base	6	3	-	1	1	1	3	1	-	2	1	3	1	1	-	4	1	6	-	
Finding out how to make a complaint	4	3	-	-	-	1	1	-	1	1	1	2	-	-	4	-	4	-	4	-
	47%	82%	-	-	-	85%	33%	81%	-	40%	81%	100%	46%	-	-	59%	-	47%	-	
Getting through to the right person to speak to	4	*	-	-	2	*	1	*	-	2	*	3	-	1	-	3	1	4	-	
	48%	7%	-	-	100%	15%	51%	15%	-	60%	15%	-	54%	-	100%	-	41%	100%	48%	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	*	+	-	+	-	+	+	+	-	+	+	-	+	-	-	-	-	+	-	
	6%	11%	-	100%	-	-	16%	4%	-	-	4%	-	-	100%	-	-	-	6%	-	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_5. What was difficult about making the complaint to ... - FedEx

Base : Found it difficult to complain to FedEx

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	9	1	8	-	5	3	1	4	3	1	-	8	1
Weighted Base	8*	1**	6**	-**	6**	1**	***	4**	4**	***	-**	8**	***
Effective Base	6	1	5	-	4	2	1	2	3	1	-	6	1
Finding out how to make a complaint	4	1	2	-	3	1	-	-	4	-	-	4	-
	47%	100%	35%	-	44%	50%	-	-	100%	-	-	47%	-
Getting through to the right person to speak to	4	-	4	-	3	1	-	4	-	-	-	4	-
	48%	-	58%	-	50%	40%	-	100%	-	-	-	48%	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	4	-	4	-	4	-	-	-	-	-	-	4	4
	6%	-	7%	-	6%	-	100%	-	-	100%	-	5%	100%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



**QJ6\_5. What was difficult about making the complaint to ... - FedEx**

Base : Found it difficult to complain to FedEx

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	9	-	4	5	-	-	-	-	-	-	-	4	-	-	4	1
Weighted Base	8*	**	1**	7**	**	**	**	**	**	**	**	1**	**	**	6**	1**
Effective Base	6	-	3	5	-	-	-	-	-	-	-	3	-	-	4	1
Finding out how to make a complaint	4	-	-	4	-	-	-	-	-	-	-	-	-	-	3	1
	47%	-	-	53%	-	-	-	-	-	-	-	-	-	-	47%	100%
Getting through to the right person to speak to	4	-	1	3	-	-	-	-	-	-	-	1	-	-	3	-
	48%	-	54%	47%	-	-	-	-	-	-	-	54%	-	-	53%	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	6%	-	46%	-	-	-	-	-	-	-	-	46%	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_6. What was difficult about making the complaint to ... - Evri

Base : Found it difficult to complain to Evri

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	22	-	22	7	15	5	17	1	7	5	2	5	1	1	8	7	7	2	20	2	22
Weighted Base	24*	**	24**	8**	16**	5**	19**	***	7**	4**	4**	5**	1**	2**	8**	8**	8**	3**	21**	3**	22*
Effective Base	14	-	14	5	9	3	11	1	4	3	2	3	1	1	5	5	5	2	12	2	22
Finding out how to make a complaint	12	-	12	3	9	5	7	*	2	2	2	3	1	2	3	3	6	3	10	2	11
50%	-	-	50%	41%	55%	99%	38%	100%	29%	43%	42%	61%	100%	100%	32%	43%	74%	100%	48%	63%	50%
Getting through to the right person to speak to	19	-	19	8	11	3	16	-	7	2	4	4	1	-	8	6	5	1	16	3	16
79%	-	-	79%	99%	68%	63%	62%	100%	99%	55%	100%	69%	100%	-	99%	78%	59%	42%	75%	100%	73%
Other (please specify)	2	-	2	-	2	-	2	-	-	2	-	-	-	-	-	2	-	-	2	-	2
10%	-	-	10%	-	16%	-	13%	-	-	2%	58%	-	-	-	-	31%	-	-	12%	-	9%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**QJ6\_6. What was difficult about making the complaint to ... - Evri**

Base : Found it difficult to complain to Evri

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	22	5	9	7	1	14	8	17	5	-	3	4	12	3	19	-	22	4	18	-
Weighted Base	24*	7**	6**	9**	2**	13**	11**	19**	5**	**	4**	5**	13**	3**	21**	-**	24**	5**	19**	**
Effective Base	14	4	4	6	1	8	7	11	3	-	3	2	7	2	12	-	14	3	11	-
Finding out how to make a complaint	12	5	4	3	-	9	3	9	3	-	4	2	4	2	10	-	12	2	10	-
50%	50%	82%	62%	31%	-	73%	25%	48%	58%	-	100%	46%	31%	67%	48%	-	50%	29%	56%	-
Getting through to the right person to speak to	19	7	3	8	2	9	10	15	3	-	3	5	11	1	18	-	19	5	14	-
78%	78%	99%	43%	83%	100%	72%	86%	82%	66%	-	63%	100%	85%	36%	84%	-	79%	100%	73%	-
Other (please specify)	2	-	-	2	-	-	2	2	-	-	-	2	-	2	-	-	2	-	2	-
10%	10%	-	1%	25%	-	1%	21%	13%	-	-	52%	1%	-	11%	-	-	10%	-	13%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a-b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**QJ6\_6. What was difficult about making the complaint to ... - Evri**

Base : Found it difficult to complain to Evri

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	22	12	10	4	11	7	3	1	-	1	5	-	1	1	1	1	1	-	7
Weighted Base	24*	17**	7**	2**	19**	3**	2**	**	..*	2**	8**	..*	2**	2**	2**	2**	2**	..*	3**
Effective Base	14	11	3	1	11	3	1	1	-	1	5	-	1	1	1	1	-	-	3
Finding out how to make a complaint	12	10	2	2	8	2	2	-	-	2	3	-	-	-	-	2	2	-	2
50%	58%	58%	29%	96%	44%	60%	100%	-	-	100%	42%	-	-	-	-	100%	100%	-	60%
Getting through to the right person to speak to	19	14	5	*	14	3	2	+	-	-	8	-	2	2	2	2	-	-	3
79%	81%	71%	71%	9%	75%	97%	90%	100%	-	-	79%	-	100%	100%	100%	100%	-	-	97%
Other (please specify)	2	-	2	-	2	*	-	-	-	-	-	-	2	-	-	-	-	-	*
10%	-	-	37%	-	12%	3%	-	-	-	-	-	-	100%	-	-	-	-	-	3%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_6. What was difficult about making the complaint to ... - Evri

Base : Found it difficult to complain to Evri

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	22	13	-	4	8	11	2	1	-	19	1	14	6	2	-	-	20	-	8	14
Weighted Base	24*	11**	-**	3**	9**	12**	2**	-**	-**	21**	-**	16**	4**	4**	-**	-**	20**	-**	11**	13**
Effective Base	14	7	-	2	6	7	2	1	-	12	1	9	3	2	-	12	-	6	8	
Finding out how to make a complaint	12	8	-	3	4	8	2	-	-	10	-	8	-	4	-	8	-	4	8	
50%	50%	69%	-	97%	47%	49%	85%	-	-	48%	-	51%	4%	100%	-	41%	-	35%	62%	
Getting through to the right person to speak to	19	6	-	1	6	10	2	-	-	18	-	13	4	2	-	17	-	9	10	
79%	79%	55%	-	42%	65%	85%	100%	-	-	76%	-	79%	96%	55%	-	83%	-	85%	74%	
Other (please specify)	2	2	-	-	-	2	-	-	-	2	-	2	-	-	-	2	-	2	-	
10%	10%	22%	-	-	-	20%	-	-	-	11%	-	15%	2%	-	-	12%	-	22%	1%	
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Mean: Columns Tested (5% risk level) - abc - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_6. What was difficult about making the complaint to ... - Evri

Base : Found it difficult to complain to Evri

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	22	1	21	-	5	15	2	21	1	-	-	22	-
Weighted Base	24*	2**	22**	-**	7**	15**	2**	22**	2**	-**	-**	24**	-**
Effective Base	14	1	13	-	4	9	1	13	1	-	-	14	-
Finding out how to make a complaint	12	-	12	-	3	7	2	10	2	-	-	12	-
50%	-	-	54%	-	44%	47%	100%	46%	100%	-	-	50%	-
Getting through to the right person to speak to	19	2	17	-	5	12	2	19	-	-	-	19	-
79%	100%	77%	-	77%	77%	95%	84%	-	-	-	-	79%	-
Other (please specify)	2	-	2	-	2	-	-	2	-	-	-	2	-
10%	-	11%	-	33%	1%	-	11%	-	-	-	-	10%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_6. What was difficult about making the complaint to ... - Evri

Base : Found it difficult to complain to Evri

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	22	-	5	17	-	-	-	-	-	-	-	3	2	4	4	9
Weighted Base	24*	**	4**	20**	**	**	**	**	**	**	**	4**	***	5**	3**	12**
Effective Base	14	-	3	11	-	-	-	-	-	-	-	3	2	3	2	6
Finding out how to make a complaint	12	-	*	12	-	-	-	-	-	-	-	-	*	3	2	7
50%	-	-	2%	60%	-	-	-	-	-	-	-	-	53%	57%	61%	61%
Getting through to the right person to speak to	19	-	4	15	-	-	-	-	-	-	-	4	*	3	3	9
79%	-	-	98%	74%	-	-	-	-	-	-	-	100%	47%	65%	97%	72%
Other (please specify)	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	2
10%	-	-	-	12%	-	-	-	-	-	-	-	-	-	2%	-	20%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_8. What was difficult about making the complaint to ... - DPD

Base : Found it difficult to complain to DPD

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	11	-	11	3	8	7	4	1	3	3	-	2	-	2	4	3	4	2	9	2	11
Weighted Base	11*	**	11**	4**	6**	5**	6**	1**	5**	3**	**	3**	**	***	5**	3**	3**	***	9**	2**	11*
Effective Base	6	-	6	3	3	4	3	1	3	2	-	1	-	2	3	2	1	2	5	2	11
Finding out how to make a complaint	7	-	7	3	4	3	4	1	3	1	-	3	-	-	3	1	3	-	5	2	9
63%	-	-	63%	57%	68%	59%	66%	100%	55%	26%	-	100%	-	100%	60%	26%	100%	100%	56%	100%	82%
Getting through to the right person to speak to	5	-	5	2	3	2	3	-	-	2	-	3	-	-	-	2	3	-	5	-	4
43%	-	-	43%	43%	44%	43%	44%	-	-	74%	-	91%	-	-	-	74%	91%	100%	52%	-	36%
Other (please specify)	2	-	2	-	2	-	2	-	2	-	-	-	-	-	2	-	-	-	2	-	1
19%	-	-	19%	-	32%	-	34%	-	45%	-	-	-	-	-	40%	-	-	-	23%	-	9%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ6\_8. What was difficult about making the complaint to ... - DPD

Base : Found it difficult to complain to DPD

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	11	4	3	3	1	7	4	7	4	-	2	3	-	6	5	-	11	2	8	1
Weighted Base	11*	2**	4**	3**	1**	7**	4**	9**	2**	**	3**	4**	**	4**	7**	**	11**	2**	6**	3**
Effective Base	6	1	2	2	1	4	3	5	2	-	1	2	-	3	3	-	6	2	4	1
Finding out how to make a complaint	7	-	4	1	1	5	2	5	2	-	3	2	-	2	5	-	7	2	2	3
Getting through to the right person to speak to	63%	14%	100%	26%	100%	70%	52%	55%	100%	-	100%	47%	-	50%	71%	-	63%	100%	38%	100%
Other (please specify)	5	-	3	2	-	3	2	5	-	-	3	2	-	-	5	-	5	-	2	3
I don't know	43%	4%	60%	74%	-	41%	48%	52%	5%	-	87%	53%	-	2%	69%	-	43%	-	31%	100%
	2	2	-	-	-	2	-	2	-	-	-	-	-	2	-	-	2	-	2	-
	19%	86%	-	-	-	30%	-	24%	-	-	-	-	-	50%	-	-	19%	-	33%	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a-b|c-d - e|f - g|h - i|j|k|l|m/n - o|p - q|r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_8. What was difficult about making the complaint to ... - DPD

Base : Found it difficult to complain to DPD

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	11	9	2	2	6	2	-	3	1	1	2	-	-	-	1	-	1	-	2
Weighted Base	11*	11**	***	***	10**	***	-**	1**	1**	2**	3**	-**	-**	-**	3**	-**	1**	-**	***
Effective Base	6	6	2	2	5	2	-	3	1	1	2	-	-	1	-	1	-	2	
Finding out how to make a complaint	7	7	*	*	6	*	-	1	1	-	1	-	-	-	3	-	1	-	*
	63%	63%	100%	100%	59%	100%	-	100%	100%	-	38%	-	-	-	100%	-	100%	-	100%
Getting through to the right person to speak to	5	5	+	+	5	-	-	-	-	-	2	-	-	-	3	-	-	-	+
	43%	43%	100%	100%	47%	100%	-	-	-	-	62%	-	-	-	100%	-	-	-	100%
Other (please specify)	2	2	-	-	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-
	19%	19%	-	-	21%	-	-	-	-	100%	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_8. What was difficult about making the complaint to ... - DPD

Base : Found it difficult to complain to DPD

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	11	4	-	2	5	2	3	1	-	7	1	2	5	2	2	-	7	2	7	4
Weighted Base	11*	2**	-**	***	4**	4**	3**	***	**	8**	***	3**	5**	1**	3**	-**	7**	3**	7**	4**
Effective Base	6	1	-	2	2	2	3	1	-	4	1	1	3	2	2	-	3	2	4	2
Finding out how to make a complaint	7	-	-	-	4	-	3	-	-	4	-	3	1	1	3	-	3	3	5	1
	63%	14%	-	100%	100%	-	100%	-	-	46%	-	100%	13%	100%	-	46%	100%	74%	42%	
Getting through to the right person to speak to	5	*	-	*	3	2	-	-	-	5	-	3	2	-	-	-	5	-	5	*
	43%	4%	-	100%	76%	48%	-	-	-	61%	-	100%	43%	-	-	64%	-	63%	3%	
Other (please specify)	2	2	-	-	-	2	-	-	-	2	-	-	2	-	-	2	-	-	2	2
	19%	86%	-	-	-	52%	-	-	-	27%	-	-	46%	-	-	28%	-	-	-	58%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_8. What was difficult about making the complaint to ... - DPD

Base : Found it difficult to complain to DPD

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	11	1	10	-	3	8	-	10	-	1	-	11	-
Weighted Base	11*	1**	10**	-**	5**	6**	-**	10**	-**	1**	-**	11**	-**
Effective Base	6	1	5	-	3	4	-	5	-	1	-	6	-
Finding out how to make a complaint	7	1	6	-	3	2	-	6	-	1	-	7	-
	63%	100%	58%	-	100%	29%	-	58%	-	100%	-	63%	-
Getting through to the right person to speak to	5	-	5	-	3	2	-	5	-	-	-	5	-
	43%	-	50%	-	51%	36%	-	50%	-	-	-	43%	-
Other (please specify)	2	-	2	-	-	2	-	2	-	-	-	2	-
	19%	-	22%	-	-	37%	-	22%	-	-	-	19%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_8. What was difficult about making the complaint to ... - DPD

Base : Found it difficult to complain to DPD

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	11	-	6	5	-	-	-	-	-	-	-	5	1	1	4	-
Weighted Base	11*	**	**	6**	5**	**	**	**	**	**	**	4**	2**	***	5**	**
Effective Base	6	-	4	2	-	-	-	-	-	-	-	3	1	1	2	-
Finding out how to make a complaint	7	-	2	5	-	-	-	-	-	-	-	2	-	*	5	-
	63%	-	37%	100%	-	-	-	-	-	-	-	55%	-	100%	100%	-
Getting through to the right person to speak to	5	-	2	3	-	-	-	-	-	-	-	2	-	*	3	-
	43%	-	30%	61%	-	-	-	-	-	-	-	45%	-	100%	61%	-
Other (please specify)	2	-	2	-	-	-	-	-	-	-	-	-	2	-	-	-
	19%	-	33%	-	-	-	-	-	-	-	-	-	100%	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_9. What was difficult about making the complaint to ... - Parcelforce

Base : Found it difficult to complain to Parcelforce

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)		NET White (r)	NET EMG (s)
Unweighted Base	4	-	4	3	1	-	4	3	1	-	-	-	-	-	4	-	-	-	4	-	4
Weighted Base	5*	**	5**	5**	***	**	5**	5**	1**	**	**	**	**	**	5**	**	**	**	5**	**	4*
Effective Base	3	-	3	2	1	-	3	2	1	-	-	-	-	-	3	-	-	-	3	-	4
Finding out how to make a complaint	2	-	2	2	-	-	2	2	-	-	-	-	-	-	2	-	-	-	2	-	1
37%	-	-	37%	40%	-	-	37%	41%	-	-	-	-	-	-	37%	-	-	-	37%	-	25%
Getting through to the right person to speak to	3	-	3	3	-	-	3	3	1	-	-	-	-	-	3	-	-	-	3	-	3
63%	-	-	63%	60%	100%	-	63%	59%	100%	-	-	-	-	-	63%	-	-	-	63%	-	75%
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_9. What was difficult about making the complaint to ... - Parcellforce

Base : Found it difficult to complain to Parcellforce

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	4	1	3	-	-	4	-	2	2	-	1	1	2	-	4	-	4	1	3	-
Weighted Base	5*	2**	3**	**	**	5**	**	4**	1**	**	2**	**	3**	**	5**	**	5**	1**	5**	**
Effective Base	3	1	2	-	-	3	-	2	2	-	1	1	1	-	3	-	3	1	2	-
Finding out how to make a complaint	2	-	2	-	-	2	-	2	-	-	2	-	-	-	2	-	2	-	2	-
37%	37%	-	68%	-	-	37%	-	45%	-	-	100%	-	-	-	37%	-	37%	-	41%	-
Getting through to the right person to speak to	3	2	1	-	-	3	-	2	1	-	-	-	3	-	3	-	3	1	3	-
63%	63%	100%	32%	-	-	63%	-	55%	100%	-	-	100%	100%	-	63%	-	63%	100%	59%	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Yes/No (5% risk level) - a-b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_9. What was difficult about making the complaint to ... - Parcelforce

Base : Found it difficult to complain to Parcelforce

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	4	4	-	-	3	-	1	-	1	1	-	-	-	-	1	-	-	-	-
Weighted Base	5*	5**	**	**	5**	**	***	-**	1**	2**	**	**	**	**	2**	**	**	**	**
Effective Base	3	3	-	-	2	-	1	-	1	1	-	-	-	-	1	-	-	-	-
Finding out how to make a complaint	2	2	-	-	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-
37%	37%	-	-	-	40%	-	-	-	-	100%	-	-	-	-	-	-	-	-	-
Getting through to the right person to speak to	3	3	-	-	3	-	-	-	1	-	-	-	-	-	2	-	-	-	-
63%	63%	-	-	-	60%	-	100%	-	100%	-	-	-	-	-	100%	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ6\_9. What was difficult about making the complaint to ... - Parcelforce

Base : Found it difficult to complain to Parcelforce

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	4	2	-	2	3	-	1	-	3	-	2	-	2	-	-	2	-	4	-
Weighted Base	5*	1**	-**	1**	5**	-**	***	-**	5**	-**	2**	-**	3**	-**	-**	2**	-**	5**	-**
Effective Base	3	2	-	2	2	-	1	-	2	-	2	-	1	-	-	2	-	3	-
Finding out how to make a complaint	2	-	-	-	2	-	-	-	2	-	2	-	-	-	-	2	-	2	-
	37%	-	-	-	40%	-	-	-	40%	-	79%	-	-	-	79%	-	-	37%	-
Getting through to the right person to speak to	3	1	-	1	3	-	*	-	3	-	1	-	3	-	-	1	-	3	-
Other (please specify)	63%	100%	-	100%	60%	-	100%	-	60%	-	21%	-	100%	-	-	21%	-	63%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_9. What was difficult about making the complaint to ... - Parcellforce

Base : Found it difficult to complain to Parcellforce

Total	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	4	-	4	-	1	1	2	3	-	1	-	4	-
Weighted Base	5*	-**	5**	-**	***	2**	3**	5**	-**	***	-**	5**	-**
Effective Base	3	-	3	-	1	1	1	2	-	1	-	3	-
Finding out how to make a complaint	2	-	2	-	-	2	-	2	-	-	-	2	-
	37%	-	37%	-	-	100%	-	40%	-	-	-	37%	-
Getting through to the right person to speak to	3	-	3	-	-	3	-	3	-	-	-	3	-
	63%	-	63%	-	100%	-	100%	60%	-	100%	-	63%	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**QJ6\_9. What was difficult about making the complaint to ... - Parcelforce**

Base : Found it difficult to complain to Parcelforce

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	4	-	-	1	3	-	-	-	-	-	-	-	1	-	2	1	-
Weighted Base	5*	**	**	***	5**	**	**	**	**	**	**	***	**	2**	2**	**	-
Effective Base	3	-	-	1	2	-	-	-	-	-	-	-	1	-	2	1	-
Finding out how to make a complaint	2	-	-	-	2	-	-	-	-	-	-	-	-	-	2	-	-
	37%	-	-	-	40%	-	-	-	-	-	-	-	-	-	79%	-	-
Getting through to the right person to speak to	3	-	-	-	3	-	-	-	-	-	-	-	-	-	1	2	-
	63%	-	-	100%	60%	-	-	-	-	-	-	100%	-	21%	100%	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_10. What was difficult about making the complaint to ... - TNT

Base : Found it difficult to complain to TNT

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	1	-	1	1	-	-	1	-	-	-	-	1	-	-	-	1	-	-	1	-	1
Weighted Base	**	**	***	***	**	**	***	**	**	**	**	***	**	**	**	***	**	**	***	**	1*
Effective Base	1	-	1	1	-	-	1	-	-	-	1	-	-	-	1	-	-	1	-	1	
Finding out how to make a complaint	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Getting through to the right person to speak to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Other (please specify)	100%	-	100%	100%	-	-	100%	-	-	-	100%	-	-	-	-	100%	-	-	100%	-	100%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_10. What was difficult about making the complaint to ... - TNT

Base : Found it difficult to complain to TNT

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1	1	-	-	-	1	-	1	-	-	-	-	-	1	-	-	1	-	1	-
Weighted Base	**	***	**	**	**	***	**	***	**	**	**	**	**	***	**	**	***	**	***	**
Effective Base	1	1	-	-	-	1	-	1	-	-	-	-	-	1	-	1	-	1	-	
Finding out how to make a complaint	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Getting through to the right person to speak to	*	*	-	-	-	*	-	*	-	-	-	-	-	100%	-	-	100%	-	100%	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a-b|c|d - e|f - g|h - i|j|k|l|m/n - o|p - q|r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_10. What was difficult about making the complaint to ... - TNT

Base : Found it difficult to complain to TNT

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
Weighted Base	**	**	***	**	**	***	**	**	**	**	**	**	**	**	**	**	**	**	***
Effective Base	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
Finding out how to make a complaint	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Getting through to the right person to speak to	*	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_10. What was difficult about making the complaint to ... - TNT

Base : Found it difficult to complain to TNT

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	1	-	-	-	1	-	-	-	1	-	-	1	-	-	-	1	-	-	1
Weighted Base	**	..	..	..	..	..	..	..	..	..	..	..	..	..	..	..	..	..	..
Effective Base	1	-	-	-	1	-	-	-	1	-	-	1	-	-	1	-	-	1	
Finding out how to make a complaint	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Getting through to the right person to speak to	*	-	-	-	-	-	-	-	-	-	*	-	-	-	*	-	-	*	
Other (please specify)	100%	-	-	-	100%	-	-	-	100%	-	-	100%	-	-	100%	-	-	100%	
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_10. What was difficult about making the complaint to ... - TNT

Base : Found it difficult to complain to TNT

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1	-	1	-	1	-	-	1	-	-	-	1	-
Weighted Base	**	..*	***	..*	***	..*	..*	***	..*	..*	..*	***	..*
Effective Base	1	-	1	-	1	-	-	1	-	-	-	1	-
Finding out how to make a complaint	-	-	-	-	-	-	-	-	-	-	-	-	-
Getting through to the right person to speak to	*	-	*	-	*	-	-	*	-	-	-	*	-
Other (please specify)	100%	-	100%	-	100%	-	-	100%	-	-	-	100%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



QJ6\_10. What was difficult about making the complaint to ... - TNT

Base : Found it difficult to complain to TNT

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
Weighted Base	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Effective Base	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
Finding out how to make a complaint	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Getting through to the right person to speak to	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*
Other (please specify)	100%	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	100%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_12. What was difficult about making the complaint to ... - UPS

Base : Found it difficult to complain to UPS

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	4	-	4	1	3	4	-	1	2	1	-	-	-	-	3	1	-	-	3	1	4
Weighted Base	8*	**	8**	2**	6**	8**	**	4**	4**	***	**	**	**	**	8**	***	**	**	4**	4**	4*
Effective Base	3	-	3	1	2	3	-	1	2	1	-	-	-	-	3	1	-	-	2	1	4
Finding out how to make a complaint	4	-	4	-	4	4	-	4	-	-	-	-	-	-	4	-	-	-	-	4	1
	49%	-	49%	-	63%	49%	-	100%	-	-	-	-	-	-	51%	-	-	-	-	100%	25%
Getting through to the right person to speak to	4	-	4	2	2	4	-	-	4	-	-	-	-	-	4	-	-	-	4	-	3
	51%	-	51%	100%	37%	51%	-	-	100%	100%	-	-	-	-	49%	100%	-	-	100%	-	75%
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_12. What was difficult about making the complaint to ... - UPS

Base : Found it difficult to complain to UPS

Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	4	1	-	2	1	1	3	1	1	1	1	1	-	3	1	3	2	2	-
Weighted Base	8*	4**	-**	2**	2**	4**	4**	6**	2**	4**	***	2**	2**	-**	4**	4**	6**	2**	-**
Effective Base	3	1	-	1	1	2	2	1	1	1	1	1	-	2	1	2	2	1	-
Finding out how to make a complaint	4	4	-	-	-	4	-	4	-	4	-	-	-	-	4	-	4	-	-
	49%	100%	-	-	-	100%	-	64%	-	100%	-	-	-	-	100%	-	68%	-	-
Getting through to the right person to speak to	4	-	-	2	2	-	4	2	2	-	2	2	-	4	-	4	2	2	-
	51%	-	-	100%	100%	-	100%	36%	100%	-	100%	100%	-	100%	-	100%	32%	100%	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a-b|c|d - e|f - g|h - i|j|k|l|m|n - o|p - q|r|s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_12. What was difficult about making the complaint to ... - UPS

Base : Found it difficult to complain to UPS

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	4	4	-	-	3	-	-	1	-	2	-	-	-	1	-	-	-	-	-
Weighted Base	8*	8**	**	**	8**	**	**	**	**	6**	**	**	**	2**	**	**	**	**	**
Effective Base	3	3	-	-	3	-	-	1	-	2	-	-	-	1	-	-	-	-	
Finding out how to make a complaint	4	4	-	-	4	-	-	-	-	4	-	-	-	-	-	-	-	-	
Getting through to the right person to speak to	49%	49%	-	-	51%	-	-	-	-	68%	-	-	-	-	-	-	-	-	
Other (please specify)	4	4	-	-	4	-	-	4	-	2	-	-	-	2	-	-	-	-	
I don't know	51%	51%	-	-	49%	-	-	100%	-	32%	-	-	-	100%	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_12. What was difficult about making the complaint to ... - UPS

Base : Found it difficult to complain to UPS

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	4	-	-	1	2	1	-	-	3	-	1	-	2	1	-	1	1	3	1
Weighted Base	8*	-**	-**	4**	4**	***	-**	-**	8**	-**	2**	-**	2**	4**	-**	2**	4**	6**	2**
Effective Base	3	-	-	1	2	1	-	-	3	-	1	-	1	-	1	1	2	1	
Finding out how to make a complaint	4	-	-	4	-	-	-	-	4	-	-	-	4	-	-	4	4	4	-
	49%	-	-	100%	-	-	-	-	51%	-	-	-	100%	-	-	100%	63%	-	
Getting through to the right person to speak to	4	-	-	-	4	*	-	-	4	-	2	-	2	-	2	-	2	2	
	51%	-	-	-	100%	100%	-	-	49%	-	100%	-	100%	-	100%	-	37%	100%	
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_12. What was difficult about making the complaint to ... - UPS

Base : Found it difficult to complain to UPS

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	4	1	3	-	2	2	-	2	2	-	-	4	-
Weighted Base	8*	4**	4**	-**	6**	2**	-**	2**	6**	-**	-**	8**	-**
Effective Base	3	1	2	-	2	1	-	1	2	-	-	3	-
Finding out how to make a complaint	4	4	-	-	4	-	-	-	4	-	-	4	-
	49%	100%	-	-	68%	-	-	-	68%	-	-	49%	-
Getting through to the right person to speak to	4	4	-	-	2	2	-	2	2	-	-	4	-
	51%	-	100%	-	32%	100%	-	100%	32%	-	-	51%	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_12. What was difficult about making the complaint to ... - UPS

Base : Found it difficult to complain to UPS

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	4	-	2	2	-	-	-	-	-	-	-	2	-	-	1	1
Weighted Base	8*	**	4**	4**	**	**	**	**	**	**	**	4**	**	**	2**	2**
Effective Base	3	-	1	2	-	-	-	-	-	-	-	1	-	-	1	1
Finding out how to make a complaint	4	-	4	-	-	-	-	-	-	-	-	4	-	-	-	-
	49%	-	91%	-	-	-	-	-	-	-	-	91%	-	-	-	-
Getting through to the right person to speak to	4	-	4	-	-	-	-	-	-	-	-	-	-	-	2	2
	51%	-	9%	100%	-	-	-	-	-	-	-	9%	-	-	100%	100%
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a:b:c:d - e:f(g:h)i:j(k:l)m:n:op  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_13. What was difficult about making the complaint to ... - UK Mail

Base : Found it difficult to complain to UK Mail

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	7	-	7	5	2	5	2	4	-	-	-	1	-	6	-	1	1	6	1	7
Weighted Base	7*	**	7**	6**	**	5**	2**	5**	**	**	**	1	**	6**	**	**	**	5**	1**	7*
Effective Base	4	-	4	4	2	3	2	3	-	-	-	1	-	4	-	1	1	3	1	7
Finding out how to make a complaint	4	-	4	3	-	4	-	3	-	-	-	-	-	4	-	-	-	3	1	3
56%	-	-	56%	56%	-	67%	-	81%	-	-	-	-	-	57%	-	-	-	47%	100%	43%
Getting through to the right person to speak to	4	-	4	4	-	2	2	1	3	-	-	-	-	4	-	-	-	3	1	5
61%	-	-	61%	63%	33%	100%	45%	77%	58%	-	-	100%	-	61%	-	100%	100%	53%	100%	71%
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ6\_13. What was difficult about making the complaint to ... - UK Mail

Base : Found it difficult to complain to UK Mail

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	7	2	2	1	2	4	3	6	1	1	-	2	3	1	5	1	6	3	4	-
Weighted Base	7*	***	1**	2**	3**	2**	5**	6**	***	2**	**	1**	2**	1**	3**	2**	4**	4**	2**	**
Effective Base	4	2	1	1	2	2	3	4	1	1	-	1	1	1	2	1	3	2	1	-
Finding out how to make a complaint	4	-	1	-	2	1	2	4	-	2	-	-	-	1	*	2	1	3	-	-
	56%	74%	91%	-	75%	88%	46%	57%	-	100%	-	-	10%	100%	7%	100%	33%	82%	10%	-
Getting through to the right person to speak to	4	-	1	2	1	1	3	4	-	-	-	1	2	1	3	-	4	2	2	-
	61%	26%	100%	100%	25%	86%	54%	61%	100%	-	-	100%	90%	100%	93%	-	95%	46%	90%	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a-b|c|d - e|f - g|h - i|j|k|l|m|n - o|p - q|r|s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_13. What was difficult about making the complaint to ... - UK Mail

Base : Found it difficult to complain to UK Mail

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	7	5	2	1	4	-	2	1	1	-	1	-	-	1	1	-	-	-	-
Weighted Base	7*	6**	***	***	6**	**	***	***	1**	**	1**	**	**	2**	2**	**	**	**	**
Effective Base	4	4	2	1	3	-	2	1	1	-	1	-	-	1	1	-	-	-	-
Finding out how to make a complaint	4	4	-	-	3	-	-	-	-	-	1	-	-	-	2	-	-	-	-
	56%	58%	-	-	57%	-	-	100%	-	-	100%	-	-	-	100%	-	-	-	-
Getting through to the right person to speak to	4	4	-	-	4	-	-	-	1	-	1	-	-	2	-	-	-	-	-
	61%	60%	100%	100%	63%	-	100%	-	100%	-	100%	-	-	100%	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_13. What was difficult about making the complaint to ... - UK Mail

Base : Found it difficult to complain to UK Mail

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	7	2	1	1	4	2	-	-	5	-	3	3	-	1	-	6	1	5	2
Weighted Base	7*	***	..	***	5**	2**	..	..	5**	..	4**	1**	..	1**	..	5**	1**	5**	2**
Effective Base	4	2	1	1	2	2	-	-	2	-	2	2	-	1	-	3	1	3	1
Finding out how to make a complaint	4	-	-	-	3	1	-	-	3	-	2	-	-	1	-	3	1	4	-
	56%	-	-	-	56%	61%	-	-	55%	-	53%	21%	-	100%	-	47%	100%	81%	-
Getting through to the right person to speak to	4	-	-	-	2	2	-	-	2	-	2	1	-	1	-	3	1	2	2
Other (please specify)	61%	100%	-	100%	100%	44%	100%	-	45%	-	47%	79%	-	100%	-	53%	100%	45%	100%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_13. What was difficult about making the complaint to ... - UK Mail

Base : Found it difficult to complain to UK Mail

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	7	-	7	-	4	2	1	6	1	-	-	7	-
Weighted Base	7*	..*	7**	..*	6**	1**	***	6**	1**	..*	..*	7**	..*
Effective Base	4	-	4	-	3	1	1	3	1	-	-	4	-
Finding out how to make a complaint	4	-	4	-	4	-	-	4	-	-	-	4	-
	56%	-	56%	-	56%	-	-	54%	-	-	-	56%	-
Getting through to the right person to speak to	4	-	4	-	3	1	*	3	1	-	-	4	-
	61%	-	61%	-	55%	100%	100%	56%	100%	-	-	61%	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_13. What was difficult about making the complaint to ... - UK Mail

Base : Found it difficult to complain to UK Mail

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	7	-	3	4	-	-	-	-	-	-	-	2	1	-	1	3
Weighted Base	7*	**	2**	4**	**	**	**	**	**	**	**	2**	***	**	1**	3**
Effective Base	4	-	1	3	-	-	-	-	-	-	-	1	1	-	1	2
Finding out how to make a complaint	4	-	2	1	-	-	-	-	-	-	-	2	-	-	1	*
	56%	-	92%	35%	-	-	-	-	-	-	-	95%	-	-	100%	8%
Getting through to the right person to speak to	4	-	4	4	-	-	-	-	-	-	-	*	*	-	1	3
	61%	-	8%	94%	-	-	-	-	-	-	-	5%	100%	-	100%	92%
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_15. What was difficult about making the complaint to ... - Yodel

Base : Found it difficult to complain to Yodel

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	9	-	9	4	5	3	6	2	4	-	1	2	-	6	1	2	-	9	-	9
Weighted Base	10*	**	10**	7**	4**	5**	5**	1**	5**	**	1**	4**	**	5**	1**	4**	**	10**	**	9*
Effective Base	6	-	6	3	3	3	3	2	3	-	1	2	-	4	1	2	-	6	-	9
Finding out how to make a complaint	3	-	3	-	3	3	-	-	2	-	1	-	-	2	1	-	-	3	-	2
	30%	-	30%	-	81%	63%	-	-	36%	-	100%	-	-	31%	100%	-	-	30%	-	22%
Getting through to the right person to speak to	7	-	7	7	*	2	5	-	3	-	-	4	-	3	-	4	-	7	-	6
	66%	-	66%	100%	9%	37%	93%	42%	64%	-	-	100%	-	62%	-	100%	-	66%	-	67%
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	*	-	*	-	*	-	-	*	-	-	-	-	-	*	-	-	-	*	-	1
	4%	-	4%	-	10%	-	7%	58%	-	-	-	-	-	7%	-	-	-	4%	-	11%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_15. What was difficult about making the complaint to ... - Yodel

Base : Found it difficult to complain to Yodel

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	9	2	4	3	-	6	3	7	2	-	2	4	2	1	8	-	9	1	8	-
Weighted Base	10*	2**	5**	3**	-**	7**	3**	10**	1**	-**	2**	6**	3**	**	10**	-**	10**	***	10**	**
Effective Base	6	2	2	2	-	4	2	5	2	-	1	3	2	1	6	-	6	1	6	-
Finding out how to make a complaint	3	2	-	1	-	2	1	3	-	-	1	2	-	-	3	-	3	-	3	-
	30%	69%	-	43%	-	24%	43%	32%	-	-	84%	28%	-	-	31%	-	30%	-	31%	-
Getting through to the right person to speak to	7	1	4	2	-	5	2	7	-	-	4	3	-	-	7	-	7	-	7	-
	66%	31%	91%	57%	-	70%	57%	68%	42%	-	16%	65%	100%	100%	66%	-	66%	100%	65%	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-	9%	-	-	6%	-	-	58%	-	-	7%	-	-	4%	-	4%	-	4%	-

Proportions/Mears: Columns Tested (5% risk level) - a-b|c|d - e|f - g|h - i|j|k|l|m|n - o|p - q|r|s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_15. What was difficult about making the complaint to ... - Yodel

Base : Found it difficult to complain to Yodel

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	9	8	1	-	5	2	2	-	-	-	-	2	-	2	-	1	-	-	2
Weighted Base	10*	10**	***	**	9**	***	1**	-**	..**	..**	..**	3**	..**	3**	..**	3**	..**	..**	***
Effective Base	6	6	1	-	5	2	2	-	-	-	-	2	-	2	-	1	-	-	2
Finding out how to make a complaint	3	3	-	-	3	-	-	-	-	-	-	2	-	1	-	-	-	-	-
30%	30%	31%	-	-	35%	-	-	-	-	-	-	61%	-	44%	-	-	-	-	-
Getting through to the right person to speak to	7	7	+	-	6	+	1	-	-	-	-	1	-	2	-	3	-	-	+
66%	66%	66%	100%	-	65%	100%	66%	-	-	-	-	39%	-	56%	-	100%	-	-	100%
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
4%	4%	-	-	-	-	-	34%	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ6\_15. What was difficult about making the complaint to ... - Yodel

Base : Found it difficult to complain to Yodel

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels					Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	9	5	-	1	3	4	1	1	-	7	1	5	2	2	-	-	7	-	2
Weighted Base	10*	6**	-**	***	4**	6**	***	***	-**	10**	***	8**	2**	1**	-**	-**	10**	-**	3**
Effective Base	6	4	-	1	2	4	1	1	-	5	1	4	1	2	-	5	-	4	
Finding out how to make a complaint	3	1	-	-	-	3	-	-	-	3	-	1	2	-	-	3	-	3	
	30%	23%	-	-	-	52%	-	-	-	32%	-	19%	95%	-	-	32%	-	41%	
Getting through to the right person to speak to	7	5	-	-	4	3	-	-	-	7	-	7	-	-	-	7	-	4	
Other (please specify)	66%	71%	-	-	100%	48%	-	100%	-	68%	100%	81%	5%	42%	-	68%	-	54%	
I don't know	4%	6%	-	100%	-	-	100%	-	-	-	-	-	-	58%	-	-	-	5%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_15. What was difficult about making the complaint to ... - Yodel

Base : Found it difficult to complain to Yodel

Total	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	9	-	9	-	4	4	1	6	2	1	-	9	-
Weighted Base	10*	-**	10**	-**	5**	5**	***	6**	4**	***	-**	10**	-**
Effective Base	6	-	6	-	3	3	1	4	2	1	-	6	-
Finding out how to make a complaint	3	-	3	-	1	2	-	2	1	-	-	3	-
	30%	-	30%	-	31%	32%	-	29%	35%	-	-	30%	-
Getting through to the right person to speak to	7	-	7	-	3	4	*	4	3	-	-	7	-
	66%	-	66%	-	61%	68%	100%	71%	65%	-	-	66%	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-	4%	-	8%	-	-	-	-	100%	-	4%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_15. What was difficult about making the complaint to ... - Yodel

Base : Found it difficult to complain to Yodel

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	9	-	4	5	-	-	-	-	-	-	-	3	1	1	3	1
Weighted Base	10*	**	6**	5**	**	**	**	**	**	**	**	3**	3**	***	3**	2**
Effective Base	6	-	3	3	-	-	-	-	-	-	-	2	1	1	2	1
Finding out how to make a complaint	3	-	2	1	-	-	-	-	-	-	-	2	-	-	1	-
	30%	-	30%	31%	-	-	-	-	-	-	-	59%	-	-	57%	-
Getting through to the right person to speak to	7	-	4	3	-	-	-	-	-	-	-	1	3	*	1	2
	66%	-	63%	69%	-	-	-	-	-	-	-	27%	100%	100%	43%	100%
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	*	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-
	4%	-	7%	-	-	-	-	-	-	-	-	14%	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_16. What was difficult about making the complaint to ... - Amazon Delivery Service/ Logistics

Base : Found it difficult to complain to Amazon Delivery Service/ Logistics

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	12	-	12	5	7	4	8	3	5	4	-	-	-	8	4	-	-	12	-	12
Weighted Base	12*	**	12**	5**	7**	5**	7**	1**	8**	2**	**	**	**	9**	2**	**	**	12**	**	12*
Effective Base	7	-	7	3	4	2	5	2	4	3	-	-	-	5	3	-	-	7	-	12
Finding out how to make a complaint	9	-	9	3	6	4	5	1	6	2	-	-	-	7	2	-	-	9	-	6
	77%	-	77%	58%	89%	89%	69%	62%	79%	78%	-	-	-	77%	78%	-	-	77%	-	50%
Getting through to the right person to speak to	2	-	2	2	*	*	2	*	2	*	-	-	-	2	*	-	-	2	-	4
	17%	-	17%	36%	5%	*	27%	1%	21%	11%	-	-	-	18%	11%	-	-	17%	-	33%
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1	-	1	*	*	*	*	*	*	*	-	-	-	*	*	-	-	1	-	2
	6%	-	6%	6%	6%	10%	4%	37%	-	11%	-	-	-	5%	11%	-	-	6%	-	17%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_16. What was difficult about making the complaint to ... - Amazon Delivery Service/ Logistics

Base : Found it difficult to complain to Amazon Delivery Service/ Logistics

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	12	4	2	2	4	6	6	8	3	1	2	5	3	1	10	1	11	5	6	1
Weighted Base	12*	3**	***	4**	5**	4**	8**	11**	***	***	1**	4**	6**	***	11**	***	11**	2**	9**	1**
Effective Base	7	2	1	2	3	2	5	6	2	1	1	2	3	1	6	1	7	2	5	1
Finding out how to make a complaint	9	3	-	2	4	3	6	9	-	-	1	4	4	-	9	-	9	2	6	1
77%	77%	89%	-	54%	94%	77%	77%	81%	-	-	93%	93%	72%	-	82%	-	79%	85%	73%	100%
Getting through to the right person to speak to	2	-	-	2	-	-	2	2	-	-	-	2	-	-	2	-	2	-	2	-
17%	17%	3%	3%	46%	6%	3%	23%	15%	100%	100%	7%	-	28%	-	16%	100%	15%	15%	18%	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	1	-
6%	6%	8%	97%	-	-	20%	-	4%	-	-	-	7%	-	100%	2%	-	6%	-	8%	-

Proportions/Mears: Columns Tested (5% risk level) - a-b|c|d - e|f - g|h - i|j|k|l|m/n - o|p - q|r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_16. What was difficult about making the complaint to ... - Amazon Delivery Service/ Logistics

Base : Found it difficult to complain to Amazon Delivery Service/ Logistics

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	12	8	4	1	6	1	4	1	1	-	1	-	1	2	1	-	-	1	-
Weighted Base	12*	9**	3**	***	10**	***	1**	***	1**	**	2**	**	2**	3**	2**	**	**	***	**
Effective Base	7	6	1	1	5	1	2	1	1	-	1	-	1	2	1	-	-	1	-
Finding out how to make a complaint	9	7	2	-	9	-	1	-	1	-	-	-	2	3	2	-	-	-	-
77%	74%	85%	-	84%	-	47%	-	100%	-	-	-	100%	100%	100%	-	-	-	-	-
Getting through to the right person to speak to	2	2	+	-	2	-	+	-	-	-	2	-	-	-	-	-	-	-	-
17%	20%	4%	-	16%	-	10%	100%	-	-	100%	-	-	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1	+	+	-	-	+	-	-	-	-	-	-	-	-	-	-	-	-	-
6%	5%	10%	100%	-	100%	43%	-	-	-	-	-	-	-	-	-	-	-	100%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_16. What was difficult about making the complaint to ... - Amazon Delivery Service/ Logistics

Base : Found it difficult to complain to Amazon Delivery Service/ Logistics

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels					Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	12	-	-	3	4	4	-	-	7	-	3	4	5	-	-	7	-	7	5
Weighted Base	12*	-**	-**	2**	5**	5**	-**	-**	6**	-**	4**	3**	4**	-**	-**	7**	-**	7**	4**
Effective Base	7	-	-	1	2	3	-	-	4	-	2	3	3	-	-	4	-	4	3
Finding out how to make a complaint	9	-	-	-	4	5	-	-	4	-	4	1	4	-	-	5	-	5	4
	77%	-	-	-	89%	100%	-	-	65%	-	98%	29%	94%	-	-	67%	-	71%	87%
Getting through to the right person to speak to	2	-	-	2	1	-	-	-	2	-	1	2	1	-	-	2	-	2	1
Other (please specify)	17%	-	-	100%	6%	-	-	-	31%	-	2%	60%	1	-	-	27%	-	25%	2%
I don't know	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	6%	-	-	-	6%	-	-	-	4%	-	-	15%	6%	-	6%	-	4%	11%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_16. What was difficult about making the complaint to ... - Amazon Delivery Service/ Logistics

Base : Found it difficult to complain to Amazon Delivery Service/ Logistics

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	12	-	12	-	5	7	-	8	2	2	-	12	-
Weighted Base	12*	-**	12**	-**	8**	4**	-**	11**	1**	**	-**	12**	-**
Effective Base	7	-	7	-	4	4	-	6	1	1	-	7	-
Finding out how to make a complaint	9	-	9	-	8	1	-	8	1	-	-	9	-
	77%	-	77%	-	99%	33%	-	78%	89%	-	-	77%	-
Getting through to the right person to speak to	2	-	2	-	*	2	-	2	*	*	-	2	-
	17%	-	17%	-	1%	49%	-	18%	11%	6%	-	17%	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1	-	1	-	-	1	-	*	*	*	-	1	-
	6%	-	6%	-	-	19%	-	4%	-	94%	-	6%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ6\_16. What was difficult about making the complaint to ... - Amazon Delivery Service/ Logistics

Base : Found it difficult to complain to Amazon Delivery Service/ Logistics

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	12	-	7	5	-	-	-	-	-	-	-	5	2	1	1	3
Weighted Base	12*	**	**	7**	4**	**	**	**	**	**	**	5**	3**	***	1**	3**
Effective Base	7	-	4	3	-	-	-	-	-	-	-	3	1	1	1	2
Finding out how to make a complaint	9	-	5	4	-	-	-	-	-	-	-	2	3	-	1	3
	77%	-	67%	93%	-	-	-	-	-	-	-	49%	100%	-	100%	91%
Getting through to the right person to speak to	2	-	2	*	-	-	-	-	-	-	-	2	-	-	-	-
	17%	-	26%	*	-	-	-	-	-	-	-	42%	-	100%	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1	-	*	*	-	-	-	-	-	-	-	-	-	-	-	-
	6%	-	6%	6%	-	-	-	-	-	-	-	10%	-	-	-	9%

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_97. What was difficult about making the complaint to ... - Other

Base : Found it difficult to complain to Other

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	6	-	6	2	4	3	3	2	2	-	1	1	-	-	4	1	1	-	5	1	6
Weighted Base	7*	**	7**	2**	5**	2**	5**	***	4**	**	2**	***	**	**	4**	2**	***	**	5**	2**	6*
Effective Base	4	-	4	1	3	1	2	1	2	-	1	1	-	-	2	1	1	-	3	1	6
Finding out how to make a complaint	3	-	3	*	3	*	2	*	2	-	*	*	-	-	2	-	*	-	1	2	4
38%	-	-	38%	2%	53%	14%	50%	100%	51%	-	-	100%	-	-	56%	-	100%	-	13%	100%	67%
Getting through to the right person to speak to	7	-	7	2	5	2	5	-	4	-	2	-	-	-	4	2	-	-	5	2	4
96%	-	-	96%	98%	94%	86%	100%	92%	100%	-	100%	-	-	-	99%	100%	-	-	94%	100%	67%
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_97. What was difficult about making the complaint to ... - Other

Base : Found it difficult to complain to Other

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	6	-	1	4	1	1	5	5	1	-	-	3	3	-	6	-	6	1	5	-
Weighted Base	7*	**	***	5**	2**	***	7**	7**	***	**	**	3**	4**	**	7**	**	7**	***	7**	**
Effective Base	4	-	1	2	1	1	3	4	1	-	-	2	2	-	4	-	4	1	3	-
Finding out how to make a complaint	3	-	-	-	2	-	2	3	-	-	-	1	2	-	3	-	3	*	2	-
38%	38%	-	100%	7%	100%	100%	35%	38%	100%	-	-	21%	52%	-	38%	-	38%	100%	35%	-
Getting through to the right person to speak to	7	-	-	4	2	-	6	7	-	-	-	3	4	-	7	-	7	-	8	-
96%	96%	-	100%	93%	100%	100%	95%	96%	-	-	91%	99%	96%	-	96%	-	96%	100%	95%	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a:b:c:d - e:f - g:h - i:j:k:l:m:n - o:p - q:r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_97. What was difficult about making the complaint to ... - Other

Base : Found it difficult to complain to Other

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6	4	2	-	3	2	-	1	-	-	-	-	1	1	1	-	-	-	2
Weighted Base	7*	5**	2**	**	6**	***	**	***	**	**	**	**	2**	2**	2**	**	**	**	***
Effective Base	4	3	1	-	3	1	-	1	-	-	-	-	1	1	1	-	-	-	1
Finding out how to make a complaint	3	3	*	-	2	*	-	*	-	-	-	-	-	-	2	-	-	-	*
Getting through to the right person to speak to	38%	58%	7%	-	32%	100%	-	100%	-	-	-	-	-	-	100%	-	-	-	100%
Other (please specify)	7	4	2	-	6	-	-	-	-	-	-	-	2	2	2	-	-	-	4
I don't know	96%	94%	89%	-	100%	92%	-	-	-	-	-	-	100%	100%	100%	-	-	-	92%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_97. What was difficult about making the complaint to ... - Other

Base : Found it difficult to complain to Other

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class almost of the time and HH income <£11.5 (b)	Use 2nd class almost of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	6	2	-	1	3	1	1	-	4	1	3	3	-	-	-	6	-	4	2
Weighted Base	7*	4**	-**	***	5**	2**	***	**	5**	***	5**	2**	**	**	**	7**	**	5**	2**
Effective Base	4	2	-	1	2	1	1	-	3	1	2	1	-	-	4	-	2	1	
Finding out how to make a complaint	3	2	-	-	-	2	-	-	1	4	-	2	-	-	3	-	2	-	
	38%	46%	-	100%	8%	100%	100%	-	13%	100%	8%	100%	-	-	38%	-	49%	16%	
Getting through to the right person to speak to	7	4	-	-	5	2	-	-	5	-	5	2	-	-	7	-	4	2	
	96%	100%	-	-	100%	100%	-	-	94%	-	100%	87%	-	-	96%	-	93%	100%	
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(h)(i) - kl(m)(o)(p)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_97. What was difficult about making the complaint to ... - Other

Base : Found it difficult to complain to Other

Total	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	6	-	6	-	3	2	1	5	-	1	-	6	-
Weighted Base	7*	-**	7**	-**	5**	2**	***	7**	-**	***	-**	7**	-**
Effective Base	4	-	4	-	2	1	1	4	-	1	-	4	-
Finding out how to make a complaint	3	-	3	-	-	2	-	3	-	-	-	3	-
	38%	-	38%	-	8%	100%	-	38%	-	100%	-	38%	-
Getting through to the right person to speak to	7	-	7	-	5	2	-	7	-	-	-	7	-
	96%	-	96%	-	100%	88%	-	96%	-	-	-	96%	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ6\_97. What was difficult about making the complaint to ... - Other

Base : Found it difficult to complain to Other

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	6	-	1	5	-	-	-	-	-	-	-	1	-	2	-	3
Weighted Base	7*	**	**	7**	**	**	**	**	**	**	**	**	**	2**	**	5**
Effective Base	4	-	1	3	-	-	-	-	-	-	-	1	-	1	-	2
Finding out how to make a complaint	3	-	*	2	-	-	-	-	-	-	-	-	-	2	-	*
	38%	-	100%	36%	-	-	-	-	-	-	-	100%	-	100%	-	8%
Getting through to the right person to speak to	7	-	-	7	-	-	-	-	-	-	-	-	-	2	-	5
	96%	-	-	100%	-	-	-	-	-	-	-	-	-	98%	-	100%
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_1\_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Royal Mail

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	184	-	184	73	111	79	105	34	55	38	18	21	16	2	89	56	39	18	158	26	184
Weighted Base	221	-**	221	90*	131*	109*	112*	40**	70*	44**	29**	26**	12**	1**	110*	73*	39**	13**	176*	45**	184
Effective Base	117	-	117	47	70	52	66	19	36	26	15	15	7	2	55	41	22	7	99	19	184
Very dissatisfied (1)	13	-	13	4	8	4	8	-	2	3	6	-	*	*	2	9	1	1	9	4	13
	6%	-	6%	5%	6%	4%	7%	-	3%	8%	21%	-	3%	69%	2%	13% <u>un</u>	2%	6%	5%	8%	7%
Fairly dissatisfied (2)	18	-	18	3	15	8	10	1	2	7	2	4	1	-	4	9	5	1	14	4	18
	8%	-	8%	3%	12%	7%	9%	4%	3%	16%	8%	16%	8%	-	3%	12%	13%	7%	8%	9%	10%
Neither satisfied or dissatisfied (3)	40	-	40	11	29	21	18	9	10	8	6	5	2	-	20	13	7	2	33	7	27
	18%	-	18%	12%	22%	20%	16%	23%	15%	17%	20%	20%	16%	-	18%	18%	16%	15%	19%	15%	15%
Fairly satisfied (4)	88	-	88	39	48	42	46	20	28	15	9	9	7	*	48	24	16	7	67	21	75
	40%	-	40%	44%	37%	38%	41%	49%	40%	34%	31%	35%	56%	31%	43%	33%	41%	55%	38%	46%	41%
Very satisfied (5)	57	-	57	31	26	28	29	7	27	11	4	8	-	-	34	15	8	-	50	8	46
	26%	-	26%	35%	20%	26%	26%	19%	38%	29%	15%	29%	1%	-	31%	21%	20%	1%	28%	17%	28%
I don't know / Not applicable	6	-	6	2	4	6	*	2	-	*	2	-	2	-	2	2	2	2	4	2	5
	3%	-	3%	2%	3%	5%	*	6%	-	*	6%	-	16%	-	2%	2%	5%	15%	2%	5%	3%
NET Very/fairly satisfied	145	-	145	71	74	70	75	27	55	26	13	17	7	*	82	39	24	7	117	28	121
	66%	-	66%	73% <u>un</u>	57%	64%	67%	67%	79%	59%	46%	64%	57%	31%	73% <u>un</u>	54%	61%	56%	66%	63%	66%
NET Very/fairly dissatisfied	39	-	39	7	23	12	18	1	5	10	8	4	1	*	6	16	6	2	23	8	31
	14%	-	14%	8%	18%	11%	16%	4%	7%	23%	29%	16%	11%	69%	5%	23% <u>un</u>	16%	14%	13%	17%	17%
Mean	3.74	-	3.74	4.000	3.54	3.78	3.70	3.87	4.07	3.54	3.11	3.77	3.54	1.94	4.000	3.38	3.67	3.44	3.78	3.58	3.69
Std Dev.	1.12	-	1.12	1.03	1.14	1.06	1.17	0.77	0.99	1.25	1.41	1.06	0.86	-	0.92	1.32	1.04	0.99	1.11	1.15	1.17
Std Error	0.08	-	0.08	0.12	0.11	0.12	0.11	0.13	0.13	0.21	0.34	0.23	0.23	-	0.10	0.18	0.17	0.25	0.09	0.23	0.09

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ7\_1\_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled**

**Base : Made a complaint about Royal Mail**

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	184	52	53	41	38	105	79	141	40	20	27	48	47	36	122	21	159	52	122	10
Weighted Base	221	53**	61*	60*	47**	114*	107*	184*	37**	26**	36**	59*	50**	45**	144*	28**	190	70*	142*	9**
Effective Base	117	27	33	31	26	60	57	96	20	13	19	31	28	23	78	14	102	35	77	6
Very dissatisfied (1)	13	6	4	3	-	10	3	12	1	1	-	5	5	2	9	1	11	1	12	-
Fairly dissatisfied (2)	18	3	4	7	3	7	11	18	2	3	2	5	6	1	13	3	14	5	13	-
Neither satisfied or dissatisfied (3)	40	5	12	11	12	17	23	30	10	1	5	9	7	17	21	1	38	10	29	-
Fairly satisfied (4)	88	25	27	18	18	52	36	73	14	9	17	25	22	14	64	9	79	30	54	3
Very satisfied (5)	57	11	15	17	14	26	31	49	9	9	12	12	10	9	34	11	43	24	30	4
I don't know / Not applicable	6	2	-	4	-	2	4	4	2	2	-	2	*	2	2	2	4	-	4	2
NET Very/fairly satisfied	145	37	42	35	32	78	67	122	22	18	29	37	32	23	98	20	122	54	84	7
NET Very/fairly dissatisfied	30	9	8	10	3	17	14	28	2	5	2	10	10	3	23	5	26	6	25	-
Mean	3.74	3.64	3.75	3.69	3.88	3.70	3.78	3.73	3.81	3.86	4.09	3.62	3.53	3.62	3.71	3.94	3.69	4.01*	3.56	4.51
Std Dev.	1.12	1.24	1.09	1.20	0.92	1.16	1.08	1.15	0.96	1.26	0.85	1.17	1.20	0.99	1.13	1.25	1.10	0.94	1.18	0.56
Std Error	0.08	0.18	0.15	0.19	0.15	0.11	0.12	0.10	0.16	0.29	0.16	0.17	0.18	0.17	0.10	0.28	0.09	0.13	0.11	0.19

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_1\_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Royal Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	184	133	51	24	104	28	26	28	7	19	8	10	14	12	13	13	8	4	24
Weighted Base	221	197	24**	3**	191*	14**	10**	6**	7**	40**	12**	13**	24**	21**	31**	12**	1**	14**	
Effective Base	117	105	12	18	94	13	11	18	6	18	8	9	14	11	13	12	8	3	12
Very dissatisfied (1)	13	9	3	1	9	-	3	1	-	3	-	-	1	3	-	2	-	-	-
	6%	5%	14%	25%	5%	-	31%	11%	-	7%	-	-	5%	14%	-	7%	-	-	-
Fairly dissatisfied (2)	18	16	2	-	13	2	2	1	-	4	-	-	3	1	-	3	2	-	2
	8%	8%	9%	17%	7%	14%	21%	16%	-	10%	-	-	13%	6%	-	9%	14%	-	15%
Neither satisfied or dissatisfied (3)	40	33	7	1	35	4	*	*	1	1	3	5	4	4	5	8	4	*	4
	18%	17%	27%	20%	18%	30%	1%	1%	12%	3%	25%	43%	17%	21%	16%	25%	28%	45%	29%
Fairly satisfied (4)	88	77	11	1	79	5	2	2	3	21	5	3	7	7	11	14	7	*	4
	40%	39%	45%	22%	41%	33%	20%	35%	47%	53%	41%	26%	28%	32%	37%	46%	56%	55%	32%
Very satisfied (5)	57	56	1	-	49	3	3	2	3	9	4	4	9	4	13	4	-	-	3
	26%	29%	5%	16%	26%	23%	26%	37%	41%	23%	34%	32%	36%	19%	40%	13%	-	-	24%
I don't know / Not applicable	6	6	*	-	6	-	*	*	-	2	-	-	-	2	2	-	-	-	-
	3%	3%	1%	-	3%	-	1%	1%	-	5%	-	-	-	8%	7%	-	-	-	-
NET Very/fairly satisfied	145	133	12	1	128	8	4	4	6	31	9	7	16	11	24	18	7	*	8
	66%	68%	50%	39%	67%	56%	46%	71%	86%	75%	75%	57%	65%	51%	77%	59%	58%	55%	56%
NET Very/fairly dissatisfied	30	25	6	1	22	2	5	1	-	7	-	-	4	4	-	5	2	-	2
	14%	13%	23%	42%	11%	14%	52%	27%	-	16%	-	-	18%	21%	-	16%	14%	-	15%
Mean	3.74	3.81	3.18	2.88	3.79	3.65	2.89	3.71	4.30	3.79	4.08	3.89	3.77	3.38	4.26	3.50	3.44	3.55	3.65
Std Dev.	1.12	1.09	1.15	1.80	1.06	1.02	1.74	1.53	0.72	1.14	0.80	0.89	1.24	1.35	0.75	1.06	0.75	-	1.04
Std Error	0.08	0.10	0.16	0.37	0.11	0.19	0.35	0.31	0.27	0.27	0.28	0.28	0.33	0.41	0.22	0.29	0.27	-	0.21

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_1\_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Royal Mail

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	184	64	6	15	68	72	27	12	4	140	16	87	68	16	7	6	155	13	118	66
Weighted Base	221	66*	6**	9**	83*	82*	34**	15**	7**	165*	22**	104*	79*	19**	12**	8**	183*	20**	156*	66*
Effective Base	117	38	3	7	42	45	19	9	3	87	11	54	44	10	5	6	98	10	80	37
Very dissatisfied (1)	13	5	-	1	5	7	-	-	-	12	-	8	3	2	-	-	11	-	9	4
	6%	8%	2%	6%	6%	9%	1%	-	-	7%	-	6%	3%	11%	-	-	6%	-	6%	6%
Fairly dissatisfied (2)	18	7	2	-	4	11	1	2	-	15	2	10	4	1	3	-	14	3	9	9
	8%	10%	37%	-	5%	14%	3%	12%	-	9%	8%	10%	6%	3%	25%	-	8%	15%	6%	13%
Neither satisfied or dissatisfied (3)	40	17	-	-	-	21	8	7	4	21	11	10	19	8	1	2	29	3	27	13
	18%	25%	-	-	-	26% <sup>d</sup>	23%	49%	54%	13% <sup>d</sup>	50%	10%	24%	43%	10%	20%	16%	14%	18%	19%
Fairly satisfied (4)	88	21	2	4	40	21	20	4	3	60	7	30	40	8	8	3	69	11	67	21
	40%	31%	33%	39%	43% <sup>a</sup>	29%	60%	32%	37%	32%	32%	29%	33% <sup>a</sup>	42%	65%	38%	38%	24%	42%	31%
Very satisfied (5)	57	15	-	5	35	18	3	2	1	52	2	44	12	-	2	55	2	40	18	
	26%	23%	-	55%	42% <sup>b</sup>	22%	8%	10%	9%	32%	10%	42% <sup>b</sup>	15%	2%	-	21%	30%	8%	25%	27%
I don't know / Not applicable	6	2	2	-	-	4	2	-	-	4	-	2	2	-	-	2	4	2	4	2
	3%	3%	28%	-	-	5%	6%	-	-	2%	-	2%	2%	-	-	21%	2%	8%	2%	3%
NET Very/fairly satisfied	145	36	2	9	75	38	23	6	3	113	9	73	51	8	8	5	124	12	107	38
	66%	55%	33%	94%	89% <sup>a</sup>	47%	68%	40%	46%	53% <sup>a</sup>	42%	71%	65%	44%	65%	58%	68%	62%	68%	59%
NET Very/fairly dissatisfied	30	12	2	1	9	19	1	2	-	27	2	18	7	3	3	-	25	3	18	12
	14%	18%	39%	6%	11%	23%	4%	12%	-	17%	8%	17%	9%	13%	25%	-	14%	15%	12%	19%
Mean	3.74	3.53	2.88	4.37	4.15 <sup>a</sup>	3.38	3.76	3.39	3.55	3.78	3.44	3.89	3.70	3.22	3.39	4.01	3.81	3.60	3.78	3.64
Std Dev.	1.12	1.20	1.18	1.04	1.06	1.25	0.69	0.85	0.71	1.22	0.80	1.28	0.91	0.98	0.90	0.79	1.14	0.89	1.08	1.20
Std Error	0.08	0.15	0.53	0.27	0.13	0.15	0.14	0.25	0.36	0.10	0.20	0.14	0.11	0.24	0.34	0.35	0.09	0.26	0.10	0.15

Proportions: Means: Columns: Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_1\_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Royal Mail

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	184	18	162	4	63	100	21	171	11	1	-	183	1
Weighted Base	221	28**	186	7**	80*	120*	21**	206	14**	***	..*	221	***
Effective Base	117	13	100	4	39	65	14	110	7	1	-	117	1
Very dissatisfied (1)	13	-	13	-	1	10	2	13	-	-	-	13	-
	6%	-	7%	-	1%	8%	10%	6%	-	-	-	6%	-
Fairly dissatisfied (2)	18	3	15	-	8	9	-	18	-	-	-	18	-
	8%	11%	8%	-	10%	8%	-	9%	-	-	-	8%	-
Neither satisfied or dissatisfied (3)	40	1	37	2	13	23	4	38	2	*	-	40	*
	78%	5%	20%	25%	16%	19%	19%	18%	13%	100%	-	78%	100%
Fairly satisfied (4)	88	13	73	1	36	43	8	78	10	-	-	88	-
	40%	46%	39%	21%	45%	36%	37%	38%	69%	-	-	40%	-
Very satisfied (5)	57	10	43	4	20	31	7	55	3	-	-	57	-
	26%	36%	23%	54%	24%	26%	34%	27%	18%	-	-	26%	-
I don't know / Not applicable	6	-	6	-	2	4	-	6	-	-	-	6	-
	3%	-	3%	-	2%	3%	-	3%	-	-	-	3%	-
NET Very/fairly satisfied	145	24	116	5	56	74	15	132	13	-	-	145	-
	66%	85%	62%	75%	70%	62%	71%	64%	87%	-	-	66%	-
NET Very/fairly dissatisfied	30	3	28	-	9	19	2	30	-	-	-	30	-
	14%	11%	15%	-	12%	16%	10%	15%	-	-	-	14%	-
Mean	3.74	4.10	3.66	4.29	3.84	3.66	3.84	3.72	4.06	3.00	-	3.74	3.00
Std Dev.	1.12	0.92	1.14	0.91	0.96	1.19	1.22	1.14	0.57	-	-	1.12	-
Std Error	0.08	0.22	0.09	0.45	0.12	0.12	0.27	0.09	0.17	-	-	0.08	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_1\_1. Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Royal Mail

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	184	-	-	84	100	-	-	-	-	-	-	-	64	20	30	35	35
Weighted Base	221	**	**	103*	116*	**	**	**	**	**	**	**	79*	23**	36**	44**	39**
Effective Base	117	-	-	53	64	-	-	-	-	-	-	-	40	13	19	25	21
Very dissatisfied (1)	13	-	-	5	8	-	-	-	-	-	-	-	2	3	1	2	4
6%	-	-	-	5%	7%	-	-	-	-	-	-	-	3%	11%	4%	5%	11%
Fairly dissatisfied (2)	18	-	-	5	12	-	-	-	-	-	-	-	5	*	4	4	5
8%	-	-	-	5%	11%	-	-	-	-	-	-	-	6%	2%	11%	9%	12%
Neither satisfied or dissatisfied (3)	40	-	-	13	26	-	-	-	-	-	-	-	10	3	11	7	9
18%	-	-	-	13%	22%	-	-	-	-	-	-	-	13%	15%	31%	15%	23%
Fairly satisfied (4)	88	-	-	48	39	-	-	-	-	-	-	-	39	9	7	17	15
40%	-	-	-	47%	33%	-	-	-	-	-	-	-	50%	38%	21%	38%	39%
Very satisfied (5)	57	-	-	29	28	-	-	-	-	-	-	-	23	6	12	12	4
26%	-	-	-	28%	24%	-	-	-	-	-	-	-	29%	27%	34%	27%	11%
I don't know / Not applicable	6	-	-	2	4	-	-	-	-	-	-	-	*	2	-	2	2
3%	-	-	-	2%	4%	-	-	-	-	-	-	-	*	7%	-	5%	5%
NET Very/fairly satisfied	145	-	-	77	68	-	-	-	-	-	-	-	62	15	19	29	19
66%	-	-	-	75% <sup>d</sup>	57%	-	-	-	-	-	-	-	78%	65%	55%	65%	50%
NET Very/fairly dissatisfied	39	-	-	10	20	-	-	-	-	-	-	-	7	3	5	7	9
14%	-	-	-	10%	17%	-	-	-	-	-	-	-	9%	13%	14%	15%	23%
Mean	3.74	-	-	3.91	3.59	-	-	-	-	-	-	-	3.96	3.73	3.71	3.78	3.28
Std Dev	1.12	-	-	1.03	1.17	-	-	-	-	-	-	-	0.95	1.28	1.17	1.15	1.18
Std Error	0.08	-	-	0.11	0.12	-	-	-	-	-	-	-	0.12	0.29	0.21	0.20	0.20

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_3\_1. Thinking of Collect +’s response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Collect +

	Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	44	-	44	21	23	24	20	6	23	10	3	1	1	-	29	13	2	1	38	6	44
Weighted Base	61*	**	61*	32**	29**	37**	24**	6**	34**	16**	4**	1**	**	**	40**	21**	1**	**	54**	7**	44*
Effective Base	31	-	31	16	15	18	13	4	17	8	2	1	1	-	20	10	1	1	27	4	44
Very dissatisfied (1)	3	-	3	-	3	-	3	-	-	-	3	-	*	-	-	3	*	*	3	-	2
Fairly dissatisfied (2)	4%	-	4%	-	9%	-	11%	-	-	-	62%	-	100%	-	-	13%	5%	100%	5%	-	5%
Neither satisfied or dissatisfied (3)	3%	-	3%	6%	-	5%	-	-	6%	-	-	-	-	-	5%	-	-	-	-	-	27%
Fairly satisfied (4)	16	-	16	5	11	9	7	3	11	1	1	1	-	-	14	1	1	-	14	2	12
Very satisfied (5)	26%	-	26%	16%	38%	24%	30%	46%	33%	3%	22%	100%	-	-	35%	7%	95%	-	26%	28%	27%
NET Very/fairly satisfied	22	-	22	12	9	11	10	1	11	10	-	-	-	-	12	10	-	-	20	2	16
NET Very/fairly dissatisfied	35%	-	35%	38%	32%	31%	42%	21%	32%	60%	-	-	-	-	30%	47%	-	-	37%	23%	36%
NET Very/fairly dissatisfied	19	-	19	13	6	15	4	2	10	6	1	-	-	-	12	7	-	-	17	2	13
I don't know / Not applicable	31%	-	31%	40%	21%	40%	16%	33%	29%	38%	16%	-	-	-	30%	33%	-	-	35%	22%	30%
NET Very/fairly satisfied	40	-	40	25	15	28	14	3	21	16	1	-	-	-	24	16	-	-	37	3	29
NET Very/fairly dissatisfied	66%	-	66%	78%	53%	71%	58%	54%	61%	97%	16%	-	-	-	60%	80%	-	-	69%	45%	66%
NET Very/fairly dissatisfied	5	-	5	2	3	2	3	-	2	3	-	-	-	-	2	3	*	*	3	2	3
Mean	3.85	-	3.85	4.11	3.55	4.06	3.52	3.87	3.85	4.35	2.09	3.00	1.00	-	3.85	3.87	2.91	1.00	3.90	3.41	3.84
Std Dev.	1.04	-	1.04	0.90	1.12	0.93	1.14	0.97	0.92	0.54	1.72	-	-	-	0.92	1.28	-	-	1.02	1.19	1.03
Std Error	0.16	-	0.16	0.20	0.23	0.19	0.26	0.40	0.19	0.17	0.99	-	-	-	0.17	0.36	-	-	0.17	0.49	0.16

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_3\_1. Thinking of Collect +’s response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Collect +

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	44	12	11	13	8	23	21	36	7	7	4	15	11	6	30	8	36	16	28	-
Weighted Base	61*	16**	19**	15**	11**	35**	26**	56**	5**	11**	3**	24**	12**	9**	13**	48**	23**	38**	**	
Effective Base	31	7	9	8	7	16	15	28	4	6	2	11	7	4	20	7	24	12	19	-
Very dissatisfied (1)	3	-	3	*	-	3	*	3	*	-	-	3	*	-	3	-	3	-	3	-
	4%	-	14%	*	-	8%	*	5%	1%	-	-	11%	*	-	7%	-	6%	-	7%	-
Fairly dissatisfied (2)	2	-	2	-	-	2	-	2	-	-	-	2	-	-	2	-	2	-	2	-
	3%	-	10%	-	-	5%	-	3%	-	-	-	8%	-	-	5%	-	4%	-	5%	-
Neither satisfied or dissatisfied (3)	16	8	5	2	1	13	3	15	1	1	3	5	7	*	15	1	15	1	15	-
	26%	52%	24%	17%	8%	36%	13%	26%	32%	9%	91%	22%	56%	2%	38%	8%	31%	5%	39%	-
Fairly satisfied (4)	22	2	7	8	4	9	13	18	3	3	*	10	3	6	13	3	19	10	11	-
	35%	13%	36%	57%	37%	26%	46%	33%	66%	27%	9%	40%	25%	62%	33%	23%	38%	44%	30%	-
Very satisfied (5)	19	6	3	4	5	9	10	19	*	7	*	4	2	3	7	9	10	12	7	-
	31%	35%	16%	26%	55%	25%	38%	33%	1%	64%	-	19%	18%	36%	17%	69%	21%	51%	19%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Veryfairly satisfied	40	7	10	12	11	18	23	37	3	10	*	14	5	9	20	12	29	22	19	-
	66%	48%	52%	83%	92%	50%	87%	66%	68%	91%	9%	59%	43%	98%	50%	92%	59%	95%	49%	-
NET Veryfairly dissatisfied	5	-	5	*	-	5	*	5	*	-	-	5	*	-	5	-	5	-	5	-
	8%	-	24%	*	-	13%	*	8%	1%	-	-	19%	*	-	12%	-	10%	-	12%	-
Mean	3.85	3.84	3.31	4.08	4.46	3.54	4.25	3.86	3.67	4.55	3.09	3.47	3.61	4.34	3.48	4.61	3.65	4.46	3.48	-
Std Dev.	1.04	0.95	1.29	0.69	0.68	1.16	0.70	1.08	0.62	0.69	0.34	1.23	0.82	0.54	1.06	0.65	1.04	0.60	1.09	-
Std Error	0.16	0.27	0.39	0.19	0.24	0.24	0.15	0.18	0.23	0.26	0.17	0.32	0.25	0.22	0.19	0.23	0.17	0.15	0.21	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_3\_1. Thinking of Collect +’s response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Collect +

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	44	34	10	5	29	6	6	3	2	3	3	2	4	3	6	4	2	2	4
Weighted Base	61*	55**	6**	1**	55**	4**	1**	1**	2**	6**	5**	2**	7**	5**	13**	11**	3**	***	3**
Effective Base	31	28	3	3	27	3	3	3	2	3	3	2	4	3	6	4	2	1	2
Very dissatisfied (1)	3	-	3	-	3	-	-	-	-	3	-	-	-	-	-	-	-	-	-
	4%	-	49%	6%	5%	1%	-	-	-	43%	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	2	2	-	-	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-
	3%	3%	-	-	3%	-	-	-	-	40%	-	-	-	-	-	-	-	-	-
Neither satisfied or dissatisfied (3)	16	14	2	-	12	2	1	1	-	2	-	1	-	-	4	5	-	-	2
	26%	25%	42%	27%	22%	57%	86%	55%	-	36%	-	40%	-	-	30%	48%	-	-	63%
Fairly satisfied (4)	22	21	-	-	20	1	-	-	-	1	-	-	3	3	2	5	3	-	1
	35%	38%	8%	57%	36%	30%	11%	45%	-	22%	35%	-	49%	63%	12%	52%	100%	88%	24%
Very satisfied (5)	19	19	-	-	18	-	-	-	2	-	1	4	2	8	8	-	-	-	-
	31%	34%	2%	10%	33%	12%	3%	-	100%	-	25%	60%	51%	37%	58%	-	-	-	13%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	40	40	1	-	38	1	-	-	2	1	3	1	7	5	9	5	3	-	1
	66%	72%	10%	67%	69%	41%	14%	45%	100%	22%	60%	60%	100%	100%	70%	52%	100%	88%	37%
NET Very/fairly dissatisfied	5	2	3	-	5	-	-	-	-	3	2	-	-	-	-	-	-	-	-
	8%	3%	49%	6%	8%	1%	-	-	-	43%	40%	-	-	-	-	-	-	-	12%
Mean	3.85	4.02	2.14	3.65	3.89	3.51	3.17	3.45	5.00	2.36	3.44	4.21	4.51	4.37	4.28	3.52	4.00	3.63	3.50
Std Dev.	1.04	0.86	1.29	-	1.07	0.87	-	-	-	1.34	1.40	1.27	0.54	0.54	0.93	0.53	0.00	-	0.86
Std Error	0.16	0.15	0.41	-	0.20	0.36	-	-	-	0.77	0.81	0.90	0.27	0.31	0.38	0.26	0.00	-	0.43

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_3\_1. Thinking of Collect +’s response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Collect +

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	44	9	-	1	17	17	5	4	1	34	5	22	12	4	2	3	34	5	36	8
Weighted Base	61*	12**	**	***	25**	23**	7**	6**	1**	47**	7**	30**	17**	5**	4**	46**	8**	54**	7**	
Effective Base	31	6	-	1	11	12	4	3	1	23	4	14	9	3	2	3	23	4	28	3
Very dissatisfied (1)	3	3	-	-	3	-	-	-	-	3	-	3	-	-	-	3	-	3	-	
	4%	22%	-	-	11%	-	-	-	-	6%	-	9%	-	-	-	6%	-	5%	1%	
Fairly dissatisfied (2)	2	-	-	-	-	-	-	2	-	2	-	-	-	-	2	-	2	2	-	
	3%	-	-	-	-	-	-	33%	-	28%	-	-	-	-	52%	-	24%	4%	-	
Neither satisfied or dissatisfied (3)	16	1	-	*	6	2	7	*	1	8	1	1	5	5	4	1	6	12	4	
	26%	10%	-	100%	24%	9%	100%	3%	100%	17%	17%	3%	31%	100%	100%	26%	13%	66%	23%	
Fairly satisfied (4)	22	7	-	-	5	15	-	2	-	20	2	10	8	-	1	19	1	20	1	
	35%	56%	-	-	30%	66%	-	33%	-	42%	26%	35%	51%	-	21%	41%	10%	38%	16%	
Very satisfied (5)	19	1	-	-	11	6	-	2	-	17	2	16	3	-	-	19	-	17	2	
	31%	12%	-	-	46%	25%	-	31%	-	36%	27%	53%	18%	-	-	40%	-	31%	27%	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	40	8	-	-	16	21	-	4	-	37	4	26	11	-	1	38	1	37	3	
	66%	68%	-	-	65%	91%	-	64%	-	78%	55%	68%	69%	-	21%	81%	10%	69%	44%	
NET Very/fairly dissatisfied	5	3	-	-	3	-	-	2	-	3	2	3	-	-	2	3	2	5	*	
	8%	22%	-	-	11%	-	-	33%	-	6%	28%	9%	-	-	52%	6%	24%	8%	1%	
Mean	3.85	3.36	-	3.00	3.89	4.16	3.00	3.63	3.00	4.02	3.54	4.22	3.87	3.00	3.00	2.69	4.10	2.86	3.86	3.70
Std Dev.	1.04	1.40	-	-	1.32	0.57	0.00	1.36	-	1.03	1.26	1.17	0.71	0.00	0.00	0.94	1.04	0.60	1.06	0.96
Std Error	0.16	0.47	-	-	0.32	0.14	0.00	0.68	-	0.18	0.56	0.25	0.21	0.00	0.00	0.54	0.18	0.27	0.18	0.34

Proportions/Mean: Columns Testad (5% risk level) - ab/c - d/e/f/g/h/i - kl/mn/o/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_3\_1. Thinking of Collect +’s response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Collect +

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	44	8	35	1	20	21	3	40	3	1	-	44	-
Weighted Base	61*	14**	44**	3**	32**	27**	2**	56**	4**	***	..**	61*	..**
Effective Base	31	6	24	1	15	15	2	29	2	1	-	31	-
Very dissatisfied (1)	3	-	3	-	-	3	-	3	-	-	-	3	-
	4%	-	6%	-	-	10%	-	5%	-	-	-	4%	-
Fairly dissatisfied (2)	2	-	2	-	-	2	-	2	-	-	-	2	-
	3%	-	4%	-	-	7%	-	3%	-	-	-	3%	-
Neither satisfied or dissatisfied (3)	16	3	13	-	10	6	-	13	2	*	-	16	-
	26%	21%	30%	-	31%	23%	-	24%	55%	100%	-	26%	-
Fairly satisfied (4)	22	7	15	-	9	10	2	20	2	-	-	22	-
	35%	46%	34%	-	29%	38%	66%	33%	45%	-	-	35%	-
Very satisfied (5)	19	4	12	3	13	6	*	19	-	-	-	19	-
	31%	31%	26%	100%	40%	22%	14%	33%	-	-	-	31%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	40	11	27	3	22	16	2	38	2	-	-	40	-
	66%	79%	60%	100%	69%	59%	100%	68%	45%	-	-	66%	-
NET Very/fairly dissatisfied	5	-	5	-	*	5	-	5	-	-	-	5	-
	8%	-	10%	-	-	17%	-	8%	-	-	-	8%	-
Mean	3.85	4.10	3.69	5.00	4.08	3.54	4.14	3.88	3.45	3.00	-	3.85	-
Std Dev.	1.04	0.74	1.10	0.00	0.86	1.22	0.45	1.07	0.57	-	-	1.04	-
Std Error	0.16	0.26	0.19	0.00	0.19	0.27	0.26	0.17	0.33	-	-	0.16	-

Proportions/Mean: Columns Tested (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_3\_1. Thinking of Collect +’s response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Collect +

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	44	-	-	20	24	-	-	-	-	-	-	-	13	7	5	11	8
Weighted Base	61*	**	**	31**	30**	**	**	**	**	**	**	**	19**	12**	3**	19**	7**
Effective Base	31	-	-	14	17	-	-	-	-	-	-	-	9	5	3	10	5
Very dissatisfied (1)	3 4%	-	-	3	-	-	-	-	-	-	-	-	-	3	-	-	-
Fairly dissatisfied (2)	2 3%	-	-	2	-	-	-	-	-	-	-	-	-	2	-	-	-
Neither satisfied or dissatisfied (3)	16 26%	-	-	10	6	-	-	-	-	-	-	-	3	7	8	8	-
Fairly satisfied (4)	22 35%	-	-	10	11	-	-	-	-	-	-	-	10	*	3	6	3
Very satisfied (5)	19 31%	-	-	7	12	-	-	-	-	-	-	-	7	-	1	7	4
I don't know / Not applicable	-	-	-	21%	41%	-	-	-	-	-	-	-	34%	-	20%	38%	58%
NET Very/fairly satisfied	40 66%	-	-	17	24	-	-	-	-	-	-	-	17	*	3	13	7
NET Very/fairly dissatisfied	5 8%	-	-	5	-	-	-	-	-	-	-	-	86%	1%	95%	67%	100%
Mean	3.85	-	-	3.52	4.19	-	-	-	-	-	-	-	4.21	2.38	4.15	4.05	4.58
Std Dev	1.04	-	-	1.17	0.78	-	-	-	-	-	-	-	0.68	0.88	0.56	0.86	0.53
Std Error	0.16	-	-	0.26	0.16	-	-	-	-	-	-	-	0.19	0.33	0.25	0.26	0.19

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_4\_1. Thinking of DHL's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DHL

Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	48	-	48	25	23	26	22	12	14	11	2	7	1	1	26	13	9	2	37	11	48
Weighted Base	69*	**	69*	41**	29**	41**	28**	15**	22**	18**	2**	8**	2**	2**	38**	20**	12**	4**	52**	17**	48*
Effective Base	34	-	34	19	15	18	16	7	11	8	2	4	1	1	18	10	6	2	27	7	48
Very dissatisfied (1)	3	-	3	-	3	-	2	1	2	-	-	-	-	-	3	-	-	-	3	-	4
4%	-	-	4%	-	9%	1%	9%	4%	9%	-	-	1%	-	-	7%	-	1%	-	5%	-	8%
Fairly dissatisfied (2)	4	-	4	2	1	4	-	4	-	-	-	-	-	-	4	-	-	-	4	-	2
5%	-	-	5%	6%	4%	9%	-	23%	-	-	-	-	-	-	9%	-	-	-	7%	-	4%
Neither satisfied or dissatisfied (3)	9	-	9	7	2	6	3	4	2	-	1	-	-	2	6	1	2	2	9	-	5
13%	-	-	13%	18%	6%	14%	12%	25%	9%	-	67%	-	100%	16%	7%	14%	44%	17%	-	-	10%
Fairly satisfied (4)	32	-	32	18	14	18	15	6	7	10	-	7	2	-	13	10	9	2	19	14	22
47%	-	-	47%	44%	50%	43%	52%	40%	33%	56%	-	83%	100%	-	36%	50%	75%	56%	36%	79%	46%
Very satisfied (5)	22	-	22	13	9	14	8	1	11	8	1	1	-	12	8	1	-	18	4	18	15
31%	-	-	31%	32%	31%	36%	37%	8%	46%	44%	33%	16%	-	32%	42%	11%	-	38%	21%	38%	31%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	54	-	54	31	23	32	22	7	18	18	1	8	2	-	26	18	10	2	37	17	37
78%	-	-	78%	76%	81%	77%	79%	48%	81%	100%	33%	99%	100%	-	68%	93%	86%	56%	71%	100%	77%
NET Very/fairly dissatisfied	6	-	6	2	4	4	2	4	2	-	-	-	-	6	-	-	-	6	-	6	6
9%	-	-	9%	6%	14%	9%	9%	27%	9%	-	-	1%	-	17%	-	1%	-	12%	-	13%	
Mean	3.96	-	3.96	4.02	3.88	4.01	3.89	3.24	4.11	4.44	3.65	4.14	4.00	3.76	4.35	3.96	3.56	3.88	4.21	3.88	
Std Dev.	1.01	-	1.01	0.87	1.19	0.95	1.10	1.05	1.21	0.51	1.29	0.50	0.00	1.21	0.63	0.57	0.58	1.13	0.42	1.16	
Std Error	0.15	-	0.15	0.17	0.25	0.19	0.23	0.30	0.32	0.15	0.91	0.19	0.00	0.24	0.17	0.19	0.41	0.19	0.13	0.17	

Proportions/Mean: Columns Tested (5% risk level) - a-b - c-d - e-f - g-h/i/j/k/l-m - n-o/p/q - r-s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_4\_1. Thinking of DHL's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DHL

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	48	20	10	7	11	30	18	40	8	10	6	9	9	13	24	11	37	24	23	1
Weighted Base	69*	30**	16**	8**	15**	46**	24**	58**	11**	16**	10**	10**	13**	19**	33**	18**	52**	38**	31**	1**
Effective Base	34	13	8	5	9	20	15	28	6	7	5	6	8	9	18	8	27	17	17	1
Very dissatisfied (1)	3	2	*	-	*	3	-	3	*	-	-	-	-	2	-	-	3	1	2	-
4%	7%	2%	-	2%	6%	1%	4%	2%	2%	4%	-	-	12%	1%	1%	5%	2%	7%	-	
Fairly dissatisfied (2)	4	2	-	-	1	2	1	2	1	1	2	-	-	2	1	2	4	-	-	
5%	8%	-	-	8%	5%	5%	4%	11%	8%	23%	-	-	-	7%	4%	9%	-	-		
Neither satisfied or dissatisfied (3)	9	2	5	-	1	8	1	3	6	2	4	-	4	-	7	2	7	3	6	
13%	7%	34%	-	9%	16%	6%	6%	50%	12%	36%	-	28%	-	21%	11%	14%	9%	18%		
Fairly satisfied (4)	32	15	7	4	6	22	10	28	4	8	4	6	2	13	12	8	25	19	13	
47%	50%	46%	42%	45%	49%	43%	49%	36%	49%	37%	55%	18%	70%	35%	44%	48%	45%	42%		
Very satisfied (5)	22	8	3	5	6	11	11	22	-	5	5	7	4	12	6	15	12	10	10	
31%	28%	18%	58%	38%	24%	45%	37%	-	29%	-	45%	55%	19%	35%	37%	29%	31%	33%		
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	54	23	10	8	12	33	21	50	4	12	4	10	9	16	23	14	40	30	23	
75%	78%	64%	100%	81%	73%	87%	86%	36%	79%	37%	100%	72%	88%	71%	81%	77%	80%	75%		
NET Very/fairly dissatisfied	6	4	*	-	2	5	2	5	2	2	3	-	2	3	2	5	4	2	-	
9%	15%	2%	-	10%	10%	6%	8%	14%	10%	27%	-	-	12%	8%	9%	11%	7%	-		
Mean	3.96	3.84	3.78	4.58	4.07	3.81	4.25	4.11	3.20	3.97	3.07	4.45	4.27	3.84	3.97	4.08	3.92	3.99	3.93	4.00
Std Dev.	1.01	1.15	0.84	0.53	1.00	1.04	0.89	0.99	0.76	0.96	0.91	0.52	0.90	1.13	0.98	0.97	1.03	0.97	1.08	
Std Error	0.15	0.26	0.27	0.20	0.30	0.19	0.21	0.16	0.27	0.30	0.37	0.17	0.30	0.31	0.20	0.29	0.17	0.20	0.23	

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_4\_1. Thinking of DHL's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DHL

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	48	41	7	2	35	5	3	5	4	5	2	3	4	5	8	2	2	-	5
Weighted Base	69*	65*	4**	2**	64*	3**	1**	1**	3**	13**	3**	4**	7**	8**	19**	5**	3**	**	3**
Effective Base	34	32	2	1	30	2	2	3	4	5	2	3	4	5	8	2	2	-	2
Very dissatisfied (1)	3	3	*	-	2	*	*	*	-	2	-	-	-	-	-	-	-	-	-
	4%	4%	2%	-	3%	12%	26%	5%	-	17%	-	-	-	-	-	-	-	-	12%
Fairly dissatisfied (2)	4	4	-	-	4	-	-	-	-	-	-	-	-	1	-	2	-	-	-
	5%	5%	-	-	6%	-	-	-	-	-	-	-	-	16%	-	45%	-	-	-
Neither satisfied or dissatisfied (3)	9	5	4	2	9	-	-	-	-	4	-	1	-	2	-	2	-	-	-
	13%	8%	90%	96%	14%	-	-	-	-	32%	-	34%	-	10%	-	58%	-	-	-
Fairly satisfied (4)	32	32	-	-	31	1	-	1	2	6	-	1	5	3	9	3	-	-	1
	47%	49%	4%	4%	48%	18%	-	86%	77%	51%	-	34%	73%	42%	49%	-	-	-	15%
Very satisfied (5)	22	22	-	-	19	2	1	*	1	-	3	1	2	3	8	-	1	-	2
	31%	33%	4%	-	29%	70%	74%	9%	23%	-	100%	32%	27%	42%	41%	-	42%	-	70%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	54	54	-	-	50	3	1	1	3	9	3	3	7	6	17	3	1	-	3
	78%	82%	8%	4%	77%	88%	74%	93%	100%	51%	100%	66%	100%	84%	90%	55%	42%	-	88%
NET Very/fairly dissatisfied	6	6	*	-	6	*	*	*	-	2	-	-	-	1	-	2	-	-	*
	9%	10%	2%	-	9%	12%	26%	5%	-	17%	-	-	-	16%	-	45%	-	-	12%
Mean	3.96	4.02	3.09	3.04	3.95	4.34	3.95	3.93	4.23	3.18	5.00	3.97	4.27	4.09	4.31	3.11	3.84	-	4.34
Std Dev.	1.01	1.01	0.58	-	0.98	1.60	-	-	0.52	1.12	*	0.93	0.48	1.11	0.66	1.11	1.23	-	1.60
Std Error	0.15	0.16	0.22	-	0.17	0.72	-	-	0.26	0.50	*	0.54	0.24	0.49	0.23	0.78	0.87	-	0.72

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_4\_1. Thinking of DHL's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DHL

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	48	8	1	1	21	22	3	2	-	43	2	19	20	5	3	1	39	4	42	6
Weighted Base	69*	12**	***	2**	34**	30**	3**	3**	**	64*	3**	29**	25**	8**	6**	1**	54**	7**	63*	6**
Effective Base	34	6	1	1	15	16	3	2	-	30	2	14	14	4	2	1	28	2	31	3
Very dissatisfied (1)	3	2	-	-	-	2	-	-	-	3	-	1	2	-	-	3	-	1	2	36%
	4%	18%	-	-	1%	8%	-	-	-	4%	-	2%	8%	1%	-	5%	-	15%	-	-
Fairly dissatisfied (2)	4	2	-	-	-	2	-	1	-	2	1	-	-	-	1	-	1	4	4	-
	5%	19%	-	-	-	8%	-	48%	-	4%	48%	-	-	28%	-	100%	-	18%	6%	-
Neither satisfied or dissatisfied (3)	9	2	-	2	2	7	-	-	-	9	-	4	1	3	-	5	-	8	8	1
	13%	14%	-	100%	6%	24%	-	-	-	14%	-	14%	6%	43%	-	10%	-	12%	24%	-
Fairly satisfied (4)	32	5	-	-	21	10	1	-	-	31	-	15	13	-	4	-	28	4	32	-
	47%	38%	100%	-	60%	35%	51%	-	-	48%	-	52%	52%	-	77%	-	52%	63%	50%	8%
Very satisfied (5)	22	1	-	-	11	8	1	1	-	19	1	10	9	2	1	-	18	1	20	2
	31%	11%	-	-	33%	26%	49%	52%	-	30%	52%	33%	34%	28%	23%	-	33%	19%	31%	32%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	54	6	-	-	32	18	3	1	-	50	1	25	21	2	6	-	46	6	52	2
	78%	49%	100%	-	93%	60%	100%	52%	-	78%	52%	84%	86%	28%	100%	-	85%	82%	82%	39%
NET Very/fairly dissatisfied	6	4	-	-	5	5	-	1	-	5	1	1	2	2	-	1	3	1	4	2
	9%	37%	-	-	1%	16%	-	48%	-	8%	48%	2%	8%	29%	-	100%	5%	18%	7%	36%
Mean	3.96	3.05	4.00	3.00	4.25	3.62	4.49	3.55	-	3.96	3.55	4.13	4.03	3.27	4.23	2.00	4.08	3.83	4.05	2.99
Std Dev.	1.01	1.38	-	-	0.65	1.20	0.63	1.91	-	0.99	1.91	0.81	1.10	1.25	0.47	-	0.94	1.02	0.86	1.84
Std Error	0.15	0.49	-	-	0.14	0.26	0.36	1.35	-	0.15	1.35	0.19	0.25	0.56	0.27	-	0.15	0.51	0.13	0.75

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_4\_1. Thinking of DHL's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DHL

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	48	10	38	-	22	24	2	39	9	-	-	48	-
Weighted Base	69*	17**	52**	**	34**	34**	2**	53**	16**	**	**	69*	**
Effective Base	34	7	28	-	15	18	2	28	7	-	-	34	-
Very dissatisfied (1)	3	-	3	-	-	2	-	3	-	-	-	3	-
	4%	-	5%	-	1%	7%	-	5%	-	-	-	4%	-
Fairly dissatisfied (2)	4	-	4	-	2	1	-	2	1	-	-	4	-
	5%	-	7%	-	7%	4%	-	4%	8%	-	-	5%	-
Neither satisfied or dissatisfied (3)	9	2	7	-	6	3	-	3	6	-	-	9	-
	13%	12%	13%	-	17%	10%	-	6%	34%	-	-	13%	-
Fairly satisfied (4)	32	8	25	-	18	14	2	24	8	-	-	32	-
	47%	46%	47%	-	48%	43%	100%	46%	50%	-	-	47%	-
Very satisfied (5)	22	7	15	-	9	12	-	20	1	-	-	22	-
	31%	42%	28%	-	28%	36%	-	38%	8%	-	-	31%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	54	15	39	-	28	26	2	44	10	-	-	54	-
	78%	88%	75%	-	76%	79%	100%	84%	58%	-	-	78%	-
NET Very/fairly dissatisfied	6	-	6	-	3	4	-	5	1	-	-	6	-
	9%	-	12%	-	8%	11%	-	9%	8%	-	-	9%	-
Mean	3.96	4.29	3.86	-	3.95	3.97	4.00	4.08	3.59	-	-	3.96	-
Std Dev.	1.01	0.69	1.07	-	0.91	1.14	-	1.05	0.77	-	-	1.01	-
Std Error	0.15	0.22	0.17	-	0.19	0.23	-	0.17	0.26	-	-	0.15	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ7\_4\_1. Thinking of DHL's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DHL

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	48	-	16	32	-	-	-	-	-	-	-	11	5	10	8	14
Weighted Base	69*	**	32**	37**	**	**	**	**	**	**	**	21**	10**	17**	10**	11**
Effective Base	34	-	13	22	-	-	-	-	-	-	-	9	5	8	6	8
Very dissatisfied (1)	3	-	2	1	-	-	-	-	-	-	-	-	2	-	-	-
	4%	-	7%	2%	-	-	-	-	-	-	-	-	20%	-	2%	4%
Fairly dissatisfied (2)	4	-	-	4	-	-	-	-	-	-	-	-	-	2	1	-
	5%	-	-	9%	-	-	-	-	-	-	-	-	-	13%	13%	-
Neither satisfied or dissatisfied (3)	9	-	2	7	-	-	-	-	-	-	-	2	-	5	-	2
	13%	-	7%	16%	-	-	-	-	-	-	-	10%	-	29%	-	17%
Fairly satisfied (4)	32	-	16	16	-	-	-	-	-	-	-	10	6	6	4	6
	47%	-	52%	42%	-	-	-	-	-	-	-	49%	58%	37%	38%	55%
Very satisfied (5)	22	-	11	11	-	-	-	-	-	-	-	9	2	3	4	3
	31%	-	35%	28%	-	-	-	-	-	-	-	42%	22%	20%	47%	24%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	54	-	28	26	-	-	-	-	-	-	-	19	8	10	8	8
	78%	-	87%	70%	-	-	-	-	-	-	-	90%	80%	57%	84%	79%
NET Very/fairly dissatisfied	6	-	2	4	-	-	-	-	-	-	-	-	2	2	2	-
	9%	-	7%	11%	-	-	-	-	-	-	-	-	20%	13%	16%	4%
Mean	3.96	-	4.09	3.86	-	-	-	-	-	-	-	4.32	3.62	3.65	4.13	3.95
Std Dev	1.01	-	1.02	1.00	-	-	-	-	-	-	-	0.66	1.44	0.98	1.16	0.92
Std Error	0.15	-	0.25	0.18	-	-	-	-	-	-	-	0.20	0.64	0.31	0.41	0.25

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_5\_1. Thinking of FedEx's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about FedEx

	Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	52	-	52	30	22	25	27	9	22	15	2	3	1	-	31	17	4	1	44	8	52
Weighted Base	81*	**	81*	53**	28**	46**	35**	10**	41**	23**	3**	3**	2**	**	50**	26**	5**	2**	65*	16**	81*
Effective Base	40	-	40	24	18	21	20	7	19	11	2	1	1	-	25	13	2	1	34	7	40
Very dissatisfied (1)	2	-	2	-	2	2	-	-	2	-	-	-	-	-	2	-	-	-	2	-	2
3%	-	-	3%	-	7%	4%	-	-	5%	-	-	-	-	-	4%	-	-	-	3%	-	4%
Fairly dissatisfied (2)	5	-	5	2	2	2	3	-	2	3	-	-	-	-	2	3	-	-	2	2	5
6%	-	-	6%	4%	8%	4%	8%	-	4%	11%	-	-	-	-	4%	10%	-	-	4%	14%	10%
Neither satisfied or dissatisfied (3)	18	-	18	9	9	9	8	2	12	2	1	-	-	-	14	4	-	-	14	4	12
22%	-	-	22%	17%	31%	20%	23%	22%	29%	9%	50%	-	-	-	28%	14%	-	-	21%	25%	23%
Fairly satisfied (4)	37	-	37	29	8	23	14	3	19	12	-	3	-	-	23	12	3	-	29	9	20
46%	-	-	46%	55%	29%	50%	40%	34%	48%	50%	-	100%	-	-	45%	45%	60%	-	44%	54%	38%
Very satisfied (5)	20	-	20	13	7	10	10	4	6	7	1	-	2	-	10	8	2	2	18	1	13
24%	-	-	24%	25%	25%	21%	28%	41%	14%	29%	50%	-	100%	-	19%	31%	40%	100%	28%	7%	25%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	57	-	57	42	15	33	24	7	25	18	1	3	2	-	32	20	5	18	47	10	33
70%	-	-	70%	78%	54%	72%	68%	76%	61%	79%	50%	100%	100%	-	64%	76%	100%	100%	72%	61%	63%
NET Very/fairly dissatisfied	7	-	7	2	4	4	3	-	4	3	-	-	-	-	4	3	-	-	4	2	7
8%	-	-	8%	5%	15%	8%	8%	3%	9%	11%	-	-	-	-	8%	10%	-	-	7%	14%	13%
Mean	3.83	-	3.83	3.97	3.57	3.80	3.88	4.14	3.61	3.96	4.00	4.00	5.00	-	3.71	3.97	4.40	5.00	3.91	3.54	3.71
Std Dev.	0.95	-	0.95	0.78	1.18	0.97	0.93	0.90	0.96	0.94	1.23	0.00	*	-	0.97	0.94	0.54	*	0.97	0.85	1.07
Std Error	0.13	-	0.13	0.14	0.25	0.19	0.18	0.30	0.21	0.24	0.87	0.00	*	-	0.17	0.23	0.27	*	0.15	0.30	0.15

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_5\_1. Thinking of FedEx's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about FedEx

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	52	16	14	13	9	30	22	44	8	4	4	20	9	13	33	5	46	21	29	2
Weighted Base	81*	22**	25**	21**	14**	47**	35**	73*	9**	6**	5**	36**	14**	17**	56**	7**	73*	38**	42**	1**
Effective Base	40	11	12	11	7	22	18	35	6	3	3	17	7	9	27	4	36	17	23	1
Very dissatisfied (1)	2	-	-	2	-	-	2	2	-	-	-	-	2	-	2	-	-	-	2	-
Fairly dissatisfied (2)	3%	-	-	10%	-	-	6%	3%	-	-	-	-	15%	-	4%	-	3%	-	5%	-
Neither satisfied or dissatisfied (3)	5	2	3	-	-	4	-	4	1	-	-	2	2	-	4	-	4	-	4	-
Fairly satisfied (4)	6%	8%	10%	-	2%	9%	1%	6%	6%	5%	5%	5%	16%	1%	8%	4%	6%	1%	10%	8%
Very satisfied (5)	18	6	6	3	2	12	6	17	-	-	4	9	-	5	13	-	18	7	11	-
I don't know / Not applicable	22%	29%	24%	16%	15%	26%	16%	24%	4%	-	72%	24%	-	29%	22%	-	24%	18%	25%	-
NET Very/fairly satisfied	37	8	14	8	7	22	16	36	1	1	-	19	7	11	25	1	36	18	20	-
NET Very/fairly dissatisfied	46%	38%	55%	41%	51%	47%	45%	49%	16%	25%	-	52%	46%	60%	46%	18%	49%	46%	46%	-
Mean	20	6	3	7	4	9	11	13	6	4	1	7	3	2	12	6	13	13	6	1
Std Dev	24%	25%	11%	33%	32%	18%	33%	18%	73%	71%	23%	19%	23%	10%	21%	78%	18%	35%	13%	92%
NET Very/fairly satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly dissatisfied	57	14	16	15	12	30	27	49	8	5	1	26	10	12	37	7	49	31	25	1
Std Error	70%	63%	66%	74%	83%	66%	77%	68%	89%	95%	23%	71%	69%	70%	66%	96%	67%	61%	60%	92%
Proportions/Mean	7	2	3	2	*	4	2	6	1	*	*	2	4	*	6	*	6	*	6	*
Std Error	8%	8%	10%	10%	2%	9%	7%	8%	6%	5%	5%	5%	31%	*	11%	4%	9%	1%	15%	8%
Mean	3.83	3.80	3.67	3.87	4.13	3.73	3.98	3.75	4.56	4.61	3.40	3.86	3.46	3.80	3.72	4.71	3.74	4.15	3.53	4.76
Std Dev	0.95	0.95	0.82	1.20	0.76	0.88	1.04	0.92	0.90	0.80	0.99	0.79	1.44	0.62	1.01	0.70	0.93	0.74	1.02	-
Std Error	0.13	0.24	0.22	0.33	0.25	0.16	0.22	0.14	0.32	0.40	0.50	0.18	0.48	0.17	0.18	0.31	0.14	0.16	0.19	-

Proportions/Mean: Column Test (5% risk level) - a-b|c|d - e|f - g|h - i|j|k|l|m/n - o|p - q|r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_5\_1. Thinking of FedEx's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about FedEx

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	52	47	5	2	39	7	2	4	3	4	6	3	4	5	7	5	2	-	7
Weighted Base	81*	75*	6**	***	73*	7**	***	1**	2**	8**	9**	5**	7**	9**	18**	13**	2**	**	7**
Effective Base	40	39	2	2	35	4	1	3	3	4	6	3	4	5	7	5	2	-	4
Very dissatisfied (1)	2	2	*	-	-	2	*	-	-	-	-	-	-	-	-	-	-	-	2
	3%	3%	1%	58%	-	30%	18%	-	-	-	-	-	-	-	-	-	-	-	30%
Fairly dissatisfied (2)	5	5	*	-	4	*	-	*	-	-	-	-	-	-	2	-	-	-	4
	6%	6%	1%	42%	5%	5%	-	31%	-	-	-	2	-	13%	-	-	-	-	5%
Neither satisfied or dissatisfied (3)	18	18	-	-	16	1	*	*	1	2	3	1	-	1	7	-	-	-	1
	22%	23%	-	-	22%	13%	82%	29%	32%	27%	33%	31%	-	17%	40%	-	-	-	13%
Fairly satisfied (4)	37	31	6	-	35	2	-	*	-	6	4	1	3	5	3	11	1	-	2
	46%	42%	98%	-	49%	30%	-	40%	-	73%	41%	31%	51%	59%	15%	84%	50%	-	30%
Very satisfied (5)	20	20	-	-	18	1	-	-	2	-	2	-	3	2	6	2	1	-	1
	24%	26%	-	-	25%	22%	-	-	68%	-	25%	-	49%	24%	31%	16%	50%	-	22%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Veryfairly satisfied	57	51	6	-	53	4	-	*	2	6	6	1	7	8	13	2	-	-	4
	70%	68%	98%	-	73%	52%	-	40%	68%	73%	67%	31%	100%	83%	47%	100%	-	-	52%
NET Veryfairly dissatisfied	7	7	*	-	4	2	*	*	-	-	-	2	-	2	-	-	-	-	2
	8%	9%	2%	100%	5%	35%	18%	31%	-	-	-	37%	-	13%	-	-	-	-	35%
Mean	3.83	3.83	3.94	1.42	3.92	3.09	2.65	3.09	4.37	3.73	3.92	2.94	4.49	4.07	3.65	4.16	4.50	-	3.09
Std Dev.	0.95	0.98	0.43	-	0.83	1.68	-	-	1.21	0.47	0.81	0.94	0.54	0.68	1.09	0.38	0.66	-	1.68
Std Error	0.13	0.14	0.19	-	0.13	0.64	-	-	0.70	0.24	0.33	0.54	0.27	0.30	0.41	0.17	0.47	-	0.64

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_5\_1. Thinking of FedEx's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about FedEx

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	52	13	-	4	16	21	12	3	-	37	3	14	26	7	4	1	40	5	48	4
Weighted Base	81*	16**	**	5**	32**	30**	18**	2**	**	62*	2**	29**	37**	8**	7**	1**	66*	7**	77*	5**
Effective Base	40	9	-	3	14	17	9	1	-	31	1	13	19	4	4	1	32	5	38	3
Very dissatisfied	(1) 2	-	-	-	-	2	-	-	-	2	-	-	-	2	-	-	-	-	2	-
	3%	*	-	-	-	7%	-	-	-	3%	-	-	-	25%	-	-	-	-	3%	-
Fairly dissatisfied	(2) 5	-	-	-	-	4	*	*	-	4	*	-	2	2	-	-	2	-	5	-
	6%	-	-	-	-	14%	2%	4%	-	7%	4%	-	6%	29%	-	-	3%	-	6%	-
Neither satisfied or dissatisfied	(3) 18	4	-	*	2	9	6	*	-	11	*	4	9	*	5	-	13	5	18	-
	22%	27%	-	8%	6%	31%	34%	15%	-	18%	15%	13%	25%	5%	68%	-	19%	61%	23%	-
Fairly satisfied	(4) 37	6	-	-	19	7	11	1	-	25	1	12	21	2	2	-	33	2	35	2
	46%	39%	-	-	57%	24%	60%	81%	-	41%	81%	43%	57%	24%	32%	-	51%	28%	46%	41%
Very satisfied	(5) 20	5	-	4	12	7	1	-	-	19	-	13	4	1	-	1	17	1	17	3
	24%	33%	-	92%	37%	24%	4%	-	-	31%	-	44%	12%	18%	-	100%	26%	11%	22%	59%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	57	12	-	4	30	15	11	1	-	44	1	25	25	3	2	1	51	3	52	5
	70%	73%	-	92%	84%	48%	64%	81%	-	72%	81%	87%	69%	42%	32%	100%	77%	39%	68%	100%
NET Very/fairly dissatisfied	7	-	-	-	-	6	*	*	-	6	*	-	2	4	-	-	2	-	7	-
	8%	-	-	-	-	21%	2%	4%	-	10%	4%	-	6%	53%	-	-	4%	-	9%	-
Mean	3.83	4.05	-	4.83	4.31	3.44	3.66	3.78	-	3.88	3.78	4.32	3.75	2.82	3.32	5.00	4.00	3.50	3.79	4.59
Std Dev	0.95	0.83	-	0.62	0.59	1.21	0.60	-	-	1.04	-	0.70	0.76	1.58	0.51	-	0.78	0.73	0.95	0.55
Std Error	0.13	0.23	-	0.31	0.15	0.26	0.17	-	-	0.17	-	0.19	0.15	0.60	0.25	-	0.12	0.33	0.14	0.28

Proportions/Mean: Columns Tested (5% risk level) - a|b|c - d|e|f|g|h|i - k|l|m|n|o|p|q - r|s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_5\_1. Thinking of FedEx's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about FedEx

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	52	7	43	2	23	25	4	44	6	1	-	51	1
Weighted Base	81*	11**	66*	4**	42**	38**	1**	72*	9**	***	..**	81*	***
Effective Base	40	6	33	2	19	20	2	35	5	1	-	40	1
Very dissatisfied (1)	2	-	2	-	-	2	-	2	-	-	-	2	-
	3%	-	3%	-	-	5%	-	3%	-	-	-	3%	-
Fairly dissatisfied (2)	5	-	5	-	-	4	*	5	-	-	-	5	*
	6%	-	7%	-	-	11%	28%	6%	-	-	-	6%	100%
Neither satisfied or dissatisfied (3)	18	-	18	-	12	6	-	14	4	*	-	18	-
	22%	-	27%	-	27%	16%	-	19%	41%	100%	-	22%	-
Fairly satisfied (4)	37	5	32	-	19	18	-	33	4	-	-	37	-
	46%	46%	49%	-	46%	46%	-	46%	46%	-	-	46%	-
Very satisfied (5)	20	6	9	4	11	7	1	18	1	-	-	20	-
	24%	52%	14%	100%	27%	20%	65%	26%	13%	-	-	24%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	57	11	41	4	31	25	1	52	5	-	-	57	-
	70%	100%	63%	100%	73%	67%	65%	72%	59%	-	-	70%	-
NET Very/fairly dissatisfied	7	-	7	-	-	6	*	7	-	-	-	7	*
	8%	-	10%	-	-	17%	35%	9%	-	-	-	8%	100%
Mean	3.83	4.52	3.64	5.00	4.00	3.65	3.89	3.85	3.72	3.00	-	3.84	2.00
Std Dev.	0.95	0.52	0.93	0.00	0.75	1.10	-	0.98	0.72	-	-	0.95	-
Std Error	0.13	0.20	0.14	0.00	0.16	0.22	-	0.15	0.29	-	-	0.13	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

***Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)***

**QJ7\_5\_1. Thinking of FedEx's response to your complaint, how satisfied were you with... How your complaint was handled**

**Base : Made a complaint about FedEx**

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	52	-	-	27	25	-	-	-	-	-	-	-	19	9	5	14	6
Weighted Base	81*	**	**	43**	38**	**	**	**	**	**	**	**	29**	14**	10**	21**	8**
Effective Base	40	-	-	21	19	-	-	-	-	-	-	-	14	7	5	12	3
Very dissatisfied (1)	2 3%	-	-	2	-	-	-	-	-	-	-	-	-	2	-	-	-
Fairly dissatisfied (2)	5 6%	-	-	4	-	-	-	-	-	-	-	-	2	2	-	-	-
Neither satisfied or dissatisfied (3)	18 22%	-	-	6	11	-	-	-	-	-	-	-	6	-	3	7	2
Fairly satisfied (4)	37 46%	-	-	23	15	-	-	-	-	-	-	-	13	10	4	5	6
Very satisfied (5)	20 24%	-	-	8	12	-	-	-	-	-	-	-	8	-	3	9	-
I don't know / Not applicable	-	-	-	-	31%	-	-	-	-	-	-	-	27%	-	28%	44%	-
NET Very/fairly satisfied	57 70%	-	-	30	27	-	-	-	-	-	-	-	20	10	7	14	6
NET Very/fairly dissatisfied	7 8%	-	-	6	-	-	-	-	-	-	-	-	7%	4	-	-	-
Mean	3.83	-	-	3.68	4.00	-	-	-	-	-	-	-	3.91	3.23	3.99	4.09	3.78
Std Dev	0.95	-	-	1.05	0.81	-	-	-	-	-	-	-	0.88	1.22	0.80	0.93	0.44
Std Error	0.13	-	-	0.20	0.16	-	-	-	-	-	-	-	0.20	0.43	0.36	0.25	0.18

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_6\_1. Thinking of Evri's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Evri

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	89	-	89	45	44	35	54	13	31	25	7	9	2	2	44	32	13	4	80	9	89
Weighted Base	105*	-	105*	63*	43**	51**	54*	11**	39**	30**	13**	10**	1**	2**	50**	43**	13**	3**	92*	13**	89*
Effective Base	56	-	56	32	25	25	32	7	20	16	6	5	1	1	27	22	7	2	49	7	89
Very dissatisfied (1)	19	-	19	7	12	4	14	*	7	3	4	3	1	-	8	7	4	1	17	2	14
	18%	-	18%	11%	28%	9%	26%	3%	18%	9%	32%	34%	97%	-	15%	15%	35%	40%	18%	16%	16%
Fairly dissatisfied (2)	7	-	7	3	4	*	7	2	4	1	-	*	-	-	6	1	*	-	6	1	11
	7%	-	7%	5%	10%	*	13%	20%	9%	4%	-	1%	-	-	11%	3%	1%	-	6%	9%	12%
Neither satisfied or dissatisfied (3)	16	-	18	11	7	12	6	4	6	2	2	3	-	*	10	4	4	*	15	3	15
	17%	-	17%	17%	17%	24%	11%	41%	15%	8%	13%	35%	-	3%	21%	10%	28%	2%	17%	19%	17%
Fairly satisfied (4)	38	-	38	22	15	22	16	1	7	19	6	3	*	2	8	25	4	2	34	4	30
	36%	-	36%	36%	36%	42%	30%	7%	19%	63%	50%	28%	3%	97%	17%	59%	35%	58%	36%	33%	34%
Very satisfied (5)	23	-	23	20	3	13	11	3	15	5	1	-	-	-	18	6	-	-	20	3	18
	22%	-	22%	32%	6%	25%	20%	25%	38%	16%	9%	2%	-	-	35%	13%	1%	-	22%	22%	20%
I don't know / Not applicable	*	-	*	-	*	*	-	*	-	-	-	-	-	-	*	-	-	-	*	-	1
	*	-	*	-	1%	1%	-	4%	-	-	-	-	-	-	1%	-	-	-	1%	-	1%
NET Very/fairly satisfied	61	-	61	42	19	34	27	3	22	24	7	3	*	2	26	31	5	2	54	7	48
	58%	-	58%	68%	44%	67%	50%	32%	57%	79%	55%	30%	3%	97%	52%	72%	36%	58%	58%	56%	54%
NET Very/fairly dissatisfied	26	-	26	10	16	4	21	2	11	4	3	1	-	-	13	8	5	1	22	3	25
	24%	-	24%	15%	37%	9%	39%	23%	27%	13%	32%	35%	97%	-	26%	18%	36%	40%	24%	25%	28%
Mean	3.38	-	3.38	3.73	2.87	3.75	3.04	3.32	3.50	3.74	2.97	2.64	1.09	3.97	3.46	3.51	2.67	2.77	3.39	3.37	3.31
Std Dev.	1.38	-	1.38	1.27	1.39	1.11	1.52	1.22	1.54	1.07	1.46	1.33	-	-	1.47	1.24	1.36	1.81	1.38	1.40	1.36
Std Error	0.15	-	0.15	0.19	0.21	0.19	0.21	0.35	0.28	0.21	0.55	0.44	-	-	0.22	0.22	0.38	0.91	0.16	0.47	0.14

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_6\_1. Thinking of Evri's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Evri

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	89	23	34	20	12	57	32	65	24	11	9	23	27	17	59	12	76	36	48	5
Weighted Base	105*	31**	32**	26**	17**	63*	42**	84*	22**	16**	10**	28**	25**	24**	63*	18**	87*	48**	53**	4**
Effective Base	56	15	17	15	10	32	25	44	13	8	7	14	16	11	36	9	47	25	28	3
Very dissatisfied (1)	19	5	4	6	3	9	9	17	1	-	4	4	7	2	16	-	19	3	16	-
Fairly dissatisfied (2)	7	3	-	3	-	4	3	7	-	-	-	-	-	-	7	-	7	2	5	-
Neither satisfied or dissatisfied (3)	18	7	4	1	6	11	7	7	11	6	-	3	2	6	6	6	12	11	4	2
Fairly satisfied (4)	38	8	22	8	-	29	8	32	6	2	6	13	5	12	24	2	36	16	22	-
Very satisfied (5)	23	8	1	6	8	9	14	20	3	8	-	7	4	3	11	9	13	16	6	1
I don't know / Not applicable	*	-	1%	-	-	1%	-	1%	-	-	-	-	-	2%	-	-	1%	-	1%	-
NET Very/fairly satisfied	61	15	23	15	8	38	23	52	9	10	6	20	9	14	34	12	49	32	28	1
NET Very/fairly dissatisfied	26	9	4	9	3	13	12	24	1	-	4	5	14	3	23	-	26	5	21	-
Mean	3.38	3.29	3.50	3.24	3.56	3.40	3.37	3.37	3.44	4.09	2.76	3.64	2.61	3.51	3.09	4.19	3.21	3.84	2.95	3.67
Std Dev.	1.38	1.43	1.07	1.56	1.57	1.26	1.55	1.47	0.97	0.96	1.55	1.32	1.49	1.08	1.49	0.95	1.39	1.13	1.48	1.06
Std Error	0.15	0.30	0.19	0.35	0.45	0.17	0.27	0.18	0.20	0.29	0.52	0.27	0.29	0.27	0.19	0.27	0.16	0.19	0.22	0.48

Proportions/Mean: Column Total (5% risk level) - ab/cd - ef - gh - ij/kl/mn - op - qrs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_6\_1. Thinking of Evri's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Evri

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	89	62	27	9	52	19	10	8	4	5	10	4	5	4	9	6	5	3	16
Weighted Base	105*	91*	14**	2**	93*	6**	4**	2**	3**	11**	16**	5**	9**	8**	21**	14**	8**	***	5**
Effective Base	56	49	7	2	47	9	4	5	4	5	10	4	5	4	9	6	5	2	8
Very dissatisfied	(1) 19	14	4	-	13	2	3	-	-	2	3	-	2	-	2	2	2	-	2
	18%	16%	30%	-	14%	43%	73%	-	-	15%	20%	-	26%	-	9%	14%	22%	-	46%
Fairly dissatisfied	(2) 7	4	3	*	6	*	*	*	-	-	4	-	-	-	-	2	-	-	*
	7%	5%	18%	15%	7%	6%	2%	6%	-	-	28%	-	-	-	-	15%	-	20%	5%
Neither satisfied or dissatisfied	(3) 18	16	2	*	18	*	-	*	1	2	2	1	-	4	5	2	1	*	*
	17%	17%	17%	9%	19%	3%	-	10%	25%	18%	15%	28%	-	50%	22%	12%	15%	20%	2%
Fairly satisfied	(4) 38	33	5	2	36	1	*	1	1	5	5	3	3	2	8	6	4	-	1
	36%	36%	34%	76%	38%	15%	7%	57%	25%	46%	30%	72%	34%	25%	37%	41%	47%	60%	11%
Very satisfied	(5) 23	23	*	-	21	2	*	*	1	2	1	-	4	2	7	2	1	-	2
	22%	25%	1%	-	22%	33%	7%	27%	49%	21%	7%	-	40%	25%	32%	16%	-	-	36%
I don't know / Not applicable	*	*	-	-	-	-	-	10%	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	61	56	5	2	56	3	1	1	2	7	6	3	7	4	15	8	5	-	2
	58%	62%	35%	76%	60%	48%	14%	85%	75%	67%	37%	72%	74%	50%	69%	59%	62%	60%	47%
NET Very/fairly dissatisfied	26	19	7	*	19	3	3	*	-	2	8	-	2	-	2	4	2	*	3
	24%	21%	48%	15%	21%	49%	75%	6%	-	15%	48%	-	26%	-	9%	29%	22%	20%	51%
Mean	3.38	3.51	2.59	3.62	3.48	2.90	1.59	4.06	4.24	3.58	2.77	3.72	3.63	3.75	3.81	3.33	3.33	3.40	2.86
Std Dev.	1.38	1.35	1.31	0.99	1.29	1.98	1.51	-	1.07	1.32	1.32	0.51	1.70	0.89	1.19	1.37	1.47	-	2.05
Std Error	0.15	0.17	0.25	0.33	0.18	0.46	0.50	-	0.54	0.59	0.42	0.25	0.76	0.44	0.40	0.56	0.66	-	0.51

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_6\_1. Thinking of Evri's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Evri

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	89	29	3	8	35	36	12	4	1	71	5	46	32	6	4	-	78	4	62	27
Weighted Base	105*	34**	6**	8**	46**	42**	14**	3**	1**	87*	4**	60*	30**	9**	4**	-**	90*	4**	80*	25**
Effective Base	56	18	3	5	23	22	8	2	1	45	3	30	17	5	3	-	48	3	42	15
Very dissatisfied (1)	19	9	-	1	6	10	2	-	-	16	-	16	1	2	-	-	17	-	8	11
16%	28%	-	16%	13%	24%	18%	-	-	-	19%	-	26%	3%	-	-	-	18%	-	9%	45%
Fairly dissatisfied (2)	7	-	-	-	3	2	2	*	-	5	*	1	3	-	2	-	5	2	7	*
7%	1%	-	-	1%	7%	4%	15%	3%	-	6%	2%	2%	11%	-	48%	-	5%	48%	8%	1%
Neither satisfied or dissatisfied (3)	18	5	4	4	4	7	6	1	-	11	1	4	8	5	1	-	12	1	12	6
17%	16%	62%	46%	8%	16%	45%	38%	-	12%	32%	6%	26%	58%	31%	-	13%	31%	14%	26%	
Fairly satisfied (4)	38	17	2	2	19	14	2	2	1	33	3	19	15	2	-	-	34	-	34	4
36%	61%	38%	21%	41%	35%	17%	59%	100%	38%	66%	32%	46%	19%	3%	-	38%	3%	42%	17%	
Very satisfied (5)	23	1	-	1	14	8	1	-	-	23	-	20	3	-	1	-	22	1	21	2
22%	4%	-	16%	31%	20%	5%	-	-	26%	-	33%	10%	-	18%	-	25%	18%	26%	9%	
I don't know / Not applicable	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	2%
* -	-	-	-	-	-	-	-	-	-	-	-	-	2%	-	-	-	1%	-	-	
NET Very/fairly satisfied	61	18	2	3	33	23	3	2	1	56	3	39	18	2	1	-	57	1	55	7
58%	55%	38%	37%	72%	55%	22%	59%	100%	64%	66%	65%	59%	19%	21%	-	63%	21%	68%	26%	
NET Very/fairly dissatisfied	26	10	-	1	9	12	5	*	-	21	*	17	4	2	2	-	22	2	14	11
24%	29%	-	17%	20%	29%	33%	3%	-	24%	2%	29%	14%	23%	48%	-	24%	48%	18%	46%	
Mean	3.38	3.02	3.38	3.19	3.69	3.23	2.76	3.57	4.00	3.47	3.64	3.43	3.52	2.72	2.92	-	3.46	2.92	3.67	2.44
Std Dev.	1.38	1.36	0.53	1.30	1.34	1.47	1.13	0.66	-	1.42	0.61	1.60	0.94	1.09	1.26	-	1.41	1.26	1.22	1.47
Std Error	0.15	0.25	0.31	0.46	0.23	0.25	0.33	0.33	-	0.17	0.27	0.24	0.17	0.44	0.63	-	0.16	0.63	0.16	0.29

Proportions/Mean: Columns Test(s) (5% risk level) - abc - d(e)(f)(gh)(i) - kl(mn)(op)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_6\_1. Thinking of Evri's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Evri

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	89	8	80	1	31	49	9	77	11	1	-	89	-
Weighted Base	105*	11**	92*	2**	43**	55**	7**	87*	15**	2**	..*	105*	..*
Effective Base	56	5	50	1	22	30	6	47	8	1	-	56	-
Very dissatisfied (1)	19	2	17	-	6	10	3	17	1	-	-	19	-
	18%	16%	18%	-	13%	18%	43%	20%	10%	-	-	18%	-
Fairly dissatisfied (2)	7	2	5	-	4	3	*	7	-	-	-	7	-
	7%	15%	6%	-	9%	6%	1%	8%	-	-	-	7%	-
Neither satisfied or dissatisfied (3)	18	*	18	-	7	9	2	12	4	2	-	18	-
	17%	1%	19%	-	16%	16%	32%	14%	24%	100%	-	17%	-
Fairly satisfied (4)	38	1	37	-	13	24	1	28	10	-	-	38	-
	38%	8%	40%	-	31%	43%	11%	32%	66%	-	-	38%	-
Very satisfied (5)	23	7	14	2	13	9	1	23	-	-	-	23	-
	22%	61%	16%	100%	31%	16%	13%	27%	-	-	-	22%	-
I don't know / Not applicable	*	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	1%	-	-	-	-	-
NET Very/fairly satisfied	61	7	51	2	27	33	2	51	10	-	-	61	-
	58%	69%	56%	100%	62%	60%	24%	58%	66%	-	-	58%	-
NET Very/fairly dissatisfied	26	3	22	-	9	13	3	24	1	-	-	26	-
	24%	30%	24%	-	22%	24%	44%	28%	10%	-	-	24%	-
Mean	3.38	3.84	3.29	5.00	3.59	3.34	2.49	3.38	3.47	3.00	-	3.38	-
Std Dev.	1.38	1.69	1.33	*	1.36	1.34	1.56	1.46	0.94	0.00	-	1.38	-
Std Error	0.15	0.60	0.15	*	0.24	0.19	0.52	0.17	0.28	0.00	-	0.15	-

Proportions/Mean: Columns Tested (5% risk level) - abc - def - ghijkl  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_6\_1. Thinking of Evri's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Evri

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	89	-	-	39	50	-	-	-	-	-	-	-	29	10	13	17	20
Weighted Base	1051	**	**	47**	58*	**	**	**	**	**	**	**	35**	13**	19**	16**	23**
Effective Base	56	-	-	24	33	-	-	-	-	-	-	-	18	6	9	11	13
Very dissatisfied (1)	19	-	-	2	16	-	-	-	-	-	-	-	2	*	5	2	10
18%	-	-	-	5%	28%	-	-	-	-	-	-	-	7%	1%	26%	11%	42%
Fairly dissatisfied (2)	7	-	-	5	2	-	-	-	-	-	-	-	3	2	-	1	*
7%	-	-	-	12%	3%	-	-	-	-	-	-	-	9%	17%	-	8%	*
Neither satisfied or dissatisfied (3)	18	-	-	8	10	-	-	-	-	-	-	-	7	2	3	4	3
17%	-	-	-	18%	16%	-	-	-	-	-	-	-	20%	14%	15%	24%	12%
Fairly satisfied (4)	38	-	-	20	17	-	-	-	-	-	-	-	12	9	7	2	8
36%	-	-	-	43%	30%	-	-	-	-	-	-	-	34%	68%	40%	13%	34%
Very satisfied (5)	23	-	-	10	13	-	-	-	-	-	-	-	10	-	4	7	3
22%	-	-	-	21%	23%	-	-	-	-	-	-	-	29%	-	19%	44%	12%
I don't know / Not applicable	*	-	-	*	-	-	-	-	-	-	-	-	1%	-	-	-	-
NET Very/fairly satisfied	61	-	-	30	31	-	-	-	-	-	-	-	22	9	11	9	11
58%	-	-	-	64%	53%	-	-	-	-	-	-	-	63%	68%	59%	57%	46%
NET Very/fairly dissatisfied	26	-	-	8	18	-	-	-	-	-	-	-	6	2	5	3	10
24%	-	-	-	17%	31%	-	-	-	-	-	-	-	16%	18%	27%	19%	42%
Mean	3.38	-	-	3.64	3.18	-	-	-	-	-	-	-	3.69	3.50	3.25	3.72	2.74
Std Dev	1.38	-	-	1.11	1.54	-	-	-	-	-	-	-	1.20	0.83	1.50	1.42	1.59
Std Error	0.15	-	-	0.18	0.22	-	-	-	-	-	-	-	0.23	0.26	0.42	0.34	0.35

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_8\_1. Thinking of DPD's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DPD

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	57	-	29	28	30	27	10	22	17	2	3	-	3	32	19	6	3	46	11	57	
Weighted Base	71*	**	71*	46**	25**	36**	34**	7**	32**	21**	3**	6**	**	1**	39**	24**	7**	1**	56**	15**	57*
Effective Base	38	-	38	23	15	20	18	7	17	11	1	2	-	1	23	12	3	1	29	8	57
Very dissatisfied (1)	10	-	10	3	7	5	5	-	3	4	-	3	-	*	3	4	3	*	10	-	7
14%	-	14%	7%	28%	15%	14%	-	11%	18%	-	47%	-	7%	9%	16%	39%	7%	18%	-	12%	
Fairly dissatisfied (2)	5	-	5	3	2	3	3	1	3	1	-	-	-	4	1	-	-	1	4	6	
7%	-	7%	7%	9%	7%	8%	19%	10%	4%	-	-	-	-	11%	3%	-	-	1%	30%	11%	
Neither satisfied or dissatisfied (3)	7	-	7	2	5	1	6	1	*	2	3	-	-	2	5	-	-	7	-	8	
10%	-	10%	5%	19%	2%	19%	21%	1%	12%	98%	-	-	-	5%	22%	-	-	13%	-	14%	
Fairly satisfied (4)	25	-	25	18	7	16	9	2	10	9	*	3	-	12	9	4	1	20	5	20	
36%	-	36%	39%	29%	45%	26%	22%	32%	43%	2%	48%	-	93%	30%	38%	57%	93%	36%	35%	35%	
Very satisfied (5)	23	-	23	19	4	11	12	3	15	5	-	-	-	18	5	-	-	18	5	16	
32%	-	32%	41%	15%	31%	34%	38%	46%	24%	-	5%	-	-	45%	21%	4%	-	32%	35%	28%	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	48	-	48	37	11	28	20	4	25	14	*	3	-	30	14	4	1	38	10	36	
68%	-	68%	81%	45%	76%	60%	60%	78%	67%	2%	53%	-	93%	75%	59%	61%	93%	68%	70%	63%	
NET Very/fairly dissatisfied	15	-	15	6	9	8	8	1	7	5	3	-	*	8	5	3	*	11	4	13	
22%	-	22%	14%	36%	21%	22%	19%	20%	22%	-	47%	-	7%	20%	19%	39%	7%	19%	30%	23%	
Mean	3.65	-	3.65	4.01	2.96	3.71	3.57	3.78	3.93	3.51	3.02	2.64	-	3.78	3.91	3.45	2.86	3.78	3.62	3.74	3.56
Std Dev	1.38	-	1.38	1.19	1.48	1.37	1.41	1.24	1.37	1.40	0.19	1.71	-	1.33	1.32	1.63	-	1.42	1.27	1.34	
Std Error	0.18	-	0.18	0.22	0.28	0.25	0.27	0.39	0.29	0.34	0.14	0.99	-	0.24	0.30	0.66	-	0.21	0.38	0.18	

Proportions/Mean: Columns Tested (5% risk level) - a-b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_8\_1. Thinking of DPD's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DPD

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	57	19	20	12	6	39	18	43	14	4	8	21	8	14	37	5	51	25	26	6
Weighted Base	71*	18**	27**	16**	10**	44**	26**	58**	13**	8**	11**	25**	10**	13**	46**	10**	60*	34**	32**	5**
Effective Base	38	10	14	9	5	24	14	30	8	4	6	14	6	7	25	5	33	18	17	3
Very dissatisfied (1)	10	2	3	4	1	5	5	9	1	-	3	5	-	2	8	-	10	-	7	3
Fairly dissatisfied (2)	14%	12%	10%	23%	14%	11%	20%	15%	12%	-	24%	21%	-	16%	17%	-	17%	-	23%	56%
Fairly satisfied (3)	5	1	4	-	1	4	1	4	1	-	-	2	1	2	3	-	5	3	2	1
Neither satisfied or dissatisfied (4)	7%	4%	14%	-	8%	10%	3%	7%	11%	-	-	10%	7%	15%	7%	-	9%	7%	7%	11%
Fairly satisfied (5)	10%	5%	12%	3%	28%	9%	12%	10%	9%	33%	4%	6%	23%	-	9%	3	4	4	4	-
Very satisfied (6)	25	6	13	5	2	18	7	19	6	2	2	9	5	7	16	2	23	15	9	1
NET Very/fairly satisfied	36%	32%	47%	33%	17%	41%	27%	33%	50%	20%	22%	35%	45%	54%	34%	16%	38%	44%	28%	27%
I don't know / Not applicable	23	8	5	7	3	13	10	21	2	4	6	7	3	2	15	6	17	13	10	-
NET Very/fairly dissatisfied	32%	47%	17%	41%	34%	29%	38%	36%	18%	47%	51%	28%	24%	14%	33%	57%	29%	38%	31%	5%
NET Very/fairly satisfied	48	14	17	12	5	31	17	40	9	6	8	15	7	9	31	7	40	28	19	2
NET Very/fairly dissatisfied	68%	79%	64%	74%	51%	70%	65%	68%	68%	67%	72%	63%	70%	68%	67%	73%	67%	62%	59%	33%
NET Very/fairly dissatisfied	15	3	6	4	2	9	6	12	3	-	3	8	1	4	11	-	15	3	10	3
NET Very/fairly dissatisfied	22%	17%	24%	23%	22%	21%	23%	22%	22%	-	24%	31%	7%	31%	24%	-	26%	7%	30%	66%
Mean	3.65	3.97	3.47	3.68	3.48	3.67	3.60	3.67	3.52	4.14	3.75	3.39	3.87	3.35	3.58	4.30	3.53	4.12	3.37	2.15
Std Dev.	1.38	1.38	1.24	1.61	1.46	1.31	1.53	1.41	1.29	0.94	1.70	1.54	0.91	1.39	1.45	0.91	1.43	0.89	1.57	1.62
Std Error	0.18	0.32	0.28	0.46	0.60	0.21	0.36	0.22	0.34	0.47	0.60	0.34	0.32	0.37	0.24	0.41	0.20	0.18	0.31	0.66

Proportions/Mean: Columns Tested (5% risk level) - ab/cd - ef - gh - ij/kl/mn - op - qrs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_8\_1. Thinking of DPD's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DPD

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	57	48	9	6	35	8	6	8	3	4	7	1	6	2	7	4	1	1	7
Weighted Base	71*	70*	1**	***	63*	2**	3**	2**	2**	8**	11**	1**	10**	3**	17**	9**	1**	***	2**
Effective Base	38	37	8	5	31	4	4	6	3	4	7	1	6	2	7	4	1	1	3
Very dissatisfied (1)	10	10	-	-	10	-	-	-	-	2	4	-	-	-	3	-	1	-	-
	14%	14%	15%	24%	16%	4%	-	-	-	26%	34%	-	-	-	16%	-	100%	-	5%
Fairly dissatisfied (2)	5	5	-	-	4	-	1	-	1	-	3	1	-	-	-	-	-	-	-
	7%	7%	-	-	7%	-	16%	15%	28%	-	27%	100%	-	-	-	-	-	-	-
Neither satisfied or dissatisfied (3)	7	7	-	-	6	-	-	1	-	1	-	-	-	-	3	2	-	-	-
	10%	10%	19%	30%	9%	5%	11%	47%	-	14%	-	-	-	-	16%	22%	-	-	6%
Fairly satisfied (4)	25	25	-	-	23	1	1	-	2	2	3	-	5	2	7	3	-	-	1
	36%	36%	46%	46%	37%	30%	26%	16%	72%	31%	29%	-	47%	56%	39%	30%	-	-	34%
Very satisfied (5)	23	23	-	-	20	1	1	-	-	2	1	-	5	1	5	5	-	-	1
	32%	33%	18%	-	31%	60%	46%	23%	-	28%	10%	-	53%	42%	29%	49%	-	100%	55%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	48	48	-	-	43	2	2	-	2	5	4	-	10	3	12	7	-	-	2
	68%	68%	66%	46%	66%	90%	73%	39%	72%	60%	39%	-	100%	100%	69%	78%	-	100%	89%
NET Very/fairly dissatisfied	15	15	-	-	14	-	1	-	1	2	7	1	-	-	3	-	1	-	-
	22%	22%	15%	24%	23%	4%	16%	15%	28%	26%	61%	100%	-	-	16%	-	100%	-	5%
Mean	3.65	3.65	3.54	2.97	3.60	4.42	4.03	3.47	3.44	3.36	2.55	2.00	4.53	4.42	3.66	4.27	1.00	5.00	4.35
Std Dev.	1.38	1.38	-	-	1.41	1.24	1.32	-	1.23	1.65	1.52	-	0.53	0.59	1.37	0.84	-	-	1.34
Std Error	0.18	0.20	-	-	0.24	0.44	0.54	-	0.71	0.82	0.58	-	0.21	0.42	0.52	0.42	-	-	0.51

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_8\_1. Thinking of DPD's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DPD

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	57	10	-	6	19	22	9	6	-	41	6	26	18	7	4	2	44	6	47	10
Weighted Base	71*	10**	**	4**	25**	31**	6**	7**	**	56**	7**	39**	18**	5**	5**	4**	57**	9**	62*	9**
Effective Base	38	6	-	4	11	17	7	4	-	28	4	18	12	3	4	2	29	6	32	6
Very dissatisfied (1)	10	2	-	3	3	6	1	-	-	9	-	3	4	-	3	-	7	3	7	4
	14%	22%	-	3%	11%	19%	22%	-	-	15%	-	7%	22%	-	63%	-	12%	38%	11%	40%
Fairly dissatisfied (2)	5	*	-	-	1	-	2	2	-	1	2	1	*	1	1	2	1	3	4	1
	7%	3%	-	-	2%	-	38%	29%	-	1%	29%	2%	1%	24%	22%	54%	2%	35%	6%	14%
Neither satisfied or dissatisfied (3)	7	1	-	1	1	3	1	2	-	4	2	3	3	1	-	-	6	-	7	-
	10%	11%	-	31%	4%	10%	13%	28%	-	8%	28%	8%	17%	19%	-	11%	-	12%	-	-
Fairly satisfied (4)	25	5	-	2	10	13	2	-	-	23	-	16	9	-	-	25	-	21	4	4
	36%	51%	-	66%	46%	42%	27%	-	-	41%	-	41%	46%	8%	-	44%	-	34%	34%	45%
Very satisfied (5)	23	1	-	-	11	9	-	3	-	20	3	16	2	2	1	2	18	2	23	-
	32%	13%	-	-	42%	29%	-	43%	-	35%	43%	42%	11%	49%	15%	46%	32%	27%	37%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	48	6	-	2	21	22	2	3	-	43	3	32	11	3	1	2	43	2	44	4
	68%	65%	-	66%	82%	71%	27%	43%	-	78%	43%	83%	60%	58%	15%	46%	75%	27%	71%	45%
NET Very/fairly dissatisfied	15	2	-	-	3	6	4	2	-	9	2	4	4	1	4	2	8	6	10	5
	22%	24%	-	3%	14%	19%	60%	29%	-	17%	29%	9%	23%	24%	85%	54%	14%	73%	17%	55%
Mean	3.65	3.32	-	3.60	4.00	3.62	2.45	3.56	-	3.79	3.56	4.08	3.25	3.83	1.82	3.37	3.82	2.44	3.81	2.50
Std Dev	1.38	1.43	-	0.75	1.28	1.42	1.20	1.40	-	1.36	1.40	1.12	1.36	1.43	1.55	1.77	1.25	1.72	1.30	1.49
Std Error	0.18	0.45	-	0.31	0.29	0.30	0.40	0.57	-	0.21	0.57	0.22	0.32	0.54	0.77	1.25	0.19	0.70	0.19	0.47

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_8\_1. Thinking of DPD's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DPD

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	57	9	47	1	22	29	6	48	6	2	-	56	1
Weighted Base	71*	12**	57*	2**	31**	35**	4**	60*	9**	2**	..*	71*	***
Effective Base	38	6	31	1	16	19	3	32	5	2	-	38	1
Very dissatisfied (1)	10	1	9	-	4	6	-	9	-	-	-	10	-
	14%	11%	19%	-	13%	17%	-	15%	-	78%	-	14%	-
Fairly dissatisfied (2)	5	-	5	-	1	4	-	5	-	-	-	5	-
	7%	-	9%	-	4%	11%	-	9%	-	-	-	7%	-
Neither satisfied or dissatisfied (3)	7	-	7	-	2	5	-	7	-	-	-	7	-
	10%	4%	12%	-	5%	15%	10%	11%	4%	-	-	10%	100%
Fairly satisfied (4)	25	2	24	-	11	14	1	19	6	4	-	25	-
	36%	13%	42%	-	35%	39%	16%	32%	64%	22%	-	36%	-
Very satisfied (5)	23	9	13	2	14	6	3	20	3	-	-	23	-
	32%	72%	22%	100%	43%	18%	72%	34%	32%	-	-	32%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	48	10	36	2	24	20	4	39	9	-	-	48	-
	68%	85%	64%	100%	78%	57%	90%	65%	96%	22%	-	68%	-
NET Very/fairly dissatisfied	15	1	14	-	5	10	-	14	-	1	-	15	-
	22%	11%	25%	-	17%	29%	-	23%	-	78%	-	22%	-
Mean	3.65	4.34	3.46	5.00	3.91	3.29	4.63	3.61	4.27	1.65	-	3.65	3.00
Std Dev.	1.38	1.35	1.35	-	1.37	1.37	0.75	1.41	0.56	-	-	1.38	-
Std Error	0.18	0.45	0.20	-	0.29	0.25	0.31	0.20	0.23	-	-	0.18	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_8\_1. Thinking of DPD's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about DPD

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	67	-	-	28	29	-	-	-	-	-	-	20	9	2	15	12
Weighted Base	71*	**	**	37**	34**	**	**	**	**	**	**	24**	13**	***	21**	13**
Effective Base	38	-	-	19	19	-	-	-	-	-	-	13	6	2	12	7
Very dissatisfied (1)	10	-	-	7	3	-	-	-	-	-	-	5	2	*	3	-
14%	-	-	-	20%	8%	-	-	-	-	-	-	22%	16%	42%	13%	-
Fairly dissatisfied (2)	5	-	-	3	2	-	-	-	-	-	-	1	2	-	2	-
7%	-	-	-	9%	5%	-	-	-	-	-	-	4%	19%	-	9%	-
Neither satisfied or dissatisfied (3)	7	-	-	2	5	-	-	-	-	-	-	*	2	-	2	3
10%	-	-	-	5%	15%	-	-	-	-	-	-	2%	12%	-	10%	25%
Fairly satisfied (4)	25	-	-	13	12	-	-	-	-	-	-	9	4	*	5	7
36%	-	-	-	35%	36%	-	-	-	-	-	-	36%	35%	58%	26%	52%
Very satisfied (5)	23	-	-	11	12	-	-	-	-	-	-	9	2	-	9	3
32%	-	-	-	30%	35%	-	-	-	-	-	-	36%	16%	-	42%	23%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	48	-	-	24	24	-	-	-	-	-	-	18	7	*	14	10
68%	-	-	-	66%	71%	-	-	-	-	-	-	72%	53%	58%	68%	75%
NET Very/fairly dissatisfied	15	-	-	11	5	-	-	-	-	-	-	6	5	-	5	-
22%	-	-	-	29%	14%	-	-	-	-	-	-	26%	35%	42%	22%	-
Mean	3.65	-	-	3.47	3.84	-	-	-	-	-	-	3.62	3.19	2.74	3.76	3.99
Std Dev	1.38	-	-	1.51	1.22	-	-	-	-	-	-	1.56	1.43	-	1.45	0.72
Std Error	0.18	-	-	0.29	0.23	-	-	-	-	-	-	0.35	0.50	-	0.37	0.21

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_9\_1. Thinking of Parcelforce's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Parcelforce

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	40	-	40	20	25	15	8	15	9	3	3	1	1	23	12	5	2	35	5	40
Weighted Base	55*	**	55*	36**	20**	37**	19**	8**	23**	16**	2**	6**	***	30**	19**	6**	***	48**	7**	40*
Effective Base	28	-	28	16	13	17	10	5	11	7	2	3	1	16	9	3	2	24	4	40
Very dissatisfied (1)	4	-	4	-	4	-	-	2	-	-	-	-	-	2	-	2	-	4	-	3
7%	-	7%	-	18%	10%	-	-	8%	-	-	30%	-	-	6%	-	28%	-	8%	-	8%
Fairly dissatisfied (2)	4	-	4	2	1	2	4	-	-	-	-	-	-	4	-	-	-	4	-	3
7%	-	7%	5%	8%	3%	12%	48%	-	-	-	-	-	-	12%	-	-	-	7%	-	8%
Neither satisfied or dissatisfied (3)	10	-	10	8	2	8	2	-	6	2	2	-	-	6	3	-	-	8	2	7
18%	-	18%	23%	9%	23%	8%	-	27%	12%	61%	-	100%	100%	20%	18%	5%	100%	17%	21%	18%
Fairly satisfied (4)	15	-	15	9	7	10	5	-	6	7	-	2	-	6	7	2	-	11	4	14
28%	-	28%	24%	34%	28%	27%	6%	25%	43%	11%	33%	-	-	20%	39%	31%	-	23%	62%	35%
Very satisfied (5)	23	-	23	17	6	13	10	3	9	8	1	2	-	12	8	2	-	22	1	13
41%	-	41%	47%	30%	36%	53%	46%	40%	46%	28%	37%	-	-	41%	43%	35%	-	45%	17%	33%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	38	-	38	26	13	23	15	4	15	15	1	4	-	19	16	4	-	33	6	27
69%	-	69%	72%	65%	64%	79%	52%	65%	88%	39%	70%	-	-	62%	82%	66%	-	68%	79%	68%
NET Very/fairly dissatisfied	7	-	7	2	5	2	4	2	-	2	-	-	-	5	-	2	-	7	-	6
13%	-	13%	6%	27%	13%	12%	48%	8%	-	30%	-	-	-	18%	-	28%	-	15%	-	15%
Mean	3.91	-	3.91	4.13	3.50	3.76	4.19	3.49	3.89	4.34	3.67	3.48	3.00	3.79	4.25	3.45	3.00	3.90	3.95	3.78
Std Dev.	1.21	-	1.21	0.97	1.49	1.26	1.06	1.57	1.20	0.70	1.14	1.83	-	1.29	0.76	1.77	-	1.27	0.66	1.21
Std Error	0.19	-	0.19	0.22	0.33	0.25	0.27	0.56	0.31	0.23	0.66	1.06	-	0.27	0.22	0.79	-	0.22	0.30	0.19

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_9\_1. Thinking of Parcelforce's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Parcelforce

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)
Unweighted Base	40	11	12	13	4	23	17	33	6	2	12	10	9	24	7	33	17	23	-
Weighted Base	55*	17**	15**	18**	5**	32**	23**	53**	2**	7**	4**	15**	11**	18**	9**	47**	27**	29**	**
Effective Base	28	7	8	10	4	15	13	26	3	4	2	8	6	7	5	23	12	16	-
Very dissatisfied (1)	4	-	-	4	-	-	4	4	*	-	-	2	*	2	-	4	-	4	-
Fairly dissatisfied (2)	7%	-	-	20%	-	-	15%	7%	1%	-	-	12%	*	10%	-	8%	-	13%	-
Neither satisfied or dissatisfied (3)	4	-	2	-	1	2	1	2	2	1	2	*	-	-	2	1	2	1	2
Fairly satisfied (4)	7%	-	15%	-	24%	7%	5%	4%	70%	18%	55%	3%	-	-	8%	14%	5%	5%	8%
Very satisfied (5)	10	3	-	5	1	3	7	10	*	-	-	4	3	3	7	*	10	3	7
I don't know / Not applicable	18%	18%	-	30%	27%	9%	29%	18%	5%	2%	-	24%	32%	16%	24%	1%	10%	25%	-
NET Very/fairly satisfied	15	5	7	4	-	12	4	15	*	2	4	4	6	10	-	15	9	6	-
NET Very/fairly dissatisfied	28%	27%	48%	20%	-	37%	15%	29%	1%	-	45%	27%	39%	32%	34%	-	33%	22%	-
NET Very/fairly satisfied	23	9	6	6	3	15	8	22	1	6	5	3	7	8	7	15	14	9	-
NET Very/fairly dissatisfied	41%	55%	36%	31%	49%	46%	35%	42%	23%	80%	-	35%	28%	41%	28%	84%	33%	51%	32%
NET Very/fairly satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	38	14	13	9	3	27	12	38	1	6	2	9	7	13	18	31	23	15	-
NET Very/fairly dissatisfied	69%	62%	65%	50%	49%	63%	50%	71%	23%	80%	45%	62%	67%	74%	66%	84%	66%	63%	54%
NET Very/fairly satisfied	7	-	2	4	1	2	5	6	2	1	2	2	*	2	4	1	6	1	6
NET Very/fairly dissatisfied	13%	-	15%	20%	24%	7%	21%	11%	71%	18%	55%	14%	*	10%	14%	14%	6%	5%	21%
Mean	3.91	4.37	4.06	3.41	3.73	4.22	3.48	3.96	2.73	4.42	2.90	3.71	3.95	3.94	3.70	4.54	3.79	4.31	3.53
Std Dev.	1.21	0.79	1.02	1.47	1.43	0.91	1.44	1.18	1.66	1.26	1.17	1.34	0.83	1.26	1.16	1.13	1.20	0.85	1.37
Std Error	0.19	0.24	0.30	0.41	0.72	0.19	0.35	0.21	0.68	0.51	0.83	0.39	0.26	0.42	0.24	0.43	0.21	0.21	0.29

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_9\_1. Thinking of Parcelforce's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Parcelforce

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	40	33	7	1	28	4	4	4	2	4	3	2	5	5	6	1	-	-	4
Weighted Base	55*	55**	1**	***	53**	***	1**	1**	1**	8**	5**	2**	9**	9**	16**	2**	**	**	***
Effective Base	28	27	5	1	25	2	3	3	2	4	3	2	5	5	6	1	-	-	2
Very dissatisfied (1)	4	4	-	-	4	-	-	-	-	2	-	-	2	-	-	-	-	-	8%
	7%	7%	8%	-	7%	8%	-	-	-	21%	-	-	21%	-	-	-	-	-	
Fairly dissatisfied (2)	4	4	-	-	3	-	+	-	-	2	-	-	-	-	1	-	-	-	-
	7%	7%	-	-	6%	-	40%	-	-	23%	-	-	-	-	15%	-	-	-	-
Neither satisfied or dissatisfied (3)	10	10	-	-	10	-	-	-	-	-	2	1	2	2	3	-	-	-	-
	18%	17%	54%	-	18%	88%	-	-	-	40%	58%	18%	22%	17%	-	-	-	-	88%
Fairly satisfied (4)	15	15	-	-	14	+	1	-1	-	2	2	-	3	3	3	-	-	-	-
	28%	28%	22%	100%	26%	4%	60%	91%	-	30%	35%	-	40%	39%	17%	-	-	-	4%
Very satisfied (5)	23	23	+	-	23	+	+	+	1	2	1	2	2	2	11	2	-	-	-
	41%	42%	19%	-	43%	-	-	9%	100%	26%	25%	42%	21%	24%	66%	100%	-	-	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	38	38	-	-	36	+	+	+	1	5	3	1	5	5	13	2	-	-	-
	69%	69%	41%	100%	69%	4%	60%	100%	100%	56%	60%	42%	61%	63%	63%	100%	-	-	4%
NET Very/fairly dissatisfied	7	7	-	-	7	+	+	-	-	4	-	-	2	1	-	-	-	-	-
	13%	13%	5%	-	13%	8%	40%	-	-	44%	-	-	21%	15%	-	-	-	-	8%
Mean	3.91	3.91	3.50	4.00	3.92	2.89	3.21	4.09	5.00	3.17	3.85	3.85	3.40	3.73	4.49	5.00	-	-	2.89
Std Dev.	1.21	1.21	-	-	1.22	-	-	-	-	1.65	0.89	1.29	1.48	1.05	0.80	0.00	-	-	-
Std Error	0.19	0.21	-	-	0.23	-	-	-	-	0.82	0.51	0.91	0.66	0.47	0.32	0.00	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_9\_1. Thinking of Parcelforce's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Parcelforce

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	40	6	1	3	20	13	2	5	-	33	5	18	16	2	2	2	34	4	34	6
Weighted Base	55*	3**	1**	1**	33**	16**	2**	5**	**	49**	5**	28**	19**	3**	3**	47**	6**	47**	8**	
Effective Base	28	3	1	2	15	9	2	3	-	24	3	13	10	1	2	23	4	23	4	
Very dissatisfied (1)	4	2	-	-	-	-	-	4	-	-	4	2	-	-	2	-	2	2	2	
7%	53%	-	-	-	-	-	-	74%	-	-	74%	7%	-	-	56%	-	4%	29%	4%	
Fairly dissatisfied (2)	4	-	-	-	2	-	-	1	-	2	1	2	-	-	1	2	1	4	1	
7%	11%	-	-	37%	6%	-	21%	26%	-	4%	26%	7%	-	14%	-	44%	4%	21%	8%	
Neither satisfied or dissatisfied (3)	10	-	-	-	2	7	1	-	-	8	-	2	6	-	1	-	8	1	8	
18%	4%	100%	12%	5%	43%	79%	-	-	17%	-	7%	34%	-	44%	-	18%	23%	16%	28%	
Fairly satisfied (4)	15	1	-	-	10	6	-	-	-	15	-	8	6	-	2	14	2	13	2	
28%	16%	-	-	-	29%	37%	-	-	32%	-	28%	32%	-	-	56%	30%	27%	28%	24%	
Very satisfied (5)	23	1	-	1	20	3	-	-	-	23	-	14	6	2	-	20	-	21	2	
41%	16%	-	51%	60%	20%	-	-	-	47%	-	51%	33%	86%	-	44%	-	44%	26%		
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	38	1	-	1	20	9	-	-	-	38	-	22	12	2	-	34	2	34	4	
69%	32%	-	51%	89%	57%	-	-	-	79%	-	79%	65%	86%	-	56%	74%	27%	72%	50%	
NET Very/fairly dissatisfied	7	2	-	-	2	-	-	5	-	2	5	4	-	2	1	4	3	5	2	
13%	64%	-	37%	6%	-	21%	100%	-	4%	100%	14%	-	14%	56%	44%	8%	50%	12%	22%	
Mean	3.91	2.31	3.00	3.65	4.43	3.78	2.79	1.27	-	4.22	1.27	4.10	3.98	4.59	1.89	3.12	4.05	2.47	4.01	3.32
Std Dev	1.21	1.90	-	-	0.85	0.79	-	0.52	-	0.88	0.52	1.22	0.85	1.29	1.20	1.23	1.08	1.28	1.13	1.53
Std Error	0.19	0.78	-	-	0.19	0.22	-	0.23	-	0.15	0.23	0.29	0.21	0.91	0.85	0.87	0.19	0.64	0.19	0.63

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_9\_1. Thinking of Parcelforce's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Parcelforce

	Housebound			Disability			Internet access					Don't know (l)	
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)		
Unweighted Base	40	5	33	2	14	22	4	35	3	2	-	40	-
Weighted Base	55*	8**	43**	4**	22**	29**	5**	52**	3**	***	..**	55**	..**
Effective Base	28	3	23	2	10	16	2	25	3	1	-	28	-
Very dissatisfied (1)	4	-	4	-	-	4	-	4	-	-	-	4	-
	7%	-	8%	-	-	12%	-	7%	-	7%	-	7%	-
Fairly dissatisfied (2)	4	-	4	-	-	3	-	2	1	*	-	4	-
	7%	-	8%	-	2%	11%	-	4%	40%	93%	-	7%	-
Neither satisfied or dissatisfied (3)	10	-	10	-	6	4	-	8	1	-	-	10	-
	78%	-	23%	-	29%	13%	-	16%	45%	-	-	78%	-
Fairly satisfied (4)	15	-	13	2	5	9	2	15	-	-	-	15	-
	89%	6%	31%	37%	22%	31%	35%	28%	15%	-	-	38%	-
Very satisfied (5)	23	8	13	3	10	10	3	23	-	-	-	23	-
	41%	94%	29%	63%	47%	33%	64%	44%	-	-	-	41%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	30	8	26	4	15	19	5	38	*	-	-	38	-
	69%	100%	60%	100%	70%	64%	99%	73%	15%	-	-	69%	-
NET Very/fairly dissatisfied	7	-	7	-	-	7	*	6	1	*	-	7	-
	13%	-	17%	-	2%	23%	1%	11%	40%	100%	-	13%	-
Mean	3.91	4.94	3.64	4.63	4.15	3.61	4.62	3.99	2.74	1.93	-	3.91	-
Std Dev.	1.21	0.25	1.23	0.55	0.92	1.39	0.63	1.19	0.84	-	-	1.21	-
Std Error	0.19	0.11	0.21	0.39	0.25	0.30	0.32	0.20	0.49	-	-	0.19	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ7\_9\_1. Thinking of Parcelforce's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Parcelforce

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	40	-	-	16	24	-	-	-	-	-	-	-	15	1	10	8	6
Weighted Base	55*	**	**	23**	32**	**	**	**	**	**	**	**	21**	2**	12**	14**	7**
Effective Base	28	-	-	11	16	-	-	-	-	-	-	-	10	1	6	7	4
Very dissatisfied (1)	4	-	-	-	4	-	-	-	-	-	-	-	-	-	2	-	2
	7%	-	-	-	11%	-	-	-	-	-	-	-	-	-	15%	-	27%
Fairly dissatisfied (2)	4	-	-	3	3	-	-	-	-	-	-	-	*	-	2	1	-
	7%	-	-	2%	10%	-	-	-	-	-	-	-	2%	-	17%	9%	-
Neither satisfied or dissatisfied (3)	10	-	-	5	5	-	-	-	-	-	-	-	5	-	3	-	2
	16%	-	-	21%	15%	-	-	-	-	-	-	-	23%	-	26%	-	28%
Fairly satisfied (4)	15	-	-	10	6	-	-	-	-	-	-	-	8	2	1	2	3
	28%	-	-	41%	18%	-	-	-	-	-	-	-	36%	100%	8%	13%	46%
Very satisfied (5)	23	-	-	8	15	-	-	-	-	-	-	-	8	-	4	11	-
	41%	-	-	36%	45%	-	-	-	-	-	-	-	39%	-	34%	77%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	38	-	-	18	20	-	-	-	-	-	-	-	16	2	5	12	3
	69%	-	-	77%	64%	-	-	-	-	-	-	-	75%	100%	42%	91%	46%
NET Very/fairly dissatisfied	7	-	-	-	7	-	-	-	-	-	-	-	*	-	4	1	2
	13%	-	-	2%	21%	-	-	-	-	-	-	-	2%	-	32%	9%	27%
Mean	3.91	-	-	4.11	3.76	-	-	-	-	-	-	-	4.12	4.00	3.29	4.59	2.92
Std Dev	1.21	-	-	0.81	1.42	-	-	-	-	-	-	-	0.85	-	1.53	0.93	1.33
Std Error	0.19	-	-	0.20	0.29	-	-	-	-	-	-	-	0.22	-	0.49	0.33	0.54

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_10\_1. Thinking of TNT's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about TNT

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	26	-	26	19	7	21	5	4	11	6	-	3	2	15	6	5	2	22	4	26	
Weighted Base	36*	**	36**	29**	7**	31**	5**	4**	15**	13**	-**	2**	3**	19**	13**	4**	3**	31**	5**	26*	
Effective Base	18	-	18	14	6	15	3	3	8	5	-	2	2	11	5	3	2	16	2	26	
Very dissatisfied (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fairly dissatisfied (2)	1	-	1	-	1	1	-	1	-	-	-	-	-	1	-	-	-	1	-	1	
Neither satisfied or dissatisfied (3)	3%	-	3%	-	16%	4%	-	26%	-	-	-	-	-	6%	-	-	-	4%	-	4%	
Fairly satisfied (4)	5	-	5	4	**	5	*	**	2	2	-	-	-	3	2	-	-	5	-	4	
Very satisfied (5)	13%	-	13%	15%	6%	15%	2%	11%	16%	15%	-	-	-	15%	15%	-	-	15%	-	15%	
NET Very/fairly satisfied	12	-	12	8	4	11	1	1	5	3	-	-	3	6	3	3	3	8	5	11	
NET Very/fairly dissatisfied	34%	-	34%	29%	55%	35%	26%	14%	37%	26%	-	7%	100%	32%	26%	68%	100%	24%	100%	42%	
I don't know / Not applicable	18	-	18	16	2	14	4	2	7	7	-	1	-	9	7	1	-	16	-	10	
NET Very/fairly dissatisfied	50%	-	50%	56%	23%	46%	73%	49%	47%	59%	-	93%	-	47%	59%	32%	-	57%	-	38%	
NET Very/fairly satisfied	30	-	30	24	6	25	5	3	12	11	-	2	3	15	11	4	3	26	5	21	
NET Very/fairly dissatisfied	84%	-	84%	85%	78%	81%	98%	63%	84%	85%	-	100%	100%	79%	85%	100%	100%	81%	100%	81%	
Mean	4.30	-	4.30	4.42	3.85	4.24	4.71	3.85	4.31	4.44	-	4.93	4.00	4.21	4.44	4.32	4.00	4.35	4.00	4.15	
Std Dev.	0.82	-	0.82	0.75	1.02	0.85	0.54	1.46	0.76	0.77	-	-	0.00	0.93	0.77	0.53	0.00	0.87	0.00	0.83	
Std Error	0.16	-	0.16	0.17	0.38	0.19	0.24	0.73	0.23	0.32	-	-	0.00	0.24	0.32	0.24	0.00	0.19	0.00	0.16	

Proportions/Mean: Columns Tested (5% risk level) - a-b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_10\_1. Thinking of TNT's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about TNT

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	26	12	5	8	1	17	9	20	6	2	2	6	8	7	16	3	23	14	12	-
Weighted Base	36*	17**	6**	12**	2**	23**	13**	29**	7**	4**	4**	9**	8**	9**	21**	6**	30**	25**	11**	**
Effective Base	18	8	3	7	1	11	8	14	5	2	2	4	6	4	12	3	16	12	7	-
Very dissatisfied (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	1	1	-	-	-	1	-	-	1	-	-	-	1	-	1	-	1	1	-	-
	3%	7%	-	-	-	5%	-	-	16%	-	-	-	14%	-	5%	-	4%	4%	-	-
Neither satisfied or dissatisfied (3)	5	3	-	2	-	3	2	5	-	-	2	2	*	4	-	5	2	2	-	
	13%	17%	-	17%	-	12%	14%	16%	-	-	58%	21%	1%	5%	21%	-	16%	9%	23%	
Fairly satisfied (4)	12	7	3	2	-	10	2	8	4	1	2	*	4	5	6	1	11	6	6	
	34%	43%	53%	16%	-	46%	14%	29%	55%	30%	42%	5%	46%	57%	23%	21%	37%	23%	59%	
Very satisfied (5)	18	6	3	8	2	9	10	16	2	3	7	3	4	10	5	13	16	2	-	
	50%	33%	47%	67%	100%	37%	71%	55%	29%	70%	-	74%	39%	38%	47%	79%	44%	63%	18%	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Veryfairly satisfied	30	13	6	10	2	19	11	24	6	4	2	7	9	15	6	24	22	8	-	
	84%	76%	100%	83%	100%	83%	86%	84%	84%	100%	42%	79%	85%	95%	74%	100%	81%	87%	77%	
NET Veryfairly dissatisfied	1	1	-	-	-	1	-	1	-	-	-	1	-	1	-	1	1	1	-	
	3%	7%	-	-	-	5%	-	16%	-	-	-	14%	-	5%	-	4%	4%	4%	-	
Mean	4.30	4.03	4.47	4.50	5.00	4.15	4.57	4.38	3.98	4.70	3.42	4.53	4.09	4.33	4.15	4.79	4.21	4.46	3.95	
Std Dev.	0.82	0.90	0.55	0.80	-	0.84	0.76	0.76	1.03	0.53	0.57	0.87	1.05	0.60	0.95	0.44	0.85	0.85	0.67	
Std Error	0.16	0.26	0.24	0.28	-	0.20	0.25	0.17	0.42	0.38	0.40	0.35	0.37	0.23	0.24	0.26	0.18	0.23	0.19	

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_10\_1. Thinking of TNT's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about TNT

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	26	22	4	2	18	2	3	3	1	1	4	1	3	2	4	1	1	-	2
Weighted Base	36*	34**	2**	2**	33**	1**	1**	1**	1**	2**	6**	1**	5**	4**	11**	2**	2**	**	1**
Effective Base	18	17	1	1	16	1	2	3	1	1	4	1	3	2	4	1	1	-	1
Very dissatisfied (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	1	1	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-
3%	3%	-	-	-	3%	-	-	-	-	-	19%	-	-	-	-	-	-	-	-
Neither satisfied or dissatisfied (3)	5	5	-	-	4	-	1	-	-	2	2	-	-	-	-	-	-	-	-
13%	13%	14%	4%	5%	13%	-	93%	-	-	100%	33%	-	-	-	-	-	-	-	-
Fairly satisfied (4)	12	10	2	2	11	-	-	1	1	-	1	-	1	4	3	-	2	-	-
34%	34%	31%	96%	95%	34%	11%	7%	77%	100%	-	20%	-	26%	100%	25%	-	100%	-	11%
Very satisfied (5)	18	18	-	-	17	1	-	-	-	-	2	1	4	8	2	-	-	-	1
50%	50%	52%	-	-	50%	89%	-	23%	-	-	28%	100%	74%	-	100%	-	-	-	89%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	30	28	2	2	28	1	-	3	1	-	3	1	5	4	11	2	2	-	1
84%	84%	83%	96%	95%	84%	100%	7%	100%	100%	-	48%	100%	100%	100%	100%	100%	100%	-	100%
NET Very/fairly dissatisfied	1	1	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-
3%	3%	3%	-	-	3%	-	-	-	-	-	19%	-	-	-	-	-	-	-	-
Mean	4.30	4.32	3.96	3.95	4.31	4.89	3.07	4.23	4.00	3.00	3.57	5.00	4.74	4.00	4.75	5.00	4.00	-	4.89
Std Dev.	0.82	0.84	-	-	0.83	-	-	-	-	0.00	1.19	-	0.49	0.00	0.45	0.00	-	-	-
Std Error	0.16	0.18	-	-	0.20	-	-	-	-	0.00	0.60	-	0.28	0.00	0.23	0.00	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_10\_1. Thinking of TNT's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about TNT

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	26	4	-	2	12	13	1	-	-	25	-	10	11	3	1	1	21	2	23	3
Weighted Base	36*	3**	**	3**	20**	15**	***	**	**	35**	**	18**	13**	3**	***	1**	31**	1**	33**	3**
Effective Base	18	3	-	2	9	9	1	-	-	18	-	8	7	3	1	1	15	2	17	2
Very dissatisfied (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	1	-	-	-	-	1	-	-	-	1	-	-	-	1	-	-	-	-	1	-
Neither satisfied or dissatisfied (3)	5	-	-	-	-	5	-	-	-	5	-	2	2	-	-	-	5	-	5	-
Fairly satisfied (4)	12	3	-	3	5	7	+	-	-	12	-	5	3	2	+	10	+	10	2	
Very satisfied (5)	34%	98%	-	100%	25%	44%	100%	-	-	33%	-	35%	24%	67%	100%	-	31%	35%	31%	72%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	30	3	-	3	20	9	+	-	-	30	-	16	11	2	+	1	27	1	27	3
NET Very/fairly dissatisfied	1	-	-	-	-	1	-	-	-	1	-	-	-	1	-	-	-	-	1	-
Mean	4.30	3.98	-	4.00	4.75	3.72	4.00	-	-	4.31	-	4.40	4.39	3.34	4.00	5.00	4.39	4.65	4.31	4.28
Std Dev	0.82	0.18	-	0.00	0.44	0.86	-	-	-	0.83	-	0.72	0.81	1.13	-	-	0.75	-	0.85	0.56
Std Error	0.16	0.09	-	0.00	0.13	0.24	-	-	-	0.17	-	0.23	0.24	0.65	-	-	0.16	-	0.18	0.33

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_10\_1. Thinking of TNT's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about TNT

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	26	4	21	1	13	11	2	24	2	-	-	26	-
Weighted Base	36*	7**	26**	3**	22**	14**	1**	34**	2**	**	**	36**	**
Effective Base	18	3	15	1	10	8	1	17	2	-	-	18	-
Very dissatisfied (1)	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	1	-	1	-	-	1	-	1	-	-	-	1	-
Neither satisfied or dissatisfied (3)	5	-	4%	-	-	8%	-	3%	-	-	-	3%	-
Fairly satisfied (4)	12	-	5	-	2	2	*	4	*	-	-	5	-
Very satisfied (5)	18	-	18%	-	13%	18%	9%	13%	22%	-	-	13%	-
I don't know / Not applicable	-	-	12	-	8	4	-	11	2	-	-	12	-
NET Very/fairly satisfied	30	100%	46%	100%	37%	32%	-	31%	78%	-	-	34%	-
NET Very/fairly dissatisfied	1	-	8	3	11	6	1	18	-	-	-	18	-
Mean	4.30	5.00	32%	100%	52%	43%	91%	53%	-	-	-	50%	-
Std Dev.	0.82	*	0.83	0.00	0.69	1.00	-	0.83	0.57	-	-	0.82	-
Std Error	0.16	*	0.18	0.00	0.19	0.30	-	0.17	0.41	-	-	0.16	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_10\_1. Thinking of TNT's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about TNT

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	26	-	-	7	19	-	-	-	-	-	-	-	6	1	4	9	6
Weighted Base	361	**	**	10**	26**	**	**	**	**	**	**	**	10**	***	7**	15**	5**
Effective Base	18	-	-	5	14	-	-	-	-	-	-	-	5	1	3	8	3
Very dissatisfied (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1
Neither satisfied or dissatisfied (3)	5	-	-	2	2	-	-	-	-	-	-	-	2	-	-	2	-
Fairly satisfied (4)	12	-	-	3	9	-	-	-	-	-	-	-	3	-	4	3	2
Very satisfied (5)	18	-	-	4	14	-	-	-	-	-	-	-	4	-	3	9	1
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	30	-	-	7	23	-	-	-	-	-	-	-	7	-	7	12	3
NET Very/fairly dissatisfied	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1
Mean	4.30	-	-	4.19	4.35	-	-	-	-	-	-	-	4.20	3.00	4.41	4.48	3.83
Std Dev	0.82	-	-	0.85	0.83	-	-	-	-	-	-	-	0.84	-	0.53	0.78	1.27
Std Error	0.16	-	-	0.32	0.19	-	-	-	-	-	-	-	0.34	-	0.27	0.26	0.52

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_12\_1. Thinking of UPS's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about UPS

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	32	-	32	17	15	23	9	4	12	12	-	3	1	-	16	12	4	1	27	5	32
Weighted Base	50*	**	50**	27**	23**	36**	14**	8**	20**	20**	**	2**	***	**	27**	20**	3**	***	41**	9**	32*
Effective Base	23	-	23	12	11	16	7	3	10	9	-	1	1	-	12	9	1	1	20	3	32
Very dissatisfied (1)	*	-	*	*	*	*	*	-	-	-	-	*	-	-	-	-	*	-	*	-	1
Fairly dissatisfied (2)	*	-	*	*	*	*	*	-	-	-	-	3%	-	-	-	-	3%	-	*	-	3%
Neither satisfied or dissatisfied (3)	1%	-	1%	-	2%	-	3%	5%	-	-	-	-	-	-	1%	-	-	-	1%	-	3%
Fairly satisfied (4)	6	-	6	1	5	5	1	3	3	*	-	-	-	-	6	*	-	-	5	1	4
Very satisfied (5)	12%	-	12%	4%	22%	14%	9%	34%	16%	2%	-	-	-	-	21%	2%	-	-	12%	13%	13%
NET Very/fairly satisfied	43	-	43	15	9	17	8	-	10	14	-	*	-	-	10	14	*	*	20	4	15
NET Very/fairly dissatisfied	49%	-	49%	56%	40%	46%	55%	-	50%	71%	-	5%	100%	-	36%	71%	9%	100%	50%	44%	47%
NET Very/fairly satisfied	87%	-	87%	95%	77%	86%	89%	61%	84%	98%	-	97%	100%	-	78%	98%	97%	100%	87%	87%	81%
NET Very/fairly dissatisfied	1%	-	1%	*	2%	*	3%	5%	-	-	-	3%	-	-	1%	-	3%	-	1%	-	6%
Mean	4.24	-	4.24	4.34	4.12	4.26	4.19	4.18	4.18	4.25	-	4.83	4.00	-	4.18	4.25	4.80	4.00	4.23	4.30	4.06
Std Dev.	0.70	-	0.70	0.60	0.81	0.71	0.72	1.13	0.70	0.49	-	0.91	-	-	0.82	0.49	0.90	-	0.71	0.72	0.95
Std Error	0.12	-	0.12	0.14	0.21	0.15	0.24	0.56	0.20	0.14	-	0.52	-	-	0.20	0.14	0.45	-	0.14	0.32	0.17

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_12\_1. Thinking of UPS's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about UPS

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	32	15	6	8	3	21	11	27	5	4	2	6	5	13	13	5	26	16	15	1
Weighted Base	50*	22**	8**	14**	6**	30**	20**	44**	5**	10**	1**	10**	8**	19**	18**	12**	37**	30**	19**	1**
Effective Base	23	9	5	7	3	13	10	20	3	4	2	5	4	9	10	4	18	13	10	1
Very dissatisfied (1)	*	*	-	-	-	*	-	*	-	-	-	-	-	*	-	-	*	-	*	-
Fairly dissatisfied (2)	1%	-	4%	-	-	1%	-	1%	-	-	47%	-	-	-	-	-	1%	1%	-	-
Neither satisfied or dissatisfied (3)	6	-	1	3	2	1	5	2	5	-	*	2	-	4	2	-	6	3	3	-
Fairly satisfied (4)	12%	-	14%	22%	32%	4%	25%	4%	83%	-	53%	19%	-	20%	13%	-	10%	16%	16%	-
Very satisfied (5)	24	10	4	10	-	15	10	24	*	1	-	8	8	8	15	1	23	13	12	-
NET Very/fairly satisfied	49%	48%	48%	72%	-	48%	50%	54%	4%	13%	-	81%	100%	40%	85%	11%	62%	41%	63%	-
NET Very/fairly dissatisfied	19	11	3	1	4	14	5	18	1	9	-	7	-	7	11	7	14	4	4	1
I don't know / Not applicable	38%	52%	33%	6%	68%	46%	25%	41%	13%	87%	-	-	-	39%	-	89%	20%	47%	21%	100%
NET Very/fairly satisfied	43	22	7	11	4	29	15	42	1	10	-	8	8	15	15	12	30	27	16	1
NET Very/fairly dissatisfied	37%	100%	82%	78%	68%	95%	75%	95%	17%	100%	-	81%	100%	80%	85%	100%	82%	69%	84%	100%
Mean	4.24	4.51	4.11	3.84	4.37	4.40	4.00	4.36	3.30	4.87	2.53	3.81	4.00	4.18	3.83	4.89	4.01	4.35	4.04	5.00
Std Dev.	0.70	0.55	0.84	0.52	1.02	0.65	0.73	0.61	0.75	0.35	-	0.42	0.00	0.79	0.43	0.32	0.66	0.72	0.65	-
Std Error	0.12	0.14	0.34	0.18	0.59	0.14	0.22	0.12	0.34	0.17	-	0.17	0.00	0.22	0.12	0.14	0.13	0.18	0.17	-

Proportions/Mean: Columns Test(s) (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_12\_1. Thinking of UPS's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about UPS

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	32	27	5	1	22	4	3	3	1	5	5	-	3	2	5	1	-	-	4
Weighted Base	50*	49**	***	***	47**	2**	1**	1**	1**	13**	8**	**	5**	5**	13**	2**	**	**	2**
Effective Base	23	22	4	1	20	3	2	2	1	5	5	-	3	2	5	1	-	-	3
Very dissatisfied (1)	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	+	-	15%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	-	-	-	18%	-	-	-	-	-	-	-	-	-	-	-	-	18%
Neither satisfied or dissatisfied (3)	6	6	-	-	6	-	-	-	-	2	1	-	-	3	-	-	-	-	-
	12%	12%	-	-	12%	-	-	6%	-	15%	14%	-	-	58%	-	-	-	-	-
Fairly satisfied (4)	24	24	-	-	24	+	+	-	-	5	7	-	3	2	5	2	-	-	-
	49%	49%	60%	100%	52%	6%	20%	-	-	37%	86%	-	63%	42%	38%	100%	-	-	6%
Very satisfied (5)	19	19	-	-	17	1	1	-	1	6	-	-	2	-	8	-	-	-	1
	38%	38%	25%	-	36%	76%	80%	20%	100%	48%	-	-	37%	-	62%	-	-	-	76%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	43	43	-	-	41	2	1	+	1	11	7	-	5	2	13	2	-	-	2
	37%	37%	85%	100%	88%	82%	100%	20%	100%	85%	86%	-	100%	42%	100%	100%	-	-	82%
NET Very/fairly dissatisfied	1*	1*	15%	-	-	18%	-	12%	-	-	-	-	-	-	-	-	-	-	18%
Mean	4.24	4.24	3.81	4.00	4.24	4.40	4.80	3.16	5.00	4.33	3.86	-	4.37	3.42	4.62	4.00	-	-	4.40
Std Dev.	0.70	0.70	-	-	0.66	-	-	-	-	0.75	0.37	-	0.54	0.56	0.51	0.00	-	-	-
Std Error	0.12	0.13	-	-	0.14	-	-	-	-	0.34	0.17	-	0.31	0.40	0.23	0.00	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_12\_1. Thinking of UPS's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about UPS

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	32	3	-	2	14	14	4	-	-	28	-	12	12	4	3	1	24	4	26	6
Weighted Base	50*	1**	**	1**	25**	21**	4**	**	**	46**	**	21**	17**	4**	7**	1**	38**	8**	45**	5**
Effective Base	23	2	-	1	10	11	3	-	-	20	-	9	9	2	2	1	18	3	20	3
Very dissatisfied (1)	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	*	8%	-	-	-	-	-	-	-	-	-	-	-	2%	-	-	-	-	-	1%
Neither satisfied or dissatisfied (3)	6	-	-	-	-	5	2	-	-	5	-	-	3	2	1	-	3	1	6	-
Fairly satisfied (4)	24	-	-	-	13	9	2	-	-	22	-	13	7	2	2	-	20	2	21	4
Very satisfied (5)	49%	13%	-	14%	54%	44%	47%	-	-	49%	-	65%	42%	46%	27%	-	54%	24%	46%	81%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	43	1	-	1	11	7	1	-	-	18	-	7	7	-	4	1	14	5	18	1
NET Very/fairly dissatisfied	1%	8%	-	86%	46%	33%	16%	-	-	40%	-	33%	43%	-	56%	100%	38%	61%	40%	17%
Mean	4.24	4.56	-	4.86	4.45	4.08	3.79	-	-	4.28	-	4.30	4.28	3.42	4.40	5.00	4.29	4.46	4.25	4.13
Std Dev	0.70	-	-	-	0.54	0.80	0.80	-	-	0.69	-	0.57	0.73	0.66	0.82	-	0.64	0.79	0.72	0.61
Std Error	0.12	-	-	-	0.14	0.21	0.40	-	-	0.13	-	0.17	0.21	0.33	0.47	-	0.13	0.40	0.14	0.25

Proportions/Mean: Columns Tested (5% risk level) - a|b|c - d|e|f|g|h|i - k|l|m|n|o|p|q - r|s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_12\_1. Thinking of UPS's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about UPS

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	32	5	26	1	11	20	1	30	2	-	-	32	-
Weighted Base	50*	12**	36**	2**	20**	29**	1**	44**	6**	**	**	50**	**
Effective Base	23	4	19	1	8	14	1	22	2	-	-	23	-
Very dissatisfied (1)	*	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	*	-	-	-	-	-	-	-	-	-	-	-	-
Neither satisfied or dissatisfied (3)	6	-	6	-	1	5	-	4	2	-	-	6	-
Fairly satisfied (4)	24	2	20	2	9	15	-	24	-	-	-	24	-
Very satisfied (5)	19	9	10	-	10	8	1	15	4	-	-	19	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	43	12	30	2	19	24	1	39	4	-	-	43	-
NET Very/fairly dissatisfied	1%	-	1%	-	2%	*	-	1%	-	-	-	1%	-
Mean	4.24	4.78	4.08	4.00	4.39	4.11	5.00	4.22	4.35	-	-	4.24	-
Std Dev.	0.70	0.43	0.71	0.00	0.69	0.70	-	0.66	1.03	-	-	0.70	-
Std Error	0.12	0.19	0.14	0.00	0.21	0.16	-	0.12	0.73	-	-	0.12	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_12\_1. Thinking of UPS's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about UPS

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	32	-	-	14	18	-	-	-	-	-	-	11	3	3	9	6
Weighted Base	60*	**	**	26**	24**	**	**	**	**	**	**	25**	2**	6**	13**	5**
Effective Base	23	-	-	10	13	-	-	-	-	-	-	9	1	3	7	3
Very dissatisfied (1)	*	-	-	*	*	-	-	-	-	-	-	-	-	-	-	*
Fairly dissatisfied (2)	*	-	-	*	*	-	-	-	-	-	-	-	-	-	-	*
Neither satisfied or dissatisfied (3)	6	-	-	3	3	-	-	-	-	-	-	3	-	-	3	-
Fairly satisfied (4)	24	-	-	13	11	-	-	-	-	-	-	12	2	4	4	4
Very satisfied (5)	19	-	-	10	9	-	-	-	-	-	-	10	-	3	6	1
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	43	-	-	23	20	-	-	-	-	-	-	21	2	6	9	4
NET Very/fairly dissatisfied	15	-	-	8	8	-	-	-	-	-	-	8	100%	100%	75%	91%
Mean	4.24	-	-	4.26	4.21	-	-	-	-	-	-	4.28	4.00	4.44	4.20	3.94
Std Dev	0.70	-	-	0.66	0.76	-	-	-	-	-	-	0.68	-	0.54	0.84	0.85
Std Error	0.12	-	-	0.18	0.18	-	-	-	-	-	-	0.21	-	0.31	0.28	0.35

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_13\_1. Thinking of UK Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about UK Mail

Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	49	-	49	33	16	29	20	10	24	11	1	2	1	34	12	3	1	41	8	49	
Weighted Base	67*	**	67*	48**	19**	46**	21**	9**	37**	17**	2**	1**	**	46**	19**	2**	**	51**	15**	49*	
Effective Base	32	-	32	23	9	20	12	4	18	9	1	1	1	21	10	2	1	28	5	49	
Very dissatisfied (1)	*	-	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	2
Fairly dissatisfied (2)	*	-	*	*	1%	*	*	*	*	*	*	*	100%	*	*	7%	100%	*	*	4%	
Neither satisfied or dissatisfied (3)	6	-	6	3	2	2	3	1	4	*	*	*	*	5	*	*	*	6	*	6	
Fairly satisfied (4)	28	-	28	18	10	22	5	18	4	2	-	-	-	22	5	-	-	18	9	17	
Very satisfied (5)	41%	-	41%	37%	53%	48%	26%	51%	48%	21%	100%	-	-	48%	28%	-	-	35%	61%	35%	
I don't know / Not applicable	49%	-	49%	54%	34%	47%	51%	38%	37%	76%	-	-	-	37%	72%	93%	-	53%	32%	45%	
NET Very/fairly satisfied	60	-	60	43	16	44	16	8	32	17	2	1	-	40	19	1	-	46	14	39	
NET Very/fairly dissatisfied	90%	-	90%	91%	87%	95%	77%	88%	85%	100%	100%	-	-	85%	100%	93%	-	89%	92%	80%	
Mean	4.36	-	4.36	4.42	4.20	4.42	4.22	4.25	4.19	4.78	4.00	5.00	1.00	4.20	4.72	4.70	1.00	4.42	4.16	4.12	
Std Dev.	0.74	-	0.74	0.74	0.72	0.62	0.95	0.72	0.78	0.44	-	-	-	0.76	0.47	-	-	0.71	0.80	1.05	
Std Error	0.11	-	0.11	0.13	0.18	0.11	0.21	0.23	0.16	0.13	-	-	-	0.13	0.14	-	-	0.11	0.28	0.15	

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_13\_1. Thinking of UK Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about UK Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	49	20	10	13	6	30	19	39	10	6	4	13	15	9	32	7	41	22	24	3
Weighted Base	67*	29**	11**	15**	11**	40**	26**	59**	7**	13**	7**	19**	14**	12**	39**	15**	51**	39**	27**	1**
Effective Base	32	13	6	9	5	19	13	28	5	5	3	9	9	6	20	6	26	17	15	2
Very dissatisfied (1)	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	1	-	1	-	-	1	-	1	-	-	-	1	-	-	-	-	1	1	-	-
Neither satisfied or dissatisfied (3)	6	5	-	-	1	5	1	3	2	-	-	3	2	-	5	-	6	1	4	-
Fairly satisfied (4)	28	8	5	11	4	13	14	25	3	4	3	9	9	3	21	4	24	13	14	-
Very satisfied (5)	32	17	5	4	7	21	11	30	2	9	4	6	2	9	12	11	21	24	8	1
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	60	25	10	15	11	34	25	55	5	13	7	15	11	11	38	15	45	37	22	1
NET Very/fairly dissatisfied	1	-	1	-	-	1	-	1	-	-	-	-	-	-	-	-	1	1	-	-
Mean	4.36	4.41	4.15	4.26	4.54	4.34	4.38	4.41	3.90	4.69	4.61	4.14	3.97	4.49	4.16	4.73	4.24	4.53	4.11	4.40
Std Dev.	0.74	0.75	1.01	0.51	0.65	0.83	0.58	0.69	0.97	0.48	0.53	0.76	0.61	0.95	0.70	0.46	0.77	0.70	0.72	-
Std Error	0.11	0.17	0.32	0.14	0.26	0.15	0.13	0.11	0.31	0.20	0.26	0.21	0.16	0.32	0.12	0.17	0.12	0.15	0.15	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_13\_1. Thinking of UK Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about UK Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	49	39	10	5	33	8	4	4	4	5	4	1	4	6	6	2	1	1	7
Weighted Base	67*	60*	6**	***	62**	3**	***	1**	4**	13**	6**	1**	7**	9**	14**	6**	2**	***	3**
Effective Base	32	30	2	4	29	5	4	3	3	5	4	1	4	6	2	1	1	4	
Very dissatisfied (1)	-	-	2%	-	-	1%	35%	-	-	-	-	-	-	-	-	-	-	-	1%
Fairly dissatisfied (2)	1	1	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	2%	2%	1%	14%	2%	2%	-	-	-	21%	-	-	-	-	-	-	-	-	2%
Neither satisfied or dissatisfied (3)	6	3	2	-	5	-	-	-	1	2	-	-	-	2	-	-	-	-	-
	8%	5%	34%	31%	8%	10%	25%	-	20%	16%	-	-	-	16%	-	-	100%	-	2%
Fairly satisfied (4)	28	24	4	-	26	1	-	1	-	4	3	-	3	5	4	4	2	-	1
	41%	39%	59%	-	41%	36%	14%	61%	-	31%	56%	-	49%	55%	30%	60%	100%	-	39%
Very satisfied (5)	32	32	-	-	30	1	-	-	3	7	1	1	3	4	8	2	-	-	1
	48%	53%	4%	55%	49%	50%	26%	39%	80%	54%	21%	100%	51%	45%	54%	40%	-	-	55%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	60	56	4	-	56	3	-	3	3	11	4	1	7	9	12	6	2	-	3
	90%	93%	63%	55%	90%	87%	39%	100%	80%	64%	79%	100%	100%	100%	64%	100%	100%	-	94%
NET Very/fairly dissatisfied	1	1	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	2%	2%	3%	14%	2%	3%	35%	-	-	21%	-	-	-	-	-	-	-	-	3%
Mean	4.36	4.44	3.61	3.96	4.37	4.33	2.94	4.39	4.59	4.38	3.79	5.00	4.51	4.45	4.38	4.40	4.00	3.00	4.45
Std Dev.	0.74	0.69	0.74	-	0.72	1.01	-	-	0.94	0.77	1.11	-	0.54	0.53	0.77	0.53	-	-	0.95
Std Error	0.11	0.11	0.24	-	0.13	0.36	-	-	0.47	0.35	0.55	-	0.27	0.21	0.32	0.38	-	-	0.36

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ7\_13\_1. Thinking of UK Mail's response to your complaint, how satisfied were you with... How your complaint was handled**

**Base : Made a complaint about UK Mail**

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	49	9	-	3	18	20	6	5	-	38	5	21	20	3	3	1	41	4	45	4
Weighted Base	67*	7**	-**	1**	29**	25**	9**	4**	-**	55**	4**	32**	21**	4**	6**	1**	54**	7**	62**	5**
Effective Base	32	5	-	2	13	14	4	2	-	26	2	15	12	2	2	1	27	2	29	3
Very dissatisfied (1)	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	1	2%	-	9%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2%
Neither satisfied or dissatisfied (3)	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly satisfied (4)	8%	1%	-	-	-	5	1	*	-	5	*	2	1	2	-	-	3	-	6	-
Very satisfied (5)	41%	4	-	-	8	10	6	2	-	20	2	5	14	2	4	1	19	5	25	3
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	60	6	-	1	32%	41%	69%	54%	-	36%	54%	15%	66%	46%	67%	100%	33%	71%	40%	57%
NET Very/fairly dissatisfied	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	4.36	4.34	-	4.66	4.66	4.21	3.72	4.39	-	4.46	4.39	4.71	4.23	3.46	3.74	4.00	4.52	3.77	4.36	4.33
Std Dev	0.74	0.73	-	-	0.53	0.76	0.85	0.72	-	0.68	0.72	0.63	0.56	0.57	1.01	-	0.64	0.95	0.74	0.81
Std Error	0.11	0.24	-	-	0.12	0.17	0.35	0.32	-	0.11	0.32	0.14	0.12	0.33	0.58	-	0.10	0.47	0.11	0.40

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_13\_1. Thinking of UK Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about UK Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	49	9	39	1	23	19	7	41	6	1	-	48	1
Weighted Base	67*	16**	48**	2**	41**	22**	3**	54**	12**	***	..**	67*	***
Effective Base	32	6	25	1	17	13	3	28	5	1	-	32	1
Very dissatisfied (1)	*	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	1	*	1	-	1	-	-	1	-	100%	-	1	-
Neither satisfied or dissatisfied (3)	6	2	3	-	5	1	*	3	3	-	-	5	*
Fairly satisfied (4)	28	4	24	-	18	9	2	19	8	-	-	28	-
Very satisfied (5)	48%	62%	41%	100%	47%	55%	17%	57%	11%	-	-	48%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	80%	87%	90%	100%	86%	96%	94%	93%	77%	-	-	90%	-
NET Very/fairly dissatisfied	1	*	1	-	1	*	*	1	-	*	-	1	-
Mean	4.36	4.48	4.28	5.00	4.30	4.50	4.10	4.47	3.88	1.00	-	4.36	3.00
Std Dev.	0.74	0.75	0.73	*	0.79	0.63	0.66	0.72	0.59	-	-	0.73	-
Std Error	0.11	0.25	0.12	*	0.17	0.14	0.25	0.11	0.24	-	-	0.11	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_13\_1. Thinking of UK Mail's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about UK Mail

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	49	-	19	30	-	-	-	-	-	-	-	17	2	6	11	13
Weighted Base	67*	**	32**	35**	**	**	**	**	**	**	**	31**	1**	5**	15**	14**
Effective Base	32	-	14	19	-	-	-	-	-	-	-	13	1	3	9	7
Very dissatisfied (1)	*	-	*	*	-	-	-	-	-	-	-	*	-	1%	-	-
Fairly dissatisfied (2)	1	-	-	1	-	-	-	-	-	-	-	-	-	-	1	*
Neither satisfied or dissatisfied (3)	2%	-	-	4%	-	-	-	-	-	-	-	-	-	-	8%	*
Fairly satisfied (4)	6	-	5	1	-	-	-	-	-	-	-	5	*	-	-	1
Very satisfied (5)	8%	-	15%	23%	-	-	-	-	-	-	-	15%	8%	-	-	5%
I don't know / Not applicable	28	-	9	19	-	-	-	-	-	-	-	9	-	2	5	11
NET Very/fairly satisfied	41%	-	29%	53%	-	-	-	-	-	-	-	29%	-	44%	32%	78%
NET Very/fairly dissatisfied	32	-	18	14	-	-	-	-	-	-	-	17	1	3	9	2
Mean	48%	-	56%	41%	-	-	-	-	-	-	-	55%	92%	55%	60%	76%
Std Dev	0.74	-	0.78	0.71	-	-	-	-	-	-	-	0.78	-	0.62	0.87	0.49
Std Error	0.11	-	0.18	0.13	-	-	-	-	-	-	-	0.19	-	0.25	0.26	0.14

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_15\_1. Thinking of Yodel's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Yodel

Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	45	-	45	29	16	22	23	12	14	14	2	2	-	1	26	16	3	1	39	6	45
Weighted Base	61*	-**	61**	43**	18**	38**	23**	14**	19**	20**	3**	4**	-**	1**	33**	23**	5**	1**	50**	11**	45*
Effective Base	29	-	29	21	9	16	13	6	10	10	2	2	-	1	15	11	2	1	25	5	45
Very dissatisfied (1)	2	-	2	1	2	1	1	-	-	-	1	1	-	-	-	2	1	-	2	-	3
Fairly dissatisfied (2)	4%	-	4%	2%	9%	4%	4%	-	-	1%	49%	21%	-	-	-	7%	16%	-	5%	-	7%
Neither satisfied or dissatisfied (3)	1%	-	1%	-	4%	-	3%	5%	1%	-	-	-	-	-	2%	-	-	-	1%	-	4%
Fairly satisfied (4)	8	-	8	4	4	6	1	4	1	2	-	-	-	-	5	2	-	-	4	4	5
Very satisfied (5)	13%	-	13%	9%	22%	17%	6%	29%	8%	11%	-	-	-	-	17%	9%	-	-	7%	36%	11%
NET Very/fairly satisfied	25	-	25	16	9	14	11	7	9	4	2	3	-	-	16	6	3	-	19	6	19
NET Very/fairly dissatisfied	41%	-	41%	37%	49%	36%	48%	51%	47%	22%	51%	79%	-	-	49%	26%	58%	-	38%	50%	42%
I don't know / Not applicable	41%	-	41%	22%	3	16	9	2	8	13	-	-	-	1	10	13	1	1	24	2	13
NET Very/fairly satisfied	50	-	50	38	12	30	20	9	17	18	2	3	-	1	26	19	4	1	43	7	32
NET Very/fairly dissatisfied	82%	-	82%	90%	65%	79%	87%	66%	92%	88%	51%	79%	-	100%	81%	83%	84%	100%	86%	64%	71%
Mean	4.14	-	4.14	4.39	3.57	4.15	4.13	3.76	4.35	4.52	2.52	3.36	-	5.00	4.11	4.26	3.79	5.00	4.22	3.79	3.80
Std Dev.	0.98	-	0.98	0.80	1.13	0.98	1.00	0.79	0.67	0.80	1.84	1.45	-	-	0.77	1.15	1.44	-	1.02	0.71	1.17
Std Error	0.15	-	0.15	0.15	0.28	0.21	0.21	0.24	0.18	0.21	1.30	1.03	-	-	0.15	0.29	0.83	-	0.17	0.29	0.18

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_15\_1. Thinking of Yodel's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Yodel

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	45	15	14	15	1	29	16	34	10	3	6	12	11	11	29	4	40	20	23	2
Weighted Base	61*	21**	19**	19**	2**	40**	21**	51**	10**	8**	7**	18**	12**	13**	37**	10**	50**	31**	29**	1**
Effective Base	29	9	9	10	1	18	11	24	5	3	4	8	7	6	20	3	26	14	15	2
Very dissatisfied (1)	2	1	-	1	-	1	1	2	-	-	1	-	1	-	2	-	2	-	2	-
Fairly dissatisfied (2)	4%	5%	-	8%	-	3%	7%	5%	-	-	20%	-	6%	2%	6%	-	5%	-	9%	-
Fairly satisfied (3)	1	-	1	-	-	1	-	-	-	-	1	-	-	-	1	-	1	-	-	-
Neither satisfied or dissatisfied (4)	13%	-	3%	1%	-	2%	1%	1%	3%	-	9%	-	-	1%	2%	-	2%	2%	-	-
Fairly satisfied (5)	8	5	1	2	-	6	2	7	-	4	-	3	-	4	4	4	4	4	3	-
NET Very/fairly satisfied	50	23%	6%	10%	-	14%	9%	15%	-	51%	-	18%	3%	-	10%	41%	7%	14%	11%	-
NET Very/fairly dissatisfied	3	6	10	9	-	16	9	18	6	1	2	7	8	5	18	1	23	5	19	1
Mean	4.14	4.07	4.24	4.04	5.00	4.15	4.12	4.12	4.26	3.84	3.60	4.23	4.01	4.51	4.03	4.06	4.16	4.50	3.76	4.00
Std Dev.	0.98	1.08	0.72	1.12	-	0.92	1.10	1.03	0.67	0.97	1.67	0.77	0.94	0.75	1.04	0.99	0.99	0.83	1.02	-
Std Error	0.15	0.28	0.19	0.30	-	0.17	0.28	0.18	0.22	0.56	0.68	0.22	0.30	0.23	0.20	0.49	0.16	0.19	0.22	-

Proportions/Mean: Columns Test(s) (5% risk level) - ab/cd - ef - gh - ijkl/mn - op - qrs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_15\_1. Thinking of Yodel's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Yodel

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	45	37	8	3	28	8	6	3	1	3	4	3	5	3	5	4	-	1	7
Weighted Base	61*	58**	3**	***	56**	2**	2**	1**	1**	9**	6**	4**	8**	6**	13**	9**	***	***	2**
Effective Base	29	28	2	2	25	5	4	2	1	3	4	3	5	3	5	4	-	1	4
Very dissatisfied (1)	2	2	-	-	1	-	1	*	-	-	-	-	-	1	-	-	-	-	-
	4%	4%	-	-	3%	-	34%	33%	-	-	-	-	-	25%	-	-	-	-	-
Fairly dissatisfied (2)	1	1	*	*	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
	1%	1%	5%	15%	-	38%	-	-	-	-	-	-	-	-	-	-	-	-	43%
Neither satisfied or dissatisfied (3)	8	7	*	*	7	*	-	*	-	4	2	1	-	-	-	-	-	-	-
	13%	13%	9%	64%	12%	13%	-	52%	-	46%	33%	25%	-	-	-	-	-	-	100%
Fairly satisfied (4)	25	22	2	-	22	1	1	-	1	-	1	3	3	5	5	5	-	-	1
	41%	39%	80%	20%	40%	48%	66%	-	100%	-	20%	75%	42%	75%	36%	52%	-	-	55%
Very satisfied (5)	25	25	*	*	25	-	*	*	-	5	3	-	5	-	8	5	-	-	-
	41%	43%	4%	-	45%	-	-	15%	-	54%	47%	-	58%	-	64%	48%	-	-	-
I don't know / Not applicable	*	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	1%	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	2%
NET Very/fairly satisfied	50	48	2	-	47	1	1	*	1	5	4	3	8	5	13	9	-	-	1
	82%	82%	84%	20%	85%	48%	66%	15%	100%	54%	67%	75%	100%	75%	100%	100%	-	-	55%
NET Very/fairly dissatisfied	3	3	*	*	1	1	1	*	-	-	-	-	-	1	-	-	-	-	1
	5%	5%	5%	15%	3%	38%	34%	33%	-	-	-	-	-	25%	-	-	-	-	43%
Mean	4.14	4.15	3.85	3.05	4.25	3.10	2.98	2.65	4.00	4.09	4.15	3.75	4.58	3.26	4.64	4.48	-	3.00	3.12
Std Dev.	0.98	0.99	0.70	-	0.88	1.31	1.91	-	-	1.06	0.97	0.50	0.53	1.42	0.50	0.53	-	-	-
Std Error	0.15	0.16	0.27	-	0.17	0.49	0.78	-	-	0.61	0.48	0.29	0.24	0.82	0.22	0.26	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_15\_1. Thinking of Yodel's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Yodel

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	45	11	-	3	19	17	5	3	1	36	4	19	17	6	2	1	36	3	41	4
Weighted Base	61*	10**	**	2**	35**	21**	4**	***	***	56**	1**	30**	19**	4**	6**	2**	49**	8**	58**	3**
Effective Base	29	7	-	2	14	12	3	2	1	26	2	14	10	3	2	1	25	3	27	2
Very dissatisfied (1)	2	2	-	-	1	1	-	-	-	2	-	2	-	-	-	-	2	-	2	1
	4%	24%	-	-	2%	7%	-	70%	-	4%	31%	7%	1%	-	-	-	5%	-	3%	27%
Fairly dissatisfied (2)	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	1	-
	1%	-	-	-	1%	2%	-	22%	-	1%	10%	1%	-	7%	-	-	1%	-	1%	-
Neither satisfied or dissatisfied (3)	8	1	-	-	4	3	-	-	-	7	-	1	2	1	4	-	3	4	8	-
	13%	10%	-	-	12%	15%	10%	-	-	13%	-	3%	10%	16%	66%	-	6%	52%	13%	-
Fairly satisfied (4)	25	4	-	1	9	12	4	-	+	20	+	9	11	3	2	-	20	2	23	2
	41%	42%	-	46%	53%	55%	90%	-	100%	37%	56%	29%	57%	77%	34%	-	40%	27%	38%	73%
Very satisfied (5)	25	2	-	1	21	4	-	-	-	25	-	18	6	-	-	2	24	2	25	-
	41%	23%	-	54%	60%	21%	-	-	-	45%	-	59%	31%	-	-	100%	48%	21%	43%	-
I don't know / Not applicable	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	50	7	-	2	30	16	4	-	-	46	+	27	17	3	2	2	43	4	48	2
	82%	66%	-	100%	85%	76%	90%	-	100%	82%	56%	88%	88%	77%	34%	100%	88%	48%	82%	73%
NET Very/fairly dissatisfied	3	2	-	-	1	2	-	-	-	3	-	3	-	-	-	-	3	-	3	1
	5%	24%	-	-	3%	9%	-	92%	-	8%	40%	9%	2%	7%	-	6%	-	4%	27%	
Mean	4.14	3.41	-	4.54	4.40	3.81	3.90	1.24	4.00	4.18	2.85	4.30	4.16	3.70	3.34	5.00	4.25	3.69	4.19	3.19
Std Dev.	0.98	1.54	-	0.66	0.90	1.04	0.34	-	-	0.99	-	1.14	0.74	0.68	0.52	-	1.00	0.85	0.93	1.66
Std Error	0.15	0.46	-	0.38	0.21	0.25	0.15	-	-	0.16	-	0.26	0.19	0.28	0.37	-	0.17	0.49	0.15	0.83

Proportions/Mean: Columns Testad (5% risk level) - abc - d/ef/ghij - klmnop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_15\_1. Thinking of Yodel's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Yodel

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	45	8	34	3	21	20	4	34	7	4	-	45	-
Weighted Base	61**	13**	41**	7**	31**	28**	3**	47**	13**	1**	..**	61**	..**
Effective Base	29	5	22	3	14	14	2	24	5	3	-	29	-
Very dissatisfied (1)	2	-	2	-	-	1	-	1	1	-	-	2	-
	4%	-	6%	-	5%	4%	-	2%	12%	-	-	4%	-
Fairly dissatisfied (2)	1	*	1	-	*	*	*	1	-	-	-	1	-
	1%	*	2%	-	1%	*	11%	2%	-	-	-	1%	-
Neither satisfied or dissatisfied (3)	8	4	3	-	5	2	-	3	4	*	-	8	-
	13%	33%	8%	-	18%	8%	-	7%	31%	23%	-	13%	-
Fairly satisfied (4)	25	-	25	-	10	14	1	18	8	3	-	25	-
	41%	-	61%	-	34%	50%	25%	38%	46%	74%	-	41%	-
Very satisfied (5)	25	9	10	7	13	11	2	24	1	-	-	25	-
	41%	67%	23%	100%	42%	38%	63%	51%	9%	-	-	41%	-
I don't know / Not applicable	*	-	-	-	-	-	*	-	-	*	-	-	-
	*	-	-	-	-	-	1%	-	-	3%	-	-	-
NET Very/fairly satisfied	50	9	34	7	23	24	2	42	7	1	-	50	-
	82%	67%	84%	100%	76%	88%	88%	89%	57%	74%	-	82%	-
NET Very/fairly dissatisfied	3	*	3	-	2	1	*	2	1	-	-	3	-
	5%	*	8%	-	6%	4%	11%	4%	12%	-	-	5%	-
Mean	4.14	4.33	3.94	5.00	4.07	4.19	4.42	4.34	3.43	3.76	-	4.14	-
Std Dev.	0.98	0.99	0.98	*	1.06	0.89	1.22	0.86	1.11	-	-	0.98	-
Std Error	0.15	0.35	0.17	*	0.23	0.20	0.70	0.15	0.42	-	-	0.15	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ7\_15\_1. Thinking of Yodel's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Yodel

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	45	-	-	20	25	-	-	-	-	-	-	-	14	6	6	13	6
Weighted Base	61*	**	**	34**	27**	**	**	**	**	**	**	**	25**	9**	7**	15**	6**
Effective Base	29	-	-	15	15	-	-	-	-	-	-	-	10	5	3	8	3
Very dissatisfied	(1) 2	-	-	1	1	-	-	-	-	-	-	-	1	-	-	1	-
	4%	-	-	3%	6%	-	-	-	-	-	-	-	4%	-	-	10%	-
Fairly dissatisfied	(2) 1	-	-	-	1	-	-	-	-	-	-	-	-	-	*	*	*
	1%	-	-	-	3%	-	-	-	-	-	-	-	-	-	4%	1%	7%
Neither satisfied or dissatisfied	(3) 8	-	-	8	1	-	-	-	-	-	-	-	8	*	-	1	*
	13%	-	-	19%	5%	-	-	-	-	-	-	-	24%	4%	-	7%	5%
Fairly satisfied	(4) 25	-	-	16	9	-	-	-	-	-	-	-	7	9	*	4	5
	41%	-	-	46%	34%	-	-	-	-	-	-	-	27%	96%	1%	28%	88%
Very satisfied	(5) 25	-	-	11	14	-	-	-	-	-	-	-	11	-	6	8	-
	41%	-	-	32%	53%	-	-	-	-	-	-	-	45%	-	94%	55%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	50	-	-	27	23	-	-	-	-	-	-	-	18	9	6	12	5
	82%	-	-	78%	87%	-	-	-	-	-	-	-	72%	96%	95%	82%	88%
NET Very/fairly dissatisfied	3	-	-	1	2	-	-	-	-	-	-	-	1	-	-	2	-
	5%	-	-	3%	8%	-	-	-	-	-	-	-	4%	-	4%	11%	7%
Mean	4.14	-	-	4.05	4.26	-	-	-	-	-	-	-	4.08	3.96	4.86	4.16	3.80
Std Dev	0.98	-	-	0.89	1.08	-	-	-	-	-	-	-	1.05	0.21	0.66	1.28	0.61
Std Error	0.15	-	-	0.20	0.22	-	-	-	-	-	-	-	0.28	0.09	0.30	0.35	0.25

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_16\_1. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Amazon Delivery Service/ Logistics

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	67	-	67	34	33	32	35	11	26	18	6	5	1	-	37	24	6	1	59	8	67
Weighted Base	83*	-**	83*	50**	32**	47**	36**	9**	36**	23**	6**	9**	***	**	45**	29**	9**	***	70*	12**	67*
Effective Base	43	-	43	24	20	23	21	6	17	13	4	4	1	-	23	16	4	1	39	5	67
Very dissatisfied (1)	2	-	2	2	-	2	-	-	-	-	2	-	-	-	-	2	-	-	2	-	2
Fairly dissatisfied (2)	3%	-	3%	5%	-	5%	-	-	-	-	38%	-	-	-	-	8%	-	-	3%	-	3%
Neither satisfied or dissatisfied (3)	12	-	12	6	7	3	9	4	5	1	2	-	-	-	10	3	-	-	11	2	8
Fairly satisfied (4)	26	-	26	17	9	13	13	1	12	10	-	3	-	-	13	10	3	-	21	5	18
Very satisfied (5)	36	-	36	22	14	24	12	3	15	11	2	4	-	-	30%	33%	35%	-	30%	38%	27%
I don't know / Not applicable	43%	-	43%	43%	43%	51%	33%	33%	42%	47%	38%	51%	100%	-	40%	45%	52%	100%	42%	50%	46%
NET Very/fairly satisfied	62	-	62	38	23	37	25	4	27	20	2	7	-	-	31	23	8	-	51	11	49
NET Very/fairly dissatisfied	75%	-	75%	76%	72%	78%	70%	49%	75%	89%	38%	87%	100%	-	70%	78%	87%	100%	72%	88%	73%
Mean	4.05	-	4.05	4.03	4.08	4.08	4.01	3.81	4.06	4.32	3.01	4.24	5.00	-	4.01	4.04	4.26	5.00	3.99	4.38	4.01
Std Dev.	1.07	-	1.07	1.14	0.97	1.21	0.86	0.98	1.01	0.80	1.90	1.06	-	-	1.00	1.21	1.05	-	1.12	0.72	1.16
Std Error	0.13	-	0.13	0.20	0.17	0.21	0.15	0.29	0.20	0.19	0.78	0.47	-	-	0.16	0.25	0.43	-	0.15	0.26	0.14

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_16\_1. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	67	19	19	18	11	38	29	53	13	5	10	19	17	15	46	6	61	26	38	3
Weighted Base	83*	20**	25**	22**	15**	45**	38**	74*	8**	7**	13**	24**	16**	20**	53**	9**	74*	32**	48**	2**
Effective Base	43	10	12	14	7	23	21	38	5	3	8	11	11	10	29	4	39	16	26	2
Very dissatisfied (1)	2	-	2	-	-	2	-	2	-	2	-	-	-	-	-	2	-	-	2	-
3%	3%	-	10%	-	-	9%	-	3%	-	33%	-	-	-	-	-	26%	-	-	5%	-
Fairly dissatisfied (2)	6	1	2	3	4	3	3	4	2	-	2	1	3	-	6	-	-	-	5	1
7%	7%	4%	8%	14%	2%	6%	9%	5%	28%	4%	12%	5%	19%	-	11%	3%	8%	1%	11%	22%
Neither satisfied or dissatisfied (3)	12	4	2	3	4	6	7	12	-	-	5	4	3	-	12	-	12	2	10	-
15%	15%	19%	8%	14%	23%	13%	18%	17%	-	-	37%	19%	19%	-	23%	-	17%	7%	22%	-
Fairly satisfied (4)	26	4	10	7	5	14	12	23	3	-	4	12	5	5	21	-	26	9	17	-
31%	31%	20%	41%	30%	34%	31%	31%	31%	34%	-	29%	52%	30%	24%	40%	-	35%	25%	36%	11%
Very satisfied (5)	36	12	8	10	6	20	16	33	3	5	3	6	5	15	14	6	29	22	13	2
43%	43%	58%	33%	43%	42%	44%	42%	44%	38%	64%	22%	25%	31%	76%	26%	71%	40%	66%	27%	67%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	62	16	18	16	12	34	28	56	6	5	7	18	10	20	36	6	55	30	30	2
75%	75%	77%	74%	72%	75%	76%	73%	75%	72%	64%	51%	76%	62%	100%	66%	71%	75%	93%	62%	79%
NET Very/fairly dissatisfied	8	1	4	3	4	5	3	6	2	3	2	1	3	-	6	3	6	-	8	1
10%	10%	4%	18%	14%	2%	11%	9%	8%	28%	36%	12%	5%	19%	-	11%	29%	8%	1%	16%	22%
Mean	4.05	4.31	3.80	4.01	4.15	4.03	4.07	4.08	3.82	3.59	3.62	3.95	3.74	4.76	3.81	3.87	4.07	4.58	3.68	4.22
Std Dev.	1.07	0.93	1.28	1.08	0.86	1.15	0.99	1.05	1.30	2.03	1.00	0.82	1.13	0.44	0.96	1.88	0.95	0.67	1.14	1.65
Std Error	0.13	0.21	0.29	0.25	0.26	0.19	0.18	0.14	0.36	0.91	0.31	0.19	0.27	0.11	0.14	0.77	0.12	0.13	0.18	0.95

Proportions/Mean: Columns Tested (5% risk level) - ab/cd - ef - gh - ij/kl/mn - op - qrs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_16\_1. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	67	48	19	8	42	9	8	8	4	5	6	5	7	4	6	4	1	2	7
Weighted Base	83*	71*	11**	1**	77*	3**	2**	2**	4**	11**	9**	7**	13**	6**	14**	11**	2**	1**	2**
Effective Base	43	39	5	6	38	5	4	6	3	5	6	5	7	4	6	4	1	2	4
Very dissatisfied (1)	2	-	2	-	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-
	3%	-	21%	-	3%	-	1%	-	-	21%	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	6	6	-	-	5	-	1	-	-	-	-	1	-	3	-	-	-	-	-
	7%	8%	3%	26%	6%	9%	34%	46%	-	-	-	16%	-	56%	-	-	-	52%	-
Neither satisfied or dissatisfied (3)	12	12	-	-	12	-	-	-	2	2	2	1	2	1	2	-	-	-	-
	15%	18%	-	-	16%	-	-	-	65%	17%	18%	20%	12%	22%	16%	-	-	-	-
Fairly satisfied (4)	26	20	5	-	24	1	-	1	-	-	3	5	2	1	2	9	2	1	
	31%	29%	48%	-	32%	39%	9%	31%	-	-	38%	64%	15%	22%	16%	82%	100%	48%	38%
Very satisfied (5)	36	32	3	1	33	1	1	-	1	7	4	-	9	10	2	-	-	-	1
	43%	46%	29%	74%	43%	51%	56%	23%	35%	62%	44%	-	73%	-	67%	18%	-	-	62%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	62	53	9	-	57	3	1	1	1	7	7	5	11	1	12	11	2	-	2
	75%	74%	78%	74%	75%	91%	65%	54%	35%	62%	82%	64%	88%	22%	84%	100%	100%	48%	100%
NET Very/fairly dissatisfied	8	6	3	-	7	-	1	1	-	2	-	1	-	3	-	-	-	-	-
	10%	8%	24%	26%	9%	9%	35%	46%	-	21%	-	16%	-	56%	-	-	-	52%	-
Mean	4.05	4.12	3.61	4.22	4.06	4.33	3.86	3.31	3.69	3.82	4.26	3.47	4.61	2.66	4.51	4.18	4.00	2.95	4.62
Std Dev.	1.07	0.98	1.52	-	1.06	1.09	-	-	1.12	1.70	0.78	0.82	0.72	0.89	0.78	0.41	-	-	0.64
Std Error	0.13	0.14	0.35	-	0.16	0.36	-	-	0.56	0.76	0.32	0.37	0.27	0.45	0.32	0.20	-	-	0.24

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_16\_1. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	67	12	1	2	28	22	11	3	2	50	5	29	25	7	3	3	54	6	56	11
Weighted Base	83*	14**	2**	1**	37**	23**	15**	3**	4**	60*	7**	39**	30**	6**	3**	5**	68*	8**	73*	10**
Effective Base	43	7	1	1	19	13	7	2	2	32	4	19	16	4	3	3	35	5	37	6
Very dissatisfied	(1) 2	2	2	-	-	-	-	-	2	-	2	-	-	-	-	2	-	2	-	2
	3%	17%	100%	-	-	-	-	-	61%	-	32%	-	-	-	-	50%	-	29%	-	25%
Fairly dissatisfied	(2) 6	-	-	-	1	2	1	2	-	4	2	2	1	2	-	3	-	4	2	2
	7%	-	-	-	3%	11%	6%	46%	-	6%	22%	5%	5%	39%	12%	-	5%	5%	5%	25%
Neither satisfied or dissatisfied	(3) 12	-	-	-	7	2	4	-	-	9	-	2	4	4	1	2	6	3	11	1
	15%	-	-	-	7%	10%	23%	-	-	15%	-	5%	13%	61%	41%	33%	9%	37%	15%	14%
Fairly satisfied	(4) 26	6	-	-	7	13	6	-	-	20	-	9	16	-	2	-	24	2	24	2
	31%	41%	-	-	16%	27%	41%	-	-	33%	-	22%	53%	-	46%	-	36%	16%	33%	20%
Very satisfied	(5) 36	6	-	1	22	5	4	2	2	27	3	26	9	-	-	1	35	1	34	2
	43%	41%	-	100%	60%	22%	29%	54%	39%	46%	46%	68%	29%	-	17%	51%	10%	47%	16%	16%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	62	11	-	1	20	18	11	2	2	47	3	35	24	-	2	1	59	2	58	3
	75%	83%	-	100%	79%	79%	70%	54%	39%	79%	46%	90%	82%	-	46%	17%	87%	29%	80%	36%
NET Very/fairly dissatisfied	8	2	2	-	1	2	1	2	2	4	4	2	1	2	-	2	3	3	4	5
	10%	17%	100%	-	3%	11%	6%	46%	61%	54%	54%	5%	5%	39%	12%	50%	5%	34%	5%	50%
Mean	4.05	3.89	1.00	5.00	4.36	3.91	3.94	3.61	2.57	4.19	3.06	4.53	4.06	2.60	3.34	2.33	4.33	2.75	4.21	2.78
Std Dev.	1.07	1.45	0.00	-	0.90	0.88	0.91	1.78	2.27	0.91	1.97	0.81	0.79	0.54	0.82	1.68	0.83	1.41	0.89	1.50
Std Error	0.13	0.42	0.00	-	0.17	0.19	0.27	1.03	1.60	0.13	0.88	0.15	0.16	0.20	0.47	0.97	0.11	0.57	0.12	0.45

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_16\_1. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	67	9	56	2	30	32	5	58	6	3	-	67	-
Weighted Base	83*	13**	66*	4**	42**	38**	3**	72*	9**	2**	..**	83*	..**
Effective Base	43	6	35	2	20	21	3	38	4	1	-	43	-
Very dissatisfied (1)	2	-	2	-	2	-	-	2	-	-	-	2	-
	3%	-	4%	-	9%	-	-	3%	-	1%	-	3%	-
Fairly dissatisfied (2)	6	-	6	-	4	2	-	4	-	2	-	6	-
	7%	-	9%	-	9%	6%	-	6%	-	99%	-	7%	-
Neither satisfied or dissatisfied (3)	12	-	12	-	4	9	-	12	1	-	-	12	-
	15%	-	19%	-	9%	24%	-	16%	9%	-	-	15%	-
Fairly satisfied (4)	26	4	22	-	12	12	1	19	7	-	-	26	-
	31%	33%	33%	-	29%	33%	43%	27%	77%	-	-	31%	-
Very satisfied (5)	36	9	23	4	20	14	2	34	1	-	-	36	-
	43%	67%	35%	100%	47%	38%	57%	48%	15%	-	-	43%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	62	13	45	4	32	26	3	54	8	-	-	62	-
	75%	100%	68%	100%	77%	70%	100%	74%	91%	-	-	75%	-
NET Very/fairly dissatisfied	8	-	8	-	6	2	-	7	-	2	-	8	-
	10%	-	13%	-	15%	6%	-	9%	-	100%	-	10%	-
Mean	4.05	4.67	3.87	5.00	4.03	4.02	4.57	4.10	4.06	1.99	-	4.05	-
Std Dev.	1.07	0.49	1.11	*	1.21	0.94	0.60	1.09	0.51	-	-	1.07	-
Std Error	0.13	0.16	0.15	*	0.22	0.17	0.27	0.14	0.21	-	-	0.13	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_16\_1. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Amazon Delivery Service/ Logistics

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	67	-	-	28	39	-	-	-	-	-	-	22	6	6	16	17
Weighted Base	83*	**	**	41**	42**	**	**	**	**	**	**	30**	11**	7**	20**	15**
Effective Base	43	-	-	21	22	-	-	-	-	-	-	16	5	4	11	7
Very dissatisfied (1)	2	-	-	-	2	-	-	-	-	-	-	-	-	-	2	-
	3%	-	-	-	6%	-	-	-	-	-	-	-	-	-	12%	-
Fairly dissatisfied (2)	6	-	-	3	3	-	-	-	-	-	-	2	1	-	-	3
	7%	-	-	7%	8%	-	-	-	-	-	-	7%	5%	-	-	22%
Neither satisfied or dissatisfied (3)	12	-	-	8	4	-	-	-	-	-	-	7	2	2	1	1
	15%	-	-	21%	10%	-	-	-	-	-	-	23%	15%	29%	7%	5%
Fairly satisfied (4)	26	-	-	14	12	-	-	-	-	-	-	9	4	-	4	8
	31%	-	-	33%	29%	-	-	-	-	-	-	31%	40%	-	21%	54%
Very satisfied (5)	36	-	-	16	20	-	-	-	-	-	-	12	4	5	12	3
	43%	-	-	39%	47%	-	-	-	-	-	-	39%	41%	70%	60%	19%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	62	-	-	30	32	-	-	-	-	-	-	21	9	5	16	11
	75%	-	-	73%	76%	-	-	-	-	-	-	70%	81%	70%	81%	73%
NET Very/fairly dissatisfied	8	-	-	3	6	-	-	-	-	-	-	2	1	-	2	3
	10%	-	-	7%	14%	-	-	-	-	-	-	7%	5%	-	12%	22%
Mean	4.05	-	-	4.06	4.04	-	-	-	-	-	-	4.02	4.17	4.40	4.18	3.69
Std Dev	1.07	-	-	0.94	1.20	-	-	-	-	-	-	0.97	0.89	1.01	1.34	1.05
Std Error	0.13	-	-	0.18	0.19	-	-	-	-	-	-	0.21	0.36	0.41	0.33	0.26

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_97\_1. Thinking of Other's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Other

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	35	-	35	20	15	16	19	8	15	8	2	2	-	23	10	2	-	28	7	35
Weighted Base	53*	-**	53*	37**	16**	25**	28**	6**	24**	17**	3**	2**	-**	31**	20**	2**	-**	41**	12**	35*
Effective Base	26	-	26	17	10	12	15	4	12	8	2	1	-	16	9	1	-	21	6	35
Very dissatisfied (1)	3	-	3	-	3	-	3	-	-	-	2	-	-	-	2	-	-	3	-	3
5%	-	-	5%	-	17%	-	10%	-	-	-	77%	-	-	-	1%	12%	-	-	7%	9%
Fairly dissatisfied (2)	3	-	3	-	3	1	2	1	2	-	-	-	-	3	-	-	-	1	2	2
6%	-	-	6%	-	21%	5%	7%	20%	8%	-	-	-	-	11%	-	-	-	3%	17%	6%
Neither satisfied or dissatisfied (3)	6	-	6	-	5	2	4	-	5	-	-	-	-	6	-	-	-	4	2	5
11%	-	-	11%	-	15%	2%	14%	6%	23%	-	-	-	-	19%	-	-	-	9%	17%	14%
Fairly satisfied (4)	15	-	15	-	4	6	9	2	6	7	-	-	-	8	7	-	-	11	4	11
28%	-	-	28%	-	30%	24%	32%	25%	26%	41%	-	11%	-	26%	35%	11%	-	27%	33%	31%
Very satisfied (5)	26	-	26	-	21	5	16	10	3	11	10	2	-	13	11	2	-	22	4	14
49%	-	-	49%	-	55%	35%	63%	43%	44%	56%	23%	89%	-	43%	53%	89%	-	54%	33%	40%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	41	-	41	-	32	9	22	19	4	17	17	2	-	21	17	2	-	33	8	25
78%	-	-	78%	-	85%	59%	87%	69%	68%	69%	100%	23%	100%	69%	88%	100%	-	81%	66%	71%
NET Very/fairly dissatisfied	6	-	6	-	6	1	5	2	2	2	-	-	-	4	2	-	-	4	2	5
11%	-	-	11%	-	8	38%	5%	17%	26%	8%	-	77%	-	12%	12%	-	-	10%	17%	14%
Mean	4.10	-	4.10	-	4.40	3.39	4.45	3.79	3.79	4.05	4.59	1.91	4.89	3.99	4.17	4.89	-	4.18	3.83	3.89
Std Dev.	1.15	-	1.15	-	0.75	1.61	0.87	1.30	1.46	1.01	0.51	2.05	0.41	1.10	1.29	0.41	-	1.17	1.12	1.25
Std Error	0.19	-	0.19	-	0.17	0.41	0.22	0.30	0.52	0.26	0.18	1.45	0.29	0.23	0.41	0.29	-	0.22	0.42	0.21

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ7\_97\_1. Thinking of Other's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Other

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	35	8	11	11	5	19	16	29	6	6	5	11	6	5	22	7	27	19	15	1
Weighted Base	53*	14**	15**	16**	8**	29**	24**	49**	4**	10**	6**	13**	9**	12**	29**	12**	41**	29**	24**	1**
Effective Base	26	6	8	8	4	14	13	24	3	5	4	7	5	15	6	20	14	12	1	
Very dissatisfied (1)	3	-	-	2	-	-	2	3	*	-	-	3	*	-	3	-	3	-	2	-
5%	5%	-	2%	15%	-	1%	10%	6%	1%	-	-	21%	*	-	10%	-	7%	1%	10%	-
Fairly dissatisfied (2)	3	-	-	-	3	-	3	2	1	1	-	-	-	2	1	2	1	2	2	-
6%	6%	-	-	-	40%	-	14%	4%	31%	13%	-	-	22%	-	7%	11%	5%	4%	8%	-
Neither satisfied or dissatisfied (3)	6	-	2	4	-	2	4	6	*	-	-	2	4	-	6	-	6	*	5	-
11%	11%	-	16%	22%	-	8%	15%	12%	*	-	6%	15%	38%	-	21%	-	14%	1%	23%	-
Fairly satisfied (4)	15	4	8	3	-	12	3	15	-	2	6	4	4	-	13	2	13	8	7	-
28%	28%	28%	51%	22%	-	40%	14%	31%	-	17%	94%	29%	40%	-	47%	14%	33%	27%	30%	-
Very satisfied (5)	26	10	5	6	5	15	11	23	3	7	-	5	12	5	9	17	19	7	7	1
49%	49%	72%	31%	41%	60%	51%	47%	48%	68%	71%	-	35%	-	100%	16%	73%	41%	66%	28%	100%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	41	14	12	10	5	26	15	38	3	9	6	8	4	12	18	10	30	27	14	1
78%	78%	100%	82%	63%	60%	91%	62%	78%	68%	87%	94%	64%	40%	100%	63%	89%	74%	93%	58%	100%
NET Very/fairly dissatisfied	6	-	2	3	-	6	6	5	1	1	-	3	2	-	5	1	5	2	4	-
17%	17%	-	2%	15%	40%	1%	24%	10%	32%	13%	-	21%	22%	-	17%	11%	12%	6%	19%	-
Mean	4.10	4.72	4.08	3.73	3.79	4.39	3.75	4.11	4.04	4.45	3.94	3.58	3.17	5.00	3.53	4.53	3.96	4.52	3.57	5.00
Std Dev.	1.15	0.46	0.85	1.43	1.57	0.75	1.45	1.13	1.62	1.07	0.25	1.54	0.82	0.00	1.15	0.99	1.18	0.84	1.28	-
Std Error	0.19	0.16	0.26	0.43	0.70	0.17	0.36	0.21	0.66	0.44	0.11	0.46	0.33	0.00	0.25	0.38	0.23	0.19	0.33	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_97\_1. Thinking of Other's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Other

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	35	30	5	1	26	6	1	2	2	3	2	-	7	3	7	2	-	-	6
Weighted Base	53*	50**	3**	***	51**	2**	***	1**	2**	7**	3**	-**	13**	5**	17**	5**	-**	-**	2**
Effective Base	26	25	1	1	24	3	1	2	2	3	2	-	7	3	7	2	-	-	3
Very dissatisfied (1)	3	*	2	-	2	*	-	-	-	-	-	-	2	-	-	-	-	-	-
	5%	1%	95%	-	5%	25%	-	-	-	-	-	-	19%	-	-	-	-	-	25%
Fairly dissatisfied (2)	3	3	-	-	3	-	-	-	-	-	-	-	-	1	2	-	-	-	-
	6%	6%	-	-	6%	-	-	-	-	-	-	-	-	28%	12%	-	-	-	-
Neither satisfied or dissatisfied (3)	6	6	-	-	5	-	-	-	-	-	2	-	-	2	2	-	-	-	-
	11%	12%	1%	-	11%	24%	-	-	-	-	58%	-	-	42%	12%	-	-	-	24%
Fairly satisfied (4)	15	15	-	-	14	-	*	1	2	2	-	-	7	1	2	-	-	-	-
	28%	30%	2%	-	26%	-	100%	100%	69%	33%	-	-	53%	30%	14%	-	-	-	-
Very satisfied (5)	26	26	-	-	25	1	-	-	1	5	1	-	4	11	5	-	-	-	1
	49%	52%	2%	100%	50%	50%	-	-	31%	67%	42%	-	29%	63%	100%	-	-	-	50%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	41	41	-	-	39	1	*	3	2	7	1	-	10	1	13	5	-	-	1
	78%	81%	4%	100%	78%	50%	100%	100%	100%	100%	42%	-	81%	30%	78%	100%	-	-	50%
NET Very/fairly dissatisfied	6	4	2	-	6	*	-	-	-	-	-	-	2	1	2	-	-	-	*
	11%	7%	95%	-	11%	25%	-	-	-	-	-	-	19%	28%	12%	-	-	-	25%
Mean	4.10	4.25	1.16	5.00	4.12	3.50	4.00	4.00	4.31	4.67	3.85	-	3.73	3.02	4.27	5.00	-	-	3.50
Std Dev.	1.15	0.95	0.96	-	1.14	-	-	-	0.62	0.51	1.23	-	1.43	0.86	1.10	0.00	-	-	-
Std Error	0.19	0.17	0.43	-	0.22	-	-	-	0.44	0.29	0.87	-	0.54	0.50	0.42	0.00	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_97\_1. Thinking of Other's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Other

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	35	5	-	1	15	13	3	4	-	28	4	19	12	1	-	3	31	3	33	2
Weighted Base	53*	7**	**	1**	26**	19**	4**	3**	**	45**	3**	30**	16**	2**	**	4**	46**	4**	51**	2**
Effective Base	26	4	-	1	12	10	3	2	-	22	2	14	9	1	-	3	23	3	25	1
Very dissatisfied (1)	3	2	-	-	-	3	-	-	-	3	-	3	-	-	-	3	-	-	2	-
	5%	34%	-	-	-	14%	-	-	-	6%	1%	9%	-	-	-	6%	-	-	5%	16%
Fairly dissatisfied (2)	3	2	-	-	-	-	2	1	-	-	1	-	2	-	-	1	2	1	3	-
	6%	29%	-	-	-	-	46%	40%	-	-	40%	-	12%	-	-	29%	4%	29%	6%	-
Neither satisfied or dissatisfied (3)	6	-	-	-	4	2	-	-	-	6	-	2	4	-	-	6	-	4	2	-
	17%	-	-	-	14%	12%	-	1%	-	13%	1%	8%	22%	-	-	13%	-	8%	84%	-
Fairly satisfied (4)	15	2	-	-	4	10	2	-	-	13	-	4	5	2	-	3	10	3	15	-
	29%	27%	-	-	14%	50%	38%	-	-	29%	-	15%	31%	100%	-	71%	21%	71%	30%	-
Very satisfied (5)	26	1	-	1	19	5	1	2	-	24	2	20	6	-	-	26	-	26	-	-
	49%	10%	-	100%	72%	24%	16%	58%	-	52%	58%	68%	35%	-	-	56%	-	51%	-	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	41	3	-	1	23	14	2	2	-	37	2	25	11	2	-	3	36	3	41	-
	78%	37%	-	100%	86%	74%	54%	58%	-	81%	58%	83%	66%	100%	-	71%	77%	71%	81%	-
NET Very/fairly dissatisfied	6	4	-	-	-	3	2	1	-	3	1	3	2	-	-	1	5	1	6	-
	11%	63%	-	-	-	14%	46%	41%	-	6%	41%	9%	12%	-	-	29%	10%	29%	11%	16%
Mean	4.10	2.50	-	5.00	4.59	3.70	3.24	3.74	-	4.21	3.74	4.34	3.88	4.00	-	3.43	4.17	3.43	4.17	2.69
Std Dev	1.15	1.56	-	-	0.73	1.27	1.36	1.80	-	1.08	1.80	1.23	1.06	0.00	-	1.03	1.18	1.03	1.13	0.98
Std Error	0.19	0.70	-	-	0.19	0.35	0.79	0.90	-	0.20	0.90	0.28	0.31	0.00	-	0.59	0.21	0.59	0.20	0.69

Proportions/Mean: Columns Tested (5% risk level) - abc - d/e/f/g/h/i - kl/mn/o/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_97\_1. Thinking of Other's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Other

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	35	6	28	1	16	15	4	33	1	1	-	35	-
Weighted Base	53*	11**	40**	2**	28**	22**	4**	52**	1**	***	..*	53**	..*
Effective Base	26	5	21	1	13	11	3	25	1	1	-	26	-
Very dissatisfied (1)	3	-	3	-	3	-	-	3	-	-	-	3	-
	9%	-	7%	-	10%	-	-	9%	-	-	100%	9%	-
Fairly dissatisfied (2)	3	-	3	-	-	3	-	2	1	-	-	3	-
	6%	-	8%	-	-	15%	-	4%	100%	-	-	6%	-
Neither satisfied or dissatisfied (3)	6	-	6	-	4	2	-	6	-	-	-	6	-
	11%	-	15%	-	15%	8%	-	11%	-	-	-	11%	-
Fairly satisfied (4)	15	2	12	2	7	4	3	15	-	-	-	15	-
	29%	14%	29%	100%	26%	19%	99%	29%	-	-	-	29%	-
Very satisfied (5)	26	10	17	-	14	13	-	26	-	-	-	26	-
	49%	86%	41%	-	49%	58%	-	51%	-	-	-	49%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	41	11	28	2	21	17	3	41	-	-	-	41	-
	78%	100%	70%	100%	75%	77%	99%	80%	-	-	-	78%	-
NET Very/fairly dissatisfied	6	-	6	-	3	3	*	5	1	*	-	6	-
	11%	-	15%	-	10%	15%	1%	9%	100%	100%	-	11%	-
Mean	4.10	4.86	3.90	4.00	4.04	4.20	3.97	4.16	2.00	1.00	-	4.10	-
Std Dev.	1.15	0.37	1.23	-	1.25	1.13	0.33	1.12	-	-	-	1.15	-
Std Error	0.19	0.15	0.23	-	0.31	0.29	0.16	0.19	-	-	-	0.19	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_97\_1. Thinking of Other's response to your complaint, how satisfied were you with... How your complaint was handled

Base : Made a complaint about Other

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	35	-	13	22	-	-	-	-	-	-	-	10	3	4	9	9
Weighted Base	63*	**	23**	30**	**	**	**	**	**	**	**	19**	5**	6**	15**	9**
Effective Base	26	-	11	16	-	-	-	-	-	-	-	8	3	2	8	5
Very dissatisfied (1)	3	-	-	3	-	-	-	-	-	-	-	-	-	-	-	3
5%	-	-	-	9%	-	-	-	-	-	-	-	-	-	1%	-	31%
Fairly dissatisfied (2)	3	-	-	3	-	-	-	-	-	-	-	-	-	2	1	-
6%	-	-	-	11%	-	-	-	-	-	-	-	-	-	36%	8%	-
Neither satisfied or dissatisfied (3)	6	-	2	4	-	-	-	-	-	-	-	2	-	-	2	2
11%	-	-	7%	14%	-	-	-	-	-	-	-	9%	-	-	13%	26%
Fairly satisfied (4)	15	-	9	6	-	-	-	-	-	-	-	4	5	-	4	2
28%	-	-	38%	20%	-	-	-	-	-	-	-	20%	100%	-	27%	22%
Very satisfied (5)	26	-	13	13	-	-	-	-	-	-	-	13	-	3	8	2
49%	-	-	55%	45%	-	-	-	-	-	-	-	71%	-	63%	52%	22%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	41	-	22	19	-	-	-	-	-	-	-	16	5	3	12	4
78%	-	-	93%	65%	-	-	-	-	-	-	-	91%	100%	63%	79%	43%
NET Very/fairly dissatisfied	6	-	-	6	-	-	-	-	-	-	-	-	-	2	1	3
11%	-	-	-	20%	-	-	-	-	-	-	-	-	-	37%	8%	31%
Mean	4.10	-	4.48	3.81	-	-	-	-	-	-	-	4.62	4.00	3.89	4.22	3.03
Std Dev	1.15	-	0.64	1.38	-	-	-	-	-	-	-	0.66	0.00	1.61	1.00	1.62
Std Error	0.19	-	0.18	0.29	-	-	-	-	-	-	-	0.21	0.00	0.80	0.33	0.54

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_NET\_SATISFIED\_1. How your complaint was handled: Satisfied Summary

Base : Made a complaint about provider

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	321	-	321	121	200	145	176	61	93	72	29	37	22	7	154	101	66	29	282	39	321
Weighted Base	367	**	367	147*	220	187*	180	59*	118*	85*	40**	44**	17**	4**	177*	126*	65*	21**	304	63**	321
Effective Base	199	-	199	77	122	94	106	32	61	49	21	23	10	3	93	70	36	13	170	29	321
Royal Mail	145	-	145	71	74	70	75	27	55	26	13	17	7	*	82	39	24	7	117	28	121
66%	-	66%	78%#	57%	64%	67%	67%	67%	79%	59%	46%	64%	57%	31%	78%#	54%	61%	56%	66%	63%	66%
Collect +	40	-	40	25	15	26	14	3	21	16	1	-	-	-	24	16	-	-	37	3	29
66%	-	66%	78%	53%	71%	58%	54%	61%	97%	16%	-	-	-	-	60%	80%	-	-	69%	45%	66%
DHL	54	-	54	31	23	32	22	7	18	18	1	8	2	-	26	18	10	2	37	17	37
78%	-	78%	81%	77%	79%	48%	81%	100%	33%	99%	100%	100%	-	-	68%	93%	86%	56%	71%	100%	77%
FedEx	57	-	57	42	15	33	24	7	25	18	1	3	2	-	32	20	5	2	47	10	33
70%	-	70%	78%	54%	72%	68%	76%	61%	79%	50%	100%	100%	-	-	64%	76%	100%	100%	72%	61%	63%
Evri	61	-	61	42	19	34	27	3	22	24	7	3	-	2	26	31	5	2	54	7	48
85%	-	85%	69%	44%	67%	50%	32%	57%	79%	55%	30%	3%	97%	-	32%	72%	36%	68%	58%	54%	54%
DPD	48	-	48	37	11	28	20	4	25	14	*	3	-	1	30	14	4	1	38	10	36
68%	-	68%	81%	45%	76%	60%	60%	78%	67%	2%	53%	-	93%	-	75%	59%	61%	93%	68%	70%	63%
Parcelforce	38	-	38	26	13	23	15	4	15	15	1	4	-	-	19	16	4	-	33	6	27
89%	-	89%	72%	65%	64%	79%	52%	65%	88%	39%	70%	-	-	-	62%	82%	66%	-	58%	79%	65%
TNT	30	-	30	24	6	25	5	3	12	11	-	2	-	3	15	11	4	3	26	5	21
84%	-	84%	85%	78%	81%	98%	63%	84%	85%	-	100%	-	100%	-	79%	85%	100%	100%	81%	100%	81%
UPS	43	-	43	26	18	31	12	5	17	20	-	2	*	-	21	20	2	*	35	8	26
87%	-	87%	95%	77%	86%	89%	61%	84%	98%	-	97%	100%	-	-	78%	98%	97%	100%	87%	87%	81%
UK Mail	60	-	60	43	16	44	16	8	32	17	-2	1	-	-	40	19	1	-	46	14	39
90%	-	90%	91%	87%	95%	77%	88%	85%	100%	100%	100%	-	-	-	85%	100%	93%	-	89%	92%	80%
Yodel	50	-	50	38	12	30	20	9	17	18	2	3	-	1	26	19	4	1	43	7	32
82%	-	82%	90%	65%	79%	87%	66%	92%	88%	51%	79%	-	100%	-	81%	83%	84%	100%	86%	64%	71%
Amazon Delivery Service/	62	-	62	38	23	37	25	4	27	20	2	7	*	-	31	23	8	*	51	11	49
Logistics	75%	-	75%	76%	72%	78%	70%	49%	75%	89%	38%	87%	100%	-	70%	78%	87%	100%	75%	88%	73%
Other	41	-	41	32	9	22	19	4	17	17	1	2	-	-	21	17	2	-	33	8	25
78%	-	78%	83%	59%	87%	69%	68%	69%	100%	23%	100%	-	-	-	62%	88%	100%	-	81%	66%	71%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_NET\_SATISFIED\_1. How your complaint was handled: Satisfied Summary

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	321	90	100	71	60	190	131	237	80	33	43	83	90	66	216	34	283	98	211	12
Weighted Base	367	90*	112*	87*	78*	202	165*	294	72*	44**	57*	100*	90*	71*	247	46**	318	122*	232	13**
Effective Base	199	47	59	50	44	106	93	156	42	22	31	52	54	38	137	23	174	64	127	7
Royal Mail	145	37	42	35	32	78	67	122	22	18	29	37	32	23	98	20	122	54	84	7
	86%	69%	69%	58%	67%	69%	62%	66%	61%	69%	81%	64%	64%	51%	68%	71%	64%	77%	59%	79%
Collect +	40	7	10	12	11	16	23	37	3	10	*	14	5	9	20	12	29	22	19	-
	66%	48%	52%	83%	92%	50%	87%	66%	68%	91%	9%	59%	43%	98%	50%	82%	59%	95%	49%	-
DHL	54	23	10	8	12	33	21	50	4	12	4	10	9	16	23	14	40	30	23	1
	78%	78%	64%	100%	81%	73%	87%	86%	36%	79%	37%	100%	72%	88%	71%	81%	80%	75%	100%	100%
FedEx	57	14	16	15	12	30	27	49	8	5	1	26	10	12	37	7	49	31	25	1
	70%	63%	66%	74%	63%	65%	77%	69%	89%	95%	23%	71%	69%	70%	66%	67%	81%	60%	92%	92%
Evoit	61	15	23	15	8	38	23	52	9	10	6	20	8	14	34	12	49	32	28	1
	58%	50%	71%	58%	47%	61%	54%	62%	42%	62%	59%	72%	34%	60%	55%	66%	56%	67%	52%	37%
DPD	48	14	17	12	5	31	17	40	9	6	8	15	7	9	31	7	40	28	19	2
	68%	79%	64%	74%	51%	70%	65%	68%	68%	67%	72%	63%	70%	68%	67%	73%	67%	82%	59%	32%
Parcelforce	38	14	13	9	3	27	12	38	1	6	2	9	7	13	18	7	31	23	15	-
	69%	82%	88%	50%	49%	83%	50%	71%	23%	80%	45%	62%	67%	74%	62%	68%	84%	85%	94%	-
TNT	30	13	6	10	2	19	11	24	6	4	2	7	7	9	15	6	24	22	8	-
	84%	76%	100%	83%	100%	83%	86%	84%	84%	100%	42%	79%	85%	95%	74%	100%	87%	77%	77%	-
UPS	43	22	7	11	4	29	15	42	1	10	-	8	8	15	15	12	30	27	16	1
	87%	100%	82%	78%	68%	95%	75%	95%	77%	100%	-	81%	100%	80%	85%	100%	82%	89%	84%	100%
UK Mail	60	25	10	15	11	34	25	55	5	13	7	15	11	33	15	45	37	22	1	-
	90%	85%	86%	89%	93%	85%	97%	93%	66%	100%	100%	83%	82%	90%	85%	100%	87%	95%	83%	70%
Yodel	50	15	17	16	2	32	18	40	10	4	5	14	11	13	31	6	44	26	23	1
	82%	72%	91%	82%	100%	81%	83%	80%	96%	49%	71%	81%	90%	97%	82%	59%	84%	80%	100%	100%
Amazon Delivery Service/	62	16	18	16	12	34	28	56	6	5	7	18	10	20	35	6	55	30	30	2
Logistics	75%	77%	74%	72%	75%	76%	73%	75%	72%	64%	51%	76%	62%	100%	66%	71%	73%	93%	62%	76%
Other	41	14	12	10	5	26	15	38	3	9	6	8	4	12	18	10	30	27	14	1
	78%	100%	82%	63%	60%	91%	62%	78%	68%	87%	94%	64%	40%	100%	63%	89%	93%	58%	58%	100%

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_NET\_SATISFIED\_1. How your complaint was handled: Satisfied Summary

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	321	228	93	43	178	58	43	42	11	25	20	22	19	23	29	17	12	8	50
Weighted Base	367	329	38**	6**	321	22**	14**	9**	10**	53**	33**	28**	33**	38**	67**	42**	19**	1**	21**
Effective Base	199	178	21	11	161	21	20	29	10	24	19	21	18	22	28	16	12	5	20
Royal Mail	145	133	12	1	128	8	4	4	6	31	9	7	16	11	24	18	7	*	8
Collect +	86%	68%	50%	39%	67%	56%	46%	71%	88%	75%	75%	57%	65%	51%	77%	59%	58%	55%	56%
DHL	40	40	1	*	38	1	*	*	2	1	3	1	7	5	9	5	3	*	1
DHL	54	54	*	*	50	3	1	1	3	6	3	3	7	6	17	3	1	-	3
DHL	78%	82%	8%	4%	77%	88%	74%	95%	100%	51%	100%	66%	100%	84%	90%	55%	42%	-	88%
FedEx	57	51	6	-	53	4	-	*	2	6	6	1	7	7	8	13	2	-	4
FedEx	70%	68%	90%	-	73%	52%	-	40%	68%	73%	67%	31%	100%	83%	47%	100%	100%	-	52%
Evo	51	56	5	2	56	3	1	1	2	7	6	3	7	4	15	8	5	*	2
Evo	58%	62%	35%	76%	60%	48%	14%	85%	75%	67%	37%	72%	74%	50%	69%	59%	62%	60%	47%
DPD	48	48	*	*	43	2	2	1	2	5	4	-	10	3	12	7	-	*	2
DPD	68%	68%	66%	46%	68%	90%	73%	39%	72%	60%	39%	-	100%	5	68%	78%	-	100%	89%
Parcelforce	38	38	-	-	36	-	1	1	1	5	3	1	5	13	2	-	-	-	-
Parcelforce	69%	69%	41%	100%	69%	4%	60%	100%	100%	56%	60%	42%	61%	63%	83%	100%	-	-	4%
TNT	30	28	2	2	28	1	*	1	1	-	3	1	5	4	11	2	2	-	1
TNT	84%	83%	96%	95%	84%	100%	7%	100%	100%	-	48%	100%	100%	100%	100%	100%	100%	-	100%
UPS	43	43	*	*	41	2	1	*	1	11	7	-	5	2	13	2	-	-	2
UPS	87%	87%	85%	100%	88%	82%	100%	20%	100%	85%	86%	-	100%	42%	100%	100%	-	-	82%
UK Mail	66	56	4	*	56	3	*	1	3	11	4	1	7	9	12	6	2	-	3
UK Mail	90%	93%	63%	55%	90%	87%	39%	100%	80%	84%	79%	100%	100%	84%	100%	100%	100%	-	94%
Yodel	50	48	2	*	47	1	1	*	1	5	4	3	8	5	13	9	-	-	1
Yodel	82%	82%	84%	20%	85%	48%	66%	15%	100%	54%	67%	75%	100%	75%	100%	100%	-	-	55%
Amazon Delivery Service/Logistics	62	53	9	1	57	3	1	1	1	7	7	5	11	1	12	11	2	*	2
Amazon Delivery Service/Logistics	75%	74%	76%	74%	75%	91%	65%	54%	35%	62%	62%	64%	88%	22%	84%	100%	100%	46%	100%
Other	41	41	*	*	39	1	*	1	2	7	1	-	10	1	13	5	-	-	1
Other	78%	81%	4%	100%	78%	50%	100%	100%	100%	100%	42%	-	81%	30%	78%	100%	-	-	50%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ7\_NET\_SATISFIED\_1. How your complaint was handled: Satisfied Summary

Base : Made a complaint about provider

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels					Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	321	106	9	27	105	135	50	21	8	240	29	132	127	36	15	10	259	25	210	111
Weighted Base	367	110*	11**	18**	117*	150*	65*	22**	12**	267	35**	153*	131*	45**	22**	14**	284	36**	265	102*
Effective Base	199	62	6	13	59	85	36	14	6	143	19	80	75	24	11	9	154	20	141	58
Royal Mail	145	36	2	9	75	38	23	6	3	113	9	73	51	8	8	5	124	12	107	38
	66%	55%	33%	94%	51%	47%	68%	40%	46%	78%	42%	71%	65%	44%	65%	68%	62%	62%	68%	59%
Collect +	40	8	-	-	16	21	-	4	-	37	4	26	11	-	-	1	38	1	37	3
	66%	68%	-	-	65%	91%	-	64%	-	78%	55%	88%	69%	-	-	21%	81%	10%	69%	44%
DHL	54	6	-	-	32	18	3	1	-	50	1	25	21	2	6	-	46	6	52	2
	78%	49%	100%	-	93%	60%	100%	52%	-	78%	52%	84%	86%	28%	100%	-	85%	82%	82%	39%
FedEx	57	12	-	4	30	15	11	1	-	44	1	25	25	3	2	1	51	3	52	5
	70%	73%	-	82%	94%	48%	64%	81%	-	72%	81%	87%	68%	42%	32%	100%	77%	39%	68%	100%
Evri	61	18	2	3	33	23	3	2	1	56	3	39	18	2	1	-	57	1	55	7
	58%	55%	38%	37%	72%	55%	22%	59%	100%	64%	66%	65%	59%	19%	21%	-	63%	21%	68%	26%
DPD	48	6	-	2	21	22	2	3	-	43	3	32	11	3	1	2	43	2	44	4
	68%	65%	-	66%	82%	71%	27%	43%	-	76%	43%	83%	60%	58%	15%	46%	75%	27%	71%	45%
Parcelforce	38	1	-	1	29	9	-	-	-	38	-	22	12	2	-	2	34	2	34	4
	69%	32%	-	51%	89%	57%	-	-	-	79%	-	79%	65%	86%	-	56%	74%	27%	72%	50%
TNT	30	3	-	3	20	9	-	-	-	30	-	16	11	2	-	1	27	1	27	3
	84%	98%	-	100%	100%	62%	100%	-	-	84%	-	87%	82%	67%	100%	100%	85%	100%	82%	100%
UPS	43	1	-	1	25	16	3	-	-	41	-	20	14	2	6	1	35	7	39	5
	87%	92%	-	100%	100%	77%	63%	-	-	89%	-	98%	85%	46%	83%	100%	92%	85%	86%	99%
UK Mail	60	6	-	1	29	20	7	3	-	50	3	30	20	2	5	1	50	6	55	5
	90%	97%	-	91%	100%	81%	78%	97%	-	91%	97%	93%	95%	46%	80%	100%	94%	83%	89%	98%
Yodel	50	7	-	2	30	16	4	-	-	46	-	27	17	3	2	2	43	4	48	2
	82%	66%	-	100%	85%	76%	90%	-	100%	82%	56%	88%	88%	77%	34%	100%	88%	48%	82%	73%
Amazon Delivery Service/Logistics	62	11	-	1	29	18	11	2	2	47	3	35	24	-	2	1	59	2	58	3
	72%	83%	-	100%	75%	72%	70%	54%	38%	75%	46%	80%	82%	-	46%	17%	67%	29%	80%	36%
Other	41	3	-	1	23	14	2	2	-	37	2	25	11	2	-	3	36	3	41	-
	78%	37%	-	100%	86%	74%	54%	58%	-	81%	58%	83%	66%	100%	-	71%	77%	71%	81%	-

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(m)(n)(o)(p) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_NET\_SATISFIED\_1. How your complaint was handled: Satisfied Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	321	27	288	6	105	187	29	287	25	8	-	320	1
Weighted Base	367	40**	316	12**	134*	210	24**	325	36**	6**	**	367	***
Effective Base	199	19	174	6	67	116	16	177	18	4	-	199	1
Royal Mail	145	24	116	5	56	74	15	132	13	-	-	145	-
	66%	85%	62%	75%	70%	62%	71%	64%	87%	-	-	66%	-
Collect +	40	11	27	3	22	16	2	38	2	-	-	40	-
	66%	79%	60%	100%	69%	59%	100%	68%	45%	-	-	66%	-
DHL	54	15	39	-	26	26	2	44	10	-	-	54	-
	78%	88%	75%	-	76%	79%	100%	84%	58%	-	-	78%	-
FedEx	57	11	41	4	31	25	1	52	5	-	-	57	-
	70%	100%	63%	100%	73%	67%	65%	72%	69%	-	-	70%	-
Evti	61	7	51	2	27	33	2	51	10	-	-	61	-
	58%	69%	56%	100%	62%	60%	24%	58%	66%	-	-	58%	-
DPD	48	10	36	2	24	20	4	39	9	*	-	48	-
	68%	85%	64%	100%	78%	57%	90%	65%	96%	22%	-	68%	-
Parcelforce	38	8	26	4	15	19	5	38	-	-	-	38	-
	69%	100%	60%	100%	70%	64%	99%	73%	15%	-	-	69%	-
TNT	30	7	21	3	19	10	1	28	2	-	-	30	-
	84%	100%	78%	100%	89%	74%	91%	84%	78%	-	-	84%	-
UPS	43	12	30	2	19	24	1	39	4	-	-	43	-
	87%	100%	82%	100%	92%	83%	100%	89%	68%	-	-	87%	-
UK Mail	60	14	43	2	35	22	3	50	10	-	-	60	-
	90%	87%	90%	100%	86%	96%	94%	93%	77%	-	-	90%	-
Yodel	50	9	34	7	23	24	2	42	7	1	-	50	-
	82%	67%	84%	100%	76%	88%	88%	89%	57%	74%	-	82%	-
Amazon Delivery Service/Logistics	62	13	45	4	32	26	3	54	8	-	-	62	-
	75%	100%	68%	100%	77%	70%	100%	74%	91%	-	-	75%	-
Other	41	11	28	2	21	17	3	41	-	-	-	41	-
	78%	100%	70%	100%	75%	77%	99%	80%	-	-	-	78%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_NET\_SATISFIED\_1. How your complaint was handled: Satisfied Summary

Base : Made a complaint about provider

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	321	-	-	149	172	-	-	-	-	-	-	-	105	44	49	84	59
Weighted Base	367	**	**	178*	189	**	**	**	**	**	**	**	126*	53**	53**	75*	61*
Effective Base	199	-	-	94	105	-	-	-	-	-	-	-	67	27	29	42	34
Royal Mail	145	-	-	77	68	-	-	-	-	-	-	-	62	15	19	29	19
	66%	-	-	75% <b></b>	57%	-	-	-	-	-	-	-	78%	65%	55%	65%	50%
Collect +	40	-	-	17	24	-	-	-	-	-	-	-	17	*	3	13	7
	66%	-	-	54%	79%	-	-	-	-	-	-	-	86%	1%	95%	67%	100%
DHL	54	-	-	28	26	-	-	-	-	-	-	-	19	8	10	8	8
	78%	-	-	87%	79%	-	-	-	-	-	-	-	80%	80%	57%	84%	79%
FedEx	57	-	-	30	27	-	-	-	-	-	-	-	20	10	7	14	6
	70%	-	-	71%	70%	-	-	-	-	-	-	-	71%	69%	71%	66%	78%
Evti	61	-	-	30	31	-	-	-	-	-	-	-	22	9	11	9	11
	58%	-	-	64%	53%	-	-	-	-	-	-	-	63%	68%	59%	57%	46%
DPD	48	-	-	24	24	-	-	-	-	-	-	-	18	7	14	10	10
	68%	-	-	66%	71%	-	-	-	-	-	-	-	72%	53%	58%	68%	75%
Parcelforce	38	-	-	18	20	-	-	-	-	-	-	-	16	2	5	12	3
	69%	-	-	77%	64%	-	-	-	-	-	-	-	75%	100%	42%	91%	46%
TNT	30	-	-	7	23	-	-	-	-	-	-	-	7	-	7	12	3
	84%	-	-	75%	87%	-	-	-	-	-	-	-	76%	-	100%	84%	76%
UPS	43	-	-	23	20	-	-	-	-	-	-	-	21	2	6	9	4
	87%	-	-	89%	85%	-	-	-	-	-	-	-	88%	100%	100%	75%	91%
UK Mail	60	-	-	27	33	-	-	-	-	-	-	-	26	1	5	14	14
	90%	-	-	85%	94%	-	-	-	-	-	-	-	84%	92%	99%	92%	94%
Yodel	50	-	-	27	23	-	-	-	-	-	-	-	18	9	6	12	5
	82%	-	-	78%	87%	-	-	-	-	-	-	-	72%	96%	95%	82%	88%
Amazon Delivery Services/Logistics	62	-	-	30	32	-	-	-	-	-	-	-	21	9	5	16	11
	75%	-	-	73%	76%	-	-	-	-	-	-	-	70%	81%	70%	81%	73%
Other	41	-	-	22	19	-	-	-	-	-	-	-	16	5	3	12	4
	78%	-	-	93%	65%	-	-	-	-	-	-	-	91%	100%	63%	79%	43%

Proportions/Mears: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_NET\_DISSATISFIED\_1. How your complaint was handled: Dissatisfied Summary

Base : Made a complaint about provider

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	321	-	321	121	200	145	176	61	93	72	29	37	22	7	154	101	66	29	282	39	321
Weighted Base	367	**	367	147*	220	187*	180	59*	118*	85*	40**	44**	17**	4**	177*	126*	65*	21**	304	63**	321
Effective Base	199	-	199	77	122	94	106	32	61	49	21	23	10	3	93	70	36	13	170	29	321
Royal Mail	30	-	30	7	23	12	18	1	5	10	8	4	1	*	6	18	6	2	23	8	31
14%	-	14%	8%	18%	11%	16%	4%	7%	23%	29%	16%	11%	69%	5%	25% <b>in</b>	16%	14%	13%	17%	17%	17%
Collect +	5	-	5	2	3	2	3	-	2	-	3	-	-	-	2	3	-	-	3	2	3
8%	-	8%	6%	9%	5%	11%	-	6%	-	62%	-	100%	-	-	5%	13%	5%	100%	5%	27%	7%
DHL	6	-	6	2	4	4	2	4	2	-	-	-	-	-	6	-	-	-	6	-	6
9%	-	9%	6%	14%	9%	9%	27%	9%	-	-	1%	-	-	-	17%	-	1%	-	12%	-	13%
FedEx	7	-	7	2	4	4	3	-	4	3	-	-	-	-	4	3	-	-	4	2	7
8%	-	8%	5%	15%	8%	8%	3%	9%	11%	-	-	-	-	-	8%	10%	-	-	7%	14%	13%
Evri	26	-	26	10	16	4	21	2	11	4	8	3	1	-	13	8	5	1	22	3	25
24%	-	24%	15%	37%	9%	39%	23%	27%	13%	32%	35%	97%	-	-	26%	18%	36%	40%	24%	25%	28%
DPD	15	-	15	6	9	8	8	1	7	5	-	3	-	-	8	5	3	*	11	4	13
22%	-	22%	14%	36%	21%	22%	19%	20%	22%	-	47%	-	7%	-	20%	19%	39%	7%	19%	30%	23%
Parcelforce	7	-	7	2	5	5	2	4	2	-	-	2	-	-	5	-	2	-	7	-	6
13%	-	13%	6%	27%	13%	12%	48%	8%	-	-	30%	-	-	-	18%	-	28%	-	15%	-	15%
TNT	1	-	1	-	1	1	-	1	-	-	-	-	-	-	1	-	-	-	1	-	1
3%	-	3%	-	16%	4%	-	26%	-	-	-	-	-	-	-	6%	-	-	-	4%	-	4%
UPS	*	-	*	-	*	*	-	*	-	*	*	*	*	*	*	*	*	*	*	*	2
1%	-	1%	-	2%	*	3%	5%	-	-	-	3%	-	-	-	1%	-	3%	-	1%	-	6%
UK Mail	1	-	1	-	-	1	-	-	1	-	-	-	-	-	1	-	-	-	-	1	4
2%	-	2%	3%	1%	*	6%	*	3%	-	-	-	-	100%	-	3%	-	7%	100%	*	8%	
Yodel	3	-	3	1	3	1	2	1	*	*	1	1	-	-	1	2	1	-	3	-	7
5%	-	5%	2%	14%	4%	8%	5%	1%	1%	49%	21%	-	-	-	2%	7%	16%	-	7%	-	16%
Amazon Delivery Service/Logistics	8	-	8	6	2	7	1	*	4	1	2	1	-	-	4	3	1	-	8	-	10
10%	-	10%	12%	7%	16%	3%	1%	11%	5%	38%	13%	-	-	-	9%	12%	13%	-	12%	-	15%
Other	6	-	6	-	6	1	5	2	2	-	2	-	-	-	4	2	-	-	4	2	5
11%	-	11%	-	38%	5%	17%	26%	8%	-	77%	-	-	-	-	12%	12%	-	-	10%	17%	14%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_NET\_DISSATISFIED\_1. How your complaint was handled: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	321	90	100	71	60	190	131	237	80	33	43	83	90	66	216	34	283	98	211	12
Weighted Base	367	90*	112*	87*	78*	202	165*	294	72*	44**	57*	100*	90*	71*	247	46**	318	122*	232	13**
Effective Base	199	47	59	50	44	106	93	156	42	22	31	52	54	38	137	23	174	64	127	7
Royal Mail	30	9	8	10	3	17	14	28	2	5	2	10	10	3	23	5	26	6	25	-
14%	17%	12%	17%	7%	15%	13%	15%	7%	19%	6%	7%	17%	21%	7%	16%	18%	13%	8%	17%	-
Collect +	5	-	5	-	-	5	-	5	-	-	-	5	-	-	5	-	5	-	5	-
8%	-	24%	-	-	13%	-	8%	1%	-	-	-	19%	-	-	12%	-	10%	-	12%	-
DHL	6	4	-	-	2	5	2	5	2	2	3	-	-	2	3	2	5	4	2	-
9%	15%	2%	-	10%	10%	6%	8%	14%	-	10%	27%	-	-	12%	8%	9%	9%	4	7%	-
FedEx	7	2	3	2	-	4	2	6	1	-	-	2	4	-	6	-	6	-	6	-
8%	8%	10%	10%	2%	9%	7%	8%	6%	5%	5%	5%	31%	-	11%	4%	9%	1%	15%	8%	
Evoit	26	9	4	9	3	13	12	24	1	-	4	5	14	3	23	-	26	5	21	-
24%	28%	14%	36%	19%	21%	30%	29%	6%	-	41%	16%	98%	11%	37%	-	29%	10%	39%	-	
DPD	15	3	6	4	2	9	6	12	3	-	3	8	1	4	11	15	3	10	3	
22%	17%	24%	23%	22%	21%	23%	22%	22%	-	24%	31%	7%	31%	24%	-	26%	7%	30%	66%	
Parcelforce	7	-	2	4	1	2	5	6	2	1	2	2	-	2	4	1	6	1	6	-
13%	-	15%	20%	24%	7%	21%	11%	71%	-	18%	55%	14%	-	10%	14%	13%	9%	21%	-	
TNT	1	1	-	-	-	1	-	-	1	-	-	-	1	-	1	-	1	1	-	-
3%	7%	-	-	-	5%	-	-	16%	-	-	-	14%	-	-	-	4%	4%	-	-	
UPS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
1%	-	4%	-	-	1%	-	1%	-	-	47%	-	-	-	2%	-	1%	1%	-	-	
UK Mail	1	-	1	-	-	1	-	1	-	-	-	-	1	-	-	-	1	1	-	
2%	-	12%	1%	-	3%	-	2%	3%	-	-	-	1%	-	9%	1%	-	3%	3%	1%	
Yodel	3	1	1	2	-	2	2	3	-	2	-	1	-	3	-	3	1	3	-	
5%	5%	3%	8%	-	4%	8%	6%	3%	-	29%	-	6%	3%	8%	-	6%	2%	9%	-	
Amazon Delivery Service/	8	1	4	3	-	5	3	6	2	3	2	1	3	6	3	6	-	8	1	
Logistics	10%	4%	16%	14%	2%	11%	9%	8%	28%	36%	12%	5%	19%	-	11%	29%	8%	1%	16%	
Other	6	-	-	2	3	-	6	5	1	1	-	3	2	-	5	1	5	2	4	
11%	-	2%	15%	40%	1%	24%	10%	32%	-	13%	-	21%	22%	-	17%	11%	12%	6%	19%	

Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - ef - gh - i/jk/l/m/n - op - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ7\_NET\_DISSATISFIED\_1. How your complaint was handled: Dissatisfied Summary**

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	321	228	93	43	178	58	43	42	11	25	20	22	19	23	29	17	12	8	50
Weighted Base	367	329	38**	6**	321	22**	14**	9**	10**	53**	33**	28**	33**	38**	67**	42**	19**	1**	21**
Effective Base	199	178	21	11	161	21	20	29	10	24	19	21	18	22	28	16	12	5	20
Royal Mail	30	25	6	1	22	2	5	1	-	7	-	-	4	4	-	5	2	-	2
Collect +	14%	13%	23%	42%	11%	14%	52%	27%	-	16%	-	-	18%	21%	-	16%	14%	-	15%
5	2	3	-	5	-	-	-	-	-	3	2	-	-	-	-	-	-	-	-
8%	3%	49%	6%	8%	1%	-	-	-	-	43%	40%	-	-	-	-	-	-	12%	-
DHL	6	6	-	-	6	-	-	-	-	2	-	-	-	1	-	2	-	-	-
9%	10%	2%	-	9%	12%	2%	5%	-	17%	-	-	-	16%	-	45%	-	-	-	12%
FedEx	7	7	-	-	4	2	-	-	-	-	-	2	-	2	-	-	-	-	2
8%	9%	2%	100%	5%	35%	18%	31%	-	-	-	37%	-	-	13%	-	-	-	-	35%
Evo	26	19	7	-	19	3	3	-	-	2	8	-	2	2	4	2	-	-	3
24%	21%	48%	15%	21%	49%	75%	6%	-	15%	48%	-	26%	-	9%	29%	22%	20%	51%	
DPD	15	15	-	-	14	-	1	-	1	2	7	1	-	-	3	-	1	-	-
22%	22%	15%	24%	23%	4%	16%	15%	-	28%	26%	61%	100%	-	16%	-	100%	-	5%	
Parcelforce	7	7	-	-	7	-	-	-	-	4	-	-	2	1	-	-	-	-	7
13%	13%	5%	-	13%	8%	40%	-	-	-	44%	-	-	21%	15%	-	-	-	-	8%
TNT	1	1	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-
3%	3%	-	-	3%	-	-	-	-	-	-	19%	-	-	-	-	-	-	-	-
UPS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1%	1%	15%	-	-	18%	-	12%	-	-	-	-	-	-	-	-	-	-	-	18%
UK Mail	1	1	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-
2%	2%	3%	14%	2%	3%	35%	-	-	-	21%	-	-	-	-	-	-	-	-	3%
Yodel	3	3	-	-	1	1	1	-	-	-	-	-	-	1	-	-	-	-	1
5%	5%	5%	15%	3%	38%	34%	33%	-	-	-	-	-	-	25%	-	-	-	-	43%
Amazon Delivery Service/	8	6	3	-	7	-	1	1	-	2	-	1	-	3	-	-	-	-	-
Logistics	10%	8%	24%	26%	9%	9%	46%	-	-	21%	-	16%	-	56%	-	-	-	52%	-
Other	6	4	2	-	6	-	-	-	-	-	-	-	2	1	2	-	-	-	-
11%	7%	65%	-	11%	25%	-	-	-	-	-	-	19%	-	12%	-	-	-	-	25%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_NET\_DISSATISFIED\_1. How your complaint was handled: Dissatisfied Summary

Base : Made a complaint about provider

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	321	106	9	27	105	135	50	21	8	240	29	132	127	36	15	10	259	25	210	111
Weighted Base	367	110*	11**	18**	117*	150*	65*	22**	12**	267	35**	153*	131*	45**	22**	14**	284	36**	265	102*
Effective Base	199	62	6	13	59	85	36	14	6	143	19	80	75	24	11	9	154	20	141	58
Royal Mail	30	12	2	1	9	19	1	2	-	27	2	18	7	3	3	-	25	3	18	12
14%	15%	19%	39%	6%	11%	23%	4%	12%	-	17%	3%	17%	9%	13%	29%	-	14%	15%	12%	19%
Collect +	5	3	-	-	3	-	-	2	-	3	2	3	-	-	-	2	3	2	5	*
8%	22%	-	-	-	11%	-	-	33%	-	6%	28%	9%	-	-	-	52%	6%	24%	8%	1%
DHL	6	4	-	-	*	5	-	1	-	5	1	1	2	2	-	1	3	1	4	2
9%	37%	-	-	-	7%	76%	-	48%	-	8%	48%	2%	8%	29%	-	100%	5%	18%	7%	36%
FedEx	7	*	-	-	-	6	+	-	-	6	-	-	2	-	-	-	2	-	7	-
8%	*	-	-	-	-	21%	2%	4%	-	10%	4%	-	6%	-	-	53%	-	4%	-	9%
Evri	26	10	-	1	9	12	5	*	-	21	*	17	4	2	2	-	22	2	14	11
24%	29%	-	17%	-	20%	29%	33%	3%	-	24%	2%	29%	14%	23%	48%	-	24%	48%	18%	46%
DPD	15	2	-	*	3	6	4	2	-	9	2	4	4	1	4	2	8	6	10	5
22%	24%	-	3%	-	14%	19%	60%	29%	-	17%	29%	9%	23%	24%	85%	54%	14%	73%	17%	55%
Parcelforce	7	2	-	+	2	-	5	-	2	5	-	4	+	+	2	1	4	3	5	2
13%	64%	-	37%	-	6%	-	21%	100%	-	4%	100%	14%	*	14%	56%	44%	8%	50%	12%	22%
TNT	1	-	-	-	-	1	-	-	-	1	-	-	-	1	-	-	-	-	1	-
3%	-	-	-	-	-	7%	-	-	-	3%	-	-	-	33%	-	-	-	-	3%	-
UPS	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-
1%	8%	-	-	-	+	2%	-	-	-	1%	-	2%	-	2%	-	-	1%	-	1%	1%
UK Mail	1	*	-	*	*	*	1	*	-	*	*	*	*	1	-	*	*	1	1	*
2%	2%	-	9%	-	*	*	14%	1%	-	*	1%	1%	*	20%	-	*	*	17%	2%	2%
Yodel	3	2	-	-	1	2	-	-	-	3	-	3	*	*	-	-	3	-	3	1
5%	24%	-	-	-	3%	9%	-	92%	-	5%	40%	9%	2%	7%	-	-	6%	-	4%	27%
Amazon Delivery Service/Logistics	8	2	2	-	1	2	1	2	2	4	2	2	1	2	+	2	3	3	4	5
10%	17%	100%	-	3%	11%	6%	46%	61%	6%	54%	5%	5%	6%	39%	12%	50%	3%	94%	5%	50%
Other	6	4	-	-	-	3	2	1	-	3	1	3	2	-	-	1	5	1	6	*
11%	63%	-	-	-	-	14%	46%	41%	-	6%	41%	9%	12%	-	-	29%	10%	29%	11%	16%

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(g)(h) - kl(m)(o)(p) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_NET\_DISSATISFIED\_1. How your complaint was handled: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	321	27	288	6	105	187	29	287	25	8	-	320	1
Weighted Base	367	40**	316	12**	134*	210	24**	325	36**	6**	**	367	***
Effective Base	199	19	174	6	67	116	16	177	18	4	-	199	1
Royal Mail	30	3	28	-	9	19	2	30	-	-	-	30	-
14%		11%	15%	-	12%	16%	10%	15%	-	-	-	14%	-
Collect +	5	-	5	-	-	5	-	5	-	-	-	5	-
8%		-	10%	-	-	17%	-	8%	-	-	-	8%	-
DHL	6	-	6	-	3	4	-	5	1	-	-	6	-
9%		-	12%	-	8%	11%	-	9%	8%	-	-	9%	-
FedEx	7	-	7	-	-	6	+	7	-	-	-	7	+
8%		-	10%	-	-	17%	35%	9%	-	-	-	8%	100%
Evri	26	3	22	-	9	13	3	24	1	-	-	26	-
24%		30%	24%	-	22%	24%	44%	28%	10%	-	-	24%	-
DPD	15	1	14	-	5	10	-	14	-	1	-	15	-
22%		11%	25%	-	17%	29%	-	23%	-	78%	-	22%	-
Parcelforce	7	-	7	-	-	7	+	6	1	-	-	7	-
13%		-	17%	-	2%	23%	1%	11%	40%	100%	-	13%	-
TNT	1	-	1	-	-	1	-	1	-	-	-	1	-
3%		-	4%	-	-	8%	-	3%	-	-	-	3%	-
UPS	-	-	-	-	-	-	-	-	-	-	-	-	-
1%		-	1%	-	2%	-	-	1%	-	-	-	1%	-
UK Mail	1	*	1	-	1	*	*	1	-	*	-	1	-
2%		*	3%	-	3%	1%	1%	3%	-	100%	-	2%	-
Yodel	3	*	3	-	2	1	*	2	1	-	-	3	-
5%		*	8%	-	6%	4%	11%	4%	12%	-	-	5%	-
Amazon Delivery Service/Logistics	8	-	8	-	6	2	-	7	-	2	-	8	-
10%		-	13%	-	15%	6%	-	9%	-	100%	-	10%	-
Other	6	-	6	-	3	3	*	5	1	*	-	6	-
11%		-	15%	-	10%	15%	1%	9%	100%	100%	-	11%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ7\_NET\_DISSATISFIED\_1. How your complaint was handled: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	321	-	-	149	172	-	-	-	-	-	-	-	105	44	49	84	59
Weighted Base	367	**	**	178*	189	**	**	**	**	**	**	**	126*	53**	53**	75*	61*
Effective Base	199	-	-	94	105	-	-	-	-	-	-	-	67	27	29	42	34
Royal Mail	30	-	-	10	20	-	-	-	-	-	-	-	7	3	5	7	9
14%	-	-	10%	17%	-	-	-	-	-	-	-	-	9%	13%	14%	15%	23%
Collect +	5	-	-	5	-	-	-	-	-	-	-	-	-	5	-	-	-
8%	-	-	15%	-	-	-	-	-	-	-	-	-	-	39%	-	-	-
DHL	6	-	-	2	4	-	-	-	-	-	-	-	-	2	2	2	*
9%	-	-	7%	11%	-	-	-	-	-	-	-	-	-	20%	13%	16%	4%
FedEx	7	-	-	6	*	-	-	-	-	-	-	-	2	4	-	*	-
8%	-	-	15%	1%	-	-	-	-	-	-	-	-	7%	31%	-	1%	-
Evti	26	-	-	8	18	-	-	-	-	-	-	-	6	2	5	3	10
24%	-	-	17%	31%	-	-	-	-	-	-	-	-	16%	18%	27%	19%	42%
DPD	15	-	-	11	5	-	-	-	-	-	-	-	6	5	-	5	-
22%	-	-	29%	14%	-	-	-	-	-	-	-	-	26%	35%	42%	22%	-
Parcellforce	7	-	-	7	-	-	-	-	-	-	-	-	*	-	4	1	2
13%	-	-	2%	21%	-	-	-	-	-	-	-	-	2%	-	32%	9%	27%
TNT	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1
3%	-	-	-	4%	-	-	-	-	-	-	-	-	-	-	-	-	24%
UPS	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*
1%	-	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	9%
UK Mail	1	-	-	*	1	-	-	-	-	-	-	-	*	-	*	1	*
2%	-	-	-	4%	-	-	-	-	-	-	-	-	-	-	1%	8%	-
Yodel	3	-	-	1	2	-	-	-	-	-	-	-	1	-	-	2	-
5%	-	-	3%	8%	-	-	-	-	-	-	-	-	4%	-	4%	11%	7%
Amazon Delivery Services/	8	-	-	3	6	-	-	-	-	-	-	-	2	1	*	2	3
Logistics	10%	-	-	7%	14%	-	-	-	-	-	-	-	7%	5%	*	12%	22%
Other	6	-	-	6	-	-	-	-	-	-	-	-	-	-	2	1	3
11%	-	-	-	20%	-	-	-	-	-	-	-	-	-	-	37%	8%	31%

Proportions/Mears: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_Mean\_1 - How your complaint was handled - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	321	-	121	200	145	176	61	93	72	29	37	22	7	154	101	66	29	282	39	321	
Weighted Base	367	**	147*	220	187*	180	59*	118*	85*	40**	44**	17**	4**	177*	126*	65*	21**	304	63**	321	
Effective Base	199	-	199	77	122	94	106	32	61	49	21	23	10	93	70	36	13	170	29	321	
Royal Mail	3.74	-	3.74	4.92d	3.54	3.78	3.70	3.87	4.97i	3.54	3.11	3.77	3.54	1.94	4.00o	3.38	3.67	3.44	3.78	3.58	3.69
Collect +	3.85	-	3.85	4.11	3.55	4.06	3.52	3.87	3.85	4.35	2.09	3.00	1.00	-	3.85	3.87	2.91	1.00	3.90	3.41	3.84
DHL	3.96	-	3.96	4.02	3.88	4.01	3.89	3.24	4.11	4.44	3.65	4.14	4.00	3.00	3.76	4.35	3.96	3.56	3.88	4.21	3.88
FedEx	3.83	-	3.83	3.97	3.57	3.80	3.88	4.14	3.61	3.96	4.00	4.00	5.00	-	3.71	3.97	4.40	5.00	3.91	3.54	3.71
Evti	3.38	-	3.38	3.73	2.87	3.75	3.04	3.32	3.50	3.74	2.97	2.64	1.09	3.97	3.46	3.51	2.67	2.77	3.39	3.37	3.31
DPD	3.65	-	3.65	4.01	2.96	3.71	3.57	3.78	3.93	3.51	3.02	2.64	-	3.78	3.91	3.45	2.86	3.78	3.62	3.74	3.56
Parcelforce	3.91	-	3.91	4.13	3.50	3.76	4.19	3.49	3.89	4.34	3.67	3.48	3.00	3.00	3.79	4.25	3.45	3.00	3.90	3.95	3.78
TNT	4.30	-	4.30	4.42	3.85	4.24	4.71	3.85	4.31	4.44	-	4.93	-	4.00	4.21	4.44	4.32	4.00	4.35	4.00	4.15
UPS	4.24	-	4.24	4.34	4.12	4.26	4.19	4.18	4.18	4.25	-	4.83	4.00	-	4.18	4.25	4.80	4.00	4.23	4.30	4.06
UK Mail	4.36	-	4.36	4.42	4.20	4.42	4.22	4.25	4.19	4.78	4.00	5.00	1.00	-	4.20	4.72	4.70	1.00	4.42	4.16	4.12
Yodel	4.14	-	4.14	4.39	3.57	4.15	4.13	3.76	4.35	4.52	2.52	3.36	-	5.00	4.11	4.26	3.79	5.00	4.22	3.79	3.80
Amazon Delivery Service/Logistics	4.05	-	4.05	4.03	4.08	4.08	4.01	3.81	4.06	4.32	3.01	4.24	5.00	-	4.01	4.04	4.26	5.00	3.99	4.38	4.01
Other	4.10	-	4.10	4.40	3.39	4.45	3.79	3.79	4.05	4.59	1.91	4.89	-	-	3.99	4.17	4.89	-	4.18	3.83	3.89

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_Mean\_1 - How your complaint was handled - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	321	90	100	71	60	190	131	237	80	33	43	83	90	66	216	34	283	98	211	12
Weighted Base	367	90*	112*	87*	78*	202	165*	294	72*	44**	57*	100*	90*	71*	247	46**	318	122*	232	13**
Effective Base	199	47	59	50	44	106	93	156	42	22	31	52	54	38	137	23	174	64	127	7
Royal Mail	3.74	3.64	3.75	3.69	3.88	3.70	3.78	3.73	3.81	3.86	4.09	3.62	3.53	3.62	3.71	3.94	3.69	4.01	3.56	4.51
Collect +	3.85	3.84	3.31	4.08	4.46	3.54	4.25	3.86	3.67	4.55	3.09	3.47	3.61	4.34	3.48	4.61	3.65	4.46	3.48	-
DHL	3.96	3.84	3.78	4.58	4.07	3.81	4.25	4.11	3.20	3.97	3.07	4.45	4.27	3.84	3.97	4.08	3.92	3.99	3.93	4.00
FedEx	3.83	3.80	3.67	3.87	4.13	3.73	3.98	3.75	4.56	4.61	3.40	3.86	3.46	3.80	3.72	4.71	3.74	4.15	3.53	4.76
Evo	3.38	3.29	3.50	3.24	3.56	3.40	3.37	3.37	3.44	4.09	2.76	3.64	2.61	3.51	3.09	4.19	3.21	3.84	2.95	3.67
DPD	3.65	3.97	3.47	3.68	3.48	3.67	3.60	3.67	3.52	4.14	3.75	3.39	3.87	3.35	3.58	4.30	3.53	4.12	3.37	2.15
Parcelforce	3.91	4.37	4.06	3.41	3.73	4.22	3.48	3.96	2.73	4.42	2.90	3.71	3.95	3.94	3.70	4.54	3.79	4.31	3.53	-
TNT	4.30	4.03	4.47	4.50	5.00	4.15	4.57	4.38	3.98	4.70	3.42	4.53	4.09	4.33	4.15	4.79	4.21	4.46	3.95	-
UPS	4.24	4.51	4.11	3.84	4.37	4.40	4.00	4.36	3.30	4.87	2.53	3.81	4.00	4.18	3.83	4.89	4.01	4.35	4.04	5.00
UK Mail	4.36	4.41	4.15	4.26	4.54	4.34	4.38	4.41	3.90	4.69	4.61	4.14	3.97	4.49	4.16	4.73	4.24	4.53	4.11	4.40
Yodel	4.14	4.07	4.24	4.04	5.00	4.15	4.12	4.12	4.26	3.84	3.60	4.23	4.01	4.51	4.03	4.06	4.16	4.50	3.76	4.00
Amazon Delivery Service/Logistics	4.05	4.31	3.80	4.01	4.15	4.03	4.07	4.08	3.82	3.99	3.62	3.95	3.74	4.76	3.81	3.87	4.07	4.58	3.68	4.22
Other	4.10	4.72	4.08	3.73	3.79	4.39	3.75	4.11	4.04	4.45	3.94	3.58	3.17	5.00	3.53	4.53	3.96	4.52	3.57	5.00

Proportions/Mean: Columns Tested (5% risk level) - a-b|c|d - e|f - g|h - i|j|k|l|m|n - o|p - q|r|s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_Mean\_1 - How your complaint was handled - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	321	228	93	43	178	58	43	42	11	25	20	22	19	23	29	17	12	8	50
Weighted Base	367	329	38**	6**	321	22**	14**	9**	10**	53**	33**	28**	33**	38**	67**	42**	19**	1**	21**
Effective Base	199	178	21	11	161	21	20	29	10	24	19	21	18	22	28	16	12	5	20
Royal Mail	3.74	3.81	3.18	2.88	3.79	3.65	2.89	3.71	4.30	3.79	4.08	3.89	3.77	3.38	4.26	3.50	3.44	3.55	3.65
Collect +	3.85	4.02	2.14	3.65	3.89	3.51	3.17	3.45	5.00	2.36	3.44	4.21	4.51	4.37	4.28	3.52	4.00	3.63	3.50
DHL	3.96	4.02	3.09	3.04	3.95	4.34	3.95	3.93	4.23	3.18	5.00	3.97	4.27	4.09	4.31	3.11	3.84	-	4.34
FedEx	3.83	3.83	3.94	1.42	3.92	3.09	2.65	3.09	4.37	3.73	3.92	2.94	4.49	4.07	3.65	4.16	4.50	-	3.09
Evo	3.38	3.51	2.59	3.62	3.48	2.90	1.59	4.06	4.24	3.58	2.77	3.72	3.63	3.75	3.81	3.33	3.33	3.40	2.86
DPD	3.65	3.65	3.54	2.97	3.60	4.42	4.03	3.47	3.44	3.36	2.55	2.00	4.53	4.42	3.66	4.27	1.00	5.00	4.35
Parcelforce	3.91	3.91	3.50	4.00	3.92	2.89	3.21	4.09	5.00	3.17	3.85	3.85	3.40	3.73	4.49	5.00	-	-	2.89
TNT	4.30	4.32	3.96	3.95	4.31	4.89	3.07	4.23	4.00	3.00	3.57	5.00	4.74	4.00	4.75	5.00	4.00	-	4.89
UPS	4.24	4.24	3.81	4.00	4.24	4.40	4.80	3.16	5.00	4.33	3.86	-	4.37	3.42	4.62	4.00	-	-	4.40
UK Mail	4.36	4.44	3.61	3.96	4.37	4.33	2.94	4.39	4.59	4.38	3.79	5.00	4.51	4.45	4.38	4.40	4.00	3.00	4.45
Yodel	4.14	4.15	3.85	3.05	4.25	3.10	2.98	2.65	4.00	4.09	4.15	3.75	4.98	3.26	4.64	4.48	-	3.00	3.12
Amazon Delivery Service/ Logistics	4.05	4.12	3.61	4.22	4.06	4.33	3.86	3.31	3.69	3.82	4.26	3.47	4.61	2.66	4.51	4.18	4.00	2.95	4.62
Other	4.10	4.25	1.16	5.00	4.12	3.50	4.00	4.00	4.31	4.67	3.85	-	3.73	3.02	4.27	5.00	-	-	3.50

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QJ7\_Mean\_1 - How your complaint was handled - Satisfaction - Mean Summary

Base : Made a complaint about provider

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels					Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	321	106	9	27	105	135	50	21	8	240	29	132	127	36	15	10	259	25	210	111
Weighted Base	367	110*	11**	18**	117*	150*	65*	22**	12**	267	35**	153*	131*	45**	22**	14**	284	36**	265	102*
Effective Base	199	62	6	13	59	85	36	14	6	143	19	80	75	24	11	9	154	20	141	58
Royal Mail	3.74	3.53	2.88	4.37	4.15 <sup>sei</sup>	3.38	3.76	3.39	3.55	3.78 <sup>se</sup>	3.44	3.89	3.70	3.22	3.39	4.01	3.81	3.60	3.78	3.64
Collect +	3.85	3.36	-	3.00	3.89	4.16	3.00	3.63	3.00	4.02	3.54	4.22	3.87	3.00	3.00	2.69	4.10	2.86	3.86	3.70
DHL	3.96	3.05	4.00	3.00	4.25	3.62	4.49	3.55	-	3.96	3.55	4.13	4.03	3.27	4.23	2.00	4.08	3.83	4.05	2.99
FedEx	3.83	4.05	-	4.83	4.31	3.44	3.66	3.78	-	3.88	3.78	4.32	3.75	2.82	3.32	5.00	4.00	3.50	3.79	4.59
Evrn	3.38	3.02	3.38	3.19	3.69	3.23	2.76	3.57	4.00	3.47	3.64	3.43	3.52	2.72	2.92	-	3.46	2.92	3.67	2.44
DPD	3.65	3.32	-	3.60	4.00	3.62	2.45	3.56	-	3.79	3.56	4.08	3.25	3.83	1.82	3.37	3.82	2.44	3.81	2.50
Parcelforce	3.91	2.31	3.00	3.65	4.43	3.78	2.79	1.27	-	4.22	1.27	4.10	3.98	4.59	1.89	3.12	4.05	2.47	4.01	3.32
TNT	4.30	3.98	-	4.00	4.75	3.72	4.00	-	-	4.31	-	4.40	4.39	3.34	4.00	5.00	4.39	4.65	4.31	4.28
UPS	4.24	4.55	-	4.86	4.45	4.08	3.79	-	-	4.28	-	4.30	4.28	3.42	4.40	5.00	4.29	4.46	4.25	4.13
UK Mail	4.36	4.34	-	4.66	4.66	4.21	3.72	4.39	-	4.46	4.39	4.71	4.23	3.46	3.74	4.00	4.52	3.77	4.36	4.33
Yodel	4.14	3.41	-	4.54	4.40	3.81	3.90	1.24	4.00	4.18	2.85	4.30	4.16	3.70	3.34	5.00	4.25	3.69	4.19	3.19
Amazon Delivery Service/Logistics	4.05	3.89	1.00	5.00	4.36	3.91	3.94	3.61	2.57	4.19	3.06	4.53	4.06	2.60	3.34	2.33	4.33	2.75	4.21	2.78
Other	4.10	2.50	-	5.00	4.59	3.70	3.24	3.74	-	4.21	3.74	4.34	3.88	4.00	-	3.43	4.17	3.43	4.17	2.69

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(o)(p)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_Mean\_1 - How your complaint was handled - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	321	27	288	6	105	187	29	287	25	8	-	320	1
Weighted Base	367	40**	316	12**	134*	210	24**	325	36**	6**	**	367	***
Effective Base	199	19	174	6	67	116	16	177	18	4	-	199	1
Royal Mail	3.74	4.105	3.66	4.29	3.84	3.66	3.84	3.72	4.06	3.00	-	3.74	3.00
Collect +	3.85	4.10	3.69	5.00	4.08	3.54	4.14	3.88	3.45	3.00	-	3.85	-
DHL	3.96	4.29	3.86	-	3.95	3.97	4.00	4.08	3.59	-	-	3.96	-
FedEx	3.83	4.52	3.64	5.00	4.00	3.65	3.89	3.85	3.72	3.00	-	3.84	2.00
Evrn	3.38	3.84	3.29	5.00	3.59	3.34	2.49	3.38	3.47	3.00	-	3.38	-
DPD	3.65	4.34	3.46	5.00	3.91	3.29	4.63	3.61	4.27	1.65	-	3.65	3.00
Parcelforce	3.91	4.94	3.64	4.63	4.15	3.61	4.62	3.99	2.74	1.93	-	3.91	-
TNT	4.30	5.00	4.05	5.00	4.42	4.09	4.81	4.34	3.78	-	-	4.30	-
UPS	4.24	4.78	4.08	4.00	4.39	4.11	5.00	4.22	4.35	-	-	4.24	-
UK Mail	4.36	4.48	4.28	5.00	4.30	4.50	4.10	4.47	3.88	1.00	-	4.36	3.00
Yodel	4.14	4.33	3.94	5.00	4.07	4.19	4.42	4.34	3.43	3.76	-	4.14	-
Amazon Delivery Service/Logistics	4.05	4.67	3.87	5.00	4.03	4.02	4.57	4.10	4.06	1.99	-	4.05	-
Other	4.10	4.86	3.90	4.00	4.04	4.20	3.97	4.16	2.00	1.00	-	4.10	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_Mean\_1 - How your complaint was handled - Satisfaction - Mean Summary

Base : Made a complaint about provider

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	321	-	149	172	-	-	-	-	-	-	-	105	44	49	84	59
Weighted Base	367	**	178*	189	**	**	**	**	**	**	**	126*	53**	53**	75*	61*
Effective Base	199	-	94	105	-	-	-	-	-	-	-	67	27	29	42	34
Royal Mail	3.74	-	3.91d	3.59	-	-	-	-	-	-	-	3.96c	3.73	3.71	3.76	3.28
Collect +	3.85	-	3.52	4.19	-	-	-	-	-	-	-	4.21	2.38	4.15	4.05	4.58
DHL	3.96	-	4.09	3.86	-	-	-	-	-	-	-	4.32	3.82	3.65	4.13	3.95
FedEx	3.83	-	3.68	4.00	-	-	-	-	-	-	-	3.91	3.23	3.99	4.09	3.78
Evti	3.38	-	3.64	3.18	-	-	-	-	-	-	-	3.69	3.50	3.25	3.72	2.74
DPD	3.65	-	3.47	3.84	-	-	-	-	-	-	-	3.62	3.19	2.74	3.76	3.99
Parcelforce	3.91	-	4.11	3.76	-	-	-	-	-	-	-	4.12	4.00	3.29	4.59	2.92
TNT	4.30	-	4.19	4.35	-	-	-	-	-	-	-	4.20	3.00	4.41	4.48	3.83
UPS	4.24	-	4.26	4.21	-	-	-	-	-	-	-	4.28	4.00	4.44	4.20	3.94
UK Mail	4.36	-	4.40	4.32	-	-	-	-	-	-	-	4.39	4.84	4.54	4.45	4.10
Yodel	4.14	-	4.05	4.26	-	-	-	-	-	-	-	4.08	3.96	4.86	4.16	3.80
Amazon Delivery Service/ Logistics	4.05	-	4.06	4.04	-	-	-	-	-	-	-	4.02	4.17	4.40	4.18	3.69
Other	4.10	-	4.48	3.81	-	-	-	-	-	-	-	4.62	4.00	3.89	4.22	3.03

Proportions/Mears: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_1\_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Royal Mail

	Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	184	-	184	73	111	79	105	34	55	38	18	21	16	2	89	56	39	18	158	26	184
Weighted Base	221	-**	221	90*	131*	109*	112*	40**	70*	44**	29**	26**	12**	1**	110*	73*	39**	13**	176*	45**	184
Effective Base	117	-	117	47	70	52	66	19	36	26	15	15	7	2	55	41	22	7	99	19	184
Very dissatisfied (1)	20	-	20	3	16	6	14	1	5	3	6	4	*	1	6	9	4	1	15	5	20
9%		-	9%	4%	12%	6%	12%	2%	8%	7%	21%	14%	1%	100%	6%	12%	11%	6%	8%	11%	11%
Fairly dissatisfied (2)	20	-	20	4	16	11	9	-	7	5	-	5	3	-	7	5	7	3	12	8	14
9%		-	9%	4%	12%	10%	8%	-	10%	12%	-	18%	23%	-	6%	7%	19%	22%	7%	17%	8%
Neither satisfied or dissatisfied (3)	22	-	22	9	13	6	16	3	4	6	8	1	-	-	7	14	2	-	21	1	25
10%		-	10%	10%	10%	6%	14%	8%	5%	13%	27%	5%	4%	-	6%	19%	4%	4%	12%	3%	14%
Fairly satisfied (4)	79	-	79	33	46	42	37	19	29	11	5	9	7	-	48	16	15	7	66	13	66
36%		-	36%	36%	35%	38%	33%	47%	41%	25%	18%	34%	55%	-	43% <b>inc</b>	22%	40%	52%	37%	29%	36%
Very satisfied (5)	76	-	76	41	35	40	36	15	25	19	10	8	-	-	40	29	8	-	60	16	55
34%		-	34%	43% <b>inc</b>	27%	37%	32%	37%	36%	43%	34%	30%	1%	-	36%	39%	20%	1%	34%	36%	30%
I don't know / Not applicable	4	-	4	*	4	4	*	2	-	*	-	-	2	-	2	*	2	2	2	2	4
2%		-	2%	*	3%	4%	*	6%	-	*	-	-	16%	-	2%	*	5%	15%	1%	5%	2%
NET Very/fairly satisfied	155	-	155	74	81	82	73	34	54	30	15	17	7	-	87	44	23	7	126	29	121
70%		-	70%	82% <b>inc</b>	62%	75%	65%	84%	77%	67%	52%	64%	56%	-	79%	61%	60%	53%	72%	64%	66%
NET Very/fairly dissatisfied	40	-	40	7	32	17	23	1	12	8	6	8	3	1	13	14	12	4	27	13	34
18%		-	18%	8%	25% <b>inc</b>	15%	20%	2%	16%	19%	21%	32%	24%	100%	12%	20%	30%	28%	15%	28%	18%
Mean	3.79	-	3.79	4.16 <b>inc</b>	3.54	3.94	3.65	4.24	3.87	3.85	3.43	3.48	3.38	1.00	4.00	3.68	3.41	3.23	3.83	3.64	3.68
Std Dev.	1.27	-	1.27	1.03	1.36	1.18	1.33	0.81	1.23	1.29	1.51	1.45	0.99	-	1.11	1.39	1.35	1.13	1.22	1.44	1.29
Std Error	0.09	-	0.09	0.12	0.13	0.14	0.13	0.14	0.17	0.21	0.36	0.32	0.26	-	0.12	0.19	0.22	0.28	0.10	0.29	0.10

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ7\_1\_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	184	52	53	41	38	105	79	141	40	20	27	48	47	36	122	21	159	52	122	10
Weighted Base	221	53**	61*	60*	47**	114*	107*	184*	37**	26**	36**	59*	50**	45**	144*	28**	190	70*	142*	9**
Effective Base	117	27	33	31	26	60	57	96	20	13	19	31	28	23	78	14	102	35	77	6
Very dissatisfied (1)	20	5	6	7	2	12	8	19	1	*	1	10	4	5	15	*	20	3	16	*
	9%	10%	10%	11%	4%	10%	8%	10%	2%	*	2%	17%	8%	11%	10%	*	10%	5%	12%	1%
Fairly dissatisfied (2)	20	5	4	7	4	9	11	18	2	1	2	2	10	5	14	1	19	4	16	-
	9%	9%	6%	12%	9%	7%	11%	10%	5%	5%	6%	3%	20%	11%	9%	3%	10%	6%	11%	-
Neither satisfied or dissatisfied (3)	22	3	7	5	7	10	12	18	4	6	2	10	4	-	16	6	16	4	18	1
	10%	6%	12%	9%	14%	9%	11%	10%	11%	24%	6%	16%	8%	-	11%	23%	8%	5%	13%	8%
Fairly satisfied (4)	79	18	25	14	21	43	36	60	18	6	15	22	17	19	54	6	73	27	49	3
	36%	33%	42%	24%	46%	38%	34%	33%	51%	24%	42%	38%	34%	42%	37%	22%	38%	39%	34%	34%
Very satisfied (5)	76	20	18	24	13	39	38	67	10	12	16	13	15	14	44	14	59	31	41	3
	34%	38%	30%	41%	28%	34%	35%	36%	26%	46%	44%	23%	31%	32%	31%	50%	31%	45%	29%	36%
I don't know / Not applicable	4	2	-	2	-	2	2	2	2	-	-	2	*	2	2	-	4	-	2	2
	2%	4%	-	3%	-	2%	2%	1%	5%	-	-	3%	*	5%	1%	-	2%	-	2%	21%
NET Very/fairly satisfied	155	38	44	39	35	81	74	127	28	18	31	35	32	33	98	20	132	59	90	6
	70%	71%	72%	65%	74%	71%	69%	69%	77%	70%	66%	60%	64%	74%	68%	72%	69%	63%	63%	70%
NET Very/fairly dissatisfied	40	10	10	14	6	20	20	37	2	1	3	12	14	10	29	1	38	8	32	*
	18%	19%	17%	23%	13%	18%	18%	20%	7%	6%	8%	20%	28%	21%	20%	5%	20%	11%	22%	1%
Mean	3.79	3.84	3.74	3.74	3.85	3.79	3.79	3.76	4.00	4.10	4.19	3.47	3.59	3.78	3.69	4.16	3.72	4.13*	3.59	4.33
Std Dev.	1.27	1.33	1.25	1.41	1.05	1.28	1.26	1.32	0.88	0.99	0.97	1.37	1.33	1.33	1.29	0.98	1.30	1.08	1.33	0.78
Std Error	0.09	0.19	0.17	0.22	0.17	0.13	0.14	0.11	0.14	0.22	0.19	0.20	0.20	0.22	0.12	0.21	0.10	0.15	0.12	0.26

Proportions/Mean: Columns Tested (5% risk level) - ab/cd - ef - gh - ijkl/mn - op - qrs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_1\_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Royal Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	184	133	51	24	104	28	26	28	7	19	8	10	14	12	13	13	8	4	24
Weighted Base	221	197	24**	3**	191*	14**	10**	6**	7**	40**	12**	13**	24**	21**	31**	12**	1**	14**	
Effective Base	117	105	12	18	94	13	11	18	6	18	8	9	14	11	13	12	8	3	12
Very dissatisfied (1)	20	13	7	1	16	2	1	1	-	4	-	2	2	4	2	-	2	-	2
	9%	6%	29%	22%	8%	14%	11%	12%	-	11%	-	14%	7%	21%	6%	-	14%	-	14%
Fairly dissatisfied (2)	20	18	2	-	16	2	1	-	-	-	3	-	4	2	-	5	2	-	2
	9%	9%	8%	6%	8%	16%	15%	4%	-	-	25%	-	18%	8%	-	16%	15%	-	17%
Neither satisfied or dissatisfied (3)	22	19	3	1	17	2	3	1	1	3	-	4	2	1	2	2	1	-	2
	10%	10%	14%	28%	9%	12%	31%	10%	14%	8%	-	28%	10%	6%	7%	10%	14%	-	12%
Fairly satisfied (4)	79	70	9	1	68	7	1	3	2	11	3	2	3	11	7	22	6	1	6
	36%	36%	35%	32%	35%	46%	14%	55%	33%	27%	27%	14%	14%	55%	22%	70%	52%	86%	44%
Very satisfied (5)	76	73	3	-	70	2	3	1	4	20	6	6	12	2	18	2	1	-	2
	34%	37%	13%	12%	37%	12%	29%	18%	53%	49%	47%	43%	51%	10%	57%	8%	10%	-	13%
I don't know / Not applicable	4	4	-	-	4	-	-	-	-	2	-	-	-	-	2	-	-	-	-
	2%	2%	1%	-	2%	-	1%	1%	-	5%	-	-	-	-	7%	-	-	-	-
NET Very/fairly satisfied	155	143	12	1	138	8	4	4	6	31	9	7	16	13	25	24	8	1	8
	70%	72%	48%	43%	72%	58%	42%	73%	86%	76%	75%	57%	65%	65%	70%	78%	61%	86%	57%
NET Very/fairly dissatisfied	40	30	9	1	32	4	2	1	-	4	3	2	6	6	2	5	4	-	4
	18%	16%	37%	29%	17%	30%	26%	16%	-	11%	25%	14%	26%	29%	6%	16%	29%	-	31%
Mean	3.79	3.90	2.94	3.04	3.86	3.27	3.35	3.64	4.39	4.08	3.96	3.73	3.82	3.25	4.33	3.70	3.28	3.86	3.24
Std Dev.	1.27	1.20	1.49	1.66	1.25	1.30	1.41	1.31	0.78	1.30	1.28	1.44	1.44	1.38	1.11	0.84	1.29	-	1.32
Std Error	0.09	0.10	0.21	0.34	0.12	0.25	0.28	0.26	0.29	0.31	0.45	0.46	0.38	0.40	0.32	0.23	0.45	-	0.27

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_1\_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Royal Mail

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	184	64	6	15	68	72	27	12	4	140	16	87	68	16	7	6	155	13	118	66
Weighted Base	221	66*	6**	9**	83*	82*	34**	15**	7**	165*	22**	104*	79*	19**	12**	8**	183*	20**	156*	66*
Effective Base	117	38	3	7	42	45	19	9	3	87	11	54	44	10	5	6	98	10	80	37
Very dissatisfied (1)	20	13	-	1	7	9	-	3	-	16	3	9	9	-	2	1	17	3	13	7
	9%	19%	2%	6%	8%	11%	1%	21%	-	10%	14%	8%	11%	-	15%	10%	9%	13%	9%	10%
Fairly dissatisfied (2)	20	7	-	-	1	14	1	4	-	15	4	9	7	3	1	-	16	1	15	5
	9%	10%	-	-	2%	17% <sup>d</sup>	3%	24%	-	9%	17%	9%	9%	13%	10%	-	9%	6%	10%	7%
Neither satisfied or dissatisfied (3)	22	10	2	1	4	8	6	2	1	13	3	11	8	2	-	-	20	-	12	11
	10%	15%	39%	15%	5%	10%	19%	13%	17%	8%	14%	11%	11%	13%	-	11%	-	8%	8%	16%
Fairly satisfied (4)	79	24	3	3	22	28	19	5	5	50	10	23	36	11	5	4	59	9	55	23
	36%	36%	56%	35%	27%	34%	55%	32%	74%	30%	45%	22%	45% <sup>a</sup>	60%	41%	49%	32%	44%	36%	36%
Very satisfied (5)	76	13	-	4	48	20	6	1	1	68	2	49	18	2	4	3	66	7	58	18
	34%	20%	2%	44%	58% <sup>b</sup>	25%	16%	9%	9%	41%	9%	47% <sup>b</sup>	22%	13%	34%	41%	36%	37%	37%	27%
I don't know / Not applicable	4	-	-	-	-	2	-	-	-	2	-	2	2	-	-	4	-	-	2	2
	2%	-	-	-	-	3%	5%	-	-	1%	-	2%	2%	-	-	2%	-	-	1%	3%
NET Very/fairly satisfied	155	37	3	7	71	48	24	6	6	119	12	72	53	14	9	7	125	16	114	41
	70%	56%	58%	79%	85% <sup>b</sup>	59%	71%	41%	83%	72%	54%	69%	67%	73%	75%	90%	69%	81%	73%	63%
NET Very/fairly dissatisfied	40	19	-	1	8	23	1	7	-	31	7	18	15	3	3	1	33	4	28	11
	16%	29%	2%	6%	10%	28% <sup>d</sup>	4%	45%	-	19%	31%	17%	20%	14%	25%	10%	18%	19%	18%	17%
Mean	3.79	3.27	3.56	4.11	4.24 <sup>a</sup>	3.45	3.88	2.85	3.92	3.86	3.18	3.93	3.61	3.72	3.69	4.10	3.79	3.85	3.85	3.66
Std Dev.	1.27	1.41	0.71	1.13	1.19	1.35	0.77	1.37	0.55	1.33	1.27	1.32	1.25	0.89	1.48	1.23	1.30	1.36	1.27	1.26
Std Error	0.09	0.18	0.29	0.29	0.14	0.16	0.15	0.40	0.27	0.11	0.32	0.14	0.15	0.22	0.56	0.50	0.11	0.38	0.12	0.16

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_1\_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Royal Mail

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	184	18	162	4	63	100	21	171	11	1	-	183	1
Weighted Base	221	28**	186	7**	80*	120*	21**	206	14**	***	..*	221	***
Effective Base	117	13	100	4	39	65	14	110	7	1	-	117	1
Very dissatisfied (1)	20	3	17	-	6	13	1	18	1	-	-	20	-
	9%	11%	9%	-	9%	11%	2%	9%	9%	-	-	9%	100%
Fairly dissatisfied (2)	20	-	18	2	9	11	-	20	-	-	-	20	-
	9%	-	10%	25%	11%	9%	-	10%	-	-	-	9%	-
Neither satisfied or dissatisfied (3)	22	1	21	-	9	10	4	21	1	-	-	22	-
	10%	5%	11%	-	11%	8%	19%	10%	7%	-	-	10%	-
Fairly satisfied (4)	79	7	71	1	27	45	6	77	2	-	-	79	-
	38%	24%	38%	21%	34%	38%	31%	37%	12%	100%	-	38%	-
Very satisfied (5)	76	17	55	4	27	38	10	66	10	-	-	76	-
	34%	60%	30%	54%	34%	32%	48%	32%	71%	-	-	34%	-
I don't know / Not applicable	4	-	4	-	2	2	-	4	-	-	-	4	-
	2%	-	2%	-	2%	2%	-	2%	-	-	-	2%	-
NET Very/fairly satisfied	155	24	126	5	55	83	17	143	12	-	-	155	-
	70%	85%	68%	75%	68%	70%	79%	69%	83%	100%	-	70%	-
NET Very/fairly dissatisfied	40	3	35	2	15	24	1	38	1	-	-	40	-
	18%	11%	19%	25%	19%	20%	2%	19%	9%	-	-	18%	100%
Mean	3.79	4.23	3.71	4.03	3.78	3.72	4.22	3.75	4.36	4.00	-	3.79	1.00
Std Dev.	1.27	1.28	1.25	1.34	1.27	1.31	0.94	1.26	1.27	-	-	1.27	-
Std Error	0.09	0.30	0.10	0.67	0.16	0.13	0.21	0.10	0.38	-	-	0.09	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_1\_2. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Royal Mail

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	184	-	-	84	100	-	-	-	-	-	-	-	64	20	30	35	35
Weighted Base	221	**	**	103*	116*	**	**	**	**	**	**	**	79*	23**	36**	44**	39**
Effective Base	117	-	-	53	64	-	-	-	-	-	-	-	40	13	19	25	21
Very dissatisfied (1)	20	-	-	8	11	-	-	-	-	-	-	-	4	5	4	4	3
9%	-	-	-	8%	10%	-	-	-	-	-	-	-	5%	20%	13%	9%	7%
Fairly dissatisfied (2)	20	-	-	5	15	-	-	-	-	-	-	-	5	*	5	5	4
9%	-	-	-	5%	12%	-	-	-	-	-	-	-	6%	1%	15%	12%	10%
Neither satisfied or dissatisfied (3)	22	-	-	9	13	-	-	-	-	-	-	-	7	2	1	5	7
10%	-	-	-	9%	11%	-	-	-	-	-	-	-	9%	7%	4%	11%	18%
Fairly satisfied (4)	79	-	-	36	43	-	-	-	-	-	-	-	26	10	13	14	16
36%	-	-	-	35%	36%	-	-	-	-	-	-	-	32%	43%	36%	31%	43%
Very satisfied (5)	76	-	-	44	32	-	-	-	-	-	-	-	37	7	11	14	7
34%	-	-	-	43%	27%	-	-	-	-	-	-	-	47%	31%	32%	31%	17%
I don't know / Not applicable	4	-	-	*	4	-	-	-	-	-	-	-	*	-	-	2	2
2%	-	-	-	4%	-	-	-	-	-	-	-	-	-	-	-	5%	5%
NET Very/fairly satisfied	155	-	-	80	75	-	-	-	-	-	-	-	63	17	24	28	23
70%	-	-	-	78%	63%	-	-	-	-	-	-	-	79%	73%	68%	62%	60%
NET Very/fairly dissatisfied	40	-	-	14	26	-	-	-	-	-	-	-	9	5	10	9	7
18%	-	-	-	13%	22%	-	-	-	-	-	-	-	11%	20%	28%	21%	17%
Mean	3.79	-	-	3.99	3.61	-	-	-	-	-	-	-	4.10	3.64	3.60	3.67	3.55
Std Dev	1.27	-	-	1.22	1.29	-	-	-	-	-	-	-	1.12	1.46	1.41	1.32	1.15
Std Error	0.09	-	-	0.13	0.13	-	-	-	-	-	-	-	0.14	0.33	0.26	0.23	0.20

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_3\_2. Thinking of Collect +’s response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Collect +

	Total	Methodology		Online business/hobby		Gender		Age					Age NET				Ethnicity		Unweighted Total		
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)		NET White (r)	NET EMG (s)
Unweighted Base	44	-	44	21	23	24	20	6	23	10	3	1	1	-	29	13	2	1	38	6	44
Weighted Base	61*	-**	61*	32**	29**	37**	24**	6**	34**	16**	4**	1**	***	**	40**	21**	1**	***	54**	7**	44*
Effective Base	31	-	31	16	15	18	13	4	17	8	2	1	1	-	20	10	1	1	27	4	44
Very dissatisfied (1)	2	-	2	2	-	2	-	-	-	2	-	-	*	-	-	2	*	*	2	-	2
Fairly dissatisfied (2)	3%	-	3%	6%	-	5%	-	-	-	12%	-	-	100%	-	-	9%	5%	100%	4%	-	5%
Neither satisfied or dissatisfied (3)	8%	-	8%	-	17%	-	21%	-	7%	-	62%	-	-	-	6%	13%	-	-	9%	-	9%
Fairly satisfied (4)	7	-	7	3	4	4	2	2	3	3	1	-	-	-	6	1	-	-	7	-	6
Very satisfied (5)	11%	-	11%	10%	13%	12%	10%	43%	9%	3%	22%	-	-	-	14%	7%	-	-	13%	-	14%
NET Very/fairly satisfied	47	-	47	27	20	31	16	2	16	6	1	-	-	-	18	6	1	-	20	4	15
NET Very/fairly dissatisfied	7%	-	7%	84%	69%	50%	23%	33%	47%	35%	-	100%	-	-	45%	28%	95%	-	38%	55%	34%
Mean	4.00	-	4.00	4.26	3.72	4.05	3.93	3.80	4.15	4.13	2.70	4.00	1.00	-	4.10	3.82	3.86	1.00	3.94	4.45	3.93
Std Dev.	1.06	-	1.06	1.07	0.99	0.97	1.21	0.87	0.86	1.30	1.23	-	-	-	0.86	1.39	-	-	1.10	0.54	1.15
Std Error	0.16	-	0.16	0.23	0.21	0.20	0.27	0.36	0.18	0.41	0.71	-	-	-	0.16	0.38	-	-	0.18	0.22	0.17

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_3\_2. Thinking of Collect +'s response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Collect +

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	44	12	11	13	8	23	21	36	7	7	4	15	11	6	30	8	36	16	28	-
Weighted Base	61*	16**	19**	15**	11**	35**	26**	56**	5**	11**	3**	24**	12**	9**	39**	13**	48**	23**	38**	**
Effective Base	31	7	9	8	7	16	15	28	4	6	2	11	7	4	20	7	24	12	19	-
Very dissatisfied (1)	2	-	2	*	-	2	-	2	*	-	-	2	*	-	2	-	2	*	*	-
3%	3%	-	10%	*	-	5%	*	3%	1%	-	-	8%	*	-	5%	-	4%	8%	*	-
Fairly dissatisfied (2)	5	2	3	-	-	5	-	5	*	-	*	3	-	-	5	-	5	*	5	-
8%	8%	13%	14%	2%	-	14%	1%	8%	2%	-	12%	11%	16%	-	13%	-	10%	*	13%	-
Neither satisfied or dissatisfied (3)	7	2	3	1	1	5	2	6	1	1	3	*	2	1	5	1	6	1	6	-
11%	11%	13%	14%	8%	8%	14%	8%	10%	30%	9%	88%	2%	17%	9%	13%	8%	12%	4%	15%	-
Fairly satisfied (4)	24	7	5	9	3	12	12	21	3	1	-	12	6	5	18	1	23	7	18	-
40%	40%	46%	27%	60%	26%	36%	45%	38%	66%	13%	-	46%	53%	46%	11%	47%	29%	46%	46%	-
Very satisfied (5)	23	4	7	4	7	11	12	23	*	-	-	7	2	3	9	10	13	13	10	-
38%	38%	27%	35%	30%	65%	32%	45%	41%	1%	79%	-	31%	13%	38%	23%	82%	26%	58%	25%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Veryfairly satisfied	47	11	12	13	11	23	24	44	3	10	-	19	6	8	27	12	35	20	27	-
77%	77%	73%	63%	90%	92%	67%	91%	78%	68%	91%	-	79%	68%	91%	69%	92%	73%	67%	72%	-
NET Veryfairly dissatisfied	7	2	5	*	-	7	*	7	*	-	-	5	2	-	7	-	7	2	5	-
11%	11%	13%	24%	2%	-	19%	1%	12%	3%	-	12%	19%	17%	-	18%	-	14%	9%	13%	-
Mean	4.00	3.87	3.64	4.17	4.57	3.74	4.35	4.04	3.65	4.70	2.88	3.83	3.63	4.29	3.70	4.74	3.81	4.28	3.84	-
Std Dev.	1.06	0.99	1.38	0.69	0.67	1.21	0.70	1.08	0.66	0.66	0.39	1.23	0.96	0.65	1.12	0.61	1.07	1.17	0.96	-
Std Error	0.16	0.29	0.42	0.19	0.24	0.25	0.15	0.18	0.25	0.25	0.20	0.32	0.29	0.27	0.20	0.22	0.18	0.29	0.18	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_3\_2. Thinking of Collect +’s response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Collect +

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	44	34	10	5	29	6	6	3	2	3	3	2	4	3	6	4	2	2	4
Weighted Base	61*	55**	6**	1**	55**	4**	1**	1**	2**	6**	5**	2**	7**	5**	13**	11**	3**	***	3**
Effective Base	31	28	3	3	27	3	3	3	2	3	3	2	4	3	6	4	2	1	2
Very dissatisfied (1)	2	2	*	*	2	*	*	*	-	-	-	-	-	-	-	-	-	-	-
	3%	3%	1%	6%	3%	1%	-	-	-	-	-	-	-	-	-	-	62%	12%	-
Fairly dissatisfied (2)	5	2	3	*	5	*	*	-	-	3	-	-	-	-	2	-	-	-	-
	8%	4%	54%	43%	8%	7%	6%	-	-	43%	-	-	-	-	15%	-	-	88%	-
Neither satisfied or dissatisfied (3)	7	5	2	-	5	1	*	*	-	2	-	1	-	-	2	-	-	-	1
	11%	9%	37%	-	10%	22%	27%	39%	-	36%	-	40%	-	-	20%	-	-	-	24%
Fairly satisfied (4)	24	24	-	-	21	2	1	-	2	1	4	-	2	5	2	6	-	-	2
	40%	44%	1%	14%	38%	67%	58%	-	69%	22%	75%	-	26%	100%	12%	56%	-	-	74%
Very satisfied (5)	23	23	*	*	22	*	*	1	1	-	1	1	5	10	2	2	1	-	*
	38%	41%	6%	37%	40%	2%	9%	61%	31%	-	25%	60%	74%	-	73%	24%	38%	-	2%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	47	47	-	-	43	2	1	3	2	1	5	1	7	5	11	8	1	-	2
	77%	84%	8%	51%	78%	69%	67%	61%	100%	22%	100%	60%	100%	100%	85%	80%	38%	-	78%
NET Very/fairly dissatisfied	7	4	3	*	7	*	*	-	-	3	-	-	-	2	-	2	*	-	-
	11%	7%	55%	49%	12%	8%	6%	-	-	43%	-	-	-	-	-	19%	-	62%	100%
Mean	4.00	4.15	2.58	3.33	4.03	3.61	3.69	4.22	4.31	2.79	4.25	4.21	4.74	4.00	4.43	4.04	2.53	1.88	3.78
Std Dev.	1.06	0.97	0.90	-	1.08	0.82	-	-	0.62	0.84	0.49	1.27	0.47	0.00	1.11	0.69	2.36	-	0.55
Std Error	0.16	0.17	0.28	-	0.20	0.34	-	-	0.44	0.49	0.28	0.90	0.24	0.00	0.45	0.35	1.67	-	0.28

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_3\_2. Thinking of Collect +’s response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Collect +

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	44	9	-	1	17	17	5	4	1	34	5	22	12	4	2	3	34	5	36	8
Weighted Base	61*	12**	**	***	25**	23**	7**	6**	1**	47**	7**	30**	17**	5**	4**	46**	8**	54**	7**	
Effective Base	31	6	-	1	11	12	4	3	1	23	4	14	9	3	2	3	23	4	28	3
Very dissatisfied (1)	2	2	-	-	-	-	-	2	-	-	2	-	-	-	-	-	-	2	-	
	3%	16%	-	-	-	-	-	33%	-	-	28%	-	-	-	-	-	-	4%	1%	
Fairly dissatisfied (2)	5	3	-	-	3	*	2	-	-	3	-	3	*	2	-	3	-	5	*	
	8%	22%	-	-	11%	1%	28%	-	-	6%	-	9%	2%	41%	-	7%	-	9%	5%	
Neither satisfied or dissatisfied (3)	7	-	-	-	-	1	5	-	1	1	1	-	-	1	4	2	-	6	1	
	11%	3%	-	100%	-	3%	72%	-	100%	2%	14%	-	-	16%	100%	48%	-	11%	11%	
Fairly satisfied (4)	24	5	-	-	7	15	-	2	-	22	2	8	13	2	2	20	2	19	6	
	40%	43%	-	-	30%	66%	-	33%	-	47%	26%	26%	76%	42%	-	62%	44%	34%	62%	
Very satisfied (5)	23	2	-	-	14	7	-	2	-	21	2	19	4	-	-	23	-	23	*	
	38%	16%	-	-	58%	30%	-	34%	-	44%	29%	65%	22%	-	-	49%	-	42%	1%	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	47	7	-	-	22	22	-	4	-	43	4	27	16	2	2	43	2	42	6	
	77%	59%	-	-	89%	95%	-	67%	-	92%	58%	91%	98%	42%	-	93%	24%	77%	83%	
NET Very/fairly dissatisfied	7	5	-	-	3	*	2	2	-	3	2	3	*	2	-	3	-	7	*	
	11%	38%	-	-	11%	1%	28%	33%	-	7%	28%	9%	2%	41%	-	7%	-	12%	6%	
Mean	4.00	3.21	-	3.00	4.35	4.24	2.72	3.36	3.00	4.30	3.31	4.45	4.19	3.01	3.52	4.36	3.24	4.03	3.78	
Std Dev.	1.06	1.43	-	-	0.98	0.58	0.48	1.87	-	0.81	1.71	0.92	0.52	1.03	0.00	0.59	0.81	0.46	1.10	0.62
Std Error	0.16	0.48	-	-	0.24	0.14	0.22	0.93	-	0.14	0.76	0.20	0.15	0.51	0.00	0.34	0.14	0.20	0.18	0.22

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(gh)(i) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_3\_2. Thinking of Collect +'s response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Collect +

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	44	8	35	1	20	21	3	40	3	1	-	44	-
Weighted Base	61*	14**	44**	3**	32**	27**	2**	56**	4**	***	..**	61*	..**
Effective Base	31	6	24	1	15	15	2	29	2	1	-	31	-
Very dissatisfied (1)	2	-	2	-	2	-	-	-	2	-	-	2	-
	3%	-	4%	-	6%	-	-	-	45%	-	-	3%	-
Fairly dissatisfied (2)	5	-	5	-	5	5	-	5	-	-	-	5	-
	8%	-	11%	-	8%	18%	-	9%	2%	-	-	8%	-
Neither satisfied or dissatisfied (3)	7	-	7	-	5	1	1	4	2	-	-	7	-
	11%	-	16%	-	15%	5%	32%	8%	53%	100%	-	11%	-
Fairly satisfied (4)	24	6	18	-	10	13	2	24	-	-	-	24	-
	40%	42%	41%	-	30%	46%	68%	43%	-	-	-	40%	-
Very satisfied (5)	23	8	12	3	15	8	-	23	-	-	-	23	-
	38%	58%	27%	100%	48%	28%	-	41%	-	-	-	38%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	47	14	30	3	25	21	2	47	-	-	-	47	-
	77%	100%	69%	100%	79%	77%	68%	84%	-	-	-	77%	-
NET Very/fairly dissatisfied	7	-	7	-	2	5	-	5	2	-	-	7	-
	11%	-	16%	-	6%	18%	-	9%	47%	-	-	11%	-
Mean	4.00	4.58	3.76	5.00	4.14	3.87	3.68	4.15	2.08	3.00	-	4.00	-
Std Dev.	1.06	0.51	1.12	0.00	1.10	1.04	0.60	0.91	1.13	-	-	1.06	-
Std Error	0.16	0.18	0.19	0.00	0.25	0.23	0.35	0.14	0.65	-	-	0.16	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_3\_2. Thinking of Collect +’s response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Collect +

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	44	-	-	20	24	-	-	-	-	-	-	-	13	7	5	11	8
Weighted Base	61*	**	**	31**	30**	**	**	**	**	**	**	**	19**	12**	3**	19**	7**
Effective Base	31	-	-	14	17	-	-	-	-	-	-	-	9	5	3	10	5
Very dissatisfied (1)	2	-	-	2	-	-	-	-	-	-	-	-	2	*	-	-	-
	3%	-	-	6%	-	-	-	-	-	-	-	-	10%	*	-	-	-
Fairly dissatisfied (2)	5	-	-	3	2	-	-	-	-	-	-	-	*	3	*	2	-
	8%	-	-	9%	8%	-	-	-	-	-	-	-	*	23%	8%	10%	-
Neither satisfied or dissatisfied (3)	7	-	-	4	3	-	-	-	-	-	-	-	2	2	-	3	-
	11%	-	-	12%	10%	-	-	-	-	-	-	-	9%	18%	-	16%	-
Fairly satisfied (4)	24	-	-	12	12	-	-	-	-	-	-	-	5	7	2	5	5
	40%	-	-	39%	40%	-	-	-	-	-	-	-	27%	59%	54%	25%	73%
Very satisfied (5)	23	-	-	10	13	-	-	-	-	-	-	-	10	*	1	9	2
	38%	-	-	33%	42%	-	-	-	-	-	-	-	53%	1%	38%	48%	27%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	47	-	-	23	25	-	-	-	-	-	-	-	16	7	3	14	7
	77%	-	-	72%	82%	-	-	-	-	-	-	-	81%	59%	92%	74%	100%
NET Very/fairly dissatisfied	7	-	-	5	2	-	-	-	-	-	-	-	2	3	*	2	-
	11%	-	-	15%	8%	-	-	-	-	-	-	-	10%	23%	8%	10%	-
Mean	4.00	-	-	3.84	4.17	-	-	-	-	-	-	-	4.14	3.37	4.23	4.12	4.27
Std Dev	1.06	-	-	1.18	0.91	-	-	-	-	-	-	-	1.26	0.89	0.94	1.05	0.48
Std Error	0.16	-	-	0.26	0.19	-	-	-	-	-	-	-	0.35	0.34	0.42	0.32	0.17

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_4\_2. Thinking of DHL's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about DHL

	Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	48	-	48	25	23	26	22	12	14	11	2	7	1	1	26	13	9	2	37	11	48
Weighted Base	69*	**	69*	41**	29**	41**	28**	15**	22**	18**	2**	8**	2**	2**	38**	20**	12**	4**	52**	17**	48*
Effective Base	34	-	34	19	15	18	16	7	11	8	2	4	1	1	18	10	6	2	27	7	48
Very dissatisfied (1)	4	-	4	-	3	-	3	-	3	-	-	-	-	-	3	-	-	-	4	-	3
5%	-	-	5%	-	12%	-	12%	-	15%	-	-	1%	-	-	9%	-	1%	-	7%	-	6%
Fairly dissatisfied (2)	6	-	6	3	3	5	1	1	2	-	-	1	-	2	3	-	3	2	6	-	4
8%	-	-	8%	7%	10%	12%	3%	5%	9%	-	-	16%	-	100%	8%	-	25%	44%	11%	-	8%
Neither satisfied or dissatisfied (3)	13	-	13	9	4	5	8	3	4	1	1	3	-	-	7	3	3	-	13	-	7
18%	-	-	18%	22%	12%	12%	27%	21%	16%	8%	67%	34%	-	-	18%	14%	23%	-	24%	-	15%
Fairly satisfied (4)	24	-	24	15	10	11	14	5	7	6	-	4	2	-	13	6	6	2	15	9	19
35%	-	-	35%	37%	33%	26%	48%	36%	32%	-	49%	-	100%	-	33%	29%	51%	56%	29%	54%	40%
Very satisfied (5)	23	-	23	14	9	20	3	6	6	10	1	-	-	-	12	11	-	-	15	8	14
33%	-	-	33%	31%	31%	46%	16%	37%	27%	60%	33%	-	-	-	31%	57%	-	-	28%	46%	29%
I don't know / Not applicable	*	-	*	-	*	-	-	*	-	-	-	-	-	-	*	-	-	-	*	-	1
*	-	-	1%	-	1%	-	-	2%	-	-	-	-	-	-	1%	-	-	-	*	-	2%
NET Very/fairly satisfied	47	-	47	29	18	31	16	11	13	16	1	4	2	-	24	17	6	2	30	17	33
68%	-	-	68%	71%	64%	75%	58%	72%	59%	92%	33%	49%	100%	-	64%	86%	51%	56%	58%	100%	69%
NET Very/fairly dissatisfied	9	-	9	3	6	5	4	1	6	-	1	-	2	-	6	-	3	2	9	-	7
13%	-	-	13%	7%	22%	12%	15%	5%	25%	-	-	17%	-	100%	17%	-	25%	44%	18%	-	15%
Mean	3.83	-	3.83	3.97	3.62	4.12	3.41	4.05	3.46	4.51	3.65	3.31	4.00	2.00	3.70	4.42	3.25	3.12	3.62	4.46	3.79
Std Dev.	1.14	-	1.14	0.94	1.36	1.06	1.13	0.92	1.41	0.66	1.29	0.82	0.00	-	1.26	0.75	0.89	1.16	1.21	0.51	1.16
Std Error	0.17	-	0.17	0.19	0.29	0.21	0.24	0.28	0.38	0.20	0.91	0.31	0.00	-	0.25	0.21	0.30	0.82	0.20	0.15	0.17

Proportions/Mean: Columns Test(s) (5% risk level) - a-b - c-d - e-f - g-h/i/j/k/l-m - n/o/p/q - r-s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_4\_2. Thinking of DHL's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about DHL

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	48	20	10	7	11	30	18	40	8	10	6	9	9	13	24	11	37	24	23	1
Weighted Base	69*	30**	16**	8**	15**	46**	24**	58**	11**	16**	10**	10**	13**	19**	33**	18**	52**	38**	31**	1**
Effective Base	34	13	8	5	9	20	15	28	6	7	5	6	8	9	18	8	27	17	17	1
Very dissatisfied (1)	4	4	-	-	-	4	-	4	-	-	-	1	-	2	1	-	4	-	4	-
	5%	12%	-	-	-	8%	-	8%	-	-	-	13%	-	12%	4%	-	7%	-	11%	-
Fairly dissatisfied (2)	6	2	2	1	1	4	2	2	4	-	2	2	2	-	6	-	6	1	5	-
	8%	7%	10%	16%	5%	8%	9%	4%	33%	-	17%	20%	16%	-	18%	-	11%	2%	16%	-
Neither satisfied or dissatisfied (3)	13	4	6	-	3	10	3	11	1	1	2	3	1	5	6	1	11	7	6	-
	18%	12%	38%	-	18%	22%	12%	19%	11%	8%	20%	27%	11%	27%	19%	7%	22%	18%	18%	-
Fairly satisfied (4)	24	7	5	7	6	12	13	19	6	6	6	2	8	3	16	6	19	10	14	1
	35%	23%	30%	83%	38%	26%	54%	32%	52%	36%	60%	20%	63%	15%	49%	32%	36%	27%	44%	100%
Very satisfied (5)	23	13	3	-	6	17	6	23	-	-	-	2	1	9	4	10	12	19	3	-
	33%	45%	22%	1%	38%	37%	25%	39%	1%	55%	4%	20%	9%	46%	11%	60%	24%	52%	10%	-
I don't know / Not applicable	*	-	-	-	2%	-	-	-	2%	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	47	20	8	7	11	29	18	41	6	14	6	4	9	11	26	16	31	30	17	1
	68%	69%	51%	84%	76%	63%	70%	71%	53%	90%	64%	40%	72%	61%	60%	91%	60%	79%	54%	100%
NET Very/fairly dissatisfied	9	6	2	1	1	7	2	6	4	-	2	3	2	2	7	-	9	1	9	-
	13%	19%	10%	16%	5%	16%	9%	10%	33%	-	17%	33%	16%	12%	22%	-	18%	2%	28%	-
Mean	3.83	3.83	3.63	3.69	4.10	3.76	3.95	3.94	3.21	4.47	3.51	3.15	3.65	3.84	3.45	4.53	3.59	4.30	3.26	4.00
Std Dev.	1.14	1.40	0.96	0.79	0.90	1.26	0.87	1.14	0.97	0.66	0.85	1.37	0.89	1.36	1.05	0.65	1.17	0.85	1.21	-
Std Error	0.17	0.31	0.30	0.30	0.29	0.23	0.21	0.18	0.37	0.22	0.35	0.46	0.30	0.38	0.21	0.20	0.19	0.18	0.25	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_4\_2. Thinking of DHL's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about DHL

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	48	41	7	2	35	5	3	5	4	5	2	3	4	5	8	2	2	-	5
Weighted Base	69*	65*	4**	2**	64*	3**	1**	1**	3**	13**	3**	4**	7**	8**	19**	5**	3**	**	3**
Effective Base	34	32	2	1	30	2	2	3	4	5	2	3	4	5	8	2	2	-	2
Very dissatisfied (1)	4	3	-	-	3	-	-	-	-	2	-	-	-	1	-	-	-	-	-
	5%	2%	0%	0%	5%	0%	0%	0%	0%	17%	0%	0%	0%	17%	0%	0%	0%	0%	0%
Fairly dissatisfied (2)	6	2	4	2	6	-	-	-	1	2	-	1	-	-	-	-	2	-	-
	8%	3%	50%	96%	9%	0%	0%	0%	26%	16%	0%	32%	0%	0%	0%	58%	0%	0%	0%
Neither satisfied or dissatisfied (3)	13	13	-	-	13	-	-	-	1	2	-	3	-	1	3	3	-	-	-
	18%	19%	0%	0%	20%	0%	0%	0%	30%	16%	0%	68%	0%	16%	15%	55%	0%	0%	0%
Fairly satisfied (4)	24	24	-	-	23	-	-	-	1	2	-	2	-	5	8	2	-	-	-
	35%	37%	0%	0%	35%	16%	0%	95%	21%	0%	56%	0%	73%	66%	42%	45%	0%	0%	16%
Very satisfied (5)	23	23	-	-	20	2	1	-	1	6	1	-	2	8	-	1	-	-	2
	33%	35%	0%	4%	31%	84%	74%	0%	23%	51%	42%	0%	27%	0%	43%	0%	42%	0%	84%
I don't know / Not applicable	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	26%	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	47	47	-	-	42	3	1	-	1	9	3	-	7	5	16	2	1	-	3
	68%	72%	0%	4%	66%	100%	74%	95%	44%	51%	100%	0%	100%	66%	65%	45%	42%	0%	100%
NET Very/fairly dissatisfied	9	6	4	2	9	-	-	-	1	4	-	1	-	1	-	-	2	-	-
	13%	9%	92%	96%	14%	0%	0%	5%	26%	33%	0%	32%	0%	17%	0%	58%	0%	0%	0%
Mean	3.83	3.93	2.17	2.11	3.77	4.84	5.00	3.85	3.42	3.53	4.42	2.68	4.27	3.31	4.29	3.45	3.26	-	4.84
Std Dev.	1.14	1.08	0.76	-	1.15	0.45	-	-	1.35	1.68	0.62	0.53	0.48	1.20	0.72	0.56	1.85	-	0.45
Std Error	0.17	0.17	0.29	-	0.19	0.20	-	-	0.68	0.75	0.44	0.31	0.24	0.54	0.26	0.39	1.30	-	0.20

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_4\_2. Thinking of DHL's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about DHL

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	48	8	1	1	21	22	3	2	-	43	2	19	20	5	3	1	39	4	42	6
Weighted Base	69*	12**	***	2**	34**	30**	3**	3**	**	64*	3**	29**	25**	8**	6**	1**	54**	7**	63*	6**
Effective Base	34	6	1	1	15	16	3	2	-	30	2	14	14	4	2	1	28	2	31	3
Very dissatisfied (1)	4	4	-	-	-	2	-	1	-	2	1	-	3	-	-	-	3	-	1	2
	5%	30%	-	-	-	7%	-	52%	-	3%	52%	-	14%	1%	-	-	6%	-	2%	36%
Fairly dissatisfied (2)	6	2	-	2	-	4	2	-	-	4	-	2	1	2	1	-	3	1	6	-
	8%	14%	-	100%	-	13%	77%	-	-	6%	-	7%	3%	20%	23%	-	5%	19%	9%	-
Neither satisfied or dissatisfied (3)	13	3	-	-	6	5	-	1	-	11	1	5	7	-	-	1	11	1	11	1
	18%	24%	-	-	18%	17%	-	48%	-	18%	48%	16%	26%	-	-	100%	21%	18%	18%	24%
Fairly satisfied (4)	24	4	-	-	7	16	1	-	-	24	-	9	9	6	-	-	18	-	22	2
	35%	33%	100%	-	21%	56%	23%	-	-	37%	-	30%	35%	79%	6%	-	33%	5%	35%	35%
Very satisfied (5)	23	-	-	-	21	2	-	-	-	23	-	13	5	-	4	-	19	4	23	-
	33%	-	-	-	60%	7%	-	-	-	36%	-	45%	22%	-	70%	-	35%	58%	36%	-
I don't know / Not applicable	*	-	-	-	-	-	-	-	-	*	-	*	-	-	-	-	*	-	*	-
	*	-	-	-	1%	-	-	-	-	1%	-	1%	-	-	-	-	1%	-	1%	-
NET Very/fairly satisfied	47	4	-	-	28	19	1	-	-	47	-	22	14	6	4	-	36	4	45	2
	68%	33%	100%	-	81%	63%	23%	-	-	73%	-	76%	57%	79%	77%	-	67%	63%	71%	39%
NET Very/fairly dissatisfied	9	5	-	2	*	6	2	1	-	6	1	2	4	2	1	-	6	1	7	2
	13%	43%	-	100%	*	20%	77%	52%	-	9%	52%	7%	17%	21%	23%	-	12%	19%	11%	36%
Mean	3.83	2.61	4.00	2.00	4.41	3.44	2.47	1.97	-	3.96	1.97	4.15	3.48	3.57	4.24	3.00	3.84	4.01	3.94	2.67
Std Dev.	1.14	1.28	-	-	0.80	1.05	1.06	1.27	-	1.04	1.27	0.96	1.28	0.89	1.39	-	1.16	1.33	1.05	1.45
Std Error	0.17	0.45	-	-	0.18	0.22	0.61	0.90	-	0.16	0.90	0.23	0.29	0.40	0.80	-	0.19	0.67	0.16	0.59

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_4\_2. Thinking of DHL's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about DHL

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	48	10	38	-	22	24	2	39	9	-	-	48	-
Weighted Base	69*	17**	52**	**	34**	34**	2**	53**	16**	**	**	69*	**
Effective Base	34	7	28	-	15	18	2	28	7	-	-	34	-
Very dissatisfied (1)	4	1	2	-	1	2	-	2	1	-	-	4	-
	5%	8%	4%	-	4%	6%	-	4%	6%	-	-	5%	-
Fairly dissatisfied (2)	6	2	4	-	4	2	-	1	4	-	-	6	-
	8%	12%	7%	-	11%	6%	-	3%	27%	-	-	8%	-
Neither satisfied or dissatisfied (3)	13	-	13	-	3	10	-	9	4	-	-	13	-
	78%	-	24%	-	8%	29%	-	16%	25%	-	-	78%	-
Fairly satisfied (4)	24	5	19	-	14	8	2	22	3	-	-	24	-
	32%	32%	39%	-	42%	24%	100%	41%	15%	-	-	32%	-
Very satisfied (5)	23	8	15	-	12	11	-	19	4	-	-	23	-
	33%	48%	28%	-	35%	33%	-	35%	24%	-	-	33%	-
I don't know / Not applicable	*	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	47	13	34	-	26	19	2	41	7	-	-	47	-
	66%	80%	64%	-	77%	57%	100%	77%	40%	-	-	66%	-
NET Very/fairly dissatisfied	9	3	6	-	5	4	-	3	6	-	-	9	-
	13%	20%	11%	-	15%	13%	-	7%	36%	-	-	13%	-
Mean	3.83	3.99	3.78	-	3.92	3.72	4.00	4.02	3.20	-	-	3.83	-
Std Dev.	1.14	1.34	1.07	-	1.12	1.19	-	1.00	1.34	-	-	1.14	-
Std Error	0.17	0.42	0.18	-	0.24	0.25	-	0.16	0.45	-	-	0.17	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ7\_4\_2. Thinking of DHL's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about DHL

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	48	-	-	16	32	-	-	-	-	-	-	-	11	5	10	8	14
Weighted Base	69*	**	**	32**	37**	**	**	**	**	**	**	**	21**	10**	17**	10**	11**
Effective Base	34	-	-	13	22	-	-	-	-	-	-	-	9	5	8	6	8
Very dissatisfied (1)	4	-	-	2	1	-	-	-	-	-	-	-	2	-	-	1	*
5%	-	-	-	7%	4%	-	-	-	-	-	-	-	20%	-	-	14%	1%
Fairly dissatisfied (2)	6	-	-	3	2	-	-	-	-	-	-	-	3	-	2	-	1
8%	-	-	-	11%	6%	-	-	-	-	-	-	-	16%	-	10%	-	7%
Neither satisfied or dissatisfied (3)	13	-	-	5	7	-	-	-	-	-	-	-	1	4	6	1	-
18%	-	-	-	16%	20%	-	-	-	-	-	-	-	4%	40%	36%	13%	-
Fairly satisfied (4)	24	-	-	6	18	-	-	-	-	-	-	-	2	4	6	4	9
35%	-	-	-	19%	49%	-	-	-	-	-	-	-	9%	40%	34%	39%	82%
Very satisfied (5)	23	-	-	15	8	-	-	-	-	-	-	-	15	-	3	3	1
33%	-	-	-	48%	20%	-	-	-	-	-	-	-	71%	-	20%	31%	10%
I don't know / Not applicable	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	2%	-
NET Very/fairly satisfied	47	-	-	21	26	-	-	-	-	-	-	-	17	4	9	7	10
68%	-	-	-	67%	69%	-	-	-	-	-	-	-	80%	40%	54%	70%	92%
NET Very/fairly dissatisfied	9	-	-	5	4	-	-	-	-	-	-	-	3	2	2	1	1
13%	-	-	-	17%	10%	-	-	-	-	-	-	-	16%	20%	10%	14%	8%
Mean	3.83	-	-	3.90	3.76	-	-	-	-	-	-	-	4.35	3.00	3.65	3.75	3.94
Std Dev	1.14	-	-	1.30	0.99	-	-	-	-	-	-	-	1.15	1.15	0.94	1.38	0.70
Std Error	0.17	-	-	0.33	0.18	-	-	-	-	-	-	-	0.35	0.51	0.30	0.52	0.19

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_5\_2. Thinking of FedEx's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about FedEx

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	52	-	52	30	22	25	27	9	22	15	2	3	1	-	31	17	4	1	44	8	52
Weighted Base	81*	-**	81*	53**	28**	46**	35**	10**	41**	23**	3**	3**	2**	-**	50**	26**	5**	2**	65*	16**	52*
Effective Base	40	-	40	24	18	21	20	7	19	11	2	1	1	-	25	13	2	1	34	7	52
Very dissatisfied	(1) 6	-	6	-	6	2	4	-	4	2	-	-	-	-	4	2	-	-	6	-	4
	7%	-	7%	-	20%	4%	11%	-	9%	8%	-	-	-	-	7%	7%	-	-	9%	-	8%
Fairly dissatisfied	(2) 7	-	7	3	3	1	5	-	3	3	1	-	-	-	3	4	-	-	3	3	5
	8%	-	8%	7%	11%	3%	14%	-	6%	11%	50%	-	-	-	5%	16%	-	-	5%	21%	10%
Neither satisfied or dissatisfied	(3) 6	-	6	1	4	4	2	2	4	-	-	-	-	-	5	-	-	-	6	-	7
	7%	-	7%	2%	15%	8%	5%	16%	9%	1%	-	2%	-	-	10%	1%	1%	-	9%	-	13%
Fairly satisfied	(4) 25	-	25	16	9	12	12	5	11	2	1	3	2	-	16	3	5	2	25	-	15
	30%	-	30%	30%	37%	27%	35%	54%	28%	7%	50%	98%	100%	-	33%	12%	99%	100%	38%	-	29%
Very satisfied	(5) 39	-	39	32	7	26	12	3	19	16	-	-	-	-	22	16	-	-	26	13	21
	48%	-	48%	67%	23%	58%	35%	30%	46%	72%	-	-	-	-	44%	64%	-	-	40%	73%	40%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	63	-	63	48	15	39	25	8	31	18	1	3	2	-	39	20	5	2	51	13	36
	78%	-	78%	91%	54%	84%	70%	84%	75%	79%	50%	98%	100%	-	77%	76%	99%	100%	78%	79%	69%
NET Very/fairly dissatisfied	12	-	12	4	9	3	9	-	6	4	1	-	-	-	6	6	-	-	9	3	9
	15%	-	15%	7%	31%	7%	25%	-	16%	20%	50%	-	-	-	13%	23%	-	-	14%	21%	17%
Mean	4.04	-	4.04	4.45	3.26	4.30	3.69	4.13	3.99	4.23	3.00	3.98	4.00	-	4.01	4.09	3.99	4.00	3.96	4.36	3.85
Std Dev.	1.23	-	1.23	0.85	1.46	1.05	1.37	0.70	1.30	1.40	1.23	0.18	0.00	-	1.20	1.42	0.13	0.00	1.22	1.27	1.27
Std Error	0.17	-	0.17	0.16	0.31	0.21	0.26	0.23	0.28	0.36	0.87	0.10	0.00	-	0.22	0.34	0.06	0.00	0.18	0.45	0.18

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_5\_2. Thinking of FedEx's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about FedEx

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	52	16	14	13	9	30	22	44	8	4	4	20	9	13	33	5	46	21	29	2
Weighted Base	81*	22**	25**	21**	14**	47**	35**	73*	9**	6**	5**	36**	14**	17**	56**	7**	73*	38**	42**	1**
Effective Base	40	11	12	11	7	22	18	35	6	3	3	17	7	9	27	4	36	17	23	1
Very dissatisfied	(1) 6	1	2	2	-	4	2	6	-	-	-	6	-	-	6	-	6	-	6	-
	7%	7%	9%	9%	-	8%	6%	8%	-	-	-	15%	1%	-	10%	-	8%	-	13%	-
Fairly dissatisfied	(2) 7	-	3	1	1	4	3	7	-	-	1	1	2	1	5	-	7	1	5	-
	8%	-	14%	7%	10%	8%	8%	9%	-	-	28%	4%	16%	8%	9%	-	9%	3%	13%	-
Neither satisfied or dissatisfied	(3) 6	2	2	2	-	3	2	5	1	-	-	3	2	-	5	-	5	-	5	-
	7%	8%	6%	10%	2%	7%	7%	7%	8%	5%	-	9%	14%	1%	9%	4%	7%	1%	13%	8%
Fairly satisfied	(4) 25	7	7	7	4	14	11	18	7	-	-	12	4	7	17	-	24	10	14	1
	30%	34%	27%	34%	25%	30%	30%	25%	77%	-	-	5%	32%	42%	30%	-	33%	25%	33%	92%
Very satisfied	(5) 39	11	11	8	9	22	17	37	1	5	3	14	5	8	23	7	32	27	12	12
	48%	49%	44%	40%	63%	47%	49%	51%	16%	95%	66%	40%	38%	49%	42%	96%	43%	70%	28%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	63	18	18	15	12	36	28	55	8	5	4	26	10	16	40	7	56	37	26	1
	78%	84%	71%	74%	88%	77%	80%	76%	92%	95%	72%	72%	69%	91%	71%	96%	76%	96%	61%	92%
NET Very/fairly dissatisfied	12	2	6	3	1	7	5	12	-	-	1	7	2	1	11	-	12	1	11	-
	15%	8%	23%	16%	10%	16%	14%	17%	-	-	28%	19%	17%	8%	19%	-	17%	3%	26%	-
Mean	4.04	4.19	3.82	3.88	4.41	3.99	4.09	4.03	4.08	4.90	4.09	3.77	3.89	4.31	3.83	4.93	3.95	4.63	3.50	3.92
Std Dev.	1.23	1.11	1.39	1.30	0.97	1.27	1.19	1.29	0.51	0.47	1.49	1.42	1.14	0.88	1.34	0.40	1.26	0.67	1.39	-
Std Error	0.17	0.28	0.37	0.36	0.32	0.23	0.25	0.19	0.18	0.24	0.74	0.32	0.38	0.24	0.23	0.18	0.19	0.15	0.26	-

Proportions/Mean: Columns Test(s) (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_5\_2. Thinking of FedEx's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about FedEx

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	52	47	5	2	39	7	2	4	3	4	6	3	4	5	7	5	2	-	7
Weighted Base	81*	75*	6**	***	73*	7**	***	1**	2**	8**	9**	5**	7**	9**	18**	13**	2**	**	7**
Effective Base	40	39	2	2	35	4	1	3	3	4	6	3	4	5	7	5	2	-	4
Very dissatisfied (1)	6	6	-	-	6	-	-	-	-	-	2	-	-	1	2	-	-	-	-
	7%	7%	1%	58%	8%	-	18%	-	-	-	21%	-	-	16%	13%	-	-	-	-
Fairly dissatisfied (2)	7	7	-	-	6	-	-	-	-	-	1	-	-	1	2	-	-	-	-
	8%	9%	-	-	9%	-	-	29%	-	-	13%	-	-	17%	13%	-	-	-	-
Neither satisfied or dissatisfied (3)	6	6	-	-	3	2	-	-	-	-	-	2	-	-	-	1	-	-	2
	7%	7%	2%	42%	4%	31%	82%	-	-	-	37%	-	-	-	-	50%	-	-	31%
Fairly satisfied (4)	25	23	2	-	21	4	-	-	-	-	2	-	5	4	3	7	-	-	4
	30%	30%	35%	-	29%	56%	-	32%	-	-	21%	-	73%	46%	16%	53%	-	-	56%
Very satisfied (5)	39	35	4	-	38	1	-	-	2	8	4	1	2	2	10	6	1	-	1
	48%	47%	62%	-	52%	13%	-	-	100%	100%	46%	31%	27%	22%	58%	47%	50%	-	13%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	63	58	6	-	58	5	-	-	2	8	6	1	7	6	13	13	1	-	5
	78%	76%	97%	-	80%	69%	-	32%	100%	100%	67%	31%	100%	67%	74%	100%	50%	-	69%
NET Very/fairly dissatisfied	12	12	-	-	12	-	-	-	-	-	3	1	-	3	5	-	-	-	-
	15%	16%	1%	58%	16%	-	18%	29%	-	-	33%	31%	-	33%	26%	-	-	-	-
Mean	4.04	3.99	4.56	1.84	4.08	3.82	2.65	3.02	5.00	5.00	3.59	3.31	4.27	3.41	3.93	4.47	4.00	-	3.82
Std Dev.	1.23	1.26	0.74	-	1.27	0.69	-	-	0.00	-	1.72	1.37	0.48	1.48	1.55	0.52	1.32	-	0.69
Std Error	0.17	0.18	0.33	-	0.20	0.26	-	-	0.00	-	0.70	0.79	0.24	0.66	0.59	0.23	0.93	-	0.26

Proportions/Mean: Columns Testad (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_5\_2. Thinking of FedEx's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about FedEx

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	52	13	-	4	16	21	12	3	-	37	3	14	26	7	4	1	40	5	48	4
Weighted Base	81**	16**	**	5**	32**	30**	18**	2**	**	62*	2**	29**	37**	8**	7**	1**	66*	7**	77*	5**
Effective Base	40	9	-	3	14	17	9	1	-	31	1	13	19	4	4	1	32	5	38	3
Very dissatisfied	(1) 6	4	-	-	-	2	2	1	-	2	1	-	4	-	2	-	4	2	6	-
	7%	23%	-	-	-	7%	13%	81%	-	3%	81%	-	10%	-	29%	-	6%	26%	7%	-
Fairly dissatisfied	(2) 7	2	-	-	-	4	3	*	-	4	*	1	*	2	3	-	2	3	7	-
	8%	11%	-	-	-	12%	15%	15%	-	6%	15%	5%	1%	28%	39%	-	3%	35%	9%	-
Neither satisfied or dissatisfied	(3) 6	-	-	-	-	4	2	*	-	4	*	-	3	3	-	-	3	-	6	*
	7%	3%	-	-	-	13%	9%	4%	-	7%	4%	-	9%	31%	-	-	5%	-	7%	1%
Fairly satisfied	(4) 25	7	-	4	9	9	7	-	-	18	-	5	13	3	2	1	18	3	22	3
	30%	43%	-	92%	27%	31%	38%	-	-	29%	-	17%	37%	41%	32%	100%	62%	39%	38%	69%
Very satisfied	(5) 39	3	-	-	23	11	5	-	-	34	-	23	16	-	-	-	39	-	37	2
	48%	21%	-	-	72%	37%	26%	-	-	55%	-	78%	44%	-	-	-	99%	-	48%	39%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	63	11	-	4	32	20	11	-	-	52	-	28	30	3	2	1	57	3	59	5
	78%	64%	-	92%	100%	68%	63%	-	-	84%	-	95%	81%	41%	32%	100%	87%	39%	77%	99%
NET Very/fairly dissatisfied	12	5	-	-	-	6	5	2	-	6	2	1	4	2	5	-	5	5	12	-
	15%	33%	-	-	-	19%	28%	96%	-	9%	96%	5%	11%	28%	68%	-	8%	61%	16%	-
Mean	4.04	3.29	-	3.92	4.72	3.79	3.48	1.22	-	4.27	1.22	4.68	4.03	3.13	2.34	4.00	4.32	2.52	4.01	4.38
Std Dev	1.23	1.53	-	0.31	0.46	1.27	1.40	-	-	1.05	-	0.74	1.23	0.88	1.30	-	1.08	1.34	1.26	0.58
Std Error	0.17	0.42	-	0.16	0.11	0.28	0.40	-	-	0.17	-	0.20	0.24	0.33	0.65	-	0.17	0.60	0.18	0.29

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_5\_2. Thinking of FedEx's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about FedEx

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	52	7	43	2	23	25	4	44	6	1	-	51	1
Weighted Base	81*	11**	66*	4**	42**	38**	1**	72*	9**	***	..*	81*	***
Effective Base	40	6	33	2	19	20	2	35	5	1	-	40	1
Very dissatisfied (1)	6	1	4	-	1	4	-	4	1	-	-	6	-
	7%	12%	7%	-	3%	11%	7%	6%	15%	-	-	7%	-
Fairly dissatisfied (2)	7	-	7	-	4	3	-	4	3	-	-	7	-
	8%	-	10%	-	10%	7%	-	5%	32%	-	-	8%	-
Neither satisfied or dissatisfied (3)	6	-	6	-	-	5	-	5	-	-	-	6	-
	7%	-	9%	-	1%	14%	5%	7%	-	100%	-	7%	100%
Fairly satisfied (4)	25	2	21	1	12	11	1	22	3	-	-	25	-
	30%	20%	32%	35%	29%	30%	88%	30%	31%	-	-	30%	-
Very satisfied (5)	39	8	28	3	24	14	-	37	2	-	-	39	-
	48%	68%	43%	65%	58%	38%	-	51%	22%	-	-	48%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	63	10	40	4	37	26	1	59	5	-	-	63	-
	78%	88%	75%	100%	86%	68%	88%	82%	53%	-	-	78%	-
NET Very/fairly dissatisfied	12	1	11	-	5	7	-	8	4	-	-	12	-
	15%	12%	17%	-	13%	18%	7%	11%	47%	-	-	15%	-
Mean	4.04	4.32	3.95	4.65	4.28	3.77	3.75	4.16	3.12	3.00	-	4.04	3.00
Std Dev.	1.23	1.34	1.24	0.54	1.10	1.34	-	1.15	1.53	-	-	1.23	-
Std Error	0.17	0.51	0.19	0.38	0.23	0.27	-	0.17	0.63	-	-	0.17	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_5\_2. Thinking of FedEx's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about FedEx

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	52	-	27	25	-	-	-	-	-	-	-	19	9	5	14	6
Weighted Base	81*	**	43**	38**	**	**	**	**	**	**	**	29**	14**	10**	21**	8**
Effective Base	40	-	21	19	-	-	-	-	-	-	-	14	7	5	12	3
Very dissatisfied (1)	6	-	4	1	-	-	-	-	-	-	-	4	*	-	1	-
	7%	-	10%	4%	-	-	-	-	-	-	-	15%	1%	-	6%	-
Fairly dissatisfied (2)	7	-	3	3	-	-	-	-	-	-	-	2	2	-	3	-
	8%	-	9%	7%	-	-	-	-	-	-	-	6%	16%	-	13%	-
Neither satisfied or dissatisfied (3)	6	-	6	-	-	-	-	-	-	-	-	4	2	-	-	4
	7%	-	13%	-	-	-	-	-	-	-	-	12%	14%	-	-	1%
Fairly satisfied (4)	25	-	13	12	-	-	-	-	-	-	-	4	8	6	6	*
	30%	-	29%	32%	-	-	-	-	-	-	-	14%	59%	64%	27%	4%
Very satisfied (5)	39	-	17	22	-	-	-	-	-	-	-	15	1	3	11	7
	48%	-	39%	56%	-	-	-	-	-	-	-	53%	10%	36%	54%	96%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	63	-	29	34	-	-	-	-	-	-	-	19	10	10	17	8
	78%	-	68%	89%	-	-	-	-	-	-	-	67%	69%	100%	81%	99%
NET Very/fairly dissatisfied	12	-	8	4	-	-	-	-	-	-	-	6	2	-	4	-
	15%	-	19%	10%	-	-	-	-	-	-	-	20%	17%	-	19%	-
Mean	4.04	-	3.77	4.33	-	-	-	-	-	-	-	3.85	3.62	4.36	4.10	4.95
Std Dev.	1.23	-	1.33	1.05	-	-	-	-	-	-	-	1.50	0.92	0.51	1.30	0.28
Std Error	0.17	-	0.26	0.21	-	-	-	-	-	-	-	0.34	0.33	0.23	0.35	0.11

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_6\_2. Thinking of Evri's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Evri

Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	89	-	89	45	44	35	54	13	31	25	7	9	2	2	44	32	13	4	80	9	89
Weighted Base	105*	-	105*	63*	43**	51**	54*	11**	39**	30**	13**	10**	1**	2**	50**	43**	13**	3**	92*	13**	89*
Effective Base	56	-	56	32	25	25	32	7	20	16	6	5	1	1	27	22	7	2	49	7	89
Very dissatisfied (1)	19	-	19	7	12	5	14	*	6	4	4	3	1	-	6	9	4	1	17	2	15
18%	-	-	18%	12%	28%	10%	26%	4%	15%	15%	32%	34%	97%	-	12%	20%	35%	40%	19%	16%	17%
Fairly dissatisfied (2)	7	-	7	*	7	2	5	2	2	*	3	*	-	-	4	3	*	-	5	2	8
7%	-	-	7%	*	16%	4%	9%	21%	5%	*	21%	1%	-	-	8%	6%	1%	-	5%	15%	9%
Neither satisfied or dissatisfied (3)	19	-	19	11	8	12	7	5	4	4	2	2	-	2	9	5	4	2	19	-	16
18%	-	-	18%	18%	18%	23%	13%	51%	10%	12%	13%	22%	-	100%	19%	13%	30%	58%	20%	-	18%
Fairly satisfied (4)	33	-	33	22	11	13	19	1	17	9	2	3	*	-	18	12	3	*	29	4	30
31%	-	-	31%	35%	25%	26%	36%	7%	44%	32%	17%	28%	3%	-	36%	27%	22%	1%	31%	27%	34%
Very satisfied (5)	28	-	28	22	5	19	9	2	10	12	2	2	-	-	12	15	2	-	22	5	20
26%	-	-	26%	36%	13%	37%	16%	17%	36%	41%	17%	16%	-	-	24%	34%	12%	-	24%	42%	23%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	60	-	60	44	16	32	28	3	27	22	4	4	*	-	30	26	4	*	51	9	50
57%	-	-	57%	70%	38%	63%	52%	24%	70%	73%	34%	44%	3%	-	60%	61%	34%	1%	56%	70%	56%
NET Very/fairly dissatisfied	26	-	26	7	19	7	19	3	8	5	7	3	1	-	10	11	5	1	22	4	23
25%	-	-	25%	12%	44%	14%	35%	25%	19%	15%	52%	35%	97%	-	21%	26%	36%	40%	24%	30%	26%
Mean	3.41	-	3.41	3.83	2.79	3.76	3.07	3.11	3.62	3.84	2.68	2.91	1.09	3.00	3.51	3.49	2.75	2.21	3.37	3.66	3.36
Std Dev.	1.42	-	1.42	1.26	1.43	1.29	1.47	1.11	1.33	1.39	1.55	1.58	-	-	1.29	1.52	1.49	1.24	1.40	1.58	1.38
Std Error	0.15	-	0.15	0.19	0.22	0.22	0.20	0.31	0.24	0.28	0.59	0.53	-	-	0.19	0.27	0.41	0.62	0.16	0.53	0.15

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_6\_2. Thinking of Evri's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Evri

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	89	23	34	20	12	57	32	65	24	11	9	23	27	17	59	12	76	36	48	5
Weighted Base	105*	31**	32**	26**	17**	63*	42**	84**	22**	16**	10**	28**	25**	24**	63*	18**	87*	48**	53**	4**
Effective Base	56	15	17	15	10	32	25	44	13	8	7	14	16	11	36	9	47	25	28	3
Very dissatisfied (1)	19	5	6	8	-	12	8	18	1	-	3	6	7	3	16	-	19	5	14	-
	18%	18%	19%	30%	-	18%	18%	21%	6%	-	27%	21%	30%	13%	26%	-	22%	10%	27%	-
Fairly dissatisfied (2)	7	-	5	-	2	5	2	5	2	2	-	3	2	-	5	2	5	2	5	-
	7%	-	16%	-	10%	8%	4%	6%	9%	12%	-	11%	8%	-	8%	11%	6%	5%	9%	-
Neither satisfied or dissatisfied (3)	19	5	6	4	4	11	8	8	11	5	4	4	4	2	12	5	14	6	10	2
	18%	15%	20%	15%	23%	18%	18%	10%	50%	29%	39%	14%	18%	8%	20%	26%	13%	19%	19%	64%
Fairly satisfied (4)	33	9	12	8	4	21	12	26	7	2	1	12	7	9	20	2	29	11	20	1
	31%	29%	37%	31%	23%	33%	28%	31%	31%	16%	6%	42%	30%	40%	32%	14%	34%	24%	37%	36%
Very satisfied (5)	28	12	3	6	7	14	14	27	1	7	3	3	3	10	10	9	19	23	5	-
	26%	38%	8%	24%	44%	23%	32%	32%	5%	44%	29%	11%	14%	40%	16%	49%	22%	48%	9%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	60	20	15	14	11	35	25	53	8	9	4	15	11	19	29	11	48	35	24	1
	57%	67%	45%	55%	67%	56%	60%	63%	35%	59%	34%	53%	44%	50%	47%	63%	56%	72%	46%	36%
NET Very/fairly dissatisfied	26	5	11	8	2	17	9	23	3	2	3	9	9	3	21	2	24	7	19	-
	25%	18%	35%	30%	10%	27%	22%	27%	15%	12%	27%	33%	38%	13%	34%	11%	28%	15%	36%	-
Mean	3.41	3.70	2.99	3.19	4.02	3.34	3.52	3.46	3.19	3.91	3.09	3.11	2.91	3.94	3.03	4.02	3.28	3.96	2.92	3.36
Std Dev.	1.42	1.45	1.29	1.59	1.07	1.41	1.45	1.52	0.90	1.13	1.59	1.38	1.49	1.30	1.44	1.12	1.45	1.31	1.38	0.56
Std Error	0.15	0.30	0.22	0.36	0.31	0.19	0.26	0.19	0.18	0.34	0.53	0.29	0.29	0.31	0.19	0.32	0.17	0.22	0.20	0.25

Proportions/Mean: Columns Test(s) (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_6\_2. Thinking of Evri's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Evri

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	89	62	27	9	52	19	10	8	4	5	10	4	5	4	9	6	5	3	16
Weighted Base	105*	91*	14**	2**	93*	6**	4**	2**	3**	11**	16**	5**	9**	8**	21**	14**	8**	***	5**
Effective Base	56	49	7	2	47	9	4	5	4	5	10	4	5	4	9	6	5	2	8
Very dissatisfied	(1) 19	17	3	*	15	2	2	-	-	2	5	-	2	-	2	2	2	-	2
	18%	18%	18%	4%	16%	38%	51%	-	-	15%	30%	-	26%	-	9%	14%	25%	-	41%
Fairly dissatisfied	(2) 7	2	5	-	6	1	*	*	-	3	-	-	-	-	2	-	2	-	-
	7%	2%	33%	11%	7%	9%	2%	6%	-	25%	-	-	-	-	9%	-	22%	-	8%
Neither satisfied or dissatisfied	(3) 19	13	6	2	18	1	-	*	-	-	6	-	-	4	2	4	2	*	1
	18%	14%	42%	77%	19%	19%	-	6%	-	-	37%	-	-	50%	11%	27%	22%	60%	16%
Fairly satisfied	(4) 33	32	1	-	29	2	*	1	1	4	3	2	2	4	4	8	1	-	2
	31%	35%	4%	5%	31%	28%	7%	77%	51%	38%	17%	41%	18%	50%	21%	59%	15%	-	30%
Very satisfied	(5) 28	28	*	*	26	-	2	*	1	2	2	3	5	11	1	1	-	-	-
	26%	30%	2%	4%	27%	6%	40%	11%	49%	21%	15%	59%	57%	50%	-	16%	20%	-	5%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	60	60	1	-	55	2	2	1	3	6	5	5	7	4	15	8	2	-	2
	57%	65%	6%	8%	59%	34%	47%	88%	100%	60%	32%	100%	74%	50%	71%	59%	31%	20%	35%
NET Very/fairly dissatisfied	26	19	7	*	21	3	2	*	-	4	5	-	2	-	4	2	4	*	3
	25%	21%	52%	15%	22%	47%	53%	6%	-	40%	30%	-	26%	-	18%	14%	47%	20%	49%
Mean	3.41	3.57	2.38	2.93	3.48	2.55	2.84	3.94	4.49	3.26	2.87	4.59	3.79	3.50	3.93	3.30	2.74	3.20	2.50
Std Dev.	1.42	1.42	0.93	0.91	1.38	1.53	2.19	-	0.65	1.50	1.45	0.56	1.79	0.54	1.37	1.07	1.50	-	1.56
Std Error	0.15	0.18	0.18	0.30	0.19	0.35	0.69	-	0.32	0.67	0.46	0.28	0.80	0.27	0.46	0.44	0.67	-	0.39

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_6\_2. Thinking of Evri's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Evri

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	89	29	3	8	35	36	12	4	1	71	5	46	32	6	4	-	78	4	62	27
Weighted Base	105*	34**	6**	8**	46**	42**	14**	3**	1**	87*	4**	60*	30**	9**	4**	-**	90*	4**	80*	25**
Effective Base	56	18	3	5	23	22	8	2	1	45	3	30	17	5	3	-	48	3	42	15
Very dissatisfied (1)	19	11	-	-	4	10	2	2	-	14	2	12	3	2	-	-	15	-	8	11
16%	34%	-	16%	10%	24%	18%	59%	-	16%	50%	20%	20%	10%	23%	-	-	17%	-	10%	45%
Fairly dissatisfied (2)	7	5	2	2	5	2	-	*	-	7	*	5	*	2	-	-	5	-	6	1
7%	14%	32%	25%	10%	6%	-	3%	-	-	8%	2%	8%	*	22%	-	-	6%	-	8%	2%
Neither satisfied or dissatisfied (3)	19	5	2	3	4	8	6	-	-	12	-	6	9	2	2	-	15	2	12	6
18%	16%	29%	43%	9%	20%	46%	-	-	14%	-	10%	29%	19%	48%	-	17%	48%	15%	6	26%
Fairly satisfied (4)	33	11	2	1	12	16	3	1	1	27	2	18	10	3	1	-	28	1	26	6
31%	31%	38%	59%	24%	38%	24%	38%	100%	31%	46%	30%	35%	36%	21%	-	32%	21%	33%	29%	
Very satisfied (5)	28	2	-	1	21	5	2	-	-	26	-	19	8	-	1	-	27	1	27	*
26%	5%	-	7%	46%	13%	12%	-	-	30%	-	31%	26%	-	31%	-	29%	31%	34%	2%	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	60	12	2	1	32	21	5	1	1	54	2	37	18	3	2	-	55	2	54	7
57%	37%	38%	16%	71%	51%	36%	38%	100%	61%	48%	61%	61%	36%	52%	-	61%	52%	67%	27%	
NET Very/fairly dissatisfied	26	16	2	3	9	12	2	2	-	21	2	17	3	4	-	-	20	-	14	12
25%	48%	32%	41%	20%	29%	18%	62%	-	24%	52%	29%	10%	45%	-	22%	-	18%	47%		
Mean	3.41	2.60	3.06	2.65	3.88	3.10	3.12	2.17	4.00	3.51	2.47	3.43	3.66	2.68	3.83	-	3.51	3.83	3.73	2.36
Std Dev.	1.42	1.38	0.92	1.14	1.36	1.39	1.24	1.74	-	1.42	1.73	1.51	1.19	1.26	0.99	-	1.41	0.99	1.29	1.35
Std Error	0.15	0.26	0.53	0.40	0.23	0.23	0.36	0.87	-	0.17	0.77	0.22	0.21	0.52	0.50	-	0.16	0.50	0.16	0.26

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_6\_2. Thinking of Evri's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Evri

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	89	8	80	1	31	49	9	77	11	1	-	89	-
Weighted Base	105*	11**	92*	2**	43**	55**	7**	87*	15**	2**	..**	105*	..**
Effective Base	56	5	50	1	22	30	6	47	8	1	-	56	-
Very dissatisfied (1)	19 18%	2 15%	18 19%	-	7 16%	10 19%	2 23%	17 20%	2 12%	-	-	19 18%	-
Fairly dissatisfied (2)	7 7%	2 16%	5 6%	-	2 5%	5 9%	1 1%	7 8%	-	-	-	7 7%	-
Neither satisfied or dissatisfied (3)	19 18%	-	19 20%	-	10 24%	6 11%	2 29%	12 14%	4 28%	2 100%	-	19 18%	-
Fairly satisfied (4)	33 31%	3 32%	29 32%	-	11 26%	20 36%	1 16%	26 30%	7 43%	-	-	33 31%	-
Very satisfied (5)	28 26%	4 38%	22 23%	2 100%	12 28%	13 25%	2 31%	25 29%	3 17%	-	-	28 26%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	60 57%	8 70%	51 55%	2 100%	24 55%	33 61%	3 47%	51 59%	9 60%	-	-	60 57%	-
NET Very/fairly dissatisfied	26 25%	3 30%	23 25%	-	9 21%	15 28%	2 24%	24 28%	2 12%	-	-	26 25%	-
Mean	3.41	3.62	3.34	5.00	3.45	3.39	3.30	3.40	3.53	3.00	-	3.41	-
Std Dev.	1.42	1.56	1.40	*	1.39	1.44	1.61	1.48	1.20	0.00	-	1.42	-
Std Error	0.15	0.55	0.16	*	0.25	0.21	0.54	0.17	0.36	0.00	-	0.15	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_6\_2. Thinking of Evri's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Evri

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	89	-	39	50	-	-	-	-	-	-	-	29	10	13	17	20
Weighted Base	1051	**	471**	587	**	**	**	**	**	**	**	351**	131**	191**	161**	231**
Effective Base	56	-	24	33	-	-	-	-	-	-	-	18	6	9	11	13
Very dissatisfied (1)	19	-	5	14	-	-	-	-	-	-	-	5	*	3	2	9
	18%	-	10%	25%	-	-	-	-	-	-	-	14%	1%	17%	11%	40%
Fairly dissatisfied (2)	7	-	3	4	-	-	-	-	-	-	-	-	3	2	2	*
	7%	-	6%	7%	-	-	-	-	-	-	-	-	22%	9%	12%	2%
Neither satisfied or dissatisfied (3)	19	-	11	8	-	-	-	-	-	-	-	7	4	2	*	6
	18%	-	23%	14%	-	-	-	-	-	-	-	20%	30%	9%	2%	27%
Fairly satisfied (4)	33	-	14	19	-	-	-	-	-	-	-	9	5	5	7	7
	31%	-	29%	33%	-	-	-	-	-	-	-	26%	36%	25%	43%	31%
Very satisfied (5)	28	-	15	13	-	-	-	-	-	-	-	14	1	7	5	-
	26%	-	32%	22%	-	-	-	-	-	-	-	40%	11%	40%	32%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	60	-	29	32	-	-	-	-	-	-	-	23	6	12	12	7
	57%	-	61%	54%	-	-	-	-	-	-	-	66%	47%	65%	75%	31%
NET Very/fairly dissatisfied	26	-	8	18	-	-	-	-	-	-	-	5	3	5	4	10
	25%	-	16%	32%	-	-	-	-	-	-	-	14%	23%	27%	23%	42%
Mean	3.41	-	3.66	3.20	-	-	-	-	-	-	-	3.78	3.35	3.61	3.73	2.49
Std Dev	1.42	-	1.28	1.50	-	-	-	-	-	-	-	1.36	1.01	1.54	1.36	1.32
Std Error	0.15	-	0.21	0.21	-	-	-	-	-	-	-	0.25	0.32	0.43	0.33	0.30

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_8\_2. Thinking of DPD's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about DPD

Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	57	-	29	28	30	27	10	22	17	2	3	-	3	32	19	6	3	46	11	57	
Weighted Base	71*	**	71*	46**	25**	36**	34**	7**	32**	21**	3**	6**	**	1**	39**	24**	7**	1**	56**	15**	57*
Effective Base	38	-	38	23	15	20	18	7	17	11	1	2	-	1	23	12	3	1	29	8	57
Very dissatisfied (1)	7	-	7	-	7	*	7	1	3	-	3	-	*	4	3	*	*	6	1	6	
10%	-	-	10%	-	28%	*	20%	11%	11%	-	98%	-	7%	11%	11%	1%	7%	11%	7%	11%	
Fairly dissatisfied (2)	10	-	10	3	7	5	5	-	1	6	-	3	-	1	6	3	-	10	-	7	
14%	-	-	14%	7%	28%	14%	14%	-	4%	28%	-	47%	-	4%	25%	38%	-	18%	-	12%	
Neither satisfied or dissatisfied (3)	10	-	10	9	1	3	8	*	5	5	-	-	-	6	5	-	-	5	5	8	
15%	-	-	15%	21%	3%	7%	22%	5%	16%	22%	-	-	-	14%	20%	-	-	9%	35%	14%	
Fairly satisfied (4)	23	-	23	15	9	17	6	3	14	2	-	3	-	17	2	4	1	21	3	24	
33%	-	-	33%	32%	35%	47%	17%	36%	44%	9%	-	53%	-	43%	8%	61%	93%	37%	18%	42%	
Very satisfied (5)	20	-	20	19	1	11	9	3	8	9	+	-	-	11	9	-	-	14	6	12	
28%	-	-	28%	41%	6%	31%	36%	46%	25%	41%	2%	-	-	32%	36%	-	-	25%	42%	21%	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	43	-	43	33	10	28	15	6	22	11	*	3	-	28	11	4	1	35	9	36	
61%	-	-	61%	72%	41%	78%	43%	84%	69%	50%	2%	53%	-	93%	72%	44%	61%	93%	62%	60%	
NET Very/fairly dissatisfied	17	-	17	3	14	5	12	1	5	6	3	3	-	6	9	3	+	16	1	13	
24%	-	-	24%	7%	56%	15%	35%	11%	15%	28%	98%	47%	-	14%	36%	39%	7%	29%	5%	23%	
Mean	3.56	-	3.56	4.06	2.62	3.94	3.15	4.10	3.68	3.63	1.10	3.06	-	3.78	3.75	3.33	3.20	3.78	3.46	3.91	3.51
Std Dev.	1.31	-	1.31	0.96	1.39	1.00	1.49	1.32	1.22	1.30	0.77	1.10	-	1.23	1.49	1.08	-	1.35	1.15	1.26	
Std Error	0.17	-	0.17	0.18	0.26	0.18	0.29	0.42	0.26	0.31	0.55	0.63	-	0.22	0.34	0.44	-	0.20	0.35	0.17	

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_8\_2. Thinking of DPD's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about DPD

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	57	19	20	12	6	39	18	43	14	4	8	21	8	14	37	5	51	25	26	6
Weighted Base	71*	18**	27**	16**	10**	44**	26**	58**	13**	8**	11**	25**	10**	13**	46**	10**	60**	34**	32**	5**
Effective Base	38	10	14	9	5	24	14	30	8	4	6	14	6	7	25	5	33	18	17	3
Very dissatisfied (1)	7	4	-	-	3	4	3	6	1	3	-	1	1	2	2	3	4	3	4	-
	10%	20%	-	-	35%	8%	13%	11%	7%	33%	-	5%	7%	16%	5%	27%	7%	10%	11%	-
Fairly dissatisfied (2)	10	1	4	4	1	5	5	9	1	-	3	6	2	-	10	-	10	2	5	3
	14%	3%	16%	24%	14%	11%	20%	15%	11%	-	24%	23%	15%	-	22%	-	17%	5%	16%	66%
Neither satisfied or dissatisfied (3)	10	-	6	2	2	6	4	8	2	-	-	2	7	1	9	-	10	3	7	-
	15%	2%	22%	14%	17%	14%	15%	14%	16%	-	4%	8%	63%	9%	20%	-	17%	10%	22%	-
Fairly satisfied (4)	23	6	10	6	1	16	7	18	5	-	7	11	2	4	19	-	23	10	12	1
	33%	34%	38%	34%	15%	36%	27%	31%	39%	-	56%	44%	14%	32%	41%	-	39%	30%	36%	19%
Very satisfied (5)	20	7	6	5	2	14	6	17	3	6	2	5	-	6	7	12	15	4	4	1
	28%	41%	24%	28%	19%	31%	25%	29%	26%	67%	14%	19%	-	43%	13%	73%	20%	45%	13%	14%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	43	13	16	10	3	30	14	35	8	6	8	15	2	10	25	7	35	25	16	2
	51%	75%	62%	62%	34%	67%	51%	60%	66%	67%	72%	63%	14%	75%	54%	73%	59%	75%	51%	34%
NET Very/fairly dissatisfied	17	4	4	4	5	8	9	15	2	3	3	7	2	2	12	3	14	5	9	3
	24%	23%	16%	24%	49%	19%	33%	26%	18%	33%	24%	29%	23%	16%	27%	3	24%	15%	27%	66%
Mean	3.56	3.74	3.69	3.67	2.67	3.71	3.29	3.53	3.67	3.68	3.63	3.47	2.85	3.86	3.37	3.92	3.48	3.95	3.25	2.81
Std Dev.	1.31	1.55	1.03	1.16	1.61	1.25	1.40	1.34	1.22	2.01	1.05	1.22	0.79	1.46	1.11	1.87	1.20	1.31	1.22	1.33
Std Error	0.17	0.36	0.23	0.33	0.66	0.20	0.33	0.20	0.33	1.00	0.37	0.27	0.28	0.39	0.18	0.84	0.17	0.26	0.24	0.54

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_8\_2. Thinking of DPD's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about DPD

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	57	48	9	6	35	8	6	8	3	4	7	1	6	2	7	4	1	1	7
Weighted Base	71*	70*	1**	***	63*	2**	3**	2**	2**	8**	11**	1**	10**	3**	17**	9**	1**	***	2**
Effective Base	38	37	8	5	31	4	4	6	3	4	7	1	6	2	7	4	1	1	3
Very dissatisfied (1)	7	7	-	-	7	-	-	-	-	2	-	1	-	1	3	-	-	-	-
	10%	10%	15%	24%	11%	4%	-	-	-	26%	-	100%	-	42%	16%	-	-	-	5%
Fairly dissatisfied (2)	10	10	-	-	10	-	1	-	-	-	5	-	-	3	-	1	-	-	-
	14%	14%	9%	15%	15%	3%	16%	-	-	-	48%	-	-	16%	-	100%	-	-	3%
Neither satisfied or dissatisfied (3)	10	10	-	-	9	-	-	1	-	-	1	-	-	2	4	2	-	-	-
	15%	15%	-	-	14%	-	12%	47%	-	-	10%	-	-	58%	23%	22%	-	-	-
Fairly satisfied (4)	23	23	-	-	19	1	2	1	2	3	4	-	5	-	2	3	-	-	1
	33%	33%	65%	43%	29%	63%	72%	49%	72%	42%	31%	-	49%	-	14%	30%	-	100%	55%
Very satisfied (5)	20	20	-	-	19	1	-	-	1	2	1	-	5	-	5	5	-	-	1
	28%	29%	10%	17%	30%	30%	-	4%	28%	31%	10%	-	51%	-	32%	49%	-	-	34%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	43	43	-	-	38	2	2	3	2	6	5	-	10	-	8	7	-	-	2
	61%	61%	75%	60%	60%	93%	72%	53%	100%	74%	42%	-	100%	-	45%	78%	-	100%	92%
NET Very/fairly dissatisfied	17	17	-	-	16	-	1	-	-	2	5	1	-	1	5	-	1	-	-
	24%	24%	25%	40%	26%	7%	16%	-	-	26%	48%	100%	-	42%	32%	-	100%	-	8%
Mean	3.56	3.56	3.46	3.13	3.53	4.12	3.57	3.57	4.28	3.52	3.04	1.00	4.51	2.17	3.30	4.27	2.00	4.00	4.13
Std Dev.	1.31	1.31	-	-	1.36	1.18	0.90	-	0.61	1.67	1.15	-	0.53	1.19	1.50	0.84	-	-	1.30
Std Error	0.17	0.19	-	-	0.23	0.42	0.37	-	0.35	0.84	0.43	-	0.22	0.84	0.57	0.42	-	-	0.49

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_8\_2. Thinking of DPD's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about DPD

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	57	10	-	6	19	22	9	6	-	41	6	26	18	7	4	2	44	6	47	10
Weighted Base	71*	10**	**	4**	25**	31**	6**	7**	**	56**	7**	39**	18**	5**	5**	4**	57**	9**	62*	9**
Effective Base	38	6	-	4	11	17	7	4	-	28	4	18	12	3	4	2	29	6	32	6
Very dissatisfied (1)	7	4	-	3*	-	5	1	-	-	5	1	4	3	-	-	7	-	4	3	3
	10%	35%	-	3%	-	15%	12%	18%	-	9%	18%	9%	19%	-	-	12%	-	7%	33%	33%
Fairly dissatisfied (2)	10	-	-	-	3	5	2	-	-	8	-	3	4	1	3	-	6	3	7	4
	14%	-	-	-	11%	18%	30%	-	-	15%	-	7%	19%	11%	63%	-	11%	38%	11%	40%
Neither satisfied or dissatisfied (3)	10	-	-	-	-	6	2	2	-	6	2	4	2	3	1	-	6	1	8	2
	15%	4%	-	11%	-	19%	37%	27%	-	10%	27%	9%	11%	75%	22%	-	10%	13%	14%	21%
Fairly satisfied (4)	23	5	-	2	6	12	1	4	-	18	4	12	9	-	1	2	20	3	23	-
	33%	54%	-	67%	25%	38%	10%	55%	-	32%	55%	30%	47%	1%	15%	54%	36%	31%	37%	5%
Very satisfied (5)	20	1	-	1	16	3	1	-	-	19	-	17	1	1	-	2	18	2	20	-
	28%	7%	-	20%	64%	10%	11%	-	-	34%	-	44%	4%	13%	-	46%	31%	18%	32%	1%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	43	6	-	3	22	15	1	4	-	37	4	29	9	1	4	38	4	43	1	1
	61%	61%	-	86%	89%	48%	21%	55%	-	66%	55%	75%	51%	14%	100%	67%	49%	69%	6%	6%
NET Very/fairly dissatisfied	17	4	-	-	3	10	3	1	-	13	1	6	7	1	3	-	13	3	11	6
	24%	35%	-	3%	11%	33%	42%	18%	-	23%	18%	16%	38%	11%	63%	-	23%	38%	17%	73%
Mean	3.56	2.97	-	4.00	4.41	3.10	2.78	3.18	-	3.69	3.18	3.94	2.98	3.16	2.52	4.46	3.63	3.30	3.78	2.01
Std Dev	1.31	1.57	-	0.88	0.99	1.28	1.22	1.20	-	1.32	1.20	1.30	1.29	0.88	0.82	0.59	1.36	1.22	1.21	0.96
Std Error	0.17	0.50	-	0.36	0.23	0.27	0.41	0.49	-	0.21	0.49	0.25	0.30	0.33	0.41	0.42	0.20	0.50	0.18	0.30

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(gh)(i) - kl(mn)(op)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_8\_2. Thinking of DPD's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about DPD

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	57	9	47	1	22	29	6	48	6	2	-	56	1
Weighted Base	71*	12**	57*	2**	31**	35**	4**	60*	9**	2**	..*	71*	***
Effective Base	38	6	31	1	16	19	3	32	5	2	-	38	1
Very dissatisfied (1)	7	1	6	-	1	6	-	6	1	-	-	7	-
	10%	11%	10%	-	4%	16%	-	9%	15%	-	-	10%	-
Fairly dissatisfied (2)	10	1	9	-	4	6	-	9	-	1	-	10	-
	14%	12%	15%	-	13%	17%	-	15%	-	7%	-	14%	-
Neither satisfied or dissatisfied (3)	10	-	10	-	4	6	-	10	-	-	-	10	-
	15%	3%	17%	-	12%	18%	-	16%	-	22%	-	15%	-
Fairly satisfied (4)	23	-	23	-	9	11	3	16	8	-	-	23	-
	32%	1%	41%	-	29%	33%	62%	26%	85%	-	-	33%	100%
Very satisfied (5)	20	9	10	2	13	6	2	20	-	-	-	20	-
	28%	73%	17%	100%	41%	16%	38%	34%	-	-	-	28%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	43	9	33	2	22	17	4	36	8	-	-	43	-
	61%	74%	57%	100%	70%	49%	100%	59%	85%	-	-	61%	100%
NET Very/fairly dissatisfied	17	3	14	-	6	12	-	14	1	1	-	17	-
	24%	23%	25%	-	18%	33%	-	24%	15%	7%	-	24%	-
Mean	3.56	4.13	3.39	5.00	3.89	3.16	4.38	3.60	3.55	2.22	-	3.55	4.00
Std Dev.	1.31	1.55	1.23	-	1.22	1.35	0.55	1.34	1.14	-	-	1.31	-
Std Error	0.17	0.52	0.18	-	0.26	0.25	0.23	0.19	0.46	-	-	0.18	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_8\_2. Thinking of DPD's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about DPD

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	67	-	-	28	29	-	-	-	-	-	-	20	9	2	15	12
Weighted Base	71*	**	**	37**	34**	**	**	**	**	**	**	24**	13**	***	21**	13**
Effective Base	38	-	-	19	19	-	-	-	-	-	-	13	6	2	12	7
Very dissatisfied (1)	7	-	-	3	4	-	-	-	-	-	-	1	2	*	1	3
10%	-	-	-	8%	12%	-	-	-	-	-	-	3%	16%	42%	7%	21%
Fairly dissatisfied (2)	10	-	-	7	3	-	-	-	-	-	-	5	2	-	3	*
14%	-	-	-	20%	8%	-	-	-	-	-	-	22%	17%	-	13%	*
Neither satisfied or dissatisfied (3)	10	-	-	3	7	-	-	-	-	-	-	1	3	-	5	2
15%	-	-	-	9%	20%	-	-	-	-	-	-	3%	21%	-	23%	15%
Fairly satisfied (4)	23	-	-	10	14	-	-	-	-	-	-	4	6	-	5	8
33%	-	-	-	26%	40%	-	-	-	-	-	-	16%	46%	-	26%	64%
Very satisfied (5)	20	-	-	14	6	-	-	-	-	-	-	14	-	*	6	-
28%	-	-	-	37%	19%	-	-	-	-	-	-	57%	-	58%	30%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	43	-	-	23	20	-	-	-	-	-	-	17	6	*	12	8
61%	-	-	-	63%	59%	-	-	-	-	-	-	72%	46%	58%	57%	64%
NET Very/fairly dissatisfied	17	-	-	10	7	-	-	-	-	-	-	6	4	-	4	3
24%	-	-	-	28%	21%	-	-	-	-	-	-	25%	33%	42%	20%	22%
Mean	3.56	-	-	3.65	3.45	-	-	-	-	-	-	4.01	2.96	3.32	3.61	3.21
Std Dev	1.31	-	-	1.37	1.26	-	-	-	-	-	-	1.35	1.18	-	1.26	1.25
Std Error	0.17	-	-	0.26	0.23	-	-	-	-	-	-	0.30	0.42	-	0.33	0.36

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_9\_2. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Parcelforce

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	40	-	40	20	25	15	8	15	9	3	3	1	1	23	12	5	2	35	5	40
Weighted Base	55*	**	55*	36**	20**	37**	19**	8**	23**	16**	2**	6**	***	30**	19**	6**	***	48**	7**	40*
Effective Base	28	-	28	16	13	17	10	5	11	7	2	3	1	16	9	3	2	24	4	40
Very dissatisfied (1)	3	-	3	-	3	2	1	-	1	-	-	2	-	1	-	2	*	3	-	3
6%	-	-	6%	-	17%	5%	8%	-	6%	-	-	30%	-	5%	-	32%	62%	7%	-	8%
Fairly dissatisfied (2)	4	-	4	4	2	2	2	2	-	-	-	-	-	4	-	*	*	4	-	4
7%	-	-	7%	11%	1%	5%	11%	26%	8%	-	-	-	100%	13%	-	2%	38%	8%	-	10%
Neither satisfied or dissatisfied (3)	6	-	6	1	6	*	1	3	2	-	-	-	-	4	2	-	-	6	-	5
11%	-	-	11%	13%	7%	15%	2%	11%	14%	12%	-	-	-	14%	10%	-	-	12%	-	13%
Fairly satisfied (4)	16	-	16	7	8	9	7	1	9	2	2	-	-	10	3	2	-	13	3	14
28%	-	-	28%	20%	43%	23%	38%	17%	40%	9%	72%	33%	-	34%	17%	31%	-	27%	39%	35%
Very satisfied (5)	26	-	26	20	6	19	8	3	7	13	1	2	-	10	14	2	-	22	4	14
48%	-	-	48%	50%	33%	51%	42%	46%	31%	75%	28%	37%	-	34%	73%	35%	-	46%	61%	35%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	42	-	42	27	15	27	15	5	16	15	2	4	-	21	17	4	-	35	7	28
76%	-	-	76%	75%	74%	79%	63%	63%	71%	88%	100%	70%	-	69%	90%	66%	-	72%	100%	70%
NET Very/fairly dissatisfied	7	-	7	4	4	4	4	2	3	-	2	-	-	5	-	2	-	7	-	7
13%	-	-	13%	11%	18%	11%	19%	26%	15%	-	-	30%	100%	17%	-	34%	100%	15%	-	16%
Mean	4.04	-	4.04	4.21	3.73	4.09	3.95	3.82	3.81	4.68	4.28	3.48	2.00	3.81	4.63	3.36	1.38	3.96	4.61	3.80
Std Dev.	1.20	-	1.20	1.05	1.41	1.18	1.28	1.35	1.17	0.69	0.58	1.83	-	1.19	0.68	1.85	-	1.25	0.53	1.24
Std Error	0.19	-	0.19	0.24	0.32	0.24	0.33	0.48	0.30	0.23	0.33	1.06	-	0.25	0.20	0.83	-	0.21	0.24	0.20

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_9\_2. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Parcelforce

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	40	11	12	13	4	23	17	33	6	6	2	12	10	9	24	7	33	17	23	-
Weighted Base	55*	17**	15**	18**	5**	32**	23**	53**	2**	7**	4**	15**	11**	18**	29**	9**	47**	27**	29**	**
Effective Base	28	7	8	10	4	15	13	26	3	4	2	8	6	7	16	5	23	12	16	-
Very dissatisfied (1)	3	*	-	2	1	*	3	3	-	-	-	3	-	-	3	-	3	-	3	-
	6%	1%	-	10%	27%	1%	14%	6%	-	-	-	23%	-	-	12%	-	7%	-	12%	-
Fairly dissatisfied (2)	4	-	2	2	-	2	2	4	+	+	2	+	2	-	4	+	4	+	4	-
	7%	-	13%	11%	-	6%	9%	7%	6%	2%	55%	-	18%	-	13%	1%	8%	-	14%	-
Neither satisfied or dissatisfied (3)	6	3	1	2	-	4	2	6	*	-	-	3	-	3	3	-	6	3	3	-
	11%	19%	6%	10%	-	13%	8%	11%	16%	-	-	18%	-	19%	10%	-	13%	12%	10%	-
Fairly satisfied (4)	16	3	2	9	1	5	11	14	1	2	-	6	5	2	11	2	13	6	10	-
	28%	16%	15%	52%	24%	15%	46%	27%	55%	35%	-	40%	50%	11%	39%	28%	28%	22%	34%	-
Very satisfied (5)	26	11	10	3	3	21	6	26	1	4	2	3	3	12	8	6	20	18	9	-
	48%	63%	67%	17%	49%	65%	24%	49%	23%	63%	45%	19%	32%	70%	27%	71%	43%	65%	31%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	42	13	12	13	4	26	16	40	2	7	2	9	9	14	19	9	33	24	18	-
	76%	79%	81%	69%	73%	80%	70%	76%	78%	98%	45%	59%	82%	81%	66%	99%	71%	68%	64%	-
NET Very/fairly dissatisfied	7	*	2	4	1	2	5	7	*	*	2	3	2	-	7	*	7	*	7	-
	13%	1%	13%	21%	27%	7%	22%	13%	6%	2%	55%	23%	18%	-	25%	1%	16%	*	26%	-
Mean	4.04	4.40	4.35	3.55	3.67	4.38	3.58	4.06	3.94	4.60	3.36	3.32	3.96	4.52	3.56	4.68	3.92	4.53	3.57	-
Std Dev.	1.20	0.91	1.09	1.21	1.87	0.99	1.34	1.21	1.05	0.64	1.76	1.45	1.07	0.81	1.35	0.59	1.26	0.72	1.39	-
Std Error	0.19	0.27	0.32	0.34	0.93	0.21	0.32	0.21	0.43	0.26	1.24	0.42	0.34	0.27	0.27	0.22	0.22	0.17	0.29	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_9\_2. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Parcelforce

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	40	33	7	1	28	4	4	4	2	4	3	2	5	5	6	1	-	-	4
Weighted Base	55*	55**	1**	***	53**	***	1**	1**	1**	8**	5**	2**	9**	9**	16**	2**	..*	..*	***
Effective Base	28	27	5	1	25	2	3	3	2	4	3	2	5	5	6	1	-	-	2
Very dissatisfied (1)	3	3	-	-	3	-	-	-	-	2	-	1	-	-	-	-	-	-	-
	6%	6%	33%	-	6%	54%	-	-	-	21%	-	58%	-	-	-	-	-	-	54%
Fairly dissatisfied (2)	4	4	-	-	4	-	-	-	-	2	-	-	-	2	-	-	-	-	-
	7%	7%	23%	-	7%	38%	-	-	-	23%	-	-	-	22%	-	-	-	-	38%
Neither satisfied or dissatisfied (3)	6	6	-	-	5	-	1	-	-	-	2	-	-	3	-	-	-	-	-
	11%	11%	-	-	9%	-	87%	35%	-	-	40%	-	-	17%	-	-	-	-	-
Fairly satisfied (4)	16	15	-	-	15	-	-	-	-	-	3	-	5	5	-	2	-	-	-
	28%	28%	44%	100%	29%	8%	13%	30%	-	-	60%	-	60%	54%	-	100%	-	-	8%
Very satisfied (5)	26	26	-	-	26	-	-	-	1	5	-	1	3	2	19	-	-	-	-
	48%	48%	-	-	49%	-	-	35%	100%	56%	-	42%	40%	24%	83%	-	-	-	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	42	42	-	-	41	-	-	3	1	5	3	1	9	7	13	2	-	-	-
	76%	76%	44%	100%	78%	8%	13%	63%	100%	56%	60%	42%	100%	78%	83%	100%	-	-	8%
NET Very/fairly dissatisfied	7	7	-	-	7	-	-	-	-	4	-	1	-	2	-	-	-	-	-
	13%	13%	56%	-	13%	92%	-	-	-	44%	-	58%	-	22%	-	-	-	-	92%
Mean	4.04	4.06	2.54	4.00	4.08	1.61	3.13	4.00	5.00	3.46	3.60	2.69	4.40	3.80	4.66	4.00	-	-	1.61
Std Dev.	1.20	1.19	-	-	1.20	-	-	-	-	1.87	0.55	2.57	0.52	1.11	0.78	0.00	-	-	-
Std Error	0.19	0.21	-	-	0.23	-	-	-	-	0.94	0.32	1.82	0.23	0.50	0.32	0.00	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_9\_2. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Parcelforce

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	40	6	1	3	20	13	2	5	-	33	5	18	16	2	2	2	34	4	34	6
Weighted Base	55*	3**	1**	1**	33**	16**	2**	5**	-**	49**	5**	28**	19**	3**	3**	3**	47**	6**	47**	8**
Effective Base	28	3	1	2	15	9	2	3	-	24	3	13	10	1	2	2	23	4	23	4
Very dissatisfied (1)	3	2	-	-	-	-	1	2	-	-	2	-	-	-	3	-	-	3	1	2
	6%	53%	-	-	-	1%	79%	36%	-	36%	-	-	1%	-	100%	-	-	53%	3%	25%
Fairly dissatisfied (2)	4	-	-	-	2	2	-	-	-	4	-	4	-	-	-	-	4	-	2	2
	7%	4%	100%	12%	6%	12%	-	-	-	8%	-	14%	-	-	-	9%	-	4%	25%	
Neither satisfied or dissatisfied (3)	6	-	-	-	-	6	-	-	-	-	-	-	6	-	-	6	-	6	-	
	11%	11%	-	37%	-	35%	21%	-	-	12%	-	-	30%	14%	-	12%	-	13%	-	
Fairly satisfied (4)	16	-	-	-	8	3	-	3	-	13	3	8	7	-	1	14	1	14	2	
	29%	2%	-	-	28%	21%	-	64%	-	25%	64%	27%	36%	-	-	44%	31%	21%	29%	
Very satisfied (5)	26	1	-	1	22	5	-	-	-	26	-	16	6	2	-	22	2	24	2	
	48%	30%	-	51%	66%	30%	-	-	-	54%	-	59%	32%	86%	-	56%	48%	51%	26%	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	42	1	-	1	31	8	-	3	-	39	3	24	13	2	-	37	3	38	4	
	76%	32%	-	51%	94%	52%	-	64%	-	80%	64%	86%	69%	86%	100%	79%	47%	80%	50%	
NET Very/fairly dissatisfied	7	2	-	-	2	2	1	2	-	4	2	4	-	-	3	-	4	3	4	
	13%	57%	100%	12%	6%	13%	79%	36%	-	9%	36%	14%	1%	-	100%	9%	53%	7%	50%	
Mean	4.04	2.53	2.00	3.90	4.53	3.68	1.43	2.91	-	4.25	2.91	4.30	3.99	4.72	1.00	4.17	2.69	4.21	3.02	
Std Dev.	1.20	2.11	-	-	0.81	1.10	-	1.61	-	0.99	1.61	1.05	0.88	0.86	0.00	0.61	0.99	1.98	1.03	1.69
Std Error	0.19	0.86	-	-	0.18	0.31	-	0.72	-	0.17	0.72	0.25	0.22	0.61	0.00	0.43	0.17	0.99	0.18	0.69

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_9\_2. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Parcelforce

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	40	5	33	2	14	22	4	35	3	2	-	40	-
Weighted Base	55*	8**	43**	4**	22**	29**	5**	52**	3**	***	..*	55**	..*
Effective Base	28	3	23	2	10	16	2	25	3	1	-	28	-
Very dissatisfied (1)	3	-	3	-	1	2	-	2	1	-	-	3	-
	6%	-	8%	-	6%	7%	-	4%	45%	-	-	6%	-
Fairly dissatisfied (2)	4	-	4	-	2	2	-	4	-	-	-	4	-
	7%	-	9%	-	9%	7%	-	8%	-	-	-	7%	-
Neither satisfied or dissatisfied (3)	6	*	6	-	3	3	-	5	*	*	-	6	-
	11%	6%	13%	-	15%	10%	-	10%	15%	93%	-	11%	-
Fairly satisfied (4)	16	3	13	-	6	10	+	14	1	*	-	16	-
	28%	33%	30%	-	27%	33%	1%	28%	40%	7%	-	28%	-
Very satisfied (5)	26	5	17	4	9	13	5	26	-	-	-	26	-
	48%	62%	40%	100%	43%	43%	99%	51%	-	-	-	48%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	42	8	30	4	15	22	5	41	1	*	-	42	-
	76%	94%	70%	100%	70%	77%	100%	79%	40%	7%	-	76%	-
NET Very/fairly dissatisfied	7	-	7	-	3	4	-	6	1	-	-	7	-
	13%	-	17%	-	16%	14%	-	12%	45%	-	-	13%	-
Mean	4.04	4.56	3.84	5.00	3.90	3.99	4.99	4.14	2.51	3.07	-	4.04	-
Std Dev.	1.20	0.64	1.27	0.00	1.26	1.21	0.09	1.12	1.69	-	-	1.20	-
Std Error	0.19	0.29	0.22	0.00	0.34	0.26	0.05	0.19	0.98	-	-	0.19	-

Proportions/Mean: Columns Tested (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ7\_9\_2. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Parcelforce

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	40	-	-	16	24	-	-	-	-	-	-	-	15	1	10	8	6
Weighted Base	55*	**	**	23**	32**	**	**	**	**	**	**	**	21**	2**	12**	14**	7**
Effective Base	28	-	-	11	16	-	-	-	-	-	-	-	10	1	6	7	4
Very dissatisfied (1)	3	-	-	1	2	-	-	-	-	-	-	-	1	-	2	-	-
	6%	-	-	6%	6%	-	-	-	-	-	-	-	7%	-	17%	-	-
Fairly dissatisfied (2)	4	-	-	4	4	-	-	-	-	-	-	-	4	-	2	-	2
	7%	-	-	1%	12%	-	-	-	-	-	-	-	1%	-	17%	-	28%
Neither satisfied or dissatisfied (3)	6	-	-	3	3	-	-	-	-	-	-	-	3	-	3	-	-
	11%	-	-	12%	10%	-	-	-	-	-	-	-	13%	-	28%	-	-
Fairly satisfied (4)	16	-	-	6	9	-	-	-	-	-	-	-	4	2	4	4	5
	28%	-	-	27%	29%	-	-	-	-	-	-	-	20%	100%	-	32%	72%
Very satisfied (5)	26	-	-	13	14	-	-	-	-	-	-	-	13	-	4	9	-
	48%	-	-	55%	43%	-	-	-	-	-	-	-	60%	-	38%	68%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	42	-	-	19	23	-	-	-	-	-	-	-	17	2	5	14	5
	76%	-	-	81%	72%	-	-	-	-	-	-	-	80%	100%	39%	100%	72%
NET Very/fairly dissatisfied	7	-	-	2	6	-	-	-	-	-	-	-	2	-	4	-	2
	13%	-	-	7%	18%	-	-	-	-	-	-	-	7%	-	34%	-	28%
Mean	4.04	-	-	4.23	3.90	-	-	-	-	-	-	-	4.25	4.00	3.26	4.68	3.45
Std Dev	1.20	-	-	1.11	1.27	-	-	-	-	-	-	-	1.16	-	1.59	0.49	0.97
Std Error	0.19	-	-	0.28	0.26	-	-	-	-	-	-	-	0.30	-	0.50	0.17	0.40

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_10\_2. Thinking of TNT's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about TNT

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	26	-	26	19	7	21	5	4	11	6	-	3	-	2	15	6	5	2	22	4	26
Weighted Base	36*	**	36**	29**	7**	31**	5**	4**	15**	13**	-	2**	-	3**	19**	13**	4**	3**	31**	5**	26*
Effective Base	18	-	18	14	6	15	3	3	8	5	-	2	-	2	11	5	3	2	16	2	26
Very dissatisfied (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	2	-	2	-	2	2	-	-	-	-	-	-	-	2	-	-	2	2	2	-	1
Neither satisfied or dissatisfied (3)	5%	-	5%	-	23%	5%	-	-	-	-	-	-	-	56%	-	-	37%	56%	5%	-	4%
Fairly satisfied (4)	11	-	11	6	4	6	3	2	5	3	-	1	-	1	3	2	1	1	10	1	9
Very satisfied (5)	30%	-	30%	22%	62%	26%	58%	37%	35%	22%	-	7%	-	44%	35%	22%	31%	44%	31%	26%	35%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	28	-	28	23	6	24	5	4	12	11	-	7	-	1	16	11	2	1	24	5	20
NET Very/fairly dissatisfied	79%	-	79%	80%	77%	76%	98%	100%	91%	85%	-	24%	-	44%	85%	85%	37%	44%	76%	100%	77%
Mean	4.24	-	4.24	4.37	3.69	4.21	4.39	4.63	4.28	4.47	-	3.42	-	2.87	4.36	4.47	3.06	2.87	4.16	4.74	4.15
Std Dev.	0.89	-	0.89	0.81	1.06	0.94	0.58	0.55	0.79	0.78	-	-	-	1.23	0.74	0.78	1.09	1.23	0.92	0.50	0.88
Std Error	0.18	-	0.18	0.19	0.40	0.21	0.26	0.28	0.24	0.32	-	-	-	0.87	0.19	0.32	0.49	0.87	0.20	0.25	0.17

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_10\_2. Thinking of TNT's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about TNT

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	26	12	5	8	1	17	9	20	6	2	2	6	8	7	16	3	23	14	12	-
Weighted Base	36*	17**	6**	12**	2**	23**	13**	29**	7**	4**	4**	9**	8**	9**	21**	6**	30**	25**	11**	**
Effective Base	18	8	3	7	1	11	8	14	5	2	2	4	6	4	12	3	16	12	7	-
Very dissatisfied (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	2	-	2	-	-	2	-	-	2	-	2	-	-	-	-	2	2	-	2	-
	5%	-	28%	-	-	7%	-	-	23%	-	42%	-	-	-	8%	-	5%	-	15%	-
Neither satisfied or dissatisfied (3)	6	-	-	6	-	-	6	6	-	-	2	3	1	5	-	6	-	6	-	
	16%	-	-	50%	-	-	43%	20%	-	-	21%	40%	8%	24%	-	19%	-	54%	-	
Fairly satisfied (4)	11	9	-	2	-	9	2	8	3	1	-	-	4	5	4	1	10	8	3	
	30%	53%	7%	14%	-	41%	12%	28%	40%	30%	-	5%	51%	56%	21%	21%	32%	32%	27%	
Very satisfied (5)	18	8	4	4	2	12	6	15	3	3	2	7	1	3	10	5	13	17	1	
	49%	47%	65%	36%	100%	52%	45%	52%	37%	70%	56%	74%	9%	36%	47%	79%	43%	68%	5%	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	28	17	4	6	2	21	8	23	5	4	2	7	5	9	14	6	23	25	3	
	79%	100%	72%	50%	100%	92%	57%	80%	77%	100%	58%	79%	60%	92%	68%	100%	75%	100%	31%	
NET Very/fairly dissatisfied	2	-	2	-	-	2	-	-	2	-	2	-	-	-	2	-	2	-	2	
	5%	-	28%	-	-	7%	-	-	23%	-	42%	-	-	-	8%	-	5%	-	15%	
Mean	4.24	4.46	4.10	3.86	5.00	4.37	4.02	4.32	3.91	4.70	3.75	4.53	3.70	4.27	4.07	4.79	4.13	4.68	3.21	
Std Dev.	0.89	0.52	1.45	0.96	-	0.84	0.97	0.80	1.22	0.53	1.72	0.87	0.68	0.64	1.03	0.44	0.92	0.48	0.79	
Std Error	0.18	0.15	0.65	0.34	-	0.20	0.32	0.18	0.50	0.38	1.21	0.35	0.24	0.24	0.26	0.26	0.19	0.13	0.23	

Proportions/Mean: Columns Tested (5% risk level) - ab/cd - ef - gh - ijkl/mn - op - qrs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_10\_2. Thinking of TNT's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about TNT

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	26	22	4	2	18	2	3	3	1	1	4	1	3	2	4	1	1	-	2
Weighted Base	36*	34**	2**	2**	33**	1**	1**	1**	1**	2**	6**	1**	5**	4**	11**	2**	2**	**	1**
Effective Base	18	17	1	1	16	1	2	3	1	1	4	1	3	2	4	1	1	-	1
Very dissatisfied (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	2	-	2	2	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-
	5%	-	88%	95%	5%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-
Neither satisfied or dissatisfied (3)	6	6	-	-	5	1	-	-	-	-	2	1	-	2	-	-	-	-	1
	16%	17%	4%	5%	15%	89%	14%	-	-	-	33%	100%	-	50%	-	-	-	-	89%
Fairly satisfied (4)	11	11	-	-	10	-	-	-	-	-	4	-	1	2	3	-	-	-	-
	30%	32%	5%	-	30%	11%	79%	37%	-	-	67%	-	26%	50%	25%	-	-	-	11%
Very satisfied (5)	18	18	-	-	17	-	-	1	1	2	-	-	4	8	2	-	-	-	-
	49%	52%	2%	-	51%	-	7%	63%	100%	100%	-	-	74%	75%	100%	-	-	-	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	28	28	-	-	27	-	1	3	1	2	4	-	5	2	11	2	-	-	-
	79%	83%	8%	-	80%	11%	86%	100%	100%	100%	67%	-	100%	50%	100%	-	-	-	11%
NET Very/fairly dissatisfied	2	-	2	2	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-
	5%	-	88%	95%	5%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-
Mean	4.24	4.35	2.22	2.05	4.26	3.11	3.94	4.63	5.00	5.00	3.67	3.00	4.74	3.50	4.75	5.00	2.00	-	3.11
Std Dev.	0.89	0.76	-	-	0.90	-	-	-	-	-	0.52	-	0.49	0.58	0.46	0.00	-	-	-
Std Error	0.18	0.16	-	-	0.21	-	-	-	-	-	0.26	-	0.28	0.41	0.23	0.00	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_10\_2. Thinking of TNT's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about TNT

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	26	4	-	2	12	13	1	-	-	25	-	10	11	3	1	1	21	2	23	3
Weighted Base	36*	3**	**	3**	20**	15**	***	**	**	35**	**	18**	13**	3**	***	1**	31**	1**	33**	3**
Effective Base	18	3	-	2	9	9	1	-	-	18	-	8	7	3	1	1	15	2	17	2
Very dissatisfied (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	2	2	-	2	-	2	-	-	-	2	-	-	-	2	-	-	-	-	2	-
	5%	47%	-	56%	-	11%	-	-	-	5%	-	-	-	49%	-	-	-	-	5%	-
Neither satisfied or dissatisfied (3)	6	-	-	-	1	5	-	-	-	6	-	2	3	-	-	1	5	1	3	3
	16%	2%	-	-	6%	31%	-	-	-	16%	-	11%	24%	-	-	100%	16%	65%	10%	96%
Fairly satisfied (4)	11	1	-	1	4	6	+	-	-	10	-	1	8	1	+	9	+	11	+	+
	30%	37%	-	44%	20%	42%	100%	-	-	29%	-	7%	61%	33%	100%	-	30%	35%	32%	4%
Very satisfied (5)	18	-	-	-	15	3	-	-	-	18	-	15	2	1	-	-	17	-	18	-
	49%	14%	-	-	75%	17%	-	-	-	50%	-	83%	16%	18%	-	-	54%	-	53%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	25	2	-	1	19	9	+	-	-	28	-	16	10	2	+	+	26	+	28	+
	79%	50%	-	44%	84%	59%	100%	-	-	79%	-	89%	76%	51%	100%	-	84%	35%	86%	4%
NET Very/fairly dissatisfied	2	2	-	2	-	2	-	-	-	2	-	-	-	2	-	-	-	-	2	-
	5%	47%	-	56%	-	11%	-	-	-	5%	-	-	-	49%	-	-	-	-	5%	-
Mean	4.24	3.16	-	2.87	4.69	3.65	4.00	-	-	4.24	-	4.72	3.92	3.20	4.00	3.00	4.38	3.35	4.34	3.04
Std Dev.	0.89	1.38	-	1.23	0.59	0.91	-	-	-	0.90	-	0.66	0.65	1.46	-	-	0.76	-	0.86	0.23
Std Error	0.18	0.69	-	0.87	0.17	0.25	-	-	-	0.18	-	0.21	0.19	0.84	-	-	0.17	-	0.18	0.14

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_10\_2. Thinking of TNT's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about TNT

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	26	4	21	1	13	11	2	24	2	-	-	26	-
Weighted Base	36*	7**	26**	3**	22**	14**	1**	34**	2**	**	**	36**	**
Effective Base	18	3	15	1	10	8	1	17	2	-	-	18	-
Very dissatisfied (1)	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	2	-	2	-	2	-	-	-	2	-	-	2	-
	5%	-	6%	-	8%	-	-	-	78%	-	-	5%	-
Neither satisfied or dissatisfied (3)	6	-	6	-	2	3	1	6	-	-	-	6	-
	16%	-	22%	-	9%	23%	100%	17%	-	-	-	16%	-
Fairly satisfied (4)	11	2	9	-	3	8	-	10	-	-	-	11	-
	30%	24%	35%	-	15%	66%	-	31%	22%	-	-	30%	-
Very satisfied (5)	18	5	10	3	15	3	-	18	-	-	-	18	-
	49%	76%	37%	100%	68%	22%	-	52%	-	-	-	49%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	20	7	19	3	18	10	-	28	-	-	-	28	-
	79%	100%	72%	100%	84%	77%	-	83%	22%	-	-	79%	-
NET Very/fairly dissatisfied	2	-	2	-	2	-	-	-	2	-	-	2	-
	5%	-	6%	-	8%	-	-	-	78%	-	-	5%	-
Mean	4.24	4.76	4.03	5.00	4.44	3.99	3.00	4.35	2.44	-	-	4.24	-
Std Dev.	0.89	0.46	0.93	0.00	0.96	0.69	-	0.77	1.15	-	-	0.89	-
Std Error	0.18	0.23	0.20	0.00	0.27	0.21	-	0.16	0.81	-	-	0.18	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_10\_2. Thinking of TNT's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about TNT

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	26	-	-	7	19	-	-	-	-	-	-	-	8	1	4	9	6
Weighted Base	361	**	**	10**	26**	**	**	**	**	**	**	**	10**	***	7**	15**	5**
Effective Base	18	-	-	5	14	-	-	-	-	-	-	-	5	1	3	8	3
Very dissatisfied (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	2	-	-	2	6%	-	-	-	-	-	-	-	-	-	2	-	-
Neither satisfied or dissatisfied (3)	6	-	-	2	4	-	-	-	-	-	-	-	2	4	-	1	3
Fairly satisfied (4)	11	-	-	2	8	-	-	-	-	-	-	-	2	-	5	2	1
Very satisfied (5)	18	-	-	5	12	-	-	-	-	-	-	-	5	-	7	11	7
I don't know / Not applicable	-	-	-	55%	47%	-	-	-	-	-	-	-	55%	-	7%	78%	7%
NET Very/fairly satisfied	28	-	-	8	20	-	-	-	-	-	-	-	8	-	5	14	2
NET Very/fairly dissatisfied	2	-	-	2	6%	-	-	-	-	-	-	-	2	-	2	-	-
Mean	4.24	-	-	4.35	4.19	-	-	-	-	-	-	-	4.36	3.00	3.59	4.72	3.40
Std Dev	0.89	-	-	0.84	0.93	-	-	-	-	-	-	-	0.83	-	1.00	0.57	0.70
Std Error	0.18	-	-	0.32	0.21	-	-	-	-	-	-	-	0.34	-	0.50	0.19	0.28

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_12\_2. Thinking of UPS's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about UPS

	Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	32	-	32	17	15	23	9	4	12	12	-	3	1	-	16	12	4	1	27	5	32
Weighted Base	50*	**	50**	27**	23**	36**	14**	8**	20**	20**	**	2**	***	**	27**	20**	3**	***	41**	9**	50*
Effective Base	23	-	23	12	11	16	7	3	10	9	-	1	1	-	12	9	1	1	20	3	23
Very dissatisfied	(1) 2	-	2	-	2	-	2	-	-	2	-	-	-	-	-	2	-	-	2	-	2
	3%	-	3%	-	7%	-	12%	-	-	8%	-	-	-	-	-	8%	3%	-	4%	-	6%
Fairly dissatisfied	(2) 7	-	7	1	6	6	1	4	1	2	-	-	-	-	5	2	-	-	2	5	3
	14%	-	14%	4%	26%	16%	9%	52%	6%	10%	-	-	-	-	19%	10%	-	-	5%	56%	9%
Neither satisfied or dissatisfied	(3) 7	-	7	3	4	5	2	-	5	2	-	-	-	-	5	2	-	-	7	-	5
	14%	-	14%	10%	19%	14%	15%	-	24%	12%	-	-	-	-	17%	12%	-	-	17%	-	16%
Fairly satisfied	(4) 10	-	10	3	7	8	2	3	5	1	-	-	-	-	8	1	-	-	9	1	9
	20%	-	20%	12%	29%	22%	13%	39%	28%	7%	-	5%	100%	-	31%	7%	9%	100%	21%	15%	28%
Very satisfied	(5) 24	-	24	20	4	17	7	1	8	13	-	2	-	-	9	13	2	-	21	3	13
	48%	-	48%	73%	19%	47%	52%	9%	43%	64%	-	32%	-	-	33%	64%	88%	-	53%	30%	41%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	34	-	34	23	11	25	9	4	14	14	-	2	-	-	18	14	2	-	30	4	22
	68%	-	68%	85%	48%	70%	65%	48%	70%	71%	-	97%	100%	-	64%	71%	97%	100%	74%	44%	69%
NET Very/fairly dissatisfied	9	-	9	1	8	6	3	4	1	4	-	-	-	-	5	4	-	-	4	5	5
	18%	-	18%	5%	33%	16%	21%	52%	6%	18%	-	3%	-	-	19%	18%	3%	-	9%	56%	16%
Mean	3.96	-	3.96	4.54	3.28	4.00	3.84	3.05	4.07	4.09	-	4.83	4.00	-	3.78	4.09	4.80	4.00	4.14	3.18	3.88
Std Dev.	1.24	-	1.24	0.88	1.26	1.15	1.49	1.21	0.97	1.40	-	0.91	-	-	1.12	1.40	0.90	-	1.13	1.44	1.24
Std Error	0.22	-	0.22	0.21	0.33	0.24	0.50	0.60	0.28	0.40	-	0.52	-	-	0.28	0.40	0.45	-	0.22	0.64	0.22

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ7\_12\_2. Thinking of UPS's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about UPS

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	32	15	6	8	3	21	11	27	5	4	2	6	5	13	13	5	26	16	15	1
Weighted Base	50*	22**	8**	14**	6**	30**	20**	44**	5**	10**	1**	10**	8**	19**	18**	12**	37**	30**	19**	1**
Effective Base	23	9	5	7	3	13	10	20	3	4	2	5	4	9	10	4	18	13	10	1
Very dissatisfied	2	-	2	-	-	2	-	2	-	-	-	-	2	-	2	-	2	-	-	-
	3%	-	19%	-	-	6%	-	4%	-	-	-	-	21%	-	9%	-	5%	-	-	-
Fairly dissatisfied	7	4	1	2	-	5	2	7	-	4	-	2	-	1	2	4	3	5	2	-
	14%	18%	14%	14%	-	17%	10%	16%	-	39%	-	19%	-	6%	11%	33%	8%	17%	10%	-
Neither satisfied or dissatisfied	7	4	-	3	-	4	3	7	-	-	-	6	1	6	-	7	-	-	7	-
	14%	18%	-	23%	-	13%	16%	16%	-	-	53%	-	77%	4%	34%	-	19%	-	37%	-
Fairly satisfied	10	2	-	6	2	2	8	5	5	1	-	5	-	3	6	1	9	6	4	-
	20%	7%	4%	45%	32%	6%	41%	12%	67%	13%	47%	55%	14%	33%	11%	23%	19%	22%	-	
Very satisfied	24	12	5	2	4	18	7	23	1	5	-	2	-	14	2	7	18	6	6	1
	48%	56%	63%	18%	68%	58%	34%	53%	13%	49%	-	25%	-	75%	14%	56%	45%	59%	30%	100%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	34	14	6	9	6	20	15	29	5	6	-	8	-	17	8	5	25	24	10	1
	68%	63%	67%	63%	100%	64%	75%	65%	100%	61%	47%	81%	2%	89%	46%	67%	68%	78%	52%	100%
NET Very/fairly dissatisfied	9	4	3	2	-	7	2	9	-	4	-	2	2	1	4	4	5	7	2	-
	18%	19%	33%	14%	-	23%	10%	20%	-	39%	-	19%	21%	7%	19%	33%	13%	22%	11%	-
Mean	3.96	4.01	3.78	3.67	4.68	3.94	3.98	3.94	4.13	3.71	3.47	3.86	2.59	4.57	3.32	3.91	3.96	4.09	3.71	5.00
Std Dev.	1.24	1.25	1.80	0.97	0.51	1.40	0.97	1.30	0.37	1.47	-	1.06	0.90	0.89	1.14	1.43	1.19	1.34	1.04	-
Std Error	0.22	0.32	0.73	0.34	0.29	0.31	0.29	0.25	0.17	0.74	-	0.43	0.40	0.25	0.32	0.64	0.23	0.34	0.27	-

Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - ef - gh - i/jk/l/m/n - op - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_12\_2. Thinking of UPS's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about UPS

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	32	27	5	1	22	4	3	3	1	5	5	-	3	2	5	1	-	-	4
Weighted Base	50*	49**	***	***	47**	2**	1**	1**	1**	13**	8**	**	5**	5**	13**	2**	**	**	2**
Effective Base	23	22	4	1	20	3	2	2	1	5	5	-	3	2	5	1	-	-	3
Very dissatisfied (1)	2	2	-	-	2	-	-	-	-	-	2	-	-	-	-	-	-	-	-
	3%	3%	15%	-	3%	-	-	12%	-	-	19%	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	7	7	-	-	7	-	-	-	-	4	3	-	-	-	-	-	-	-	-
	14%	14%	-	-	15%	-	-	-	-	31%	37%	-	-	-	-	-	-	-	-
Neither satisfied or dissatisfied (3)	7	7	-	-	6	1	-	-	-	-	2	-	-	2	2	-	-	-	1
	14%	14%	-	-	12%	40%	-	69%	-	-	23%	-	-	42%	16%	-	-	-	40%
Fairly satisfied (4)	10	10	-	-	9	-	-	-	-	2	2	-	3	3	-	-	-	-	-
	20%	20%	60%	100%	20%	24%	20%	-	-	15%	20%	-	63%	56%	-	-	-	-	24%
Very satisfied (5)	24	24	-	-	23	1	1	-	1	7	-	-	2	11	2	-	-	-	1
	48%	49%	25%	-	49%	36%	80%	20%	100%	54%	-	-	37%	-	84%	100%	-	-	36%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	34	34	-	-	32	1	1	4	1	9	2	-	5	3	11	2	-	-	1
	68%	68%	85%	100%	69%	60%	100%	20%	100%	69%	20%	-	100%	56%	84%	100%	-	-	60%
NET Very/fairly dissatisfied	9	9	-	-	9	-	-	-	-	4	5	-	-	-	-	-	-	-	-
	18%	18%	15%	-	19%	-	-	12%	-	31%	57%	-	-	-	-	-	-	-	-
Mean	3.96	3.96	3.81	4.00	3.96	3.95	4.80	3.16	5.00	3.92	2.44	-	4.37	3.58	4.68	5.00	-	-	3.95
Std Dev.	1.24	1.23	-	-	1.25	-	-	-	-	1.39	1.09	-	0.54	0.56	0.76	0.00	-	-	-
Std Error	0.22	0.24	-	-	0.27	-	-	-	-	0.62	0.49	-	0.31	0.40	0.34	0.00	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_12\_2. Thinking of UPS's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about UPS

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	32	3	-	2	14	14	4	-	-	28	-	12	12	4	3	1	24	4	26	6
Weighted Base	50*	1**	**	1**	25**	21**	4**	**	**	46**	**	21**	17**	4**	7**	1**	38**	8**	45**	5**
Effective Base	23	2	-	1	10	11	3	-	-	20	-	9	9	2	2	1	18	3	20	3
Very dissatisfied (1)	2	-	-	-	-	2	-	-	-	2	-	-	2	-	-	-	2	-	-	2
	3%	8%	-	-	-	8%	-	-	-	4%	-	-	9%	2%	-	4%	-	-	-	37%
Fairly dissatisfied (2)	7	-	-	-	4	2	1	-	-	6	-	-	-	-	7	-	7	-	7	-
	14%	-	-	-	16%	9%	28%	-	-	13%	-	-	-	100%	-	-	90%	-	16%	-
Neither satisfied or dissatisfied (3)	7	-	-	-	-	5	2	-	-	5	-	2	2	2	1	4	1	4	3	-
	14%	-	-	-	-	22%	56%	-	-	10%	-	9%	11%	55%	100%	10%	10%	10%	10%	58%
Fairly satisfied (4)	10	-	-	-	3	7	-	-	-	10	-	2	6	2	-	8	-	10	-	10
	20%	13%	-	14%	13%	32%	-	-	-	22%	-	9%	36%	44%	-	21%	-	21%	-	5%
Very satisfied (5)	24	1	-	1	17	6	1	-	-	23	-	17	7	-	-	24	-	24	-	24
	48%	79%	-	86%	70%	29%	16%	-	-	51%	-	82%	43%	-	-	64%	-	53%	-	53%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	34	1	-	1	21	13	1	-	-	33	-	19	14	2	-	32	-	34	-	34
	68%	92%	-	100%	84%	61%	16%	-	-	73%	-	91%	79%	44%	-	86%	-	75%	-	5%
NET Very/fairly dissatisfied	9	-	-	-	4	4	1	-	-	8	-	-	2	7	-	2	7	7	2	2
	18%	8%	-	-	16%	17%	28%	-	-	17%	-	-	9%	2%	100%	4%	90%	16%	37%	
Mean	3.96	4.56	-	4.86	4.37	3.65	3.05	-	-	4.04	-	4.73	4.03	3.40	2.00	3.00	4.41	2.10	4.13	2.32
Std Dev.	1.24	-	-	-	1.13	1.24	1.10	-	-	1.22	-	0.63	1.21	0.66	0.00	0.99	0.32	1.13	1.16	1.16
Std Error	0.22	-	-	-	0.30	0.33	0.55	-	-	0.23	-	0.18	0.35	0.33	0.00	0.20	0.16	0.22	0.47	0.47

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_12\_2. Thinking of UPS's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about UPS

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	32	5	26	1	11	20	1	30	2	-	-	32	-
Weighted Base	50*	12**	36**	2**	20**	29**	1**	44**	6**	**	**	50**	**
Effective Base	23	4	19	1	8	14	1	22	2	-	-	23	-
Very dissatisfied (1)	2	-	2	-	-	2	-	2	-	-	-	2	-
	3%	-	5%	-	-	6%	-	4%	-	-	-	3%	-
Fairly dissatisfied (2)	7	4	3	-	5	2	-	3	4	-	-	7	-
	14%	35%	9%	-	26%	7%	-	7%	68%	-	-	14%	-
Neither satisfied or dissatisfied (3)	7	-	7	-	2	4	1	7	-	-	-	7	-
	14%	-	19%	-	9%	15%	100%	16%	-	-	-	14%	-
Fairly satisfied (4)	10	-	10	-	2	8	-	8	2	-	-	10	-
	20%	-	28%	-	11%	27%	-	16%	32%	-	-	20%	-
Very satisfied (5)	24	8	14	2	11	13	-	24	-	-	-	24	-
	48%	65%	40%	100%	54%	46%	-	55%	-	-	-	48%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	34	8	24	2	13	21	-	32	2	-	-	34	-
	68%	65%	67%	100%	65%	73%	-	73%	32%	-	-	68%	-
NET Very/fairly dissatisfied	9	4	5	-	5	4	-	5	4	-	-	9	-
	18%	35%	13%	-	26%	12%	-	11%	68%	-	-	18%	-
Mean	3.96	3.96	3.89	5.00	3.94	4.00	3.00	4.14	2.65	-	-	3.96	-
Std Dev.	1.24	1.49	1.18	*	1.32	1.20	-	1.16	1.03	-	-	1.24	-
Std Error	0.22	0.67	0.23	*	0.40	0.27	-	0.21	0.73	-	-	0.22	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_12\_2. Thinking of UPS's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about UPS

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	32	-	-	14	18	-	-	-	-	-	-	-	11	3	3	9	6
Weighted Base	60*	**	**	26**	24**	**	**	**	**	**	**	**	25**	21*	6**	13**	5**
Effective Base	23	-	-	10	13	-	-	-	-	-	-	-	9	1	3	7	3
Very dissatisfied (1)	2	-	-	2	*	-	-	-	-	-	-	-	2	-	-	-	*
	3%	-	-	6%	*	-	-	-	-	-	-	-	87%	-	-	-	1%
Fairly dissatisfied (2)	7	-	-	6	1	-	-	-	-	-	-	-	6	-	-	1	-
	14%	-	-	22%	5%	-	-	-	-	-	-	-	24%	-	-	9%	-
Neither satisfied or dissatisfied (3)	7	-	-	2	5	-	-	-	-	-	-	-	2	-	-	3	2
	14%	-	-	9%	20%	-	-	-	-	-	-	-	9%	-	-	22%	41%
Fairly satisfied (4)	10	-	-	3	7	-	-	-	-	-	-	-	3	*	1	4	2
	20%	-	-	11%	30%	-	-	-	-	-	-	-	11%	13%	20%	30%	44%
Very satisfied (5)	24	-	-	14	11	-	-	-	-	-	-	-	14	-	5	5	1
	48%	-	-	52%	45%	-	-	-	-	-	-	-	56%	-	80%	39%	13%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	34	-	-	17	18	-	-	-	-	-	-	-	16	*	6	9	3
	68%	-	-	63%	75%	-	-	-	-	-	-	-	66%	13%	100%	68%	58%
NET Very/fairly dissatisfied	9	-	-	8	1	-	-	-	-	-	-	-	6	2	-	1	-
	18%	-	-	29%	5%	-	-	-	-	-	-	-	24%	87%	-	9%	1%
Mean	3.96	-	-	3.80	4.14	-	-	-	-	-	-	-	3.98	1.39	4.80	3.98	3.68
Std Dev	1.24	-	-	1.45	0.94	-	-	-	-	-	-	-	1.30	-	0.44	1.03	0.85
Std Error	0.22	-	-	0.39	0.22	-	-	-	-	-	-	-	0.39	-	0.25	0.34	0.35

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_13\_2. Thinking of UK Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about UK Mail

Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	49	-	49	33	16	29	20	10	24	11	1	2	1	-	34	12	3	1	41	8	49
Weighted Base	67*	**	67*	48**	19**	46**	21**	9**	37**	17**	2**	1**	**	-	46**	19**	2**	**	51**	15**	67*
Effective Base	32	-	32	23	9	20	12	4	18	9	1	1	1	-	21	10	2	1	28	5	32
Very dissatisfied (1)	2	-	2	2	*	2	-	-	-	2	-	-	*	-	-	2	*	*	2	-	2
3%	-	-	3%	4%	1%	4%	-	-	-	11%	-	-	100%	-	-	10%	7%	100%	4%	-	4%
Fairly dissatisfied (2)	1	-	1	-	1	-	1	-	1	-	-	-	-	-	1	-	-	-	1	-	1
2%	-	-	2%	-	7%	-	7%	-	4%	-	-	-	-	-	3%	-	-	-	3%	-	2%
Neither satisfied or dissatisfied (3)	8	-	8	6	2	8	*	-	6	-	-	1	-	-	6	-	1	-	8	-	8
11%	-	-	11%	13%	9%	16%	*	-	17%	-	-	81%	-	-	14%	-	75%	-	15%	-	12%
Fairly satisfied (4)	32	-	32	18	14	19	14	7	18	6	2	-	-	-	25	7	-	-	26	7	32
49%	-	-	49%	38%	75%	41%	66%	76%	49%	33%	100%	-	-	-	54%	38%	-	-	50%	44%	49%
Very satisfied (5)	23	-	23	22	2	18	6	2	11	10	-	-	-	-	13	10	+	-	15	9	23
35%	-	-	35%	45%	6%	38%	37%	34%	30%	66%	-	19%	-	-	32%	52%	18%	-	29%	56%	35%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	56	-	56	40	16	36	19	9	29	15	2	*	-	-	38	17	*	-	40	15	56
83%	-	-	83%	83%	84%	79%	93%	100%	79%	89%	100%	19%	-	-	83%	90%	18%	-	79%	100%	83%
NET Very/fairly dissatisfied	3	-	3	2	1	2	1	2	1	2	-	-	-	-	1	2	*	-	3	-	3
5%	-	-	5%	4%	8%	4%	7%	-	4%	11%	-	-	100%	-	3%	10%	7%	100%	7%	-	6%
Mean	4.10	-	4.10	4.21	3.84	4.09	4.14	4.24	4.05	4.23	4.00	3.38	1.00	-	4.09	4.21	3.20	1.00	3.97	4.56	4.02
Std Dev.	0.90	-	0.90	0.96	0.72	0.98	0.74	0.45	0.79	1.26	-	-	-	-	0.74	1.21	-	-	0.95	0.51	0.95
Std Error	0.13	-	0.13	0.17	0.18	0.18	0.17	0.14	0.16	0.38	-	-	-	-	0.13	0.35	-	-	0.15	0.18	0.14

Proportions/Mean: Columns Tested (5% risk level) - a-b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_13\_2. Thinking of UK Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about UK Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	49	20	10	13	6	30	19	39	10	6	4	13	15	9	32	7	41	22	24	3
Weighted Base	67*	29**	11**	15**	11**	40**	26**	59**	7**	13**	7**	19**	14**	12**	39**	15**	51**	39**	27**	1**
Effective Base	32	13	6	9	5	19	13	28	5	5	3	9	9	6	20	6	26	17	15	2
Very dissatisfied (1)	2	-	2	-	-	2	-	2	*	-	-	2	-	-	2	-	2	2	*	-
	3%	-	18%	-	-	5%	-	3%	2%	-	-	11%	-	-	5%	-	4%	5%	-	-
Fairly dissatisfied (2)	1	1	-	-	-	1	-	1	-	-	-	1	-	-	1	-	1	-	1	-
	2%	5%	-	-	-	3%	-	2%	-	-	-	7%	-	-	3%	-	3%	-	5%	-
Neither satisfied or dissatisfied (3)	8	2	-	5	-	2	5	6	2	-	-	2	5	1	7	-	8	2	6	-
	11%	7%	-	37%	-	5%	21%	9%	28%	-	-	9%	38%	6%	18%	-	15%	4%	22%	-
Fairly satisfied (4)	32	16	6	6	4	22	11	29	4	8	7	7	8	3	21	8	24	16	15	1
	49%	54%	53%	44%	37%	54%	41%	48%	53%	62%	96%	35%	56%	25%	53%	54%	46%	42%	56%	100%
Very satisfied (5)	23	10	3	3	7	13	10	22	1	5	*	7	1	9	7	17	19	4	4	-
	35%	34%	29%	19%	63%	33%	38%	37%	17%	38%	4%	38%	5%	69%	21%	46%	32%	49%	16%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	56	26	9	9	11	36	21	51	5	13	7	14	9	12	29	15	40	35	19	1
	83%	88%	82%	63%	100%	86%	79%	85%	70%	100%	100%	73%	62%	94%	74%	100%	79%	91%	72%	100%
NET Very/fairly dissatisfied	3	1	2	-	-	3	-	3	*	-	-	3	-	-	3	-	3	2	1	-
	5%	5%	18%	-	-	8%	-	5%	2%	-	-	18%	-	-	9%	-	7%	5%	5%	-
Mean	4.10	4.18	3.75	3.81	4.63	4.06	4.17	4.14	3.84	4.38	4.04	3.82	3.67	4.62	3.80	4.46	4.00	4.30	3.82	4.00
Std Dev.	0.90	0.77	1.43	0.75	0.50	0.99	0.76	0.92	0.81	0.51	0.21	1.34	0.60	0.63	0.99	0.52	0.97	0.95	0.79	-
Std Error	0.13	0.17	0.45	0.21	0.21	0.18	0.18	0.15	0.26	0.21	0.11	0.37	0.15	0.21	0.17	0.20	0.15	0.20	0.16	-

Proportions/Mean: Columns Test(s) (5% risk level) - ab/cd - ef - gh - ijkl/mn - op - qrs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_13\_2. Thinking of UK Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about UK Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	49	39	10	5	33	8	4	4	4	5	4	1	4	6	6	2	1	1	7
Weighted Base	67*	60*	6**	***	62**	3**	***	1**	4**	13**	6**	1**	7**	9**	14**	6**	2**	***	3**
Effective Base	32	30	2	4	29	5	4	3	3	5	4	1	4	6	6	2	1	1	4
Very dissatisfied (1)	2	2	*	-	2	-	*	-	-	-	-	-	-	-	-	-	2	-	-
	3%	3%	2%	-	3%	-	35%	-	-	-	-	-	-	-	-	-	100%	-	-
Fairly dissatisfied (2)	1	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	2%	2%	-	-	2%	-	-	-	-	-	-	-	-	14%	-	-	-	-	-
Neither satisfied or dissatisfied (3)	8	5	2	-	7	1	*	-	-	2	2	1	-	2	-	-	-	-	1
	11%	9%	33%	18%	11%	27%	25%	-	-	16%	29%	100%	-	20%	-	-	-	-	29%
Fairly satisfied (4)	32	32	-	-	30	2	*	-	2	6	3	-	5	5	9	-	-	-	2
	49%	53%	4%	45%	49%	64%	39%	20%	56%	46%	50%	-	73%	55%	62%	-	-	100%	61%
Very satisfied (5)	23	19	4	-	22	*	1	-	2	5	1	-	2	1	5	6	-	-	*
	35%	32%	61%	37%	35%	9%	-	80%	44%	36%	21%	-	27%	10%	38%	100%	-	-	10%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	56	51	4	-	52	2	*	-	4	11	4	-	7	6	14	6	-	-	2
	83%	85%	65%	82%	84%	73%	39%	100%	100%	84%	71%	-	100%	65%	100%	100%	-	100%	77%
NET Very/fairly dissatisfied	3	3	*	-	3	-	*	-	-	-	-	-	-	1	-	-	2	-	-
	5%	5%	2%	-	5%	-	35%	-	-	-	-	-	-	14%	-	-	100%	-	-
Mean	4.10	4.09	4.22	4.19	4.11	3.83	2.68	4.80	4.44	4.21	3.92	3.00	4.27	3.61	4.38	5.00	1.00	4.00	3.81
Std Dev.	0.90	0.89	1.11	-	0.91	0.71	-	-	0.58	0.72	0.78	-	0.48	0.90	0.50	*	-	-	0.75
Std Error	0.13	0.14	0.35	-	0.16	0.25	-	-	0.29	0.32	0.39	-	0.24	0.37	0.21	*	-	-	0.28

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_13\_2. Thinking of UK Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about UK Mail

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	49	9	-	3	18	20	6	5	-	38	5	21	20	3	3	1	41	4	45	4
Weighted Base	67*	7**	**	1**	29**	25**	9**	4**	**	55**	4**	32**	21**	4**	6**	1**	54**	7**	62**	5**
Effective Base	32	5	-	2	13	14	4	2	-	26	2	15	12	2	2	1	27	2	29	3
Very dissatisfied	(1) 2	2	-	*	-	-	-	2	-	*	2	-	-	-	-	-	-	-	2	-
	3%	31%	-	9%	-	-	-	54%	-	54%	-	-	-	-	-	-	-	-	3%	2%
Fairly dissatisfied	(2) 1	1	-	-	-	-	-	1	-	1	-	-	1	-	-	-	1	-	1	-
	2%	21%	-	-	-	-	-	38%	-	38%	-	-	6%	-	-	3%	-	2%	-	-
Neither satisfied or dissatisfied	(3) 8	*	-	-	1	6	-	-	-	8	-	4	3	-	-	1	7	1	5	3
	17%	1%	-	-	4%	26%	-	-	-	14%	-	12%	14%	-	100%	13%	12%	8%	57%	
Fairly satisfied	(4) 32	3	-	3	11	17	4	+	-	26	+	11	11	4	6	22	6	31	2	
	49%	40%	-	91%	38%	69%	45%	3%	-	52%	3%	34%	51%	100%	100%	41%	88%	46%	40%	
Very satisfied	(5) 23	*	-	-	17	1	5	*	-	18	*	17	6	-	-	23	-	23	-	
	35%	7%	-	-	58%	5%	55%	5%	-	34%	5%	53%	29%	-	-	43%	-	38%	-	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	56	3	-	1	28	19	9	+	-	47	+	28	17	4	6	45	6	54	2	
	83%	48%	-	91%	96%	74%	100%	7%	-	86%	7%	87%	80%	100%	100%	85%	88%	87%	40%	
NET Very/fairly dissatisfied	3	3	-	-	*	-	-	3	-	*	3	*	1	-	-	1	-	3	*	
	5%	51%	-	9%	*	-	-	93%	-	*	93%	*	6%	-	-	3%	-	5%	2%	
Mean	4.10	2.73	-	3.74	4.53	3.79	4.55	1.65	-	4.19	1.65	4.40	4.03	4.00	4.00	3.00	4.25	3.88	4.16	3.35
Std Dev.	0.90	1.55	-	-	0.62	0.52	0.53	1.15	-	0.68	1.15	0.74	0.84	0.00	0.00	-	0.79	0.35	0.90	0.69
Std Error	0.13	0.52	-	-	0.15	0.12	0.22	0.51	-	0.11	0.51	0.16	0.19	0.00	0.00	-	0.12	0.17	0.13	0.35

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_13\_2. Thinking of UK Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about UK Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	49	9	39	1	23	19	7	41	6	1	-	48	1
Weighted Base	67*	16**	48**	2**	41**	22**	3**	54**	12**	***	..*	67*	***
Effective Base	32	6	25	1	17	13	3	28	5	1	-	32	1
Very dissatisfied (1)	2	-	2	-	2	-	-	-	2	-	-	2	-
	3%	-	4%	-	5%	1%	-	-	15%	-	-	3%	-
Fairly dissatisfied (2)	1	1	-	-	1	-	-	-	1	-	-	1	-
	2%	8%	-	-	3%	-	-	-	11%	-	-	2%	-
Neither satisfied or dissatisfied (3)	8	2	6	-	4	3	1	6	2	-	-	8	-
	11%	13%	12%	-	10%	13%	28%	10%	17%	-	-	11%	-
Fairly satisfied (4)	32	7	25	-	21	10	2	28	6	-	-	32	-
	49%	45%	52%	-	50%	43%	63%	48%	51%	100%	-	49%	100%
Very satisfied (5)	23	5	15	2	13	10	*	22	1	-	-	23	-
	35%	34%	32%	100%	32%	44%	9%	42%	6%	-	-	35%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	56	13	41	2	34	20	2	48	7	-	-	56	-
	83%	79%	84%	100%	82%	87%	72%	90%	57%	100%	-	83%	100%
NET Very/fairly dissatisfied	3	1	2	-	3	*	-	*	3	-	-	3	-
	5%	8%	4%	-	8%	1%	-	-	26%	-	-	5%	-
Mean	4.10	4.04	4.08	5.00	4.02	4.30	3.81	4.31	3.22	4.00	-	4.10	4.00
Std Dev.	0.90	0.92	0.91	*	0.99	0.74	0.70	0.67	1.25	-	-	0.91	-
Std Error	0.13	0.31	0.15	*	0.21	0.17	0.26	0.10	0.51	-	-	0.13	-

Proportions/Mean: Columns Tested (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_13\_2. Thinking of UK Mail's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about UK Mail

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	49	-	-	19	30	-	-	-	-	-	-	-	17	2	6	11	13
Weighted Base	67*	**	**	32**	35**	**	**	**	**	**	**	**	31**	1**	5**	15**	14**
Effective Base	32	-	-	14	19	-	-	-	-	-	-	-	13	1	3	9	7
Very dissatisfied (1)	2	-	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-
	3%	-	-	6%	-	-	-	-	-	-	-	-	7%	-	-	-	-
Fairly dissatisfied (2)	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-
	2%	-	-	-	4%	-	-	-	-	-	-	-	-	-	-	9%	-
Neither satisfied or dissatisfied (3)	8	-	-	2	5	-	-	-	-	-	-	-	2	5	-	1	5
	11%	-	-	7%	16%	-	-	-	-	-	-	-	7%	8%	-	5%	33%
Fairly satisfied (4)	32	-	-	15	17	-	-	-	-	-	-	-	15	-	2	10	5
	49%	-	-	48%	49%	-	-	-	-	-	-	-	50%	-	46%	65%	34%
Very satisfied (5)	23	-	-	12	11	-	-	-	-	-	-	-	11	1	3	3	5
	35%	-	-	39%	31%	-	-	-	-	-	-	-	37%	92%	54%	21%	33%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	56	-	-	27	28	-	-	-	-	-	-	-	27	1	5	13	10
	83%	-	-	87%	80%	-	-	-	-	-	-	-	87%	92%	100%	86%	67%
NET Very/fairly dissatisfied	3	-	-	2	1	-	-	-	-	-	-	-	2	-	-	1	-
	5%	-	-	6%	4%	-	-	-	-	-	-	-	7%	-	-	9%	-
Mean	4.10	-	-	4.13	4.08	-	-	-	-	-	-	-	4.10	4.84	4.54	3.99	4.01
Std Dev	0.90	-	-	1.02	0.80	-	-	-	-	-	-	-	1.03	-	0.55	0.81	0.84
Std Error	0.13	-	-	0.23	0.15	-	-	-	-	-	-	-	0.25	-	0.23	0.25	0.23

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_15\_2. Thinking of Yodel's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Yodel

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	45	-	45	29	16	22	23	12	14	14	2	2	-	1	25	16	3	1	39	6	45
Weighted Base	61*	-**	61**	43**	18**	38**	23**	14**	19**	20**	3**	4**	-**	1**	33**	23**	5**	1**	50**	11**	45*
Effective Base	29	-	29	21	9	16	13	6	10	10	2	2	-	1	15	11	2	1	25	5	45
Very dissatisfied (1)	7	-	7	1	6	5	1	4	-	-	1	1	-	-	4	1	1	-	3	4	4
11%	-	-	11%	2%	31%	15%	4%	31%	-	-	49%	21%	-	-	13%	6%	16%	-	5%	36%	9%
Fairly dissatisfied (2)	2	-	2	2	-	2	1	-	2	1	-	-	-	-	2	1	-	-	2	-	4
4%	-	-	4%	5%	2%	5%	3%	-	10%	3%	-	-	-	-	6%	2%	-	-	9%	-	9%
Neither satisfied or dissatisfied (3)	7	-	7	3	4	2	5	3	2	2	-	-	-	-	5	2	-	-	5	2	6
12%	-	-	12%	7%	23%	6%	22%	20%	11%	11%	-	-	-	-	15%	10%	-	-	10%	20%	13%
Fairly satisfied (4)	16	-	16	8	7	6	9	4	3	3	2	3	-	1	7	5	4	1	14	2	17
26%	-	-	26%	20%	40%	17%	40%	29%	15%	17%	51%	79%	-	100%	21%	21%	84%	100%	27%	19%	38%
Very satisfied (5)	29	-	29	25	1	22	7	3	12	14	-	-	-	-	15	14	-	-	26	3	14
48%	-	-	48%	67%	4%	58%	31%	20%	64%	66%	-	-	-	-	46%	60%	-	-	53%	23%	31%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	45	-	45	37	8	28	17	7	15	18	2	3	-	1	22	19	4	1	40	5	31
74%	-	-	74%	86%	44%	75%	71%	49%	79%	86%	51%	79%	-	100%	66%	82%	84%	100%	80%	44%	69%
NET Very/fairly dissatisfied	9	-	9	3	6	7	2	4	2	1	1	1	-	-	6	2	1	-	5	4	8
15%	-	-	15%	7%	33%	20%	7%	31%	16%	3%	49%	21%	-	-	19%	9%	16%	-	70%	36%	18%
Mean	3.96	-	3.96	4.44	2.83	3.98	3.91	3.06	4.32	4.53	2.52	3.36	-	4.00	3.80	4.27	3.53	4.00	4.18	2.98	3.73
Std Dev.	1.32	-	1.32	0.96	1.38	1.48	1.04	1.59	1.06	0.81	1.84	1.45	-	-	1.43	1.16	1.23	-	1.13	1.69	1.25
Std Error	0.20	-	0.20	0.18	0.35	0.32	0.22	0.46	0.28	0.22	1.30	1.03	-	-	0.28	0.29	0.71	-	0.18	0.69	0.19

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_15\_2. Thinking of Yodel's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Yodel

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	45	15	14	15	1	29	16	34	10	3	6	12	11	11	29	4	40	20	23	2
Weighted Base	61*	21**	19**	19**	2**	40**	21**	51**	10**	8**	7**	18**	12**	13**	37**	10**	50**	31**	29**	1**
Effective Base	29	9	9	10	1	18	11	24	5	3	4	8	7	6	20	3	26	14	15	2
Very dissatisfied (1)	7	5	*	1	-	5	1	6	*	4	2	-	1	-	3	4	3	4	2	-
	17%	23%	1%	8%	-	13%	7%	12%	3%	51%	24%	-	6%	-	7%	41%	5%	14%	8%	-
Fairly dissatisfied (2)	2	1	-	2	-	1	2	2	-	-	-	+	+	+	2	-	2	-	2	-
	4%	3%	-	10%	-	1%	9%	4%	-	-	-	1%	15%	3%	6%	-	5%	-	9%	-
Neither satisfied or dissatisfied (3)	7	4	3	*	-	7	*	6	1	-	-	2	5	-	7	-	7	1	6	-
	12%	20%	14%	1%	-	17%	1%	13%	7%	-	-	13%	39%	-	19%	-	14%	2%	23%	-
Fairly satisfied (4)	16	1	7	7	-	8	7	12	4	-	2	4	5	5	10	-	16	6	9	1
	26%	7%	36%	38%	-	21%	35%	23%	40%	-	21%	22%	40%	40%	28%	-	31%	19%	32%	46%
Very satisfied (5)	29	10	9	8	2	19	10	24	5	4	4	11	-	8	15	6	23	20	8	1
	48%	47%	49%	42%	100%	48%	47%	47%	51%	49%	55%	63%	-	57%	40%	59%	45%	65%	29%	52%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	45	11	16	16	2	27	18	36	9	4	5	15	5	13	26	6	38	26	17	1
	74%	64%	84%	81%	100%	69%	83%	71%	91%	49%	76%	85%	40%	97%	68%	59%	76%	84%	61%	100%
NET Very/fairly dissatisfied	9	5	*	3	-	8	3	8	*	4	2	*	3	*	5	4	5	4	5	-
	15%	26%	1%	18%	-	14%	16%	17%	3%	51%	24%	1%	21%	3%	13%	41%	5%	14%	17%	-
Mean	3.96	3.52	4.30	3.98	5.00	3.90	4.07	3.89	4.36	2.98	3.82	4.47	3.13	4.52	3.89	3.36	4.06	4.21	3.66	4.52
Std Dev.	1.32	1.66	0.84	1.27	-	1.37	1.24	1.38	0.88	2.14	1.77	0.80	0.92	0.66	1.21	2.08	1.12	1.39	1.23	-
Std Error	0.20	0.43	0.22	0.33	-	0.26	0.31	0.24	0.28	1.24	0.72	0.23	0.28	0.20	0.22	1.04	0.18	0.31	0.26	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_15\_2. Thinking of Yodel's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Yodel

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	45	37	8	3	28	8	6	3	1	3	4	3	5	3	5	4	-	1	7
Weighted Base	61*	58**	3**	***	56**	2**	2**	1**	1**	9**	6**	4**	8**	6**	13**	9**	***	***	2**
Effective Base	29	28	2	2	25	5	4	2	1	3	4	3	5	3	5	4	-	1	4
Very dissatisfied (1)	7	7	-	-	5	*	1	-	-	4	-	-	-	1	-	-	-	-	-
	17%	11%	-	-	10%	14%	34%	-	-	46%	-	-	-	25%	-	-	-	-	16%
Fairly dissatisfied (2)	2	2	*	*	2	*	*	*	-	-	-	-	-	2	-	-	-	-	-
	4%	4%	12%	64%	3%	17%	-	33%	-	-	-	-	-	32%	-	-	-	100%	4%
Neither satisfied or dissatisfied (3)	7	5	2	-	6	*	*	*	-	-	-	2	-	-	2	2	-	-	-
	12%	9%	74%	-	11%	14%	17%	52%	-	-	41%	-	-	-	18%	22%	-	-	16%
Fairly satisfied (4)	16	15	-	-	14	*	1	*	1	-	3	2	3	3	3	-	-	-	-
	26%	26%	13%	36%	25%	22%	49%	15%	100%	-	47%	56%	36%	44%	-	30%	-	-	25%
Very satisfied (5)	29	29	-	-	28	1	-	-	-	5	3	-	5	-	11	5	-	-	1
	48%	50%	-	-	51%	34%	-	-	-	54%	53%	-	65%	-	82%	48%	-	-	39%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	45	44	-	-	42	1	1	*	1	5	6	2	8	3	11	7	-	-	1
	74%	76%	13%	36%	76%	56%	49%	15%	100%	54%	100%	59%	100%	44%	82%	78%	-	-	64%
NET Very/fairly dissatisfied	9	9	*	*	7	1	1	*	-	4	-	-	-	3	-	-	-	-	*
	15%	15%	12%	64%	13%	30%	34%	33%	-	46%	-	-	-	56%	-	-	-	-	20%
Mean	3.96	4.00	3.01	2.71	4.04	3.46	2.81	2.82	4.00	3.17	4.53	3.59	4.65	2.63	4.65	4.26	-	2.00	3.68
Std Dev.	1.32	1.33	0.63	-	1.29	2.02	1.81	-	-	2.12	0.55	0.56	0.51	1.39	0.80	0.84	-	-	-
Std Error	0.20	0.22	0.22	-	0.24	0.71	0.74	-	-	1.22	0.27	0.33	0.23	0.80	0.36	0.42	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_15\_2. Thinking of Yodel's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Yodel

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	45	11	-	3	19	17	5	3	1	36	4	19	17	6	2	1	36	3	41	4
Weighted Base	61*	10**	**	2**	35**	21**	4**	***	***	56**	1**	30**	19**	4**	6**	2**	49**	8**	58**	3**
Effective Base	29	7	-	2	14	12	3	2	1	26	2	14	10	3	2	1	25	3	27	2
Very dissatisfied	(1) 7	2	-	-	5	1	-	-	-	7	-	2	-	-	4	-	2	4	6	1
	11%	22%	-	-	15%	7%	-	-	-	12%	-	7%	-	7%	66%	-	5%	52%	10%	27%
Fairly dissatisfied	(2) 2	*	-	-	-	2	*	-	-	2	*	2	*	*	-	-	2	-	1	2
	4%	2%	-	-	-	10%	-	92%	-	4%	40%	6%	2%	6%	-	5%	-	1%	67%	
Neither satisfied or dissatisfied	(3) 7	-	-	-	-	4	3	-	-	4	-	-	2	3	2	-	2	2	7	-
	12%	4%	-	16%	-	20%	68%	-	-	8%	-	-	10%	75%	34%	-	4%	27%	12%	-
Fairly satisfied	(4) 16	7	-	1	7	8	1	+	+	15	+	6	9	+	-	-	15	-	16	+
	26%	66%	-	54%	21%	35%	15%	8%	100%	26%	60%	20%	49%	11%	-	-	31%	-	27%	6%
Very satisfied	(5) 29	1	-	1	22	6	1	-	-	28	-	20	7	-	-	2	27	2	29	-
	48%	7%	-	30%	65%	28%	17%	-	-	51%	-	67%	38%	-	100%	56%	21%	50%	-	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	45	8	-	2	30	13	1	+	+	43	+	26	17	+	-	2	43	2	45	+
	74%	72%	-	84%	85%	63%	32%	8%	100%	77%	60%	86%	88%	11%	-	100%	87%	21%	77%	6%
NET Very/fairly dissatisfied	9	2	-	-	5	4	-	*	-	9	*	4	*	1	4	-	4	4	6	3
	15%	24%	-	-	15%	17%	-	92%	-	16%	40%	14%	2%	13%	66%	-	9%	52%	11%	94%
Mean	3.96	3.34	-	4.13	4.21	3.66	3.48	2.17	4.00	4.00	3.19	4.32	4.25	2.91	1.69	5.00	4.29	2.38	4.06	1.85
Std Dev.	1.32	1.37	-	0.88	1.40	1.21	0.87	-	-	1.35	-	1.24	0.73	0.76	1.04	-	1.06	1.71	1.26	0.86
Std Error	0.20	0.41	-	0.51	0.32	0.29	0.39	-	-	0.22	-	0.28	0.18	0.31	0.73	-	0.18	0.99	0.20	0.43

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_15\_2. Thinking of Yodel's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Yodel

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	45	8	34	3	21	20	4	34	7	4	-	45	-
Weighted Base	61*	13**	41**	7**	31**	28**	3**	47**	13**	1**	..*	61**	..*
Effective Base	29	5	22	3	14	14	2	24	5	3	-	29	-
Very dissatisfied (1)	7	4	3	-	5	1	-	1	5	-	-	7	-
	11%	30%	6%	-	19%	3%	-	2%	43%	-	-	11%	-
Fairly dissatisfied (2)	2	-	2	-	2	1	-	2	-	-	-	2	-
	4%	-	6%	-	6%	2%	-	5%	-	23%	-	4%	-
Neither satisfied or dissatisfied (3)	7	-	7	-	3	4	-	6	-	-	-	7	-
	12%	3%	16%	-	9%	15%	-	14%	2%	34%	-	12%	-
Fairly satisfied (4)	16	2	14	-	5	10	1	11	5	-	-	16	-
	29%	13%	34%	-	16%	37%	26%	23%	36%	43%	-	29%	-
Very satisfied (5)	29	7	15	7	15	12	2	27	2	-	-	29	-
	48%	54%	37%	100%	50%	43%	63%	57%	18%	-	-	48%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	45	9	29	7	20	22	2	37	7	-	-	45	-
	74%	67%	71%	100%	66%	80%	89%	79%	55%	43%	-	74%	-
NET Very/fairly dissatisfied	9	4	5	-	7	1	-	3	5	-	-	9	-
	15%	30%	12%	-	24%	5%	11%	7%	43%	23%	-	15%	-
Mean	3.96	3.62	3.90	5.00	3.75	4.15	4.31	4.27	2.87	3.20	-	3.96	-
Std Dev.	1.32	1.83	1.17	*	1.57	0.96	1.57	1.02	1.75	-	-	1.32	-
Std Error	0.20	0.65	0.20	*	0.34	0.22	0.79	0.18	0.66	-	-	0.20	-

Proportions/Mean: Columns Tested (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ7\_15\_2. Thinking of Yodel's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Yodel

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	45	-	-	20	25	-	-	-	-	-	-	14	6	6	13	6
Weighted Base	61*	**	**	34**	27**	**	**	**	**	**	**	25**	9**	7**	15**	6**
Effective Base	29	-	-	15	15	-	-	-	-	-	-	10	5	3	8	3
Very dissatisfied (1)	7	-	-	5	2	-	-	-	-	-	-	5	-	*	1	-
	11%	-	-	14%	7%	-	-	-	-	-	-	19%	-	4%	10%	-
Fairly dissatisfied (2)	2	-	-	*	2	-	-	-	-	-	-	*	-	-	*	2
	4%	-	-	1%	8%	-	-	-	-	-	-	1%	-	-	1%	39%
Neither satisfied or dissatisfied (3)	7	-	-	7	*	-	-	-	-	-	-	2	5	-	*	-
	12%	-	-	20%	1%	-	-	-	-	-	-	8%	51%	-	2%	-
Fairly satisfied (4)	16	-	-	11	5	-	-	-	-	-	-	6	5	1	3	1
	26%	-	-	32%	18%	-	-	-	-	-	-	25%	49%	20%	17%	19%
Very satisfied (5)	29	-	-	11	18	-	-	-	-	-	-	11	-	5	10	2
	48%	-	-	33%	66%	-	-	-	-	-	-	46%	-	76%	70%	42%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	45	-	-	22	23	-	-	-	-	-	-	17	5	6	13	3
	74%	-	-	65%	84%	-	-	-	-	-	-	71%	49%	96%	88%	61%
NET Very/fairly dissatisfied	9	-	-	5	4	-	-	-	-	-	-	5	-	*	2	2
	15%	-	-	15%	15%	-	-	-	-	-	-	20%	-	4%	11%	39%
Mean	3.96	-	-	3.69	4.29	-	-	-	-	-	-	3.77	3.49	4.64	4.37	3.65
Std Dev	1.32	-	-	1.33	1.25	-	-	-	-	-	-	1.54	0.53	0.93	1.27	1.50
Std Error	0.20	-	-	0.30	0.25	-	-	-	-	-	-	0.41	0.22	0.38	0.35	0.61

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_16\_2. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Amazon Delivery Service/ Logistics

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	67	-	34	33	32	35	11	26	18	6	5	1	-	37	24	6	1	59	8	67
Weighted Base	83*	**	83*	50**	32**	83*	9**	36**	23**	6**	9**	***	**	45**	29**	9**	***	70*	12**	67*
Effective Base	43	-	24	20	23	21	6	17	13	4	4	1	-	23	16	4	1	39	5	67
Very dissatisfied (1)	3	-	3	-	2	-	-	-	-	2	-	-	-	-	3	-	-	3	-	2
Fairly dissatisfied (2)	3%	-	3%	5%	5%	1%	-	-	1%	38%	-	-	-	-	9%	-	-	4%	-	3%
Neither satisfied or dissatisfied (3)	12	-	12	5	6	7	5	2	2	5	2	1	-	4	6	1	-	10	2	9
Fairly satisfied (4)	14%	-	14%	11%	20%	15%	14%	23%	6%	22%	24%	13%	-	10%	22%	13%	-	15%	12%	13%
Very satisfied (5)	27	-	27	17	10	11	16	3	15	5	3	-	-	18	6	3	-	27	*	27
NET Very/fairly satisfied	33%	-	33%	32%	23%	46%	38%	42%	23%	11%	33%	-	-	41%	20%	32%	-	38%	3%	40%
NET Very/fairly dissatisfied	39	-	39	26	13	25	14	3	17	12	2	5	-	20	14	5	-	28	11	27
I don't know / Not applicable	47%	-	47%	41%	54%	38%	40%	47%	52%	27%	54%	100%	-	46%	47%	52%	100%	40%	85%	40%
NET Very/fairly satisfied	66	-	66	42	24	36	30	7	32	17	2	7	*	39	19	8	*	55	11	54
NET Very/fairly dissatisfied	80%	-	80%	84%	73%	77%	84%	77%	89%	75%	38%	87%	100%	87%	67%	87%	100%	78%	88%	81%
NET Very/fairly dissatisfied	5	-	5	3	2	4	1	-	2	1	2	-	-	2	3	-	-	5	-	4
Mean	4.18	-	4.18	4.24	4.07	4.17	4.19	4.17	4.31	4.22	2.90	4.41	5.00	4.29	3.94	4.42	5.00	4.08	4.72	4.12
Std Dev	0.99	-	0.99	1.02	0.95	1.13	0.79	0.82	0.80	0.96	1.79	0.76	-	0.80	1.27	0.76	-	1.01	0.69	0.96
Std Error	0.12	-	0.12	0.18	0.17	0.20	0.13	0.25	0.16	0.23	0.73	0.34	-	0.13	0.26	0.31	-	0.13	0.25	0.12

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_16\_2. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	67	19	19	18	11	38	29	53	13	5	10	19	17	15	46	6	61	26	38	3
Weighted Base	83*	20**	25**	22**	15**	45**	38**	74*	8**	7**	13**	24**	16**	20**	53**	9**	74*	32**	48**	2**
Effective Base	43	10	12	14	7	23	21	38	5	3	8	11	11	10	29	4	39	16	26	2
Very dissatisfied (1)	3	1	2	-	-	3	-	2	-	2	-	-	-	-	-	2	-	-	3	-
	3%	1%	10%	-	-	6%	-	3%	-	33%	-	1%	-	-	-	26%	-	-	5%	-
Fairly dissatisfied (2)	2	2	-	-	-	2	-	2	-	-	-	2	-	-	2	-	2	-	2	1
	3%	11%	-	-	-	5%	-	3%	-	-	-	9%	-	-	4%	-	3%	-	4%	22%
Neither satisfied or dissatisfied (3)	12	2	5	3	2	7	5	10	2	-	5	-	5	2	9	-	12	3	9	-
	14%	9%	20%	16%	11%	15%	14%	14%	22%	4%	37%	-	28%	11%	18%	3%	16%	9%	19%	-
Fairly satisfied (4)	27	4	10	9	4	14	13	24	3	1	6	11	6	4	23	1	26	8	18	-
	33%	22%	39%	39%	28%	32%	34%	32%	40%	10%	42%	47%	37%	17%	43%	8%	36%	25%	39%	11%
Very satisfied (5)	39	11	8	10	9	19	20	36	3	4	3	10	6	14	19	6	33	21	16	2
	47%	57%	31%	46%	62%	43%	52%	48%	37%	54%	21%	43%	34%	72%	35%	63%	45%	65%	34%	67%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	66	16	17	19	14	33	33	60	6	5	8	22	12	18	41	6	59	29	35	2
	80%	78%	71%	84%	89%	74%	86%	80%	78%	64%	63%	90%	72%	89%	78%	71%	81%	91%	73%	79%
NET Very/fairly dissatisfied	5	2	2	-	-	5	-	5	-	2	-	2	-	-	2	2	2	-	4	1
	6%	12%	10%	-	-	11%	-	6%	-	33%	-	10%	-	-	5%	26%	3%	-	9%	22%
Mean	4.18	4.22	3.83	4.30	4.51	4.00	4.39	4.19	4.15	3.53	3.84	4.21	4.06	4.61	4.08	3.82	4.22	4.56	3.92	4.22
Std Dev.	0.99	1.11	1.18	0.74	0.70	1.15	0.72	1.00	0.81	1.95	0.77	0.94	1.82	0.69	0.86	1.83	0.85	0.67	1.08	1.65
Std Error	0.12	0.25	0.27	0.17	0.21	0.19	0.13	0.14	0.22	0.87	0.24	0.22	0.20	0.18	0.13	0.75	0.11	0.13	0.18	0.95

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_16\_2. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	67	48	19	8	42	9	8	8	4	5	6	5	7	4	6	4	1	2	7
Weighted Base	83*	71*	11**	1**	77*	3**	2**	2**	4**	11**	9**	7**	13**	6**	14**	2**	1**	2**	
Effective Base	43	39	5	6	38	5	4	6	3	5	6	5	7	4	6	4	1	2	4
Very dissatisfied (1)	3	-	3	23%	2	*	-	-	-	2	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	2	2	-	26%	3%	9%	-	-	-	21%	-	-	-	-	-	-	-	52%	-
Neither satisfied or dissatisfied (3)	12	2	-	-	2	-	1	-	-	-	-	2	-	-	-	-	-	-	-
Fairly satisfied (4)	14%	12	-	-	11	1	-	*	-	2	2	3	2	3	-	-	-	-	1
Very satisfied (5)	33%	25	2	20%	33%	21%	22%	58%	65%	-	53%	40%	29%	31%	5	3	2	-	33%
I don't know / Not applicable	39	32	7	1	35	1	1	*	1	7	2	-	7	1	10	8	-	-	1
NET Very/fairly satisfied	47%	45%	58%	54%	46%	42%	45%	25%	15%	62%	26%	-	59%	22%	67%	75%	-	-	52%
NET Very/fairly dissatisfied	6%	3%	23%	26%	5%	9%	34%	-	-	21%	-	24%	-	-	-	-	-	-	52%
Mean	4.18	4.22	3.89	3.76	4.20	3.87	3.78	4.09	4.15	3.82	4.05	3.16	4.47	3.75	4.67	4.75	4.00	2.43	4.18
Std Dev.	0.99	0.84	1.70	-	0.98	1.53	-	-	0.42	1.70	0.73	0.84	0.73	0.87	0.49	0.46	-	-	1.19
Std Error	0.12	0.12	0.39	-	0.15	0.51	-	-	0.21	0.76	0.30	0.38	0.28	0.43	0.20	0.23	-	-	0.45

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_16\_2. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	67	12	1	2	28	22	11	3	2	50	5	29	25	7	3	3	54	6	56	11
Weighted Base	83*	14**	2**	1**	37**	23**	15**	3**	4**	60*	7**	39**	30**	6**	3**	5**	68*	8**	73*	10**
Effective Base	43	7	1	1	19	13	7	2	2	32	4	19	16	4	3	3	35	5	37	6
Very dissatisfied (1)	3	2	2	-	-	-	-	-	2	-	2	-	-	-	-	2	-	2	-	2
	3%	17%	100%	-	-	1%	-	-	61%	-	32%	-	-	4%	-	50%	-	29%	-	25%
Fairly dissatisfied (2)	2	-	-	-	-	2	1	-	-	2	-	-	2	1	-	2	-	2	1	1
	3%	-	-	-	-	7%	3%	-	-	3%	-	-	6%	8%	-	2%	-	2%	5%	5%
Neither satisfied or dissatisfied (3)	12	-	-	-	6	3	1	2	-	9	2	2	6	3	-	1	8	1	10	2
	14%	-	-	-	16%	13%	9%	45%	-	15%	21%	5%	21%	48%	-	17%	12%	10%	13%	22%
Fairly satisfied (4)	27	5	-	-	9	14	4	-	-	23	-	9	11	2	3	2	20	5	23	4
	33%	33%	-	-	33%	60%	28%	2%	-	38%	1%	22%	38%	39%	100%	33%	52%	61%	32%	41%
Very satisfied (5)	39	7	-	1	22	4	9	2	2	26	3	28	10	-	-	39	-	38	1	1
	47%	50%	-	100%	59%	18%	60%	54%	39%	43%	46%	73%	35%	-	-	57%	-	52%	7%	7%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	66	11	-	1	31	18	13	2	2	49	3	37	22	2	3	2	59	5	61	5
	80%	83%	-	100%	84%	78%	88%	55%	39%	82%	47%	95%	73%	39%	100%	33%	86%	61%	84%	48%
NET Very/fairly dissatisfied	5	2	2	-	-	2	1	-	2	2	2	-	2	1	-	2	2	2	2	3
	6%	17%	100%	-	-	9%	3%	-	61%	3%	32%	-	6%	13%	-	50%	2%	29%	3%	30%
Mean	4.18	3.99	1.00	5.00	4.43	3.87	4.44	4.09	2.57	4.21	3.28	4.68	4.03	3.22	4.00	2.33	4.40	3.03	4.33	3.00
Std Dev	0.99	1.48	0.00	-	0.77	0.85	0.82	1.17	2.27	0.84	1.88	0.57	0.90	0.85	0.00	1.55	0.80	1.42	0.82	1.39
Std Error	0.12	0.43	0.00	-	0.14	0.18	0.25	0.68	1.60	0.12	0.84	0.11	0.18	0.32	0.00	0.89	0.11	0.58	0.11	0.42

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_16\_2. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	67	9	56	2	30	32	5	58	6	3	-	67	-
Weighted Base	83*	13**	66*	4**	42**	38**	3**	72*	9**	2**	..**	83*	..**
Effective Base	43	6	35	2	20	21	3	38	4	1	-	43	-
Very dissatisfied (1)	3	-	3	-	2	-	-	2	-	-	-	3	-
	3%	-	4%	-	6%	1%	-	3%	-	15%	-	3%	-
Fairly dissatisfied (2)	2	-	2	-	-	2	-	2	-	-	-	2	-
	3%	-	3%	-	-	6%	-	3%	-	-	-	3%	-
Neither satisfied or dissatisfied (3)	12	-	12	-	3	8	1	10	-	2	-	12	-
	14%	-	18%	-	7%	22%	25%	14%	-	84%	-	14%	-
Fairly satisfied (4)	27	3	24	-	14	13	-	19	8	-	-	27	-
	33%	25%	36%	-	34%	33%	15%	27%	87%	1%	-	33%	-
Very satisfied (5)	39	10	25	4	23	14	2	38	1	-	-	39	-
	47%	75%	38%	100%	54%	38%	60%	52%	13%	-	-	47%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	66	13	49	4	37	27	2	57	9	-	-	66	-
	80%	100%	75%	100%	88%	72%	75%	79%	100%	1%	-	80%	-
NET Very/fairly dissatisfied	5	-	5	-	2	2	-	5	-	-	-	5	-
	6%	-	7%	-	6%	7%	-	6%	-	15%	-	6%	-
Mean	4.18	4.75	4.02	5.00	4.30	4.02	4.35	4.22	4.13	2.72	-	4.18	-
Std Dev.	0.99	0.45	1.04	*	1.02	0.96	1.03	1.02	0.36	-	-	0.99	-
Std Error	0.12	0.15	0.14	*	0.19	0.17	0.46	0.13	0.15	-	-	0.12	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_16\_2. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Amazon Delivery Service/ Logistics

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	67	-	28	39	-	-	-	-	-	-	-	22	6	6	16	17
Weighted Base	83*	**	41**	42**	**	**	**	**	**	**	**	30**	11**	7**	20**	15**
Effective Base	43	-	21	22	-	-	-	-	-	-	-	16	5	4	11	7
Very dissatisfied (1)	3	-	-	3	-	-	-	-	-	-	-	-	-	-	2	*
3%	-	-	-	6%	-	-	-	-	-	-	-	-	-	-	12%	2%
Fairly dissatisfied (2)	2	-	2	-	-	-	-	-	-	-	-	2	1	-	-	-
3%	-	-	5%	-	-	-	-	-	-	-	-	6%	5%	-	-	-
Neither satisfied or dissatisfied (3)	12	-	7	5	-	-	-	-	-	-	-	5	1	2	2	1
14%	-	-	16%	13%	-	-	-	-	-	-	-	17%	13%	29%	11%	8%
Fairly satisfied (4)	27	-	15	12	-	-	-	-	-	-	-	11	4	1	5	6
33%	-	-	37%	29%	-	-	-	-	-	-	-	36%	41%	11%	27%	39%
Very satisfied (5)	39	-	17	22	-	-	-	-	-	-	-	13	4	4	10	8
47%	-	-	41%	52%	-	-	-	-	-	-	-	42%	41%	60%	51%	51%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	66	-	32	34	-	-	-	-	-	-	-	23	9	5	16	13
80%	-	-	78%	81%	-	-	-	-	-	-	-	77%	82%	71%	78%	90%
NET Very/fairly dissatisfied	5	-	2	3	-	-	-	-	-	-	-	2	1	-	2	*
6%	-	-	5%	6%	-	-	-	-	-	-	-	6%	5%	-	12%	2%
Mean	4.18	-	4.14	4.21	-	-	-	-	-	-	-	4.13	4.18	4.30	4.05	4.38
Std Dev	0.99	-	0.89	1.10	-	-	-	-	-	-	-	0.91	0.88	0.97	1.32	0.80
Std Error	0.12	-	0.17	0.18	-	-	-	-	-	-	-	0.19	0.36	0.40	0.33	0.20

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_97\_2. Thinking of Other's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Other

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	35	-	35	20	15	16	19	8	15	8	2	2	-	23	10	2	-	28	7	35	
Weighted Base	53*	**	53*	37**	16**	25**	28**	6**	24**	17**	3**	2**	**	31**	20**	2**	**	41**	12**	53*	
Effective Base	26	-	26	17	10	12	15	4	12	8	2	1	-	16	9	1	-	21	6	26	
Very dissatisfied (1)	4	-	4	-	4	-	4	-	2	-	2	-	-	2	2	-	-	2	2	4	
	8%	-	8%	-	28%	-	16%	-	8%	-	77%	-	-	6%	12%	-	-	6%	17%	8%	
Fairly dissatisfied (2)	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
	1%	-	1%	-	2%	-	1%	-	6%	-	-	-	-	1%	-	-	-	1%	-	1%	
Neither satisfied or dissatisfied (3)	2	-	2	-	2	-	2	-	2	-	-	-	-	2	-	-	-	2	-	2	
	4%	-	4%	-	5%	-	8%	-	8%	-	-	-	-	6%	-	-	-	5%	-	4%	
Fairly satisfied (4)	16	-	16	13	3	6	10	2	6	8	-	-	-	8	8	-	-	11	5	13	
	30%	-	30%	35%	20%	25%	35%	26%	27%	48%	-	-	-	27%	40%	-	-	27%	43%	30%	
Very satisfied (5)	30	-	30	22	8	17	13	4	14	9	1	2	-	18	9	2	-	25	5	18	
	57%	-	57%	60%	50%	67%	48%	68%	57%	62%	23%	100%	-	60%	46%	100%	-	62%	40%	57%	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	46	-	46	36	11	23	23	6	20	17	1	2	-	26	17	2	-	36	10	31	
	88%	-	88%	95%	70%	92%	83%	94%	84%	100%	23%	100%	-	86%	88%	100%	-	89%	83%	88%	
NET Very/fairly dissatisfied	5	-	5	-	5	-	5	-	2	-	-	-	-	2	2	-	-	3	2	3	
	9%	-	9%	-	30%	-	17%	-	6%	8%	-	77%	-	8%	12%	-	-	7%	17%	9%	
Mean	4.27	-	4.27	4.55	3.62	4.59	3.99	4.57	4.25	4.52	1.91	5.00	-	4.32	4.12	5.00	-	4.38	3.90	4.26	
Std Dev.	1.15	-	1.15	0.60	1.78	0.64	1.42	0.83	1.18	0.52	2.05	0.00	-	1.11	1.27	0.00	-	1.05	1.44	1.07	
Std Error	0.19	-	0.19	0.13	0.46	0.16	0.32	0.29	0.30	0.18	1.45	0.00	-	0.23	0.40	0.00	-	0.20	0.55	0.18	

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_97\_2. Thinking of Other's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Other

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	35	8	11	11	5	19	16	29	6	6	5	11	6	5	22	7	27	19	15	1
Weighted Base	53*	14**	15**	16**	8**	29**	24**	49**	4**	10**	6**	13**	9**	12**	29**	12**	41**	29**	24**	1**
Effective Base	26	6	8	8	4	14	13	24	3	5	4	7	5	5	15	6	20	14	12	1
Very dissatisfied (1)	4	-	-	2	2	-	4	4	-	-	-	2	2	-	4	-	4	-	4	-
8%	-	-	-	15%	25%	-	18%	9%	-	-	-	18%	22%	-	18%	-	11%	-	18%	-
Fairly dissatisfied (2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1%	-	-	2%	-	-	1%	-	1%	-	-	-	3%	-	-	1%	-	1%	1%	-	-
Neither satisfied or dissatisfied (3)	2	-	-	2	-	-	2	2	-	-	-	-	2	-	2	-	2	-	2	-
4%	-	-	-	12%	-	-	8%	4%	-	-	-	-	21%	-	7%	-	5%	-	8%	-
Fairly satisfied (4)	16	5	4	6	1	9	7	15	1	1	3	4	5	3	12	1	15	8	8	-
30%	36%	28%	35%	16%	32%	29%	30%	33%	13%	13%	42%	32%	58%	23%	42%	11%	37%	25%	33%	-
Very satisfied (5)	30	9	10	6	5	19	11	27	3	9	4	6	-	9	10	10	19	20	9	1
57%	64%	69%	38%	60%	67%	45%	56%	67%	87%	58%	47%	-	77%	34%	89%	47%	70%	40%	100%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	48	14	15	12	6	29	18	42	4	10	6	10	5	12	22	12	34	28	17	1
88%	100%	98%	73%	75%	99%	74%	86%	100%	100%	100%	79%	68%	100%	77%	100%	84%	99%	73%	100%	-
NET Very/fairly dissatisfied	5	-	2	2	2	1	4	5	-	-	3	2	-	5	-	5	-	4	4	-
9%	-	2%	15%	25%	1%	18%	10%	-	-	-	21%	22%	-	16%	-	12%	1%	18%	-	-
Mean	4.27	4.64	4.65	3.81	3.86	4.64	3.83	4.24	4.67	4.87	4.58	3.87	3.14	4.77	3.80	4.89	4.09	4.67	3.77	5.00
Std Dev.	1.15	0.50	0.63	1.39	1.79	0.56	1.50	1.18	0.54	0.35	0.54	1.54	1.26	0.44	1.36	0.33	1.24	0.55	1.48	-
Std Error	0.19	0.18	0.19	0.42	0.80	0.13	0.37	0.22	0.22	0.14	0.24	0.46	0.52	0.20	0.29	0.12	0.24	0.13	0.38	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_97\_2. Thinking of Other's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Other

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	35	30	5	1	26	6	1	2	2	3	2	-	7	3	7	2	-	-	6
Weighted Base	53*	50**	3**	***	51**	2**	***	1**	2**	7**	3**	-**	13**	5**	17**	5**	-**	-**	2**
Effective Base	26	25	1	1	24	3	1	2	2	3	2	-	7	3	7	2	-	-	3
Very dissatisfied (1)	4	2	2	-	4	-	-	-	-	-	-	-	2	-	2	-	-	-	-
	8%	4%	94%	-	9%	-	-	-	-	-	-	-	19%	-	12%	-	-	-	-
Fairly dissatisfied (2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	-	-	-	23%	-	-	-	-	-	-	-	-	-	-	-	-	23%
Neither satisfied or dissatisfied (3)	2	2	-	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-
	4%	4%	-	-	4%	-	-	-	-	-	-	-	-	42%	-	-	-	-	-
Fairly satisfied (4)	16	16	-	-	16	-	-	-	-	2	2	-	2	3	5	2	-	-	-
	30%	32%	6%	100%	31%	31%	100%	-	-	33%	56%	-	13%	56%	30%	55%	-	-	31%
Very satisfied (5)	30	30	-	-	29	1	-	1	2	5	1	-	9	-	10	2	-	-	1
	57%	60%	-	-	57%	46%	-	100%	100%	67%	42%	-	69%	-	58%	45%	-	-	46%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	46	46	-	-	44	1	-	3	2	7	3	-	10	3	15	5	-	-	1
	85%	92%	6%	100%	86%	77%	100%	100%	100%	77%	100%	-	81%	58%	68%	100%	-	-	77%
NET Very/fairly dissatisfied	5	2	2	-	4	-	-	-	-	-	-	-	2	-	2	-	-	-	-
	9%	5%	94%	-	9%	23%	-	-	-	-	-	-	19%	-	12%	-	-	-	23%
Mean	4.27	4.43	1.18	4.00	4.27	3.99	4.00	5.00	5.00	4.67	4.42	-	4.13	3.58	4.23	4.45	-	-	3.99
Std Dev.	1.15	0.92	0.93	-	1.15	-	-	-	-	0.51	0.62	-	1.59	0.56	1.30	0.56	-	-	-
Std Error	0.19	0.17	0.41	-	0.23	-	-	-	-	0.29	0.44	-	0.60	0.32	0.49	0.40	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_97\_2. Thinking of Other's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Other

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	35	5	-	1	15	13	3	4	-	28	4	19	12	1	-	3	31	3	33	2
Weighted Base	53*	7**	**	1**	26**	19**	4**	3**	**	45**	3**	30**	16**	2**	**	4**	46**	4**	51**	2**
Effective Base	26	4	-	1	12	10	3	2	-	22	2	14	9	1	-	3	23	3	25	1
Very dissatisfied	(1) 4	4	-	-	-	2	-	-	-	2	-	2	2	-	-	4	-	4	-	-
	8%	63%	-	-	-	12%	46%	-	-	9%	-	8%	12%	-	-	9%	-	9%	-	-
Fairly dissatisfied	(2) *	-	-	-	-	*	-	-	-	*	-	*	-	-	-	*	-	*	-	-
	1%	-	-	-	-	2%	-	-	-	1%	-	1%	-	-	-	1%	-	-	-	16%
Neither satisfied or dissatisfied	(3) 2	-	-	-	-	2	-	-	-	2	-	2	-	-	-	2	-	2	-	2
	4%	-	-	-	-	10%	-	-	-	4%	-	6%	-	-	-	4%	-	-	-	84%
Fairly satisfied	(4) 16	1	-	-	7	6	2	1	-	13	1	8	6	2	1	13	1	16	-	-
	30%	20%	-	-	26%	33%	38%	42%	-	29%	42%	27%	38%	100%	-	29%	27%	29%	-	-
Very satisfied	(5) 30	1	-	1	19	8	1	2	-	28	2	17	10	-	-	3	27	3	30	-
	57%	18%	-	100%	74%	43%	16%	58%	-	61%	58%	58%	60%	-	71%	59%	71%	60%	-	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	46	3	-	1	26	15	2	3	-	41	3	25	14	2	-	4	40	4	46	-
	86%	37%	-	100%	100%	76%	54%	100%	-	90%	100%	85%	88%	100%	-	100%	86%	100%	91%	-
NET Very/fairly dissatisfied	5	4	-	-	-	3	2	-	-	3	-	3	2	-	-	5	-	4	-	-
	9%	63%	-	-	-	14%	46%	-	-	6%	-	9%	12%	-	-	10%	-	9%	-	16%
Mean	4.27	2.29	-	5.00	4.74	3.93	2.77	4.58	-	4.40	4.58	4.25	4.23	4.00	-	4.71	4.25	4.71	4.34	2.84
Std Dev.	1.15	1.84	-	-	0.45	1.34	1.92	0.60	-	1.01	0.60	1.18	1.32	0.00	-	0.51	1.21	0.51	1.13	0.49
Std Error	0.19	0.82	-	-	0.12	0.37	1.11	0.30	-	0.19	0.30	0.27	0.38	0.00	-	0.30	0.22	0.30	0.20	0.35

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_97\_2. Thinking of Other's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Other

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	35	6	28	1	16	15	4	33	1	1	-	35	-
Weighted Base	53*	11**	40**	2**	28**	22**	4**	52**	1**	***	..**	53**	..**
Effective Base	26	5	21	1	13	11	3	25	1	1	-	26	-
Very dissatisfied (1)	4	-	4	-	2	2	-	4	-	-	-	4	-
	8%	-	11%	-	8%	9%	-	8%	-	-	-	8%	-
Fairly dissatisfied (2)	*	-	*	-	*	-	-	*	-	-	-	*	-
	1%	-	1%	-	1%	-	-	1%	-	-	-	1%	-
Neither satisfied or dissatisfied (3)	2	-	2	-	2	-	-	2	-	-	-	2	-
	4%	-	5%	-	7%	-	-	4%	-	-	-	4%	-
Fairly satisfied (4)	16	3	14	-	10	5	1	15	1	4	-	16	-
	30%	23%	34%	-	34%	24%	39%	29%	100%	100%	-	30%	-
Very satisfied (5)	30	9	20	2	14	14	2	30	-	-	-	30	-
	57%	77%	50%	100%	49%	67%	61%	58%	-	-	-	57%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	46	11	34	2	23	20	4	45	1	4	-	46	-
	88%	100%	84%	100%	83%	91%	100%	87%	100%	100%	-	88%	-
NET Very/fairly dissatisfied	5	-	5	-	3	2	-	5	-	-	-	5	-
	9%	-	12%	-	10%	9%	-	9%	-	-	-	9%	-
Mean	4.27	4.77	4.11	5.00	4.14	4.39	4.61	4.28	4.00	4.00	-	4.27	-
Std Dev.	1.15	0.44	1.26	-	1.18	1.19	0.58	1.16	-	-	-	1.15	-
Std Error	0.19	0.18	0.24	-	0.30	0.31	0.29	0.20	-	-	-	0.19	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_97\_2. Thinking of Other's response to your complaint, how satisfied were you with... The resolution to your complaint

Base : Made a complaint about Other

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	35	-	-	13	22	-	-	-	-	-	-	-	10	3	4	9	9
Weighted Base	63*	**	**	23**	30**	**	**	**	**	**	**	**	19**	5**	6**	15**	9**
Effective Base	26	-	-	11	16	-	-	-	-	-	-	-	8	3	2	8	5
Very dissatisfied (1)	4	-	-	4	5	-	-	-	-	-	-	-	-	-	2	-	2
	8%	-	-	15%	16%	-	-	-	-	-	-	-	-	-	36%	-	27%
Fairly dissatisfied (2)	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*
	1%	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	4%
Neither satisfied or dissatisfied (3)	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	2
	4%	-	-	-	6%	-	-	-	-	-	-	-	-	-	-	-	22%
Fairly satisfied (4)	16	-	-	11	5	-	-	-	-	-	-	-	7	4	*	4	2
	30%	-	-	46%	18%	-	-	-	-	-	-	-	38%	71%	1%	23%	21%
Very satisfied (5)	30	-	-	13	18	-	-	-	-	-	-	-	11	2	3	12	2
	57%	-	-	54%	60%	-	-	-	-	-	-	-	62%	29%	63%	77%	27%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	46	-	-	23	23	-	-	-	-	-	-	-	18	5	4	15	4
	88%	-	-	100%	78%	-	-	-	-	-	-	-	100%	100%	64%	100%	47%
NET Very/fairly dissatisfied	5	-	-	5	5	-	-	-	-	-	-	-	-	-	2	-	3
	9%	-	-	16%	16%	-	-	-	-	-	-	-	-	-	30%	-	31%
Mean	4.27	-	-	4.54	4.07	-	-	-	-	-	-	-	4.62	4.29	3.55	4.77	3.16
Std Dev	1.16	-	-	0.51	1.45	-	-	-	-	-	-	-	0.50	0.50	2.12	0.44	1.64
Std Error	0.19	-	-	0.14	0.31	-	-	-	-	-	-	-	0.16	0.29	1.06	0.15	0.55

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_NET\_SATISFIED\_2. The resolution to your complaint: Satisfied Summary

Base : Made a complaint about provider

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	321	-	321	121	200	145	176	61	93	72	29	37	22	7	154	101	66	29	282	39	321
Weighted Base	367	**	367	147*	220	187*	180	59*	118*	85*	40**	44**	17**	4**	177*	126*	65*	21**	304	63**	321
Effective Base	199	-	199	77	122	94	106	32	61	49	21	23	10	3	93	70	36	13	170	29	321
Royal Mail	155	-	155	74	81	82	73	34	54	30	15	17	7	-	87	44	23	7	126	29	121
70%	-	-	70%	62%	62%	75%	65%	84%	77%	67%	52%	64%	56%	-	79%	61%	60%	53%	72%	64%	66%
Collect +	47	-	47	27	20	31	16	3	29	14	1	1	-	-	32	15	1	-	40	7	32
77%	-	-	77%	64%	69%	83%	69%	57%	84%	89%	16%	100%	-	-	80%	71%	95%	-	74%	100%	73%
DHL	47	-	47	29	18	31	16	11	13	16	1	4	2	-	24	17	6	2	30	17	33
66%	-	-	66%	71%	64%	75%	58%	72%	59%	92%	33%	49%	100%	-	64%	86%	51%	56%	58%	100%	69%
FedEx	63	-	63	48	15	39	25	8	31	18	1	3	2	-	39	20	5	2	51	13	36
78%	-	-	78%	91%	54%	84%	70%	84%	75%	79%	50%	98%	100%	-	77%	76%	99%	100%	78%	79%	69%
Evo	60	-	60	44	16	32	28	3	27	22	4	4	-	-	30	26	4	-	51	9	50
57%	-	-	57%	70%	38%	63%	52%	24%	70%	73%	34%	44%	3%	-	60%	61%	34%	1%	56%	70%	56%
DPD	43	-	43	33	10	28	15	6	22	11	-	3	-	1	28	11	4	1	35	9	36
61%	-	-	61%	72%	41%	78%	43%	84%	69%	50%	2%	53%	-	93%	72%	44%	61%	93%	62%	60%	63%
Parcelforce	42	-	42	27	15	27	15	5	16	15	2	4	-	-	21	17	4	-	35	7	28
76%	-	-	76%	75%	75%	74%	79%	63%	71%	88%	100%	70%	-	-	69%	90%	66%	-	72%	100%	70%
TNT	28	-	28	23	6	24	5	4	12	11	-	-	-	1	16	11	2	1	24	5	20
79%	-	-	79%	80%	77%	76%	98%	100%	81%	85%	-	24%	-	44%	85%	85%	37%	44%	76%	100%	77%
UPS	34	-	34	23	11	25	9	4	14	14	-	2	-	-	18	14	2	-	30	4	22
68%	-	-	68%	85%	48%	70%	65%	48%	70%	71%	-	97%	100%	-	64%	71%	97%	100%	74%	44%	69%
UK Mail	56	-	56	40	16	36	19	9	29	15	-2	-	-	-	38	17	-	-	40	15	40
83%	-	-	83%	83%	84%	79%	93%	100%	79%	89%	100%	19%	-	-	83%	90%	18%	-	79%	100%	82%
Yodel	45	-	45	37	8	28	17	7	15	18	2	3	-	1	22	19	4	1	40	5	31
74%	-	-	74%	86%	44%	75%	71%	49%	79%	86%	51%	79%	-	100%	66%	82%	84%	100%	80%	44%	69%
Amazon Delivery Service/	66	-	66	42	24	36	30	7	32	17	2	7	-	-	39	19	8	-	55	11	54
Logistics	80%	-	80%	84%	73%	77%	84%	77%	89%	75%	38%	87%	100%	-	87%	67%	87%	100%	78%	88%	87%
Other	46	-	46	36	11	23	23	6	20	17	1	2	-	-	26	17	2	-	36	10	31
88%	-	-	88%	85%	70%	82%	83%	84%	84%	100%	23%	100%	-	-	86%	88%	100%	-	89%	83%	89%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_NET\_SATISFIED\_2. The resolution to your complaint: Satisfied Summary

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	321	90	100	71	60	190	131	237	80	33	43	83	90	66	216	34	283	98	211	12
Weighted Base	367	90*	112*	87*	78*	202	165*	294	72*	44**	57*	100*	90*	71*	247	46**	318	122*	232	13**
Effective Base	199	47	59	50	44	106	93	156	42	22	31	52	54	38	137	23	174	64	127	7
Royal Mail	155	38	44	39	35	81	74	127	28	18	31	35	32	33	98	20	132	59	90	6
	70%	71%	72%	65%	74%	71%	69%	69%	77%	70%	68%	60%	64%	74%	68%	72%	69%	63%	63%	70%
Collect +	47	11	12	13	11	23	24	44	3	10	-	19	8	8	27	12	35	20	27	-
	77%	73%	63%	90%	92%	67%	91%	78%	68%	91%	-	79%	66%	91%	69%	92%	73%	87%	72%	-
DHL	47	20	8	7	11	29	18	41	6	14	6	4	9	11	20	16	31	30	17	1
	68%	69%	51%	84%	76%	63%	79%	71%	53%	90%	64%	40%	72%	61%	60%	91%	60%	79%	54%	100%
FedEx	63	18	18	15	12	36	28	55	8	5	4	26	10	16	40	7	56	37	26	1
	75%	84%	71%	74%	89%	77%	80%	76%	92%	95%	72%	72%	69%	91%	71%	95%	75%	96%	61%	92%
Evoit	60	20	15	14	11	35	25	53	8	9	4	15	11	19	20	11	48	35	24	1
	57%	67%	45%	55%	67%	56%	60%	63%	35%	59%	34%	53%	44%	80%	47%	63%	56%	72%	46%	36%
DPD	43	13	16	10	3	30	14	35	8	6	8	15	2	10	25	7	35	25	16	2
	61%	75%	62%	62%	34%	67%	51%	60%	66%	67%	72%	63%	14%	75%	54%	73%	59%	75%	51%	34%
Parcelforce	42	13	12	13	4	26	16	40	2	7	2	9	6	14	19	9	33	24	18	-
	76%	79%	81%	69%	73%	80%	70%	78%	78%	98%	45%	59%	62%	81%	66%	99%	88%	88%	64%	-
TNT	28	17	4	6	2	21	8	23	5	4	2	7	5	9	14	6	23	25	3	-
	79%	100%	72%	50%	100%	92%	57%	80%	77%	100%	58%	79%	60%	92%	68%	100%	78%	100%	31%	-
UPS	34	14	6	9	6	20	15	29	5	6	-	8	-	17	8	8	25	24	10	1
	68%	63%	67%	63%	100%	64%	75%	65%	100%	61%	47%	81%	2%	89%	46%	67%	68%	78%	52%	100%
UK Mail	86	28	9	9	11	35	21	51	5	13	7	14	8	12	28	15	40	35	19	1
	83%	88%	82%	63%	100%	86%	79%	83%	70%	100%	100%	73%	62%	94%	74%	100%	79%	91%	72%	100%
Yodel	45	11	16	16	2	27	18	36	9	4	5	15	5	13	25	6	38	26	17	1
	74%	54%	84%	81%	100%	69%	83%	71%	91%	49%	76%	85%	40%	97%	68%	59%	76%	84%	61%	100%
Amazon Delivery Service/	66	16	17	19	14	33	33	60	6	5	8	22	12	18	41	6	59	29	35	2
Logistica	80%	78%	71%	84%	89%	74%	86%	80%	78%	64%	63%	90%	72%	89%	76%	71%	81%	91%	73%	76%
Other	45	14	15	12	6	29	15	42	4	10	6	10	5	12	22	12	34	28	17	1
	88%	100%	98%	73%	75%	99%	74%	86%	100%	100%	100%	79%	58%	100%	77%	100%	99%	99%	73%	100%

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_NET\_SATISFIED\_2. The resolution to your complaint: Satisfied Summary

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	321	228	93	43	178	58	43	42	11	25	20	22	19	23	29	17	12	8	50
Weighted Base	367	329	38**	6**	321	22**	14**	9**	10**	53**	33**	28**	33**	38**	67**	42**	19**	1**	21**
Effective Base	199	178	21	11	161	21	20	29	10	24	19	21	18	22	28	16	12	5	20
Royal Mail	155	143	12	1	138	8	4	4	6	31	9	7	16	13	25	24	8	1	8
	70%	73%	48%	43%	72%	58%	42%	73%	86%	76%	75%	57%	65%	65%	79%	78%	61%	86%	57%
Collect +	47	47	-	-	43	2	1	1	2	1	5	1	7	5	11	8	1	-	2
	77%	84%	8%	51%	78%	69%	67%	61%	100%	22%	100%	60%	100%	100%	85%	80%	38%	-	76%
DHL	47	47	-	-	42	3	1	1	1	6	3	-	7	5	16	2	1	-	3
	68%	72%	8%	4%	66%	100%	74%	95%	44%	51%	100%	-	100%	66%	85%	45%	42%	-	100%
FedEx	63	58	6	-	58	5	-	-	2	8	6	1	7	6	13	13	1	-	5
	76%	76%	97%	-	80%	69%	-	32%	100%	100%	67%	31%	100%	67%	74%	100%	50%	-	69%
Evo	60	60	1	-	55	2	2	1	3	6	5	5	7	4	15	8	2	-	2
	57%	65%	6%	8%	59%	34%	47%	88%	100%	60%	32%	100%	74%	50%	77%	59%	31%	20%	35%
DPD	43	43	-	-	38	2	2	1	2	6	5	-	10	-	8	7	-	-	2
	61%	61%	75%	60%	60%	93%	72%	53%	100%	74%	42%	-	100%	-	45%	78%	-	100%	92%
Parcelforce	42	42	-	-	41	-	-	-	1	5	3	1	9	7	13	2	-	-	-
	76%	76%	44%	100%	78%	8%	13%	65%	100%	56%	60%	42%	100%	78%	83%	100%	-	-	8%
TNT	28	28	-	-	27	-	1	1	1	2	4	-	5	2	11	2	-	-	-
	79%	83%	8%	-	80%	11%	86%	100%	100%	100%	67%	-	100%	80%	100%	100%	-	-	11%
UPS	34	34	-	-	32	1	1	-	1	9	2	-	5	3	11	2	-	-	1
	68%	68%	85%	100%	69%	80%	100%	20%	100%	69%	20%	-	100%	58%	84%	100%	-	-	60%
UK Mail	56	51	4	-	52	2	-	1	4	11	4	-	7	6	14	6	-	-	2
	83%	85%	65%	82%	84%	73%	39%	100%	100%	84%	71%	-	100%	65%	100%	100%	-	100%	71%
Yodel	45	44	-	-	42	1	1	-	1	5	6	2	8	3	11	7	-	-	1
	74%	76%	13%	36%	76%	56%	49%	15%	100%	54%	100%	59%	100%	44%	82%	78%	-	-	64%
Amazon Delivery Service/Logistics	66	57	9	1	62	2	1	1	4	7	7	3	11	3	14	11	2	-	2
	80%	80%	77%	74%	81%	63%	66%	84%	100%	62%	79%	40%	88%	53%	100%	100%	100%	46%	67%
Other	45	45	-	-	44	1	-	1	2	7	3	-	10	3	15	5	-	-	1
	88%	92%	6%	100%	88%	77%	100%	100%	100%	100%	100%	-	81%	58%	88%	100%	-	-	77%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ7\_NET\_SATISFIED\_2. The resolution to your complaint: Satisfied Summary

Base : Made a complaint about provider

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	321	106	9	27	105	135	50	21	8	240	29	132	127	36	15	10	259	25	210	111
Weighted Base	367	110*	11**	18**	117*	150*	65*	22**	12**	267	35**	153*	131*	45**	22**	14**	284	36**	265	102*
Effective Base	199	62	6	13	59	85	36	14	6	143	19	80	75	24	11	9	154	20	141	58
Royal Mail	155	37	3	7	71	48	24	6	6	119	12	72	53	14	9	7	125	16	114	41
	70%	56%	58%	79%	53%	59%	71%	41%	83%	72%	54%	69%	67%	73%	75%	90%	69%	81%	73%	63%
Collect +	47	7	-	-	22	22	-	4	-	43	4	27	16	2	-	2	43	2	42	6
	77%	59%	-	-	89%	95%	-	67%	-	92%	58%	91%	98%	42%	-	52%	93%	24%	77%	83%
DHL	47	4	-	-	28	19	1	-	-	47	-	22	14	6	4	-	36	4	45	2
	68%	33%	100%	-	81%	63%	23%	-	-	73%	-	76%	57%	79%	77%	-	67%	63%	71%	39%
FedEx	63	11	-	4	32	20	11	-	-	52	-	28	30	3	2	1	57	3	59	5
	78%	64%	-	82%	100%	68%	63%	-	-	84%	-	85%	81%	41%	32%	100%	67%	89%	77%	89%
Evti	60	12	2	1	32	21	5	1	1	54	2	37	18	3	2	-	55	2	54	7
	57%	37%	38%	16%	71%	51%	36%	38%	100%	61%	48%	61%	61%	36%	52%	-	61%	52%	67%	27%
DPD	43	6	-	3	22	15	4	-	-	37	4	29	9	1	1	4	38	4	43	1
	61%	61%	-	86%	89%	48%	21%	55%	-	66%	55%	75%	51%	14%	15%	100%	67%	49%	69%	6%
Parcelforce	42	1	-	1	31	8	-	3	-	39	3	24	13	2	-	3	37	3	38	4
	76%	32%	-	51%	94%	52%	-	64%	-	80%	64%	86%	69%	86%	-	100%	79%	47%	80%	50%
TNT	28	2	-	1	19	9	-	-	-	28	-	16	10	2	-	-	26	-	28	-
	79%	50%	-	44%	94%	59%	100%	-	-	79%	-	89%	76%	51%	100%	-	84%	35%	86%	4%
UPS	34	1	-	-	21	13	1	-	-	33	-	19	14	2	-	-	32	-	34	-
	65%	92%	-	100%	84%	61%	16%	-	-	73%	-	91%	79%	44%	-	-	86%	-	75%	5%
UK Mail	56	3	-	1	28	19	9	-	-	47	-	28	17	4	6	-	45	6	54	2
	83%	48%	-	91%	96%	74%	100%	7%	-	86%	7%	87%	80%	100%	100%	-	85%	88%	87%	40%
Yodel	45	8	-	2	30	13	1	-	-	43	-	26	17	-	-	2	43	2	45	-
	74%	72%	-	84%	85%	63%	32%	8%	100%	77%	60%	86%	88%	11%	-	100%	87%	21%	77%	6%
Amazon Delivery Service/Logistics	86	11	-	-	31	18	13	2	2	49	3	37	22	2	3	2	59	5	61	5
	80%	83%	-	100%	84%	78%	88%	55%	38%	82%	47%	85%	73%	35%	100%	33%	86%	61%	84%	48%
Other	46	3	-	1	26	15	2	3	-	41	3	25	14	2	-	4	40	4	46	-
	88%	37%	-	100%	100%	76%	54%	100%	-	90%	100%	85%	88%	100%	-	100%	86%	100%	91%	-

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(o)(p)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_NET\_SATISFIED\_2. The resolution to your complaint: Satisfied Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	321	27	288	6	105	187	29	287	25	8	-	320	1
Weighted Base	367	40**	316	12**	134*	210	24**	325	36**	6**	**	367	***
Effective Base	199	19	174	6	67	116	16	177	18	4	-	199	1
Royal Mail	155	24	129	5	55	83	17	143	12	-	-	155	-
	70%	85%	85%	75%	68%	70%	79%	83%	83%	100%	-	70%	-
Collect +	47	14	30	3	25	21	2	47	-	-	-	47	-
	77%	100%	69%	100%	79%	77%	68%	84%	-	-	-	77%	-
DHL	47	13	34	-	26	19	2	41	7	-	-	47	-
	68%	80%	64%	-	77%	57%	100%	77%	40%	-	-	68%	-
FedEx	63	10	49	4	37	26	1	59	5	-	-	63	-
	73%	88%	75%	100%	86%	68%	88%	82%	63%	-	-	73%	-
Evti	60	8	51	2	24	33	3	51	9	-	-	60	-
	57%	70%	55%	100%	55%	61%	47%	59%	60%	-	-	57%	-
DPD	43	9	33	2	22	17	4	36	8	-	-	43	*
	61%	74%	57%	100%	70%	49%	100%	59%	85%	-	-	61%	100%
Parcelforce	42	8	30	4	15	22	5	41	1	-	-	42	-
	76%	94%	70%	100%	70%	77%	100%	79%	40%	7%	-	76%	-
TNT	28	7	19	3	18	10	-	28	*	-	-	28	-
	79%	100%	72%	100%	84%	77%	-	83%	22%	-	-	79%	-
UPS	34	8	24	2	13	21	-	32	2	-	-	34	-
	68%	65%	67%	100%	65%	73%	-	73%	32%	-	-	68%	-
UK Mail	56	13	41	2	34	20	2	48	7	*	-	56	*
	83%	79%	84%	100%	82%	87%	72%	90%	57%	100%	-	83%	100%
Yodel	45	9	29	7	20	22	2	37	7	*	-	45	-
	74%	67%	71%	100%	66%	80%	89%	79%	55%	43%	-	74%	-
Amazon Delivery Service/Logistics	86	13	49	4	37	27	2	57	9	*	-	86	-
	80%	100%	75%	100%	86%	72%	75%	75%	100%	1%	-	80%	-
Other	46	11	34	2	23	20	4	45	1	*	-	46	-
	88%	100%	84%	100%	83%	91%	100%	87%	100%	100%	-	88%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ7\_NET\_SATISFIED\_2. The resolution to your complaint: Satisfied Summary**

Base : Made a complaint about provider

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	321	-	-	149	172	-	-	-	-	-	-	-	105	44	49	84	59
Weighted Base	367	**	**	178*	189	**	**	**	**	**	**	**	126*	53**	53**	75*	61*
Effective Base	199	-	-	94	105	-	-	-	-	-	-	-	67	27	29	42	34
Royal Mail	155	-	-	80	75	-	-	-	-	-	-	-	63	17	24	28	23
	70%	-	-	78%	63%	-	-	-	-	-	-	-	79%	73%	68%	62%	60%
Collect +	47	-	-	23	25	-	-	-	-	-	-	-	16	7	3	14	7
	77%	-	-	72%	82%	-	-	-	-	-	-	-	81%	59%	92%	74%	100%
DHL	47	-	-	21	25	-	-	-	-	-	-	-	17	4	9	7	10
	68%	-	-	67%	69%	-	-	-	-	-	-	-	80%	40%	54%	70%	92%
FedEx	63	-	-	29	34	-	-	-	-	-	-	-	19	10	10	17	8
	78%	-	-	68%	89%	-	-	-	-	-	-	-	67%	69%	100%	81%	99%
Evti	60	-	-	29	32	-	-	-	-	-	-	-	23	6	12	12	7
	57%	-	-	61%	54%	-	-	-	-	-	-	-	66%	47%	65%	75%	31%
DPD	43	-	-	23	20	-	-	-	-	-	-	-	17	6	-	12	8
	61%	-	-	63%	59%	-	-	-	-	-	-	-	72%	46%	58%	57%	64%
Parcelforce	42	-	-	19	23	-	-	-	-	-	-	-	17	2	5	14	5
	76%	-	-	81%	72%	-	-	-	-	-	-	-	80%	100%	39%	100%	72%
TNT	28	-	-	8	20	-	-	-	-	-	-	-	8	-	5	14	2
	79%	-	-	80%	79%	-	-	-	-	-	-	-	81%	-	76%	96%	33%
UPS	34	-	-	17	18	-	-	-	-	-	-	-	16	*	6	9	3
	68%	-	-	63%	75%	-	-	-	-	-	-	-	66%	13%	100%	68%	58%
UK Mail	56	-	-	27	28	-	-	-	-	-	-	-	27	1	5	13	10
	83%	-	-	87%	80%	-	-	-	-	-	-	-	87%	92%	100%	86%	67%
Yodel	45	-	-	22	23	-	-	-	-	-	-	-	17	5	6	13	3
	74%	-	-	65%	84%	-	-	-	-	-	-	-	71%	49%	96%	88%	61%
Amazon Delivery Services/	66	-	-	32	34	-	-	-	-	-	-	-	23	9	5	16	13
Logistics	80%	-	-	78%	81%	-	-	-	-	-	-	-	77%	82%	71%	78%	90%
Other	46	-	-	23	23	-	-	-	-	-	-	-	18	5	4	15	4
	88%	-	-	100%	78%	-	-	-	-	-	-	-	100%	100%	64%	100%	47%

Proportions/Mears: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_NET\_DISSATISFIED\_2. The resolution to your complaint: Dissatisfied Summary

Base : Made a complaint about provider

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	321	-	321	121	200	145	176	61	93	72	29	37	22	7	154	101	66	29	282	39	321
Weighted Base	367	**	367	147*	220	187*	180	59*	118*	85*	40**	44**	17**	4**	177*	126*	65*	21**	304	63**	321
Effective Base	199	-	199	77	122	94	106	32	61	49	21	23	10	3	93	70	36	13	170	29	321
Royal Mail	40	-	40	7	32	17	23	1	12	8	6	8	3	1	13	14	12	4	27	13	34
18%	-	-	18%	8%	25%	15%	20%	2%	18%	19%	21%	32%	24%	100%	12%	20%	30%	28%	15%	28%	18%
Collect +	7	-	7	2	5	2	5	-	2	2	3	-	-	-	2	5	-	-	7	-	6
11%	-	-	11%	6%	17%	5%	21%	-	7%	12%	62%	-	100%	-	6%	22%	5%	100%	13%	-	14%
DHL	9	-	9	3	6	5	4	1	6	-	1	-	-	2	6	-	3	2	9	-	7
13%	-	-	13%	7%	22%	12%	15%	5%	25%	-	-	17%	-	100%	17%	-	25%	44%	18%	-	15%
FedEx	12	-	12	4	9	3	9	-	6	4	1	-	-	-	6	6	-	-	9	3	9
15%	-	-	15%	7%	31%	7%	25%	-	16%	20%	50%	-	-	-	13%	23%	-	-	14%	21%	17%
Evri	26	-	26	7	19	7	19	3	8	5	7	3	1	-	10	11	5	1	22	4	23
25%	-	-	25%	12%	44%	14%	35%	25%	19%	15%	52%	35%	97%	-	21%	26%	36%	40%	24%	30%	26%
DPD	17	-	17	3	14	5	12	1	5	6	3	3	-	-	6	9	3	*	16	1	13
24%	-	-	24%	7%	56%	15%	35%	11%	15%	28%	98%	47%	7%	7%	14%	36%	39%	7%	29%	5%	23%
Parcelforce	7	-	7	4	4	4	4	2	3	-	-	2	*	-	5	-	2	*	7	-	7
13%	-	-	13%	11%	18%	11%	19%	26%	15%	-	-	30%	100%	100%	17%	-	34%	100%	15%	-	18%
TNT	2	-	2	2	-	-	-	-	-	-	-	-	-	2	-	-	2	2	2	-	1
5%	-	-	5%	-	23%	5%	-	-	-	-	-	-	-	56%	-	-	37%	56%	5%	-	4%
UPS	9	-	9	1	8	6	3	4	1	4	-	*	-	-	5	4	*	-	4	5	5
18%	-	-	18%	5%	33%	16%	21%	52%	6%	18%	-	3%	-	-	19%	18%	3%	-	9%	56%	16%
UK Mail	3	-	3	2	1	1	1	-	1	2	-	-	-	-	1	2	-	-	3	-	3
5%	-	-	5%	4%	8%	4%	7%	-	4%	11%	-	-	100%	-	3%	10%	7%	100%	7%	-	6%
Yodel	9	-	9	3	6	7	2	4	2	1	1	1	-	-	6	2	1	-	5	4	8
15%	-	-	15%	7%	33%	20%	7%	31%	10%	3%	49%	21%	-	-	19%	9%	16%	-	10%	36%	18%
Amazon Delivery Service/	5	-	5	3	2	4	1	-	2	1	2	-	-	-	2	3	-	-	5	-	4
Logistics	6%	-	6%	5%	7%	9%	2%	-	5%	3%	38%	-	-	-	4%	11%	-	-	7%	-	6%
Other	5	-	5	-	5	-	5	+	2	-	2	-	-	2	2	-	-	-	3	2	3
9%	-	-	9%	-	30%	-	17%	6%	8%	-	77%	-	-	-	8%	12%	-	-	7%	17%	9%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_NET\_DISSATISFIED\_2. The resolution to your complaint: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	321	90	100	71	60	190	131	237	80	33	43	83	90	66	216	34	283	98	211	12
Weighted Base	367	90*	112*	87*	78*	202	165*	294	72*	44**	57*	100*	90*	71*	247	46**	318	122*	232	13**
Effective Base	199	47	59	50	44	106	93	156	42	22	31	52	54	38	137	23	174	64	127	7
Royal Mail	40	10	10	14	6	20	20	37	2	1	3	12	14	10	29	1	38	8	32	*
	18%	19%	17%	23%	13%	18%	18%	20%	7%	8%	8%	20%	28%	21%	20%	5%	20%	11%	22%	1%
Collect +	7	2	5	-	-	7	-	7	-	-	-	5	2	-	7	-	7	2	5	-
	11%	13%	24%	2%	-	19%	1%	12%	3%	-	12%	19%	17%	-	16%	-	14%	9%	13%	-
DHL	9	6	2	1	1	7	2	6	4	-	2	3	2	2	7	-	9	1	9	-
	13%	19%	10%	16%	5%	16%	10%	10%	33%	-	17%	33%	16%	12%	22%	-	18%	2%	28%	-
FedEx	12	2	6	3	1	7	5	12	-	-	1	7	2	1	11	-	12	1	11	-
	15%	8%	23%	16%	10%	16%	14%	17%	-	-	28%	19%	17%	8%	19%	-	17%	3%	25%	-
Evoit	26	5	11	8	2	17	9	23	3	2	3	9	9	3	21	2	24	7	19	-
	25%	18%	35%	30%	10%	27%	22%	27%	15%	12%	27%	33%	38%	13%	34%	11%	28%	15%	36%	-
DPD	17	4	4	4	5	8	9	15	2	3	3	7	2	2	12	3	14	5	9	3
	24%	23%	16%	24%	49%	19%	33%	26%	18%	33%	24%	29%	23%	16%	26%	27%	24%	15%	27%	66%
Parcelforce	7	-	2	4	1	2	5	7	-	-	2	3	2	-	7	-	7	-	7	-
	13%	1%	13%	21%	27%	7%	22%	13%	6%	2%	6%	23%	16%	-	25%	1%	16%	-	26%	-
TNT	2	-	2	-	-	2	-	-	2	-	2	-	-	-	2	-	2	-	2	-
	5%	-	28%	-	-	7%	-	-	23%	-	42%	-	-	-	8%	-	5%	-	15%	-
UPS	9	4	3	2	-	7	2	9	-	4	-	2	2	1	4	4	5	7	2	-
	18%	19%	33%	14%	-	23%	10%	20%	-	39%	-	19%	21%	7%	19%	33%	13%	22%	11%	-
UK Mail	3	1	2	-	-	3	-	3	-	-	-	3	-	-	3	-	3	2	1	-
	5%	5%	18%	-	-	8%	-	3%	2%	-	-	18%	-	-	9%	-	7%	5%	5%	-
Yodel	9	5	-	3	-	6	3	8	-	4	2	-	3	-	5	4	5	4	5	-
	15%	26%	1%	18%	-	14%	16%	17%	3%	51%	24%	1%	21%	3%	13%	41%	10%	14%	17%	-
Amazon Delivery Service/	5	2	2	-	-	5	-	5	-	2	-	2	-	-	2	2	2	-	4	1
Logistics	6%	12%	10%	-	-	11%	-	6%	-	33%	-	10%	-	-	5%	26%	3%	-	9%	22%
Other	5	-	-	2	2	-	4	5	-	-	-	3	2	-	5	-	5	-	4	-
	9%	-	2%	15%	25%	1%	18%	10%	-	-	-	21%	22%	-	16%	-	12%	1%	18%	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_NET\_DISSATISFIED\_2. The resolution to your complaint: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	321	228	93	43	178	58	43	42	11	25	20	22	19	23	29	17	12	8	50
Weighted Base	367	329	38**	6**	321	22**	14**	9**	10**	53**	33**	28**	33**	38**	67**	42**	19**	1**	21**
Effective Base	199	178	21	11	161	21	20	29	10	24	19	21	18	22	28	16	12	5	20
Royal Mail	40	30	9	1	32	4	2	1	-	4	3	2	6	6	2	5	4	-	4
Collect +	7	4	3	-	7	-	-	-	-	3	-	-	-	-	2	-	2	-	-
DHL	9	6	4	2	9	-	-	-	1	4	-	1	-	1	-	-	2	-	-
FedEx	12	12	-	-	12	-	-	-	-	-	3	1	-	3	5	-	-	-	-
Evo	26	19	7	-	21	3	2	-	-	-	5	-	2	4	2	4	-	-	3
DPD	17	17	-	-	16	-	1	-	-	2	5	1	-	1	5	-	1	-	-
Parcelforce	7	7	-	-	7	-	-	-	-	4	-	1	-	2	-	-	-	-	8%
TNT	2	-	2	2	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-
UPS	9	9	-	-	9	-	-	-	-	4	5	-	-	-	-	-	-	-	-
UK Mail	3	3	-	-	3	-	-	-	-	31%	57%	-	-	-	-	-	-	-	-
Yodel	9	9	-	-	7	1	1	-	-	4	-	-	-	3	-	-	-	-	-
Amazon Delivery Service/Logistics	5	2	3	-	4	-	1	-	-	2	-	2	-	-	-	-	-	-	-
Other	5	2	2	-	4	-	-	-	-	21%	-	24%	-	-	-	-	-	52%	-
	9%	5%	64%	-	9%	23%	-	-	-	-	-	-	2	2	-	-	-	-	23%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_NET\_DISSATISFIED\_2. The resolution to your complaint: Dissatisfied Summary

Base : Made a complaint about provider

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels					Affordability challenges			
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	321	106	9	27	105	135	50	21	8	240	29	132	127	36	15	10	259	25	210	111
Weighted Base	367	110*	11**	18**	117*	150*	65*	22**	12**	267	35**	153*	131*	45**	22**	14**	284	36**	265	102*
Effective Base	199	62	6	13	59	85	36	14	6	143	19	80	75	24	11	9	154	20	141	58
Royal Mail	40	19	*	1	8	23	1	7	-	31	7	18	15	3	3	1	33	4	28	11
16%	29%	2%	6%	10%	27%	4%	49%	-	19%	31%	17%	20%	14%	28%	10%	18%	18%	19%	18%	17%
Collect +	7	5	-	-	3	-	2	2	-	3	2	3	*	2	-	3	-	7	*	7
11%	38%	-	-	11%	1%	28%	33%	-	7%	28%	9%	2%	41%	-	-	7%	-	12%	6%	6%
DHL	9	5	-	2	*	6	2	1	-	6	1	2	4	2	1	-	6	1	7	2
13%	43%	-	100%	*	20%	77%	52%	-	9%	52%	7%	17%	21%	23%	-	12%	19%	11%	36%	36%
FedEx	12	5	-	-	-	6	5	2	-	6	2	1	4	2	5	-	5	5	12	-
15%	33%	-	-	-	19%	28%	96%	-	8%	96%	5%	11%	26%	68%	-	8%	61%	16%	-	-
Evti	26	16	2	3	9	12	2	2	-	21	2	17	3	4	-	-	20	-	14	12
25%	48%	32%	41%	20%	29%	18%	62%	-	24%	52%	29%	10%	45%	-	-	22%	-	18%	47%	47%
DPD	17	4	-	*	3	10	3	1	-	13	1	6	7	1	3	-	13	3	11	6
24%	35%	-	3%	11%	33%	42%	18%	-	23%	18%	16%	38%	11%	63%	-	23%	38%	17%	73%	73%
Parcelforce	7	2	+	+	2	2	1	2	-	4	2	4	+	3	-	4	3	3	4	4
13%	57%	100%	12%	6%	13%	79%	36%	-	9%	36%	14%	1%	-	100%	-	9%	53%	7%	50%	50%
TNT	2	2	-	2	-	2	-	-	-	2	-	-	-	2	-	-	-	-	2	-
5%	47%	-	56%	-	11%	-	-	-	5%	-	-	-	49%	-	-	-	-	5%	-	5%
UPS	9	*	-	-	4	4	1	-	-	8	-	-	2	-	7	-	2	7	7	2
16%	8%	-	-	16%	17%	28%	-	-	17%	-	-	9%	2%	100%	-	4%	90%	16%	37%	37%
UK Mail	3	3	-	*	*	-	-	3	-	3	*	1	-	-	-	1	-	3	*	*
5%	51%	-	9%	*	-	-	93%	-	*	93%	*	6%	-	-	-	3%	-	5%	2%	2%
Yodel	9	2	-	-	5	4	-	*	-	9	*	4	*	1	4	-	4	4	6	3
15%	24%	-	-	15%	17%	-	92%	-	16%	40%	14%	2%	13%	66%	-	9%	52%	11%	94%	94%
Amazon Delivery Service/Logistics	5	2	2	-	2	1	-	2	2	2	-	2	1	-	2	2	2	2	2	3
6%	17%	100%	-	-	9%	3%	-	61%	3%	32%	-	6%	13%	-	50%	2%	29%	3%	30%	30%
Other	5	4	-	-	3	2	-	-	3	2	-	3	2	-	-	5	-	4	*	*
9%	63%	-	-	-	14%	46%	-	-	6%	-	9%	12%	-	-	-	10%	-	9%	16%	16%

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_NET\_DISSATISFIED\_2. The resolution to your complaint: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	321	27	288	6	105	187	29	287	25	8	-	320	1
Weighted Base	367	40**	316	12**	134*	210	24**	325	36**	6**	**	367	***
Effective Base	199	19	174	6	67	116	16	177	18	4	-	199	1
Royal Mail	40	3	35	2	15	24	1	38	1	-	-	40	-
	16%	11%	19%	28%	19%	20%	2%	19%	9%	-	-	16%	100%
Collect +	7	-	7	-	2	5	-	5	2	-	-	7	-
	11%	-	16%	-	6%	18%	-	9%	47%	-	-	11%	-
DHL	9	3	6	-	5	4	-	3	6	-	-	9	-
	13%	20%	11%	-	15%	13%	-	7%	36%	-	-	13%	-
FedEx	12	1	11	-	5	7	+	8	4	-	-	12	-
	15%	12%	17%	-	13%	16%	7%	11%	47%	-	-	15%	-
Evri	26	3	23	-	9	15	2	24	2	-	-	26	-
	25%	30%	25%	-	21%	28%	24%	28%	12%	-	-	25%	-
DPD	17	3	14	-	6	12	-	14	1	1	-	17	-
	24%	23%	25%	-	18%	33%	-	24%	15%	78%	-	24%	-
Parcelforce	7	-	7	-	3	4	-	6	1	-	-	7	-
	13%	-	17%	-	16%	14%	-	12%	45%	-	-	13%	-
TNT	2	-	2	-	2	-	-	-	2	-	-	2	-
	5%	-	6%	-	8%	-	-	-	78%	-	-	5%	-
UPS	9	4	5	-	5	4	-	5	4	-	-	9	-
	16%	35%	13%	-	26%	12%	-	11%	68%	-	-	16%	-
UK Mail	3	1	2	-	3	+	-	+	3	-	-	3	-
	5%	8%	4%	-	8%	1%	-	+	26%	-	-	5%	-
Yodel	9	4	5	-	7	1	+	3	5	+	-	9	-
	15%	30%	12%	-	24%	5%	11%	7%	43%	23%	-	15%	-
Amazon Delivery Service/Logistics	5	-	5	-	2	2	-	5	+	-	-	5	-
	6%	-	7%	-	6%	7%	-	6%	-	15%	-	6%	-
Other	5	-	5	-	3	2	-	5	-	-	-	5	-
	9%	-	12%	-	10%	9%	-	9%	-	-	-	9%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ7\_NET\_DISSATISFIED\_2. The resolution to your complaint: Dissatisfied Summary

Base : Made a complaint about provider

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	321	-	149	172	-	-	-	-	-	-	-	105	44	49	84	59
Weighted Base	367	**	178*	189	**	**	**	**	**	**	**	126*	53**	53**	75*	61*
Effective Base	199	-	94	105	-	-	-	-	-	-	-	67	27	29	42	34
Royal Mail	40	-	14	26	-	-	-	-	-	-	-	9	5	9	7	7
18%	-	-	13%	22%	-	-	-	-	-	-	-	11%	20%	28%	21%	17%
Collect +	7	-	5	2	-	-	-	-	-	-	-	2	3	*	2	-
11%	-	-	15%	8%	-	-	-	-	-	-	-	10%	23%	8%	10%	-
DHL	9	-	5	4	-	-	-	-	-	-	-	3	2	2	1	1
13%	-	-	17%	10%	-	-	-	-	-	-	-	16%	20%	10%	14%	8%
FedEx	12	-	8	4	-	-	-	-	-	-	-	6	2	-	4	-
15%	-	-	19%	10%	-	-	-	-	-	-	-	20%	17%	-	19%	-
Evti	26	-	8	18	-	-	-	-	-	-	-	5	3	5	4	10
25%	-	-	15%	32%	-	-	-	-	-	-	-	14%	23%	27%	23%	42%
DPD	17	-	10	7	-	-	-	-	-	-	-	6	4	-	4	3
24%	-	-	28%	21%	-	-	-	-	-	-	-	25%	33%	42%	20%	22%
Parcelforce	7	-	2	6	-	-	-	-	-	-	-	2	-	4	-	2
13%	-	-	7%	18%	-	-	-	-	-	-	-	7%	-	34%	-	28%
TNT	2	-	-	2	-	-	-	-	-	-	-	-	-	2	-	-
5%	-	-	-	5%	-	-	-	-	-	-	-	-	-	24%	-	-
UPS	9	-	8	1	-	-	-	-	-	-	-	6	2	-	1	*
18%	-	-	29%	5%	-	-	-	-	-	-	-	24%	87%	-	9%	1%
UK Mail	3	-	2	1	-	-	-	-	-	-	-	2	-	-	1	-
5%	-	-	8%	4%	-	-	-	-	-	-	-	7%	-	-	9%	-
Yodel	9	-	5	4	-	-	-	-	-	-	-	5	-	-	2	2
15%	-	-	15%	15%	-	-	-	-	-	-	-	20%	-	4%	11%	39%
Amazon Delivery Services/	5	-	2	3	-	-	-	-	-	-	-	2	1	-	2	*
Logistics	6%	-	5%	6%	-	-	-	-	-	-	-	6%	5%	-	12%	2%
Other	5	-	5	5	-	-	-	-	-	-	-	-	-	2	-	3
9%	-	-	15%	-	-	-	-	-	-	-	-	-	-	35%	-	31%

Proportions/Mears: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ7\_Mean\_2 - The resolution to your complaint - Satisfaction - Mean Summary**

Base : Made a complaint about provider

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)		NET White (r)	NET EMG (s)
Unweighted Base	321	-	321	121	200	145	176	61	93	72	29	37	22	7	154	101	66	29	282	39	321
Weighted Base	367	-**	367	147*	220	187*	180	59*	118*	85*	40**	44**	17**	4**	177*	126*	65*	21**	304	63**	321
Effective Base	199	-	199	77	122	94	106	32	61	49	21	23	10	3	93	70	36	13	170	29	321
Royal Mail	3.79	-	3.79	4.15d	3.54	3.94	3.65	4.24j	3.87	3.85	3.43	3.48	3.38	1.00	4.00p	3.68	3.41	3.23	3.83	3.64	3.68
Collect +	4.00	-	4.00	4.26	3.72	4.05	3.93	3.80	4.15	4.13	2.70	4.00	1.00	-	4.10	3.82	3.86	1.00	3.94	4.45	3.93
DHL	3.83	-	3.83	3.97	3.62	4.12	3.41	4.05	3.46	4.51	3.65	3.31	4.00	2.00	3.70	4.42	3.25	3.12	3.62	4.46	3.79
FedEx	4.04	-	4.04	4.45	3.26	4.30	3.69	4.13	3.99	4.23	3.00	3.98	4.00	-	4.01	4.09	3.99	4.00	3.96	4.36	3.85
Evti	3.41	-	3.41	3.83	2.79	3.76	3.07	3.11	3.62	3.84	2.68	2.91	1.09	3.00	3.51	3.49	2.75	2.21	3.37	3.66	3.36
DPD	3.56	-	3.56	4.06	2.62	3.94	3.15	4.10	3.68	3.63	1.10	3.06	-	3.78	3.75	3.33	3.20	3.78	3.46	3.91	3.51
Parcelforce	4.04	-	4.04	4.21	3.73	4.09	3.95	3.82	3.81	4.68	4.28	3.48	2.00	1.00	3.81	4.63	3.36	1.38	3.96	4.61	3.80
TNT	4.24	-	4.24	4.37	3.69	4.21	4.39	4.63	4.28	4.47	-	3.42	-	2.87	4.36	4.47	3.06	2.87	4.16	4.74	4.15
UPS	3.96	-	3.96	4.54	3.28	4.00	3.84	3.05	4.07	4.09	-	4.83	4.00	-	3.78	4.09	4.80	4.00	4.14	3.18	3.88
UK Mail	4.10	-	4.10	4.21	3.84	4.09	4.14	4.24	4.05	4.23	4.00	3.38	1.00	-	4.09	4.21	3.20	1.00	3.97	4.56	4.02
Yodel	3.96	-	3.96	4.44	2.83	3.98	3.91	3.06	4.32	4.53	2.52	3.36	-	4.00	3.80	4.27	3.53	4.00	4.18	2.98	3.73
Amazon Delivery Service/ Logistics	4.18	-	4.18	4.24	4.07	4.17	4.19	4.17	4.31	4.22	2.90	4.41	5.00	-	4.29	3.94	4.42	5.00	4.08	4.72	4.12
Other	4.27	-	4.27	4.55	3.62	4.59	3.99	4.57	4.25	4.52	1.91	5.00	-	-	4.32	4.12	5.00	-	4.38	3.90	4.26

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

**QJ7\_Mean\_2 - The resolution to your complaint - Satisfaction - Mean Summary**

Base : Made a complaint about provider

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	321	90	100	71	60	190	131	237	80	33	43	83	90	66	216	34	283	98	211	12
Weighted Base	367	90*	112*	87*	78*	202	165*	294	72*	44**	57*	100*	90*	71*	247	46**	318	122*	232	13**
Effective Base	199	47	59	50	44	106	93	156	42	22	31	52	54	38	137	23	174	64	127	7
Royal Mail	3.79	3.84	3.74	3.74	3.85	3.79	3.79	3.76	4.00	4.19k	4.19kn	3.47	3.59	3.78	3.69	4.16	3.72	4.13r	3.59	4.33
Collect +	4.00	3.87	3.64	4.17	4.57	3.74	4.35	4.04	3.65	4.70	2.88	3.83	3.63	4.29	3.70	4.74	3.81	4.28	3.84	-
DHL	3.83	3.83	3.63	3.69	4.10	3.76	3.95	3.94	3.21	4.47	3.51	3.15	3.65	3.84	3.45	4.53	3.59	4.30	3.26	4.00
FedEx	4.04	4.19	3.82	3.88	4.41	3.99	4.09	4.03	4.08	4.90	4.09	3.77	3.89	4.31	3.83	4.93	3.95	4.63	3.50	3.92
Evo	3.41	3.70	2.99	3.19	4.02	3.34	3.52	3.46	3.19	3.91	3.09	3.11	2.91	3.94	3.03	4.02	3.28	3.96	2.92	3.36
DPD	3.56	3.74	3.69	3.67	2.67	3.71	3.29	3.53	3.67	3.68	3.63	3.47	2.85	3.86	3.37	3.92	3.48	3.95	3.25	2.81
Parcelforce	4.04	4.40	4.35	3.55	3.67	4.38	3.58	4.06	3.94	4.60	3.36	3.32	3.96	4.52	3.56	4.68	3.92	4.53	3.57	-
TNT	4.24	4.46	4.10	3.86	5.00	4.37	4.02	4.32	3.91	4.70	3.75	4.53	3.70	4.27	4.07	4.79	4.13	4.68	3.21	-
UPS	3.96	4.01	3.78	3.67	4.68	3.94	3.98	3.94	4.13	3.71	3.47	3.86	2.59	4.57	3.32	3.91	3.96	4.09	3.71	5.00
UK Mail	4.10	4.18	3.75	3.81	4.63	4.06	4.17	4.14	3.84	4.38	4.04	3.82	3.67	4.62	3.80	4.46	4.00	4.30	3.82	4.00
Yodel	3.96	3.52	4.30	3.98	5.00	3.90	4.07	3.89	4.36	2.98	3.82	4.47	3.13	4.52	3.89	3.36	4.06	4.21	3.66	4.52
Amazon Delivery Service/Logistics	4.18	4.22	3.83	4.30	4.51	4.00	4.39	4.19	4.15	3.53	3.84	4.21	4.06	4.61	4.08	3.82	4.22	4.56	3.92	4.22
Other	4.27	4.64	4.65	3.81	3.86	4.64	3.83	4.24	4.67	4.67	4.58	3.87	3.14	4.77	3.80	4.89	4.09	4.67	3.77	5.00

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_Mean\_2 - The resolution to your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humbreside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	321	228	93	43	178	58	43	42	11	25	20	22	19	23	29	17	12	8	50
Weighted Base	367	329	38**	6**	321	22**	14**	9**	10**	53**	33**	28**	33**	38**	67**	42**	19**	1**	21**
Effective Base	199	178	21	11	161	21	20	29	10	24	19	21	18	22	28	16	12	5	20
Royal Mail	3.79	3.90	2.94	3.04	3.86	3.27	3.35	3.64	4.39	4.08	3.96	3.73	3.82	3.25	4.33	3.70	3.28	3.86	3.24
Collect +	4.00	4.15	2.58	3.33	4.03	3.61	3.69	4.22	4.31	2.79	4.25	4.21	4.74	4.00	4.43	4.04	2.53	1.88	3.78
DHL	3.83	3.93	2.17	2.11	3.77	4.84	5.00	3.85	3.42	3.53	4.42	2.68	4.27	3.31	4.29	3.45	3.26	-	4.84
FedEx	4.04	3.99	4.56	1.84	4.08	3.82	2.65	3.02	5.00	5.00	3.59	3.31	4.27	3.41	3.93	4.47	4.00	-	3.82
Evo	3.41	3.57	2.38	2.93	3.48	2.55	2.84	3.94	4.49	3.26	2.87	4.59	3.79	3.50	3.93	3.30	2.74	3.20	2.50
DPD	3.56	3.56	3.46	3.13	3.53	4.12	3.57	3.57	4.28	3.52	3.04	1.00	4.51	2.17	3.30	4.27	2.00	4.00	4.13
Parcelforce	4.04	4.06	2.54	4.00	4.08	1.61	3.13	4.00	5.00	3.46	3.60	2.69	4.40	3.80	4.66	4.00	-	-	1.61
TNT	4.24	4.35	2.22	2.05	4.26	3.11	3.94	4.63	5.00	5.00	3.67	3.00	4.74	3.50	4.75	5.00	2.00	-	3.11
UPS	3.96	3.96	3.81	4.00	3.96	3.95	4.80	3.16	5.00	3.92	2.44	-	4.37	3.58	4.68	5.00	-	-	3.95
UK Mail	4.10	4.09	4.22	4.19	4.11	3.83	2.68	4.80	4.44	4.21	3.92	3.00	4.27	3.61	4.38	5.00	1.00	4.00	3.81
Yodel	3.96	4.00	3.01	2.71	4.04	3.46	2.81	2.82	4.00	3.17	4.53	3.59	4.65	2.63	4.65	4.26	-	2.00	3.68
Amazon Delivery Service/Logistics	4.18	4.22	3.89	3.76	4.20	3.87	3.78	4.09	4.15	3.82	4.05	3.16	4.47	3.75	4.67	4.75	4.00	2.43	4.18
Other	4.27	4.43	1.18	4.00	4.27	3.99	4.00	5.00	5.00	4.67	4.42	-	4.13	3.58	4.23	4.45	-	-	3.99

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QJ7\_Mean\_2 - The resolution to your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels					Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	321	106	9	27	105	135	50	21	8	240	29	132	127	36	15	259	25	210	111	
Weighted Base	367	110*	11**	18**	117*	150*	65*	22**	12**	267	35**	153*	131*	45**	22**	14**	284	36**	265	102*
Effective Base	199	62	6	13	59	85	36	14	6	143	19	80	75	24	11	9	154	20	141	58
Royal Mail	3.79	3.27	3.56	4.11	4.24ei	3.45	3.88	2.85	3.92	3.86e	3.18	3.93	3.61	3.72	3.69	4.10	3.79	3.85	3.85	3.66
Collect +	4.00	3.21	-	3.00	4.35	4.24	2.72	3.36	3.00	4.30	3.31	4.45	4.19	3.01	3.00	3.52	4.36	3.24	4.03	3.78
DHL	3.83	2.61	4.00	2.00	4.41	3.44	2.47	1.97	-	3.96	1.97	4.15	3.48	3.57	4.24	3.00	3.84	4.01	3.94	2.67
FedEx	3.41	3.29	-	3.92	4.72	3.79	3.48	1.22	-	4.27	1.22	4.68	4.03	3.13	2.34	4.00	4.32	2.52	4.01	4.38
Evrn	3.41	2.60	3.06	2.65	3.88	3.10	3.12	2.17	4.00	3.51	2.47	3.43	3.66	2.68	3.83	-	3.51	3.83	3.73	2.96
DPD	3.56	2.97	-	4.00	4.41	3.10	2.78	3.18	-	3.69	3.18	3.94	2.98	3.16	2.52	4.46	3.63	3.30	3.78	2.01
Parcelforce	4.04	2.53	2.00	3.90	4.53	3.68	1.43	2.91	-	4.25	2.91	4.30	3.99	4.72	1.00	4.56	4.17	2.69	4.21	3.02
TNT	4.24	3.16	-	2.87	4.69	3.65	4.00	-	-	4.24	-	4.72	3.92	3.20	4.00	3.00	4.38	3.35	4.34	3.04
UPS	3.96	4.56	-	4.86	4.37	3.85	3.05	-	-	4.04	-	4.73	4.03	3.40	2.00	3.00	4.41	2.10	4.13	2.32
UK Mail	4.10	2.73	-	3.74	4.53	3.79	4.55	1.65	-	4.19	1.65	4.40	4.03	4.00	4.00	3.00	4.25	3.88	4.16	3.35
Yodel	3.96	3.34	-	4.13	4.21	3.66	3.48	2.17	4.00	4.00	3.19	4.32	4.25	2.91	1.69	5.00	4.29	2.38	4.06	1.85
Amazon Delivery Service/Logistics	4.18	3.99	1.00	5.00	4.43	3.87	4.44	4.09	2.57	4.21	3.28	4.68	4.03	3.22	4.00	2.33	4.40	3.03	4.33	3.00
Other	4.27	2.29	-	5.00	4.74	3.93	2.77	4.58	-	4.40	4.58	4.25	4.23	4.00	-	4.71	4.25	4.71	4.34	2.84

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(g)(h) - kl(m)(n)(o)(p)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_Mean\_2 - The resolution to your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	321	27	288	6	105	187	29	287	25	8	-	320	1
Weighted Base	367	40**	316	12**	134*	210	24**	325	36**	6**	**	367	***
Effective Base	199	19	174	6	67	116	16	177	18	4	-	199	1
Royal Mail	3.79	4.23b	3.71	4.03	3.78	3.72	4.22	3.75	4.36	4.00	-	3.79	1.00
Collect +	4.00	4.58	3.76	5.00	4.14	3.87	3.68	4.15	2.08	3.00	-	4.00	-
DHL	3.83	3.99	3.78	-	3.92	3.72	4.00	4.02	3.20	-	-	3.83	-
FedEx	4.04	4.32	3.95	4.65	4.28	3.77	3.75	4.16	3.12	3.00	-	4.04	3.00
Evo	3.41	3.62	3.34	5.00	3.45	3.39	3.30	3.40	3.53	3.00	-	3.41	-
DPD	3.56	4.13	3.39	5.00	3.89	3.16	4.38	3.60	3.55	2.22	-	3.55	4.00
Parcelforce	4.04	4.56	3.84	5.00	3.90	3.99	4.99	4.14	2.51	3.07	-	4.04	-
TNT	4.24	4.76	4.03	5.00	4.44	3.99	3.00	4.35	2.44	-	-	4.24	-
UPS	3.96	3.96	3.89	5.00	3.94	4.00	3.00	4.14	2.85	-	-	3.96	-
UK Mail	4.10	4.04	4.08	5.00	4.02	4.30	3.81	4.31	3.22	4.00	-	4.10	4.00
Yodel	3.96	3.62	3.90	5.00	3.75	4.15	4.31	4.27	2.87	3.20	-	3.96	-
Amazon Delivery Service/Logistics	4.18	4.75	4.02	5.00	4.30	4.02	4.35	4.22	4.13	2.72	-	4.18	-
Other	4.27	4.77	4.11	5.00	4.14	4.39	4.61	4.28	4.00	4.00	-	4.27	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_Mean\_2 - The resolution to your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	321	-	149	172	-	-	-	-	-	-	-	105	44	49	84	59
Weighted Base	367	**	178*	189	**	**	**	**	**	**	**	126*	53**	53**	75*	61*
Effective Base	199	-	94	105	-	-	-	-	-	-	-	67	27	29	42	34
Royal Mail	3.79	-	3.99d	3.61	-	-	-	-	-	-	-	4.10op	3.64	3.60	3.67	3.55
Collect +	4.00	-	3.84	4.17	-	-	-	-	-	-	-	4.14	3.37	4.23	4.12	4.27
DHL	3.83	-	3.90	3.76	-	-	-	-	-	-	-	4.35	3.00	3.65	3.75	3.94
FedEx	4.04	-	3.77	4.33	-	-	-	-	-	-	-	3.85	3.62	4.36	4.10	4.95
Evti	3.41	-	3.66	3.20	-	-	-	-	-	-	-	3.78	3.35	3.61	3.73	2.49
DPD	3.56	-	3.65	3.45	-	-	-	-	-	-	-	4.01	2.96	3.32	3.61	3.21
Parcelforce	4.04	-	4.23	3.90	-	-	-	-	-	-	-	4.25	4.00	3.26	4.68	3.45
TNT	4.24	-	4.35	4.19	-	-	-	-	-	-	-	4.36	3.00	3.59	4.72	3.40
UPS	3.96	-	3.80	4.14	-	-	-	-	-	-	-	3.98	1.39	4.80	3.98	3.68
UK Mail	4.10	-	4.13	4.08	-	-	-	-	-	-	-	4.10	4.84	4.54	3.99	4.01
Yodel	3.96	-	3.69	4.29	-	-	-	-	-	-	-	3.77	3.49	4.64	4.37	3.65
Amazon Delivery Service/ Logistics	4.18	-	4.14	4.21	-	-	-	-	-	-	-	4.13	4.18	4.30	4.05	4.38
Other	4.27	-	4.54	4.07	-	-	-	-	-	-	-	4.62	4.29	3.55	4.77	3.16

Proportions/Mears: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ7\_1\_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint**

**Base : Made a complaint about Royal Mail**

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	184	-	184	73	111	79	105	34	55	38	18	21	16	2	89	56	39	18	158	26	184
Weighted Base	221	-**	221	90*	131*	109*	112*	40**	70*	44**	29**	26**	12**	1**	110*	73*	39**	13**	176*	45**	184
Effective Base	117	-	117	47	70	52	66	19	36	26	15	15	7	2	55	41	22	7	99	19	184
Very dissatisfied (1)	17	-	17	4	12	6	11	1	2	5	8	-	*	*	2	14	1	1	15	2	17
	8%	-	8%	5%	9%	6%	10%	2%	2%	12%	28%	-	3%	69%	2%	19% <u>un</u>	2%	6%	9%	3%	9%
Fairly dissatisfied (2)	26	-	26	3	23	18	8	7	6	4	6	2	2	-	13	10	4	2	16	10	19
	12%	-	12%	3%	13% <u>un</u>	16%	7%	18%	8%	10%	19%	7%	16%	-	12%	13%	9%	15%	9%	22%	10%
Neither satisfied or dissatisfied (3)	36	-	36	11	25	14	23	10	9	4	4	8	1	*	19	8	9	1	28	8	33
	16%	-	16%	12%	20%	13%	20%	25%	13%	9%	13%	30%	9%	31%	18%	11%	23%	10%	16%	16%	16%
Fairly satisfied (4)	74	-	74	34	40	32	42	11	28	14	7	8	7	-	39	21	14	7	61	13	65
	33%	-	33%	38%	31%	29%	38%	26%	41%	32%	24%	29%	55%	-	35%	29%	36%	52%	35%	28%	35%
Very satisfied (5)	62	-	62	38	24	34	28	9	25	16	4	7	-	-	34	20	7	-	51	10	45
	28%	-	28%	43% <u>un</u>	18%	31%	25%	23%	35%	36%	15%	28%	1%	-	31%	28%	19%	1%	29%	23%	24%
I don't know / Not applicable	6	-	6	-	6	6	-	2	-	-	-	2	2	-	2	-	4	2	4	2	5
	3%	-	3%	-	5%	5%	-	6%	-	-	7%	16%	-	-	2%	-	10%	15%	2%	5%	3%
NET Veryfairly satisfied	136	-	136	72	64	66	70	20	53	30	11	15	7	-	73	41	22	7	113	23	110
	61%	-	61%	80% <u>un</u>	49%	60%	63%	49%	76%	68%	39%	57%	56%	-	66%	57%	56%	53%	64%	51%	60%
NET Veryfairly dissatisfied	43	-	43	7	35	24	19	8	7	10	14	2	2	*	15	23	4	3	32	11	36
	19%	-	19%	8%	27% <u>un</u>	22%	17%	20%	10%	22%	48%	7%	18%	69%	14%	32% <u>un</u>	11%	21%	16%	25%	20%
Mean	3.64	-	3.64	3.32	3.32	3.67	3.61	3.54	3.99	3.71	2.78	3.84	3.43	1.63	3.83	3.34	3.68	3.32	3.68	3.48	3.57
Std Dev.	1.23	-	1.23	1.06	1.26	1.26	1.21	1.12	1.02	1.38	1.49	0.96	0.97	-	1.08	1.49	1.01	1.07	1.24	1.21	1.24
Std Error	0.09	-	0.09	0.12	0.12	0.15	0.12	0.20	0.14	0.23	0.35	0.21	0.26	-	0.11	0.20	0.17	0.27	0.10	0.24	0.09

Proportions/Mean: Columns Test(s) (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_1\_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	184	52	53	41	38	105	79	141	40	20	27	48	47	36	122	21	159	52	122	10
Weighted Base	221	53**	61*	60*	47**	114*	107*	184*	37**	26**	36**	59*	50**	45**	144*	28**	190	70*	142*	9**
Effective Base	117	27	33	31	26	60	57	96	20	13	19	31	28	23	78	14	102	35	77	6
Very dissatisfied (1)	17	8	4	3	1	12	5	14	3	1	2	6	3	4	11	1	15	4	12	1
	8%	15%	7%	6%	3%	11%	4%	8%	8%	5%	6%	10%	6%	8%	8%	5%	8%	6%	8%	8%
Fairly dissatisfied (2)	26	4	8	10	4	13	13	19	8	5	6	2	9	4	17	5	21	2	24	-
	12%	8%	14%	16%	8%	11%	13%	10%	21%	20%	17%	3%	17%	10%	11%	19%	11%	3%	17%	1%
Neither satisfied or dissatisfied (3)	36	15	5	11	6	20	16	31	5	4	6	11	9	6	26	4	32	15	22	-
	16%	28%	9%	18%	12%	18%	15%	17%	13%	17%	17%	19%	17%	13%	18%	16%	21%	15%	15%	3%
Fairly satisfied (4)	74	5	33	10	26	38	36	61	13	10	12	24	16	12	52	10	64	21	50	4
	33%	10%	54%	16%	55%	33%	33%	33%	34%	38%	34%	41%	32%	27%	36%	36%	34%	30%	35%	40%
Very satisfied (5)	62	18	10	23	10	29	33	55	7	5	10	12	14	17	35	7	52	28	31	3
	28%	35%	17%	38%	22%	25%	31%	30%	19%	19%	26%	21%	28%	37%	24%	24%	28%	41%	22%	29%
I don't know / Not applicable	6	2	-	4	-	2	4	4	2	-	-	4	-	2	4	-	6	-	4	2
	3%	4%	-	6%	-	2%	3%	2%	5%	-	-	6%	-	5%	3%	-	3%	-	3%	21%
NET Very/fairly satisfied	136	24	43	32	36	67	69	116	20	15	22	36	29	29	87	17	116	49	80	6
	61%	45%	71%	54%	77%	59%	64%	63%	53%	57%	60%	61%	59%	54%	60%	60%	61%	70%	57%	68%
NET Very/fairly dissatisfied	43	12	13	13	5	25	18	33	10	7	8	8	12	8	27	7	36	6	36	1
	19%	23%	21%	22%	10%	22%	17%	18%	28%	25%	22%	13%	23%	18%	24%	24%	19%	9%	25%	8%
Mean	3.64	3.44	3.59	3.69	3.86	3.52	3.77	3.69	3.39	3.46	3.59	3.62	3.58	3.78	3.60	3.56	3.64	3.96*	3.46	4.02
Std Dev.	1.23	1.45	1.14	1.33	0.95	1.29	1.17	1.23	1.27	1.19	1.22	1.19	1.24	1.32	1.21	1.21	1.23	1.13	1.25	1.23
Std Error	0.09	0.21	0.16	0.21	0.15	0.13	0.13	0.10	0.21	0.27	0.24	0.18	0.18	0.22	0.11	0.26	0.10	0.16	0.12	0.41

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_1\_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Royal Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	184	133	51	24	104	28	26	28	7	19	8	10	14	12	13	13	8	4	24
Weighted Base	221	197	24**	3**	191*	14**	10**	6**	7**	40**	12**	13**	24**	21**	31**	31**	12**	1**	14**
Effective Base	117	105	12	18	94	13	11	18	6	18	8	9	14	11	13	12	8	3	12
Very dissatisfied (1)	17	12	5	1	12	1	3	1	-	5	-	2	1	4	-	-	-	-	1
	8%	6%	22%	25%	6%	10%	31%	11%	-	12%	-	14%	5%	19%	-	-	-	-	11%
Fairly dissatisfied (2)	26	22	4	-	24	2	-	-	-	2	2	-	3	5	-	10	2	-	2
	12%	11%	16%	10%	13%	11%	1%	2%	-	5%	15%	-	13%	24%	-	34%	14%	-	12%
Neither satisfied or dissatisfied (3)	36	31	6	1	28	6	2	1	1	6	1	4	4	3	2	4	3	1	5
	16%	16%	23%	27%	15%	38%	18%	19%	12%	15%	10%	28%	17%	13%	6%	13%	27%	86%	37%
Fairly satisfied (4)	74	66	8	1	63	5	2	3	3	13	2	3	8	7	9	12	6	-	5
	33%	33%	34%	25%	33%	36%	24%	56%	47%	32%	13%	26%	34%	28%	38%	50%	14%	-	37%
Very satisfied (5)	62	60	1	-	58	1	2	1	3	11	7	4	7	2	18	5	1	-	1
	28%	31%	6%	13%	30%	4%	26%	11%	41%	26%	61%	32%	30%	10%	58%	15%	10%	-	4%
I don't know / Not applicable	6	6	-	-	6	-	-	-	-	4	-	-	-	-	2	-	-	-	-
	3%	3%	1%	-	3%	-	1%	1%	-	9%	-	-	-	7%	-	-	-	-	-
NET Very/fairly satisfied	136	126	10	1	121	6	5	4	6	24	9	7	16	9	27	16	7	-	6
	61%	64%	39%	38%	63%	40%	49%	67%	88%	58%	75%	57%	65%	44%	67%	53%	59%	14%	41%
NET Very/fairly dissatisfied	43	34	9	1	36	3	3	1	-	7	2	2	4	9	-	10	2	-	3
	19%	17%	37%	35%	19%	22%	32%	13%	-	17%	15%	14%	18%	43%	-	34%	14%	-	23%
Mean	3.64	3.74	2.86	2.92	3.71	3.12	3.12	3.56	4.30	3.62	4.20	3.61	3.71	2.92	4.56	3.34	3.55	3.14	3.11
Std Dev.	1.23	1.20	1.28	1.73	1.22	1.05	1.68	1.19	0.72	1.32	1.19	1.37	1.20	1.35	0.63	1.11	0.88	-	1.07
Std Error	0.09	0.10	0.18	0.35	0.12	0.20	0.34	0.24	0.27	0.32	0.42	0.43	0.32	0.39	0.18	0.31	0.31	-	0.22

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_1\_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Royal Mail

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	184	64	6	15	68	72	27	12	4	140	16	87	68	16	7	6	155	13	118	66
Weighted Base	221	66*	6**	9**	83*	82*	34**	15**	7**	165*	22**	104*	79*	19**	12**	8**	183*	20**	156*	66*
Effective Base	117	38	3	7	42	45	19	9	3	87	11	54	44	10	5	6	98	10	80	37
Very dissatisfied (1)	17	8	-	-	6	9	1	1	-	15	1	9	7	-	-	1	16	1	9	8
	8%	12%	2%	14%	7%	11%	3%	9%	-	9%	6%	9%	8%	-	-	10%	9%	4%	6%	12%
Fairly dissatisfied (2)	26	7	4	-	5	13	-	4	4	19	8	12	6	6	-	2	19	2	15	11
	12%	11%	65%	1%	6%	16%	-	25%	54%	11%	34%	12%	8%	31%	-	21%	10%	8%	10%	16%
Neither satisfied or dissatisfied (3)	36	13	-	-	7	16	9	4	1	23	5	8	13	7	8	-	21	8	27	10
	16%	20%	2%	1%	8%	20%	25%	24%	17%	14%	22%	8%	16%	35%	72%	-	12%	43%	17%	15%
Fairly satisfied (4)	74	25	2	5	25	25	19	3	1	50	4	27	37	4	2	4	64	5	56	18
	32%	38%	31%	48%	30%	31%	67%	21%	20%	30%	20%	26%	43%	22%	13%	46%	35%	36%	36%	27%
Very satisfied (5)	62	10	-	3	41	16	3	2	1	56	2	44	14	2	-	2	58	2	46	16
	28%	16%	-	36%	49%	19%	10%	10%	9%	34%	10%	43%	17%	13%	-	20%	32%	8%	29%	24%
I don't know / Not applicable	6	2	-	-	-	2	2	-	-	2	2	2	2	-	-	4	2	2	2	4
	3%	3%	-	-	-	3%	6%	12%	-	1%	8%	2%	2%	-	15%	-	2%	9%	1%	6%
NET Very/fairly satisfied	136	35	2	8	66	41	22	5	2	107	7	71	51	7	2	5	122	7	102	33
	61%	54%	31%	84%	79%	50%	66%	31%	29%	65%	30%	69%	65%	35%	13%	69%	67%	35%	66%	51%
NET Very/fairly dissatisfied	43	15	4	1	11	22	1	5	4	33	9	22	13	6	-	2	35	2	24	18
	19%	23%	67%	15%	13%	27%	3%	34%	54%	20%	40%	21%	17%	31%	-	31%	19%	12%	16%	28%
Mean	3.64	3.35	2.62	3.91	4.08a	3.31	3.75	2.99	2.84	3.71	2.94	3.83	3.59	3.17	3.16	3.47	3.73	3.29	3.75	3.38
Std Dev.	1.23	1.25	1.04	1.35	1.19	1.28	0.77	1.22	1.13	1.29	1.16	1.35	1.14	1.03	0.38	1.39	1.27	0.94	1.16	1.37
Std Error	0.09	0.16	0.42	0.35	0.14	0.15	0.15	0.37	0.56	0.11	0.30	0.15	0.14	0.26	0.16	0.57	0.10	0.27	0.11	0.17

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_1\_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Royal Mail

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	184	18	162	4	63	100	21	171	11	1	-	183	1
Weighted Base	221	28**	186	7**	80*	120*	21**	206	14**	***	..*	221	***
Effective Base	117	13	100	4	39	65	14	110	7	1	-	117	1
Very dissatisfied (1)	17 8%	3 9%	14 8%	-	4 5%	10 9%	2 10%	15 7%	1 9%	-	-	17 8%	-
Fairly dissatisfied (2)	26 12%	2 6%	23 12%	2 25%	9 11%	17 14%	*	26 13%	-	-	-	26 12%	* 100%
Neither satisfied or dissatisfied (3)	36 16%	4 14%	32 17%	-	16 20%	17 15%	3 15%	30 14%	6 44%	*	-	36 16%	-
Fairly satisfied (4)	74 32%	8 27%	63 34%	3 43%	27 34%	38 32%	9 42%	70 34%	4 29%	-	-	74 33%	-
Very satisfied (5)	62 28%	12 43%	47 26%	2 32%	22 28%	32 27%	7 33%	59 29%	3 18%	-	-	62 28%	-
I don't know / Not applicable	6 3%	-	6 3%	-	2 2%	4 3%	-	6 3%	-	-	-	6 3%	-
NET Very/fairly satisfied	136 61%	20 70%	111 60%	5 75%	50 62%	70 59%	16 75%	129 62%	7 47%	-	-	136 61%	-
NET Very/fairly dissatisfied	43 19%	4 15%	37 20%	2 25%	13 16%	28 23%	2 11%	42 20%	1 9%	-	-	43 19%	* 100%
Mean	3.64	3.89	3.60	3.81	3.70	3.56	3.87	3.65	3.47	3.00	-	3.64	2.00
Std Dev.	1.23	1.30	1.23	1.22	1.16	1.29	1.21	1.24	1.12	-	-	1.23	-
Std Error	0.09	0.31	0.10	0.61	0.15	0.13	0.26	0.10	0.34	-	-	0.09	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_1\_3. Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Royal Mail

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	184	-	-	84	100	-	-	-	-	-	-	64	20	30	35	35
Weighted Base	221	**	**	103*	118*	**	**	**	**	**	**	79*	23**	36**	44**	39**
Effective Base	117	-	-	53	64	-	-	-	-	-	-	40	13	19	25	21
Very dissatisfied (1)	17	-	-	8	9	-	-	-	-	-	-	4	4	1	6	2
	8%	-	-	8%	7%	-	-	-	-	-	-	5%	19%	2%	13%	6%
Fairly dissatisfied (2)	26	-	-	9	17	-	-	-	-	-	-	7	2	5	3	9
	12%	-	-	9%	15%	-	-	-	-	-	-	9%	7%	14%	7%	24%
Neither satisfied or dissatisfied (3)	36	-	-	16	20	-	-	-	-	-	-	12	4	5	7	8
	16%	-	-	16%	17%	-	-	-	-	-	-	16%	16%	15%	15%	21%
Fairly satisfied (4)	74	-	-	39	35	-	-	-	-	-	-	33	6	10	11	14
	33%	-	-	38%	29%	-	-	-	-	-	-	41%	28%	29%	25%	35%
Very satisfied (5)	62	-	-	30	32	-	-	-	-	-	-	23	7	12	16	3
	28%	-	-	29%	27%	-	-	-	-	-	-	29%	29%	35%	35%	9%
I don't know / Not applicable	6	-	-	1	6	-	-	-	-	-	-	1	-	2	2	2
	3%	-	-	1%	5%	-	-	-	-	-	-	1%	-	5%	5%	5%
NET Very/fairly satisfied	136	-	-	69	66	-	-	-	-	-	-	56	13	23	27	17
	61%	-	-	68%	56%	-	-	-	-	-	-	71%	57%	63%	60%	44%
NET Very/fairly dissatisfied	43	-	-	17	26	-	-	-	-	-	-	11	6	6	9	11
	19%	-	-	17%	22%	-	-	-	-	-	-	14%	27%	17%	20%	30%
Mean	3.64	-	-	3.73	3.56	-	-	-	-	-	-	3.82	3.41	3.83	3.67	3.19
Std Dev	1.23	-	-	1.20	1.26	-	-	-	-	-	-	1.10	1.49	1.16	1.41	1.11
Std Error	0.09	-	-	0.13	0.13	-	-	-	-	-	-	0.14	0.33	0.22	0.24	0.19

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_3\_3. Thinking of Collect +’s response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Collect +

Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	44	-	44	21	23	24	20	6	23	10	3	1	-	29	13	2	1	38	6	44
Weighted Base	61*	-	61*	32**	29**	37**	24**	6**	34**	16**	4**	1**	***	40**	21**	1**	***	54**	7**	44*
Effective Base	31	-	31	16	15	18	13	4	17	8	2	1	1	20	10	1	1	27	4	44
Very dissatisfied (1)	2	-	2	-	2	-	2	-	2	-	-	-	-	2	-	-	-	2	-	3
	4%	-	4%	-	8%	-	9%	-	7%	-	-	-	100%	6%	-	5%	100%	4%	-	7%
Fairly dissatisfied (2)	10	-	10	5	5	6	4	-	4	2	3	1	-	4	5	1	-	10	-	6
	16%	-	16%	15%	17%	17%	15%	-	13%	12%	62%	100%	-	11%	22%	95%	-	18%	-	14%
Neither satisfied or dissatisfied (3)	4	-	4	-	4	1	3	2	-	-	1	-	-	3	1	-	-	4	-	5
	6%	-	6%	-	14%	4%	11%	43%	-	3%	22%	-	-	6%	7%	-	-	7%	5%	11%
Fairly satisfied (4)	17	-	17	11	6	14	3	2	11	4	-	-	-	13	4	-	-	13	4	11
	28%	-	28%	34%	27%	37%	14%	27%	32%	27%	-	-	-	32%	21%	-	-	25%	51%	25%
Very satisfied (5)	28	-	28	16	12	16	12	2	16	9	1	-	-	18	10	-	-	25	3	19
	46%	-	46%	51%	41%	43%	51%	30%	46%	58%	16%	-	-	45%	46%	-	-	46%	44%	43%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	45	-	45	27	18	29	16	3	27	14	1	-	-	31	15	-	-	38	7	30
	74%	-	74%	85%	62%	79%	65%	57%	80%	86%	16%	-	-	77%	71%	-	-	71%	95%	68%
NET Very/fairly dissatisfied	12	-	12	5	7	6	6	-	7	2	3	1	-	7	5	1	-	12	-	9
	20%	-	20%	15%	24%	17%	24%	-	20%	12%	62%	100%	100%	17%	22%	100%	100%	22%	-	20%
Mean	3.97	-	3.97	4.20	3.71	4.05	3.83	3.88	4.02	4.32	2.70	2.00	1.00	4.00	3.98	1.95	1.00	3.91	4.39	3.84
Std Dev.	1.23	-	1.23	1.06	1.37	1.08	1.45	0.93	1.28	1.02	1.23	-	-	1.23	1.24	-	-	1.29	0.63	1.31
Std Error	0.19	-	0.19	0.23	0.29	0.22	0.33	0.38	0.27	0.32	0.71	-	-	0.23	0.34	-	-	0.21	0.26	0.20

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_3\_3. Thinking of Collect +’s response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Collect +

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	44	12	11	13	8	23	21	36	7	7	4	15	11	6	30	8	36	16	28	-
Weighted Base	61*	16**	19**	15**	11**	35**	26**	56**	5**	11**	3**	24**	12**	9**	39**	13**	48**	23**	38**	**
Effective Base	31	7	9	8	7	16	15	28	4	6	2	11	7	4	20	7	24	12	19	-
Very dissatisfied (1)	2	2	-	*	-	2	*	2	*	-	*	-	2	-	2	-	2	-	2	-
4%		13%	-	2%	-	6%	1%	4%	1%	-	9%	-	17%	-	6%	-	5%	-	6%	-
Fairly dissatisfied (2)	10	1	7	2	-	8	2	10	-	-	2	5	3	-	10	-	10	2	8	-
16%		5%	35%	14%	-	22%	8%	17%	-	-	75%	19%	24%	-	25%	-	20%	6%	20%	-
Neither satisfied or dissatisfied (3)	4	2	*	*	1	3	1	3	1	1	1	-	2	-	3	1	3	1	3	-
6%		14%	2%	3%	8%	7%	5%	5%	23%	9%	17%	-	20%	-	7%	8%	6%	5%	7%	-
Fairly satisfied (4)	17	5	6	4	2	11	6	15	2	2	-	13	2	1	15	2	15	8	9	-
28%		30%	33%	29%	15%	31%	23%	27%	37%	15%	-	53%	15%	9%	37%	13%	32%	34%	24%	-
Very satisfied (5)	28	6	8	8	9	12	16	26	2	8	-	7	3	8	10	10	16	12	16	-
46%		38%	30%	51%	77%	34%	63%	47%	39%	76%	-	28%	24%	91%	25%	80%	37%	53%	42%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Veryfairly satisfied	45	11	12	12	11	23	22	42	3	10	-	19	5	9	24	12	33	20	25	-
74%		68%	63%	81%	92%	63%	66%	74%	76%	91%	-	81%	40%	100%	62%	92%	69%	67%	66%	-
NET Veryfairly dissatisfied	12	3	7	2	-	10	2	12	*	-	3	5	5	-	12	-	12	2	10	-
20%		18%	35%	16%	-	28%	9%	21%	1%	-	83%	19%	40%	-	31%	-	25%	8%	26%	-
Mean	3.97	3.76	3.57	4.14	4.69	3.66	4.38	3.97	4.14	4.67	2.08	3.90	3.08	4.91	3.50	4.72	3.77	4.31	3.76	-
Std Dev.	1.23	1.39	1.28	1.17	0.65	1.31	1.00	1.25	0.93	0.66	0.61	1.04	1.49	0.30	1.28	0.62	1.28	0.92	1.36	-
Std Error	0.19	0.40	0.39	0.33	0.23	0.27	0.22	0.21	0.35	0.25	0.30	0.27	0.45	0.12	0.23	0.22	0.21	0.23	0.26	-

Proportions/Mean: Columns Test(s) (5% risk level) - ab/cd - ef - gh - ij/kl/mn - op - qrs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_3\_3. Thinking of Collect +’s response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Collect +

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	44	34	10	5	29	6	6	3	2	3	3	2	4	3	6	4	2	2	4
Weighted Base	61*	55**	6**	1**	55**	4**	1**	1**	2**	6**	5**	2**	7**	5**	13**	11**	3**	***	3**
Effective Base	31	28	3	3	27	3	3	3	2	3	3	2	4	3	6	4	2	1	2
Very dissatisfied (1)	2	2	-	-	2	-	-	-	-	-	-	-	-	-	2	-	-	-	-
	4%	4%	5%	49%	4%	8%	-	-	-	-	-	-	-	-	15%	-	-	-	-
Fairly dissatisfied (2)	10	7	3	-	7	2	1	-	-	5	-	-	-	-	-	-	2	-	2
	16%	13%	49%	14%	12%	57%	58%	-	-	78%	-	-	-	-	-	-	62%	-	63%
Neither satisfied or dissatisfied (3)	4	2	2	-	3	-	-	-	-	-	-	1	-	-	2	-	-	-	-
	6%	3%	39%	-	6%	10%	6%	39%	-	-	-	40%	-	-	20%	-	-	-	11%
Fairly satisfied (4)	17	17	-	-	16	1	-	-	2	-	4	-	2	2	4	3	-	-	1
	28%	30%	2%	-	29%	22%	9%	-	69%	-	75%	-	23%	37%	33%	28%	-	-	24%
Very satisfied (5)	28	28	-	-	27	-	-	-	1	1	1	5	3	7	5	1	-	-	-
	46%	50%	4%	37%	49%	2%	27%	61%	31%	22%	25%	60%	77%	63%	52%	38%	-	-	2%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	45	45	-	-	43	1	-	-	2	1	5	1	7	5	11	8	1	-	1
	74%	81%	6%	37%	78%	24%	35%	61%	100%	22%	100%	60%	100%	100%	85%	80%	38%	-	26%
NET Very/fairly dissatisfied	12	9	3	-	9	2	1	-	-	5	-	-	-	2	-	2	-	-	2
	20%	16%	55%	63%	16%	66%	58%	-	-	78%	-	-	-	-	15%	-	62%	100%	63%
Mean	3.97	4.11	2.50	2.63	4.08	2.51	3.04	4.22	4.31	2.65	4.25	4.21	4.77	4.63	4.08	4.32	3.14	1.00	2.65
Std Dev.	1.23	1.17	0.89	-	1.18	1.16	-	-	0.62	1.34	0.49	1.27	0.45	0.54	1.41	0.82	1.77	-	1.10
Std Error	0.19	0.20	0.28	-	0.22	0.47	-	-	0.44	0.78	0.28	0.90	0.23	0.31	0.58	0.41	1.25	-	0.55

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ7\_3\_3. Thinking of Collect +’s response to your complaint, how satisfied were you with... The time taken to resolve your complaint**

Base : Made a complaint about Collect +

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	44	9	-	1	17	17	5	4	1	34	5	22	12	4	2	3	34	5	36	8
Weighted Base	61*	12**	**	***	25**	23**	7**	6**	1**	47**	7**	30**	17**	5**	4**	46**	8**	54**	7**	
Effective Base	31	6	-	1	11	12	4	3	1	23	4	14	9	3	2	3	23	4	28	3
Very dissatisfied (1)	2	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-	2	-	
	4%	-	-	-	-	1%	28%	-	-	1%	-	-	2%	41%	-	1%	-	-	4%	
Fairly dissatisfied (2)	10	5	-	-	3	2	2	2	-	6	2	4	-	2	2	-	4	2	9	1
	16%	45%	-	-	14%	9%	32%	33%	-	12%	28%	12%	-	42%	52%	-	8%	28%	17%	11%
Neither satisfied or dissatisfied (3)	4	-	-	-	-	-	2	-	1	-	1	-	-	-	2	1	-	3	4	-
	6%	-	-	-	2%	-	35%	-	100%	1%	14%	2%	-	8%	48%	26%	1%	38%	7%	1%
Fairly satisfied (4)	17	-	-	-	7	8	-	2	-	15	2	8	6	-	3	14	3	11	6	
	28%	-	-	-	30%	34%	-	33%	-	32%	26%	27%	38%	-	74%	31%	34%	21%	63%	
Very satisfied (5)	28	7	-	-	13	13	-	2	-	26	2	18	10	-	-	28	-	28	-	
	46%	55%	-	100%	54%	56%	5%	34%	-	55%	29%	60%	61%	8%	-	60%	-	52%	-	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	45	7	-	-	21	20	-	4	-	41	4	26	16	-	3	42	3	39	6	
	74%	55%	-	100%	84%	90%	5%	67%	-	87%	58%	86%	98%	8%	74%	91%	34%	73%	83%	
NET Very/fairly dissatisfied	12	5	-	-	3	2	4	2	-	6	2	4	-	4	2	-	4	2	11	1
	20%	45%	-	-	14%	10%	60%	33%	-	12%	28%	12%	2%	84%	52%	8%	28%	20%	15%	
Mean	3.97	3.65	-	5.00	4.23	4.33	2.23	3.69	3.00	4.28	3.59	4.34	4.56	1.91	2.48	3.74	4.42	3.05	4.01	3.63
Std Dev.	1.23	1.56	-	-	1.06	0.98	1.11	1.37	-	1.01	1.28	1.01	0.68	1.24	0.57	0.52	0.90	0.84	1.27	0.91
Std Error	0.19	0.52	-	-	0.26	0.24	0.50	0.69	-	0.17	0.57	0.21	0.20	0.62	0.40	0.30	0.15	0.38	0.21	0.32

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(gh)(i) - kl(mn)(op)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_3\_3. Thinking of Collect +'s response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Collect +

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	44	8	35	1	20	21	3	40	3	1	-	44	-
Weighted Base	61*	14**	44**	3**	32**	27**	2**	56**	4**	***	..**	61*	..**
Effective Base	31	6	24	1	15	15	2	29	2	1	-	31	-
Very dissatisfied (1)	2	-	2	-	-	2	-	2	-	-	-	2	-
	4%	-	5%	-	-	8%	-	4%	-	-	-	4%	-
Fairly dissatisfied (2)	10	-	10	-	4	6	-	6	4	-	-	10	-
	16%	-	22%	-	13%	21%	-	10%	98%	-	-	16%	-
Neither satisfied or dissatisfied (3)	4	-	4	-	2	1	*	4	*	-	-	4	-
	6%	-	9%	-	7%	5%	14%	7%	2%	-	-	6%	-
Fairly satisfied (4)	17	6	8	3	11	5	1	17	-	-	-	17	-
	28%	44%	18%	100%	34%	20%	32%	30%	-	-	-	28%	-
Very satisfied (5)	28	8	20	-	14	12	1	28	-	*	-	28	-
	46%	56%	46%	-	45%	46%	54%	49%	-	100%	-	46%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	45	14	28	3	25	18	2	45	-	*	-	45	-
	74%	100%	64%	100%	80%	66%	86%	79%	-	100%	-	74%	-
NET Very/fairly dissatisfied	12	-	12	-	4	8	-	8	4	-	-	12	-
	20%	-	27%	-	13%	29%	-	14%	98%	-	-	20%	-
Mean	3.97	4.56	3.78	4.00	4.12	3.75	4.40	4.11	2.02	5.00	-	3.97	-
Std Dev.	1.23	0.52	1.37	0.00	1.04	1.45	0.94	1.15	0.17	-	-	1.23	-
Std Error	0.19	0.18	0.23	0.00	0.23	0.32	0.54	0.18	0.10	-	-	0.19	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_3\_3. Thinking of Collect +’s response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Collect +

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	44	-	20	24	-	-	-	-	-	-	-	13	7	5	11	8
Weighted Base	61*	**	31**	30**	**	**	**	**	**	**	**	19**	12**	3**	19**	7**
Effective Base	31	-	14	17	-	-	-	-	-	-	-	9	5	3	10	5
Very dissatisfied (1)	2	-	*	2	-	-	-	-	-	-	-	-	*	*	2	-
4%	-	-	8%	-	-	-	-	-	-	-	-	-	-	8%	10%	-
Fairly dissatisfied (2)	10	-	7	2	-	-	-	-	-	-	-	3	5	-	2	*
16%	-	-	24%	8%	-	-	-	-	-	-	-	14%	40%	-	12%	1%
Neither satisfied or dissatisfied (3)	4	-	4	*	-	-	-	-	-	-	-	1	2	-	-	-
6%	-	-	11%	1%	-	-	-	-	-	-	-	8%	18%	-	-	5%
Fairly satisfied (4)	17	-	8	9	-	-	-	-	-	-	-	3	5	-	5	4
28%	-	-	26%	30%	-	-	-	-	-	-	-	16%	42%	-	27%	49%
Very satisfied (5)	28	-	12	16	-	-	-	-	-	-	-	12	-	3	10	3
46%	-	-	39%	54%	-	-	-	-	-	-	-	62%	-	92%	50%	45%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	45	-	20	25	-	-	-	-	-	-	-	15	5	3	15	7
74%	-	-	65%	83%	-	-	-	-	-	-	-	79%	42%	92%	78%	94%
NET Very/fairly dissatisfied	12	-	7	5	-	-	-	-	-	-	-	3	5	-	4	-
20%	-	-	24%	15%	-	-	-	-	-	-	-	14%	40%	8%	22%	1%
Mean	3.97	-	3.79	4.14	-	-	-	-	-	-	-	4.27	3.01	4.70	3.96	4.37
Std Dev	1.23	-	1.21	1.25	-	-	-	-	-	-	-	1.11	0.95	1.25	1.42	0.68
Std Error	0.19	-	0.27	0.26	-	-	-	-	-	-	-	0.31	0.36	0.56	0.43	0.24

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_4\_3. Thinking of DHL's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about DHL

	Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total	
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	48	-	48	25	23	26	22	12	14	11	2	7	1	1	26	13	9	2	37	11	48
Weighted Base	69*	**	69*	41**	28**	41**	28**	15**	22**	18**	2**	8**	2**	2**	38**	20**	12**	4**	52**	17**	48*
Effective Base	34	-	34	19	15	18	16	7	11	8	2	4	1	1	18	10	6	2	27	7	48
Very dissatisfied (1)	4	-	4	-	4	2	2	-	2	-	-	-	-	-	2	-	2	2	4	-	4
	6%	-	6%	-	14%	5%	7%	2%	9%	-	-	1%	-	100%	6%	-	14%	44%	8%	-	8%
Fairly dissatisfied (2)	3	-	3	2	1	1	3	1	1	-	1	-	-	-	2	1	-	-	3	1	3
	5%	-	5%	5%	5%	2%	10%	4%	6%	-	67%	-	-	-	5%	7%	-	-	5%	4%	6%
Neither satisfied or dissatisfied (3)	13	-	13	7	6	12	1	10	3	-	-	-	-	-	13	-	-	-	9	4	7
	19%	-	19%	17%	21%	30%	3%	67%	12%	-	-	-	-	-	34%	-	-	-	16%	25%	15%
Fairly satisfied (4)	19	-	19	9	11	6	13	4	6	2	-	5	2	-	10	2	7	2	14	6	14
	28%	-	28%	22%	37%	15%	47%	26%	29%	11%	-	62%	100%	-	28%	10%	60%	56%	26%	34%	29%
Very satisfied (5)	29	-	29	23	7	20	9	-	10	16	1	3	-	-	10	16	3	-	23	6	20
	42%	-	42%	56%	23%	46%	33%	2%	46%	86%	33%	37%	-	-	27%	83%	26%	-	44%	36%	42%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	49	-	49	31	17	26	23	4	16	18	1	8	2	-	20	18	10	2	37	12	34
	71%	-	71%	78%	61%	64%	80%	27%	72%	100%	33%	99%	100%	-	54%	93%	86%	56%	71%	77%	71%
NET Very/fairly dissatisfied	7	-	7	2	5	3	5	1	3	-	1	-	2	-	4	1	2	2	7	1	7
	11%	-	11%	5%	18%	6%	17%	6%	15%	-	67%	1%	-	100%	12%	7%	14%	44%	13%	4%	15%
Mean	3.96	-	3.96	4.28	3.52	4.02	3.89	3.21	3.91	4.89	2.98	4.35	4.00	1.00	3.63	4.68	3.83	2.68	3.94	4.03	3.90
Std Dev.	1.16	-	1.16	0.95	1.30	1.14	1.21	0.64	1.31	0.32	1.93	0.61	0.00	-	1.13	0.83	1.28	1.74	1.24	0.90	1.26
Std Error	0.17	-	0.17	0.19	0.27	0.22	0.26	0.18	0.35	0.10	1.36	0.23	0.00	-	0.22	0.23	0.43	1.23	0.20	0.27	0.18

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_4\_3. Thinking of DHL's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about DHL

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	48	20	10	7	11	30	18	40	8	10	6	9	9	13	24	11	37	24	23	1
Weighted Base	69*	30**	16**	8**	15**	46**	24**	58**	11**	16**	10**	10**	13**	19**	33**	18**	52**	38**	31**	1**
Effective Base	34	13	8	5	9	20	15	28	6	7	5	6	8	9	18	8	27	17	17	1
Very dissatisfied (1)	4	2	2	-	-	4	-	2	2	-	-	-	-	2	2	-	4	-	4	-
	6%	7%	10%	-	2%	8%	1%	4%	17%	2%	17%	-	-	12%	5%	1%	7%	1%	12%	-
Fairly dissatisfied (2)	3	2	-	-	1	2	1	3	-	-	-	1	2	-	3	-	3	2	1	-
	5%	7%	-	-	9%	4%	6%	6%	-	-	-	13%	4%	16%	-	-	10%	7%	6%	4%
Neither satisfied or dissatisfied (3)	13	9	2	-	1	12	1	10	3	7	3	-	-	3	3	7	5	13	-	-
	19%	32%	14%	-	8%	25%	5%	17%	28%	48%	27%	-	-	15%	8%	43%	10%	33%	1%	-
Fairly satisfied (4)	19	4	3	5	8	7	12	13	6	3	6	2	7	2	14	3	16	4	15	1
	28%	15%	16%	58%	51%	15%	53%	23%	54%	21%	57%	20%	53%	9%	44%	19%	31%	11%	47%	100%
Very satisfied (5)	29	12	10	4	5	21	8	29	-	5	-	7	4	12	11	6	23	18	11	-
	42%	35%	60%	42%	30%	47%	34%	50%	1%	29%	-	67%	30%	65%	33%	37%	44%	49%	35%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	49	16	12	8	12	28	21	43	6	8	6	9	11	14	25	10	39	23	26	1
	71%	54%	76%	100%	81%	62%	87%	74%	65%	51%	57%	87%	84%	73%	77%	58%	76%	60%	82%	100%
NET Very/fairly dissatisfied	7	4	2	-	2	8	2	6	2	-	2	1	2	2	5	-	7	2	5	-
	11%	14%	10%	-	11%	13%	7%	10%	17%	2%	17%	13%	16%	12%	15%	1%	14%	6%	17%	-
Mean	3.96	3.72	4.16	4.42	3.98	3.88	4.14	4.11	3.22	3.77	3.24	4.41	3.98	4.15	3.90	3.90	3.99	4.03	3.89	4.00
Std Dev.	1.16	1.27	1.32	0.53	0.98	1.29	0.86	1.12	1.14	0.95	1.14	1.06	1.02	1.39	1.14	0.98	1.23	1.06	1.30	-
Std Error	0.17	0.28	0.42	0.20	0.30	0.24	0.20	0.18	0.40	0.30	0.47	0.35	0.34	0.38	0.23	0.30	0.20	0.22	0.27	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_4\_3. Thinking of DHL's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about DHL

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	48	41	7	2	35	5	3	5	4	5	2	3	4	5	8	2	2	-	5
Weighted Base	69*	65*	4**	2**	64*	3**	1**	1**	3**	13**	3**	4**	7**	8**	19**	3**	**	-	3**
Effective Base	34	32	2	1	30	2	2	3	4	5	2	3	4	5	8	2	2	-	2
Very dissatisfied (1)	4	2	2	2	4	-	*	*	-	2	-	-	-	-	-	-	2	-	-
	6%	4%	41%	96%	6%	-	26%	9%	-	17%	-	-	-	-	-	-	58%	-	-
Fairly dissatisfied (2)	3	3	-	-	3	-	-	1	-	-	-	1	-	1	-	-	-	-	-
	5%	5%	-	-	4%	-	-	4%	-	-	-	34%	-	17%	-	-	-	-	-
Neither satisfied or dissatisfied (3)	13	13	-	-	12	1	-	-	-	4	-	-	-	1	5	2	-	-	1
	19%	20%	-	-	19%	24%	-	-	-	32%	-	-	-	16%	24%	45%	-	-	24%
Fairly satisfied (4)	19	17	2	-	19	*	-	-	2	4	2	1	3	2	4	-	1	-	-
	28%	27%	53%	-	30%	4%	-	-	77%	32%	56%	32%	46%	24%	21%	-	42%	-	4%
Very satisfied (5)	29	29	*	*	25	2	1	1	1	2	1	1	4	3	11	3	-	-	2
	42%	45%	5%	4%	41%	72%	74%	46%	23%	20%	42%	34%	54%	42%	55%	-	-	-	72%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	49	46	2	-	45	2	1	1	3	7	3	3	7	5	14	3	1	-	2
	71%	71%	59%	4%	71%	76%	74%	46%	100%	52%	100%	66%	100%	66%	76%	55%	42%	-	76%
NET Very/fairly dissatisfied	7	6	2	2	7	-	*	1	-	2	-	1	-	1	-	-	2	-	-
	11%	9%	41%	96%	10%	-	26%	54%	-	17%	-	34%	-	17%	-	-	58%	-	-
Mean	3.96	4.04	2.81	1.15	3.95	4.48	3.95	3.34	4.23	3.38	4.42	3.65	4.54	3.91	4.31	4.11	2.26	-	4.48
Std Dev.	1.16	1.09	1.77	-	1.15	1.06	-	-	0.52	1.33	0.62	1.45	0.54	1.21	0.86	1.11	1.85	-	1.06
Std Error	0.17	0.17	0.67	-	0.19	0.47	-	-	0.26	0.59	0.44	0.84	0.27	0.54	0.30	0.78	1.30	-	0.47

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_4\_3. Thinking of DHL's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about DHL

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	48	8	1	1	21	22	3	2	-	43	2	19	20	5	3	1	39	4	42	6
Weighted Base	69*	12**	***	2**	34**	30**	3**	3**	**	64*	3**	29**	25**	8**	6**	1**	54**	7**	63*	6**
Effective Base	34	6	1	1	15	16	3	2	-	30	2	14	14	4	2	1	28	2	31	3
Very dissatisfied (1)	4	4	-	2	-	4	-	-	-	4	-	-	2	2	-	-	2	-	2	2
	6%	32%	-	100%	-	13%	-	-	-	6%	-	1%	8%	21%	-	-	4%	-	3%	36%
Fairly dissatisfied (2)	3	1	-	-	-	2	-	1	-	2	1	-	3	-	-	-	3	-	2	1
	5%	11%	-	-	-	7%	-	52%	-	3%	52%	-	14%	-	-	-	6%	-	3%	24%
Neither satisfied or dissatisfied (3)	13	3	-	-	4	8	-	1	-	12	1	-	3	4	4	1	3	6	13	*
	19%	22%	100%	-	12%	26%	-	48%	-	18%	48%	1%	11%	51%	77%	100%	6%	81%	20%	6%
Fairly satisfied (4)	19	-	-	-	7	10	3	-	-	17	-	14	4	-	1	-	18	1	17	2
	28%	-	-	-	21%	33%	100%	-	-	25%	-	48%	16%	-	23%	-	33%	19%	28%	34%
Very satisfied (5)	29	4	-	-	23	6	-	-	-	29	-	15	13	2	-	-	27	-	29	-
	42%	35%	-	-	67%	22%	-	-	-	46%	-	50%	50%	28%	-	-	50%	-	46%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	49	4	-	-	30	16	3	-	-	46	-	29	17	2	1	-	45	1	47	2
	71%	35%	-	-	87%	54%	100%	-	-	72%	-	98%	67%	28%	23%	-	84%	19%	74%	34%
NET Very/fairly dissatisfied	7	5	-	2	*	6	-	1	-	6	1	*	6	2	-	-	6	-	4	4
	11%	43%	-	100%	1%	20%	-	52%	-	10%	52%	1%	22%	21%	-	-	11%	-	6%	61%
Mean	3.96	2.95	3.00	1.00	4.53	3.44	4.00	2.48	-	4.02	2.48	4.46	3.86	3.15	3.23	3.00	4.19	3.19	4.11	2.37
Std Dev.	1.16	1.74	-	-	0.78	1.28	0.00	0.64	-	1.17	0.64	0.62	1.41	1.49	0.47	-	1.09	0.43	1.03	1.40
Std Error	0.17	0.62	-	-	0.17	0.27	0.00	0.45	-	0.18	0.45	0.14	0.32	0.67	0.27	-	0.17	0.21	0.16	0.57

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_4\_3. Thinking of DHL's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about DHL

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	48	10	38	-	22	24	2	39	9	-	-	48	-
Weighted Base	69*	17**	52**	**	34**	34**	2**	53**	16**	**	**	69*	**
Effective Base	34	7	28	-	15	18	2	28	7	-	-	34	-
Very dissatisfied (1)	4	-	4	-	2	2	-	2	2	-	-	4	-
	6%	-	8%	-	5%	7%	-	5%	10%	-	-	6%	-
Fairly dissatisfied (2)	3	1	2	-	2	1	-	2	1	-	-	3	-
	5%	8%	4%	-	6%	4%	-	4%	8%	-	-	5%	-
Neither satisfied or dissatisfied (3)	13	4	9	-	11	2	-	6	7	-	-	13	-
	19%	24%	17%	-	33%	5%	-	11%	44%	-	-	19%	-
Fairly satisfied (4)	19	9	11	-	9	10	1	16	3	-	-	19	-
	28%	51%	21%	-	28%	28%	32%	30%	21%	-	-	28%	-
Very satisfied (5)	29	3	26	-	10	19	1	27	3	-	-	29	-
	42%	17%	50%	-	28%	55%	68%	50%	17%	-	-	42%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	49	11	37	-	19	28	2	43	6	-	-	49	-
	71%	68%	71%	-	56%	84%	100%	81%	38%	-	-	71%	-
NET Very/fairly dissatisfied	7	1	6	-	4	4	-	4	3	-	-	7	-
	11%	8%	12%	-	11%	11%	-	9%	18%	-	-	11%	-
Mean	3.96	3.77	4.03	-	3.68	4.20	4.68	4.18	3.27	-	-	3.96	-
Std Dev.	1.16	0.85	1.25	-	1.11	1.19	-	1.08	1.18	-	-	1.16	-
Std Error	0.17	0.27	0.20	-	0.24	0.24	-	0.17	0.39	-	-	0.17	-

Proportions/Mean: Columns Tested (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ7\_4\_3. Thinking of DHL's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about DHL

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	48	-	-	16	32	-	-	-	-	-	-	-	11	5	10	8	14
Weighted Base	69*	**	**	32**	37**	**	**	**	**	**	**	**	21**	10**	17**	10**	11**
Effective Base	34	-	-	13	22	-	-	-	-	-	-	-	9	5	8	6	8
Very dissatisfied (1)	4	-	-	2	2	-	-	-	-	-	-	-	2	2	*	*	*
6%	-	-	-	7%	5%	-	-	-	-	-	-	-	20%	10%	2%	1%	1%
Fairly dissatisfied (2)	3	-	-	-	3	-	-	-	-	-	-	-	-	-	1	1	1
5%	-	-	-	-	9%	-	-	-	-	-	-	-	-	-	8%	14%	6%
Neither satisfied or dissatisfied (3)	13	-	-	4	9	-	-	-	-	-	-	-	4	-	5	1	2
19%	-	-	-	13%	24%	-	-	-	-	-	-	-	19%	-	32%	13%	21%
Fairly satisfied (4)	19	-	-	9	11	-	-	-	-	-	-	-	7	2	3	2	5
28%	-	-	-	28%	28%	-	-	-	-	-	-	-	33%	18%	19%	19%	51%
Very satisfied (5)	29	-	-	17	13	-	-	-	-	-	-	-	10	7	5	5	2
42%	-	-	-	53%	34%	-	-	-	-	-	-	-	48%	62%	31%	52%	22%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	49	-	-	26	23	-	-	-	-	-	-	-	17	8	9	7	8
71%	-	-	-	81%	62%	-	-	-	-	-	-	-	81%	80%	50%	70%	72%
NET Very/fairly dissatisfied	7	-	-	2	5	-	-	-	-	-	-	-	2	3	2	2	1
11%	-	-	-	7%	14%	-	-	-	-	-	-	-	20%	16%	17%	7%	7%
Mean	3.96	-	-	4.20	3.76	-	-	-	-	-	-	-	4.29	4.02	3.54	4.03	3.87
Std Dev	1.16	-	-	1.11	1.18	-	-	-	-	-	-	-	0.78	1.64	1.31	1.26	0.88
Std Error	0.17	-	-	0.28	0.21	-	-	-	-	-	-	-	0.24	0.73	0.41	0.45	0.24

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_5\_3. Thinking of FedEx's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about FedEx

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	52	-	52	30	22	25	27	9	22	15	2	3	1	-	31	17	4	1	44	8	52
Weighted Base	81*	**	81*	53**	28**	46**	35**	10**	41**	23**	3**	3**	2**	**	50**	26**	5**	2**	65*	16**	52*
Effective Base	40	-	40	24	18	21	20	7	19	11	2	1	1	-	25	13	2	1	34	7	52
Very dissatisfied (1)	3	-	3	3	-	-	3	1	2	-	-	-	-	-	3	-	-	-	1	2	3
3%	-	-	3%	5%	-	-	8%	8%	5%	-	-	-	-	-	6%	-	-	-	1%	12%	6%
Fairly dissatisfied (2)	11	-	11	3	8	9	3	1	9	2	-	-	-	-	9	2	-	-	9	2	7
14%	-	-	14%	6%	28%	19%	7%	9%	21%	8%	-	-	-	-	19%	7%	-	-	14%	13%	13%
Neither satisfied or dissatisfied (3)	12	-	12	7	6	7	6	2	7	1	-	-	2	-	9	1	2	2	12	-	8
15%	-	-	15%	13%	20%	15%	16%	22%	16%	6%	-	2%	100%	-	17%	6%	41%	100%	19%	-	15%
Fairly satisfied (4)	18	-	18	12	6	9	9	1	11	4	1	*	-	-	12	6	*	-	10	8	12
22%	-	-	22%	23%	20%	19%	26%	12%	26%	19%	50%	9%	-	-	23%	23%	5%	-	15%	51%	23%
Very satisfied (5)	37	-	37	28	9	22	15	5	13	15	1	3	-	-	18	17	3	-	33	4	22
45%	-	-	45%	53%	32%	48%	43%	48%	32%	66%	50%	88%	-	-	33%	64%	54%	-	51%	24%	45%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	55	-	55	40	15	30	24	6	24	19	3	3	-	-	29	22	3	-	43	12	34
67%	-	-	67%	75%	52%	66%	69%	61%	58%	85%	100%	98%	-	-	58%	87%	59%	-	66%	75%	65%
NET Very/fairly dissatisfied	14	-	14	6	8	9	5	2	11	2	-	-	-	-	12	2	-	-	10	4	10
17%	-	-	17%	12%	28%	19%	15%	17%	26%	8%	-	-	-	-	24%	7%	-	-	16%	25%	19%
Mean	3.92	-	3.92	4.11	3.57	3.95	3.89	3.83	3.59	4.43	4.50	4.87	3.00	-	3.63	4.44	4.12	3.00	4.00	3.62	3.83
Std Dev.	1.22	-	1.22	1.19	1.22	1.19	1.27	1.41	1.28	0.96	0.61	0.48	0.00	-	1.30	0.91	1.07	0.00	1.19	1.35	1.28
Std Error	0.17	-	0.17	0.22	0.26	0.24	0.25	0.47	0.27	0.25	0.43	0.28	0.00	-	0.23	0.22	0.54	0.00	0.18	0.48	0.18

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_5\_3. Thinking of FedEx's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about FedEx

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	52	16	14	13	9	30	22	44	8	4	4	20	9	13	33	5	46	21	29	2
Weighted Base	81*	22**	25**	21**	14**	47**	35**	73*	9**	6**	5**	36**	14**	17**	56**	7**	73*	38**	42**	1**
Effective Base	40	11	12	11	7	22	18	35	6	3	3	17	7	9	27	4	36	17	23	1
Very dissatisfied (1)	3	-	2	-	1	2	1	3	-	-	-	3	-	-	3	-	3	1	2	-
	3%	-	8%	-	5%	4%	2%	4%	-	-	-	8%	1%	-	8%	-	4%	2%	5%	-
Fairly dissatisfied (2)	11	6	1	4	-	7	4	11	-	-	2	5	2	2	9	-	11	3	8	-
	14%	29%	5%	19%	-	16%	11%	16%	-	-	44%	14%	14%	12%	17%	-	15%	9%	19%	-
Neither satisfied or dissatisfied (3)	12	5	3	4	-	8	4	10	2	-	-	6	6	6	-	12	4	8	-	
	15%	23%	13%	19%	-	18%	11%	14%	24%	-	-	43%	36%	11%	-	17%	11%	19%	8%	
Fairly satisfied (4)	18	-	10	3	5	10	8	18	-	-	1	10	5	1	17	-	18	8	10	-
	22%	1%	39%	12%	39%	21%	22%	24%	3%	5%	28%	28%	34%	6%	30%	4%	24%	21%	23%	
Very satisfied (5)	37	10	9	10	8	19	18	31	6	5	1	19	1	8	21	7	29	22	15	1
	45%	47%	35%	49%	56%	41%	52%	42%	73%	95%	28%	51%	8%	46%	38%	96%	40%	57%	35%	92%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	55	10	18	13	13	29	26	48	7	6	3	29	6	9	38	7	47	30	24	1
	67%	48%	74%	52%	95%	62%	75%	66%	78%	100%	56%	79%	42%	52%	68%	100%	64%	79%	58%	92%
NET Very/fairly dissatisfied	14	6	3	4	1	9	5	14	-	-	2	8	2	2	12	-	14	4	10	-
	17%	29%	13%	19%	5%	20%	14%	19%	-	-	44%	21%	15%	12%	22%	-	19%	11%	23%	-
Mean	3.92	3.65	3.88	3.92	4.40	3.78	4.11	3.85	4.49	4.95	3.41	4.01	3.35	3.86	3.79	4.96	3.81	4.22	3.64	4.84
Std Dev.	1.22	1.36	1.20	1.23	0.98	1.27	1.15	1.24	0.91	0.24	1.44	1.33	0.88	1.16	1.26	0.20	1.23	1.10	1.28	-
Std Error	0.17	0.34	0.32	0.34	0.33	0.23	0.24	0.19	0.32	0.12	0.72	0.30	0.29	0.32	0.22	0.09	0.18	0.24	0.24	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_5\_3. Thinking of FedEx's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about FedEx

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	52	47	5	2	39	7	2	4	3	4	6	3	4	5	7	5	2	-	7
Weighted Base	81*	75*	6**	***	73*	7**	***	1**	2**	8**	9**	5**	7**	9**	18**	13**	2**	**	7**
Effective Base	40	39	2	2	35	4	1	3	3	4	6	3	4	5	7	5	2	-	4
Very dissatisfied (1)	3	3	-	-	3	-	-	-	1	-	-	-	-	-	2	-	-	-	-
	3%	4%	1%	58%	4%	-	18%	-	32%	-	-	-	-	-	11%	-	-	-	-
Fairly dissatisfied (2)	11	11	-	-	8	3	-	-	-	2	3	2	-	1	-	-	-	-	3
	14%	15%	-	-	11%	43%	-	-	-	27%	33%	37%	-	16%	-	-	-	-	43%
Neither satisfied or dissatisfied (3)	12	10	2	-	12	-	-	-	-	-	2	1	-	4	3	2	-	-	-
	15%	13%	37%	42%	17%	1%	-	8%	-	-	21%	31%	-	46%	16%	16%	-	-	1%
Fairly satisfied (4)	18	14	4	-	16	1	-	1	-	2	-	1	2	1	5	4	1	-	1
	22%	19%	62%	-	22%	12%	-	92%	-	27%	-	31%	24%	17%	26%	26%	50%	-	12%
Very satisfied (5)	37	37	-	-	34	3	1	-	2	4	4	-	5	2	8	7	1	-	3
	45%	49%	-	-	46%	44%	82%	-	68%	46%	46%	-	76%	22%	47%	56%	50%	-	44%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	55	51	4	-	50	4	1	1	2	6	4	1	7	3	13	11	2	-	4
	67%	68%	62%	-	66%	56%	82%	92%	68%	73%	46%	31%	100%	39%	73%	84%	100%	-	56%
NET Very/fairly dissatisfied	14	14	1	-	11	3	1	-	1	2	3	2	-	1	2	-	-	-	3
	17%	19%	1%	58%	15%	43%	18%	-	32%	27%	33%	37%	-	16%	11%	-	-	-	43%
Mean	3.92	3.95	3.59	1.84	3.95	3.57	4.30	3.92	3.74	3.92	3.59	2.94	4.76	3.45	3.97	4.40	4.50	-	3.57
Std Dev.	1.22	1.25	0.62	-	1.20	1.53	-	-	2.42	1.32	1.43	0.94	0.46	1.06	1.32	0.78	0.66	-	1.53
Std Error	0.17	0.18	0.28	-	0.19	0.58	-	-	1.40	0.66	0.58	0.54	0.23	0.47	0.50	0.35	0.47	-	0.58

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_5\_3. Thinking of FedEx's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about FedEx

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	52	13	-	4	16	21	12	3	-	37	3	14	26	7	4	1	40	5	48	4
Weighted Base	81*	16**	**	5**	32**	30**	18**	2**	**	62*	2**	29**	37**	8**	7**	1**	66*	7**	77*	5**
Effective Base	40	9	-	3	14	17	9	1	-	31	1	13	19	4	4	1	32	5	38	3
Very dissatisfied	(1) 3	-	-	-	2	-	1	-	-	2	-	-	3	-	-	-	3	-	3	-
	3%	-	-	-	6%	-	4%	-	-	3%	-	-	8%	-	-	-	4%	-	4%	-
Fairly dissatisfied	(2) 11	1	-	-	-	9	1	1	-	9	1	2	4	2	3	-	6	3	11	-
	14%	8%	-	-	-	29%	7%	81%	-	14%	81%	8%	11%	25%	47%	-	9%	42%	15%	-
Neither satisfied or dissatisfied	(3) 12	2	-	2	1	7	4	*	-	8	*	2	6	2	2	-	8	2	8	4
	15%	13%	-	45%	5%	22%	23%	4%	-	13%	4%	7%	17%	25%	32%	-	12%	28%	11%	84%
Fairly satisfied	(4) 18	6	-	-	2	5	10	+	-	7	+	1	12	2	1	1	13	2	17	1
	22%	38%	-	-	7%	17%	38%	15%	-	12%	15%	5%	33%	28%	21%	100%	20%	30%	23%	16%
Very satisfied	(5) 37	7	-	3	26	10	1	-	-	36	-	23	12	2	-	-	35	-	37	-
	45%	40%	-	55%	82%	31%	8%	-	-	57%	-	81%	32%	23%	-	-	53%	-	48%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	55	13	-	3	28	15	12	+	-	43	+	25	34	4	1	1	48	2	54	1
	67%	78%	-	55%	89%	48%	66%	15%	-	69%	15%	86%	64%	51%	21%	100%	74%	30%	71%	16%
NET Very/fairly dissatisfied	14	1	-	-	2	9	2	1	-	11	1	2	7	2	3	-	9	3	14	-
	17%	9%	-	-	6%	29%	11%	81%	-	17%	81%	8%	18%	25%	47%	-	14%	42%	19%	-
Mean	3.92	4.09	-	4.11	4.59	3.50	3.58	2.34	-	4.06	2.34	4.58	3.70	3.49	2.74	4.00	4.09	2.88	3.97	3.16
Std Dev.	1.22	0.98	-	1.12	1.06	1.24	0.92	-	-	1.26	-	0.93	1.25	1.17	0.85	-	1.20	0.90	1.24	0.42
Std Error	0.17	0.27	-	0.56	0.26	0.27	0.27	-	-	0.21	-	0.25	0.25	0.44	0.43	-	0.19	0.40	0.18	0.21

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_5\_3. Thinking of FedEx's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about FedEx

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	52	7	43	2	23	25	4	44	6	1	-	51	1
Weighted Base	81*	11**	66*	4**	42**	38**	1**	72*	9**	***	...	81*	***
Effective Base	40	6	33	2	19	20	2	35	5	1	-	40	1
Very dissatisfied (1)	3	-	3	-	2	1	-	2	1	-	-	3	-
	3%	-	4%	-	5%	2%	-	3%	5%	-	-	3%	-
Fairly dissatisfied (2)	11	1	10	-	5	7	-	10	1	-	-	11	-
	14%	12%	15%	-	11%	17%	-	14%	15%	-	-	14%	-
Neither satisfied or dissatisfied (3)	12	-	12	-	7	5	*	12	-	-	-	12	*
	15%	-	19%	-	16%	14%	5%	17%	-	-	-	15%	100%
Fairly satisfied (4)	18	-	18	-	9	9	1	15	3	-	-	18	-
	22%	2%	27%	-	20%	23%	65%	21%	32%	-	-	22%	-
Very satisfied (5)	37	10	23	4	20	16	*	33	4	*	-	37	-
	45%	86%	35%	100%	48%	44%	23%	45%	44%	100%	-	46%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	55	10	41	4	29	25	1	48	7	*	-	55	-
	67%	88%	62%	100%	68%	66%	88%	66%	76%	100%	-	68%	-
NET Very/fairly dissatisfied	14	1	13	-	7	7	*	12	2	-	-	14	-
	17%	12%	20%	-	16%	19%	7%	17%	24%	-	-	17%	-
Mean	3.92	4.62	3.73	5.00	3.95	3.89	3.98	3.92	3.89	5.00	-	3.92	3.00
Std Dev.	1.22	1.02	1.22	0.00	1.24	1.22	-	1.20	1.42	-	-	1.22	-
Std Error	0.17	0.38	0.19	0.00	0.26	0.24	-	0.18	0.58	-	-	0.17	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_5\_3. Thinking of FedEx's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about FedEx

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	52	-	27	25	-	-	-	-	-	-	-	19	9	5	14	6
Weighted Base	81*	**	43**	38**	**	**	**	**	**	**	**	29**	14**	10**	21**	8**
Effective Base	40	-	21	19	-	-	-	-	-	-	-	14	7	5	12	3
Very dissatisfied (1)	3	-	*	3	-	-	-	-	-	-	-	-	*	-	2	1
	3%	-	-	7%	-	-	-	-	-	-	-	-	1%	-	9%	10%
Fairly dissatisfied (2)	11	-	6	6	-	-	-	-	-	-	-	4	2	-	5	1
	14%	-	13%	15%	-	-	-	-	-	-	-	12%	14%	-	23%	12%
Neither satisfied or dissatisfied (3)	12	-	8	5	-	-	-	-	-	-	-	2	5	3	-	2
	15%	-	18%	12%	-	-	-	-	-	-	-	7%	38%	29%	-	26%
Fairly satisfied (4)	18	-	9	9	-	-	-	-	-	-	-	5	4	2	2	4
	22%	-	22%	22%	-	-	-	-	-	-	-	19%	27%	24%	11%	53%
Very satisfied (5)	37	-	20	17	-	-	-	-	-	-	-	18	3	5	12	-
	45%	-	47%	43%	-	-	-	-	-	-	-	61%	20%	47%	57%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	55	-	30	25	-	-	-	-	-	-	-	23	7	7	14	4
	67%	-	69%	66%	-	-	-	-	-	-	-	80%	47%	71%	68%	53%
NET Very/fairly dissatisfied	14	-	6	8	-	-	-	-	-	-	-	4	2	-	7	2
	17%	-	13%	22%	-	-	-	-	-	-	-	12%	15%	-	32%	22%
Mean	3.92	-	4.03	3.80	-	-	-	-	-	-	-	4.29	3.51	4.18	3.83	3.21
Std Dev.	1.22	-	1.10	1.34	-	-	-	-	-	-	-	1.07	1.02	0.90	1.56	1.07
Std Error	0.17	-	0.21	0.27	-	-	-	-	-	-	-	0.25	0.36	0.40	0.42	0.44

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_6\_3. Thinking of Evri's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Evri

Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	89	-	89	45	44	35	54	13	31	25	7	9	2	2	44	32	13	4	80	9	89
Weighted Base	105*	-	105*	63*	43**	51**	54*	11**	39**	30**	13**	10**	1**	2**	50**	43**	13**	3**	92*	13**	89*
Effective Base	56	-	56	32	25	25	32	7	20	16	6	5	1	1	27	22	7	2	49	7	89
Very dissatisfied (1)	20	-	20	5	15	3	17	*	7	4	4	3	1	-	8	8	4	1	18	2	16
19%	-	-	19%	8%	35%	7%	31%	4%	19%	12%	32%	34%	97%	-	16%	18%	35%	40%	19%	16%	18%
Fairly dissatisfied (2)	9	-	9	6	3	5	4	2	3	3	-	-	-	-	5	3	*	-	8	1	11
8%	-	-	8%	9%	6%	9%	7%	23%	8%	11%	-	-	-	-	11%	7%	1%	-	8%	9%	12%
Neither satisfied or dissatisfied (3)	19	-	19	10	9	11	8	5	3	5	4	2	-	*	8	9	2	*	17	2	15
16%	-	-	16%	21%	15%	45%	15%	8%	15%	34%	22%	-	3%	-	16%	21%	17%	2%	19%	15%	17%
Fairly satisfied (4)	29	-	29	20	9	17	13	*	17	6	4	1	*	-	18	10	1	*	25	4	25
28%	-	-	28%	32%	22%	32%	24%	4%	44%	21%	29%	13%	3%	-	36%	24%	11%	1%	28%	30%	28%
Very satisfied (5)	28	-	28	21	7	16	12	2	8	12	1	3	-	2	11	13	5	2	24	4	22
27%	-	-	27%	34%	16%	31%	33%	33%	21%	41%	5%	30%	-	97%	22%	30%	36%	57%	28%	30%	25%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	57	-	57	41	16	33	25	3	26	19	4	4	2	2	28	23	6	2	50	8	47
55%	-	-	55%	66%	39%	63%	46%	27%	66%	62%	34%	44%	3%	97%	57%	54%	47%	58%	54%	61%	53%
NET Very/fairly dissatisfied	29	-	29	11	17	8	21	3	10	7	4	3	1	-	13	11	5	1	25	3	27
27%	-	-	27%	18%	41%	16%	38%	27%	27%	23%	32%	35%	97%	-	27%	25%	36%	40%	28%	25%	30%
Mean	3.35	-	3.35	3.73	2.79	3.72	3.00	3.19	3.41	3.68	2.77	3.06	1.09	4.94	3.36	3.41	3.12	3.34	3.33	3.50	3.29
Std Dev.	1.45	-	1.45	1.27	1.52	1.20	1.58	1.21	1.42	1.43	1.36	1.73	-	-	1.37	1.45	1.79	2.41	1.45	1.47	1.43
Std Error	0.15	-	0.15	0.19	0.23	0.20	0.22	0.34	0.25	0.29	0.52	0.58	-	-	0.21	0.26	0.50	1.20	0.16	0.49	0.15

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_6\_3. Thinking of Evri's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Evri

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	89	23	34	20	12	57	32	65	24	11	9	23	27	17	59	12	76	36	48	5
Weighted Base	105*	31**	32**	26**	17**	63*	42**	84*	22**	16**	10**	28**	25**	24**	63*	18**	87*	48**	53**	4**
Effective Base	56	15	17	15	10	32	25	44	13	8	7	14	16	11	36	9	47	25	28	3
Very dissatisfied (1)	20	5	4	9	2	10	10	19	1	-	3	4	10	3	17	-	20	4	16	-
Fairly dissatisfied (2)	9	8	3	-	-	9	-	9	-	-	-	2	3	-	6	3	6	5	4	-
Neither satisfied or dissatisfied (3)	19	5	7	2	6	11	8	7	12	6	-	8	2	3	10	6	13	9	8	2
Fairly satisfied (4)	29	15%	21%	9%	34%	18%	19%	9%	54%	38%	3%	27%	9%	13%	16%	34%	20%	15%	15%	46%
Very satisfied (5)	28	3	11	11	4	14	15	24	5	5	2	9	7	6	18	5	24	13	15	1
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	57	15	19	15	9	33	24	49	8	7	7	14	9	18	39	9	48	30	26	2
NET Very/fairly dissatisfied	29	48%	56%	57%	56%	53%	57%	59%	39%	45%	70%	50%	36%	75%	48%	50%	55%	62%	48%	54%
Mean	3.35	3.31	3.48	3.04	3.66	3.39	3.29	3.33	3.43	3.39	3.64	3.31	2.48	3.97	3.04	3.55	3.30	3.71	3.00	3.79
Std Dev.	1.45	1.59	1.30	1.58	1.24	1.44	1.47	1.55	0.98	0.94	1.76	1.30	1.49	1.35	1.51	1.02	1.52	1.28	1.54	0.96
Std Error	0.15	0.33	0.22	0.35	0.36	0.19	0.26	0.19	0.20	0.28	0.59	0.27	0.29	0.33	0.20	0.29	0.17	0.21	0.22	0.43

Proportions/Mean: Columns Test(s) (5% risk level) - ab/cd - ef - gh - ij/kl/mn - op - qrs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_6\_3. Thinking of Evri's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Evri

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	89	62	27	9	52	19	10	8	4	5	10	4	5	4	9	6	5	3	16
Weighted Base	105*	91*	14**	2**	93*	6**	4**	2**	3**	11**	16**	5**	9**	8**	21**	14**	8**	***	5**
Effective Base	56	49	7	2	47	9	4	5	4	5	10	4	5	4	9	6	5	2	8
Very dissatisfied (1)	20	16	4	*	16	2	2	-	-	2	5	1	2	-	2	2	2	-	2
	19%	17%	30%	4%	17%	38%	51%	-	-	15%	30%	23%	26%	-	9%	14%	22%	-	41%
Fairly dissatisfied (2)	9	6	3	*	8	1	*	*	-	-	1	-	-	-	3	2	2	-	1
	8%	7%	18%	11%	8%	11%	2%	6%	-	-	7%	-	-	-	13%	15%	25%	20%	10%
Neither satisfied or dissatisfied (3)	19	14	5	*	17	1	-	*	-	5	4	-	-	4	2	2	1	-	1
	18%	15%	35%	6%	19%	26%	-	6%	-	43%	27%	-	-	50%	9%	12%	15%	20%	26%
Fairly satisfied (4)	29	29	-	-	28	*	*	1	1	2	3	2	5	2	9	3	-	-	-
	28%	32%	3%	2%	30%	8%	5%	4%	51%	21%	20%	47%	54%	25%	43%	21%	-	-	9%
Very satisfied (5)	28	26	2	2	25	1	2	1	1	2	2	1	2	2	6	5	3	-	1
	27%	29%	14%	78%	26%	18%	43%	44%	49%	21%	15%	30%	20%	25%	26%	38%	37%	60%	14%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	57	55	2	2	52	1	2	1	3	4	6	4	7	4	15	8	3	-	1
	55%	61%	17%	79%	56%	25%	47%	88%	100%	42%	35%	77%	74%	50%	69%	59%	37%	60%	23%
NET Very/fairly dissatisfied	29	22	7	*	23	3	2	*	-	2	6	1	2	-	5	4	4	-	3
	27%	24%	48%	15%	25%	49%	53%	6%	-	15%	38%	23%	26%	-	22%	29%	47%	20%	51%
Mean	3.35	3.48	2.53	4.39	3.41	2.56	2.87	4.26	4.49	3.33	2.82	3.63	3.43	3.75	3.63	3.53	3.05	4.00	2.45
Std Dev.	1.45	1.42	1.37	1.64	1.40	1.64	2.21	-	0.65	1.31	1.48	1.67	1.57	0.89	1.29	1.52	1.74	-	1.61
Std Error	0.15	0.18	0.26	0.55	0.19	0.38	0.70	-	0.32	0.59	0.47	0.83	0.70	0.44	0.43	0.62	0.78	-	0.40

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_6\_3. Thinking of Evri's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Evri

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	89	29	3	8	35	36	12	4	1	71	5	46	32	6	4	-	78	4	62	27
Weighted Base	105*	34**	6**	8**	46**	42**	14**	3**	1**	87*	4**	60*	30**	9**	4**	-**	90*	4**	80*	25**
Effective Base	56	18	3	5	23	22	8	2	1	45	3	30	17	5	3	-	48	3	42	15
Very dissatisfied (1)	20	11	-	1	7	10	2	-	-	17	-	15	3	2	-	-	18	-	8	12
19%	19%	31%	-	16%	16%	24%	18%	-	-	20%	-	25%	10%	23%	-	-	20%	-	10%	50%
Fairly dissatisfied (2)	9	2	-	1	4	1	2	2	-	5	2	5	1	-	2	-	5	2	8	1
8%	8%	6%	-	1%	9%	1%	15%	62%	-	5%	52%	8%	1	-	48%	-	5%	48%	10%	2%
Neither satisfied or dissatisfied (3)	19	8	4	4	6	7	4	1	-	13	1	6	7	5	1	-	13	1	13	6
18%	18%	24%	62%	46%	14%	17%	32%	36%	-	15%	30%	11%	22%	57%	18%	-	15%	18%	16%	26%
Fairly satisfied (4)	29	5	2	-	8	17	4	-	1	25	1	14	13	-	1	-	28	1	24	5
28%	28%	16%	38%	-	17%	41%	29%	2%	100%	18%	16%	24%	44%	1%	34%	-	31%	34%	30%	20%
Very satisfied (5)	28	7	-	3	20	7	1	-	-	28	-	20	7	2	-	-	27	-	28	1
27%	27%	22%	-	37%	44%	18%	5%	-	-	32%	-	33%	23%	19%	-	-	29%	-	35%	2%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	57	13	2	3	28	24	5	-	1	52	1	34	20	2	1	-	54	1	52	5
55%	55%	38%	38%	37%	61%	58%	34%	2%	100%	60%	18%	57%	67%	20%	34%	-	60%	34%	65%	22%
NET Very/fairly dissatisfied	29	13	-	1	11	10	5	2	-	22	2	19	3	2	2	-	23	2	16	13
27%	27%	38%	-	17%	25%	25%	33%	62%	-	28%	52%	32%	11%	23%	48%	-	25%	48%	20%	52%
Mean	3.35	2.91	3.38	3.40	3.65	3.27	2.88	2.40	4.00	3.47	2.66	3.32	3.69	2.92	2.86	-	3.45	2.86	3.70	2.22
Std Dev.	1.45	1.56	0.53	1.50	1.51	1.43	1.21	0.63	-	1.48	0.89	1.60	1.16	1.38	1.02	-	1.47	1.02	1.30	1.32
Std Error	0.15	0.29	0.31	0.53	0.26	0.24	0.35	0.32	-	0.18	0.40	0.24	0.20	0.56	0.51	-	0.17	0.51	0.17	0.25

Proportions/Mean: Columns Tested (5% risk level) - abc - def/ghij - klmnopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_6\_3. Thinking of Evri's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Evri

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	89	8	80	1	31	49	9	77	11	1	-	89	-
Weighted Base	105*	11**	92*	2**	43**	55**	7**	87*	15**	2**	..*	105*	..*
Effective Base	56	5	50	1	22	30	6	47	8	1	-	56	-
Very dissatisfied (1)	20 19%	3 30%	17 18%	-	7 19%	11 21%	2 23%	20 23%	-	-	-	20 19%	-
Fairly dissatisfied (2)	9 8%	3 25%	6 6%	-	7 17%	1 3%	* 1%	7 8%	2 12%	-	-	9 8%	-
Neither satisfied or dissatisfied (3)	19 18%	-	19 21%	-	5 11%	12 22%	2 27%	13 15%	3 22%	2 100%	-	19 18%	-
Fairly satisfied (4)	29 28%	1 8%	28 31%	-	14 34%	14 29%	1 14%	26 30%	3 19%	-	-	29 28%	-
Very satisfied (5)	28 27%	4 36%	22 24%	2 100%	10 23%	16 29%	3 34%	21 24%	7 47%	-	-	28 27%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	57 55%	5 44%	50 55%	2 100%	24 56%	30 54%	4 49%	47 54%	10 66%	-	-	57 55%	-
NET Very/fairly dissatisfied	29 27%	6 56%	23 25%	-	14 32%	13 24%	2 24%	27 31%	2 12%	-	-	29 27%	-
Mean	3.35	2.94	3.36	5.00	3.31	3.39	3.35	3.25	4.00	3.00	-	3.35	-
Std Dev.	1.45	1.82	1.40	*	1.41	1.47	1.64	1.49	1.12	0.00	-	1.45	-
Std Error	0.15	0.64	0.16	*	0.25	0.21	0.55	0.17	0.34	0.00	-	0.15	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_6\_3. Thinking of Evri's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Evri

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	89	-	39	50	-	-	-	-	-	-	-	29	10	13	17	20
Weighted Base	105*	**	47**	58*	**	**	**	**	**	**	**	35**	13**	19**	16**	23**
Effective Base	56	-	24	33	-	-	-	-	-	-	-	18	6	9	11	13
Very dissatisfied (1)	20	-	3	17	-	-	-	-	-	-	-	3	*	5	2	10
19%	-	-	6%	29%	-	-	-	-	-	-	-	8%	1%	26%	11%	45%
Fairly dissatisfied (2)	9	-	7	2	-	-	-	-	-	-	-	5	2	*	1	*
8%	-	-	15%	3%	-	-	-	-	-	-	-	14%	17%	-	8%	2%
Neither satisfied or dissatisfied (3)	19	-	12	7	-	-	-	-	-	-	-	7	4	-	4	3
16%	-	-	23%	13%	-	-	-	-	-	-	-	21%	35%	-	27%	13%
Fairly satisfied (4)	29	-	13	17	-	-	-	-	-	-	-	11	2	3	5	9
28%	-	-	27%	29%	-	-	-	-	-	-	-	31%	14%	15%	31%	38%
Very satisfied (5)	28	-	13	15	-	-	-	-	-	-	-	9	4	11	4	1
27%	-	-	27%	26%	-	-	-	-	-	-	-	25%	33%	59%	23%	3%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	57	-	26	32	-	-	-	-	-	-	-	20	6	14	9	9
55%	-	-	54%	55%	-	-	-	-	-	-	-	57%	47%	73%	54%	41%
NET Very/fairly dissatisfied	29	-	10	19	-	-	-	-	-	-	-	8	2	5	3	11
27%	-	-	21%	32%	-	-	-	-	-	-	-	22%	15%	27%	19%	47%
Mean	3.35	-	3.54	3.20	-	-	-	-	-	-	-	3.51	3.62	3.79	3.47	2.52
Std Dev.	1.45	-	1.23	1.60	-	-	-	-	-	-	-	1.26	1.19	1.75	1.27	1.47
Std Error	0.15	-	0.20	0.23	-	-	-	-	-	-	-	0.23	0.38	0.49	0.31	0.33

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_8\_3. Thinking of DPD's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about DPD

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	57	-	57	29	28	30	27	10	22	17	2	3	-	3	32	19	6	3	46	11	57
Weighted Base	71*	-	71*	46**	25**	36**	34**	7**	32**	21**	3**	6**	-	1**	39**	24**	7**	1**	56**	15**	71*
Effective Base	38	-	38	23	15	20	18	7	17	11	1	2	-	1	23	12	3	1	29	8	38
Very dissatisfied	7	-	7	1	5	2	5	-	3	-	-	3	-	*	3	-	3	*	7	-	6
9%	9%	-	9%	3%	21%	5%	14%	-	11%	-	-	52%	-	7%	9%	-	43%	-	12%	-	11%
Fairly dissatisfied	5	-	5	2	3	2	3	1	1	2	-	-	-	-	2	2	-	-	4	1	5
6%	6%	-	6%	4%	11%	5%	8%	1%	4%	12%	-	-	-	-	5%	10%	-	-	7%	5%	9%
Neither satisfied or dissatisfied	14	-	14	9	5	5	9	-	4	7	3	-	-	-	4	10	-	-	10	4	8
3%	19%	-	19%	19%	20%	14%	25%	-	11%	35%	98%	-	-	-	9%	42%	-	-	17%	27%	14%
Fairly satisfied	11	-	11	4	7	5	6	1	5	4	-	-	-	1	6	4	1	1	9	2	14
16%	16%	-	16%	9%	28%	14%	18%	15%	15%	20%	-	-	-	93%	15%	18%	18%	93%	16%	16%	25%
Very satisfied	34	-	34	30	4	22	12	5	19	7	+	3	-	-	24	7	3	-	26	8	23
48%	48%	-	48%	64%	18%	61%	35%	68%	60%	34%	2%	48%	-	-	61%	30%	38%	-	47%	52%	40%
I don't know / Not applicable	*	-	*	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-	*	-	1
1%	1%	-	1%	-	2%	1%	-	7%	-	-	-	-	-	-	1%	-	-	-	1%	-	2%
NET Very/fairly satisfied	45	-	45	34	11	27	18	6	24	11	+	3	-	1	30	11	4	1	35	10	37
64%	64%	-	64%	74%	46%	75%	53%	83%	74%	53%	2%	48%	-	93%	76%	48%	57%	93%	63%	68%	65%
NET Very/fairly dissatisfied	11	-	11	3	8	4	7	1	5	2	-	3	-	*	6	2	3	+	10	1	11
16%	16%	-	16%	7%	32%	10%	22%	1%	15%	12%	-	52%	-	7%	14%	10%	43%	7%	19%	5%	19%
Mean	3.88	-	3.88	4.28	3.12	4.22	3.51	4.49	4.08	3.75	3.05	2.93	-	3.78	4.15	3.67	3.09	3.78	3.81	4.15	3.77
Std Dev	1.34	-	1.34	1.11	1.43	1.18	1.41	1.05	1.38	1.07	0.39	2.20	-	-	1.32	1.04	2.01	-	1.41	1.02	1.36
Std Error	0.18	-	0.18	0.21	0.28	0.22	0.27	0.35	0.29	0.26	0.27	1.27	-	-	0.24	0.24	0.82	-	0.21	0.31	0.18

Proportions/Mean: Columns Test(s) (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_8\_3. Thinking of DPD's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about DPD

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	57	19	20	12	6	39	18	43	14	4	8	21	8	14	37	5	51	25	26	6
Weighted Base	71*	18**	27**	16**	10**	44**	26**	58**	13**	8**	11**	25**	10**	13**	46**	10**	60*	34**	32**	5**
Effective Base	38	10	14	9	5	24	14	30	8	4	6	14	6	7	25	5	33	18	17	3
Very dissatisfied (1)	7	2	3	*	1	5	2	5	1	-	3	2	-	2	4	-	7	-	4	3
	9%	12%	10%	2%	14%	11%	6%	9%	12%	-	24%	7%	-	16%	9%	-	11%	-	12%	56%
Fairly dissatisfied (2)	5	2	-	2	1	2	3	4	1	-	-	4	1	-	5	-	5	1	3	1
	6%	11%	-	12%	8%	4%	10%	7%	6%	-	-	15%	7%	-	10%	-	8%	2%	10%	12%
Neither satisfied or dissatisfied (3)	14	1	4	4	4	5	9	12	2	3	*	4	6	-	11	3	11	5	9	-
	19%	4%	16%	26%	45%	11%	33%	21%	13%	33%	4%	18%	59%	-	24%	27%	18%	15%	27%	-
Fairly satisfied (4)	11	4	6	2	-	10	2	9	2	2	2	2	3	2	7	2	9	7	3	1
	16%	20%	23%	10%	-	22%	6%	16%	15%	20%	18%	7%	31%	13%	15%	16%	15%	21%	9%	27%
Very satisfied (5)	34	9	13	8	3	22	12	27	7	4	6	13	*	9	19	6	28	21	13	-
	48%	53%	49%	51%	34%	51%	44%	47%	54%	47%	54%	53%	2%	66%	42%	57%	47%	62%	40%	5%
I don't know / Not applicable	1%	-	2%	-	-	1%	-	1%	-	-	-	-	-	3%	-	-	1%	-	1%	-
NET Very/fairly satisfied	45	13	19	10	3	32	13	37	9	6	8	15	4	11	27	7	37	28	16	2
	64%	73%	72%	61%	34%	72%	61%	63%	69%	67%	72%	60%	34%	80%	57%	73%	62%	62%	50%	33%
NET Very/fairly dissatisfied	11	4	3	2	2	7	4	9	2	-	3	5	1	2	9	-	11	1	7	3
	16%	23%	10%	13%	22%	16%	17%	15%	18%	-	24%	22%	7%	17%	19%	-	19%	2%	22%	68%
Mean	3.88	3.90	4.02	3.97	3.31	3.97	3.72	3.87	3.93	4.14	3.78	3.84	3.29	4.17	3.70	4.30	3.81	4.42	3.57	2.14
Std Dev.	1.34	1.49	1.29	1.21	1.45	1.36	1.32	1.33	1.46	0.94	1.72	1.41	0.66	1.54	1.36	0.91	1.40	0.84	1.44	1.62
Std Error	0.18	0.34	0.30	0.35	0.59	0.22	0.31	0.20	0.39	0.47	0.61	0.31	0.23	0.43	0.22	0.41	0.20	0.17	0.29	0.66

Proportions/Mean: Columns Test(s) (5% risk level) - ab/cd - ef - gh - ij/kl/mn - op - qrs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_8\_3. Thinking of DPD's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about DPD

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	57	48	9	6	35	8	6	8	3	4	7	1	6	2	7	4	1	1	7
Weighted Base	71*	70*	1**	***	63*	2**	3**	2**	2**	8**	11**	1**	10**	3**	17**	9**	1**	***	2**
Effective Base	38	37	8	5	31	4	4	6	3	4	7	1	6	2	7	4	1	1	3
Very dissatisfied (1)	7	6	-	-	6	-	-	-	-	2	-	-	-	-	3	-	1	-	-
	9%	9%	15%	24%	10%	4%	-	16%	-	26%	-	-	-	-	16%	-	100%	-	5%
Fairly dissatisfied (2)	5	5	-	-	4	-	1	-	-	-	2	1	-	1	-	-	-	-	-
	6%	6%	9%	15%	6%	3%	16%	-	-	-	17%	100%	-	42%	-	-	-	-	3%
Neither satisfied or dissatisfied (3)	14	14	-	-	13	1	-	-	-	-	2	-	-	2	7	2	-	-	1
	19%	20%	-	-	20%	34%	-	23%	-	-	17%	-	-	58%	39%	22%	-	-	38%
Fairly satisfied (4)	11	11	-	-	9	1	-	1	2	-	3	-	4	-	-	-	-	-	1
	16%	16%	38%	29%	15%	46%	1%	50%	72%	-	29%	-	45%	-	-	-	-	-	51%
Very satisfied (5)	24	24	-	-	31	-	2	-	1	6	4	-	5	-	8	7	-	-	-
	48%	48%	38%	32%	49%	13%	69%	11%	28%	74%	38%	-	55%	-	45%	78%	-	100%	3%
I don't know / Not applicable	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	-	-	-	-	14%	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	45	45	-	-	41	1	2	1	2	6	8	-	10	-	8	7	-	-	1
	64%	64%	76%	61%	64%	59%	70%	60%	100%	74%	66%	-	100%	-	45%	78%	-	100%	54%
NET Very/fairly dissatisfied	11	11	-	-	10	-	1	-	-	2	2	1	-	1	3	-	1	-	-
	16%	16%	24%	39%	16%	7%	16%	16%	-	26%	17%	100%	-	42%	16%	-	100%	-	8%
Mean	3.88	3.88	3.74	3.30	3.88	3.61	4.43	3.39	4.28	3.95	3.87	2.00	4.55	2.58	3.59	4.57	1.00	5.00	3.44
Std Dev.	1.34	1.34	-	-	1.36	1.20	1.45	-	0.61	1.88	1.15	-	0.52	0.59	1.49	0.87	-	-	1.13
Std Error	0.18	0.20	-	-	0.23	0.42	0.65	-	0.35	0.94	0.43	-	0.21	0.42	0.56	0.44	-	-	0.43

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_8\_3. Thinking of DPD's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about DPD

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	57	10	-	6	19	22	9	6	-	41	6	26	18	7	4	2	44	6	47	10
Weighted Base	71*	10**	**	4**	25**	31**	6**	7**	**	56**	7**	39**	18**	5**	4**	57**	9**	62*	9**	
Effective Base	38	6	-	4	11	17	7	4	-	28	4	18	12	3	4	2	29	6	32	6
Very dissatisfied (1)	7	2	-	3*	3	2	1	-	-	5	-	3	2	-	1	-	5	1	3	4
	9%	22%	-	3%	12%	7%	22%	-	-	9%	-	7%	13%	-	26%	-	9%	16%	5%	40%
Fairly dissatisfied (2)	5	1	-	-	-	2	1	1	-	2	1	1	3	1	-	-	4	-	3	1
	6%	13%	-	-	-	6%	20%	19%	-	3%	19%	2%	18%	12%	-	7%	-	5%	14%	
Neither satisfied or dissatisfied (3)	14	-	-	-	-	11	2	2	-	11	2	6	2	3	3	-	8	3	12	2
	19%	-	-	-	-	36%	6%	27%	-	20%	27%	16%	11%	58%	51%	-	15%	31%	19%	21%
Fairly satisfied (4)	11	2	-	2	-	9	2	-	-	9	-	2	7	-	2	-	9	2	10	2
	16%	22%	-	55%	1%	29%	27%	3%	-	16%	3%	6%	38%	9%	-	46%	16%	16%	16%	
Very satisfied (5)	34	4	-	2	22	7	2	4	-	29	4	27	3	1	1	2	30	3	34	*
	48%	43%	-	42%	87%	22%	25%	50%	-	51%	50%	69%	18%	21%	22%	54%	52%	35%	55%	1%
I don't know / Not applicable	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	3%	-	-	-	1%	-	-	5%
NET Very/fairly satisfied	45	7	-	3	22	16	3	4	-	38	4	29	10	1	1	4	39	5	44	2
	64%	65%	-	97%	88%	51%	52%	54%	-	67%	54%	75%	56%	30%	22%	100%	69%	54%	71%	19%
NET Very/fairly dissatisfied	11	4	-	*	3	4	3	1	-	7	1	4	6	1	1	-	9	1	6	5
	16%	35%	-	3%	12%	13%	42%	19%	-	13%	19%	9%	31%	12%	26%	-	16%	16%	10%	55%
Mean	3.88	3.50	-	4.34	4.50	3.53	3.13	3.85	-	3.97	3.85	4.27	3.31	3.39	2.92	4.54	3.97	3.57	4.11	2.21
Std Dev	1.34	1.73	-	0.88	1.34	1.12	1.66	1.32	-	1.30	1.32	1.24	1.36	1.07	1.55	0.59	1.35	1.46	1.19	1.28
Std Error	0.18	0.55	-	0.36	0.31	0.24	0.55	0.54	-	0.20	0.54	0.24	0.33	0.41	0.77	0.42	0.21	0.60	0.17	0.43

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_8\_3. Thinking of DPD's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about DPD

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	57	9	47	1	22	29	6	48	6	2	-	56	1
Weighted Base	71*	12**	57*	2**	31**	35**	4**	60*	9**	2**	..*	71*	***
Effective Base	38	6	31	1	16	19	3	32	5	2	-	38	1
Very dissatisfied (1)	7	1	5	-	4	2	-	5	-	-	-	7	-
	9%	11%	9%	-	13%	7%	-	9%	-	78%	-	9%	-
Fairly dissatisfied (2)	5	1	3	-	1	3	*	3	1	-	-	5	*
	6%	11%	6%	-	4%	9%	1%	5%	15%	-	-	6%	100%
Neither satisfied or dissatisfied (3)	14	-	14	-	3	11	-	14	-	-	-	14	-
	19%	-	24%	-	9%	31%	-	23%	-	-	-	19%	-
Fairly satisfied (4)	11	2	8	2	2	7	2	11	1	-	-	11	-
	16%	17%	13%	100%	8%	19%	55%	16%	7%	-	-	16%	-
Very satisfied (5)	34	7	27	-	21	12	2	27	7	*	-	34	-
	48%	61%	47%	-	66%	33%	43%	45%	78%	22%	-	48%	-
I don't know / Not applicable	1	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	1%	-	-	-	1%	-
NET Very/fairly satisfied	45	9	34	2	23	18	4	37	8	*	-	45	-
	64%	78%	60%	100%	74%	51%	99%	62%	85%	22%	-	64%	-
NET Very/fairly dissatisfied	11	3	8	-	5	6	*	8	1	1	-	11	*
	16%	22%	15%	-	17%	16%	1%	14%	15%	78%	-	16%	100%
Mean	3.88	4.05	3.84	4.00	4.10	3.62	4.40	3.85	4.48	1.87	-	3.88	2.00
Std Dev.	1.34	1.50	1.33	-	1.47	1.25	0.65	1.30	1.14	-	-	1.34	-
Std Error	0.18	0.50	0.20	-	0.31	0.24	0.27	0.19	0.47	-	-	0.18	-

Proportions/Mean: Columns Tested (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_8\_3. Thinking of DPD's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about DPD

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	67	-	-	28	29	-	-	-	-	-	-	-	20	9	2	15	12
Weighted Base	71*	**	**	37**	34**	**	**	**	**	**	**	**	24**	13**	***	21**	13**
Effective Base	38	-	-	19	19	-	-	-	-	-	-	-	13	6	2	12	7
Very dissatisfied (1)	7	-	-	4	3	-	-	-	-	-	-	-	2	2	*	3	-
	9%	-	-	10%	8%	-	-	-	-	-	-	-	7%	16%	42%	13%	-
Fairly dissatisfied (2)	5	-	-	3	1	-	-	-	-	-	-	-	3	1	-	1	-
	6%	-	-	9%	4%	-	-	-	-	-	-	-	11%	4%	-	6%	-
Neither satisfied or dissatisfied (3)	14	-	-	5	9	-	-	-	-	-	-	-	2	2	-	4	5
	19%	-	-	12%	27%	-	-	-	-	-	-	-	10%	18%	-	18%	42%
Fairly satisfied (4)	11	-	-	6	5	-	-	-	-	-	-	-	4	2	-	2	3
	16%	-	-	18%	14%	-	-	-	-	-	-	-	19%	16%	-	9%	22%
Very satisfied (5)	34	-	-	18	16	-	-	-	-	-	-	-	13	6	*	11	5
	48%	-	-	50%	47%	-	-	-	-	-	-	-	52%	46%	58%	53%	36%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	1%	-	-	-	-	-	-	-	-	2%	-	-	-	-
NET Very/fairly satisfied	45	-	-	25	20	-	-	-	-	-	-	-	17	8	*	13	7
	64%	-	-	67%	61%	-	-	-	-	-	-	-	70%	62%	58%	62%	58%
NET Very/fairly dissatisfied	11	-	-	7	4	-	-	-	-	-	-	-	4	3	-	4	-
	16%	-	-	19%	12%	-	-	-	-	-	-	-	18%	20%	42%	20%	-
Mean	3.88	-	-	3.89	3.87	-	-	-	-	-	-	-	3.99	3.70	3.32	3.82	3.94
Std Dev.	1.34	-	-	1.40	1.30	-	-	-	-	-	-	-	1.34	1.54	-	1.50	0.92
Std Error	0.18	-	-	0.27	0.24	-	-	-	-	-	-	-	0.31	0.54	-	0.39	0.27

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_9\_3. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Parcelforce

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	40	-	40	20	20	25	15	8	15	9	3	3	1	1	23	12	5	2	35	5	40
Weighted Base	55*	**	55*	36**	20**	37**	19**	8**	23**	16**	2**	6**	***	***	30**	19**	6**	***	48**	7**	40*
Effective Base	28	-	28	16	13	17	10	5	11	7	2	3	1	1	16	9	3	2	24	4	40
Very dissatisfied (1)	2	-	2	-	2	2	-	-	-	-	-	2	-	-	-	-	2	-	2	-	2
4%	-	-	4%	-	10%	5%	-	-	-	-	-	30%	-	100%	-	-	32%	62%	4%	-	5%
Fairly dissatisfied (2)	2	-	2	2	-	2	-	2	-	-	-	-	-	-	2	-	-	-	2	-	1
4%	-	-	4%	5%	-	10%	26%	26%	-	-	-	-	-	-	6%	-	-	-	4%	-	3%
Neither satisfied or dissatisfied (3)	4	-	4	2	2	3	1	2	-	-	2	-	-	-	2	2	-	-	2	2	5
7%	-	-	7%	4%	12%	8%	6%	31%	-	-	61%	-	-	-	8%	8%	-	-	5%	21%	13%
Fairly satisfied (4)	16	-	16	8	8	8	8	-	12	1	-	2	-	-	12	2	2	-	13	3	14
28%	-	-	28%	23%	39%	21%	44%	6%	51%	8%	11%	33%	100%	-	40%	9%	33%	38%	27%	40%	35%
Very satisfied (5)	32	-	32	24	8	24	8	3	11	15	1	2	-	-	14	16	2	-	29	3	18
57%	-	-	57%	68%	39%	66%	46%	37%	46%	92%	28%	37%	-	-	46%	83%	35%	-	60%	38%	45%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	48	-	48	32	15	32	16	3	23	16	1	4	-	-	26	17	4	-	42	6	32
86%	-	-	86%	90%	78%	87%	84%	43%	100%	100%	39%	70%	100%	-	86%	92%	68%	38%	87%	79%	80%
NET Very/fairly dissatisfied	4	-	4	2	2	2	2	2	-	-	2	-	-	-	2	-	2	-	4	-	3
7%	-	-	7%	5%	10%	5%	10%	26%	-	-	30%	-	100%	-	6%	-	32%	62%	8%	-	8%
Mean	4.33	-	4.33	4.52	3.97	4.42	4.14	3.54	4.49	4.92	3.67	3.48	4.00	1.00	4.25	4.75	3.40	2.14	4.35	4.17	4.13
Std Dev.	1.01	-	1.01	0.83	1.22	1.04	0.95	1.32	0.51	0.28	1.14	1.83	-	-	0.87	0.60	1.84	-	1.04	0.81	1.07
Std Error	0.16	-	0.16	0.19	0.27	0.21	0.25	0.47	0.13	0.09	0.66	1.06	-	-	0.18	0.17	0.82	-	0.18	0.36	0.17

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_9\_3. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Parcelforce

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	40	11	12	13	4	23	17	33	6	6	2	12	10	9	24	7	33	17	23	-
Weighted Base	55*	17**	15**	18**	5**	32**	23**	53**	2**	7**	4**	15**	11**	18**	29**	9**	47**	27**	29**	**
Effective Base	28	7	8	10	4	15	13	26	3	4	2	8	6	7	16	5	23	12	16	-
Very dissatisfied (1)	2	*	-	2	-	*	2	2	-	-	-	2	-	-	2	-	2	-	2	-
Fairly dissatisfied (2)	4%	1%	-	10%	-	1%	8%	3%	-	-	-	13%	-	-	7%	-	4%	-	7%	-
Neither satisfied or dissatisfied (3)	4	-	2	-	-	2	-	2	-	-	2	-	-	-	2	-	2	-	2	-
Fairly satisfied (4)	7%	-	-	13%	-	6%	-	4%	-	-	55%	-	-	-	7%	-	4%	-	7%	-
Very satisfied (5)	16	-	*	3	1	*	4	3	1	2	-	*	2	-	2	2	2	2	2	-
NET Very fairly satisfied	28%	6	5	4	1	11	5	15	1	1	2	4	6	3	11	1	14	7	9	-
NET Very fairly dissatisfied	36%	35%	32%	20%	27%	33%	22%	29%	28%	19%	45%	24%	57%	19%	39%	15%	31%	25%	32%	-
I don't know / Not applicable	32	11	8	10	3	19	13	31	*	3	-	9	3	14	12	5	27	18	14	-
NET Very fairly satisfied	57%	64%	55%	56%	49%	60%	54%	60%	16%	49%	-	63%	28%	81%	42%	59%	67%	49%	-	-
NET Very fairly dissatisfied	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	4.33	4.60	4.29	4.13	4.24	4.46	4.15	4.37	3.61	4.16	2.90	4.23	4.13	4.81	4.03	4.33	4.33	4.58	4.09	-
Std Dev.	1.01	0.64	1.03	1.29	0.91	0.85	1.19	0.99	0.99	0.96	1.17	1.38	0.67	0.40	1.19	0.91	1.04	0.66	1.22	-
Std Error	0.16	0.19	0.30	0.36	0.46	0.18	0.29	0.17	0.40	0.39	0.83	0.40	0.21	0.13	0.24	0.35	0.18	0.16	0.25	-

Proportions/Mean: Columns Tested (5% risk level) - a-b|c|d - e|f - g|h - i|j|k|l|m/n - o|p - q|r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_9\_3. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Parcelforce

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	40	33	7	1	28	4	4	4	2	4	3	2	5	5	6	1	-	-	4
Weighted Base	55*	55**	1**	***	53**	***	1**	1**	1**	8**	5**	2**	9**	9**	16**	2**	**	**	***
Effective Base	28	27	5	1	25	2	3	3	2	4	3	2	5	5	6	1	-	-	2
Very dissatisfied (1)	2	2	-	-	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-
	4%	3%	33%	-	3%	54%	-	-	-	21%	-	-	-	-	-	-	-	-	54%
Fairly dissatisfied (2)	2	2	-	-	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-
	4%	4%	-	-	4%	-	-	-	-	23%	-	-	-	-	-	-	-	-	-
Neither satisfied or dissatisfied (3)	4	4	-	-	4	-	-	-	-	-	-	1	2	1	-	-	-	-	-
	7%	7%	7%	-	7%	12%	-	-	-	-	-	42%	18%	15%	-	-	-	-	12%
Fairly satisfied (4)	16	16	-	-	14	-	1	-	1	-	3	1	2	5	3	-	-	-	-
	28%	28%	27%	-	27%	33%	52%	56%	43%	-	60%	56%	19%	61%	17%	-	-	-	33%
Very satisfied (5)	32	32	-	-	31	-	-	1	1	5	2	-	5	2	13	2	-	-	-
	57%	58%	32%	100%	56%	-	48%	44%	57%	56%	40%	-	64%	24%	83%	100%	-	-	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	48	47	-	-	45	-	1	-	1	5	5	1	7	16	2	-	-	-	-
	86%	86%	59%	100%	86%	33%	100%	100%	100%	56%	100%	58%	82%	85%	100%	-	-	-	33%
NET Very/fairly dissatisfied	4	4	-	-	4	-	-	-	-	4	-	-	-	-	-	-	-	-	-
	7%	7%	33%	-	7%	54%	-	-	-	44%	-	-	-	-	-	-	-	-	54%
Mean	4.33	4.34	3.24	5.00	4.34	2.25	4.48	4.44	4.57	3.46	4.40	3.58	4.46	4.10	4.83	5.00	-	-	2.25
Std Dev.	1.01	0.99	-	-	1.01	-	-	-	-	1.87	0.55	0.64	0.82	0.66	0.39	0.00	-	-	-
Std Error	0.16	0.17	-	-	0.19	-	-	-	-	0.94	0.32	0.45	0.37	0.29	0.16	0.00	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_9\_3. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Parcelforce

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	40	6	1	3	20	13	2	5	-	33	5	18	16	2	2	2	34	4	34	6
Weighted Base	55*	3**	***	1**	33**	16**	2**	5**	**	49**	5**	28**	19**	3**	3**	3**	47**	6**	47**	8**
Effective Base	28	3	1	2	15	9	2	3	-	24	3	13	10	1	2	2	23	4	23	4
Very dissatisfied (1)	2	2	-	-	-	-	-	2	-	*	2	-	-	-	2	-	*	2	-	2
	4%	53%	-	-	-	1%	-	36%	-	*	36%	-	-	1%	-	56%	-	*	29%	-
Fairly dissatisfied (2)	2	-	-	-	2	-	-	-	-	-	2	-	-	-	-	-	2	-	2	-
	4%	-	-	-	6%	-	-	-	-	-	4%	-	-	-	-	-	4%	-	4%	-
Neither satisfied or dissatisfied (3)	4	-	-	-	2	1	-	1	-	3	1	-	3	-	-	1	3	1	4	-
	7%	-	-	-	5%	6%	-	27%	-	5%	27%	-	14%	-	-	44%	6%	21%	8%	-
Fairly satisfied (4)	16	1	-	1	4	11	1	-	-	14	-	6	7	-	1	2	13	3	12	4
	28%	20%	100%	63%	12%	66%	79%	-	-	29%	-	21%	37%	-	44%	56%	27%	50%	53%	49%
Very satisfied (5)	32	1	-	*	25	4	*	2	-	30	2	20	9	3	-	29	-	30	2	
	57%	28%	-	37%	78%	26%	21%	37%	-	61%	37%	72%	47%	100%	-	62%	-	63%	26%	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	48	2	-	1	20	15	2	2	-	44	2	26	16	3	1	2	42	3	42	6
	86%	47%	100%	100%	89%	92%	100%	37%	-	90%	37%	93%	85%	100%	44%	56%	90%	50%	88%	75%
NET Very/fairly dissatisfied	4	2	-	-	2	*	-	2	-	2	2	2	*	-	2	2	2	2	2	2
	7%	53%	-	-	6%	1%	-	36%	-	4%	36%	7%	1%	-	56%	-	5%	29%	4%	25%
Mean	4.33	2.70	4.00	4.37	4.61	4.16	4.21	3.02	-	4.46	3.02	4.58	4.30	5.00	2.33	3.56	4.47	2.91	4.46	3.52
Std Dev.	1.01	2.17	-	-	0.84	0.67	-	1.92	-	0.81	1.92	0.83	0.81	0.00	1.80	0.61	0.83	1.41	0.82	1.60
Std Error	0.16	0.89	-	-	0.19	0.19	-	0.86	-	0.14	0.86	0.20	0.20	0.00	1.27	0.43	0.14	0.71	0.14	0.65

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_9\_3. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Parcelforce

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	40	5	33	2	14	22	4	35	3	2	-	40	-
Weighted Base	55*	8**	43**	4**	22**	29**	5**	52**	3**	***	..**	55**	..**
Effective Base	28	3	23	2	10	16	2	25	3	1	-	28	-
Very dissatisfied (1)	2	-	2	-	-	2	-	2	-	-	-	2	-
	4%	-	5%	-	-	7%	-	4%	-	-	-	4%	-
Fairly dissatisfied (2)	2	-	2	-	-	2	-	2	-	-	-	2	-
	4%	-	5%	-	-	7%	-	4%	-	-	-	4%	-
Neither satisfied or dissatisfied (3)	4	-	4	-	1	3	*	3	1	*	-	4	-
	7%	-	9%	-	5%	10%	1%	5%	40%	7%	-	7%	-
Fairly satisfied (4)	16	+	14	2	8	6	2	14	2	-	-	16	-
	28%	6%	32%	37%	35%	20%	47%	27%	60%	-	-	28%	-
Very satisfied (5)	32	8	22	3	13	16	2	31	-	*	-	32	-
	57%	94%	50%	63%	60%	56%	52%	61%	-	93%	-	57%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	48	8	35	4	21	22	5	45	2	*	-	48	-
	86%	100%	82%	100%	95%	77%	99%	87%	60%	93%	-	86%	-
NET Very/fairly dissatisfied	4	-	4	-	-	4	-	4	-	-	-	4	-
	7%	-	9%	-	-	14%	-	8%	-	-	-	7%	-
Mean	4.33	4.94	4.18	4.63	4.55	4.13	4.52	4.37	3.60	4.85	-	4.33	-
Std Dev.	1.01	0.25	1.09	0.55	0.60	1.26	0.58	1.02	0.59	-	-	1.01	-
Std Error	0.16	0.11	0.19	0.39	0.16	0.27	0.29	0.17	0.34	-	-	0.16	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ7\_9\_3. Thinking of Parcelforce's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Parcelforce

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	40	-	-	16	24	-	-	-	-	-	-	-	15	1	10	8	6
Weighted Base	55*	**	**	23**	32**	**	**	**	**	**	**	**	21**	2**	12**	14**	7**
Effective Base	28	-	-	11	16	-	-	-	-	-	-	-	10	1	6	7	4
Very dissatisfied (1)	2	-	-	-	2	-	-	-	-	-	-	-	-	-	2	-	-
	4%	-	-	-	6%	-	-	-	-	-	-	-	-	-	17%	-	-
Fairly dissatisfied (2)	2	-	-	-	2	-	-	-	-	-	-	-	-	-	2	-	-
	4%	-	-	-	6%	-	-	-	-	-	-	-	-	-	17%	-	-
Neither satisfied or dissatisfied (3)	4	-	-	3	1	-	-	-	-	-	-	-	3	-	1	-	-
	7%	-	-	11%	4%	-	-	-	-	-	-	-	12%	-	9%	-	-
Fairly satisfied (4)	16	-	-	6	10	-	-	-	-	-	-	-	4	2	4	1	5
	28%	-	-	25%	31%	-	-	-	-	-	-	-	18%	100%	32%	9%	72%
Very satisfied (5)	32	-	-	15	17	-	-	-	-	-	-	-	15	-	4	11	2
	57%	-	-	64%	53%	-	-	-	-	-	-	-	70%	-	34%	82%	28%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	48	-	-	21	27	-	-	-	-	-	-	-	19	2	8	12	7
	86%	-	-	89%	84%	-	-	-	-	-	-	-	88%	100%	66%	91%	100%
NET Very/fairly dissatisfied	4	-	-	-	4	-	-	-	-	-	-	-	-	-	4	-	-
	7%	-	-	-	12%	-	-	-	-	-	-	-	-	-	34%	-	-
Mean	4.33	-	-	4.53	4.18	-	-	-	-	-	-	-	4.58	4.00	3.49	4.73	4.28
Std Dev	1.01	-	-	0.70	1.17	-	-	-	-	-	-	-	0.71	-	1.58	0.64	0.49
Std Error	0.16	-	-	0.18	0.24	-	-	-	-	-	-	-	0.18	-	0.50	0.23	0.20

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_10\_3. Thinking of TNT's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about TNT

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	26	-	26	19	7	21	5	4	11	6	-	3	-	2	15	6	5	2	22	4	26
Weighted Base	36*	-**	36**	29**	7**	31**	5**	4**	15**	13**	-**	2**	-**	3**	19**	13**	4**	3**	31**	5**	26*
Effective Base	18	-	18	14	6	15	3	3	8	5	-	2	-	2	11	5	3	2	16	2	26
Very dissatisfied (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	2	-	2	2	-	2	-	-	2	-	-	-	-	-	2	-	-	-	2	-	1
Neither satisfied or dissatisfied (3)	5	-	5	2	3	5	3	1	2	-	-	-	-	2	4	-	2	2	5	-	5
Fairly satisfied (4)	6	-	6	4	2	3	3	4	2	2	-	-	-	-	4	2	-	-	5	1	7
Very satisfied (5)	17%	-	17%	14%	29%	10%	58%	11%	25%	15%	-	7%	-	-	22%	15%	2%	-	16%	27%	27%
NET Very/fairly satisfied	62%	-	62%	70%	33%	66%	41%	63%	44%	65%	-	63%	-	44%	68%	65%	61%	44%	61%	73%	50%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	79%	-	79%	84%	62%	76%	98%	74%	68%	100%	-	100%	-	44%	70%	100%	63%	44%	76%	100%	77%
NET Very/fairly dissatisfied	2	-	2	2	-	2	-	-	2	-	-	-	-	-	2	-	-	-	2	-	1
Mean	4.35	-	4.35	4.46	3.94	4.35	4.39	4.36	3.97	4.85	-	4.93	-	3.87	4.06	4.85	4.24	3.87	4.30	4.73	4.23
Std Dev.	0.96	-	0.96	0.96	0.91	1.01	0.58	1.00	1.14	0.38	-	-	-	1.23	1.10	0.38	1.09	1.23	1.00	0.50	0.91
Std Error	0.19	-	0.19	0.22	0.34	0.22	0.26	0.50	0.34	0.15	-	-	-	0.87	0.28	0.15	0.49	0.87	0.21	0.25	0.18

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_10\_3. Thinking of TNT's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about TNT

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	26	12	5	8	1	17	9	20	6	2	2	6	8	7	16	3	23	14	12	-
Weighted Base	36*	17**	6**	12**	2**	23**	13**	29**	7**	4**	4**	9**	8**	9**	21**	6**	30**	25**	11**	**
Effective Base	18	8	3	7	1	11	8	14	5	2	2	4	6	4	12	3	16	12	7	-
Very dissatisfied (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	2	2	-	-	-	2	-	2	-	2	-	2	-	-	2	-	2	2	-	-
	6%	14%	-	-	-	10%	-	8%	-	-	56%	-	-	-	11%	-	8%	9%	-	-
Neither satisfied or dissatisfied (3)	5	1	2	2	-	3	2	2	3	-	2	-	3	-	5	-	5	1	4	-
	14%	7%	35%	16%	-	14%	14%	7%	45%	-	42%	5%	39%	-	25%	-	17%	4%	37%	-
Fairly satisfied (4)	6	2	-	4	-	2	4	6	-	1	-	2	2	1	4	1	5	3	3	-
	17%	11%	-	37%	-	8%	32%	21%	-	30%	-	22%	21%	14%	17%	21%	16%	11%	31%	-
Very satisfied (5)	22	11	4	5	2	15	7	18	4	3	-	7	3	8	10	5	18	19	4	-
	62%	68%	65%	46%	100%	68%	53%	64%	55%	70%	-	74%	40%	86%	47%	79%	59%	75%	32%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	28	13	4	10	2	17	11	25	4	4	-	9	5	9	13	6	23	22	7	-
	79%	79%	65%	84%	100%	76%	85%	85%	55%	100%	-	95%	61%	100%	64%	100%	75%	87%	63%	-
NET Very/fairly dissatisfied	2	2	-	-	-	2	-	2	-	2	-	-	-	-	2	-	2	2	-	-
	6%	14%	-	-	-	10%	-	8%	-	-	58%	-	-	-	11%	-	8%	9%	-	-
Mean	4.35	4.34	4.30	4.30	5.00	4.33	4.39	4.42	4.11	4.70	2.42	4.69	4.01	4.86	4.01	4.79	4.27	4.53	3.95	-
Std Dev.	0.96	1.12	1.05	0.77	-	1.08	0.75	0.94	1.07	0.53	0.57	0.59	0.95	0.37	1.10	0.44	1.01	0.96	0.87	-
Std Error	0.19	0.32	0.47	0.27	-	0.26	0.25	0.21	0.44	0.38	0.40	0.24	0.34	0.14	0.28	0.26	0.21	0.26	0.25	-

Proportions/Mean: Columns Test(s) (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_10\_3. Thinking of TNT's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about TNT

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	26	22	4	2	18	2	3	3	1	1	4	1	3	2	4	1	1	-	2
Weighted Base	36*	34**	2**	2**	33**	1**	1**	1**	1**	2**	6**	1**	5**	4**	11**	2**	2**	**	1**
Effective Base	18	17	1	1	16	1	2	3	1	1	4	1	3	2	4	1	1	-	1
Very dissatisfied (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	2	2	-	-	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-
	6%	7%	-	-	7%	-	-	-	-	100%	-	-	-	-	-	-	-	-	-
Neither satisfied or dissatisfied (3)	5	3	2	2	5	-	*	*	-	-	1	-	-	2	-	-	2	-	-
	14%	10%	92%	100%	14%	-	14%	37%	-	-	19%	-	-	50%	-	-	100%	-	-
Fairly satisfied (4)	6	6	-	-	5	1	1	-	-	-	5	-	-	-	-	-	-	-	1
	17%	17%	8%	-	14%	100%	86%	-	-	-	81%	-	-	-	-	-	-	-	100%
Very satisfied (5)	22	22	-	-	22	-	1	1	1	-	1	5	2	11	2	-	-	-	-
	62%	66%	-	-	65%	-	-	63%	100%	-	-	100%	100%	50%	100%	100%	-	-	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	28	28	-	-	26	1	1	1	1	-	5	1	5	2	11	2	-	-	1
	79%	83%	8%	-	79%	100%	86%	63%	100%	-	81%	100%	100%	50%	100%	100%	-	-	100%
NET Very/fairly dissatisfied	2	2	-	-	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-
	6%	7%	-	-	7%	-	-	-	-	100%	-	-	-	-	-	-	-	-	-
Mean	4.35	4.42	3.08	3.00	4.38	4.00	3.86	4.27	5.00	2.00	3.81	5.00	5.00	4.00	5.00	5.00	3.00	-	4.00
Std Dev.	0.96	0.93	-	-	0.98	-	-	-	-	0.00	0.43	-	0.00	1.17	0.00	0.00	-	-	-
Std Error	0.19	0.20	-	-	0.23	-	-	-	-	0.00	0.22	-	0.00	0.82	0.00	0.00	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_10\_3. Thinking of TNT's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about TNT

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	26	4	-	2	12	13	1	-	-	25	-	10	11	3	1	1	21	2	23	3
Weighted Base	36*	3**	**	3**	20**	15**	***	**	**	35**	**	18**	13**	3**	***	1**	31**	1**	33**	3**
Effective Base	18	3	-	2	9	9	1	-	-	18	-	8	7	3	1	15	2	17	2	
Very dissatisfied (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	2	-	-	-	-	2	-	-	-	2	-	2	-	-	-	2	-	2	-	
6%	-	-	-	-	-	15%	-	-	-	6%	-	13%	-	-	-	7%	-	7%	-	
Neither satisfied or dissatisfied (3)	5	2	-	2	-	5	-	-	-	5	-	2	-	3	-	2	-	3	2	
14%	-	50%	-	56%	-	31%	100%	-	-	13%	-	11%	1%	82%	100%	6%	35%	10%	68%	
Fairly satisfied (4)	6	-	-	-	1	5	-	-	-	6	-	1	4	-	-	5	1	5	1	
17%	-	-	-	-	6%	32%	-	-	-	17%	-	7%	31%	-	-	100%	17%	65%	32%	
Very satisfied (5)	22	2	-	1	19	3	-	-	-	22	-	13	9	1	-	22	-	22	-	
62%	-	50%	-	44%	94%	22%	-	-	-	63%	-	70%	69%	18%	-	70%	-	68%	-	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	28	2	-	1	20	8	-	-	-	28	-	14	13	1	-	27	1	28	1	
79%	-	50%	-	44%	100%	54%	-	-	-	80%	-	77%	99%	18%	-	100%	86%	69%	83%	
NET Very/fairly dissatisfied	2	-	-	-	-	2	-	-	-	2	-	2	-	-	-	2	-	2	-	
6%	-	-	-	-	-	15%	-	-	-	6%	-	13%	-	-	-	7%	-	7%	-	
Mean	4.35	4.01	-	3.87	4.94	3.62	3.00	-	-	4.37	-	4.34	4.68	3.36	3.00	4.00	4.49	3.65	4.44	3.32
Std Dev.	0.96	1.19	-	1.23	0.24	1.02	-	-	-	0.95	-	1.12	0.50	0.92	-	0.91	-	0.94	0.58	
Std Error	0.19	0.59	-	0.87	0.07	0.28	-	-	-	0.19	-	0.36	0.15	0.53	-	0.20	-	0.20	0.34	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_10\_3. Thinking of TNT's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about TNT

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	26	4	21	1	13	11	2	24	2	-	-	26	-
Weighted Base	36*	7**	26**	3**	22**	14**	1**	34**	2**	**	**	36**	**
Effective Base	18	3	15	1	10	8	1	17	2	-	-	18	-
Very dissatisfied (1)	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	2	-	2	-	2	-	-	2	-	-	-	2	-
	6%	-	9%	-	11%	-	-	7%	-	-	-	6%	-
Neither satisfied or dissatisfied (3)	5	-	5	-	4	1	-	4	2	-	-	5	-
	14%	-	19%	-	18%	8%	9%	10%	78%	-	-	14%	-
Fairly satisfied (4)	6	2	4	-	3	2	1	6	-	-	-	6	-
	17%	24%	17%	-	13%	16%	9%	17%	22%	-	-	17%	-
Very satisfied (5)	22	5	15	3	12	10	-	22	-	-	-	22	-
	62%	76%	55%	100%	58%	74%	-	66%	-	-	-	62%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	28	7	19	3	15	12	1	28	-	-	-	28	-
	79%	100%	72%	100%	71%	92%	91%	83%	22%	-	-	79%	-
NET Very/fairly dissatisfied	2	-	2	-	2	-	-	2	-	-	-	2	-
	6%	-	9%	-	11%	-	-	7%	-	-	-	6%	-
Mean	4.35	4.76	4.18	5.00	4.18	4.66	3.91	4.42	3.22	-	-	4.35	-
Std Dev.	0.96	0.46	1.05	0.00	1.10	0.65	-	0.94	0.57	-	-	0.96	-
Std Error	0.19	0.23	0.23	0.00	0.30	0.20	-	0.19	0.41	-	-	0.19	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_10\_3. Thinking of TNT's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about TNT

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	26	-	-	7	19	-	-	-	-	-	-	-	6	1	4	9	6
Weighted Base	361	**	**	10**	26**	**	**	**	**	**	**	**	10**	***	7**	15**	5**
Effective Base	18	-	-	5	14	-	-	-	-	-	-	-	5	1	3	8	3
Very dissatisfied (1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	2	-	-	2	9%	-	-	-	-	-	-	-	-	-	-	2	-
Neither satisfied or dissatisfied (3)	5	-	-	1	5	-	-	-	-	-	-	-	4	100%	2	-	3
Fairly satisfied (4)	6	-	-	4	2	-	-	-	-	-	-	-	4	-	-	2	-
Very satisfied (5)	22	-	-	5	17	-	-	-	-	-	-	-	5	-	5	10	1
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	28	-	-	9	19	-	-	-	-	-	-	-	9	-	5	12	2
NET Very/fairly dissatisfied	2	-	-	2	9%	-	-	-	-	-	-	-	96%	-	76%	84%	34%
Mean	4.35	-	-	4.50	4.30	-	-	-	-	-	-	-	4.51	3.00	4.52	4.40	3.66
Std Dev	0.96	-	-	0.63	1.07	-	-	-	-	-	-	-	0.61	-	0.93	1.12	1.04
Std Error	0.19	-	-	0.24	0.24	-	-	-	-	-	-	-	0.25	-	0.46	0.37	0.43

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_12\_3. Thinking of UPS's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about UPS

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	32	-	32	17	15	23	9	4	12	12	-	3	1	-	16	12	4	1	27	5	32
Weighted Base	50*	**	50**	27**	23**	36**	14**	8**	20**	20**	**	2**	***	**	27**	20**	3**	***	41**	9**	32*
Effective Base	23	-	23	12	11	16	7	3	10	9	-	1	1	-	12	9	1	1	20	3	32
Very dissatisfied (1)	*	-	*	*	-	*	-	-	-	-	-	*	-	-	-	-	*	-	*	-	1
Fairly dissatisfied (2)	-	-	-	-	-	-	-	-	-	-	-	3%	-	-	-	-	3%	-	-	-	3%
Neither satisfied or dissatisfied (3)	7	-	7	-	7	5	2	-	6	2	-	-	-	-	6	2	-	-	7	-	4
Fairly satisfied (4)	13	-	13	5	8	9	5	3	5	5	-	*	-	-	8	5	*	*	11	3	14
Very satisfied (5)	27%	-	27%	20%	35%	24%	34%	39%	24%	27%	-	5%	100%	-	28%	27%	9%	100%	27%	27%	44%
NET Very/fairly satisfied	58%	-	58%	60%	33%	61%	52%	61%	47%	64%	-	92%	-	-	51%	64%	88%	-	58%	73%	41%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly dissatisfied	42	-	42	27	15	31	12	8	14	18	-	2	*	-	22	18	2	*	33	9	27
NET Very/fairly dissatisfied	85%	-	85%	100%	67%	85%	85%	100%	72%	90%	-	97%	100%	-	80%	90%	97%	100%	81%	100%	84%
NET Very/fairly dissatisfied	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*	-	1
NET Very/fairly dissatisfied	*	-	*	-	-	-	-	-	-	-	-	3%	-	-	-	-	3%	-	*	-	3%
Mean	4.43	-	4.43	4.79	4.00	4.45	4.37	4.61	4.19	4.54	-	4.83	4.00	-	4.31	4.54	4.80	4.00	4.36	4.73	4.19
Std Dev.	0.76	-	0.76	0.45	0.83	0.77	0.75	0.52	0.87	0.68	-	0.91	-	-	0.80	0.68	0.90	-	0.80	0.47	0.90
Std Error	0.13	-	0.13	0.11	0.21	0.16	0.25	0.26	0.25	0.20	-	0.52	-	-	0.20	0.20	0.45	-	0.15	0.21	0.16

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_12\_3. Thinking of UPS's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about UPS

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	32	15	6	8	3	21	11	27	5	4	2	6	5	13	13	5	26	16	15	1
Weighted Base	50*	22**	8**	14**	6**	30**	20**	44**	5**	10**	1**	10**	8**	19**	18**	12**	37**	30**	19**	1**
Effective Base	23	9	5	7	3	13	10	20	3	4	2	5	4	9	10	4	18	13	10	1
Very dissatisfied (1)	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Neither satisfied or dissatisfied (3)	7	2	-	4	2	2	5	6	2	-	-	5	2	-	7	-	7	4	4	-
Fairly satisfied (4)	15%	9%	-	26%	32%	7%	28%	13%	35%	-	-	56%	26%	-	41%	-	20%	12%	21%	-
Very satisfied (5)	13	5	3	6	-	8	6	11	3	1	1	*	6	6	6	1	12	3	10	-
NET Very/fairly satisfied	27%	21%	37%	42%	-	25%	29%	24%	52%	13%	100%	*	74%	30%	35%	11%	33%	11%	54%	-
NET Very/fairly dissatisfied	29	15	5	4	4	21	8	28	1	9	-	4	-	13	4	11	17	24	5	1
I don't know / Not applicable	58%	70%	63%	32%	68%	68%	43%	64%	13%	87%	-	44%	-	69%	24%	89%	47%	78%	25%	100%
NET Very/fairly satisfied	42	20	8	10	4	28	14	39	4	10	1	4	6	19	11	12	29	27	15	1
NET Very/fairly dissatisfied	35%	91%	100%	74%	68%	93%	72%	87%	65%	100%	100%	44%	74%	100%	59%	100%	80%	88%	79%	100%
Mean	4.43	4.60	4.63	4.06	4.37	4.61	4.15	4.51	3.78	4.87	4.00	3.88	3.74	4.68	3.83	4.89	4.26	4.66	4.03	5.00
Std Dev.	0.76	0.70	0.51	0.79	1.02	0.64	0.85	0.73	0.72	0.35	-	1.05	0.47	0.52	0.81	0.32	0.80	0.69	0.72	-
Std Error	0.13	0.18	0.21	0.28	0.59	0.14	0.26	0.14	0.32	0.17	-	0.43	0.21	0.15	0.22	0.14	0.16	0.17	0.19	-

Proportions/Mean: Columns Yes/No (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_12\_3. Thinking of UPS's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about UPS

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	32	27	5	1	22	4	3	3	1	5	5	-	3	2	5	1	-	-	4
Weighted Base	50*	49**	***	***	47**	2**	1**	1**	1**	13**	8**	**	5**	5**	13**	2**	**	**	2**
Effective Base	23	22	4	1	20	3	2	2	1	5	5	-	3	2	5	1	-	-	3
Very dissatisfied (1)	*	-	15%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Neither satisfied or dissatisfied (3)	7	7	-	-	7	-	-	-	-	2	4	-	-	2	-	-	-	-	-
Fairly satisfied (4)	15%	15%	-	-	16%	-	-	-	-	15%	43%	-	-	16%	-	-	-	-	-
Very satisfied (5)	13	13	-	-	11	1	1	1	1	-	5	-	1	5	-	-	-	-	1
NET Very/fairly satisfied	27%	26%	85%	100%	25%	64%	20%	88%	100%	-	57%	-	26%	100%	-	-	-	-	64%
I don't know / Not applicable	29	29	-	-	28	1	1	1	-	11	-	-	4	-	11	2	-	-	1
NET Very/fairly dissatisfied	58%	59%	-	-	59%	36%	80%	-	-	85%	-	-	74%	-	84%	100%	-	-	36%
NET Very/fairly satisfied	42	42	-	-	39	2	1	1	1	11	5	-	5	5	11	2	-	-	2
NET Very/fairly dissatisfied	35%	35%	85%	100%	84%	100%	100%	88%	100%	85%	57%	-	100%	100%	84%	100%	-	-	100%
Mean	4.43	4.44	3.56	4.00	4.43	4.36	4.80	3.65	4.00	4.70	3.57	-	4.74	4.00	4.68	5.00	-	-	4.36
Std Dev	0.76	0.75	-	-	0.76	-	-	-	-	0.74	0.53	-	0.49	0.00	0.76	0.00	-	-	-
Std Error	0.13	0.14	-	-	0.16	-	-	-	-	0.33	0.24	-	0.28	0.00	0.34	0.00	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_12\_3. Thinking of UPS's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about UPS

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	32	3	-	2	14	14	4	-	-	28	-	12	12	4	3	1	24	4	26	6
Weighted Base	50*	1**	**	1**	25**	21**	4**	**	**	46**	**	21**	17**	4**	7**	1**	38**	8**	45**	5**
Effective Base	23	2	-	1	10	11	3	-	-	20	-	9	9	2	2	1	18	3	20	3
Very dissatisfied (1)	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	*	8%	-	-	-	-	-	-	-	-	-	-	-	2%	-	-	-	-	-	1%
Neither satisfied or dissatisfied (3)	7	-	-	-	-	5	2	-	-	5	-	-	2	4	2	-	2	2	7	-
Fairly satisfied (4)	13	-	-	-	2	10	2	-	-	12	-	4	7	-	1	1	11	2	9	5
Very satisfied (5)	27%	13%	-	14%	6%	46%	37%	-	-	25%	-	18%	43%	9%	17%	100%	52%	25%	20%	99%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	42	1	-	1	23	5	1	-	-	28	-	17	8	-	4	-	25	4	29	-
NET Very/fairly dissatisfied	58%	79%	-	86%	93%	25%	16%	-	-	62%	-	82%	48%	-	56%	-	66%	51%	64%	-
Mean	4.43	4.56	-	4.86	4.92	3.98	3.70	-	-	4.50	-	4.82	4.38	3.06	4.29	4.00	4.62	4.26	4.48	3.96
Std Dev	0.76	-	-	-	0.33	0.73	0.84	-	-	0.72	-	0.39	0.68	0.44	0.93	-	0.58	0.88	0.77	0.41
Std Error	0.13	-	-	-	0.09	0.20	0.42	-	-	0.14	-	0.11	0.19	0.22	0.54	-	0.12	0.44	0.15	0.17

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_12\_3. Thinking of UPS's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about UPS

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	32	5	26	1	11	20	1	30	2	-	-	32	-
Weighted Base	50*	12**	36**	2**	20**	29**	1**	44**	6**	**	**	50**	**
Effective Base	23	4	19	1	8	14	1	22	2	-	-	23	-
Very dissatisfied (1)	*	-	*	-	-	*	-	*	-	-	-	*	-
Fairly dissatisfied (2)	-	-	-	-	-	-	-	-	-	-	-	-	-
Neither satisfied or dissatisfied (3)	7	-	7	-	-	7	-	6	2	-	-	7	-
Fairly satisfied (4)	13	-	13	-	4	9	1	13	32%	-	-	13	-
Very satisfied (5)	29	11	15	2	17	12	-	25	4	-	-	29	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	42	100%	79%	100%	100%	74%	100%	87%	68%	-	-	85%	-
NET Very/fairly dissatisfied	*	-	*	-	-	*	-	*	-	-	-	*	-
Mean	4.43	4.99	4.21	5.00	4.82	4.16	4.00	4.44	4.35	-	-	4.43	-
Std Dev.	0.76	0.10	0.79	*	0.39	0.84	-	0.73	1.03	-	-	0.76	-
Std Error	0.13	0.05	0.15	*	0.12	0.19	-	0.13	0.73	-	-	0.13	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_12\_3. Thinking of UPS's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about UPS

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	32	-	-	14	18	-	-	-	-	-	-	11	3	3	9	6
Weighted Base	60*	**	**	26**	24**	**	**	**	**	**	**	25**	2**	6**	13**	5**
Effective Base	23	-	-	10	13	-	-	-	-	-	-	9	1	3	7	3
Very dissatisfied (1)	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	*
Fairly dissatisfied (2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Neither satisfied or dissatisfied (3)	7	-	-	2	6	-	-	-	-	-	-	2	-	-	4	2
Fairly satisfied (4)	13	-	-	8	6	-	-	-	-	-	-	6	2	1	2	2
Very satisfied (5)	29	-	-	17	12	-	-	-	-	-	-	17	-	5	7	1
I don't know / Not applicable	-	-	-	64%	52%	-	-	-	-	-	-	68%	-	80%	52%	13%
NET Very/fairly satisfied	42	-	-	24	18	-	-	-	-	-	-	23	2	6	9	3
NET Very/fairly dissatisfied	85%	-	-	93%	76%	-	-	-	-	-	-	92%	100%	100%	69%	63%
Mean	4.43	-	-	4.56	4.28	-	-	-	-	-	-	4.61	4.00	4.80	4.21	3.73
Std Dev	0.76	-	-	0.64	0.86	-	-	-	-	-	-	0.64	-	0.44	0.93	0.84
Std Error	0.13	-	-	0.17	0.20	-	-	-	-	-	-	0.19	-	0.25	0.31	0.34

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_13\_3. Thinking of UK Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about UK Mail

Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	49	-	49	33	16	29	20	10	24	11	1	2	1	-	34	12	3	1	41	8	49
Weighted Base	67*	-	67*	48**	19**	46**	21**	9**	37**	17**	2**	1**	***	-	46**	19**	2**	***	51**	15**	67*
Effective Base	32	-	32	23	9	20	12	4	18	9	1	1	1	-	21	10	2	1	28	5	49
Very dissatisfied (1)	*	-	*	-	-	*	-	-	-	-	-	-	-	-	-	-	*	*	*	-	1
Fairly dissatisfied (2)	3	-	3	2	1	2	1	-	1	2	-	-	-	-	1	2	-	-	3	-	3
Neither satisfied or dissatisfied (3)	11	-	5%	4%	7%	4%	7%	-	4%	11%	-	-	-	-	3%	10%	-	-	6%	-	6%
Fairly satisfied (4)	21	-	17%	10%	34%	13%	25%	45%	19%	-	-	-	-	-	11%	-	-	-	12%	34%	16%
Very satisfied (5)	31	-	32%	29%	39%	33%	29%	26%	37%	28%	-	-	-	-	16	5	-	-	17	4	13
I don't know / Not applicable	47%	-	47%	57%	20%	50%	38%	29%	40%	61%	100%	100%	-	-	38%	64%	93%	-	46%	42%	49%
NET Very/fairly satisfied	52	-	52	41	11	38	14	5	29	15	2	1	-	-	34	17	1	-	42	10	37
NET Very/fairly dissatisfied	78%	-	78%	86%	59%	83%	68%	55%	77%	89%	100%	100%	-	-	73%	90%	93%	-	82%	66%	76%
Mean	4.19	-	4.19	4.39	3.70	4.28	3.99	3.83	4.14	4.38	5.00	5.00	1.00	-	4.08	4.43	4.70	1.00	4.23	4.08	4.14
Std Dev.	0.91	-	0.91	0.84	0.91	0.87	0.98	0.89	0.86	0.98	-	-	-	-	0.86	0.96	-	-	0.92	0.89	1.04
Std Error	0.13	-	0.13	0.15	0.23	0.16	0.22	0.28	0.18	0.30	-	-	-	-	0.15	0.28	-	-	0.14	0.32	0.15

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_13\_3. Thinking of UK Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about UK Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	49	20	10	13	6	30	19	39	10	6	4	13	15	9	32	7	41	22	24	3
Weighted Base	67*	29**	11**	15**	11**	40**	26**	59**	7**	13**	7**	19**	14**	39**	15**	51**	39**	27**	1**	
Effective Base	32	13	6	9	5	19	13	28	5	5	3	9	9	6	20	6	26	17	15	2
Very dissatisfied (1)	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	3	1	2	-	-	3	-	3	-	-	-	3	-	-	-	-	3	2	1	-
NET Fairly dissatisfied	5%	5%	17%	-	-	8%	-	6%	-	-	-	17%	-	-	-	-	6%	5%	5%	6%
Neither satisfied or dissatisfied (3)	11	6	1	4	-	8	4	11	*	4	-	2	4	1	6	4	7	5	6	-
NET Neither satisfied or dissatisfied	17%	22%	11%	25%	-	19%	14%	19%	*	31%	-	12%	27%	9%	15%	27%	14%	13%	22%	-
Fairly satisfied (4)	21	5	4	4	9	9	13	17	4	4	4	8	3	2	15	4	17	12	9	-
NET Fairly satisfied	32%	16%	35%	26%	76%	21%	46%	28%	60%	31%	62%	42%	26%	14%	40%	27%	33%	31%	34%	-
Very satisfied (5)	21	17	4	7	3	21	10	28	3	5	3	5	6	10	14	7	24	20	10	1
NET Very satisfied	47%	58%	36%	50%	24%	52%	39%	48%	38%	38%	38%	28%	47%	76%	36%	46%	46%	51%	38%	94%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET I don't know / Not applicable	52	22	8	11	11	30	23	45	7	9	7	13	10	11	36	11	41	32	19	1
NET Veryfairly satisfied	78%	73%	71%	75%	100%	73%	86%	76%	98%	69%	100%	70%	73%	90%	76%	73%	79%	62%	72%	94%
NET Veryfairly dissatisfied	3	1	2	-	-	3	-	3	*	-	-	3	-	*	3	-	3	2	1	*
NET Veryfairly dissatisfied	5%	5%	18%	-	-	8%	-	6%	2%	-	-	18%	-	-	9%	-	7%	5%	5%	6%
Mean	4.19	4.26	3.88	4.25	4.24	4.16	4.25	4.18	4.32	4.07	4.38	3.79	4.20	4.66	4.03	4.18	4.19	4.28	4.04	4.82
Std Dev.	0.91	0.97	1.16	0.85	0.45	1.03	0.69	0.93	0.69	0.86	0.52	1.08	0.87	0.69	0.95	0.87	0.93	0.88	0.94	-
Std Error	0.13	0.22	0.37	0.24	0.18	0.19	0.16	0.15	0.22	0.35	0.26	0.30	0.23	0.23	0.17	0.33	0.14	0.19	0.19	-

Proportions/Mean: Columns Test(s) (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_13\_3. Thinking of UK Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about UK Mail

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	49	39	10	5	33	8	4	4	4	5	4	1	4	6	6	2	1	1	7
Weighted Base	67*	60*	6**	***	62**	3**	***	1**	4**	13**	6**	1**	7**	9**	14**	6**	2**	***	3**
Effective Base	32	30	2	4	29	5	4	3	3	5	4	1	4	6	6	2	1	1	4
Very dissatisfied (1)	*	-	2%	-	-	-	-	35%	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	3	3	*	*	3	*	-	-	-	-	-	-	-	1	-	-	2	-	*
	5%	5%	1%	13%	5%	2%	-	-	-	-	-	-	-	14%	-	-	100%	-	2%
Neither satisfied or dissatisfied (3)	11	11	*	*	11	*	-	-	4	3	-	-	2	2	-	-	-	-	*
	17%	18%	3%	36%	18%	1%	51%	-	31%	50%	-	-	20%	16%	-	-	-	-	1%
Fairly satisfied (4)	21	15	6	-	20	1	*	-	3	2	2	-	2	3	5	4	-	-	1
	32%	25%	91%	-	32%	27%	14%	-	86%	16%	29%	-	24%	35%	32%	60%	-	-	29%
Very satisfied (5)	21	31	*	*	28	2	1	1	1	7	1	1	5	3	7	2	-	-	2
	47%	51%	4%	50%	45%	70%	-	100%	14%	54%	21%	100%	76%	30%	52%	40%	-	100%	67%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	52	46	6	-	48	3	*	3	4	9	3	1	7	6	12	6	-	-	3
	78%	76%	94%	50%	77%	97%	14%	100%	100%	69%	50%	100%	100%	65%	64%	100%	-	100%	97%
NET Very/fairly dissatisfied	3	3	*	*	3	*	-	-	-	-	-	-	-	1	-	-	2	-	*
	5%	5%	3%	13%	5%	2%	35%	-	-	-	-	-	-	14%	-	-	100%	-	2%
Mean	4.19	4.22	3.93	3.88	4.17	4.65	2.43	5.00	4.14	4.23	3.71	5.00	4.76	3.81	4.36	4.40	2.00	5.00	4.62
Std Dev.	0.91	0.94	0.55	-	0.90	0.75	-	-	0.41	0.92	0.87	-	0.46	1.09	0.77	0.53	-	-	0.79
Std Error	0.13	0.15	0.17	-	0.16	0.26	-	-	0.20	0.41	0.44	-	0.23	0.44	0.31	0.38	-	-	0.30

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ7\_13\_3. Thinking of UK Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint**

**Base : Made a complaint about UK Mail**

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	49	9	-	3	18	20	6	5	-	38	5	21	20	3	3	1	41	4	45	4
Weighted Base	67*	7**	**	1**	29**	25**	9**	4**	**	55**	4**	32**	21**	4**	6**	1**	54**	7**	62**	5**
Effective Base	32	5	-	2	13	14	4	2	-	26	2	15	12	2	2	1	27	2	29	3
Very dissatisfied (1)	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	3	2%	-	9%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2%
Neither satisfied or dissatisfied (3)	5%	49%	-	-	-	-	-	94%	-	94%	-	-	6%	1%	-	3%	-	5%	-	-
Fairly satisfied (4)	11	-	-	-	6	4	1	*	-	10	*	2	2	2	5	-	4	5	9	2
Very satisfied (5)	17%	2%	-	-	19%	17%	14%	1%	-	18%	1%	6%	8%	53%	87%	-	7%	77%	15%	40%
I don't know / Not applicable	21	1	-	-	2	15	5	-	-	17	-	10	10	-	-	1	20	1	18	3
NET Very/fairly satisfied	32%	21%	-	-	5%	60%	52%	-	-	30%	-	32%	47%	-	-	100%	38%	12%	30%	57%
NET Very/fairly dissatisfied	31	2	-	1	22	6	3	*	-	28	*	20	8	2	1	-	28	1	31	-
Mean	4.19	3.19	-	4.66	4.55	4.06	4.21	2.15	-	4.32	2.15	4.55	4.18	3.90	3.26	4.00	4.40	3.35	4.24	3.52
Std Dev	0.91	1.44	-	-	0.84	0.65	0.70	0.76	-	0.79	0.76	0.65	0.85	1.16	0.74	-	0.75	0.74	0.90	0.71
Std Error	0.13	0.48	-	-	0.20	0.14	0.29	0.34	-	0.13	0.34	0.14	0.19	0.67	0.43	-	0.12	0.37	0.13	0.35

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_13\_3. Thinking of UK Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about UK Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	49	9	39	1	23	19	7	41	6	1	-	48	1
Weighted Base	67*	16**	48**	2**	41**	22**	3**	54**	12**	***	..**	67*	***
Effective Base	32	6	25	1	17	13	3	28	5	1	-	32	1
Very dissatisfied (1)	*	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	3	1	2	-	3	-	*	-	3	-	-	3	*
Neither satisfied or dissatisfied (3)	11	4	7	-	9	2	*	7	4	*	-	11	-
Fairly satisfied (4)	21	5	16	-	14	5	2	16	5	-	-	21	-
Very satisfied (5)	31	6	23	2	15	15	1	31	-	-	-	31	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	62	11	39	2	28	21	3	47	5	-	-	52	-
NET Very/fairly dissatisfied	78%	67%	81%	100%	69%	92%	94%	87%	42%	-	-	78%	*
Mean	4.19	3.93	4.24	5.00	3.97	4.59	4.19	4.44	3.15	3.00	-	4.20	2.00
Std Dev.	0.91	0.99	0.88	*	0.96	0.69	0.70	0.74	0.84	-	-	0.90	-
Std Error	0.13	0.33	0.14	*	0.20	0.16	0.27	0.12	0.34	-	-	0.13	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_13\_3. Thinking of UK Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about UK Mail

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	49	-	19	30	-	-	-	-	-	-	-	17	2	6	11	13
Weighted Base	67*	**	32**	35**	**	**	**	**	**	**	**	31**	1**	5**	15**	14**
Effective Base	32	-	14	19	-	-	-	-	-	-	-	13	1	3	9	7
Very dissatisfied (1)	*	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-
Fairly dissatisfied (2)	3	-	2	1	-	-	-	-	-	-	-	2	-	-	1	-
5%	-	-	6%	4%	-	-	-	-	-	-	-	6%	-	-	9%	-
Neither satisfied or dissatisfied (3)	11	-	8	3	-	-	-	-	-	-	-	8	4	1	2	-
17%	-	-	25%	9%	-	-	-	-	-	-	-	26%	8%	1%	8%	14%
Fairly satisfied (4)	21	-	8	13	-	-	-	-	-	-	-	8	-	-	3	10
32%	-	-	27%	36%	-	-	-	-	-	-	-	28%	-	-	18%	69%
Very satisfied (5)	31	-	13	18	-	-	-	-	-	-	-	12	1	5	10	3
47%	-	-	42%	51%	-	-	-	-	-	-	-	40%	92%	99%	65%	17%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	52	-	22	30	-	-	-	-	-	-	-	21	1	5	13	12
78%	-	-	68%	87%	-	-	-	-	-	-	-	67%	92%	99%	83%	86%
NET Very/fairly dissatisfied	3	-	2	1	-	-	-	-	-	-	-	2	-	-	1	-
5%	-	-	7%	4%	-	-	-	-	-	-	-	7%	-	-	9%	-
Mean	4.19	-	4.03	4.34	-	-	-	-	-	-	-	4.00	4.84	4.99	4.41	4.04
Std Dev	0.91	-	0.99	0.81	-	-	-	-	-	-	-	0.99	-	0.17	1.00	0.58
Std Error	0.13	-	0.23	0.15	-	-	-	-	-	-	-	0.24	-	0.07	0.30	0.16

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_15\_3. Thinking of Yodel's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Yodel

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	45	-	45	29	16	22	23	12	14	14	2	2	-	1	25	16	3	1	39	6	45
Weighted Base	61*	-	61**	43**	18**	38**	23**	14**	19**	20**	3**	4**	-	1**	33**	23**	5**	1**	50**	11**	45*
Effective Base	29	-	29	21	9	16	13	6	10	10	2	2	-	1	15	11	2	1	25	5	45
Very dissatisfied (1)	1	-	1	1	-	-	1	-	-	-	-	1	-	-	-	-	1	-	1	-	3
Fairly dissatisfied (2)	2	-	2	-	2	2	-	-	-	-	1	-	-	-	-	2	-	-	2	-	3
Neither satisfied or dissatisfied (3)	4%	-	4%	1%	9%	5%	1%	3%	-	1%	49%	-	-	-	1%	7%	-	-	4%	-	7%
Fairly satisfied (4)	23	-	23	14	10	12	11	5	12	5	-	-	-	1	17	5	1	1	18	6	18
Very satisfied (5)	34	-	34	27	7	24	10	8	7	15	2	3	-	15	16	3	-	28	6	19	
NET Very/fairly satisfied	56%	-	56%	64%	36%	63%	45%	65%	37%	73%	51%	79%	-	45%	70%	58%	-	57%	49%	42%	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	57	-	57	41	16	38	22	13	19	20	2	3	-	1	32	21	4	1	46	11	37
NET Very/fairly dissatisfied	3	-	3	1	2	2	2	1	-	1	1	-	-	1	2	1	-	-	3	-	6
Mean	4.42	-	4.42	4.55	4.12	4.52	4.25	4.42	4.37	4.67	3.52	4.14	-	4.00	4.39	4.52	4.11	4.00	4.40	4.49	4.04
Std Dev.	0.86	-	0.86	0.79	0.95	0.76	0.99	0.87	0.50	0.69	1.84	1.94	-	0.67	0.93	1.58	-	0.92	0.52	1.17	
Std Error	0.13	-	0.13	0.15	0.24	0.16	0.21	0.25	0.13	0.18	1.30	1.37	-	0.13	0.23	0.92	-	0.15	0.21	0.17	

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_15\_3. Thinking of Yodel's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Yodel

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	45	15	14	15	1	29	16	34	10	3	6	12	11	11	29	4	40	20	23	2
Weighted Base	61*	21**	19**	19**	2**	40**	21**	51**	10**	8**	7**	18**	12**	13**	37**	10**	50**	31**	29**	1**
Effective Base	29	9	9	10	1	18	11	24	5	3	4	8	7	6	20	3	26	14	15	2
Very dissatisfied (1)	1	1	*	-	-	1	-	1	*	-	*	*	1	-	1	-	1	*	1	-
Fairly dissatisfied (2)	2	2*	5%	1%	-	3%	-	2%	3%	-	-	1%	6%	-	3%	-	3%	1%	4%	-
Neither satisfied or dissatisfied (3)	4*	*	1%	-	2%	*	2%	2%	-	-	1	-	*	+	2	-	2	-	2	-
Fairly satisfied (4)	23	7	8	8	-	15	8	17	7	1	4	5	10	3	19	1	22	5	18	1
Very satisfied (5)	38%	33%	44%	43%	-	38%	39%	33%	65%	15%	28%	78%	25%	51%	12%	44%	16%	62%	46%	-
I don't know / Not applicable	24	13	10	9	2	23	11	31	3	7	1	12	2	10	15	9	26	8	8	1
NET Very/fairly satisfied	56%	61%	54%	47%	100%	58%	51%	61%	32%	85%	16%	71%	12%	72%	41%	88%	49%	63%	27%	52%
NET Very/fairly dissatisfied	3	1	*	2	-	2	2	3	*	-	2	*	1	*	3	-	3	*	3	-
Mean	4.42	4.44	4.50	4.26	5.00	4.47	4.33	4.47	4.23	4.85	3.64	4.66	3.86	4.68	4.20	4.88	4.32	4.80	4.00	4.52
Std Dev.	0.86	0.98	0.67	0.92	-	0.84	0.90	0.84	0.76	0.38	1.18	0.65	0.94	0.61	0.96	0.34	0.90	0.53	0.97	-
Std Error	0.13	0.25	0.18	0.24	-	0.16	0.23	0.14	0.24	0.22	0.48	0.19	0.28	0.18	0.18	0.17	0.14	0.12	0.20	-

Proportions/Mean: Columns Test(s) (5% risk level) - ab/cd - ef - gh - ijkl/mn - op - qrs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_15\_3. Thinking of Yodel's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Yodel

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	45	37	8	3	28	8	6	3	1	3	4	3	5	3	5	4	-	1	7
Weighted Base	61*	58**	3**	***	56**	2**	2**	1**	1**	9**	6**	4**	8**	6**	13**	9**	***	***	2**
Effective Base	29	28	2	2	25	5	4	2	1	3	4	3	5	3	5	4	-	1	4
Very dissatisfied (1)	1	1	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-
	2%	2%	9%	64%	-	26%	34%	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied (2)	2	2	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	4%	4%	-	-	3%	-	21%	33%	-	-	-	-	-	25%	-	-	-	-	-
Neither satisfied or dissatisfied (3)	*	-	4%	-	-	5%	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	4%	-	-	5%	-	-	-	-	-	-	-	-	-	-	-	-	6%
Fairly satisfied (4)	23	21	2	-	22	1	*	-	1	-	5	3	3	5	5	2	-	-	1
	38%	36%	80%	20%	40%	31%	7%	52%	100%	-	80%	66%	36%	75%	36%	22%	-	-	35%
Very satisfied (5)	24	34	-	-	32	1	1	-	-	9	1	1	5	-	8	7	-	-	1
	56%	58%	6%	15%	56%	37%	38%	18%	-	100%	20%	34%	64%	-	64%	78%	-	-	43%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	57	55	2	-	54	1	1	-	1	9	6	4	8	5	13	9	-	-	1
	94%	94%	87%	36%	97%	68%	45%	67%	100%	100%	100%	100%	100%	75%	100%	100%	-	-	78%
NET Very/fairly dissatisfied	3	3	-	-	1	1	1	-	-	-	-	-	-	1	-	-	-	-	-
	6%	6%	9%	64%	3%	26%	55%	33%	-	-	-	-	-	25%	-	-	-	-	100%
Mean	4.42	4.45	3.74	2.22	4.52	3.52	2.94	3.50	4.00	5.00	4.20	4.34	4.64	3.51	4.64	4.78	-	1.00	3.90
Std Dev.	0.86	0.84	1.17	-	0.64	2.25	2.39	-	-	0.44	0.54	0.54	0.51	0.95	0.50	0.44	-	-	-
Std Error	0.13	0.14	0.41	-	0.12	0.80	0.97	-	-	-	0.22	0.31	0.23	0.55	0.22	0.22	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_15\_3. Thinking of Yodel's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Yodel

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	45	11	-	3	19	17	5	3	1	36	4	19	17	6	2	1	36	3	41	4
Weighted Base	61*	10**	**	2**	35**	21**	4**	***	***	56**	1**	30**	19**	4**	6**	2**	49**	8**	58**	3**
Effective Base	29	7	-	2	14	12	3	2	1	26	2	14	10	3	2	1	25	3	27	2
Very dissatisfied (1)	1	1	-	-	1	-	-	-	-	1	-	1	-	1	-	-	1	-	1	1
23%	23%	7%	-	-	3%	1%	-	-	-	2%	-	3%	-	10%	-	-	2%	-	15%	27%
Fairly dissatisfied (2)	2	2	-	-	-	1	-	*	*	1	1	1	*	*	-	-	2	-	2	-
4%	4%	17%	-	-	-	7%	-	70%	100%	3%	87%	5%	1%	11%	-	4%	-	4%	-	
Neither satisfied or dissatisfied (3)	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly satisfied (4)	23	2	-	1	1	19	3	-	-	29	-	7	10	3	2	2	17	4	21	2
38%	38%	23%	-	54%	4%	89%	74%	-	-	36%	-	23%	64%	66%	34%	100%	35%	48%	37%	73%
Very satisfied (5)	34	6	-	1	32	1	1	-	-	33	-	21	8	*	4	-	30	4	34	-
56%	56%	53%	-	46%	93%	2%	26%	-	-	59%	-	70%	44%	9%	66%	-	60%	52%	58%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	57	8	-	2	34	20	4	-	-	53	-	28	18	3	6	2	47	8	55	2
94%	94%	76%	-	100%	97%	92%	100%	-	-	95%	-	93%	98%	75%	100%	95%	100%	95%	73%	
NET Very/fairly dissatisfied	3	2	-	-	1	2	-	*	*	3	1	2	*	1	-	-	2	-	3	1
6%	6%	24%	-	-	3%	8%	-	70%	100%	5%	87%	7%	1%	25%	-	5%	-	5%	27%	
Mean	4.42	3.98	-	4.46	4.84	3.85	4.26	2.30	2.00	4.46	2.13	4.52	4.41	3.47	4.66	4.00	4.48	4.52	4.48	3.19
Std Dev	0.86	1.43	-	0.66	0.71	0.64	0.50	-	-	0.84	-	0.93	0.59	1.39	0.52	-	0.82	0.54	0.78	1.66
Std Error	0.13	0.43	-	0.38	0.16	0.16	0.22	-	-	0.14	-	0.21	0.14	0.57	0.37	-	0.14	0.31	0.12	0.83

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_15\_3. Thinking of Yodel's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Yodel

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	45	8	34	3	21	20	4	34	7	4	-	45	-
Weighted Base	61**	13**	41**	7**	31**	28**	3**	47**	13**	1**	..**	61**	..**
Effective Base	29	5	22	3	14	14	2	24	5	3	-	29	-
Very dissatisfied (1)	1	-	1	-	-	1	-	1	-	-	-	1	-
	2%	-	3%	-	-	4%	-	2%	-	23%	-	2%	-
Fairly dissatisfied (2)	2	-	2	-	2	*	-	*	1	*	-	2	-
	4%	-	5%	-	6%	1%	-	1%	12%	41%	-	4%	-
Neither satisfied or dissatisfied (3)	*	-	*	-	-	*	-	-	-	-	-	*	-
	*	-	*	-	-	*	-	-	-	3%	-	*	-
Fairly satisfied (4)	23	2	20	2	11	10	2	20	3	-	-	23	-
	38%	15%	48%	24%	36%	36%	86%	43%	26%	-	-	38%	-
Very satisfied (5)	34	11	17	5	18	16	-	26	8	*	-	34	-
	56%	85%	43%	76%	58%	59%	-	54%	63%	34%	-	56%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	67	13	37	7	29	26	2	46	11	*	-	57	-
	94%	100%	91%	100%	94%	95%	88%	97%	88%	34%	-	94%	-
NET Very/fairly dissatisfied	3	-	3	-	2	1	*	1	1	1	-	3	-
	6%	-	9%	-	6%	5%	11%	3%	12%	64%	-	6%	-
Mean	4.42	4.85	4.22	4.76	4.45	4.45	3.66	4.46	4.39	2.81	-	4.42	-
Std Dev.	0.86	0.37	0.95	0.46	0.81	0.88	1.20	0.75	1.01	-	-	0.86	-
Std Error	0.13	0.13	0.16	0.27	0.18	0.20	0.60	0.13	0.38	-	-	0.13	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ7\_15\_3. Thinking of Yodel's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Yodel

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	45	-	20	25	-	-	-	-	-	-	-	14	6	6	13	6
Weighted Base	61*	**	34**	27**	**	**	**	**	**	**	**	25**	9**	7**	15**	6**
Effective Base	29	-	15	15	-	-	-	-	-	-	-	10	5	3	8	3
Very dissatisfied (1)	1	-	1	1	-	-	-	-	-	-	-	1	-	-	-	-
	2%	-	2%	2%	-	-	-	-	-	-	-	3%	-	4%	-	5%
Fairly dissatisfied (2)	2	-	1	1	-	-	-	-	-	-	-	-	-	-	1	-
	4%	-	2%	6%	-	-	-	-	-	-	-	1%	5%	-	10%	-
Neither satisfied or dissatisfied (3)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly satisfied (4)	23	-	14	9	-	-	-	-	-	-	-	9	5	-	4	5
	38%	-	42%	34%	-	-	-	-	-	-	-	38%	51%	1%	28%	94%
Very satisfied (5)	34	-	18	16	-	-	-	-	-	-	-	14	4	6	9	-
	56%	-	54%	58%	-	-	-	-	-	-	-	57%	44%	94%	63%	1%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	57	-	33	25	-	-	-	-	-	-	-	24	9	6	13	5
	94%	-	96%	92%	-	-	-	-	-	-	-	96%	95%	95%	89%	95%
NET Very/fairly dissatisfied	3	-	1	2	-	-	-	-	-	-	-	1	-	-	1	-
	6%	-	4%	8%	-	-	-	-	-	-	-	4%	5%	4%	10%	5%
Mean	4.42	-	4.43	4.41	-	-	-	-	-	-	-	4.46	4.35	4.81	4.43	3.87
Std Dev	0.86	-	0.81	0.92	-	-	-	-	-	-	-	0.84	0.76	0.88	0.96	0.72
Std Error	0.13	-	0.18	0.18	-	-	-	-	-	-	-	0.23	0.31	0.36	0.27	0.29

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

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QJ7\_16\_3. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	67	-	67	34	33	32	35	11	26	18	6	5	1	-	37	24	6	1	59	8	67
Weighted Base	83*	-	83*	50**	32**	47**	36**	9**	36**	23**	6**	9**	***	-	45**	29**	9**	***	70*	12**	67*
Effective Base	43	-	43	24	20	23	21	6	17	13	4	4	1	-	23	16	4	1	39	5	67
Very dissatisfied (1)	4	-	4	2	2	4	-	-	2	-	2	-	-	-	2	2	-	-	4	-	2
	5%	-	5%	5%	5%	8%	-	-	4%	-	38%	-	-	-	3%	8%	-	-	6%	-	3%
Fairly dissatisfied (2)	3	-	3	-	3	2	1	2	-	1	-	-	-	-	2	1	-	-	3	-	4
	3%	-	3%	1%	8%	4%	2%	24%	-	3%	-	-	-	-	5%	3%	-	-	4%	-	6%
Neither satisfied or dissatisfied (3)	11	-	11	6	5	6	5	2	5	2	2	*	-	-	7	3	-	-	9	2	9
	13%	-	13%	12%	15%	12%	14%	23%	15%	7%	24%	3%	-	-	16%	11%	3%	-	13%	12%	13%
Fairly satisfied (4)	24	-	24	15	9	12	12	1	16	6	-	-	-	-	17	7	-	-	19	5	18
	29%	-	29%	30%	28%	26%	33%	11%	44%	28%	11%	-	-	-	38%	24%	-	-	27%	38%	27%
Very satisfied (5)	41	-	41	27	15	23	18	4	13	14	2	8	-	-	17	16	9	-	35	6	34
	50%	-	50%	53%	45%	46%	51%	46%	37%	62%	27%	97%	100%	-	38%	54%	97%	100%	50%	50%	51%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	65	-	65	42	24	35	30	5	29	20	2	8	*	-	34	23	9	-	54	11	52
	79%	-	79%	83%	73%	75%	84%	54%	81%	89%	38%	97%	100%	-	76%	78%	97%	100%	77%	88%	78%
NET Very/fairly dissatisfied	7	-	7	3	4	6	1	2	2	1	2	-	-	-	4	3	-	-	7	-	6
	8%	-	8%	5%	13%	13%	2%	24%	4%	3%	38%	-	-	-	8%	11%	-	-	10%	-	9%
Mean	4.16	-	4.16	4.26	4.01	4.04	4.32	3.73	4.09	4.48	2.90	4.94	5.00	-	4.02	4.14	4.94	5.00	4.12	4.38	4.16
Std Dev.	1.08	-	1.08	1.02	1.17	1.25	0.81	1.31	0.95	0.79	1.79	0.37	-	-	1.03	1.23	0.37	-	1.14	0.72	1.07
Std Error	0.13	-	0.13	0.18	0.20	0.22	0.14	0.40	0.19	0.19	0.73	0.17	-	-	0.17	0.25	0.15	-	0.15	0.26	0.13

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_16\_3. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	67	19	19	18	11	38	29	53	13	5	10	19	17	15	46	6	61	26	38	3
Weighted Base	83*	20**	25**	22**	15**	45**	38**	74*	8**	7**	13**	24**	16**	20**	53**	9**	74*	32**	48**	2**
Effective Base	43	10	12	14	7	23	21	38	5	3	8	11	11	10	29	4	39	16	26	2
Very dissatisfied (1)	4	-	4	-	-	4	-	2	2	2	2	-	-	-	2	2	-	-	4	-
	5%	-	16%	-	-	9%	-	3%	19%	33%	12%	-	-	-	3%	26%	2%	-	8%	-
Fairly dissatisfied (2)	3	2	-	-	-	3	-	3	-	-	2	1	-	-	2	-	3	-	2	1
	3%	12%	2%	-	-	6%	-	3%	-	-	12%	3%	-	2%	4%	-	4%	-	5%	22%
Neither satisfied or dissatisfied (3)	11	2	2	4	3	4	7	10	1	-	3	4	4	-	11	-	11	2	9	-
	13%	8%	10%	17%	20%	9%	18%	14%	9%	4%	25%	15%	23%	-	20%	3%	14%	6%	19%	-
Fairly satisfied (4)	24	3	6	10	6	8	16	21	3	1	4	10	5	4	19	1	23	11	13	-
	29%	12%	23%	43%	38%	19%	41%	29%	32%	10%	29%	40%	34%	21%	36%	8%	31%	34%	27%	-
Very satisfied (5)	41	14	12	9	6	26	15	38	3	4	3	10	7	16	20	6	36	19	20	2
	50%	68%	49%	40%	42%	58%	41%	51%	40%	54%	22%	42%	43%	77%	37%	63%	48%	60%	42%	78%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	65	16	18	19	12	34	31	59	6	5	7	20	12	20	39	6	59	31	33	2
	79%	80%	73%	83%	80%	76%	82%	80%	72%	64%	51%	82%	77%	98%	73%	71%	80%	94%	69%	79%
NET Very/fairly dissatisfied	7	2	4	-	-	7	-	5	2	2	3	1	-	-	4	2	4	-	6	1
	8%	12%	18%	-	-	16%	-	7%	19%	33%	24%	3%	-	2%	7%	26%	6%	-	13%	22%
Mean	4.16	4.36	3.89	4.24	4.22	4.10	4.23	4.21	3.74	3.53	3.37	4.21	4.21	4.72	4.00	3.82	4.20	4.54	3.89	4.33
Std Dev.	1.08	1.07	1.47	0.73	0.78	1.31	0.74	1.02	1.57	1.95	1.32	0.82	0.81	0.60	1.01	1.83	0.97	0.61	1.24	1.67
Std Error	0.13	0.25	0.34	0.17	0.24	0.21	0.14	0.14	0.43	0.87	0.42	0.19	0.20	0.15	0.15	0.75	0.12	0.12	0.20	0.97

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - qrs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_16\_3. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	67	48	19	8	42	9	8	8	4	5	6	5	7	4	6	4	1	2	7
Weighted Base	83*	71*	11**	1**	77*	3**	2**	2**	4**	11**	9**	7**	13**	6**	14**	11**	2**	1**	2**
Effective Base	43	39	5	6	38	5	4	6	3	5	6	5	7	4	6	4	1	2	4
Very dissatisfied (1)	4	2	2	-	4	-	-	-	-	2	-	-	-	2	-	-	-	-	-
5%	5%	2%	21%	-	5%	-	-	-	-	21%	-	-	-	25%	-	-	-	-	-
Fairly dissatisfied (2)	3	3	-	-	2	-	1	-	2	-	-	-	-	-	-	-	-	-	-
3%	3%	4%	2%	26%	2%	9%	64%	-	44%	-	-	-	-	-	-	-	-	52%	-
Neither satisfied or dissatisfied (3)	11	11	-	-	10	-	-	1	-	2	-	3	2	3	-	-	-	-	-
13%	13%	15%	-	-	13%	-	-	59%	-	17%	-	44%	12%	53%	-	-	-	-	-
Fairly satisfied (4)	24	18	6	-	22	2	-	-	1	22	5	1	4	1	5	4	2	-	2
29%	29%	26%	49%	-	29%	59%	15%	4%	20%	-	53%	20%	29%	22%	33%	34%	100%	-	71%
Very satisfied (5)	41	38	3	1	39	1	-	1	1	7	4	3	7	10	7	-	-	-	1
50%	50%	54%	28%	74%	52%	32%	21%	37%	37%	62%	47%	36%	59%	-	67%	66%	-	48%	29%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	65	56	9	-	61	3	1	-	2	7	9	4	11	1	14	11	2	-	2
79%	79%	77%	74%	-	80%	91%	36%	41%	56%	62%	100%	56%	88%	22%	100%	100%	100%	48%	100%
NET Very/fairly dissatisfied	7	4	3	-	5	-	1	-	2	2	-	-	-	2	-	-	-	-	-
8%	8%	6%	23%	26%	7%	9%	64%	-	44%	21%	-	-	-	25%	-	-	-	52%	-
Mean	4.16	4.25	3.62	4.22	4.19	4.14	2.93	3.78	3.49	3.82	4.47	3.93	4.47	2.72	4.67	4.66	4.00	3.43	4.29
Std Dev.	1.08	0.99	1.51	-	1.08	1.01	-	-	1.61	1.70	0.53	0.96	0.73	1.17	0.49	0.50	-	-	0.60
Std Error	0.13	0.14	0.35	-	0.17	0.34	-	-	0.80	0.76	0.22	0.43	0.28	0.58	0.20	0.25	-	-	0.23

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_16\_3. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	67	12	1	2	28	22	11	3	2	50	5	29	25	7	3	3	54	6	56	11
Weighted Base	83*	14**	2**	1**	37**	23**	15**	3**	4**	60*	7**	39**	30**	6**	3**	5**	68*	8**	73*	10**
Effective Base	43	7	1	1	19	13	7	2	2	32	4	19	16	4	3	3	35	5	37	6
Very dissatisfied (1)	4	2	2	-	-	-	-	2	2	-	4	-	-	2	-	2	-	2	2	2
5%	17%	100%	-	-	-	-	-	45%	61%	-	53%	-	-	25%	-	50%	-	29%	2%	25%
Fairly dissatisfied (2)	3	-	-	-	2	*	1	-	-	2	-	-	*	1	-	2	*	2	2	1
3%	-	-	-	-	4%	1%	3%	-	-	3%	-	-	2%	13%	-	33%	1%	19%	3%	10%
Neither satisfied or dissatisfied (3)	11	-	-	-	3	4	3	-	-	8	-	4	4	1	2	-	8	2	8	3
13%	-	-	-	-	9%	18%	21%	-	-	13%	-	10%	13%	22%	54%	-	11%	23%	10%	34%
Fairly satisfied (4)	24	3	-	-	4	13	6	+	-	18	+	4	15	2	2	1	19	2	21	3
29%	21%	-	-	-	12%	58%	41%	2%	-	29%	1%	11%	51%	39%	46%	17%	69%	29%	32%	52%
Very satisfied (5)	41	9	-	1	28	5	5	2	2	33	3	31	10	*	-	-	41	-	41	*
50%	61%	-	100%	-	75%	22%	34%	54%	39%	55%	46%	79%	35%	*	-	-	60%	-	56%	2%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	65	11	-	1	32	18	11	2	2	50	3	35	25	2	2	1	60	2	62	3
79%	83%	-	100%	-	86%	81%	76%	55%	39%	84%	47%	90%	86%	39%	46%	17%	88%	29%	85%	31%
NET Very/fairly dissatisfied	7	2	2	-	2	*	1	2	2	2	4	-	*	2	-	4	*	4	3	3
8%	17%	100%	-	-	4%	1%	3%	45%	61%	3%	53%	-	2%	38%	-	83%	1%	48%	5%	35%
Mean	4.16	4.10	1.00	5.00	4.57	4.02	4.07	3.20	2.57	4.36	2.86	4.69	4.19	2.76	3.46	1.84	4.48	2.52	4.35	2.74
Std Dev.	1.08	1.52	0.00	-	0.84	0.69	0.86	2.35	2.27	0.82	2.14	0.65	0.72	1.33	0.59	1.20	0.72	1.27	0.92	1.24
Std Error	0.13	0.44	0.00	-	0.16	0.15	0.26	1.36	1.60	0.12	0.96	0.12	0.14	0.50	0.34	0.70	0.10	0.52	0.12	0.38

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_16\_3. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Amazon Delivery Service/ Logistics

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	67	9	56	2	30	32	5	58	6	3	-	67	-
Weighted Base	83*	13**	66*	4**	42**	38**	3**	72*	9**	2**	..**	83*	..**
Effective Base	43	6	35	2	20	21	3	38	4	1	-	43	-
Very dissatisfied (1)	4	-	4	-	4	-	-	2	-	2	-	4	-
	5%	-	6%	-	9%	-	-	3%	-	84%	-	5%	-
Fairly dissatisfied (2)	3	-	3	-	-	3	-	3	-	*	-	3	-
	3%	-	4%	-	-	7%	-	4%	-	15%	-	3%	-
Neither satisfied or dissatisfied (3)	11	*	10	-	4	7	-	11	-	-	-	11	-
	13%	2%	16%	-	9%	18%	-	15%	-	-	-	13%	-
Fairly satisfied (4)	24	3	21	-	15	7	2	20	4	-	-	24	-
	29%	24%	31%	-	36%	16%	68%	38%	46%	-	-	39%	-
Very satisfied (5)	41	10	28	4	19	21	1	37	5	*	-	41	-
	50%	73%	42%	100%	46%	56%	32%	51%	54%	1%	-	50%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	65	13	48	4	34	28	3	56	9	*	-	65	-
	79%	98%	74%	100%	81%	74%	100%	78%	100%	1%	-	79%	-
NET Very/fairly dissatisfied	7	-	7	-	4	3	-	5	-	2	-	7	-
	8%	-	10%	-	9%	7%	-	7%	-	99%	-	8%	-
Mean	4.16	4.71	4.00	5.00	4.09	4.23	4.32	4.19	4.54	1.18	-	4.16	-
Std Dev.	1.08	0.52	1.14	*	1.19	1.01	0.56	1.04	0.53	-	-	1.08	-
Std Error	0.13	0.17	0.15	*	0.22	0.18	0.25	0.14	0.22	-	-	0.13	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_16\_3. Thinking of Amazon Delivery Service/ Logistics's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Amazon Delivery Service/ Logistics

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	67	-	28	39	-	-	-	-	-	-	-	22	6	6	16	17
Weighted Base	83*	**	41**	42**	**	**	**	**	**	**	**	30**	11**	7**	20**	15**
Effective Base	43	-	21	22	-	-	-	-	-	-	-	16	5	4	11	7
Very dissatisfied (1)	4	-	2	2	-	-	-	-	-	-	-	2	-	-	2	-
	5%	-	4%	6%	-	-	-	-	-	-	-	5%	-	-	12%	-
Fairly dissatisfied (2)	3	-	3	*	-	-	-	-	-	-	-	*	2	-	-	*
	3%	-	6%	1%	-	-	-	-	-	-	-	2%	19%	-	-	2%
Neither satisfied or dissatisfied (3)	11	-	5	5	-	-	-	-	-	-	-	5	-	2	1	2
	13%	-	13%	13%	-	-	-	-	-	-	-	18%	-	29%	7%	15%
Fairly satisfied (4)	24	-	9	15	-	-	-	-	-	-	-	9	-	1	7	7
	29%	-	21%	36%	-	-	-	-	-	-	-	29%	-	10%	34%	50%
Very satisfied (5)	41	-	23	18	-	-	-	-	-	-	-	14	9	4	10	5
	50%	-	56%	44%	-	-	-	-	-	-	-	47%	81%	60%	47%	33%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	65	-	32	34	-	-	-	-	-	-	-	23	9	5	16	12
	79%	-	77%	81%	-	-	-	-	-	-	-	76%	81%	71%	82%	84%
NET Very/fairly dissatisfied	7	-	4	3	-	-	-	-	-	-	-	2	2	-	2	-
	8%	-	10%	6%	-	-	-	-	-	-	-	7%	13%	-	12%	2%
Mean	4.16	-	4.19	4.13	-	-	-	-	-	-	-	4.12	4.42	4.31	4.06	4.15
Std Dev.	1.08	-	1.12	1.06	-	-	-	-	-	-	-	1.09	1.25	0.97	1.29	0.75
Std Error	0.13	-	0.21	0.17	-	-	-	-	-	-	-	0.23	0.51	0.40	0.32	0.18

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_97\_3. Thinking of Other's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Other

	Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
		CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	35	-	35	20	15	16	19	8	15	8	2	2	-	23	10	2	-	28	7	35	
Weighted Base	53*	**	53*	37**	16**	25**	28**	6**	24**	17**	3**	2**	**	31**	20**	2**	**	41**	12**	35*	
Effective Base	26	-	26	17	10	12	15	4	12	8	2	1	-	16	9	1	-	21	6	35	
Very dissatisfied (1)	5	-	5	-	5	*	4	-	2	-	2	*	-	2	2	*	-	3	2	3	
9%	-	-	9%	-	30%	1%	16%	-	8%	-	77%	11%	-	6%	12%	11%	-	6%	17%	9%	
Fairly dissatisfied (2)	1	-	1	-	1	-	1	1	-	-	-	-	-	1	-	-	-	1	-	3	
1%	-	-	1%	-	5%	-	3%	11%	-	-	2	-	-	2%	-	-	-	2%	-	9%	
Neither satisfied or dissatisfied (3)	3	-	3	2	1	1	2	1	2	-	-	-	-	3	-	-	-	3	-	3	
5%	-	-	5%	4%	8%	5%	6%	21%	7%	-	-	-	-	9%	-	-	-	7%	-	9%	
Fairly satisfied (4)	13	-	13	9	4	6	7	2	4	7	-	-	-	6	7	-	-	11	2	9	
24%	-	-	24%	25%	23%	24%	25%	36%	15%	41%	-	-	-	20%	35%	-	-	26%	20%	26%	
Very satisfied (5)	32	-	32	26	5	17	14	2	17	10	1	2	-	19	11	2	-	24	8	17	
60%	-	-	60%	71%	34%	70%	62%	32%	70%	66%	23%	89%	-	62%	63%	89%	-	66%	63%	69%	
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
NET Very/fairly satisfied	45	-	45	36	9	23	21	4	21	17	1	2	-	25	17	2	-	35	10	26	
84%	-	-	84%	96%	57%	94%	76%	68%	85%	100%	23%	89%	-	82%	88%	89%	-	85%	83%	74%	
NET Very/fairly dissatisfied	5	-	5	-	5	*	5	1	2	-	2	*	-	3	2	*	-	3	2	6	
10%	-	-	10%	-	34%	1%	18%	11%	8%	-	77%	11%	-	9%	12%	11%	-	8%	17%	17%	
Mean	4.26	-	4.26	4.66	3.27	4.61	3.94	3.89	4.39	4.59	1.91	4.55	-	4.28	4.17	4.55	-	4.29	4.13	3.97	
Std Dev.	1.21	-	1.21	0.57	1.72	0.70	1.47	1.08	1.19	0.51	2.05	1.63	-	1.17	1.29	1.63	-	1.12	1.53	1.32	
Std Error	0.20	-	0.20	0.13	0.44	0.18	0.34	0.38	0.31	0.18	1.45	1.15	-	0.24	0.41	1.15	-	0.21	0.58	0.22	

Proportions/Mean: Columns Tested (5% risk level) - a-b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ7\_97\_3. Thinking of Other's response to your complaint, how satisfied were you with... The time taken to resolve your complaint**

**Base : Made a complaint about Other**

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	35	8	11	11	5	19	16	29	6	6	5	11	6	5	22	7	27	19	15	1
Weighted Base	53*	14**	15**	16**	8**	29**	24**	49**	4**	10**	6**	13**	9**	12**	29**	12**	41**	29**	24**	1**
Effective Base	26	6	8	8	4	14	13	24	3	5	4	7	5	5	15	6	20	14	12	1
Very dissatisfied (1)	5	-	-	3	2	-	5	5	-	-	-	3	2	-	5	-	5	-	5	-
	9%	-	-	17%	25%	-	19%	9%	-	-	-	20%	22%	-	16%	-	11%	-	20%	-
Fairly dissatisfied (2)	1	-	1	-	-	1	-	1	-	-	-	-	-	-	1	-	1	-	-	-
	1%	-	5%	-	-	2%	-	1%	-	-	6%	-	-	-	3%	-	2%	3%	-	-
Neither satisfied or dissatisfied (3)	3	-	-	2	1	-	3	2	1	1	-	-	2	-	2	1	2	1	2	-
	5%	-	-	10%	16%	-	12%	3%	32%	13%	-	-	18%	-	6%	11%	4%	4%	7%	-
Fairly satisfied (4)	13	2	6	5	-	8	5	12	1	2	2	3	6	-	11	2	11	5	7	1
	24%	16%	37%	32%	-	27%	21%	25%	17%	27%	25%	27%	60%	-	37%	14%	26%	16%	30%	100%
Very satisfied (5)	32	12	9	6	5	21	11	30	2	7	4	7	-	12	11	9	23	22	10	-
	60%	84%	59%	41%	60%	71%	47%	61%	51%	71%	70%	50%	-	100%	38%	73%	57%	75%	43%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	45	14	14	11	5	28	16	42	3	9	6	10	6	12	22	10	34	27	17	1
	84%	100%	95%	73%	60%	98%	68%	86%	68%	87%	94%	77%	60%	100%	76%	89%	83%	93%	73%	100%
NET Very/fairly dissatisfied	5	-	1	3	2	1	5	5	*	-	*	3	2	-	5	-	5	1	5	-
	10%	-	5%	17%	25%	2%	19%	11%	*	-	6%	23%	22%	-	19%	-	13%	3%	20%	-
Mean	4.26	4.84	4.49	3.80	3.70	4.66	3.77	4.26	4.19	4.58	4.58	3.84	3.17	5.00	3.79	4.64	4.15	4.66	3.77	4.00
Std Dev.	1.21	0.38	0.76	1.45	1.81	0.62	1.54	1.23	1.03	0.75	0.83	1.61	1.27	0.00	1.42	0.70	1.31	0.69	1.52	-
Std Error	0.20	0.14	0.23	0.44	0.81	0.14	0.39	0.23	0.42	0.31	0.37	0.49	0.52	0.00	0.30	0.26	0.25	0.16	0.39	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_97\_3. Thinking of Other's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Other

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	35	30	5	1	26	6	1	2	2	3	2	-	7	3	7	2	-	-	6
Weighted Base	53*	50**	3**	***	51**	2**	***	1**	2**	7**	3**	-**	13**	5**	17**	5**	-**	-**	2**
Effective Base	26	25	1	1	24	3	1	2	2	3	2	-	7	3	7	2	-	-	3
Very dissatisfied (1)	5	2	2	-	4	-	-	-	-	-	-	-	2	-	2	-	-	-	-
	9%	5%	94%	-	9%	-	-	35%	-	-	-	-	19%	-	12%	-	-	-	-
Fairly dissatisfied (2)	1	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
	1%	1%	1%	-	-	48%	-	-	-	-	-	-	-	-	-	-	-	-	48%
Neither satisfied or dissatisfied (3)	3	3	-	-	3	-	-	-	-	-	2	-	-	1	-	-	-	-	-
	5%	6%	1%	-	6%	2%	-	-	-	-	58%	-	-	28%	-	-	-	-	2%
Fairly satisfied (4)	13	13	-	-	12	1	-	-	2	-	-	-	5	3	2	-	-	-	1
	24%	25%	2%	-	24%	46%	100%	-	69%	-	-	-	40%	72%	14%	-	-	-	46%
Very satisfied (5)	32	32	-	-	31	-	-	1	1	7	1	-	5	-	13	5	-	-	-
	60%	63%	2%	100%	62%	4%	-	65%	31%	100%	42%	-	42%	-	75%	100%	-	-	4%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	45	45	-	-	43	1	-	1	2	7	1	-	10	3	15	5	-	-	1
	84%	88%	4%	100%	86%	50%	100%	65%	100%	100%	42%	-	81%	72%	88%	100%	-	-	50%
NET Very/fairly dissatisfied	5	3	2	-	4	1	-	-	-	-	-	-	2	-	2	-	-	-	1
	10%	6%	95%	-	9%	48%	-	35%	-	-	-	-	19%	-	12%	-	-	-	48%
Mean	4.26	4.41	1.18	5.00	4.30	3.06	4.00	3.59	4.31	5.00	3.85	-	3.86	3.72	4.39	5.00	-	-	3.06
Std Dev.	1.21	1.00	0.98	-	1.18	-	-	-	0.62	-	1.23	-	1.50	0.51	1.33	0.00	-	-	-
Std Error	0.20	0.18	0.44	-	0.23	-	-	-	0.44	-	0.87	-	0.57	0.29	0.50	0.00	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_97\_3. Thinking of Other's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Other

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	35	5	-	1	15	13	3	4	-	28	4	19	12	1	-	3	31	3	33	2
Weighted Base	53*	7**	**	1**	26**	19**	4**	3**	**	45**	3**	30**	16**	2**	**	4**	46**	4**	51**	2**
Effective Base	26	4	-	1	12	10	3	2	-	22	2	14	9	1	-	3	23	3	25	1
Very dissatisfied (1)	5	4	-	-	-	2	2	-	-	3	-	2	2	-	-	5	-	5	-	-
	9%	63%	-	-	1%	12%	46%	-	-	6%	-	8%	14%	-	-	10%	-	9%	-	-
Fairly dissatisfied (2)	1	-	-	-	-	1	*	-	-	1	*	1	*	-	-	1	-	*	-	-
	1%	-	-	-	-	4%	-	1%	-	2%	1%	2%	*	-	-	2%	-	1%	16%	-
Neither satisfied or dissatisfied (3)	3	-	-	-	2	-	-	1	-	2	1	-	2	-	-	1	2	3	-	-
	5%	-	-	-	6%	-	-	41%	-	4%	41%	-	10%	-	-	29%	4%	29%	6%	-
Fairly satisfied (4)	13	2	-	1	3	7	2	-	-	11	-	4	5	2	-	9	2	11	2	-
	24%	30%	-	100%	13%	37%	54%	-	-	23%	-	12%	33%	100%	-	35%	20%	35%	23%	84%
Very satisfied (5)	32	1	-	-	21	9	-	2	-	30	2	23	7	-	-	2	30	2	32	-
	60%	7%	-	-	80%	47%	-	58%	-	66%	58%	78%	43%	-	-	36%	65%	36%	63%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	45	3	-	1	24	16	2	2	-	41	2	27	12	2	-	3	39	3	43	2
	84%	37%	-	100%	93%	84%	54%	58%	-	89%	58%	90%	76%	100%	-	71%	85%	71%	84%	84%
NET Very/fairly dissatisfied	5	4	-	-	*	3	2	*	-	3	*	3	2	-	-	5	-	5	*	-
	10%	63%	-	-	1%	16%	46%	1%	-	7%	1%	10%	14%	-	-	12%	-	10%	16%	-
Mean	4.26	2.19	-	4.00	4.70	4.02	2.61	4.16	-	4.42	4.16	4.49	3.91	4.00	-	4.08	4.29	4.08	4.28	3.69
Std Dev.	1.21	1.69	-	-	0.69	1.35	1.71	1.21	-	1.06	1.21	1.18	1.37	0.00	-	0.91	1.27	0.91	1.22	0.98
Std Error	0.20	0.76	-	-	0.18	0.37	0.99	0.60	-	0.20	0.60	0.27	0.40	0.00	-	0.53	0.23	0.53	0.21	0.69

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_97\_3. Thinking of Other's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Other

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	35	6	28	1	16	15	4	33	1	1	-	35	-
Weighted Base	53*	11**	40**	2**	28**	22**	4**	52**	1**	***	..*	53**	..*
Effective Base	26	5	21	1	13	11	3	25	1	1	-	26	-
Very dissatisfied (1)	5	-	5	-	2	2	-	5	-	-	-	5	-
	9%	-	12%	-	9%	11%	-	9%	-	-	-	9%	-
Fairly dissatisfied (2)	1	-	1	-	1	*	-	1	-	-	-	1	-
	1%	-	2%	-	3%	*	-	1%	-	-	-	1%	-
Neither satisfied or dissatisfied (3)	3	-	3	-	-	3	-	2	1	*	-	3	-
	5%	-	7%	-	-	13%	1%	3%	100%	100%	-	5%	-
Fairly satisfied (4)	13	2	11	-	7	5	1	13	-	-	-	13	-
	24%	14%	28%	-	25%	21%	38%	23%	-	-	-	24%	-
Very satisfied (5)	32	10	21	2	18	12	2	32	-	-	-	32	-
	60%	86%	51%	100%	64%	55%	61%	62%	-	-	-	60%	-
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	45	11	32	2	25	16	3	45	-	-	-	45	-
	84%	100%	79%	100%	89%	76%	99%	87%	-	-	-	84%	-
NET Very/fairly dissatisfied	5	-	5	-	3	2	-	5	-	-	-	5	-
	10%	-	13%	-	11%	11%	-	10%	-	-	-	10%	-
Mean	4.26	4.86	4.06	5.00	4.33	4.10	4.60	4.29	3.00	3.00	-	4.26	-
Std Dev.	1.21	0.37	1.32	-	1.20	1.30	0.60	1.21	-	-	-	1.21	-
Std Error	0.20	0.15	0.25	-	0.30	0.34	0.30	0.21	-	-	-	0.20	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_97\_3. Thinking of Other's response to your complaint, how satisfied were you with... The time taken to resolve your complaint

Base : Made a complaint about Other

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	35	-	-	13	22	-	-	-	-	-	-	-	10	3	4	9	9
Weighted Base	63*	**	**	23**	30**	**	**	**	**	**	**	**	19**	5**	6**	15**	9**
Effective Base	26	-	-	11	16	-	-	-	-	-	-	-	8	3	2	8	5
Very dissatisfied (1)	5	-	-	*	4	-	-	-	-	-	-	-	*	-	2	-	2
	9%	-	-	1%	15%	-	-	-	-	-	-	-	2%	-	36%	-	27%
Fairly dissatisfied (2)	1	-	-	*	1	-	-	-	-	-	-	-	*	-	-	-	1
	1%	-	-	*	2%	-	-	-	-	-	-	-	*	-	-	-	8%
Neither satisfied or dissatisfied (3)	3	-	-	2	1	-	-	-	-	-	-	-	2	-	*	1	-
	5%	-	-	7%	4%	-	-	-	-	-	-	-	9%	-	1%	8%	-
Fairly satisfied (4)	13	-	-	7	6	-	-	-	-	-	-	-	2	5	-	3	3
	24%	-	-	30%	20%	-	-	-	-	-	-	-	9%	100%	-	16%	38%
Very satisfied (5)	32	-	-	14	17	-	-	-	-	-	-	-	14	-	3	12	2
	60%	-	-	51%	59%	-	-	-	-	-	-	-	80%	-	63%	75%	27%
I don't know / Not applicable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET Very/fairly satisfied	45	-	-	21	23	-	-	-	-	-	-	-	16	5	3	14	6
	84%	-	-	92%	79%	-	-	-	-	-	-	-	89%	100%	63%	92%	65%
NET Very/fairly dissatisfied	5	-	-	-	5	-	-	-	-	-	-	-	*	-	2	-	3
	10%	-	-	1%	17%	-	-	-	-	-	-	-	2%	-	30%	-	35%
Mean	4.26	-	-	4.51	4.06	-	-	-	-	-	-	-	4.66	4.00	3.54	4.67	3.30
Std Dev	1.21	-	-	0.75	1.46	-	-	-	-	-	-	-	0.79	0.00	2.12	0.64	1.69
Std Error	0.20	-	-	0.21	0.31	-	-	-	-	-	-	-	0.25	0.00	1.06	0.21	0.56

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_NET\_SATISFIED\_3. The time taken to resolve your complaint: Satisfied Summary

Base : Made a complaint about provider

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	321	-	321	121	200	145	176	61	93	72	29	37	22	7	154	101	66	29	282	39	321
Weighted Base	367	**	367	147*	220	187*	180	59*	118*	85*	40**	44**	17**	4**	177*	126*	65*	21**	304	63**	321
Effective Base	199	-	199	77	122	94	106	32	61	49	21	23	10	3	93	70	36	13	170	29	321
Royal Mail	136	-	136	72	64	66	70	20	53	30	11	15	7	-	73	41	22	7	113	23	110
	61%	-	61%	80%#	49%	60%	63%	49%	76%	68%	39%	57%	56%	-	66%	57%	56%	53%	64%	51%	60%
Collect +	45	-	45	27	18	29	16	3	27	14	1	-	-	-	31	15	-	-	38	7	30
	74%	-	74%	85%	62%	79%	65%	57%	80%	89%	16%	-	-	-	77%	71%	-	-	71%	95%	68%
DHL	49	-	49	31	17	26	23	4	16	18	1	8	2	-	20	18	10	2	37	12	34
	71%	-	71%	78%	61%	64%	80%	27%	72%	100%	33%	99%	100%	-	54%	93%	86%	56%	71%	71%	71%
FedEx	55	-	55	40	15	30	24	6	24	19	3	3	-	-	29	22	3	-	43	12	34
	67%	-	67%	75%	52%	66%	69%	61%	58%	85%	100%	98%	-	-	58%	87%	59%	-	66%	75%	65%
Evri	57	-	57	41	16	33	25	3	26	19	4	4	-	2	28	23	6	2	50	8	47
	55%	-	55%	66%	38%	63%	46%	27%	66%	62%	34%	44%	3%	97%	57%	54%	47%	58%	54%	61%	53%
DPD	45	-	45	34	11	27	18	6	24	11	-	3	-	1	30	11	4	1	35	10	37
	64%	-	64%	74%	46%	75%	53%	83%	74%	53%	2%	48%	-	93%	76%	48%	57%	93%	63%	68%	65%
Parcelforce	48	-	48	32	15	32	16	3	23	16	1	4	-	-	28	17	4	-	42	6	32
	86%	-	86%	90%	78%	87%	84%	43%	100%	100%	39%	70%	100%	-	86%	92%	68%	38%	87%	79%	80%
TNT	28	-	28	24	4	24	5	3	10	13	-	2	-	1	13	13	3	1	24	5	20
	79%	-	79%	84%	62%	76%	98%	74%	68%	100%	-	100%	-	44%	70%	100%	63%	44%	76%	100%	77%
UPS	42	-	42	27	15	31	12	8	14	18	-	2	-	-	22	18	2	-	33	9	27
	85%	-	85%	100%	67%	85%	85%	100%	72%	90%	-	97%	100%	-	80%	90%	97%	100%	81%	100%	84%
UK Mail	52	-	52	41	11	52	14	5	29	15	-	2	1	-	34	17	1	-	42	10	37
	78%	-	78%	85%	59%	83%	68%	55%	77%	89%	100%	-	-	-	73%	90%	93%	-	82%	66%	76%
Yodel	57	-	57	41	16	36	22	13	19	20	2	3	-	1	32	21	4	1	46	11	37
	94%	-	94%	96%	89%	95%	93%	94%	100%	97%	51%	79%	-	100%	97%	91%	84%	100%	93%	100%	82%
Amazon Delivery Service/	65	-	65	42	24	35	30	5	29	20	2	8	-	-	34	23	9	-	54	11	52
Logistics	79%	-	79%	83%	73%	84%	84%	54%	81%	89%	38%	97%	100%	-	76%	78%	97%	100%	77%	88%	78%
Other	45	-	45	36	9	23	21	4	21	17	1	2	-	-	25	17	2	-	35	10	26
	84%	-	84%	96%	57%	84%	72%	68%	88%	100%	23%	86%	-	-	82%	88%	88%	-	85%	83%	74%

Proportions/Mean: Column Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_NET\_SATISFIED\_3. The time taken to resolve your complaint: Satisfied Summary

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	321	90	100	71	60	190	131	237	80	33	43	83	90	66	216	34	283	98	211	12
Weighted Base	367	90*	112*	87*	78*	202	165*	294	72*	44**	57*	100*	90*	71*	247	46**	318	122*	232	13**
Effective Base	199	47	59	50	44	106	93	156	42	22	31	52	54	38	137	23	174	64	127	7
Royal Mail	136	24	43	32	36	67	69	116	20	15	22	36	29	29	87	17	116	49	80	6
Collect +	45	11	12	12	11	23	22	42	3	10	-	19	5	9	24	12	33	20	25	-
	74%	68%	63%	81%	92%	65%	86%	74%	76%	91%	-	81%	40%	100%	62%		69%	87%	66%	-
DHL	49	16	12	8	12	28	21	43	6	8	6	9	11	14	25	10	39	23	26	1
	71%	54%	76%	100%	81%	62%	87%	74%	55%	51%	57%	87%	84%	73%	77%		56%	60%	82%	100%
FedEx	55	10	18	13	13	29	26	48	7	6	3	29	6	9	38	7	47	30	24	1
	67%	46%	74%	62%	55%	62%	75%	66%	76%	100%	56%	79%	42%	52%	68%	100%	64%	78%	58%	92%
Evoit	57	15	19	15	9	33	24	49	8	7	7	14	9	18	30	9	48	30	26	2
	55%	48%	58%	57%	56%	53%	57%	59%	39%	45%	70%	50%	36%	75%	48%		50%	58%	48%	54%
DPD	45	13	19	10	3	32	13	37	9	6	8	15	4	11	27	7	37	28	16	2
	64%	73%	72%	61%	34%	72%	51%	63%	69%	67%	72%	60%	34%	80%	57%		73%	62%	50%	32%
Parcelforce	48	17	13	14	4	30	18	47	1	5	2	13	9	18	24	7	41	25	23	-
	86%	89%	87%	76%	76%	93%	76%	88%	84%	67%	48%	87%	65%	100%	81%		74%	88%	91%	81%
TNT	28	13	4	10	2	17	11	25	4	4	-	9	5	9	13	6	23	22	7	-
	79%	79%	65%	84%	100%	76%	86%	85%	55%	100%	-	95%	61%	100%	64%		100%	75%	87%	63%
UPS	42	20	8	10	4	28	14	39	4	10	1	4	6	19	11	12	29	27	15	1
	85%	91%	100%	74%	68%	93%	72%	87%	65%	100%	100%	44%	74%	100%	59%		100%	80%	88%	79%
UK Mail	52	22	8	11	11	30	23	45	7	9	7	13	10	11	30	11	41	32	19	1
	78%	73%	71%	75%	100%	73%	86%	76%	98%	69%	100%	70%	73%	90%	76%		73%	73%	82%	72%
Yodel	57	19	19	17	2	38	19	48	10	8	5	17	11	13	34	10	47	31	25	1
	94%	94%	99%	89%	100%	96%	90%	97%	97%	100%	76%	99%	90%	97%	91%		100%	93%	99%	88%
Amazon Delivery Service/Logistics	65	16	18	19	12	34	31	59	6	5	7	20	12	20	39	6	59	31	33	2
	79%	80%	73%	83%	80%	76%	82%	80%	72%	64%	51%	82%	77%	88%	73%		71%	80%	94%	69%
Other	45	14	14	11	5	28	16	42	3	9	6	10	6	12	22	10	34	27	17	1
	84%	100%	95%	73%	60%	98%	68%	86%	68%	87%	94%	77%	60%	100%	76%		89%	93%	73%	100%

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_NET\_SATISFIED\_3. The time taken to resolve your complaint: Satisfied Summary

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	321	228	93	43	178	58	43	42	11	25	20	22	19	23	29	17	12	8	50
Weighted Base	367	329	38**	6**	321	22**	14**	9**	10**	53**	33**	28**	33**	38**	67**	42**	19**	1**	21**
Effective Base	199	178	21	11	161	21	20	29	10	24	19	21	18	22	28	16	12	5	20
Royal Mail	136	126	10	1	121	6	5	4	6	24	9	7	16	9	27	16	7	*	6
81%	64%	39%	38%	63%	40%	49%	67%	88%	58%	75%	57%	65%	44%	87%	53%	59%	14%	41%	
Collect +	45	45	*	*	43	1	1	1	2	1	5	1	7	5	11	8	1	-	1
74%	81%	6%	37%	78%	24%	35%	61%	100%	22%	100%	60%	100%	100%	100%	85%	80%	38%	-	26%
DHL	49	46	2	*	45	2	1	1	3	7	3	3	7	5	14	3	1	-	2
71%	71%	59%	4%	71%	76%	74%	46%	100%	52%	100%	66%	100%	66%	76%	55%	42%	-	-	76%
FedEx	55	51	4	-	50	4	*	1	2	6	4	1	7	3	13	11	2	-	4
67%	68%	62%	-	68%	56%	82%	92%	68%	73%	46%	31%	100%	39%	73%	84%	100%	-	-	56%
Evoit	57	55	2	2	52	1	2	1	3	4	6	4	7	4	15	8	3	-	1
55%	61%	17%	79%	56%	25%	47%	88%	100%	42%	35%	77%	74%	50%	69%	59%	37%	60%	23%	
DPD	45	45	*	*	41	1	2	1	2	6	8	-	10	-	8	7	-	-	1
64%	64%	76%	61%	64%	59%	70%	60%	1	74%	66%	-	100%	-	45%	78%	-	100%	-	54%
Parcelforce	48	47	*	*	45	-	1	1	1	5	5	1	7	7	16	2	-	-	-
86%	86%	59%	100%	86%	33%	100%	100%	100%	56%	100%	58%	82%	85%	100%	100%	-	-	-	33%
TNT	28	28	*	*	26	1	1	1	1	-	5	1	5	2	11	2	-	-	1
79%	83%	8%	-	79%	100%	86%	63%	100%	-	81%	100%	100%	50%	100%	100%	-	-	-	100%
UPS	42	42	*	*	39	2	1	1	1	11	5	-	5	5	11	2	-	-	2
85%	85%	85%	100%	84%	100%	100%	88%	100%	85%	57%	-	100%	-	100%	84%	100%	-	-	100%
UK Mail	52	48	0	*	48	3	*	1	4	9	3	1	7	6	12	6	-	-	3
78%	76%	94%	50%	77%	97%	14%	100%	100%	69%	50%	100%	100%	65%	84%	100%	-	100%	-	97%
Yodel	57	55	2	*	54	1	1	1	1	9	6	4	8	5	13	9	-	-	1
94%	94%	87%	36%	97%	68%	45%	67%	100%	100%	100%	100%	100%	75%	100%	100%	-	-	-	78%
Amazon Delivery Service/	65	56	9	1	61	3	1	1	2	7	9	1	11	1	14	11	2	-	2
Logistics	79%	79%	77%	74%	80%	91%	36%	41%	56%	62%	100%	56%	88%	22%	100%	100%	100%	46%	100%
Other	45	45	*	*	43	1	1	1	2	7	1	-	10	3	15	5	-	-	1
84%	88%	4%	100%	86%	50%	100%	65%	100%	100%	42%	-	81%	72%	88%	100%	-	-	-	50%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ7\_NET\_SATISFIED\_3. The time taken to resolve your complaint: Satisfied Summary

Base : Made a complaint about provider

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	321	106	9	27	105	135	50	21	8	240	29	132	127	36	15	10	259	25	210	111
Weighted Base	367	110*	11**	18**	117*	150*	65*	22**	12**	267	35**	153*	131*	45**	22**	14**	284	36**	265	102*
Effective Base	199	62	6	13	59	85	36	14	6	143	19	80	75	24	11	9	154	20	141	58
Royal Mail	136	35	2	8	66	41	22	5	2	107	7	71	51	7	2	5	122	7	102	33
81%	54%	31%	84%	83%	50%	66%	31%	29%	65%	30%	69%	65%	35%	13%	69%	67%	35%	66%	51%	51%
Collect +	45	7	-	-	21	20	-	4	-	41	4	26	16	-	-	3	42	3	39	6
74%	55%	-	100%	84%	90%	5%	67%	-	87%	58%	4	86%	98%	8%	-	74%	91%	34%	73%	83%
DHL	49	4	-	-	30	16	3	-	-	46	-	29	17	2	1	-	45	1	47	2
71%	35%	-	-	87%	54%	100%	-	-	72%	-	98%	67%	28%	23%	-	84%	19%	74%	74%	34%
FedEx	55	13	-	3	28	15	12	-	-	43	-	25	24	4	1	1	48	2	54	1
67%	78%	-	52%	89%	48%	66%	15%	-	65%	15%	86%	64%	51%	21%	100%	74%	30%	71%	16%	16%
Evri	57	13	2	3	28	24	5	-	1	52	1	34	20	2	1	-	54	1	52	5
55%	38%	38%	37%	61%	58%	34%	2%	100%	60%	18%	57%	67%	20%	34%	-	60%	34%	65%	22%	22%
DPD	45	7	-	3	22	16	3	4	-	38	4	29	10	1	1	4	39	5	44	2
54%	65%	-	97%	88%	51%	52%	54%	-	67%	54%	75%	56%	30%	22%	100%	69%	54%	71%	19%	19%
Parcelforce	48	2	+	1	29	15	2	2	-	44	2	26	18	3	1	2	42	3	42	6
86%	47%	100%	100%	89%	92%	100%	37%	-	90%	37%	93%	85%	100%	44%	56%	90%	80%	88%	75%	75%
TNT	28	2	-	1	20	8	-	-	-	28	-	14	13	1	-	1	27	1	28	1
79%	50%	-	44%	100%	54%	-	-	-	80%	-	77%	99%	18%	-	100%	86%	65%	83%	32%	32%
UPS	42	1	-	1	25	15	2	-	-	40	-	21	15	-	5	36	6	38	5	5
85%	92%	-	100%	100%	74%	53%	-	-	88%	-	100%	90%	9%	73%	100%	96%	76%	84%	99%	99%
UK Mail	52	3	-	1	24	21	7	-	-	44	-	30	18	2	1	1	49	2	49	3
78%	46%	-	91%	81%	83%	86%	5%	-	82%	5%	94%	86%	13%	100%	100%	90%	23%	80%	57%	57%
Yodel	57	8	-	2	34	20	4	-	-	53	-	28	18	3	6	2	47	8	55	2
94%	76%	-	100%	97%	92%	100%	-	-	95%	-	93%	98%	75%	100%	100%	95%	100%	95%	73%	73%
Amazon Delivery Service/Logistics	65	11	-	1	32	18	11	2	2	50	3	35	25	2	2	1	60	2	62	3
72%	83%	-	100%	86%	81%	76%	55%	35%	84%	47%	80%	86%	35%	46%	17%	88%	29%	85%	31%	31%
Other	45	3	-	1	24	16	2	2	-	41	2	27	12	2	-	3	39	3	43	2
84%	37%	-	100%	93%	84%	54%	58%	-	89%	58%	90%	76%	100%	-	71%	85%	71%	84%	84%	84%

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_NET\_SATISFIED\_3. The time taken to resolve your complaint: Satisfied Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	321	27	288	6	105	187	29	287	25	8	-	320	1
Weighted Base	367	40**	316	12**	134*	210	24**	325	36**	6**	**	367	***
Effective Base	199	19	174	6	67	116	16	177	18	4	-	199	1
Royal Mail	136	20	111	5	50	70	16	129	7	-	-	136	-
	81%	70%	80%	75%	62%	59%	75%	62%	47%	-	-	61%	-
Collect +	45	14	28	3	25	18	2	45	-	*	-	45	-
	74%	100%	64%	100%	80%	66%	86%	79%	-	100%	-	74%	-
DHL	49	11	37	-	19	28	2	43	6	-	-	49	-
	71%	68%	71%	-	56%	84%	100%	81%	38%	-	-	71%	-
FedEx	55	10	41	4	29	25	1	48	7	-	-	55	-
	67%	88%	62%	100%	68%	66%	88%	66%	76%	100%	-	68%	-
Evo	57	5	50	2	24	30	4	47	10	-	-	57	-
	55%	44%	55%	100%	56%	54%	49%	54%	66%	-	-	55%	-
DPD	45	9	34	2	23	18	4	37	8	*	-	45	-
	64%	78%	60%	100%	74%	51%	99%	52%	85%	22%	-	64%	-
Parcelforce	48	8	35	4	21	22	5	45	2	-	-	48	-
	86%	100%	82%	100%	95%	77%	99%	87%	60%	93%	-	86%	-
TNT	28	7	19	3	15	12	1	28	*	-	-	28	-
	79%	100%	72%	100%	71%	92%	91%	83%	22%	-	-	79%	-
UPS	42	12	29	2	20	21	1	38	4	-	-	42	-
	85%	100%	79%	100%	100%	74%	100%	87%	68%	-	-	85%	-
UK Mail	52	11	39	2	28	21	3	47	5	-	-	52	-
	78%	67%	81%	100%	69%	92%	94%	87%	42%	-	-	78%	-
Yodel	57	13	37	7	29	26	2	46	11	*	-	57	-
	94%	100%	91%	100%	94%	95%	88%	97%	88%	34%	-	94%	-
Amazon Delivery Service/Logistics	85	13	48	4	34	28	3	56	9	*	-	85	-
	79%	88%	74%	100%	81%	74%	100%	78%	100%	1%	-	79%	-
Other	45	11	32	2	25	16	3	45	-	-	-	45	-
	84%	100%	79%	100%	89%	76%	99%	87%	-	-	-	84%	-

Proportions/Mean: Columns Tested (5% risk level) - ab/c - d/ef - gh/ij/kl  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

***Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)***

**QJ7\_NET\_SATISFIED\_3. The time taken to resolve your complaint: Satisfied Summary**

Base : Made a complaint about provider

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	321	-	-	149	172	-	-	-	-	-	-	-	105	44	49	84	59
Weighted Base	367	**	**	178*	189	**	**	**	**	**	**	**	126*	53**	53**	75*	61*
Effective Base	199	-	-	94	105	-	-	-	-	-	-	-	67	27	29	42	34
Royal Mail	136	-	-	69	66	-	-	-	-	-	-	-	56	13	23	27	17
61%	-	-	68%	56%	-	-	-	-	-	-	-	-	71%	57%	63%	60%	44%
Collect +	45	-	-	20	25	-	-	-	-	-	-	-	15	5	3	15	7
74%	-	-	65%	83%	-	-	-	-	-	-	-	-	79%	42%	92%	78%	94%
DHL	49	-	-	20	23	-	-	-	-	-	-	-	17	8	9	7	8
71%	-	-	81%	62%	-	-	-	-	-	-	-	-	81%	80%	50%	70%	72%
FedEx	55	-	-	30	25	-	-	-	-	-	-	-	23	7	7	14	4
67%	-	-	69%	66%	-	-	-	-	-	-	-	-	80%	47%	71%	68%	53%
Evti	57	-	-	26	32	-	-	-	-	-	-	-	20	6	14	9	9
55%	-	-	54%	35%	-	-	-	-	-	-	-	-	57%	47%	73%	54%	41%
DPD	45	-	-	25	20	-	-	-	-	-	-	-	17	8	13	7	7
64%	-	-	67%	61%	-	-	-	-	-	-	-	-	70%	62%	58%	62%	58%
Parcelforce	48	-	-	21	27	-	-	-	-	-	-	-	19	2	8	12	7
86%	-	-	89%	84%	-	-	-	-	-	-	-	-	88%	100%	66%	91%	100%
TNT	28	-	-	9	19	-	-	-	-	-	-	-	9	-	5	12	2
79%	-	-	95%	73%	-	-	-	-	-	-	-	-	96%	-	76%	84%	34%
UPS	42	-	-	24	18	-	-	-	-	-	-	-	23	2	6	9	3
85%	-	-	93%	76%	-	-	-	-	-	-	-	-	92%	100%	100%	69%	63%
UK Mail	52	-	-	22	30	-	-	-	-	-	-	-	21	1	5	13	12
78%	-	-	68%	87%	-	-	-	-	-	-	-	-	67%	92%	99%	63%	86%
Yodel	57	-	-	33	25	-	-	-	-	-	-	-	24	9	6	13	5
94%	-	-	96%	92%	-	-	-	-	-	-	-	-	96%	95%	95%	89%	95%
Amazon Delivery Services/	65	-	-	32	34	-	-	-	-	-	-	-	23	9	5	16	12
Logistics	79%	-	-	77%	81%	-	-	-	-	-	-	-	76%	81%	71%	82%	84%
Other	45	-	-	21	23	-	-	-	-	-	-	-	16	5	3	14	6
84%	-	-	92%	79%	-	-	-	-	-	-	-	-	89%	100%	63%	92%	65%

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_NET\_DISSATISFIED\_3. The time taken to resolve your complaint: Dissatisfied Summary

Base : Made a complaint about provider

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	321	-	321	121	200	145	176	61	93	72	29	37	22	7	154	101	66	29	282	39	321
Weighted Base	367	**	367	147*	220	187*	180	59*	118*	85*	40**	44**	17**	4**	177*	126*	65*	21**	304	63**	321
Effective Base	199	-	199	77	122	94	106	32	61	49	21	23	10	3	93	70	36	13	170	29	321
Royal Mail	43	-	43	7	35	24	19	8	7	10	14	2	2	*	15	23	4	3	32	11	36
19%	-	-	19%	8%	27%	22%	17%	20%	10%	22%	48%	7%	18%	69%	14%	32%	11%	21%	18%	25%	20%
Collect +	12	-	12	5	7	6	6	-	7	2	3	1	-	-	7	5	1	-	12	-	9
20%	-	-	20%	15%	24%	17%	24%	-	20%	12%	62%	100%	100%	-	17%	22%	100%	100%	22%	-	20%
DHL	7	-	7	2	5	3	5	1	3	-	1	*	-	2	4	1	2	2	7	1	7
11%	-	-	11%	5%	18%	6%	17%	6%	15%	-	67%	1%	-	100%	12%	7%	14%	44%	13%	4%	15%
FedEx	14	-	14	6	8	9	5	2	11	2	-	-	-	-	12	2	-	-	10	4	10
17%	-	-	17%	12%	28%	19%	15%	17%	26%	8%	-	-	-	-	24%	7%	-	-	16%	25%	19%
Evri	29	-	29	11	17	8	21	3	10	7	4	3	1	-	13	11	5	1	25	3	27
27%	-	-	27%	18%	41%	16%	38%	27%	27%	23%	32%	35%	97%	-	27%	25%	36%	40%	28%	25%	30%
DPD	11	-	11	3	8	4	7	1	5	2	-	3	-	-	6	2	3	*	10	1	11
16%	-	-	16%	7%	32%	10%	22%	11%	15%	12%	-	52%	-	7%	14%	10%	43%	7%	19%	5%	19%
Parcelforce	4	-	4	2	2	2	2	2	-	-	-	2	-	-	2	-	2	*	4	-	3
7%	-	-	7%	5%	10%	5%	10%	26%	-	-	-	30%	-	100%	6%	-	32%	62%	8%	-	8%
TNT	2	-	2	2	-	2	-	-	2	-	-	-	-	-	2	-	-	-	2	-	1
6%	-	-	6%	8%	-	7%	-	-	15%	-	-	-	-	-	12%	-	-	-	7%	-	4%
UPS	*	-	*	*	-	*	-	-	-	-	*	-	-	-	-	-	*	-	*	-	1
UK Mail	3	-	3	2	1	2	1	-	1	2	-	-	-	-	1	2	-	-	3	-	4
5%	-	-	5%	4%	8%	4%	7%	-	4%	11%	-	-	100%	-	3%	10%	7%	100%	7%	-	8%
Yodel	3	-	3	1	2	2	2	1	-	1	1	1	-	-	1	2	1	-	3	-	6
6%	-	-	6%	3%	11%	5%	7%	5%	-	3%	49%	21%	-	-	2%	9%	16%	-	7%	-	13%
Amazon Delivery Service/	7	-	7	3	4	6	1	2	2	1	2	-	-	-	4	3	-	-	7	-	6
Logistics	8%	-	8%	5%	13%	13%	2%	24%	4%	3%	38%	-	-	-	8%	11%	-	-	10%	-	9%
Other	5	-	5	-	5	-	5	1	2	-	2	-	-	-	3	2	-	-	3	2	6
10%	-	-	10%	-	34%	1%	16%	11%	8%	-	77%	11%	-	-	9%	12%	11%	-	8%	17%	17%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_NET\_DISSATISFIED\_3. The time taken to resolve your complaint: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	321	90	100	71	60	190	131	237	80	33	43	83	90	66	216	34	283	98	211	12
Weighted Base	367	90*	112*	87*	78*	202	165*	294	72*	44**	57*	100*	90*	71*	247	46**	318	122*	232	13**
Effective Base	199	47	59	50	44	106	93	156	42	22	31	52	54	38	137	23	174	64	127	7
Royal Mail	43	12	13	13	5	25	18	33	10	7	8	8	12	8	27	7	36	6	36	1
	19%	23%	21%	22%	10%	22%	17%	18%	28%	25%	22%	13%	23%	18%	19%	24%	19%	9%	25%	8%
Collect +	12	3	7	2	-	10	2	12	-	-	3	5	5	-	12	-	12	2	10	-
	20%	18%	35%	16%	-	29%	9%	21%	1%	-	83%	19%	40%	-	31%	-	25%	8%	26%	-
DHL	7	4	2	-	2	6	2	6	2	-	2	1	2	2	5	-	7	2	5	-
	11%	14%	10%	-	11%	13%	7%	10%	17%	2%	17%	13%	16%	12%	15%	1%	14%	6%	17%	-
FedEx	14	6	3	4	1	9	5	14	-	-	2	8	2	2	12	-	14	4	10	-
	17%	29%	13%	19%	5%	20%	14%	19%	-	-	44%	21%	15%	12%	22%	-	19%	11%	23%	-
Evoit	29	11	7	9	2	18	10	27	1	3	3	6	14	3	23	3	26	9	20	-
	27%	37%	21%	34%	10%	29%	25%	33%	6%	18%	27%	23%	55%	13%	36%	16%	30%	19%	37%	-
DPD	11	4	3	2	2	7	4	9	2	-	3	5	1	2	9	-	11	1	7	3
	16%	23%	10%	13%	22%	15%	17%	15%	18%	-	24%	22%	7%	17%	19%	-	19%	2%	22%	68%
Parcelforce	4	-	2	-	-	2	2	4	-	-	2	2	-	-	4	-	4	-	4	-
	7%	1%	13%	10%	-	7%	8%	3%	-	-	55%	13%	-	-	14%	-	8%	-	14%	-
TNT	2	2	-	-	-	2	-	2	-	-	2	-	-	-	2	-	2	2	-	-
	6%	14%	-	-	-	10%	-	8%	-	-	88%	-	-	-	11%	-	8%	9%	-	-
UPS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UK Mail	3	1	2	-	-	3	-	3	-	-	3	-	-	-	3	-	3	2	1	-
	5%	5%	18%	-	-	8%	-	6%	2%	-	18%	-	-	-	9%	-	7%	5%	5%	6%
Yodel	3	1	-	2	-	2	2	3	-	-	2	-	1	-	3	-	-	-	3	-
	6%	6%	1%	10%	-	4%	9%	6%	3%	-	24%	1%	10%	2%	9%	-	7%	1%	11%	-
Amazon Delivery Service/Logistics	7	2	4	-	-	7	-	5	2	2	4	1	-	-	5	4	4	-	6	1
	8%	12%	18%	-	-	15%	-	7%	19%	33%	24%	3%	-	2%	7%	26%	6%	-	13%	22%
Other	5	-	1	3	2	1	5	5	-	-	-	3	2	-	5	-	5	1	5	-
	10%	-	5%	17%	25%	2%	19%	11%	-	-	6%	23%	22%	-	19%	-	13%	3%	20%	-

Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - ef - gh - i/jk/l/m/n - op - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_NET\_DISSATISFIED\_3. The time taken to resolve your complaint: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	321	228	93	43	178	58	43	42	11	25	20	22	19	23	29	17	12	8	50
Weighted Base	367	329	38**	6**	321	22**	14**	9**	10**	53**	33**	28**	33**	38**	67**	42**	19**	1**	21**
Effective Base	199	178	21	11	161	21	20	29	10	24	19	21	18	22	28	16	12	5	20
Royal Mail	43	34	9	1	36	3	3	1	-	7	2	2	4	9	-	10	2	-	3
Collect +	12	9	3	-	9	2	1	-	-	5	-	-	-	-	2	-	2	-	2
DHL	7	6	2	2	7	-	-	1	-	2	-	1	-	1	-	-	2	-	-
FedEx	14	14	-	-	11	3	-	-	1	2	3	2	-	1	2	-	-	-	3
Evoit	29	22	7	-	15%	43%	18%	-	32%	27%	33%	37%	-	16%	11%	-	-	-	43%
DPD	11	11	-	-	10	-	1	-	-	2	2	1	-	1	3	-	1	-	-
Parcelforce	4	4	-	-	4	-	-	-	-	4	-	-	-	-	-	-	-	-	-
TNT	2	2	-	-	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-
UPS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UK Mail	3	3	-	-	3	-	-	-	-	-	-	-	-	1	-	-	2	-	-
Yodel	3	3	-	-	1	1	1	-	-	-	-	-	-	-	-	-	-	-	-
Amazon Delivery Service/Logistics	7	4	3	-	5	-	1	-	2	2	-	-	-	2	-	-	-	-	-
Other	5	3	2	-	4	1	-	-	44%	21%	-	-	-	25%	-	-	-	52%	-
	10%	6%	65%	-	9%	48%	-	35%	-	-	-	-	2	19%	-	12%	-	-	48%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ7\_NET\_DISSATISFIED\_3. The time taken to resolve your complaint: Dissatisfied Summary

Base : Made a complaint about provider

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	321	106	9	27	105	135	50	21	8	240	29	132	127	36	15	10	259	25	210	111
Weighted Base	367	110*	11**	18**	117*	150*	65*	22**	12**	267	35**	153*	131*	45**	22**	14**	284	36**	265	102*
Effective Base	199	62	6	13	59	85	36	14	6	143	19	80	75	24	11	9	154	20	141	58
Royal Mail	43	15	4	1	11	22	1	5	4	33	9	22	13	6	-	2	35	2	24	18
	19%	23%	67%	15%	19%	27%	3%	34%	54%	20%	40%	21%	17%	31%	-	31%	19%	12%	16%	28%
Collect +	12	5	-	-	3	2	4	2	-	6	2	4	*	4	2	-	4	2	11	1
	20%	45%	-	-	14%	10%	60%	33%	-	12%	28%	12%	2%	84%	52%	-	8%	28%	20%	15%
DHL	7	5	-	2	*	6	-	1	-	6	1	*	6	2	-	-	6	-	4	4
	11%	43%	-	100%	7%	20%	-	52%	-	10%	52%	1%	22%	21%	-	-	11%	-	6%	61%
FedEx	14	1	-	-	2	9	2	1	-	11	1	2	7	2	3	-	9	3	14	-
	17%	9%	-	-	6%	29%	11%	81%	-	17%	81%	8%	18%	25%	47%	-	14%	42%	16%	-
Evti	29	13	-	1	11	10	5	2	-	22	2	19	3	2	2	-	23	2	16	13
	27%	38%	-	17%	25%	25%	33%	62%	-	25%	52%	32%	11%	23%	48%	-	25%	48%	20%	52%
DPD	11	4	-	*	3	4	3	1	-	7	1	4	6	1	1	-	9	1	6	5
	11%	35%	-	3%	12%	13%	42%	19%	-	13%	19%	9%	31%	12%	26%	-	16%	16%	10%	55%
Parcelforce	4	2	-	-	2	*	-	2	-	2	-	2	*	-	2	-	2	2	2	2
	7%	53%	-	-	6%	1%	-	36%	-	4%	36%	7%	1%	-	56%	-	5%	29%	4%	25%
TNT	2	-	-	-	-	2	-	-	-	2	-	2	-	-	-	-	2	-	2	-
	6%	-	-	-	-	15%	-	-	-	6%	-	13%	-	-	-	-	7%	-	7%	-
UPS	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*
	*	8%	-	-	*	-	-	-	-	-	-	-	-	2%	-	-	-	-	-	1%
UK Mail	3	3	-	*	*	-	-	3	-	*	3	*	1	*	-	-	1	-	3	*
	5%	51%	-	9%	*	-	-	94%	-	*	94%	*	6%	1%	-	-	3%	-	5%	2%
Yodel	3	2	-	-	1	2	-	*	*	3	1	2	*	1	-	-	2	-	3	1
	6%	24%	-	-	3%	8%	-	70%	100%	5%	87%	7%	1%	25%	-	-	5%	-	5%	27%
Amazon Delivery Services/Logistics	7	2	-	-	2	-	1	2	2	4	-	-	-	2	-	4	-	4	3	3
	6%	17%	100%	-	4%	1%	3%	45%	61%	3%	53%	-	2%	36%	-	83%	1%	46%	3%	35%
Other	5	4	-	-	*	3	2	*	-	3	*	3	2	-	-	-	5	-	5	*
	10%	63%	-	-	7%	16%	46%	1%	-	7%	1%	10%	14%	-	-	-	12%	-	10%	16%

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_NET\_DISSATISFIED\_3. The time taken to resolve your complaint: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	321	27	288	6	105	187	29	287	25	8	-	320	1
Weighted Base	367	40**	316	12**	134*	210	24**	325	36**	6**	**	367	***
Effective Base	199	19	174	6	67	116	16	177	18	4	-	199	1
Royal Mail	43	4	37	2	13	28	2	42	1	-	-	43	-
	19%	15%	20%	28%	16%	23%	11%	20%	9%	-	-	19%	100%
Collect +	12	-	12	-	4	8	-	8	4	-	-	12	-
	20%	-	27%	-	13%	29%	-	14%	98%	-	-	20%	-
DHL	7	1	6	-	4	4	-	4	3	-	-	7	-
	11%	8%	12%	-	11%	11%	-	9%	18%	-	-	11%	-
FedEx	14	1	13	-	7	7	+	12	2	-	-	14	-
	17%	12%	50%	-	16%	19%	7%	17%	24%	-	-	17%	-
Evti	29	6	23	-	14	13	2	27	2	-	-	29	-
	27%	56%	25%	-	32%	24%	24%	31%	12%	-	-	27%	-
DPD	11	3	8	-	5	6	*	8	1	1	-	11	*
	16%	22%	15%	-	17%	16%	1%	14%	15%	78%	-	16%	100%
Parcelforce	4	-	4	-	-	4	-	4	-	-	-	4	-
	7%	-	9%	-	-	14%	-	8%	-	-	-	7%	-
TNT	2	-	2	-	2	-	-	2	-	-	-	2	-
	6%	-	9%	-	11%	-	-	7%	-	-	-	6%	-
UPS	*	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-
UK Mail	3	1	2	-	3	*	*	*	3	-	-	3	*
	5%	8%	4%	-	8%	1%	2%	*	26%	-	-	5%	100%
Yodel	3	-	3	-	2	1	*	1	1	1	-	3	-
	6%	-	9%	-	6%	5%	11%	3%	12%	64%	-	6%	-
Amazon Delivery Service/Logistics	7	-	7	-	4	3	-	5	-	2	-	7	-
	6%	-	10%	-	9%	7%	-	7%	-	95%	-	6%	-
Other	5	-	5	-	3	2	-	5	-	-	-	5	-
	10%	-	13%	-	11%	11%	-	10%	-	-	-	10%	-

Proportions/Mean: Columns Tested (5% risk level) - ab/c - d/ef - ghi/jkl  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ7\_NET\_DISSATISFIED\_3. The time taken to resolve your complaint: Dissatisfied Summary

Base : Made a complaint about provider

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	321	-	-	149	172	-	-	-	-	-	-	-	105	44	49	84	59
Weighted Base	367	**	**	178*	189	**	**	**	**	**	**	**	126*	53**	53**	75*	61*
Effective Base	199	-	-	94	105	-	-	-	-	-	-	-	67	27	29	42	34
Royal Mail	43	-	-	17	26	-	-	-	-	-	-	-	11	6	6	9	11
19%				17%	22%	-	-	-	-	-	-	-	14%	27%	17%	20%	30%
Collect +	12	-	-	7	5	-	-	-	-	-	-	-	3	5	*	4	*
20%				24%	15%	-	-	-	-	-	-	-	14%	40%	8%	22%	1%
DHL	7	-	-	2	5	-	-	-	-	-	-	-	2	3	2	1	1
11%				7%	14%	-	-	-	-	-	-	-	20%	18%	17%	7%	7%
FedEx	14	-	-	6	8	-	-	-	-	-	-	-	4	2	-	7	2
17%				13%	22%	-	-	-	-	-	-	-	12%	15%	-	32%	22%
Evo	29	-	-	10	19	-	-	-	-	-	-	-	8	2	5	3	11
27%				21%	32%	-	-	-	-	-	-	-	22%	18%	27%	19%	47%
DPD	11	-	-	7	4	-	-	-	-	-	-	-	4	3	-	4	-
16%				19%	12%	-	-	-	-	-	-	-	18%	20%	42%	20%	-
Parcelforce	4	-	-	-	4	-	-	-	-	-	-	-	-	-	4	-	-
7%				-	12%	-	-	-	-	-	-	-	-	-	34%	-	-
TNT	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	2	-
6%				-	9%	-	-	-	-	-	-	-	-	-	-	16%	-
UPS	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*
*				-	*	-	-	-	-	-	-	-	-	-	-	-	1%
UK Mail	3	-	-	2	1	-	-	-	-	-	-	-	2	-	-	1	-
5%				7%	4%	-	-	-	-	-	-	-	7%	-	-	9%	-
Yodel	3	-	-	1	2	-	-	-	-	-	-	-	1	4	1	1	1
6%				4%	8%	-	-	-	-	-	-	-	4%	5%	4%	10%	5%
Amazon Delivery Services/	7	-	-	4	3	-	-	-	-	-	-	-	2	2	-	2	*
Logistics	8%			10%	6%	-	-	-	-	-	-	-	7%	19%	-	12%	2%
Other	5	-	-	*	5	-	-	-	-	-	-	-	*	-	2	-	3
10%				1%	17%	-	-	-	-	-	-	-	2%	-	36%	-	35%

Proportions/Mears: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_Mean\_3 - The time taken to resolve your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)		NET White (r)	NET EMG (s)
Unweighted Base	321	-	321	121	200	145	176	61	93	72	29	37	22	7	154	101	66	29	282	39	321
Weighted Base	367	-**	367	147*	220	187*	180	59*	118*	85*	40**	44**	17**	4**	177*	126*	65*	21**	304	63**	321
Effective Base	199	-	199	77	122	94	106	32	61	49	21	23	10	3	93	70	36	13	170	29	321
Royal Mail	3.64	-	3.64	4.98d	3.32	3.67	3.61	3.54j	3.99oj	3.71j	2.78	3.84	3.43	1.63	3.63o	3.34	3.68	3.32	3.68	3.48	3.57
Collect +	3.97	-	3.97	4.20	3.71	4.05	3.83	3.88	4.02	4.32	2.70	2.00	1.00	-	4.00	3.98	1.95	1.00	3.91	4.39	3.84
DHL	3.96	-	3.96	4.28	3.52	4.02	3.89	3.21	3.91	4.89	2.98	4.35	4.00	1.00	3.63	4.68	3.83	2.68	3.94	4.03	3.90
FedEx	3.92	-	3.92	4.11	3.57	3.95	3.89	3.83	3.59	4.43	4.50	4.87	3.00	-	3.63	4.44	4.12	3.00	4.00	3.62	3.83
Evti	3.35	-	3.35	3.73	2.79	3.72	3.00	3.19	3.41	3.68	2.77	3.06	1.09	4.94	3.36	3.41	3.12	3.34	3.33	3.50	3.29
DPD	3.88	-	3.88	4.28	3.12	4.22	3.51	4.49	4.08	3.75	3.05	2.93	-	3.78	4.15	3.67	3.09	3.78	3.81	4.15	3.77
Parcelforce	4.33	-	4.33	4.52	3.97	4.42	4.14	3.54	4.49	4.92	3.67	3.48	4.00	1.00	4.25	4.75	3.40	2.14	4.35	4.17	4.13
TNT	4.35	-	4.35	4.46	3.94	4.35	4.39	4.36	3.97	4.85	-	4.93	-	3.87	4.06	4.85	4.24	3.87	4.30	4.73	4.23
UPS	4.43	-	4.43	4.79	4.00	4.45	4.37	4.61	4.19	4.54	-	4.83	4.00	-	4.31	4.54	4.80	4.00	4.36	4.73	4.19
UK Mail	4.19	-	4.19	4.39	3.70	4.28	3.99	3.83	4.14	4.38	5.00	5.00	1.00	-	4.08	4.43	4.70	1.00	4.23	4.08	4.14
Yodel	4.42	-	4.42	4.55	4.12	4.52	4.25	4.42	4.37	4.67	3.52	4.14	-	4.00	4.39	4.52	4.11	4.00	4.40	4.49	4.04
Amazon Delivery Services/Logistics	4.16	-	4.16	4.26	4.01	4.04	4.32	3.73	4.09	4.48	2.90	4.94	5.00	-	4.02	4.14	4.94	5.00	4.12	4.38	4.16
Other	4.26	-	4.26	4.66	3.27	4.61	3.94	3.89	4.39	4.59	1.91	4.55	-	-	4.28	4.17	4.55	-	4.29	4.13	3.97

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_Mean\_3 - The time taken to resolve your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	321	90	100	71	60	190	131	237	80	33	43	83	90	66	216	34	283	98	211	12
Weighted Base	367	90*	112*	87*	78*	202	165*	294	72*	44**	57*	100*	90*	71*	247	46**	318	122*	232	13**
Effective Base	199	47	59	50	44	106	93	156	42	22	31	52	54	38	137	23	174	64	127	7
Royal Mail	3.64	3.44	3.59	3.69	3.86	3.52	3.77	3.69	3.39	3.46	3.59	3.62	3.58	3.78	3.60	3.56	3.64	3.96	3.46	4.02
Collect +	3.97	3.76	3.57	4.14	4.69	3.66	4.38	3.97	4.14	4.67	2.08	3.90	3.08	4.91	3.50	4.72	3.77	4.31	3.76	-
DHL	3.96	3.72	4.16	4.42	3.98	3.88	4.14	4.11	3.22	3.77	3.24	4.41	3.98	4.15	3.90	3.90	3.99	4.03	3.89	4.00
FedEx	3.92	3.65	3.88	3.92	4.40	3.78	4.11	3.85	4.49	4.95	3.41	4.01	3.35	3.86	3.79	4.96	3.81	4.22	3.64	4.84
Evo	3.35	3.31	3.48	3.04	3.66	3.39	3.29	3.33	3.43	3.39	3.64	3.31	2.48	3.97	3.04	3.55	3.30	3.71	3.00	3.79
DPD	3.88	3.90	4.02	3.97	3.31	3.97	3.72	3.87	3.93	4.14	3.78	3.84	3.29	4.17	3.70	4.30	3.81	4.42	3.57	2.14
Parcelforce	4.33	4.60	4.29	4.13	4.24	4.46	4.15	4.37	3.61	4.16	2.90	4.23	4.13	4.81	4.03	4.33	4.33	4.58	4.09	-
TNT	4.35	4.34	4.30	4.30	5.00	4.33	4.39	4.42	4.11	4.70	2.42	4.69	4.01	4.86	4.01	4.79	4.27	4.53	3.95	-
UPS	4.43	4.60	4.63	4.06	4.37	4.61	4.15	4.51	3.78	4.87	4.00	3.88	3.74	4.68	3.83	4.89	4.26	4.66	4.03	5.00
UK Mail	4.19	4.26	3.88	4.25	4.24	4.16	4.25	4.18	4.32	4.07	4.38	3.79	4.20	4.66	4.03	4.18	4.19	4.28	4.04	4.82
Yodel	4.42	4.44	4.50	4.26	5.00	4.47	4.33	4.47	4.23	4.85	3.64	4.66	3.86	4.68	4.20	4.88	4.32	4.80	4.00	4.52
Amazon Delivery Service/Logistics	4.16	4.36	3.89	4.24	4.22	4.10	4.23	4.21	3.74	3.53	3.37	4.21	4.21	4.72	4.00	3.82	4.20	4.54	3.89	4.33
Other	4.26	4.84	4.49	3.80	3.70	4.66	3.77	4.26	4.19	4.58	4.58	3.84	3.17	5.00	3.79	4.64	4.15	4.66	3.77	4.00

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|klm|n - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_Mean\_3 - The time taken to resolve your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	321	228	93	43	178	58	43	42	11	25	20	22	19	23	29	17	12	8	50
Weighted Base	367	329	38**	6**	321	22**	14**	9**	10**	53**	33**	28**	33**	38**	67**	42**	19**	1**	21**
Effective Base	199	178	21	11	161	21	20	29	10	24	19	21	18	22	28	16	12	5	20
Royal Mail	3.64	3.74	2.86	2.92	3.71	3.12	3.12	3.56	4.30	3.62	4.20	3.61	3.71	2.92	4.56	3.34	3.55	3.14	3.11
Collect +	3.97	4.11	2.50	2.63	4.08	2.51	3.04	4.22	4.31	2.65	4.25	4.21	4.77	4.63	4.08	4.32	3.14	1.00	2.65
DHL	3.96	4.04	2.81	1.15	3.95	4.48	3.95	3.34	4.23	3.38	4.42	3.65	4.54	3.91	4.31	4.11	2.26	-	4.48
FedEx	3.92	3.95	3.59	1.84	3.95	3.57	4.30	3.92	3.74	3.92	3.59	2.94	4.76	3.45	3.97	4.40	4.50	-	3.57
Evo	3.35	3.48	2.53	4.39	3.41	2.56	2.87	4.26	4.49	3.33	2.82	3.63	3.43	3.75	3.63	3.53	3.05	4.00	2.45
DPD	3.88	3.88	3.74	3.30	3.88	3.61	4.43	3.39	4.28	3.95	3.87	2.00	4.55	2.58	3.59	4.57	1.00	5.00	3.44
Parcelforce	4.33	4.34	3.24	5.00	4.34	2.25	4.48	4.44	4.57	3.46	4.40	3.58	4.46	4.10	4.83	5.00	-	-	2.25
TNT	4.35	4.42	3.08	3.00	4.38	4.00	3.86	4.27	5.00	2.00	3.81	5.00	5.00	4.00	5.00	5.00	3.00	-	4.00
UPS	4.43	4.44	3.56	4.00	4.43	4.36	4.80	3.65	4.00	4.70	3.57	-	4.74	4.00	4.68	5.00	-	-	4.36
UK Mail	4.19	4.22	3.93	3.88	4.17	4.65	2.43	5.00	4.14	4.23	3.71	5.00	4.76	3.81	4.36	4.40	2.00	5.00	4.62
Yodel	4.42	4.45	3.74	2.22	4.52	3.52	2.94	3.50	4.00	5.00	4.20	4.34	4.64	3.51	4.64	4.78	-	1.00	3.90
Amazon Delivery Service/Logistics	4.16	4.25	3.62	4.22	4.19	4.14	2.93	3.78	3.49	3.82	4.47	3.93	4.47	2.72	4.67	4.66	4.00	3.43	4.29
Other	4.26	4.41	1.18	5.00	4.30	3.06	4.00	3.50	4.31	5.00	3.85	-	3.86	3.72	4.39	5.00	-	-	3.06

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QJ7\_Mean\_3 - The time taken to resolve your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	321	106	9	27	105	135	50	21	8	240	29	132	127	36	15	10	259	25	210	111
Weighted Base	367	110*	11**	18**	117*	150*	65*	22**	12**	267	35**	153*	131*	45**	22**	14**	284	36**	265	102*
Effective Base	199	62	6	13	59	85	36	14	6	143	19	80	75	24	11	9	154	20	141	58
Royal Mail	3.64	3.35	2.62	3.91	4.05ai	3.31	3.75	2.99	2.84	3.71a	2.94	3.83	3.59	3.17	3.16	3.47	3.73	3.29	3.76a	3.38
Collect +	3.97	3.65	-	5.00	4.23	4.33	2.23	3.69	3.00	4.28	3.59	4.34	4.56	1.91	2.48	3.74	4.42	3.05	4.01	3.63
DHL	3.96	2.95	3.00	1.00	4.53	3.44	4.00	2.48	-	4.02	2.48	4.46	3.86	3.15	3.23	3.00	4.19	3.19	4.11	2.37
FedEx	3.92	4.09	-	4.11	4.59	3.50	3.58	2.34	-	4.06	2.34	4.58	3.70	3.49	2.74	4.00	4.09	2.88	3.97	3.16
Evrn	3.35	2.91	3.38	3.40	3.65	3.27	2.88	2.40	4.00	3.47	2.66	3.32	3.69	2.92	2.86	-	3.45	2.86	3.70	2.22
DPD	3.88	3.50	-	4.34	4.50	3.53	3.13	3.85	-	3.97	3.85	4.27	3.31	3.39	2.92	4.54	3.97	3.57	4.11	2.21
Parcelforce	4.33	2.70	4.00	4.37	4.61	4.16	4.21	3.02	-	4.46	3.02	4.58	4.30	5.00	2.33	3.56	4.47	2.91	4.46	3.52
TNT	4.35	4.01	-	3.87	4.94	3.62	3.00	-	-	4.37	-	4.34	4.68	3.36	3.00	4.00	4.49	3.65	4.44	3.32
UPS	4.43	4.56	-	4.86	4.92	3.98	3.70	-	-	4.50	-	4.82	4.38	3.06	4.29	4.00	4.62	4.26	4.48	3.96
UK Mail	4.19	3.19	-	4.66	4.55	4.06	4.21	2.15	-	4.32	2.15	4.55	4.18	3.90	3.28	4.00	4.40	3.35	4.24	3.52
Yodel	4.42	3.98	-	4.46	4.84	3.85	4.26	2.30	2.00	4.46	2.13	4.52	4.41	3.47	4.66	4.00	4.48	4.52	4.48	3.19
Amazon Delivery Service/Logistics	4.16	4.10	1.00	5.00	4.57	4.02	4.07	3.20	2.57	4.36	2.86	4.69	4.19	2.76	3.46	1.84	4.48	2.52	4.35	2.74
Other	4.26	2.19	-	4.00	4.70	4.02	2.61	4.16	-	4.42	4.16	4.49	3.91	4.00	-	4.08	4.29	4.08	4.28	3.69

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_Mean\_3 - The time taken to resolve your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	321	27	288	6	105	187	29	287	25	8	-	320	1
Weighted Base	367	40**	316	12**	134*	210	24**	325	36**	6**	**	367	***
Effective Base	199	19	174	6	67	116	16	177	18	4	-	199	1
Royal Mail	3.64	3.89	3.60	3.81	3.70	3.56	3.87	3.65	3.47	3.00	-	3.64	2.00
Collect +	3.97	4.56	3.78	4.00	4.12	3.75	4.40	4.11	2.02	5.00	-	3.97	-
DHL	3.96	3.77	4.03	-	3.68	4.20	4.68	4.18	3.27	-	-	3.96	-
FedEx	3.92	4.62	3.73	5.00	3.95	3.89	3.98	3.92	3.89	5.00	-	3.92	3.00
Evrn	3.35	2.94	3.36	5.00	3.31	3.39	3.35	3.25	4.00	3.00	-	3.35	-
DPD	3.88	4.05	3.84	4.00	4.10	3.62	4.40	3.85	4.48	1.87	-	3.88	2.00
Parcelforce	4.33	4.94	4.18	4.63	4.55	4.13	4.52	4.37	3.60	4.85	-	4.33	-
TNT	4.35	4.76	4.18	5.00	4.18	4.66	3.91	4.42	3.22	-	-	4.35	-
UPS	4.43	4.99	4.21	5.00	4.82	4.16	4.00	4.44	4.35	-	-	4.43	-
UK Mail	4.19	3.93	4.24	5.00	3.97	4.59	4.19	4.44	3.15	3.00	-	4.20	2.00
Yodel	4.42	4.85	4.22	4.76	4.45	4.45	3.66	4.46	4.39	2.81	-	4.42	-
Amazon Delivery Service/Logistics	4.16	4.71	4.00	5.00	4.09	4.23	4.32	4.19	4.54	1.18	-	4.16	-
Other	4.26	4.86	4.06	5.00	4.33	4.10	4.60	4.29	3.00	3.00	-	4.26	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ7\_Mean\_3 - The time taken to resolve your complaint - Satisfaction - Mean Summary

Base : Made a complaint about provider

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	321	-	149	172	-	-	-	-	-	-	-	105	44	49	84	59
Weighted Base	367	**	178*	189	**	**	**	**	**	**	**	126*	53**	53**	75*	61*
Effective Base	199	-	94	105	-	-	-	-	-	-	-	67	27	29	42	34
Royal Mail	3.64	-	3.73	3.56	-	-	-	-	-	-	-	3.52*	3.41	3.52*	3.67	3.19
Collect +	3.97	-	3.79	4.14	-	-	-	-	-	-	-	4.27	3.01	4.70	3.96	4.37
DHL	3.96	-	4.20	3.76	-	-	-	-	-	-	-	4.29	4.02	3.54	4.03	3.87
FedEx	3.92	-	4.03	3.80	-	-	-	-	-	-	-	4.29	3.51	4.18	3.83	3.21
Evti	3.35	-	3.54	3.20	-	-	-	-	-	-	-	3.51	3.62	3.79	3.47	2.52
DPD	3.88	-	3.89	3.87	-	-	-	-	-	-	-	3.99	3.70	3.32	3.82	3.94
Parcelforce	4.33	-	4.53	4.18	-	-	-	-	-	-	-	4.58	4.00	3.49	4.73	4.28
TNT	4.35	-	4.50	4.30	-	-	-	-	-	-	-	4.51	3.00	4.52	4.40	3.66
UPS	4.43	-	4.56	4.28	-	-	-	-	-	-	-	4.61	4.00	4.80	4.21	3.73
UK Mail	4.19	-	4.03	4.34	-	-	-	-	-	-	-	4.00	4.84	4.99	4.41	4.04
Yodel	4.42	-	4.43	4.41	-	-	-	-	-	-	-	4.46	4.35	4.81	4.43	3.87
Amazon Delivery Service/ Logistics	4.16	-	4.19	4.13	-	-	-	-	-	-	-	4.12	4.42	4.31	4.06	4.15
Other	4.26	-	4.51	4.06	-	-	-	-	-	-	-	4.66	4.00	3.54	4.67	3.30

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ8\_1. Why didn't you make a complaint to ... - Royal Mail

Base : If did not make a complaint about Royal Mail but had cause to

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	267	-	267	64	203	105	161	42	29	65	34	51	31	15	71	99	97	46	242	24	267
Weighted Base	245	**	245	54*	190	112*	132*	44**	20**	65*	23**	47**	23**	21**	65*	89*	91*	44**	209	35**	267
Effective Base	149	-	149	38	111	64	84	27	12	40	15	30	15	10	39	55	54	24	128	19	267
Didn't know where to go/ who to complain to	18	-	18	2	16	9	9	4	1	5	1	1	4	1	5	6	7	5	13	5	20
7%	-	7%	-	4%	8%	8%	7%	8%	7%	8%	4%	3%	18%	6%	8%	7%	8%	12%	6%	14%	7%
Didn't have the time	32	-	32	8	24	14	18	5	7	9	3	4	2	3	12	12	9	5	24	8	26
13%	-	13%	-	15%	13%	12%	14%	12%	33%	14%	11%	8%	14%	14%	18%	13%	9%	11%	11%	24%	10%
Not worth the hassle	108	-	108	22	87	47	61	30	6	25	6	28	7	5	37	31	41	12	93	15	115
44%	-	44%	-	40%	45%	42%	46%	68%	32%	38%	27%	60%	30%	26%	57% <b>o</b>	35%	44%	28%	45%	44%	43%
Wouldn't change anything anyway	73	-	73	10	63	34	39	13	4	18	8	12	10	8	18	26	30	18	66	5	72
30%	-	30%	-	19%	33%	31%	29%	30%	22%	27%	34%	25%	42%	39%	27%	29%	33%	40%	32%	15%	27%
The problem was sorted without needing to complain	32	-	32	10	22	12	20	*	4	14	1	5	3	3	4	15	13	8	27	6	35
13%	-	13%	-	19%	11%	11%	15%	*	17%	21%	6%	11%	20%	15%	6%	17%	14%	18%	13%	16%	13%
Not a major issue	66	-	66	13	53	32	34	14	4	18	5	11	5	8	18	23	25	14	54	12	73
27%	-	27%	-	25%	28%	28%	26%	30%	21%	28%	21%	24%	23%	41%	27%	26%	27%	31%	26%	34%	27%
Any other reason (please specify)	7	-	7	1	6	1	6	-	-	1	1	2	1	1	-	2	5	3	7	-	14
3%	-	3%	-	2%	3%	1%	4%	-	-	2%	3%	5%	5%	7%	-	2%	5%	6%	3%	-	5%
I don't know	9	-	9	3	6	3	6	-	2	4	2	*	1	-	2	6	1	1	7	2	10
4%	-	4%	-	5%	3%	3%	4%	-	9%	7%	7%	*	5%	-	3%	7%	1%	2%	4%	5%	4%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ8\_1. Why didn't you make a complaint to ... - Royal Mail

Base : If did not make a complaint about Royal Mail but had cause to

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	267	75	94	49	49	169	98	172	93	23	29	66	93	49	188	24	239	60	200	7
Weighted Base	245	61*	87*	51*	46**	148*	97*	160*	82*	22**	29**	68*	74*	42**	171	23**	216	56*	180	9**
Effective Base	149	40	51	32	27	90	58	96	51	11	19	43	46	25	108	12	135	34	110	5
Didn't know where to go/ who to complain to	18	6	3	8	1	9	9	13	6	1	2	4	7	2	13	2	16	3	15	*
7%	10%	3%	15%	2%	6%	9%	8%	7%	6%	8%	5%	10%	6%	8%	10%	7%	6%	8%	8%	3%
Didn't have the time	32	7	23	*	2	30	2	25	7	3	1	9	13	7	22	3	29	6	26	-
13%	12%	27**	1%	3%	23**	2%	16%	9%	2%	14%	3%	13%	17%	16%	13%	13%	13%	10%	15%	-
Not worth the hassle	108	31	40	23	15	71	37	71	38	12	7	28	36	24	70	12	94	23	80	5
44%	51%	46%	45%	31%	48%	38%	44%	46%	46%	55%	23%	41%	48%	56%	41%	53%	43%	41%	45%	60%
Wouldn't change anything anyway	73	21	16	18	19	37	36	43	31	10	6	29	21	8	56	10	64	21	50	3
30%	35%	18%	35%	40%	25%	38%	27%	37%	44%	20%	43%	26%	16%	33%	42%	29%	37%	28%	30%	30%
The problem was sorted without needing to complain	32	9	10	8	4	19	13	23	7	-	8	10	2	26	7	-	30	4	27	1
13%	15%	12%	17%	10%	13%	13%	14%	9%	-	29%	11%	13%	5%	15%	-	14%	7%	15%	13%	
Not a major issue	66	12	33	11	10	45	21	41	25	3	6	20	24	12	50	3	63	16	50	1
27%	19%	38%	22%	21%	30%	22%	26%	30%	30%	14%	21%	30%	32%	29%	29%	13%	29%	28%	28%	7%
Any other reason (please specify)	7	3	3	*	-	6	*	2	4	1	2	1	*	3	3	1	6	1	6	-
3%	6%	3%	1%	-	4%	*	2%	5%	2%	2%	5%	2%	1%	7%	2%	2%	3%	2%	3%	-
I don't know	9	2	2	2	3	4	5	6	3	*	3	2	1	2	6	*	8	3	4	1
4%	3%	3%	3%	7%	3%	5%	4%	4%	1%	10%	2%	2%	2%	5%	3%	1%	4%	6%	2%	17%

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_1. Why didn't you make a complaint to ... - Royal Mail

Base : If did not make a complaint about Royal Mail but had cause to

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	267	162	105	46	125	54	45	43	14	22	19	8	15	10	11	8	18	14	40
Weighted Base	245	202	43**	5*	204	16**	18**	8**	10**	45**	27**	11**	23**	17**	23**	20**	29**	2**	14**
Effective Base	149	125	24	34	110	18	26	29	13	21	18	7	15	9	11	8	18	11	15
Didn't know where to go/ who to complain to	18	17	1	*	14	1	2	1	2	7	1	2	1	-	-	-	-	*	1
Didn't have the time	73	9%	2%	4%	7%	7%	11%	14%	20%	16%	4%	23%	6%	-	-	-	-	13%	6%
Not worth the hassle	32	23	9	*	30	1	1	*	3	10	3	-	3	-	5	-	-	-	1
	13%	11%	21%	1%	15%	9%	4%	5%	27%	37%	10%	-	13%	-	21%	-	-	-	10%
Wouldn't change anything anyway	108	86	23	2	92	8	5	3	6	18	17	2	12	8	12	9	8	1	8
The problem was sorted without needing to complain	44%	42%	53%	36%	45%	54%	26%	39%	55%	41%	65%	22%	53%	47%	54%	45%	26%	60%	53%
Any other reason (please specify)	73	58	15	1	62	5	3	2	1	11	5	3	11	6	7	6	14	-	5
I don't know	30%	29%	36%	18%	31%	35%	18%	29%	5%	24%	19%	27%	48%	33%	29%	31%	49%	19%	36%
	32	29	3	*	27	2	2	1	1	6	1	-	3	4	2	-	10	*	2
	13%	14%	7%	9%	13%	15%	12%	14%	13%	13%	4%	-	13%	22%	9%	-	34%	9%	16%
Not a major issue	66	59	7	2	53	7	5	2	4	12	6	5	5	4	6	7	4	-	6
Any other reason (please specify)	27%	29%	17%	37%	26%	42%	26%	23%	42%	28%	22%	47%	20%	26%	25%	33%	15%	26%	44%
	7	6	1	1	3	*	2	1	1	-	-	1	-	-	-	-	1	-	*
	3%	3%	2%	11%	2%	1%	14%	8%	9%	-	-	10%	-	-	-	-	5%	-	2%
	9	9	*	*	9	*	*	*	-	-	1	2	3	2	-	-	-	-	*
	4%	4%	1%	3%	4%	1%	1%	2%	-	-	4%	10%	8%	16%	7%	-	-	-	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_1. Why didn't you make a complaint to ... - Royal Mail

Base : If did not make a complaint about Royal Mail but had cause to

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	267	118	14	50	110	107	27	15	7	217	146	97	15	8	1	243	9	95	172	
Weighted Base	245	103*	16**	39**	99*	96*	27**	13**	9**	195	23**	134*	98*	6**	4**	2**	232	7**	85*	159*
Effective Base	149	62	8	25	57	63	16	9	4	120	13	82	57	6	4	1	139	4	53	95
Didn't know where to go/ who to complain to	18	8	2	5	7	7	3	-	-	15	-	14	2	-	1	-	17	1	9	9
73%	7%	8%	13%	12%	8%	7%	12%	-	4%	7%	1%	11%	2%	-	35%	-	7%	23%	11%	6%
Didn't have the time	32	15	3	4	8	15	**	2	6	24	8	15	12	2	1	2	26	4	10	22
13%	15%	15%	19%	10%	8%	16%	1%	11%	70%	12%	35%	11%	12%	34%	29%	100%	11%	55%	12%	14%
Not worth the hassle	108	50	8	14	43	44	12	4	5	87	9	55	50	2	1	-	105	1	39	70
44%	48%	52%	37%	44%	46%	45%	30%	55%	45%	40%	41%	51%	34%	36%	-	45%	23%	45%	44%	
Wouldn't change anything anyway	73	30	5	14	35	24	5	3	1	59	9	40	32	-	-	-	73	-	18	55
30%	29%	29%	37%	35%	35%	20%	63%	8%	30%	41%	30%	33%	33%	6%	4%	-	31%	2%	21%	35%
The problem was sorted without needing to complain	32	7	-	1	10	21	*	-	-	32	-	15	17	-	-	-	32	-	14	18
13%	7%	-	2%	11%	22%	1%	-	-	16%	-	11%	17%	-	-	-	14%	-	17%	17%	
Not a major issue	66	37	3	13	27	22	10	3	5	49	7	38	26	2	*	-	64	*	28	38
27%	36%	18%	33%	28%	23%	35%	20%	52%	25%	33%	28%	27%	30%	4%	-	28%	2%	33%	24%	
Any other reason (please specify)	7	2	-	1	4	2	*	-	-	7	-	6	1	*	-	-	6	-	*	6
3%	2%	-	3%	4%	3%	*	-	-	3%	-	4%	1%	7%	-	-	3%	-	1%	4%	
I don't know	9	5	-	1	2	4	3	-	-	6	-	5	2	1	-	-	8	-	4	5
4%	5%	-	3%	2%	4%	11%	-	-	3%	-	4%	2%	24%	-	-	3%	-	4%	3%	

Proportions/Mean: Columns Tested (5% risk level) - ab/c - d/e(f/g/h/i) - kl/mn/o/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_1. Why didn't you make a complaint to ... - Royal Mail

Base : If did not make a complaint about Royal Mail but had cause to

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	267	14	250	3	86	167	14	262	2	3	-	267	-
Weighted Base	245	8**	234	3**	70*	164*	11**	241	1**	3**	**	245	**
Effective Base	149	7	140	2	45	97	7	146	2	2	-	149	-
Didn't know where to go/ who to complain to	18	-	16	2	2	15	1	17	-	1	-	18	-
	7%	-	7%	58%	3%	9%	8%	7%	-	43%	-	7%	-
Didn't have the time	32	*	30	2	4	26	3	32	*	-	-	32	-
	13%	2%	13%	58%	5%	16%	28%	13%	31%	-	-	13%	-
Not worth the hassle	108	2	106	-	23	80	5	108	-	-	-	108	-
	44%	23%	46%	-	33%	49%	46%	45%	-	-	-	44%	-
Wouldn't change anything anyway	73	3	70	-	27	46	1	72	-	1	-	73	-
	30%	40%	30%	-	36%	28%	6%	30%	-	43%	-	30%	-
The problem was sorted without needing to complain	32	1	30	1	12	18	2	32	-	-	-	32	-
	13%	9%	13%	37%	17%	11%	19%	13%	-	-	-	13%	-
Not a major issue	66	2	64	-	14	50	2	64	*	2	-	66	-
	27%	30%	27%	-	20%	31%	20%	27%	69%	57%	-	27%	-
Any other reason (please specify)	7	-	7	-	2	5	-	7	-	-	-	7	-
	3%	-	3%	-	2%	3%	-	3%	-	-	-	3%	-
I don't know	9	1	7	*	7	2	-	9	-	-	-	9	-
	4%	18%	3%	4%	10%	1%	-	4%	-	-	-	4%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_1. Why didn't you make a complaint to ... - Royal Mail

Base : If did not make a complaint about Royal Mail but had cause to

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	367	-	119	148	-	-	-	-	-	-	-	71	48	43	51	54
Weighted Base	245	**	103*	142*	**	**	**	**	**	**	**	63*	40**	40**	47**	55*
Effective Base	149	-	65	84	-	-	-	-	-	-	-	40	25	24	28	32
Didn't know where to go/ who to complain to	18	-	6	12	-	-	-	-	-	-	-	5	*	5	6	2
Didn't have the time	7%	-	6%	9%	-	-	-	-	-	-	-	9%	1%	11%	12%	4%
Not worth the hassle	32	-	10	22	-	-	-	-	-	-	-	4	6	10	9	3
	13%	-	10%	15%	-	-	-	-	-	-	-	7%	15%	24%	20%	5%
Wouldn't change anything anyway	108	-	53	55	-	-	-	-	-	-	-	33	21	20	18	17
	44%	-	52%	39%	-	-	-	-	-	-	-	51%	53%	50%	39%	30%
The problem was sorted without needing to complain	73	-	33	41	-	-	-	-	-	-	-	25	7	8	17	16
	30%	-	32%	29%	-	-	-	-	-	-	-	40%	19%	19%	37%	28%
Not a major issue	32	-	13	20	-	-	-	-	-	-	-	7	5	4	2	13
	13%	-	12%	14%	-	-	-	-	-	-	-	11%	14%	11%	5%	24%
Any other reason (please specify)	66	-	28	38	-	-	-	-	-	-	-	16	11	15	7	16
	27%	-	27%	27%	-	-	-	-	-	-	-	26%	29%	37%	15%	29%
I don't know	7	-	3	4	-	-	-	-	-	-	-	1	1	3	2	*
	3%	-	3%	3%	-	-	-	-	-	-	-	2%	3%	6%	3%	*
	9	-	2	7	-	-	-	-	-	-	-	2	-	-	4	3
	4%	-	2%	5%	-	-	-	-	-	-	-	3%	-	-	9%	5%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_3. Why didn't you make a complaint to ... - Collect +

Base : If did not make a complaint about Collect + but had cause to

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	15	-	15	2	13	7	8	3	1	4	1	2	3	1	4	5	6	4	13	2	15
Weighted Base	16*	-**	16**	***	15**	9**	6**	2**	2**	5**	1**	***	4**	1**	4**	6**	6**	5**	11**	4**	15*
Effective Base	9	-	9	2	9	5	4	2	1	2	1	2	2	1	2	3	4	3	7	2	15
Didn't know where to go/ who to complain to	*	-	*	-	*	-	*	-	-	-	-	-	-	-	-	-	*	*	*	-	1
1%	-	-	1%	-	1%	-	2%	-	-	-	-	-	3%	-	-	-	2%	2%	1%	-	7%
Didn't have the time	4	-	4	-	4	2	2	2	2	-	-	-	-	-	4	-	-	-	2	2	2
23%	-	23%	-	23%	20%	27%	78%	100%	-	-	-	-	-	-	88%	-	-	-	15%	44%	13%
Not worth the hassle	4	-	4	-	4	4	*	2	-	-	-	2	-	-	2	-	2	2	2	2	4
28%	-	28%	100%	26%	44%	3%	-	100%	-	-	100%	51%	-	-	47%	-	43%	39%	21%	44%	27%
Wouldn't change anything anyway	3	-	3	-	3	2	2	-	-	-	1	*	2	-	-	1	2	2	3	3	3
22%	-	22%	60%	21%	17%	28%	-	-	-	100%	60%	46%	-	-	-	23%	36%	34%	30%	-	20%
The problem was sorted without needing to complain	2	-	2	-	2	1	*	+	-	+	-	-	1	-	-	1	1	2	2	-	3
12%	-	12%	-	12%	15%	7%	19%	-	3%	-	-	-	100%	10%	2%	22%	24%	16%	-	20%	
Not a major issue	6	-	6	-	6	4	2	*	2	4	-	-	-	-	2	4	-	-	2	4	4
41%	-	41%	-	42%	46%	33%	3%	100%	96%	-	-	-	-	-	48%	74%	-	-	18%	100%	27%
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	*	-	*	-	*	-	*	-	*	-	-	-	-	-	-	*	-	-	*	-	1
+	-	-	-	-	-	1%	-	-	1%	-	-	-	-	-	1%	-	-	-	1%	-	7%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_3. Why didn't you make a complaint to ... - Collect +

Base : If did not make a complaint about Collect + but had cause to

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	15	7	7	1	-	14	1	11	4	-	2	2	7	3	11	-	14	2	13	-
Weighted Base	16*	7**	6**	2**	-**	14**	2**	12**	3**	-**	2**	2**	6**	5**	10**	-**	14**	2**	14**	-**
Effective Base	9	4	4	1	-	8	1	7	2	-	1	1	4	2	6	-	8	1	8	-
Didn't know where to go/ who to complain to	1%	-	2%	-	-	1%	-	-	4%	-	-	8%	-	-	1%	-	-	-	1%	-
Didn't have the time	4	2	2	-	-	4	-	4	-	-	2	-	2	-	4	-	4	-	4	-
Not worth the hassle	4	-	4	-	-	4	-	4	-	-	2	-	2	-	4	-	4	-	4	-
Wouldn't change anything anyway	3	2	2	-	-	3	-	1	2	-	-	2	-	-	2	-	2	-	3	-
The problem was sorted without needing to complain	2	1	1	-	-	2	-	1	1	-	-	1	-	-	2	-	2	-	1	-
Not a major issue	6	2	2	2	-	4	2	6	-	-	2	-	-	4	2	-	6	-	6	-
Any other reason (please specify)	41%	33%	30%	100%	-	32%	100%	52%	-	-	94%	-	1%	96%	20%	-	48%	-	45%	-
I don't know	*	*	-	-	-	*	-	*	-	-	-	-	-	-	*	-	*	-	*	-
		1%	-	-	-	*	-	*	-	-	-	-	1%	-	1%	-	*	-	*	-

Proportions/Mean: Columns Tested (5% risk level) - ab/cd - ef - gh - ij/klmn - op - qrs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_3. Why didn't you make a complaint to ... - Collect +

Base : If did not make a complaint about Collect + but had cause to

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humbberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	15	8	7	4	7	4	-	4	-	1	-	-	3	1	1	1	-	-	4
Weighted Base	16*	11**	5**	***	13**	2**	..*	1**	..*	2**	..*	..*	5**	2**	2**	2**	..*	..*	2**
Effective Base	9	7	2	4	7	2	-	3	-	1	-	-	3	1	1	1	-	-	2
Didn't know where to go/ who to complain to	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*
Didn't have the time	4	-	3%	26%	-	7%	-	-	-	-	-	-	-	-	-	-	-	-	7%
Not worth the hassle	4	4	-	-	4	-	-	-	-	-	-	-	-	2	2	-	-	-	-
Wouldn't change anything anyway	3	2	2	-	2	1	-	*	-	-	-	-	2	-	-	-	-	-	1
The problem was sorted without needing to complain	2	2	-	-	1	+	-	+	-	-	-	-	1	-	-	-	-	-	69%
Not a major issue	6	4	2	-	6	-	-	*	-	-	-	-	2	2	-	2	-	-	-
Any other reason (please specify)	41%	36%	52%	11%	46%	-	-	9%	-	-	-	-	44%	100%	-	100%	-	-	-
I don't know	*	-	1%	-	-	3%	-	-	-	-	-	-	-	-	-	-	-	-	3%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ8\_3. Why didn't you make a complaint to ... - Collect +

Base : If did not make a complaint about Collect + but had cause to

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	15	6	-	2	5	7	1	1	12	2	7	7	1	-	-	14	-	6	9
Weighted Base	16*	5**	-**	2**	6**	8**	2**	***	13**	***	5**	9**	1**	-**	-**	14**	-**	7**	9**
Effective Base	9	3	-	1	3	4	1	1	8	1	3	5	1	-	-	8	-	4	5
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	1%	-	-	-	2%	-	-	-	1%	-	3%	-	-	-	-	1%	-	-	1%
Not worth the hassle	4	-	-	-	-	4	-	-	4	-	-	4	-	-	-	4	-	2	2
	23%	-	-	-	-	47%	-	-	27%	-	-	38%	-	-	-	25%	-	27%	19%
Wouldn't change anything anyway	4	2	-	*	2	2	-	-	4	-	*	4	-	-	-	4	-	4	*
	28%	48%	-	17%	41%	27%	-	-	33%	-	9%	41%	-	-	-	30%	-	56%	5%
The problem was sorted without needing to complain	3	2	-	+	3	-	-	-	3	-	2	-	1	-	-	2	-	1	2
	22%	32%	-	17%	61%	-	-	-	26%	-	42%	-	100%	-	-	14%	-	20%	24%
Not a major issue	2	1	-	1	-	1	-	-	1	-	*	1	-	-	-	2	-	2	*
	12%	25%	-	83%	-	18%	-	100%	11%	88%	9%	15%	-	-	-	13%	-	24%	2%
Any other reason (please specify)	5	*	-	-	-	4	-	*	4	-	2	4	-	-	-	6	-	2	4
	41%	1%	-	-	-	57%	100%	100%	33%	12%	42%	46%	-	-	-	45%	-	28%	51%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	1%	-	-	-	-	1%	-	-	-	-	-	-	-	1%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_3. Why didn't you make a complaint to ... - Collect +

Base : If did not make a complaint about Collect + but had cause to

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	15	1	14	-	7	8	-	15	-	-	-	15	-
Weighted Base	16*	***	15**	-**	6**	9**	-**	16**	-**	-**	-**	16**	-**
Effective Base	9	1	9	-	4	5	-	9	-	-	-	9	-
Didn't know where to go/ who to complain to	1%	-	1%	-	2%	-	-	1%	-	-	-	1%	-
Didn't have the time	4	-	4	-	2	2	-	4	-	-	-	4	-
	23%	-	23%	-	30%	18%	-	23%	-	-	-	23%	-
Not worth the hassle	4	-	4	-	4	-	-	4	-	-	-	4	-
	28%	100%	28%	-	69%	-	-	28%	-	-	-	28%	-
Wouldn't change anything anyway	3	-	3	-	2	1	1	3	-	-	-	3	-
	22%	100%	20%	-	32%	15%	-	22%	-	-	-	22%	-
The problem was sorted without needing to complain	2	-	2	-	-	2	-	2	-	-	-	2	-
	12%	-	12%	-	-	19%	-	12%	-	-	-	12%	-
Not a major issue	6	-	6	-	2	4	-	6	-	-	-	6	-
	41%	-	41%	-	30%	48%	-	41%	-	-	-	41%	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	1%	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_3. Why didn't you make a complaint to ... - Collect +

Base : If did not make a complaint about Collect + but had cause to

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	15	-	-	8	7	-	-	-	-	-	-	-	4	4	1	5	1
Weighted Base	16*	**	**	5**	11**	**	**	**	**	**	**	**	4**	***	2**	7**	2**
Effective Base	9	-	-	3	6	-	-	-	-	-	-	3	3	1	4	1	-
Didn't know where to go/ who to complain to	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-
1%	-	-	-	3%	-	-	-	-	-	-	-	-	31%	-	-	-	-
Didn't have the time	4	-	-	2	2	-	-	-	-	-	-	-	2	-	-	-	2
23%	-	-	36%	17%	-	-	-	-	-	-	-	40%	-	-	-	-	100%
Not worth the hassle	4	-	-	2	2	-	-	-	-	-	-	2	+	-	+	2	2
28%	-	-	47%	20%	-	-	-	-	-	-	-	47%	41%	-	-	4%	100%
Wouldn't change anything anyway	3	-	-	3	-	-	-	-	-	-	-	-	-	-	3	-	-
22%	-	-	-	31%	-	-	-	-	-	-	-	-	-	-	51%	-	-
The problem was sorted without needing to complain	2	-	-	1	1	-	-	-	-	-	-	1	-	-	1	-	-
12%	-	-	12%	11%	-	-	-	-	-	-	-	13%	-	-	19%	-	-
Not a major issue	6	-	-	6	-	-	-	-	-	-	-	-	*	2	2	2	2
41%	-	-	1%	58%	-	-	-	-	-	-	-	-	13%	100%	30%	100%	100%
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	*	-	-	1%	-	-	-	-	-	-	-	-	14%	-	-	-	-

Proportions=Mears: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_4. Why didn't you make a complaint to ... - DHL

Base : If did not make a complaint about DHL but had cause to

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	7	-	7	1	6	3	4	2	2	2	-	-	-	1	4	2	1	1	7	-	7
Weighted Base	7*	**	7**	2**	5**	5**	2**	1**	4**	**	**	**	**	1**	6**	**	1**	1**	7**	**	7*
Effective Base	4	-	4	1	3	3	1	1	2	2	-	-	-	1	3	2	1	1	4	-	7
Didn't know where to go/ who to complain to	2	-	2	-	2	-	2	-	2	-	-	-	-	-	2	-	-	-	2	-	1
29%	-	-	29%	-	43%	-	87%	-	46%	-	-	-	-	-	36%	-	-	-	29%	-	14%
Didn't have the time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
23%	-	-	2%	-	4%	-	7%	14%	-	-	-	-	-	-	3%	-	-	-	2%	-	14%
Not worth the hassle	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
15%	-	-	1%	-	2%	-	4%	-	-	58%	-	-	-	-	-	58%	-	-	1%	-	14%
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	2	-	2	2	-	2	-	-	2	-	-	-	-	-	2	-	-	-	2	-	1
34%	-	-	34%	100%	-	51%	-	-	54%	-	-	-	-	-	43%	-	-	-	34%	-	14%
Not a major issue	4	-	4	2	1	4	*	-	2	*	-	-	-	1	2	*	1	1	4	-	3
53%	-	-	53%	100%	29%	78%	3%	-	54%	42%	-	-	-	100%	43%	42%	100%	100%	53%	-	43%
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1	-	1	-	1	1	-	1	-	-	-	-	-	-	1	-	-	-	1	-	1
15%	-	-	15%	-	22%	22%	-	86%	-	-	-	-	-	-	19%	-	-	-	15%	-	14%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_4. Why didn't you make a complaint to ... - DHL

Base : If did not make a complaint about DHL but had cause to

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	7	5	-	1	1	5	2	6	1	-	1	3	1	2	5	-	7	3	4	-
Weighted Base	7*	4**	-**	2**	***	4**	2**	6**	1**	**	2**	***	1**	3**	4**	**	7**	3**	4**	**
Effective Base	4	3	-	1	1	3	1	3	1	-	1	3	1	2	2	-	4	2	2	-
Didn't know where to go/ who to complain to	2	2	-	-	-	2	-	2	-	-	-	-	-	2	-	-	2	2	-	-
29%	29%	44%	-	-	-	44%	-	35%	-	-	-	-	-	66%	-	-	29%	60%	-	-
Didn't have the time	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
2%	2%	4%	-	-	-	4%	-	3%	-	-	-	53%	-	-	-	-	2%	-	4%	-
Not worth the hassle	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1%	1%	-	-	-	100%	-	3%	1%	-	-	-	27%	-	-	2%	-	1%	2%	-	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	2	-	-	2	-	-	-	2	-	-	2	-	-	2	-	-	2	-	2	-
34%	34%	-	-	100%	-	-	97%	42%	-	-	100%	-	-	-	60%	-	34%	-	65%	-
Not a major issue	4	1	-	2	-	1	2	2	1	-	2	-	1	-	4	-	4	1	2	-
53%	53%	23%	-	100%	-	29%	97%	43%	100%	-	100%	20%	100%	-	94%	-	53%	38%	67%	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1	1	-	-	-	1	-	1	-	-	-	-	-	1	-	-	1	-	1	-
15%	15%	23%	-	-	-	23%	-	18%	-	-	-	-	-	34%	-	-	15%	-	28%	-

Proportions/Mean: Columns Yes/No (5% risk level) - a-b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_4. Why didn't you make a complaint to ... - DHL

Base : If did not make a complaint about DHL but had cause to

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	7	4	3	2	3	2	1	1	-	-	-	-	1	-	1	-	1	-	2
Weighted Base	7*	4**	2**	2**	6**	1**	***	***	**	**	**	**	1**	**	2**	**	2**	**	1**
Effective Base	4	3	1	1	3	1	1	1	-	-	-	-	1	-	1	-	1	-	1
Didn't know where to go/ who to complain to	2	2	-	-	2	-	-	-	-	-	-	-	-	-	2	-	-	-	-
Didn't have the time	1	45%	-	-	35%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
Not worth the hassle	1	2%	4%	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-
Wouldn't change anything anyway	1	1%	-	3%	3%	-	-	100%	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	2	34%	-	2	2	2	2	2	-	-	-	-	-	-	-	-	2	100%	-
Not a major issue	4	53%	1	2	2	4	-	-	-	-	-	1	-	-	-	-	2	-	-
Any other reason (please specify)	1	15%	23%	97%	97%	65%	6%	-	-	-	-	100%	-	-	-	-	100%	-	6%
I don't know	1	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
	15%	23%	-	-	-	94%	-	-	-	-	-	-	-	-	-	-	-	-	94%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_4. Why didn't you make a complaint to ... - DHL

Base : If did not make a complaint about DHL but had cause to

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges				
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	7	5	-	1	2	4	-	1	-	6	1	4	2	-	1	-	6	1	5	2
Weighted Base	7*	6**	-**	1**	2**	5**	-**	**	-**	7**	**	3**	4**	-**	**	-**	7**	**	5**	2**
Effective Base	4	3	-	1	1	3	-	1	-	4	1	2	2	-	1	-	4	1	3	1
Didn't know where to go/ who to complain to	2	2	-	-	2	-	-	-	-	2	-	2	-	-	-	-	2	-	-	2
	29%	35%	-	-	96%	-	-	-	-	29%	-	63%	-	-	-	-	29%	-	-	97%
Didn't have the time	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-
	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3%	-
Not worth the hassle	*	-	-	-	*	-	-	-	-	*	-	-	-	-	-	-	*	-	*	-
	1%	1%	-	-	4%	-	-	-	-	1%	-	3%	-	-	-	-	1%	-	2%	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	2	2	-	-	-	2	-	-	-	2	-	-	2	-	-	-	2	-	2	-
	34%	41%	-	-	-	50%	-	-	-	35%	-	-	65%	-	-	-	35%	-	48%	-
Not a major issue	4	4	-	1	-	4	-	-	-	4	-	*	4	-	-	-	4	-	4	*
	53%	64%	-	100%	-	78%	-	-	-	54%	-	2%	100%	-	-	-	54%	-	74%	3%
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	1	-	1	-
	15%	-	-	-	-	22%	-	-	-	15%	-	-	-	-	-	-	15%	-	21%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**QJ8\_4. Why didn't you make a complaint to ... - DHL**

Base : If did not make a complaint about DHL but had cause to

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	7	-	7	-	3	4	-	7	-	-	-	7	-
Weighted Base	7*	-**	7**	-**	3**	4**	-**	7**	-**	-**	-**	7**	-**
Effective Base	4	-	4	-	1	3	-	4	-	-	-	4	-
Didn't know where to go/ who to complain to	2	-	2	-	-	2	-	2	-	-	-	2	-
29%	-	-	29%	-	-	46%	-	29%	-	-	-	29%	-
Didn't have the time	*	-	*	-	*	*	-	*	-	-	-	*	-
2%	-	-	2%	-	6%	-	-	2%	-	-	-	2%	-
Not worth the hassle	*	-	*	-	-	*	-	*	-	-	-	*	-
1%	-	-	1%	-	-	2%	-	1%	-	-	-	1%	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	2	-	2	-	2	-	-	2	-	-	-	2	-
34%	-	-	34%	-	91%	-	-	34%	-	-	-	34%	-
Not a major issue	4	-	4	-	2	1	-	4	-	-	-	4	-
53%	-	-	53%	-	94%	29%	-	53%	-	-	-	53%	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1	-	1	-	-	1	-	1	-	-	-	1	-
15%	-	-	15%	-	-	23%	-	15%	-	-	-	15%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



**QJ8\_4. Why didn't you make a complaint to ... - DHL**

Base : If did not make a complaint about DHL but had cause to

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	7	-	-	4	3	-	-	-	-	-	-	3	1	-	2	1
Weighted Base	7*	**	**	1**	6**	**	**	**	**	**	**	***	1**	**	4**	2**
Effective Base	4	-	-	2	3	-	-	-	-	-	-	3	1	-	2	1
Didn't know where to go/ who to complain to	2	-	-	2	-	-	-	-	-	-	-	-	-	-	-	2
	29%	-	-	35%	-	-	-	-	-	-	-	-	-	-	-	100%
Didn't have the time	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-	-	12%	-	-	-	-	-	-	-	53%	-	-	-	-
Not worth the hassle	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-
	1%	-	-	6%	-	-	-	-	-	-	-	27%	-	-	-	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	2	-	-	2	-	-	-	-	-	-	-	-	-	-	2	-
	34%	-	-	42%	-	-	-	-	-	-	-	-	-	-	65%	-
Not a major issue	4	-	-	4	-	-	-	-	-	-	-	-	-	-	4	-
	53%	-	-	5%	65%	-	-	-	-	-	5%	20%	-	-	100%	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-
	15%	-	-	77%	-	-	-	-	-	-	-	-	100%	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_5. Why didn't you make a complaint to ... - FedEx

Base : If did not make a complaint about FedEx but had cause to

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)		NET White (r)	NET EMG (s)
Unweighted Base	3	-	3	-	3	1	2	-	-	1	-	1	1	-	-	1	2	1	3	-	3
Weighted Base	3*	**	3**	**	3**	***	3**	**	**	1**	**	2**	***	**	**	1**	2**	***	3**	**	3*
Effective Base	2	-	2	-	2	1	2	-	-	1	-	1	1	-	-	1	1	1	2	-	3
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not worth the hassle	2	-	2	-	2	-	2	-	-	-	-	2	-	-	-	-	2	-	2	-	1
	48%	-	48%	-	48%	-	54%	-	-	-	-	100%	-	-	-	-	80%	-	48%	-	33%
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	1	-	1	-	1	-	1	-	-	1	-	-	-	-	-	1	-	-	1	-	1
	40%	-	40%	-	40%	-	46%	-	-	100%	-	-	-	-	-	100%	-	-	40%	-	33%
Not a major issue	*	-	*	-	*	-	*	-	-	-	-	-	*	-	-	*	-	*	*	-	1
	12%	-	12%	-	12%	100%	-	-	-	-	-	-	100%	-	-	20%	100%	12%	-	-	33%
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_5. Why didn't you make a complaint to ... - FedEx

Base : If did not make a complaint about FedEx but had cause to

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3	2	-	-	1	2	1	2	1	-	-	-	2	1	2	-	3	-	3	-
Weighted Base	3*	2**	**	**	2**	2**	2**	3**	**	**	**	**	3**	**	3**	**	3**	**	3**	**
Effective Base	2	2	-	-	1	2	1	2	1	-	-	-	2	1	2	-	2	-	2	-
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not worth the hassle	2	-	-	-	2	-	2	2	-	-	-	-	2	-	2	-	2	-	2	-
	48%	-	-	-	100%	-	100%	54%	-	-	-	-	54%	-	54%	-	48%	-	48%	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	1	1	-	-	-	1	-	1	-	-	-	-	1	-	1	-	1	-	1	-
	40%	76%	-	-	-	76%	-	46%	-	-	-	-	46%	-	46%	-	40%	-	40%	-
Not a major issue	+	+	-	-	+	-	-	-	-	-	-	-	+	-	+	-	+	-	+	-
	12%	24%	-	-	-	24%	-	100%	-	-	-	-	100%	-	12%	-	12%	-	12%	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a-b|c|d - e|f - g|h - i|j|k|l|m/n - o|p - q|r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_5. Why didn't you make a complaint to ... - FedEx

Base : If did not make a complaint about FedEx but had cause to

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3	3	-	-	2	-	1	-	-	-	1	-	-	1	-	-	-	-	-
Weighted Base	3*	3**	**	**	3**	**	***	**	**	**	2**	**	**	1**	**	**	**	**	**
Effective Base	2	2	-	-	2	-	1	-	-	-	1	-	-	1	-	-	-	-	-
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not worth the hassle	2	2	-	-	2	-	-	-	-	-	2	-	-	-	-	-	-	-	-
	48%	48%	-	-	54%	-	-	-	-	-	100%	-	-	-	-	-	-	-	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	1	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	40%	40%	-	-	46%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
Not a major issue	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	12%	12%	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_5. Why didn't you make a complaint to ... - FedEx

Base : If did not make a complaint about FedEx but had cause to

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges		
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)
Unweighted Base	3	-	-	-	1	1	1	-	-	2	-	2	1	-	-	2	-	2	1
Weighted Base	3*	**	**	**	***	1**	2**	**	**	2**	**	**	2**	**	**	2**	**	2**	2**
Effective Base	2	-	-	-	1	1	1	-	-	2	-	2	1	-	-	2	-	2	1
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not worth the hassle	2	-	-	-	-	-	2	-	-	-	-	-	2	-	-	-	-	-	2
	48%	-	-	-	-	-	100%	-	-	-	-	-	100%	-	-	-	-	-	100%
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	1	-	-	-	-	1	-	-	-	1	-	1	-	-	1	-	-	1	-
	40%	-	-	-	-	100%	-	-	-	76%	-	76%	-	-	76%	-	-	76%	-
Not a major issue	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	12%	-	-	-	100%	-	-	-	-	24%	-	24%	-	-	24%	-	-	24%	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_5. Why didn't you make a complaint to ... - FedEx

Base : If did not make a complaint about FedEx but had cause to

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3	1	2	-	1	2	-	3	-	-	-	3	-
Weighted Base	3*	2**	2**	-**	2**	2**	-**	3**	-**	-**	-**	3**	-**
Effective Base	2	1	2	-	1	2	-	2	-	-	-	2	-
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	-	-	-	-	-	-	-	-	-	-	-	-	-
Not worth the hassle	2	2	-	-	2	-	-	2	-	-	-	2	-
	48%	100%	-	-	100%	-	-	48%	-	-	-	48%	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	1	-	1	-	-	1	-	1	-	-	-	1	-
	40%	-	76%	-	-	76%	-	40%	-	-	-	40%	-
Not a major issue	-	-	-	-	-	-	-	-	-	-	-	-	-
	12%	-	24%	-	-	24%	-	12%	-	-	-	12%	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**QJ8\_5. Why didn't you make a complaint to ... - FedEx**

Base : If did not make a complaint about FedEx but had cause to

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	3	-	-	3	-	-	-	-	-	-	-	-	-	1	-	2
Weighted Base	3*	**	**	3**	**	**	**	**	**	**	**	**	**	2**	**	2**
Effective Base	2	-	-	2	-	-	-	-	-	-	-	-	-	1	-	2
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not worth the hassle	2	-	-	2	-	-	-	-	-	-	-	-	-	2	-	2
	48%	-	-	48%	-	-	-	-	-	-	-	-	-	100%	-	76%
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1
	40%	-	-	40%	-	-	-	-	-	-	-	-	-	-	-	76%
Not a major issue	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*
	12%	-	-	12%	-	-	-	-	-	-	-	-	-	-	-	24%
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a:b:c:d - e:f:g:h:i:j:k:l:m:n:op  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ8\_6. Why didn't you make a complaint to ... - Evri

Base : If did not make a complaint about Evri but had cause to

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	71	-	71	17	54	22	48	12	17	16	10	9	7	-	29	26	16	7	63	7	71
Weighted Base	99*	**	59*	13**	47**	17**	40**	11**	13**	14**	9**	9**	3**	**	25**	23**	12**	3**	48*	12**	71*
Effective Base	38	-	38	9	30	13	25	8	10	10	5	5	3	-	18	14	7	3	32	6	71
Didn't know where to go/ who to complain to	8	-	8	2	6	1	8	2	2	2	-	2	*	-	4	2	2	*	6	2	8
14%	-	14%	-	15%	14%	4%	19%	18%	13%	17%	-	23%	4%	-	15%	11%	18%	4%	13%	17%	11%
Didn't have the time	5	-	5	-	5	4	1	1	4	-	-	-	-	-	5	-	-	-	1	4	5
9%	-	9%	-	11%	11%	23%	3%	12%	28%	-	-	1%	-	-	21%	-	1%	-	3%	33%	7%
Not worth the hassle	17	-	17	4	14	6	11	1	5	5	*	4	2	-	7	5	5	2	15	2	27
29%	-	29%	-	28%	29%	37%	27%	12%	39%	34%	8%	43%	51%	-	27%	23%	45%	51%	32%	16%	38%
Wouldn't change anything anyway	11	-	11	1	10	2	9	2	2	1	*	5	10	-	4	2	5	-	11	-	14
19%	-	19%	-	8%	21%	14%	21%	16%	17%	10%	3%	60%	-	-	16%	8%	45%	-	23%	-	20%
The problem was sorted without needing to complain	11	-	11	1	9	4	7	1	1	5	-	3	1	-	3	5	4	1	9	1	14
16%	-	16%	-	11%	20%	21%	16%	12%	11%	31%	-	34%	20%	-	11%	20%	30%	20%	20%	11%	20%
Not a major issue	14	-	14	4	10	2	10	1	4	5	3	-	1	-	5	8	1	1	13	1	18
23%	-	23%	-	31%	21%	11%	26%	11%	27%	36%	36%	-	26%	-	20%	36%	7%	26%	27%	8%	25%
Any other reason (please specify)	3	-	3	3	*	-	3	-	-	-	3	-	-	-	-	3	*	*	*	3	3
5%	-	5%	-	21%	*	-	7%	-	-	-	32%	-	1%	-	-	12%	*	1%	*	23%	4%
I don't know	6	-	6	*	6	1	5	3	-	1	2	-	-	-	3	3	-	-	5	1	6
10%	-	10%	-	13%	13%	5%	13%	23%	-	10%	24%	-	-	-	11%	15%	-	-	11%	8%	8%

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



**QJ8\_6. Why didn't you make a complaint to ... - Evri**

Base : If did not make a complaint about Evri but had cause to

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	71	22	27	12	10	49	22	50	21	5	11	9	24	20	44	5	66	14	54	3
Weighted Base	59*	16**	22**	11**	11**	37**	22**	43**	16**	5**	14**	7**	21**	11**	41**	5**	54*	14**	39**	6**
Effective Base	38	11	12	8	7	23	15	27	12	4	8	5	12	10	24	4	35	9	27	3
Didn't know where to go/ who to complain to	8	2	5	-	2	7	2	4	4	-	3	3	3	-	8	-	8	-	8	-
Didn't have the time	5	-	3	-	2	3	2	5	-	-	2	-	3	-	5	-	5	1	4	-
Not worth the hassle	17	3	3	4	6	7	11	14	3	-	2	2	8	5	12	-	17	5	12	-
Wouldn't change anything anyway	11	3	4	4	1	7	4	11	-	-	3	1	5	2	9	-	11	1	7	3
The problem was sorted without needing to complain	19%	22%	16%	33%	5%	19%	19%	25%	-	-	19%	14%	24%	21%	21%	-	20%	10%	18%	46%
Not a major issue	11	2	4	3	2	7	4	7	3	2	3	1	2	2	6	2	9	2	6	3
Any other reason (please specify)	16%	15%	19%	23%	16%	18%	19%	17%	21%	34%	19%	18%	8%	19%	13%	34%	17%	13%	16%	46%
I don't know	14	2	4	6	2	5	8	10	4	2	2	1	7	3	10	2	12	8	4	1
	23%	12%	16%	55%	22%	15%	38%	23%	24%	33%	13%	16%	33%	22%	23%	33%	23%	58%	11%	20%
	3	-	3	-	-	3	-	3	-	-	-	-	3	-	3	-	3	-	3	-
	5%	1%	13%	-	-	8%	-	8%	1%	-	-	-	13%	1%	7%	-	5%	-	7%	-
	6	3	2	-	1	5	1	4	2	2	3	-	-	1	4	2	4	1	3	2
	10%	18%	8%	-	12%	13%	6%	10%	11%	33%	24%	-	-	8%	8%	33%	8%	10%	7%	35%

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**QJ8\_6. Why didn't you make a complaint to ... - Evri**

Base : If did not make a complaint about Evri but had cause to

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humbreside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	71	39	32	15	31	17	17	6	2	-	1	7	3	4	4	3	7	1	16
Weighted Base	59*	52*	8**	2**	49**	5**	4**	1**	1**	**	2**	9**	5**	5**	9**	6**	11**	***	5**
Effective Base	38	32	6	12	28	8	7	4	2	-	1	7	3	4	4	3	7	1	7
Didn't know where to go/ who to complain to	8	8	-	-	7	1	1	-	-	-	-	1	2	-	2	2	-	-	1
Didn't have the time	14%	16%	3%	-	14%	16%	19%	-	-	-	-	12%	30%	-	22%	35%	-	-	17%
Not worth the hassle	5	5	-	-	5	-	-	-	-	-	-	1	-	2	-	2	-	-	-
Wouldn't change anything anyway	9%	10%	2%	12%	10%	-	3%	8%	-	-	-	14%	-	35%	-	-	17%	-	-
The problem was sorted without needing to complain	17	14	3	1	13	2	1	*	1	-	2	1	-	1	-	2	5	-	2
Not a major issue	29%	28%	36%	54%	27%	45%	31%	35%	100%	-	100%	15%	-	23%	-	43%	46%	-	46%
Any other reason (please specify)	11	11	-	-	10	-	1	*	1	-	-	3	-	-	4	-	2	-	-
I don't know	19%	20%	6%	17%	20%	5%	17%	49%	46%	-	-	32%	-	46%	-	16%	-	-	5%
Proportions/Mean: Columns Yes/No (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r	11	10	1	**	8	1	1	**	3	-	-	1	2	-	3	1	1	-	1
* small base, ** very small base (under 30) ineligible for sig testing	16%	20%	8%	32%	17%	15%	33%	13%	-	-	-	14%	36%	-	30%	23%	11%	100%	14%
	14	13	1	-	12	1	1	*	1	-	-	5	2	1	-	2	1	-	1
	23%	26%	8%	21%	25%	12%	19%	37%	54%	-	-	56%	33%	17%	-	43%	10%	-	12%
	3	3	*	*	3	*	-	-	-	-	-	-	-	3	-	-	-	-	*
	5%	5%	1%	5%	6%	2%	-	-	-	-	-	-	-	30%	-	-	-	-	2%
	6	2	4	-	5	1	*	-	-	-	-	-	-	1	-	-	4	-	1
	10%	4%	49%	-	10%	17%	2%	-	-	-	-	-	-	25%	-	-	33%	-	17%

Proportions/Mean: Columns Yes/No (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_6. Why didn't you make a complaint to ... - Evri

Base : If did not make a complaint about Evri but had cause to

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	71	29	3	8	33	23	8	6	1	56	7	36	27	6	2	-	63	2	24	47
Weighted Base	59*	24**	3**	8**	27**	18**	9**	6**	***	44**	6**	33**	19**	4**	3**	-**	52*	3**	24**	35**
Effective Base	38	16	3	6	16	12	6	4	1	28	5	20	14	3	2	-	34	2	14	25
Didn't know where to go/ who to complain to	8	4	-	2	2	6	1	-	-	8	-	3	3	2	-	-	6	-	1	7
14%	16%	-	25%	8%	31%	7%	-	-	-	17%	-	9%	17%	49%	-	-	12%	-	4%	21%
Didn't have the time	5	2	-	1	2	2	-	2	-	3	2	2	3	*	-	-	5	-	4	1
9%	8%	-	-	5%	11%	-	31%	-	8%	31%	6%	16%	3%	-	-	10%	-	16%	4%	
Not worth the hassle	17	9	-	2	7	4	4	3	*	11	3	8	7	1	2	-	15	2	8	9
29%	36%	-	19%	28%	20%	42%	41%	100%	25%	41%	25%	34%	16%	56%	-	29%	56%	33%	26%	
Wouldn't change anything anyway	11	2	-	*	5	2	2	*	7	2	5	6	1	-	-	10	-	3	8	
16%	7%	-	1%	18%	14%	21%	33%	100%	16%	33%	14%	30%	16%	-	20%	-	12%	-	12%	23%
The problem was sorted without needing to complain	11	4	2	2	8	*	1	1	-	8	1	9	*	*	1	-	9	1	7	4
18%	16%	51%	22%	30%	*	16%	21%	-	18%	21%	27%	3%	2%	44%	-	18%	44%	29%	11%	
Not a major issue	14	6	-	1	10	3	-	1	-	13	1	12	2	*	-	-	14	-	7	7
23%	23%	-	13%	39%	19%	-	17%	-	29%	16%	36%	10%	2%	-	-	26%	-	28%	21%	
Any other reason (please specify)	3	3	-	*	-	3	-	-	-	3	-	3	*	-	-	3	-	-	-	3
5%	11%	-	1%	-	16%	-	-	-	-	6%	-	8%	*	-	-	5%	-	-	-	8%
I don't know	6	2	2	2	2	1	3	-	-	3	-	4	1	1	-	-	5	-	3	3
10%	7%	49%	21%	8%	6%	36%	-	-	7%	-	11%	5%	33%	-	-	9%	-	13%	9%	

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(h)(i) - kl(mn)(o)(p)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_6. Why didn't you make a complaint to ... - Evri

Base : If did not make a complaint about Evri but had cause to

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	71	1	69	1	20	47	4	68	-	3	-	71	-
Weighted Base	59*	1**	57*	1**	20**	37**	3**	58*	-**	1**	-**	59*	-**
Effective Base	38	1	36	1	13	23	2	37	-	1	-	38	-
Didn't know where to go/ who to complain to	8	-	8	-	5	4	-	8	-	-	-	8	-
14%	-	-	15%	-	24%	10%	-	14%	-	-	-	14%	-
Didn't have the time	5	-	5	-	2	3	-	5	-	-	-	5	-
9%	-	-	9%	-	10%	9%	-	9%	-	-	-	9%	-
Not worth the hassle	17	1	16	-	3	12	2	17	-	*	-	17	-
29%	100%	28%	-	16%	34%	63%	29%	-	7%	-	-	29%	-
Wouldn't change anything anyway	11	-	11	-	3	8	-	11	-	-	-	11	-
19%	-	-	19%	-	16%	21%	-	19%	-	-	-	19%	-
The problem was sorted without needing to complain	11	-	11	-	6	4	-	10	-	1	-	11	-
18%	-	-	19%	-	32%	12%	-	17%	-	92%	-	18%	-
Not a major issue	14	-	13	1	4	9	1	14	-	-	-	14	-
23%	-	22%	100%	22%	23%	34%	24%	-	-	-	-	23%	-
Any other reason (please specify)	3	-	3	-	-	3	-	3	-	-	-	3	-
5%	-	5%	-	-	8%	-	5%	-	-	-	-	5%	-
I don't know	6	-	6	-	1	5	*	6	-	*	-	6	-
10%	-	11%	-	7%	13%	3%	10%	-	1%	-	-	10%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**QJ8\_6. Why didn't you make a complaint to ... - Evri**

Base : If did not make a complaint about Evri but had cause to

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	71	-	-	33	38	-	-	-	-	-	-	-	22	11	12	17	9
Weighted Base	591	**	**	261*	331*	**	**	**	**	**	**	**	101*	71*	91*	161*	91*
Effective Base	38	-	-	17	21	-	-	-	-	-	-	-	13	4	5	10	6
Didn't know where to go/ who to complain to	8	-	-	5	4	-	-	-	-	-	-	-	5	*	-	1	3
Didn't have the time	14%	-	-	18%	11%	-	-	-	-	-	-	-	25%	2%	-	7%	29%
Didn't have the time	5	-	-	2	3	-	-	-	-	-	-	-	2	-	-	1	2
Didn't have the time	9%	-	-	7%	10%	-	-	-	-	-	-	-	10%	-	-	9%	21%
Not worth the hassle	17	-	-	10	7	-	-	-	-	-	-	-	6	4	1	3	4
Not worth the hassle	29%	-	-	40%	21%	-	-	-	-	-	-	-	32%	59%	6%	17%	40%
Wouldn't change anything anyway	11	-	-	6	5	-	-	-	-	-	-	-	6	*	2	4	*
Wouldn't change anything anyway	19%	-	-	23%	16%	-	-	-	-	-	-	-	31%	1%	18%	23%	1%
The problem was sorted without needing to complain	11	-	-	4	7	-	-	-	-	-	-	-	4	*	3	4	*
The problem was sorted without needing to complain	16%	-	-	16%	20%	-	-	-	-	-	-	-	21%	3%	30%	26%	1%
Not a major issue	14	-	-	8	6	-	-	-	-	-	-	-	4	4	2	5	-
Not a major issue	23%	-	-	30%	19%	-	-	-	-	-	-	-	19%	56%	20%	29%	-
Any other reason (please specify)	3	-	-	*	3	-	-	-	-	-	-	-	*	-	3	-	-
Any other reason (please specify)	5%	-	-	*	8%	-	-	-	-	-	-	-	*	-	32%	1%	-
I don't know	6	-	-	2	4	-	-	-	-	-	-	-	2	*	*	3	1
I don't know	10%	-	-	8%	12%	-	-	-	-	-	-	-	28%	1%	19%	10%	-

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_8. Why didn't you make a complaint to ... - DPD

Base : If did not make a complaint about DPD but had cause to

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	6	-	6	1	5	1	5	-	1	1	2	1	-	1	1	3	2	1	6	-	6
Weighted Base	7*	**	7**	2**	5**	***	7**	**	***	***	5**	2**	**	***	***	5**	2**	***	7**	**	6*
Effective Base	3	-	3	1	2	1	3	-	1	1	2	1	-	1	1	2	1	1	3	-	6
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	2	-	2	2	-	-	2	-	-	-	-	2	-	-	-	-	2	-	2	-	1
	26%	-	26%	100%	-	-	27%	-	-	-	-	100%	-	-	-	-	95%	-	26%	-	17%
Not worth the hassle	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	+	-	-	-	-	+	-	-	-	+	-	-	-	-	-	-	-	-	+	-	1
	2%	-	2%	-	3%	100%	-	-	-	100%	-	-	-	-	-	3%	-	-	2%	-	17%
Not a major issue	+	-	-	-	-	+	-	+	-	-	-	-	-	+	-	+	-	-	+	-	2
	2%	-	2%	-	3%	-	2%	-	100%	-	-	-	-	100%	100%	-	5%	100%	2%	-	33%
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	5	-	5	-	5	-	5	-	-	-	5	-	-	-	-	5	-	-	5	-	2
	69%	-	69%	-	94%	-	71%	-	-	-	100%	-	-	-	-	67%	-	-	69%	-	33%

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_8. Why didn't you make a complaint to ... - DPD

Base : If did not make a complaint about DPD but had cause to

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	6	2	3	1	-	5	1	5	1	-	-	3	1	1	4	-	5	-	5	1
Weighted Base	7*	2**	5**	***	..	7**	***	7**	***	..	..	5**	***	***	5**	..	5**	..	5**	2**
Effective Base	3	1	2	1	-	3	1	3	1	-	-	2	1	1	2	-	2	-	2	1
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	2	-	2	-	-	2	-	2	-	-	-	2	-	-	2	-	2	-	2	-
	26%	-	39%	-	-	27%	-	27%	-	-	-	39%	-	-	38%	-	37%	-	37%	-
Not worth the hassle	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	2%	-	-	100%	-	-	100%	2%	-	-	-	-	-	100%	-	-	3%	-	3%	-
Not a major issue	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	4%	2%	-	-	2%	-	1%	100%	-	-	2%	100%	-	4%	-	3%	-	3%	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	5	2	3	-	-	5	-	5	-	-	-	3	-	3	-	3	-	3	3	2
	69%	96%	60%	-	-	71%	-	70%	-	-	-	60%	-	-	89%	-	57%	-	57%	100%

Proportions/Mean: Columns Tested (5% risk level) - a:b:c:d - ef - gh - i:j:k:l:m:n - op - q:r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**QJ8\_8. Why didn't you make a complaint to ... - DPD**

Base : If did not make a complaint about DPD but had cause to

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	6	3	3	-	3	3	-	-	-	-	1	-	-	1	-	1	-	-	3
Weighted Base	7*	7**	***	**	7**	***	**	**	**	**	2**	**	**	2**	**	3**	**	**	***
Effective Base	3	3	3	-	3	3	-	-	-	-	1	-	-	1	-	1	-	-	3
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	2	2	-	-	2	-	-	-	-	-	2	-	-	-	-	-	-	-	-
	26%	27%	-	-	27%	-	-	-	-	-	100%	-	-	-	-	-	-	-	-
Not worth the hassle	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	2%	-	46%	-	-	46%	-	-	-	-	-	-	-	-	-	-	-	-	46%
Not a major issue	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-	54%	-	-	54%	-	-	-	-	-	-	-	-	-	-	-	-	54%
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	5	5	-	-	5	-	-	-	-	-	-	-	-	2	-	3	-	-	-
	69%	73%	-	-	73%	-	-	-	-	-	-	-	-	100%	-	100%	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ8\_8. Why didn't you make a complaint to ... - DPD

Base : If did not make a complaint about DPD but had cause to

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	6	2	-	1	3	1	1	-	4	1	2	3	1	-	-	5	-	2	4
Weighted Base	7*	3**	**	***	3**	2**	2**	***	**	5**	3**	2**	2**	**	**	5**	**	2**	5**
Effective Base	3	1	-	1	1	1	1	-	2	1	1	1	-	-	2	-	1	2	
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	2	-	-	-	2	-	-	-	2	-	-	2	-	-	-	2	-	2	-
26%	-	-	-	-	91%	-	-	-	38%	-	-	89%	-	-	-	37%	-	96%	-
Not worth the hassle	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	2*	-	-	-	-	-	100%	-	100%	-	7%	-	-	-	3%	-	-	-	3%
+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not a major issue	+	+	-	+	-	-	-	-	-	-	+	+	-	-	-	-	-	+	+
2%	3%	-	100%	-	9%	-	-	-	4%	-	3%	4%	-	-	3%	-	4%	2%	
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	5	3	-	-	3	-	2	-	3	-	3	-	2	-	3	-	-	-	5
69%	97%	-	-	100%	-	100%	-	-	59%	-	97%	-	100%	-	57%	-	-	-	95%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_8. Why didn't you make a complaint to ... - DPD

Base : If did not make a complaint about DPD but had cause to

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	6	-	6	-	2	3	1	6	-	-	-	6	-
Weighted Base	7*	..	7**	..	2**	3**	2**	7**	..	..	..	7**	..
Effective Base	3	-	3	-	1	1	1	3	-	-	-	3	-
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	2	-	2	-	2	-	-	2	-	-	-	2	-
26%	26%	-	26%	-	96%	-	-	26%	-	-	-	26%	-
Not worth the hassle	-	-	-	-	-	-	-	-	-	-	-	-	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	2%	-	2%	-	-	5%	-	2%	-	-	-	2%	-
Not a major issue	2%	-	2%	-	4%	3%	-	2%	-	-	-	2%	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	5	-	5	-	-	3	2	5	-	-	-	5	-
69%	69%	-	69%	-	-	92%	100%	69%	-	-	-	69%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**QJ8\_8. Why didn't you make a complaint to ... - DPD**

Base : If did not make a complaint about DPD but had cause to

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	6	-	-	5	1	-	-	-	-	-	-	3	2	1	-	-
Weighted Base	7*	**	**	7**	***	**	**	**	**	**	**	5**	2**	***	**	**
Effective Base	3	-	-	3	1	-	-	-	-	-	-	2	1	1	-	-
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	2	-	-	2	-	-	-	-	-	-	-	2	-	-	-	-
	26%	-	-	27%	-	-	-	-	-	-	-	38%	-	-	-	-
Not worth the hassle	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	*	-	-	2%	-	-	-	-	-	-	-	3%	-	-	-	-
+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not a major issue	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
+	-	-	-	1%	100%	-	-	-	-	-	-	-	4%	100%	-	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
+	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	5	-	-	5	-	-	-	-	-	-	-	3	2	-	-	-
	69%	-	-	70%	-	-	-	-	-	-	-	59%	66%	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_9. Why didn't you make a complaint to ... - Parcelforce

Base : If did not make a complaint about Parcelforce but had cause to

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	14	-	14	1	13	10	4	2	1	3	2	2	4	-	3	5	6	4	13	1	14
Weighted Base	11*	**	11**	***	11**	9**	1**	2**	***	5**	***	2**	1**	**	2**	5**	4**	1**	8**	2**	14*
Effective Base	6	-	6	1	6	5	2	1	1	2	2	1	2	-	1	2	2	2	5	1	14
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1%	-	-	1%	-	1%	1%	-	-	-	100%	-	-	-	-	6%	-	-	-	1%	-	7%
Not worth the hassle	3	-	3	-	3	2	1	-	*	*	2	1	-	-	*	*	3	1	1	2	5
32%	-	-	32%	-	32%	26%	69%	-	-	100%	1%	31%	96%	66%	6%	4%	84%	66%	14%	100%	36%
Wouldn't change anything anyway	6	-	6	-	6	5	1	-	-	5	*	-	1	-	-	5	1	1	6	-	4
54%	-	-	54%	-	54%	52%	65%	-	-	99%	31%	-	66%	-	-	94%	25%	66%	67%	-	29%
The problem was sorted without needing to complain	1	-	1	-	1	-	1	-	-	-	-	-	1	-	-	-	1	1	1	-	4
13%	-	-	13%	100%	13%	1%	96%	-	-	-	-	4%	97%	-	-	-	38%	97%	17%	-	29%
Not a major issue	2	-	2	-	2	2	-	-	-	-	2	*	-	-	-	-	2	*	*	2	2
21%	-	-	21%	-	21%	24%	-	-	-	-	96%	3%	-	-	-	-	61%	3%	*	100%	14%
Any other reason (please specify)	4	-	4	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
3%	-	-	3%	-	3%	3%	-	-	-	-	69%	-	-	-	-	5%	-	-	3%	-	7%
I don't know	2	-	2	-	2	2	-	2	-	-	-	-	-	-	2	-	-	-	2	-	2
16%	-	-	16%	-	17%	19%	-	100%	-	-	-	-	-	-	94%	-	-	-	21%	-	14%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**QJ8\_9. Why didn't you make a complaint to ... - Parcelforce**

Base : If did not make a complaint about Parcelforce but had cause to

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	14	6	6	-	2	12	2	11	3	1	2	1	6	4	9	1	13	2	12	-
Weighted Base	11*	4**	6**	-**	1**	10**	1**	10**	1**	***	1**	***	6**	3**	8**	***	10**	***	10**	-**
Effective Base	6	2	3	-	2	5	2	5	2	1	2	1	3	1	4	1	6	2	5	-
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	+	+	+	-	+	+	-	+	-	-	-	-	-	-	-	-	+	-	+	-
1%	-	-	2%	-	-	1%	-	1%	-	-	-	-	-	4%	-	-	1%	-	1%	-
Not worth the hassle	3	-	3	-	-	3	-	3	-	-	1	*	-	2	1	-	3	*	3	-
32%	2%	53%	-	-	34%	-	34%	-	-	-	71%	100%	2%	86%	14%	-	32%	34%	32%	-
Wouldn't change anything anyway	6	2	4	-	-	6	-	6	-	-	1	-	5	-	6	-	6	+	6	-
54%	50%	61%	-	-	57%	-	57%	-	-	-	71%	-	75%	-	74%	-	55%	34%	54%	-
The problem was sorted without needing to complain	1	-	1	-	-	1	+	1	-	-	1	-	+	-	1	-	1	-	1	-
13%	2%	16%	-	61%	11%	61%	10%	65%	-	100%	-	1%	4%	17%	-	14%	-	14%	-	
Not a major issue	2	-	2	-	-	2	-	2	-	-	-	-	+	2	+	-	2	-	2	-
21%	1%	36%	-	-	22%	-	22%	-	-	-	-	-	1%	62%	-	-	21%	-	22%	-
Any other reason (please specify)	+	-	-	-	+	-	+	-	-	-	-	-	-	-	-	-	+	-	+	-
3%	7%	-	-	-	3%	-	3%	-	-	-	-	-	-	10%	-	-	3%	-	3%	-
I don't know	2	2	-	-	2	+	2	+	+	+	+	+	2	+	2	+	2	+	2	-
16%	39%	-	-	39%	15%	39%	18%	35%	100%	-	-	23%	-	19%	100%	14%	66%	15%	-	

Proportions/Mears: Columns Tested (5% risk level) - ab/cd - ef - gh - ij/kl/mn - op - qrs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_9. Why didn't you make a complaint to ... - Parcelforce

Base : If did not make a complaint about Parcelforce but had cause to

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	14	8	6	3	4	2	3	5	-	-	1	-	-	1	2	-	-	-	2
Weighted Base	11*	10**	1**	***	8**	***	1**	1**	**	**	2**	**	**	2**	5**	**	**	**	***
Effective Base	6	5	5	3	4	2	2	3	-	-	1	-	-	1	2	-	-	-	2
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	+	-	+	-	-	-	-	+	-	-	-	-	-	-	-	-	-	-	-
1%	-	-	23%	38%	-	-	-	13%	-	-	-	-	-	-	-	-	-	-	-
Not worth the hassle	3	3	+	-	2	+	1	+	-	-	-	-	-	-	2	-	-	-	-
32%	30%	60%	78%	26%	47%	81%	13%	-	-	-	-	-	-	44%	-	-	-	-	47%
Wouldn't change anything anyway	6	6	-	-	5	-	1	-	-	-	2	-	-	3	-	-	-	-	-
54%	55%	24%	40%	56%	-	81%	-	-	-	-	100%	-	-	56%	-	-	-	-	-
The problem was sorted without needing to complain	1	1	-	-	-	-	1	+	-	-	-	-	-	-	-	-	-	-	-
13%	12%	33%	22%	-	53%	72%	52%	-	-	-	-	-	-	-	-	-	-	-	53%
Not a major issue	2	2	-	-	2	-	-	+	-	-	-	-	-	2	-	-	-	-	-
21%	21%	7%	-	26%	-	-	4%	-	-	-	-	-	-	44%	-	-	-	-	-
Any other reason (please specify)	+	-	-	-	-	-	-	+	-	-	-	-	-	-	-	-	-	-	-
3%	3%	-	-	-	-	-	31%	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	2	2	-	-	2	-	+	-	-	-	-	-	-	2	-	-	-	-	-
16%	17%	-	-	18%	-	19%	-	-	-	-	-	-	-	100%	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_9. Why didn't you make a complaint to ... - Parcelforce

Base : If did not make a complaint about Parcelforce but had cause to

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	14	5	-	1	6	5	2	1	-	11	1	6	8	-	-	14	-	8	6
Weighted Base	11*	4**	-	***	6**	1**	4**	***	-	7**	***	7**	3**	-	-	11**	-	5**	5**
Effective Base	6	2	-	1	3	2	2	1	-	4	1	3	4	-	-	6	-	4	2
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	*	-	-	-	-	*	-	-	-	*	-	-	*	-	-	*	-	*	-
1%	-	-	-	-	-	10%	-	-	-	2%	-	-	3%	-	-	1%	-	2%	-
Not worth the hassle	3	2	-	-	-	1	2	*	-	1	*	2	1	-	-	3	-	3	*
32%	53%	-	-	-	-	89%	59%	100%	-	16%	100%	31%	33%	-	-	32%	-	59%	3%
Wouldn't change anything anyway	6	2	-	-	6	1	-	-	-	6	-	5	1	-	-	6	-	1	5
54%	45%	-	-	-	83%	74%	-	100%	-	82%	100%	62%	30%	-	-	54%	-	17%	81%
The problem was sorted without needing to complain	1	*	-	-	*	1	-	-	-	1	-	*	1	-	-	1	-	1	*
13%	2%	-	100%	-	8%	82%	-	-	-	21%	-	1%	40%	-	-	13%	-	20%	7%
Not a major issue	2	2	-	-	-	*	2	-	-	*	-	2	*	-	-	2	-	2	*
21%	52%	-	-	-	-	3%	59%	-	-	1%	-	30%	1%	-	-	21%	-	41%	1%
Any other reason (please specify)	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-
3%	-	-	-	-	5%	-	-	-	-	4%	-	-	8%	-	-	3%	-	5%	-
I don't know	2	-	-	-	*	2	-	-	-	*	-	*	2	-	-	2	-	2	-
16%	-	-	-	-	4%	-	41%	-	-	3%	-	3%	44%	-	-	16%	-	32%	-

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)f(gh)ij - k(l)m(n)op(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_9. Why didn't you make a complaint to ... - Parcelforce

Base : If did not make a complaint about Parcelforce but had cause to

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	14	1	13	-	5	9	-	14	-	-	-	14	-
Weighted Base	11*	2**	9**	-**	3**	7**	-**	11**	-**	-**	-**	11**	-**
Effective Base	6	1	5	-	2	4	-	6	-	-	-	6	-
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	*	-	*	-	-	*	-	*	-	-	-	*	-
1%	-	-	1%	-	-	2%	-	1%	-	-	-	1%	-
Not worth the hassle	3	-	3	-	1	2	-	3	-	-	-	3	-
32%	-	-	39%	-	33%	31%	-	32%	-	-	-	32%	-
Wouldn't change anything anyway	6	2	4	-	3	3	-	6	-	-	-	6	-
54%	-	100%	44%	-	90%	38%	-	54%	-	-	-	54%	-
The problem was sorted without needing to complain	1	-	1	-	1	1	-	1	-	-	-	1	-
13%	-	-	16%	-	28%	7%	-	13%	-	-	-	13%	-
Not a major issue	2	-	2	-	-	2	-	2	-	-	-	2	-
21%	-	-	25%	-	-	30%	-	21%	-	-	-	21%	-
Any other reason (please specify)	*	-	*	-	-	-	-	*	-	-	-	*	-
3%	-	-	3%	-	8%	-	-	3%	-	-	-	3%	-
I don't know	2	-	2	-	-	2	-	2	-	-	-	2	-
16%	-	-	20%	-	-	24%	-	16%	-	-	-	16%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ8\_9. Why didn't you make a complaint to ... - Parcelforce

Base : If did not make a complaint about Parcelforce but had cause to

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	14	-	-	6	8	-	-	-	-	-	-	-	5	1	2	3	3
Weighted Base	111	**	**	3**	7**	**	**	**	**	**	**	3**	***	2**	3**	3**	3**
Effective Base	6	-	-	2	4	-	-	-	-	-	-	2	1	1	1	1	1
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	*	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	1%	-	-	-	2%	-	-	-	-	-	-	-	-	7%	-	-	-
Not worth the hassle	3	-	-	1	2	-	-	-	-	-	-	1	-	*	-	-	2
	32%	-	-	28%	33%	-	-	-	-	-	-	32%	-	7%	-	-	89%
Wouldn't change anything anyway	6	-	-	3	3	-	-	-	-	-	-	3	-	-	3	*	-
	54%	-	-	83%	40%	-	-	-	-	-	-	94%	-	-	90%	-	5%
The problem was sorted without needing to complain	1	-	-	1	*	-	-	-	-	-	-	1	*	-	*	-	-
	13%	-	-	40%	1%	-	-	-	-	-	-	33%	100%	-	2%	-	-
Not a major issue	2	-	-	*	2	-	-	-	-	-	-	*	-	-	-	-	2
	21%	-	-	1%	30%	-	-	-	-	-	-	1%	-	-	-	-	85%
Any other reason (please specify)	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	3%	-	-	-	4%	-	-	-	-	-	-	-	-	-	-	-	11%
I don't know	2	-	-	-	2	-	-	-	-	-	-	-	-	2	*	-	-
	16%	-	-	-	24%	-	-	-	-	-	-	-	-	93%	8%	-	-

Proportions: Mears: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_10. Why didn't you make a complaint to ... - TNT

Base : If did not make a complaint about TNT but had cause to

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)		NET White (r)	NET EMG (s)
Unweighted Base	3	-	3	1	2	2	1	-	3	-	-	-	-	-	3	-	-	-	1	2	3
Weighted Base	6*	**	6**	2**	4**	4**	2**	**	6**	**	**	**	**	**	6**	**	**	**	3**	3**	3*
Effective Base	3	-	3	1	2	2	1	-	3	-	-	-	-	-	3	-	-	-	1	2	3
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	1	-	1	-	1	1	-	-	1	-	-	-	-	-	1	-	-	-	-	1	1
	21%	-	21%	-	29%	29%	-	-	21%	-	-	-	-	-	21%	-	-	-	-	42%	33%
Not worth the hassle	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not a major issue	2	-	2	2	-	-	2	-	2	-	-	-	-	-	2	-	-	-	-	2	1
	29%	-	29%	100%	-	-	29%	-	29%	-	-	-	-	-	29%	-	-	-	-	58%	33%
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	3	-	3	-	3	3	-	-	3	-	-	-	-	-	3	-	-	-	3	-	1
	50%	-	50%	-	71%	71%	-	-	50%	-	-	-	-	-	50%	-	-	-	100%	-	33%

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_10. Why didn't you make a complaint to ... - TNT

Base : If did not make a complaint about TNT but had cause to

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3	1	2	-	-	3	-	2	1	-	2	-	1	-	3	-	3	-	3	-
Weighted Base	6*	1**	4**	-**	-**	6**	-**	4**	1**	-**	3**	-**	3**	-**	6**	-**	6**	-**	6**	-**
Effective Base	3	1	2	-	-	3	-	2	1	-	2	-	1	-	3	-	3	-	3	-
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	1	1	-	-	-	1	-	-	1	-	1	-	-	-	1	-	1	-	1	-
	21%	100%	-	-	-	21%	-	-	100%	-	42%	-	-	-	21%	-	21%	-	21%	-
Not worth the hassle	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not a major issue	2	-	2	-	-	2	-	2	-	-	2	-	-	-	2	-	2	-	2	-
	29%	-	36%	-	-	29%	-	36%	-	-	58%	-	-	-	29%	-	29%	-	29%	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	3	-	3	-	-	3	-	3	-	-	-	-	3	-	3	-	3	-	3	-
	30%	-	64%	-	-	30%	-	64%	-	-	-	-	100%	-	30%	-	30%	-	30%	-

Proportions/Mean: Columns Tested (5% risk level) - a-b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_10. Why didn't you make a complaint to ... - TNT

Base : If did not make a complaint about TNT but had cause to

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humbberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3	3	-	-	2	1	-	-	-	-	-	-	1	-	-	1	-	-	1
Weighted Base	6*	6**	**	**	4**	1**	**	**	**	**	**	**	2**	**	**	3**	**	**	1**
Effective Base	3	3	-	-	2	1	-	-	-	-	-	-	1	-	-	1	-	-	1
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	1	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
	21%	21%	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	100%
Not worth the hassle	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not a major issue	2	2	-	-	2	-	-	-	-	-	-	-	2	-	-	-	-	-	-
	29%	29%	-	-	36%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	3	3	-	-	3	-	-	-	-	-	-	-	-	-	-	3	-	-	-
	30%	50%	-	-	64%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_10. Why didn't you make a complaint to ... - TNT

Base : If did not make a complaint about TNT but had cause to

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	3	1	-	1	1	-	-	1	2	1	1	1	-	-	1	2	1	1	2
Weighted Base	6*	3**	**	3**	2**	**	**	1**	4**	1**	1**	3**	**	**	2**	4**	2**	2**	4**
Effective Base	3	1	-	1	1	-	-	1	2	1	1	1	-	1	2	1	1	1	2
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	1	-	-	-	-	-	-	1	-	1	1	-	-	-	1	-	-	-	1
21%	-	-	-	-	-	-	-	100%	-	100%	100%	-	-	-	29%	-	-	-	29%
Not worth the hassle	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not a major issue	2	-	-	-	2	-	-	-	2	-	-	-	-	2	-	2	-	2	-
29%	-	-	-	-	100%	-	-	-	36%	-	-	-	-	100%	-	100%	-	100%	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	3	3	-	3	-	-	-	-	3	-	-	3	-	-	3	-	-	-	3
50%	100%	-	-	100%	-	-	-	-	64%	-	-	100%	-	-	71%	-	-	-	71%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_10. Why didn't you make a complaint to ... - TNT

Base : If did not make a complaint about TNT but had cause to

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3	-	2	1	-	2	1	3	-	-	-	3	-
Weighted Base	6*	..*	4**	2**	..*	4**	2**	6**	..*	..*	..*	6**	..*
Effective Base	3	-	2	1	-	2	1	3	-	-	-	3	-
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	1	-	1	-	-	1	-	1	-	-	-	1	-
	21%	-	29%	-	-	29%	-	21%	-	-	-	21%	-
Not worth the hassle	-	-	-	-	-	-	-	-	-	-	-	-	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	-	-	-	-	-	-	-	-	-	-	-	-	-
Not a major issue	2	-	-	2	-	-	2	2	-	-	-	2	-
	29%	-	-	100%	-	-	100%	29%	-	-	-	29%	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	3	-	3	-	-	3	-	3	-	-	-	3	-
	50%	-	71%	-	-	71%	-	50%	-	-	-	50%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_10. Why didn't you make a complaint to ... - TNT

Base : If did not make a complaint about TNT but had cause to

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3	-	-	2	1	-	-	-	-	-	-	-	2	-	1	-	-
Weighted Base	6*	**	**	3**	3**	**	**	**	**	**	**	3**	**	3**	**	**	-
Effective Base	3	-	-	2	1	-	-	-	-	-	-	2	-	1	-	-	-
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	1	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-
	21%	-	-	42%	-	-	-	-	-	-	-	42%	-	-	-	-	-
Not worth the hassle	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not a major issue	2	-	-	2	-	-	-	-	-	-	-	2	-	-	-	-	-
	29%	-	-	58%	-	-	-	-	-	-	-	58%	-	-	-	-	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	3	-	-	-	3	-	-	-	-	-	-	-	-	-	3	-	-
	50%	-	-	-	100%	-	-	-	-	-	-	-	-	-	100%	-	-

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_12. Why didn't you make a complaint to ... - UPS

Base : If did not make a complaint about UPS but had cause to

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)		NET White (r)	NET EMG (s)
Unweighted Base	3	-	3	-	3	1	2	1	-	-	1	-	-	1	1	1	1	1	3	-	3
Weighted Base	5*	**	5**	**	5**	2**	2**	***	**	**	2**	**	**	2**	***	2**	2**	2**	5**	**	3*
Effective Base	2	-	2	-	2	1	1	1	-	-	1	-	-	1	1	1	1	1	2	-	3
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not worth the hassle	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not a major issue	2	-	2	-	2	-	2	-	-	-	-	-	-	2	-	-	2	2	2	-	1
Any other reason (please specify)	42%	-	42%	-	42%	-	84%	-	-	-	-	-	-	100%	-	-	100%	100%	42%	-	33%
I don't know	3	-	3	-	3	2	*	*	*	*	2	-	-	*	*	2	-	-	3	-	2
	58%	-	58%	-	58%	100%	16%	100%	-	-	100%	-	-	100%	100%	100%	-	-	58%	-	67%

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ8\_12. Why didn't you make a complaint to ... - UPS

Base : If did not make a complaint about UPS but had cause to

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	3	1	-	-	2	1	2	2	1	2	-	1	-	-	1	2	1	3	-	-
Weighted Base	5*	***	..	..	4**	***	4**	3**	2**	4**	..	***	..	..	4**	***	5**	..	..	
Effective Base	2	1	-	-	2	1	2	1	1	2	-	1	-	1	2	1	2	-	-	
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Didn't have the time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Not worth the hassle	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
The problem was sorted without needing to complain	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Not a major issue	2	-	-	-	2	-	2	-	2	2	-	-	-	-	2	-	2	-	-	
42%	42%	-	-	-	46%	-	46%	-	100%	46%	-	-	-	-	46%	-	42%	-	-	
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
I don't know	3	*	-	-	2	*	2	3	-	2	*	*	-	*	2	*	3	-	-	
58%	58%	100%	-	-	54%	100%	54%	100%	-	54%	-	100%	-	-	54%	100%	58%	-	-	

Proportions/Mears: Columns Tested (5% risk level) - a-b|c|d - e|f - g|h - i|j|k|l|m/n - o|p - q|r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_12. Why didn't you make a complaint to ... - UPS

Base : If did not make a complaint about UPS but had cause to

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	3	2	1	-	2	-	1	-	-	1	-	-	-	1	-	-	-	-	-
Weighted Base	5*	2**	2**	**	4**	**	***	**	**	2**	**	**	**	2**	**	**	**	**	**
Effective Base	2	1	1	-	2	-	1	-	-	1	-	-	-	1	-	-	-	-	-
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not worth the hassle	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not a major issue	2	2	-	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-
Any other reason (please specify)	42%	54%	-	-	46%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
I don't know	3	*	2	-	2	-	*	-	-	2	-	-	-	-	-	-	-	-	-
	58%	16%	100%	-	54%	-	100%	-	-	100%	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_12. Why didn't you make a complaint to ... - UPS

Base : If did not make a complaint about UPS but had cause to

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	3	-	-	1	1	-	1	-	2	1	1	2	-	-	-	3	-	2	1
Weighted Base	5*	**	**	2**	***	**	2**	**	2**	2**	***	4**	**	**	**	5**	**	3**	2**
Effective Base	2	-	-	1	1	-	1	-	1	1	1	2	-	-	2	-	1	1	
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Didn't have the time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Not worth the hassle	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
The problem was sorted without needing to complain	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Not a major issue	2	-	-	2	-	-	-	-	2	-	-	2	-	-	2	-	-	2	
	42%	-	-	100%	-	-	-	-	84%	-	-	46%	-	-	42%	-	-	100%	
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
I don't know	3	-	-	-	-	-	2	-	2	-	2	-	-	-	3	-	3	-	
	58%	-	-	-	100%	-	100%	-	16%	100%	100%	54%	-	-	58%	-	100%	-	

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_12. Why didn't you make a complaint to ... - UPS

Base : If did not make a complaint about UPS but had cause to

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	3	-	3	-	-	2	1	2	1	-	-	3	-
Weighted Base	5*	..	5**	..	..	4**	***	4**	***	..	..	5**	..
Effective Base	2	-	2	-	-	2	1	2	1	-	-	2	-
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	-	-	-	-	-	-	-	-	-	-	-	-	-
Not worth the hassle	-	-	-	-	-	-	-	-	-	-	-	-	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	-	-	-	-	-	-	-	-	-	-	-	-	-
Not a major issue	2	-	2	-	-	2	-	2	-	-	-	2	-
	42%	-	42%	-	-	46%	-	46%	-	-	-	42%	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	3	-	3	-	-	2	*	2	*	-	-	3	-
	58%	-	58%	-	-	54%	100%	54%	100%	-	-	58%	-

Proportions/Mears: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_12. Why didn't you make a complaint to ... - UPS

Base : If did not make a complaint about UPS but had cause to

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	3	-	-	2	1	-	-	-	-	-	-	-	1	1	-	-	1
Weighted Base	5*	**	**	4**	***	**	**	**	**	**	**	2**	2**	2**	**	**	***
Effective Base	2	-	-	2	1	-	-	-	-	-	-	1	1	-	-	-	1
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not worth the hassle	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not a major issue	2	-	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-
	42%	-	-	46%	-	-	-	-	-	-	-	-	100%	-	-	-	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	3	-	-	2	-	-	-	-	-	-	-	2	-	-	-	-	-
	58%	-	-	54%	100%	-	-	-	-	-	-	100%	-	-	-	-	100%

Proportions=Mears: Columns Tested (5% risk level) - a-b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_13. Why didn't you make a complaint to ... - UK Mail

Base : If did not make a complaint about UK Mail but had cause to

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	9	-	9	1	8	5	4	-	2	2	2	3	-	-	2	4	3	-	7	2	9
Weighted Base	13*	**	13**	1**	12**	9**	3**	**	3**	2**	2**	5**	**	**	3**	5**	5**	**	9**	4**	9*
Effective Base	7	-	7	1	6	5	2	-	2	1	1	3	-	-	2	2	3	-	5	2	9
Didn't know where to go/ who to complain to	2	-	2	-	2	2	-	-	-	-	-	2	-	-	-	-	2	-	2	-	1
13%	-	-	13%	-	14%	18%	-	-	-	-	-	31%	-	-	-	-	31%	-	19%	-	11%
Didn't have the time	2	-	2	-	2	2	-	-	-	-	2	-	-	-	-	2	-	-	2	-	1
18%	-	-	18%	-	19%	24%	-	-	-	-	90%	-	-	-	-	49%	-	-	26%	-	11%
Not worth the hassle	5	-	5	1	4	4	1	-	3	-	2	-	-	-	3	2	2	-	1	4	4
42%	-	-	42%	100%	37%	43%	38%	-	100%	-	10%	41%	-	-	100%	5%	41%	-	15%	100%	44%
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not a major issue	3	-	3	-	3	1	2	-	-	2	-	1	-	-	-	2	1	-	3	-	2
27%	-	-	27%	-	29%	15%	59%	-	-	96%	-	27%	-	-	-	44%	27%	-	39%	-	22%
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1	-	1	-	1	-	2	-	-	-	-	-	-	-	-	-	-	-	1	-	1
1%	-	-	1%	-	1%	-	2%	-	-	4%	-	-	-	-	-	2%	-	-	1%	-	11%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_13. Why didn't you make a complaint to ... - UK Mail

Base : If did not make a complaint about UK Mail but had cause to

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	9	-	5	2	2	5	4	9	-	1	1	2	2	3	5	1	8	2	6	1
Weighted Base	13*	**	7**	3**	2**	7**	6**	13**	**	2**	2**	1**	2**	6**	5**	2**	11**	2**	10**	***
Effective Base	7	-	4	2	1	4	3	7	-	1	1	1	1	3	3	1	6	1	6	1
Didn't know where to go/ who to complain to	2	-	2	-	-	2	-	2	-	-	-	-	-	2	-	-	2	-	2	-
13%	13%	-	23%	-	-	23%	-	13%	-	-	-	-	-	28%	-	-	16%	-	16%	-
Didn't have the time	2	-	-	-	2	-	2	2	-	2	-	-	-	-	-	2	-	2	-	-
16%	16%	-	-	-	95%	-	39%	16%	-	100%	-	-	-	-	-	100%	-	95%	-	-
Not worth the hassle	5	-	5	-	-	5	-	5	-	-	2	1	-	2	3	-	5	-	5	-
42%	42%	-	77%	-	-	77%	-	42%	-	-	100%	93%	15%	37%	68%	-	51%	-	50%	100%
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not a major issue	3	-	-	3	-	-	3	3	-	-	-	-	1	2	1	-	3	-	3	-
27%	27%	-	-	100%	-	-	60%	27%	-	-	-	-	85%	34%	30%	-	33%	-	34%	-
Any other reason (please specify)	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1%	-	-	-	4%	-	1%	1%	-	-	7%	-	-	2%	-	-	1%	4%	-	-

Proportions/Mean: Columns Tested (5% risk level) - a-b|c|d - e|f - g|h - i|j|k|l|m/n - o|p - q|r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_13. Why didn't you make a complaint to ... - UK Mail

Base : If did not make a complaint about UK Mail but had cause to

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	9	6	3	2	7	-	2	-	-	1	-	1	1	2	1	1	-	-	-
Weighted Base	13*	10**	3**	***	12**	-**	***	-**	-**	2**	-**	1**	1**	4**	2**	2**	-**	-**	-**
Effective Base	7	6	1	2	7	-	2	-	-	1	-	1	1	2	1	1	-	-	-
Didn't know where to go/ who to complain to	2	2	-	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-
13%	16%	-	-	-	13%	-	-	-	-	-	-	-	-	47%	-	-	-	-	-
Didn't have the time	2	-	2	-	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-
16%	-	87%	-	-	18%	-	-	-	100%	-	-	-	-	-	-	-	-	-	-
Not worth the hassle	5	5	-	-	5	-	-	-	-	-	-	1	-	2	2	-	-	-	-
42%	50%	10%	75%	41%	-	75%	-	-	-	-	100%	-	-	53%	100%	-	-	-	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not a major issue	3	3	-	-	3	-	-	-	-	-	-	-	1	-	-	2	-	-	-
27%	34%	-	-	28%	-	-	-	-	-	-	-	100%	-	-	100%	-	-	-	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1	-	3	25%	-	-	25%	-	-	-	-	-	-	-	-	-	-	-	-
1%	-	3%	25%	-	-	-	25%	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ8\_13. Why didn't you make a complaint to ... - UK Mail

Base : If did not make a complaint about UK Mail but had cause to

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	9	5	-	1	4	3	1	-	5	1	6	3	-	-	-	9	-	6	3
Weighted Base	13*	5**	**	**	6**	4**	2**	**	6**	2**	7**	6**	**	**	**	13**	**	8**	5**
Effective Base	7	3	-	1	4	2	1	-	4	1	4	3	-	-	-	7	-	4	3
Didn't know where to go/ who to complain to	2	2	-	-	2	-	-	-	2	-	-	2	-	-	-	2	-	-	2
13%	32%	-	-	-	27%	-	-	-	27%	-	-	28%	-	-	-	13%	-	-	32%
Didn't have the time	2	-	-	-	-	-	2	-	-	2	-	2	-	-	-	2	-	2	-
18%	-	-	-	-	-	-	100%	-	-	100%	-	39%	-	-	-	18%	-	29%	-
Not worth the hassle	5	3	-	-	3	2	-	-	3	-	3	2	-	-	-	5	-	5	-
42%	67%	-	-	-	49%	55%	-	-	48%	-	50%	33%	-	-	-	42%	-	70%	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not a major issue	3	-	-	-	1	2	-	-	1	-	3	-	-	-	-	3	-	-	3
27%	-	-	-	-	24%	45%	-	-	23%	-	49%	-	-	-	-	27%	-	-	68%
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1%	2%	-	100%	-	-	-	-	1%	-	1%	-	-	-	-	1%	-	1%	-

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_13. Why didn't you make a complaint to ... - UK Mail

Base : If did not make a complaint about UK Mail but had cause to

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	9	-	9	-	4	5	-	9	-	-	-	9	-
Weighted Base	13*	-**	13**	-**	5**	8**	-**	13**	-**	-**	-**	13**	-**
Effective Base	7	-	7	-	3	4	-	7	-	-	-	7	-
Didn't know where to go/ who to complain to	2	-	2	-	2	-	-	2	-	-	-	2	-
13%	13%	-	13%	-	34%	-	-	13%	-	-	-	13%	-
Didn't have the time	2	-	2	-	-	2	-	2	-	-	-	2	-
18%	18%	-	18%	-	-	28%	-	18%	-	-	-	18%	-
Not worth the hassle	5	-	5	-	3	2	-	5	-	-	-	5	-
42%	42%	-	42%	-	66%	27%	-	42%	-	-	-	42%	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	-	-	-	-	-	-	-	-	-	-	-	-	-
Not a major issue	3	-	3	-	-	3	-	3	-	-	-	3	-
27%	27%	-	27%	-	-	43%	-	27%	-	-	-	27%	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1	-	1	-	-	1	-	1	-	-	-	1	-
1%	1%	-	1%	-	-	1%	-	1%	-	-	-	1%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_13. Why didn't you make a complaint to ... - UK Mail

Base : If did not make a complaint about UK Mail but had cause to

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	9	-	3	6	-	-	-	-	-	-	-	3	-	-	3	3
Weighted Base	13*	**	4**	9**	**	**	**	**	**	**	**	4**	**	**	5**	4**
Effective Base	7	-	2	5	-	-	-	-	-	-	-	2	-	-	3	2
Didn't know where to go/ who to complain to	2	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-
Didn't have the time	13%	-	41%	-	-	-	-	-	-	-	-	41%	-	-	-	-
Didn't have the time	2	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-
Not worth the hassle	18%	-	57%	-	-	-	-	-	-	-	-	57%	-	-	-	-
Not worth the hassle	5	-	5	-	-	-	-	-	-	-	-	-	-	-	1	4
Wouldn't change anything anyway	42%	-	61%	-	-	-	-	-	-	-	-	-	-	-	23%	100%
The problem was sorted without needing to complain	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not a major issue	3	-	3	-	-	-	-	-	-	-	-	-	-	-	3	-
Any other reason (please specify)	27%	-	39%	-	-	-	-	-	-	-	-	-	-	-	77%	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	1%	-	2%	-	-	-	-	-	-	-	-	2%	-	-	-	-

Proportions=Mears: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_15. Why didn't you make a complaint to ... - Yodel

Base : If did not make a complaint about Yodel but had cause to

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	10	-	10	4	6	3	7	2	3	-	2	3	-	-	5	2	3	-	8	1	10
Weighted Base	8*	**	8**	2**	6**	5**	3**	2**	***	**	3**	3**	**	**	2**	3**	3**	**	6**	1**	10*
Effective Base	5	-	5	2	3	3	2	1	3	-	1	2	-	-	2	1	2	-	4	1	10
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not worth the hassle	2	-	2	*	2	2	*	-	*	-	2	*	-	-	*	*	2	-	2	-	4
26%	-	-	26%	4%	33%	35%	13%	-	72%	-	9%	51%	-	-	9%	9%	51%	-	32%	-	40%
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	4	-	4	-	4	2	2	4	-	2	-	-	-	-	2	2	-	-	4	-	3
50%	-	-	50%	-	67%	34%	71%	79%	28%	-	91%	-	-	-	72%	91%	-	-	62%	-	30%
Not a major issue	2	-	2	2	-	1	*	-	-	-	2	-	-	-	-	-	2	-	-	1	2
19%	-	-	19%	78%	-	31%	3%	-	-	-	49%	-	-	-	-	-	49%	-	-	100%	20%
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
5%	-	-	5%	20%	-	-	12%	21%	-	-	-	-	-	-	18%	-	-	-	6%	-	10%

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_15. Why didn't you make a complaint to ... - Yodel

Base : If did not make a complaint about Yodel but had cause to

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	10	4	4	2	-	8	2	9	1	1	1	1	4	3	6	1	9	-	8	2
Weighted Base	8*	2**	2**	4**	..**	4**	4**	8**	***	***	2**	***	2**	4**	4**	***	8**	..**	7**	1**
Effective Base	5	1	2	2	-	3	2	5	1	1	1	1	2	2	3	1	5	-	4	2
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not worth the hassle	2	-	2	-	-	2	-	2	-	-	-	-	-	2	-	-	2	-	2	-
	26%	11%	79%	-	-	49%	-	26%	-	-	-	-	18%	42%	9%	-	27%	-	25%	37%
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	4	2	-	2	-	2	2	4	-	-	2	-	-	2	2	-	4	-	4	-
	50%	83%	4%	62%	-	39%	62%	51%	-	-	100%	100%	-	58%	47%	-	53%	-	54%	-
Not a major issue	2	-	-	1	-	-	1	1	-	-	-	-	2	-	2	-	2	-	2	-
	19%	6%	-	38%	-	3%	38%	18%	100%	-	-	-	82%	-	44%	-	20%	-	21%	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	5%	-	18%	-	-	10%	-	8%	-	100%	-	-	-	-	-	100%	-	-	-	63%

Proportions/Mears: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_15. Why didn't you make a complaint to ... - Yodel

Base : If did not make a complaint about Yodel but had cause to

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humbreside (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	10	5	5	4	3	2	4	1	1	1	-	-	1	-	-	-	-	-	2
Weighted Base	8*	7**	1**	1**	5**	2**	1**	***	2**	2**	**	**	1**	**	**	**	**	**	2**
Effective Base	5	4	4	3	3	1	3	1	1	1	-	-	1	-	-	-	-	-	1
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not worth the hassle	2	2	-	-	-	2	*	*	-	-	-	-	-	-	-	-	-	-	2
	26%	22%	70%	63%	-	79%	63%	100%	-	-	-	-	-	-	-	-	-	-	79%
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	4	4	-	-	4	-	*	*	2	2	-	-	-	-	-	-	-	-	-
	50%	53%	13%	16%	73%	-	16%	-	100%	100%	-	-	-	-	-	-	-	-	-
Not a major issue	2	1	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	19%	19%	17%	22%	27%	-	22%	-	-	-	-	100%	-	-	-	-	-	-	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	5	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5
	5%	6%	-	-	-	21%	-	-	-	-	-	-	-	-	-	-	-	-	21%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_15. Why didn't you make a complaint to ... - Yodel

Base : If did not make a complaint about Yodel but had cause to

	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	10	3	-	3	3	4	-	-	6	-	4	5	-	-	1	9	1	4	6
Weighted Base	8*	2**	**	2**	2**	4**	**	**	4**	**	4**	2**	**	**	2**	6**	2**	4**	4**
Effective Base	5	1	-	2	1	2	-	-	3	-	2	2	-	-	1	4	1	3	2
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not worth the hassle	2	2	-	*	*	2	-	-	*	-	*	2	-	-	2	-	*	2	2
	26%	96%	-	6%	5%	43%	-	-	6%	-	9%	73%	-	-	32%	-	7%	42%	42%
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	4	*	-	2	*	2	-	-	2	-	2	*	-	-	2	2	2	2	2
	50%	4%	-	74%	5%	55%	-	-	44%	-	57%	4%	-	-	100%	38%	100%	43%	56%
Not a major issue	2	-	-	-	1	*	-	-	1	-	1	*	-	-	2	-	1	*	*
	19%	-	-	-	90%	3%	-	-	39%	-	34%	5%	-	-	24%	-	39%	3%	3%
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	5%	-	-	20%	-	-	-	-	11%	-	-	18%	-	-	6%	-	11%	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_15. Why didn't you make a complaint to ... - Yodel

Base : If did not make a complaint about Yodel but had cause to

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	10	-	10	-	2	7	1	10	-	-	-	10	-
Weighted Base	8*	..	8**	..	2**	6**	***	8**	..	..	..	8**	..
Effective Base	5	-	5	-	1	3	1	5	-	-	-	5	-
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	-	-	-	-	-	-	-	-	-	-	-	-	-
Not worth the hassle	2	-	2	-	*	2	-	2	-	-	-	2	-
	26%	-	26%	-	15%	31%	-	26%	-	-	-	26%	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	4	-	4	-	-	4	-	4	-	-	-	4	-
	50%	-	50%	-	-	68%	-	50%	-	-	-	50%	-
Not a major issue	2	-	2	-	1	*	-	2	-	-	-	2	-
	19%	-	19%	-	85%	2%	-	19%	-	-	-	19%	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	5%	-	5%	-	-	-	100%	5%	-	-	-	5%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ8\_15. Why didn't you make a complaint to ... - Yodel

Base : If did not make a complaint about Yodel but had cause to

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	10	-	-	5	5	-	-	-	-	-	-	-	2	3	2	1	2
Weighted Base	8*	**	**	6**	2**	**	**	**	**	**	**	**	6**	2**	***	***	***
Effective Base	5	-	-	3	2	-	-	-	-	-	-	1	3	1	1	2	
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not worth the hassle	2	-	-	2	2	-	-	-	-	-	-	-	2	-	-	-	-
	26%	-	-	28%	19%	-	-	-	-	-	-	-	16%	29%	-	100%	69%
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	4	-	-	4	4	-	-	-	-	-	-	-	4	4	-	-	-
	50%	-	-	65%	4%	-	-	-	-	-	-	-	71%	5%	-	-	-
Not a major issue	2	-	-	2	-	-	-	-	-	-	-	-	-	1	-	-	-
	19%	-	-	77%	-	-	-	-	-	-	-	-	-	95%	-	-	31%
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	5%	-	-	7%	-	-	-	-	-	-	-	84%	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_16. Why didn't you make a complaint to ... - Amazon Delivery Service/ Logistics

Base : If did not make a complaint about Amazon Delivery Service/ Logistics but had cause to

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	15	-	15	3	12	5	9	1	2	5	1	4	1	1	3	6	6	2	13	2	15
Weighted Base	17*	**	17**	3**	14**	7**	8**	2**	3**	3**	**	4**	2**	3**	5**	3**	9**	5**	13**	4**	15*
Effective Base	9	-	9	2	7	4	4	1	2	2	1	2	1	1	3	2	4	2	7	2	15
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	3	-	3	-	3	-	3	-	-	-	-	-	-	3	-	-	3	3	3	-	1
	18%	-	18%	-	21%	-	39%	-	-	-	-	-	-	100%	-	-	34%	63%	23%	-	7%
Not worth the hassle	5	-	5	-	5	4	1	-	1	2	-	2	-	-	1	2	2	-	1	4	4
	32%	-	32%	-	38%	54%	18%	-	44%	63%	-	55%	-	-	27%	57%	25%	-	11%	100%	27%
Wouldn't change anything anyway	*	-	*	-	*	-	*	-	*	-	-	*	-	-	-	-	-	-	*	-	1
	7%	-	7%	-	7%	-	1%	-	-	2%	-	-	-	-	-	2%	-	-	*	-	7%
The problem was sorted without needing to complain	3	-	3	1	2	2	1	-	1	-	*	2	-	-	-	1	2	2	3	-	4
	19%	-	19%	38%	15%	23%	18%	-	-	33%	-	10%	100%	-	-	30%	25%	37%	25%	-	27%
Not a major issue	5	-	5	2	4	2	2	2	2	-	*	1	-	-	3	*	1	-	5	-	4
	31%	-	31%	59%	25%	22%	24%	100%	56%	-	100%	35%	-	-	73%	9%	16%	-	40%	-	27%
Any other reason (please specify)	*	-	*	-	*	-	*	-	*	-	-	*	-	-	-	-	-	-	*	-	-
	7%	-	7%	-	7%	-	7%	-	7%	-	-	7%	-	-	-	-	-	-	7%	-	7%
I don't know	*	-	*	3%	-	-	7%	-	-	3%	-	-	-	-	-	2%	-	-	*	-	1
	7%	-	7%	-	-	-	7%	-	-	3%	-	-	-	-	-	2%	-	-	7%	-	7%

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_16. Why didn't you make a complaint to ... - Amazon Delivery Service/ Logistics

Base : If did not make a complaint about Amazon Delivery Service/ Logistics but had cause to

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	15	4	6	3	2	10	5	10	5	1	1	2	8	3	11	1	14	4	11	-
Weighted Base	17*	3**	9**	4**	1**	12**	5**	11**	6**	2**	1**	1**	10**	2**	13**	2**	15**	3**	14**	**
Effective Base	9	2	4	2	1	6	3	6	3	1	1	1	5	1	7	1	8	2	7	-
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	3	-	3	-	-	3	-	-	3	-	-	-	3	-	3	-	3	-	3	-
	16%	-	34%	-	-	25%	-	-	48%	-	-	-	30%	-	23%	-	20%	-	21%	-
Not worth the hassle	5	2	4	-	-	5	-	5	-	-	-	1	2	2	3	-	5	-	5	-
	32%	59%	41%	-	-	46%	-	51%	-	-	-	95%	20%	88%	25%	-	36%	3%	38%	-
Wouldn't change anything anyway	*	-	-	-	*	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	*	-	-	-	4%	-	1%	1%	-	-	-	4%	-	-	-	-	*	-	-	-
The problem was sorted without needing to complain	3	1	-	2	-	1	2	*	3	-	-	-	3	*	3	-	3	1	2	-
	19%	39%	-	54%	-	10%	38%	2%	47%	-	-	-	29%	9%	23%	-	21%	41%	14%	-
Not a major issue	5	-	2	2	1	2	3	5	-	2	1	-	2	-	4	2	4	2	4	-
	31%	-	28%	46%	36%	18%	60%	46%	5%	100%	100%	-	21%	-	28%	100%	23%	56%	25%	-
Any other reason (please specify)	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	*	-	*	-	-	-	-	-	*	-	-	*	-	*	-
I don't know	*	3%	-	-	-	7%	-	7%	-	-	-	-	-	3%	-	-	7%	-	7%	-

Proportions/Mean: Columns Tested (5% risk level) - a-b|c|d - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_16. Why didn't you make a complaint to ... - Amazon Delivery Service/ Logistics

Base : If did not make a complaint about Amazon Delivery Service/ Logistics but had cause to

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	15	10	5	2	9	2	2	2	-	1	-	2	-	1	1	2	2	2	-
Weighted Base	17*	16**	1**	***	16**	***	***	***	**	3**	**	3**	**	2**	2**	4**	3**	***	**
Effective Base	9	9	4	2	8	2	2	2	-	1	-	2	-	1	1	2	2	2	-
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	3	3	-	-	3	-	-	-	-	3	-	-	-	-	-	-	-	-	-
	16%	18%	-	-	19%	-	-	-	-	100%	-	-	-	-	-	-	-	-	-
Not worth the hassle	5	5	-	-	5	-	-	-	-	-	-	-	-	2	2	-	1	-	-
	32%	33%	13%	-	34%	-	50%	-	-	-	-	-	-	100%	100%	-	48%	-	-
Wouldn't change anything anyway	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	3	3	10%	22%	-	22%	-	-	-	-	-	-	-	-	-	-	-	22%	-
	19%	17%	63%	78%	17%	78%	-	38%	-	-	-	39%	-	-	49%	-	78%	-	-
Not a major issue	5	5	-	-	5	-	-	-	-	-	-	2	-	-	2	1	-	-	-
	31%	32%	-	-	30%	-	-	62%	-	-	-	61%	-	-	51%	52%	-	-	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	13%	-	-	-	50%	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_16. Why didn't you make a complaint to ... - Amazon Delivery Service/ Logistics

Base : If did not make a complaint about Amazon Delivery Service/ Logistics but had cause to

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	15	3	-	1	5	5	3	1	1	10	2	11	3	-	1	-	14	1	6	9
Weighted Base	17*	3**	-**	1**	3**	5**	5**	***	3**	8**	3**	12**	3**	-**	2**	-**	15**	2**	6**	11**
Effective Base	9	2	-	1	3	3	3	1	1	6	1	6	2	-	1	-	8	1	3	6
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	3	-	-	-	-	-	-	-	3	-	3	3	-	-	-	-	3	-	-	3
18%	-	-	-	-	-	-	-	-	100%	-	93%	25%	-	-	-	-	20%	-	-	27%
Not worth the hassle	5	2	-	-	-	3	2	-	-	3	-	2	1	-	2	-	4	2	5	-
32%	69%	-	-	-	-	63%	47%	-	-	39%	-	19%	44%	-	100%	-	24%	100%	92%	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	+
The problem was sorted without needing to complain	3	1	-	1	1	-	2	*	-	1	-	3	*	-	-	-	3	-	*	3
19%	31%	-	100%	38%	-	33%	100%	-	14%	7%	24%	7%	-	-	-	21%	-	3%	27%	
Not a major issue	5	-	-	-	2	2	1	-	-	4	-	4	1	-	-	-	5	-	*	5
31%	-	-	-	60%	36%	26%	-	-	45%	-	31%	48%	-	-	-	34%	-	5%	44%	
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	*	*
*	-	-	-	3%	-	-	-	-	-	1%	-	1%	-	-	-	1%	-	-	-	1%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_16. Why didn't you make a complaint to ... - Amazon Delivery Service/ Logistics

Base : If did not make a complaint about Amazon Delivery Service/ Logistics but had cause to

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	15	2	13	-	6	9	-	15	-	-	-	15	-
Weighted Base	17*	***	16**	-**	5**	12**	-**	17**	-**	-**	-**	17**	-**
Effective Base	9	2	9	-	3	6	-	9	-	-	-	9	-
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	3	-	3	-	-	3	-	3	-	-	-	3	-
18%	18%	18%	-	-	25%	-	18%	-	-	-	-	18%	-
Not worth the hassle	5	-	5	-	-	5	-	5	-	-	-	5	-
32%	32%	33%	-	-	46%	-	32%	-	-	-	-	32%	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	3	-	3	-	3	-	-	3	-	-	-	3	-
19%	19%	38%	18%	-	57%	2%	-	19%	-	-	-	19%	-
Not a major issue	5	-	5	-	2	3	-	5	-	-	-	5	-
31%	31%	62%	30%	-	41%	26%	-	31%	-	-	-	31%	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	1%	-	-	1%	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_16. Why didn't you make a complaint to ... - Amazon Delivery Service/ Logistics

Base : If did not make a complaint about Amazon Delivery Service/ Logistics but had cause to

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	15	-	-	8	7	-	-	-	-	-	-	-	4	4	2	2	3
Weighted Base	17*	**	**	5**	11**	**	**	**	**	**	**	3**	2**	3**	4**	5**	
Effective Base	9	-	-	4	6	-	-	-	-	-	-	2	2	1	2	3	
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	3	-	-	-	3	-	-	-	-	-	-	-	-	-	3	-	-
	18%	-	-	-	26%	-	-	-	-	-	-	-	-	-	97%	-	-
Not worth the hassle	5	-	-	-	5	-	-	-	-	-	-	-	-	-	2	3	
	32%	-	-	2%	47%	-	-	-	-	-	-	-	4%	-	54%	71%	
Wouldn't change anything anyway	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	1%	-	-	-	-	-	-	-	2%	-	-	-	-	-
The problem was sorted without needing to complain	3	-	-	3	-	-	-	-	-	-	-	1	2	-	-	-	-
	19%	-	-	58%	-	-	-	-	-	-	-	39%	84%	-	-	-	-
Not a major issue	5	-	-	2	3	-	-	-	-	-	-	2	-	-	2	1	
	31%	-	-	39%	26%	-	-	-	-	-	-	59%	13%	-	46%	29%	
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	*	-	-	-	1%	-	-	-	-	-	-	-	-	3%	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_97. Why didn't you make a complaint to ... - Other

Base : If did not make a complaint about Other but had cause to

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)		NET White (r)	NET EMG (s)
Unweighted Base	2	-	2	-	2	-	2	-	-	-	-	2	-	-	-	-	2	-	2	-	2
Weighted Base	1*	**	1**	**	1**	**	1**	**	**	**	**	1**	**	**	**	**	1**	**	1**	**	2*
Effective Base	1	-	1	-	1	-	1	-	-	-	-	1	-	-	-	-	1	-	1	-	2
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not worth the hassle	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	1	-	1	-	1	-	1	-	-	-	-	1	-	-	-	-	1	-	1	-	2
Not a major issue	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-	100%	-	100%	-	100%	-	-	-	-	100%	-	-	-	-	100%	-	100%	-	100%

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ8\_97. Why didn't you make a complaint to ... - Other

Base : If did not make a complaint about Other but had cause to

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2	-	-	1	1	-	2	-	2	-	-	1	1	-	2	-	2	2	-	-
Weighted Base	1*	**	**	1**	***	**	1**	**	1**	**	**	1**	***	**	1**	**	1**	1**	**	**
Effective Base	1	-	-	1	1	-	1	-	1	-	-	1	1	-	1	-	1	1	-	-
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not worth the hassle	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	1	-	-	1	100%	-	100%	-	100%	-	-	100%	100%	-	100%	-	100%	100%	-	-
Not a major issue	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a-b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_97. Why didn't you make a complaint to ... - Other

Base : If did not make a complaint about Other but had cause to

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2	1	1	-	1	-	-	1	-	-	-	-	1	-	-	-	-	-	-
Weighted Base	1*	1**	***	**	1**	**	**	***	**	**	**	**	1**	**	**	**	**	**	**
Effective Base	1	1	1	-	1	-	-	1	-	-	-	-	1	-	-	-	-	-	-
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not worth the hassle	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	1	1	1	-	1	-	-	1	-	-	-	-	1	-	-	-	-	-	-
Not a major issue	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_97. Why didn't you make a complaint to ... - Other

Base : If did not make a complaint about Other but had cause to

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards						Reliance on postal service for sending/receiving parcels					Affordability challenges				
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2	-	-	-	2	-	-	-	-	2	-	1	-	-	1	-	1	1	1	1
Weighted Base	1*	**	**	**	1**	**	**	**	**	1**	**	***	**	**	1**	**	***	1**	***	1**
Effective Base	1	-	-	-	1	-	-	-	-	1	-	1	-	-	1	-	1	1	1	
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Didn't have the time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Not worth the hassle	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
The problem was sorted without needing to complain	1	-	-	-	1	-	-	-	-	1	-	*	-	-	*	-	1	*	1	
Not a major issue	-	-	-	-	100%	-	-	-	-	100%	-	100%	-	-	100%	-	100%	100%	100%	
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_97. Why didn't you make a complaint to ... - Other

Base : If did not make a complaint about Other but had cause to

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2	1	1	-	1	1	-	2	-	-	-	2	-
Weighted Base	1*	***	1**	**	***	1**	**	1**	**	**	**	1**	**
Effective Base	1	1	1	-	1	1	-	1	-	-	-	1	-
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't have the time	-	-	-	-	-	-	-	-	-	-	-	-	-
Not worth the hassle	-	-	-	-	-	-	-	-	-	-	-	-	-
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-
The problem was sorted without needing to complain	1 100%	100%	100%	-	100%	100%	-	100%	-	-	-	100%	-
Not a major issue	-	-	-	-	-	-	-	-	-	-	-	-	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mears: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ8\_97. Why didn't you make a complaint to ... - Other

Base : If did not make a complaint about Other but had cause to

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	2	-	-	1	1	-	-	-	-	-	-	-	1	-	-	1	-
Weighted Base	1*	**	**	1**	***	**	**	**	**	**	**	1**	**	**	**	***	**
Effective Base	1	-	-	1	1	-	-	-	-	-	-	1	-	-	1	-	
Didn't know where to go/ who to complain to	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Didn't have the time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Not worth the hassle	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Wouldn't change anything anyway	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
The problem was sorted without needing to complain	1	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	
	100%	-	-	100%	100%	-	-	-	-	-	-	100%	-	-	100%	-	
Not a major issue	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Any other reason (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_1. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Royal Mail

Base : Sent via - Royal Mail

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	1386	-	1386	263	1123	610	773	167	191	260	182	267	197	122	358	442	586	319	1267	111	1386
Weighted Base	1312	**	1312	253	1059	616	694	166*	181	253	178	252	162	119*	347	432	533	281	1128	172*	1386
Effective Base	766	-	766	147	619	353	411	95	100	154	103	149	101	66	195	256	316	166	678	85	1386
Yes - over the counter at the Post Office	46	-	46	21	26	27	19	10	19	9	2	5	*	*	29	12	5	*	37	9	39
4%	-	4%	6% <b>d</b>	2%	4%	3%	6% <b>m</b>	11% <b>ijkm</b>	4%	1%	2%	*	*	*	8% <b>opq</b>	3%	1%	*	3%	5%	3%
Yes - by phone/ letter/ email to the Post Office	39	-	39	15	24	14	24	17	6	10	2	5	-	-	23	11	5	-	25	14	34
3%	-	3%	9% <b>d</b>	2%	2%	3%	13% <b>hijkm</b>	3%	3% <b>d</b>	1%	2%	-	-	-	7% <b>opq</b>	3% <b>d</b>	1%	-	2%	13% <b>d</b>	2%
Yes - to the regulator (Ofcom)	20	-	20	14	6	16	4	6	12	2	-	-	-	-	17	2	-	-	10	10	12
2%	-	2%	6% <b>d</b>	1%	3% <b>f</b>	1%	3% <b>k</b>	7% <b>ijkm</b>	1%	-	-	-	-	-	5% <b>opq</b>	1%	-	-	1%	6% <b>r</b>	1%
Yes - to Citizens Advice Bureau	27	-	27	18	9	17	10	3	16	8	1	-	-	-	19	8	-	-	19	8	19
2%	-	2%	7% <b>d</b>	1%	3%	1%	2%	9% <b>ijkm</b>	3% <b>k</b>	*	-	-	-	-	5% <b>opq</b>	2% <b>p</b>	-	-	2%	5%	1%
Yes - to someone else (please specify)	6	-	6	1	5	*	5	-	*	-	2	-	2	1	*	2	3	3	6	-	6
*	-	*	*	*	1%	-	-	-	-	3%	-	1%	1%	1%	-	1%	1%	1%	1%	-	*
Yes - to the shop/ location I dropped the parcel off at	40	-	40	24	16	23	17	4	20	11	3	2	-	-	24	14	2	-	33	6	33
3%	-	3%	9% <b>d</b>	2%	4%	2%	3%	11% <b>ijkm</b>	4% <b>k</b>	2%	1%	-	-	-	7% <b>pq</b>	3% <b>pq</b>	*	-	3%	4%	2%
No	1120	-	1120	178	943	518	601	124	121	205	158	237	158	117	244	363	513	276	962	134	1223
85%	-	85%	70%	83% <b>d</b>	84%	87%	74%	67%	81% <b>h</b>	89% <b>gh</b>	74% <b>ghl</b>	85% <b>ghl</b>	88% <b>ghl</b>	88% <b>ghl</b>	70%	84% <b>mn</b>	88% <b>lmno</b>	85% <b>lmno</b>	87% <b>lmno</b>	87% <b>lmno</b>	88%
I don't know	49	-	49	6	43	27	22	12	6	15	10	4	2	-	18	25	6	2	37	4	49
4%	-	4%	3%	4%	3%	4%	3%	7% <b>klm</b>	3%	6% <b>klm</b>	6% <b>klm</b>	1%	1%	-	6% <b>opq</b>	6% <b>opq</b>	1%	1%	3%	2%	4%
NET Made a complaint to anyone else	143	-	143	69	73	71	72	31	54	33	10	11	2	1	85	43	15	3	109	34	114
11%	-	11%	27% <b>d</b>	7%	12%	10%	19% <b>ghm</b>	39% <b>ghlm</b>	17% <b>ghlm</b>	3%	4%	1%	1%	-	24% <b>opq</b>	10% <b>opq</b>	3%	1%	10%	29% <b>r</b>	8%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_1. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Royal Mail

Base : Sent via - Royal Mail

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	1386	380	435	267	304	815	571	827	545	124	164	336	427	270	927	126	1211	289	1048	49
Weighted Base	1312	268	443	280	322	711	601	823	479	120*	175	347	385	219	907	122*	1135	286	969	58*
Effective Base	766	163	245	168	191	408	359	465	295	67	103	201	227	130	531	69	668	165	570	31
Yes - over the counter at the Post Office	46	12	12	8	15	24	22	36	10	9	13	8	4	7	25	11	32	15	27	4
Yes - by phone/ letter/ email to the Post Office	39	4%	3%	3%	5%	3%	4%	3%	2%	0	10	3	11	8	24	6	31	14	24	1
Yes - to the regulator (Ofcom)	20	6	4	6	4	10	10	19	1	4	1	8	2	5	11	4	15	14	5	1
Yes - to Citizens Advice Bureau	27	10	10	4	4	20	8	23	4	3	7	11	3	6	20	3	27	17	10	1
Yes - to someone else (please specify)	6	-	2	2	2	2	3	3	3	3	-	-	-	2	1	3	3	5	5	-
Yes - to the shop/ location I dropped the parcel off at	40	18	12	6	4	30	9	35	5	4	9	10	7	9	26	4	35	20	19	-
No	1120	219	393	236	273	612	509	667	444	92	146	299	350	196	795	92	900	210	864	46
I don't know	49	4	10	17	18	14	35	34	15	4	4	16	8	3	28	5	31	20	22	7
NET Made a complaint to anyone else	143	45	40	27	31	85	58	122	20	23	25	32	27	30	84	25	115	56	82	4
	11%	7%ab	9%	10%	10%	12%	10%	15%ab	4%	11%ab	15%	9%	7%	14%	9%	23%ab	10%	21%ab	8%	8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QJ9\_1. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Royal Mail

Base : Sent via - Royal Mail

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	1386	825	561	268	647	294	228	217	77	77	67	68	78	70	70	71	69	58	236
Weighted Base	1312	1106	207	44*	1084	114	72	43	60*	156*	99*	90*	126*	118*	158*	169*	110*	12**	101*
Effective Base	766	638	128	64	571	102	104	142	71	73	63	63	75	66	68	68	67	18	87
Yes - over the counter at the Post Office	46	42	4	1	37	5	3	1	1	12	-	1	7	2	9	4	2	*	5
4%	4%	2%	2%	3%	4%	4%	2%	1%	3%	8%	-	2%	5%	1%	6%	2%	2%	1%	5%
Yes - by phone/ letter/ email to the Post Office	39	36	3	*	34	2	2	1	3	10	5	1	5	2	4	2	1	*	2
3%	3%	1%	*	3%	2%	3%	3%	3%	3%	7%	5%	1%	4%	2%	3%	1%	1%	2%	2%
Yes - to the regulator (Ofcom)	20	16	4	*	18	2	*	1	-	6	1	-	2	2	-	6	-	-	2
2%	1%	2%	*	2%	1%	*	1%	-	-	4%	1%	-	1%	2%	-	4%	-	-	2%
Yes - to Citizens Advice Bureau	27	27	*	*	25	2	-	1	1	7	1	-	2	3	7	2	2	-	2
2%	2%	*	*	2%	1%	-	3%	1%	1%	4%	1%	-	1%	3%	4%	1%	2%	-	2%
Yes - to someone else (please specify)	6	6	-	-	5	-	-	1	1	2	2	-	-	-	-	-	-	-	-
1%	1%	-	-	1%	-	-	2%	2%	1%	2%	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	40	36	3	*	36	2	*	1	2	5	2	3	5	5	13	-	2	*	1
3%	3%	2%	1%	3%	1%	1%	3%	3%	3%	2%	4%	4%	4%	6%	-	2%	2%	1%	1%
No	1120	933	187	42	915	104	65	36	50	117	89	81	108	102	119	146	103	12	93
85%	84%	91%	94% <sup>ns</sup>	84%	92%	91%	85%	84%	84%	75%	90% <sup>in</sup>	90% <sup>in</sup>	85%	86%	76%	87%	93% <sup>in</sup>	96%	91% <sup>in</sup>
I don't know	49	43	6	1	45	1	1	2	3	8	1	3	4	6	12	8	-	*	1
4%	4%	3%	2%	4%	1%	2%	4%	4%	4%	5%	1%	3%	3%	5%	9%	5%	-	2%	1%
NET Made a complaint to anyone else	143	129	13	1	125	8	5	4	7	32	9	6	15	10	26	14	7	*	8
11%	12%	6%	3%	12%	7%	7%	11%	12%	23% <sup>ns</sup>	16% <sup>ns</sup>	8%	7%	12%	8%	17%	8%	7%	3%	8%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_1. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Royal Mail

Base : Sent via - Royal Mail

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	1386	541	50	254	601	541	140	70	28	1142	98	740	516	81	37	9	1256	46	402	984
Weighted Base	1312	473	47**	210	523	530	150*	73*	34**	1053	108*	671	512	78*	38**	12**	1183	50**	431	881
Effective Base	766	288	28	135	303	311	88	44	18	614	63	401	290	47	20	8	690	28	239	528
Yes - over the counter at the Post Office	46	8	2	1	16	20	4	2	5	36	7	25	13	8	1	37	1	33	13	
Yes - by phone/ letter/ email to the Post Office	39	4	-	1	22	10	6	-	-	32	-	14	13	3	7	2	27	9	35	4
Yes - to the regulator (Ofcom)	20	1	-	1	11	3	6	-	-	14	-	7	7	-	5	-	15	5	18	2
Yes - to Citizens Advice Bureau	27	4	-	-	11	10	2	3	-	22	3	17	8	-	2	-	25	2	25	2
Yes - to someone else (please specify)	6	3	1	1	4	2	-	-	-	5	-	2	4	-	-	-	6	-	1	4
Yes - to the shop/ location I dropped the parcel off at	40	8	-	1	14	18	5	1	1	32	3	18	15	5	-	3	32	3	35	5
No	1120	436	43	203	451	462	119	61	26	913	87	584	448	54	27	7	1032	34	295	826
I don't know	49	11	1	3	11	18	11	6	2	29	7	21	17	8	2	-	37	2	20	29
NET Made a complaint to anyone else	143	26	3	4	61	50	19	7	6	111	13	66	47	15	8	5	113	14	117	26
	11%	5%	7%	2%	12%	9%	13%	9%	18%	11%	12%	10%	9%	20%	22%	4%	10%	28%	27%	3%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ9\_1. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Royal Mail

Base : Sent via - Royal Mail

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	1386	78	1294	14	380	931	75	1356	16	5	2	1377	7
Weighted Base	1312	81*	1211	20**	361	883	67*	1281	17**	6**	4**	1304	4**
Effective Base	766	45	709	12	211	514	41	750	8	3	2	761	4
Yes - over the counter at the Post Office	46	2	45	-	10	33	3	42	2	-	2	44	-
	4%	2%	4%	-	3%	4%	5%	3%	12%	-	51%	3%	-
Yes - by phone/ letter/ email to the Post Office	39	9	29	-	15	20	3	33	6	-	-	39	*
	3%	11%b	2%	-	4%	2%	4%	3%	34%	-	-	3%	1%
Yes - to the regulator (Ofcom)	20	6	13	-	15	4	1	16	4	-	-	20	-
	2%	8%b	1%	-	4%	-	1%	1%	23%	-	-	2%	-
Yes - to Citizens Advice Bureau	27	3	22	2	17	9	1	23	4	-	-	27	-
	2%	4%	2%	11%	5%	1%	1%	2%	23%	-	-	2%	-
Yes - to someone else (please specify)	6	*	5	-	*	5	-	6	-	-	-	6	-
	*	*	-	-	*	1%	-	*	-	-	-	*	-
Yes - to the shop/ location I dropped the parcel off at	40	8	30	2	22	13	4	35	5	-	-	40	-
	3%	10%b	2%	8%	6%	2%	6%	3%	27%	-	-	3%	-
No	1120	53	1052	15	289	784	47	1109	3	6	-	1118	3
	85%	65%	87%a	73%	80%	89%df	70%	87%	17%	100%	-	86%	66%
I don't know	49	3	44	1	17	23	9	46	-	-	2	46	1
	4%	4%	4%	7%	5%	3%	12%df	4%	-	-	49%	4%	32%
NET Made a complaint to anyone else	143	25	114	4	55	76	11	126	14	-	2	141	*
	11%	30%a	9%	19%	15%	9%	16%	10%	83%	-	51%	11%	1%

Proportions/Mean: Columns Yes/No (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ9\_1. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Royal Mail

Base : Sent via - Royal Mail

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	1386	-	-	698	698	-	-	-	-	-	-	-	468	230	235	234	219
Weighted Base	1312	**	**	661	651	**	**	**	**	**	**	**	435	226	235	218	197
Effective Base	766	-	-	381	385	-	-	-	-	-	-	-	256	125	135	130	121
Yes - over the counter at the Post Office	46	-	-	15	32	-	-	-	-	-	-	-	12	3	10	12	10
	4%	-	-	2%	5%	-	-	-	-	-	-	-	3%	1%	4%	5%	5%
Yes - by phone/ letter/ email to the Post Office	39	-	-	16	23	-	-	-	-	-	-	-	9	6	4	15	4
	3%	-	-	2%	4%	-	-	-	-	-	-	-	2%	3%	2%	7%	2%
Yes - to the regulator (Ofcom)	20	-	-	9	11	-	-	-	-	-	-	-	9	-	-	4	7
	2%	-	-	1%	2%	-	-	-	-	-	-	-	2%	-	-	2%	4%
Yes - to Citizens Advice Bureau	27	-	-	8	20	-	-	-	-	-	-	-	8	-	3	13	4
	2%	-	-	1%	3%	-	-	-	-	-	-	-	2%	-	1%	6%	2%
Yes - to someone else (please specify)	6	-	-	3	3	-	-	-	-	-	-	-	3	-	2	*	1
	*	-	-	*	*	-	-	-	-	-	-	-	1%	-	1%	*	1%
Yes - to the shop/ location I dropped the parcel off at	40	-	-	20	20	-	-	-	-	-	-	-	17	3	5	9	6
	3%	-	-	3%	3%	-	-	-	-	-	-	-	4%	1%	2%	4%	3%
No	1120	-	-	569	552	-	-	-	-	-	-	-	366	202	209	177	165
	85%	-	-	86%	85%	-	-	-	-	-	-	-	84%	89%	89%	81%	84%
I don't know	49	-	-	31	18	-	-	-	-	-	-	-	19	12	5	9	5
	4%	-	-	5%	3%	-	-	-	-	-	-	-	4%	5%	2%	4%	3%
NET Made a complaint to anyone else	143	-	-	62	81	-	-	-	-	-	-	-	50	12	22	33	26
	11%	-	-	9%	12%	-	-	-	-	-	-	-	11%	5%	9%	15%	13%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_3. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Collect +

Base : Sent via - Collect +

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	222	-	222	58	164	81	141	28	62	51	33	25	16	7	90	84	48	23	201	19	222
Weighted Base	216	**	216	65*	151*	91*	125*	27**	60*	53*	37**	21**	14**	5**	86*	90*	40**	19**	187	26**	222
Effective Base	126	-	126	34	92	51	75	14	34	32	21	14	8	3	48	53	25	11	109	16	222
Yes - over the counter at the Post Office	14	-	14	11	3	13	2	*	5	8	2	-	-	-	5	10	-	-	14	-	12
7%	-	7%	17% <b>d</b>	17%	2%	14% <b>f</b>	1%	1%	8%	15%	5%	-	-	-	6%	11%	-	-	8%	-	5%
Yes - by phone/ letter/ email to the Post Office	8	-	8	5	3	4	4	1	5	1	-	-	-	-	6	1	-	-	4	3	6
4%	-	4%	8%	8%	2%	4%	3%	4%	8%	3%	-	-	-	-	7%	2%	-	-	2%	12%	3%
Yes - to the regulator (Ofcom)	7	-	7	2	6	7	*	2	6	-	-	-	-	-	7	-	-	-	7	-	5
3%	-	3%	3%	3%	4%	8% <b>f</b>	*	6%	10%	-	-	-	-	-	9% <b>o</b>	-	-	-	4%	-	2%
Yes - to Citizens Advice Bureau	12	-	12	8	4	4	8	2	8	1	-	-	-	-	11	1	-	-	10	2	7
6%	-	6%	13% <b>d</b>	13%	3%	4%	6%	9%	14%	3%	-	-	-	-	13% <b>o</b>	2%	-	-	5%	8%	3%
Yes - to someone else (please specify)	*	-	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	1
*	-	*	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	*
Yes - to the shop/ location I dropped the parcel off at	16	-	16	10	6	6	10	-	10	2	3	-	-	-	10	5	-	-	15	1	12
7%	-	7%	15% <b>d</b>	15%	4%	6%	8%	-	17%	4%	9%	-	-	-	12%	6%	-	-	8%	5%	5%
No	183	-	183	27	125	57	96	15	30	37	32	20	14	5	46	69	39	18	130	21	172
71%	-	71%	42%	42%	63% <b>f</b>	63%	77%	58%	51%	70%	86%	94%	100%	100%	53%	73% <b>o</b>	97%	100%	69%	79%	77%
I don't know	13	-	13	8	6	6	8	6	2	4	*	1	-	-	8	5	1	-	13	*	13
6%	-	6%	12%	12%	4%	6%	6%	22%	3%	8%	1%	6%	-	-	9%	5%	3%	-	7%	1%	6%
NET Made a complaint to anyone else	50	-	50	30	20	28	21	5	28	12	5	-	-	-	33	17	-	-	44	5	37
23%	-	23%	49% <b>d</b>	49%	13%	31%	17%	20%	46% <b>f</b>	22%	13%	-	-	-	39% <b>o</b>	18%	-	-	24%	19%	17%

Proportions/Mean: Columns Yes/ed (5% risk level) - ab - cd - ef - gh/ij/kl/m - nop/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_3. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Collect +

Base : Sent via - Collect +

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	222	65	70	51	36	135	87	166	55	25	19	52	62	57	133	26	191	46	169	7
Weighted Base	216	55**	72*	51*	38**	126*	90*	174*	41**	23**	18**	62*	56*	47**	136*	25**	185	48*	157*	11**
Effective Base	126	28	41	33	25	68	58	97	30	15	12	32	35	27	79	16	107	31	89	6
Yes - over the counter at the Post Office	14	-	5	5	5	5	9	12	2	3	-	7	2	1	9	5	10	11	3	-
Yes - by phone/ letter/ email to the Post Office	7%	-	7%	9%	13%	4%	11%	7%	6%	13%	-	11%	4%	2%	6%	19%	5%	23**	2%	-
Yes - to the regulator (Ofcom)	8	3	2	-	3	5	3	6	1	3	-	2	1	2	3	3	5	3	5	-
Yes - to Citizens Advice Bureau	4%	6%	3%	-	7%	4%	3%	4%	3%	11%	-	3%	2%	4%	2%	10%	3%	5%	3%	-
Yes - to someone else (please specify)	7	2	-	6	-	2	6	7	-	-	-	5	2	-	7	-	7	3	4	-
Yes - to the shop/ location I dropped the parcel off at	3%	3%	-	11**	-	1%	6%	4%	-	-	1%	8%	4%	-	5%	-	4%	7%	2%	-
No	12	2	5	3	2	7	5	12	-	2	2	4	3	-	10	2	10	4	8	-
I don't know	6%	4%	6%	6%	6%	5%	6%	7%	1%	10%	13%	7%	6%	-	7%	9%	5%	9%	5%	-
NET Made a complaint to anyone else	16	6	5	4	1	11	5	16	-	6	-	8	2	-	10	6	10	8	8	-
	7%	11%	7%	9%	1%	9%	5%	9%	-	24%	1%	12%	4%	-	8%	22%	6%	17**	5%	-
	153	36	54	35	28	89	63	116	36	12	15	37	42	40	94	12	136	26	117	10
	71%	66%	73%	68%	74%	71%	71%	67%	68%	53%	63%	59%	76%	85%	69%	50%	74%	55%	74**	87%
	13	7	2	3	1	9	4	11	2	-	-	5	2	4	8	-	12	-	12	1
	6%	13%	3%	7%	3%	7%	5%	6%	5%	-	-	9%	4%	9%	6%	-	7%	-	8%	13%
	50	12	16	13	9	28	22	46	3	11	3	20	11	3	34	13	37	22	28	-
	23%	22%	22%	25%	23%	22%	24%	27%	7%	47%	17%	32%	20%	6%	25%	50%	20%	45**	18%	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ9\_3. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Collect +

Base : Sent via - Collect +

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	222	143	79	35	108	39	40	35	11	10	12	8	23	14	13	13	4	6	33
Weighted Base	216	192	24**	4**	182*	17**	11**	6**	9**	19**	18**	9**	37**	22**	31**	31**	6**	2**	15**
Effective Base	126	111	15	27	96	16	18	27	10	9	12	8	22	14	12	13	4	2	15
Yes - over the counter at the Post Office	14	14	*	*	13	1	*	*	1	1	-	1	4	2	3	-	2	-	1
Yes - by phone/ letter/ email to the Post Office	8	8	-	-	8	-	-	-	-	1	3	-	-	2	-	-	1	-	-
Yes - to the regulator (Ofcom)	7	7	*	*	5	2	-	-	2	-	2	-	2	-	-	-	-	*	2
Yes - to Citizens Advice Bureau	12	10	2	-	12	-	*	-	-	2	-	-	2	1	4	2	-	-	-
Yes - to someone else (please specify)	6*	5*	9*	-	7*	-	3*	-	-	12*	-	-	5*	6*	14*	7*	-	-	-
Yes - to the shop/ location I dropped the parcel off at	16	13	3	*	15	*	1	*	-	3	1	-	3	-	5	2	-	-	*
No	153	136	17	3	126	13	10	4	7	9	14	7	30	15	15	26	3	2	11
I don't know	13	12	1	*	11	1	*	1	-	4	-	1	1	1	4	-	-	-	1
NET Made a complaint to anyone else	23%	23%	23%	15%	24%	18%	11%	17%	25%	34%	26%	11%	14%	24%	38%	15%	50%	11%	20%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_3. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Collect +

Base : Sent via - Collect +

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	222	77	5	21	80	85	35	15	7	165	22	120	72	15	9	5	192	14	97	125
Weighted Base	216	81*	5**	13**	76*	83*	35**	16**	5**	159*	22**	121*	65*	13**	9**	5**	186	15**	109*	107*
Effective Base	126	48	3	10	41	51	22	9	5	91	13	68	39	9	6	4	106	9	62	64
Yes - over the counter at the Post Office	14	2	-	-	7	4	-	2	1	11	3	7	3	-	2	11	2	12	3	3
75%	75%	2%	-	-	5%	5%	-	13%	16%	7%	14%	6%	5%	-	32%	6%	12%	11%	11%	3%
Yes - by phone/ letter/ email to the Post Office	8	-	-	-	1	4	-	2	-	6	2	2	3	-	2	6	2	8	-	-
4%	4%	-	-	-	2%	5%	-	12%	-	4%	9%	2%	5%	-	35%	3%	13%	7%	-	-
Yes - to the regulator (Ofcom)	7	-	-	-	3	4	-	-	-	7	-	-	5	2	-	5	-	7	-	-
3%	3%	-	-	-	4%	5%	-	-	-	5%	-	-	5%	15%	-	3%	-	6%	-	-
Yes - to Citizens Advice Bureau	12	2	-	-	4	4	5	-	-	7	-	2	5	-	4	7	4	12	-	-
6%	6%	2%	-	3%	5%	4%	13%	-	-	5%	-	2%	6%	3%	46%	-	4%	11%	-	-
Yes - to someone else (please specify)	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
* - to the shop/ location I dropped the parcel at	16	3	-	-	12	2	2	-	-	14	-	11	2	2	-	14	-	15	1	1
7%	7%	4%	-	-	15%	3%	6%	-	-	9%	-	9%	4%	15%	-	7%	-	14%	-	1%
No	153	72	5	12	48	64	27	12	2	112	14	90	48	8	5	2	138	7	56	97
71%	71%	89%	100%	89%	63%	77%	76%	75%	39%	70%	66%	74%	74%	63%	52%	33%	74%	45%	51%	91%
I don't know	13	2	-	1	8	2	1	-	2	10	2	9	4	-	-	13	-	8	6	6
6%	6%	3%	-	8%	10%	3%	4%	1%	43%	6%	11%	7%	7%	1%	23%	-	7%	7%	6%	6%
NET Made a complaint to anyone else	80	7	-	-	20	17	7	4	1	37	5	22	13	5	4	35	8	45	4	4
23%	23%	9%	-	3%	27%	21%	20%	24%	18%	24%	23%	18%	20%	36%	46%	67%	19%	42%	-	3%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ9\_3. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Collect +

Base : Sent via - Collect +

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	222	15	205	2	68	143	11	215	3	3	-	221	1
Weighted Base	216	18**	195	3**	74*	131**	11**	208	4**	3**	**	216	**
Effective Base	126	9	116	1	42	78	5	121	2	2	-	125	1
Yes - over the counter at the Post Office	14	1	10	3	10	4	1	12	2	-	-	14	-
	7%	8%	5%	98%	13%	3%	7%	6%	45%	-	-	7%	-
Yes - by phone/ letter/ email to the Post Office	8	3	5	-	3	5	-	8	-	-	-	8	-
	4%	15%	3%	-	4%	4%	-	4%	-	-	-	4%	-
Yes - to the regulator (Ofcom)	7	2	6	-	3	4	-	7	-	-	-	7	-
	3%	9%	3%	-	5%	3%	-	4%	-	-	-	3%	-
Yes - to Citizens Advice Bureau	12	-	12	-	11	-	1	10	2	-	-	12	-
	6%	-	6%	-	15%	-	12%	6%	53%	11%	-	6%	-
Yes - to someone else (please specify)	*	-	*	-	-	*	-	*	-	-	-	*	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
Yes - to the shop/ location I dropped the parcel off at	16	7	9	-	10	6	-	16	*	-	-	16	-
	7%	39%	5%	-	13%	4%	-	8%	2%	-	-	7%	-
No	153	6	147	-	43	105	5	151	-	1	-	153	-
	71%	35%	75%	-	58%	80% <sup>d</sup>	42%	73%	-	42%	-	71%	-
I don't know	13	-	13	*	2	7	4	12	-	2	-	13	*
	6%	2%	7%	5%	3%	5%	39%	6%	-	47%	-	6%	100%
NET Made a complaint to anyone else	80	11	38	3	29	19	2	45	4	-	-	50	-
	23%	63%	78%	95%	39%	14%	19%	22%	100%	11%	-	23%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ9\_3. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Collect +**

**Base : Sent via - Collect +**

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	222	-	-	105	117	-	-	-	-	-	-	-	68	37	29	47	41
Weighted Base	216	**	**	101*	115*	**	**	**	**	**	**	**	61*	40**	26**	47**	42**
Effective Base	126	-	-	55	71	-	-	-	-	-	-	-	36	19	16	30	25
Yes - over the counter at the Post Office	14	-	-	3	11	-	-	-	-	-	-	-	3	*	1	9	2
7%	-	-	3%	10%	-	-	-	-	-	-	-	-	5%	*	3%	18%	5%
Yes - by phone/ letter/ email to the Post Office	8	-	-	3	4	-	-	-	-	-	-	-	1	2	2	3	*
4%	-	-	3%	4%	-	-	-	-	-	-	-	-	2%	5%	7%	5%	*
Yes - to the regulator (Ofcom)	7	-	-	4	4	-	-	-	-	-	-	-	2	2	*	2	2
3%	-	-	4%	3%	-	-	-	-	-	-	-	-	3%	5%	1%	4%	4%
Yes - to Citizens Advice Bureau	12	-	-	5	7	-	-	-	-	-	-	-	3	2	-	6	1
6%	-	-	5%	6%	-	-	-	-	-	-	-	-	4%	5%	-	13%	3%
Yes - to someone else (please specify)	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-
* -	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	16	-	-	10	6	-	-	-	-	-	-	-	7	3	*	5	*
7%	-	-	10%	5%	-	-	-	-	-	-	-	-	12%	7%	2%	11%	*
No	153	-	-	65	88	-	-	-	-	-	-	-	42	22	21	31	36
71%	-	-	64%	77%	-	-	-	-	-	-	-	-	69%	56%	81%	66%	87%
I don't know	13	-	-	11	2	-	-	-	-	-	-	-	3	9	2	-	*
6%	-	-	11%	2%	-	-	-	-	-	-	-	-	5%	22%	6%	-	1%
NET Made a complaint to anyone else	50	-	-	25	25	-	-	-	-	-	-	-	16	9	3	16	5
23%	-	-	25%	21%	-	-	-	-	-	-	-	-	26%	22%	13%	34%	12%

Proportions/Mears: Columns Tested (5% risk level) - a:b:c:d - e:f(g:h)/i:k/l/m/n:op  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_4. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DHL

Base : Sent via - DHL

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	139	-	139	40	99	61	77	27	33	34	12	18	9	6	60	46	33	15	107	30	139
Weighted Base	162*	-**	162*	53**	110*	76*	86*	30**	46**	43**	13**	19**	6**	6**	77*	55*	30**	12**	117*	42**	139
Effective Base	86	-	86	26	61	38	49	15	23	23	7	11	4	4	38	30	18	8	64	21	139
Yes - over the counter at the Post Office	20	-	20	13	7	14	6	5	4	8	1	3	-	-	9	8	3	-	10	8	12
12%	-	-	12%	25%	6%	19%	6%	16%	8%	18%	6%	15%	-	-	11%	15%	9%	-	8%	19%	9%
Yes - by phone/ letter/ email to the Post Office	20	-	20	7	13	13	8	10	2	5	-	2	-	2	12	5	3	2	13	7	17
13%	-	-	13%	14%	12%	17%	9%	34%	5%	11%	-	9%	-	29%	16%	8%	11%	14%	11%	17%	12%
Yes - to the regulator (Ofcom)	10	-	10	7	3	9	1	-	7	3	-	-	-	-	7	3	-	-	10	-	6
6%	-	-	6%	13%	3%	11%	2%	-	15%	7%	-	-	-	-	9%	5%	-	-	9%	-	4%
Yes - to Citizens Advice Bureau	9	-	9	4	5	8	1	5	4	-	-	-	-	-	9	-	-	-	5	4	5
6%	-	-	6%	8%	5%	11%	1%	17%	9%	-	-	-	-	-	12%	-	-	-	4%	10%	4%
Yes - to someone else (please specify)	1	-	1	-	1	1	-	1	-	-	-	-	-	-	1	-	-	-	-	1	1
1%	-	-	1%	-	1%	-	-	3%	-	-	-	-	-	-	1%	-	-	-	-	2%	1%
Yes - to the shop/ location I dropped the parcel off at	22	-	22	17	5	16	6	5	10	5	-	2	-	-	15	5	2	-	15	7	15
13%	-	-	13%	32%	4%	21%	7%	16%	22%	12%	-	9%	-	-	20%	9%	5%	-	13%	16%	11%
No	82	-	82	12	81	30	62	14	18	25	12	14	6	4	31	37	24	10	65	26	87
57%	-	-	57%	22%	73%	39%	73**	44%	38%	59%	94%	76%	100%	71%	41%	37**	80%	86%	56%	61%	63%
I don't know	7	-	7	2	5	4	3	-	6	-	-	-	-	-	7	-	-	-	4	3	8
4%	-	-	4%	3%	4%	5%	3%	1%	14%	-	-	-	-	-	9%	-	-	-	3%	6%	6%
NET Made a complaint to anyone else	63	-	63	39	24	43	20	17	22	18	1	5	-	2	39	18	6	2	48	14	44
39%	-	-	39%	74%	22%	65**	24%	55%	48%	41%	6%	24%	-	29%	51%	33%	20%	14%	41%	33%	32%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_4. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DHL

Base : Sent via - DHL

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	139	46	30	31	32	76	63	102	36	18	18	28	41	31	87	19	118	41	94	4
Weighted Base	162*	54**	40**	34**	34**	94*	68*	122*	40**	20**	22**	25**	54**	38**	102*	22**	140*	55**	105*	3**
Effective Base	86	25	21	21	21	46	41	63	23	10	13	14	30	19	57	11	76	27	58	2
Yes - over the counter at the Post Office	20	8	6	2	4	14	6	18	2	7	-	5	1	6	6	8	11	14	5	1
12%	14%	15%	15%	6%	13%	14%	9%	15%	5%	32%	-	19%	2%	15%	5%	38%	8%	26%	5%	22%
Yes - by phone/ letter/ email to the Post Office	20	11	8	3	-	17	3	19	2	9	6	2	2	4	10	6	14	11	10	-
13%	21%	15%	15%	9%	-	16%	4%	15%	4%	32%	28%	7%	4%	11%	10%	29%	10%	19%	9%	-
Yes - to the regulator (Ofcom)	10	4	-	4	2	4	6	10	-	-	-	5	2	3	7	-	10	5	5	-
6%	8%	-	-	11%	6%	5%	8%	8%	-	-	-	21%	3%	8%	7%	-	7%	9%	5%	-
Yes - to Citizens Advice Bureau	9	8	-	-	1	8	1	7	2	4	-	-	3	2	3	4	5	4	5	-
6%	15%	-	-	3%	9%	2%	6%	5%	20%	20%	-	6%	5%	3%	16%	4%	8%	5%	5%	-
Yes - to someone else (please specify)	1	-	-	1	-	1	1	-	-	-	-	-	1	-	1	-	1	1	-	-
1%	-	-	3%	-	-	1%	1%	-	-	-	-	2%	-	1%	-	1%	-	-	1%	-
Yes - to the shop/ location I dropped the parcel off at	22	10	4	5	2	14	7	18	3	7	-	4	5	6	9	7	14	18	4	-
13%	19%	10%	15%	7%	15%	11%	15%	8%	36%	-	17%	8%	14%	9%	33%	10%	32%	4%	4%	-
No	92	26	20	24	22	46	46	63	29	5	14	12	39	21	66	5	87	18	72	2
57%	48%	50%	72%	65%	49%	68%	52%	73%	25%	64%	50%	72%	54%	65%	23%	62%	33%	69%	78%	-
I don't know	7	-	4	-	2	4	3	5	2	-	2	2	3	-	6	-	6	2	4	-
4%	1%	9%	1%	7%	4%	4%	4%	4%	1%	8%	7%	5%	-	6%	1%	5%	4%	4%	-	-
NET Made a complaint to anyone else	63	29	16	9	10	44	19	54	9	15	6	10	12	18	29	17	46	34	28	1
39%	52%	45%	27%	29%	47%	28%	45%	22%	75%	28%	42%	22%	46%	28%	77%	33%	63%	27%	22%	-

Proportions/Mean: Columns Yes/No (5% risk level) - a-b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ9\_4. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DHL

Base : Sent via - DHL

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	139	100	39	20	82	21	19	17	11	7	6	6	10	9	15	13	5	5	16
Weighted Base	162*	146*	17**	6**	145*	9**	4**	4**	8**	16**	8**	8**	16**	15**	32**	33**	8**	1**	9**
Effective Base	86	77	10	5	72	10	9	12	11	6	6	6	10	9	14	13	5	4	8
Yes - over the counter at the Post Office	20	20	-	-	19	-	-	1	1	6	-	-	4	-	3	5	-	-	-
Yes - by phone/ letter/ email to the Post Office	12%	14%	-	1%	13%	1%	-	24%	16%	40%	-	-	23%	-	9%	14%	-	-	1%
Yes - to the regulator (Ofcom)	20	19	2	-	17	2	1	1	1	6	1	3	1	1	-	2	2	-	2
Yes - to Citizens Advice Bureau	13%	13%	11%	26%	12%	16%	14%	26%	11%	36%	14%	33%	8%	9%	-	7%	19%	-	18%
Yes - to someone else (please specify)	10	10	-	-	8	2	-	-	-	-	-	-	2	3	-	-	-	-	2
Yes - to the shop/ location I dropped the parcel off at	6%	7%	1%	-	5%	22%	-	3%	-	-	-	-	12%	22%	9%	-	-	-	24%
No	9	7	2	-	9	-	-	-	-	6	-	-	-	2	-	-	1	-	-
I don't know	6%	5%	13%	-	6%	-	-	3%	-	37%	-	-	-	13%	-	-	14%	-	-
NET Made a complaint to anyone else	1	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1
	1%	1%	-	-	-	9%	-	-	-	-	-	-	-	-	-	-	-	-	10%
	22	22	-	-	20	-	-	1	1	-	3	1	2	1	12	-	-	-	-
	13%	15%	-	-	14%	-	6%	26%	9%	-	34%	16%	12%	8%	39%	-	-	-	-
	92	80	12	4	82	5	3	2	4	6	5	6	11	7	15	23	6	1	4
	57%	55%	73%	69%	57%	50%	78%	57%	44%	36%	66%	67%	68%	48%	47%	70%	67%	70%	48%
	7	6	-	-	6	-	-	-	2	-	-	-	-	-	2	3	-	-	-
	4%	4%	3%	5%	4%	3%	1%	8%	19%	-	-	-	-	3%	9%	-	30%	-	-
	63	59	4	2	57	4	1	1	3	11	3	3	5	8	15	7	3	-	4
	39%	41%	24%	26%	35%	48%	21%	35%	37%	64%	34%	33%	32%	52%	47%	21%	33%	-	52%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_4. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DHL

Base : Sent via - DHL

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	139	33	2	11	57	58	14	6	4	115	10	67	49	16	6	1	116	7	88	51
Weighted Base	162*	42**	1**	11**	68*	69*	15**	8**	2**	137*	11**	78*	59*	17**	7**	1**	137*	8**	110*	52**
Effective Base	86	21	2	6	33	38	11	4	3	70	6	42	32	9	3	1	74	3	58	28
Yes - over the counter at the Post Office	20	3	-	-	16	3	1	-	-	19	-	11	3	2	4	-	14	4	20	-
12%	7%	-	-	-	33%	4%	4%	-	-	14%	-	14%	6%	11%	56%	-	10%	48%	18%	-
Yes - by phone/ letter/ email to the Post Office	20	5	-	2	10	9	1	-	-	19	-	6	5	4	5	-	11	5	20	*
13%	12%	-	-	15%	13%	9%	-	-	-	14%	-	8%	9%	23%	75%	-	8%	63%	18%	*
Yes - to the regulator (Ofcom)	10	1	-	-	7	2	-	1	-	9	1	2	8	-	-	-	10	-	8	2
6%	3%	-	-	16%	3%	-	16%	-	6%	13%	-	2%	14%	-	-	-	7%	-	7%	4%
Yes - to Citizens Advice Bureau	9	-	-	-	4	5	-	-	-	9	-	3	2	-	4	-	5	4	9	-
6%	-	-	-	6%	7%	-	-	-	7%	-	-	4%	3%	-	56%	-	4%	48%	6%	-
Yes - to someone else (please specify)	1	-	-	-	-	-	1	-	-	-	-	1	-	-	-	-	1	-	1	-
1%	-	-	-	-	-	-	6%	-	-	-	-	1%	-	-	-	-	1%	-	1%	-
Yes - to the shop/ location I dropped the parcel off at	22	-	-	-	9	9	2	1	-	18	1	7	8	4	1	1	15	3	22	-
13%	-	-	-	13%	13%	14%	15%	-	13%	12%	-	9%	13%	25%	19%	100%	11%	31%	20%	-
No	92	29	1	9	34	41	10	6	2	75	8	51	34	6	2	-	85	2	46	46
57%	69%	100%	84%	50%	59%	68%	67%	97%	54%	73%	-	65%	57%	36%	23%	-	62%	19%	42%	89%
I don't know	7	4	-	-	3	2	1	-	-	5	-	2	4	1	-	-	6	-	3	4
4%	8%	-	1%	5%	3%	7%	2%	4%	3%	4%	2%	2%	7%	5%	2%	-	4%	2%	3%	7%
NET Made a complaint to anyone else	63	9	-	2	30	27	4	3	-	57	3	25	21	10	5	1	47	7	61	2
39%	22%	-	15%	45%	38%	25%	31%	-	42%	25%	-	33%	36%	59%	75%	100%	34%	79%	56%	4%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**QJ9\_4. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DHL**

Base : Sent via - DHL

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	139	13	126	-	43	87	9	129	9	-	1	138	-
Weighted Base	162*	19**	143*	-**	48**	106*	8**	144*	16**	-**	2**	161*	-**
Effective Base	86	9	78	-	24	58	6	79	7	-	1	85	-
Yes - over the counter at the Post Office	20	4	16	-	11	8	1	11	7	-	2	18	-
	12%	21%	11%	-	23%	7%	8%	7%	45%	-	100%	11%	-
Yes - by phone/ letter/ email to the Post Office	20	4	16	-	11	8	1	15	6	-	-	20	-
	13%	21%	11%	-	22%	8%	17%	10%	34%	-	-	13%	-
Yes - to the regulator (Ofcom)	10	1	9	-	5	5	-	9	1	-	-	10	-
	6%	8%	6%	-	11%	5%	-	6%	8%	-	-	6%	-
Yes - to Citizens Advice Bureau	9	7	2	-	6	3	-	3	6	-	-	9	-
	6%	36%	1%	-	13%	3%	-	2%	37%	-	-	6%	-
Yes - to someone else (please specify)	1	-	1	-	-	1	-	1	-	-	-	1	-
	1%	-	1%	-	-	1%	-	1%	-	-	-	1%	-
Yes - to the shop/ location I dropped the parcel off at	22	4	17	-	15	6	-	18	4	-	-	22	-
	13%	22%	12%	-	32%	6%	-	12%	24%	-	-	13%	-
No	92	6	87	-	16	71	5	92	-	-	-	92	-
	57%	29%	61%	-	34%	67%	66%	64%	-	-	-	58%	-
I don't know	7	1	6	-	-	6	1	7	-	-	-	7	-
	4%	3%	4%	-	-	5%	8%	4%	-	-	-	4%	-
NET Made a complaint to anyone else	63	13	50	-	32	29	2	45	16	-	2	61	-
	39%	68%	35%	-	66%	28%	25%	31%	100%	-	100%	38%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ9\_4. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DHL

Base : Sent via - DHL

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	139	-	-	65	74	-	-	-	-	-	-	-	49	16	22	23	29
Weighted Base	162*	**	**	72*	90*	**	**	**	**	**	**	**	49**	23**	31**	30**	30**
Effective Base	86	-	-	37	49	-	-	-	-	-	-	-	25	12	16	17	17
Yes - over the counter at the Post Office	20	-	-	14	6	-	-	-	-	-	-	-	9	5	1	4	2
Yes - by phone/ letter/ email to the Post Office	12%	-	-	19%	7%	-	-	-	-	-	-	-	19%	20%	2%	12%	5%
Yes - by phone/ letter/ email to the Post Office	20	-	-	9	11	-	-	-	-	-	-	-	7	2	7	1	3
Yes - to the regulator (Ofcom)	13%	-	-	12%	13%	-	-	-	-	-	-	-	13%	10%	23%	4%	11%
Yes - to the regulator (Ofcom)	16	-	-	2	8	-	-	-	-	-	-	-	2	-	3	3	2
Yes - to Citizens Advice Bureau	6%	-	-	3%	9%	-	-	-	-	-	-	-	4%	-	9%	11%	6%
Yes - to someone else (please specify)	9	-	-	7	2	-	-	-	-	-	-	-	7	-	2	*	-
Yes - to the shop/ location I dropped the parcel off at	6%	-	-	10%	2%	-	-	-	-	-	-	-	15%	-	6%	*	-
No	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-
I don't know	1%	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	3%	-
NET Made a complaint to anyone else	22	-	-	11	11	-	-	-	-	-	-	-	9	2	3	5	3
	13%	-	-	15%	12%	-	-	-	-	-	-	-	18%	10%	9%	15%	11%
	92	-	-	41	52	-	-	-	-	-	-	-	27	14	12	19	21
	57%	-	-	56%	59%	-	-	-	-	-	-	-	54%	60%	40%	63%	71%
	7	-	-	1	6	-	-	-	-	-	-	-	1	-	3	2	-
	4%	-	-	2%	6%	-	-	-	-	-	-	-	2%	-	10%	8%	-
	63	-	-	31	33	-	-	-	-	-	-	-	21	9	15	9	9
	39%	-	-	42%	36%	-	-	-	-	-	-	-	43%	40%	50%	29%	29%

Proportions/Mears: Columns Tested (5% risk level) - a:b:c:d - e:f(g:h)/i:j(k:l)/m:n/o:p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_5. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - FedEx

Base : Sent via - FedEx

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	112	-	112	45	67	55	57	21	36	28	10	11	4	2	57	38	17	6	90	21	112
Weighted Base	156*	-**	156*	71*	85*	83*	73*	24**	60**	37**	13**	15**	5**	2**	84*	50**	22**	7**	117*	37**	112
Effective Base	79	-	79	32	49	39	41	13	29	19	6	8	3	1	42	25	12	4	60	18	79
Yes - over the counter at the Post Office	24	-	24	17	8	13	11	2	13	7	-	3	-	-	15	7	3	-	18	6	24
15%	-	-	15%	23%	9%	16%	15%	10%	21%	18%	-	17%	-	-	18%	13%	12%	-	16%	15%	15%
Yes - by phone/ letter/ email to the Post Office	14	-	14	7	8	4	10	3	4	7	-	-	-	-	7	7	-	-	11	3	14
9%	-	-	9%	9%	9%	5%	13%	14%	6%	19%	-	-	-	-	8%	14%	-	-	9%	9%	9%
Yes - to the regulator (Ofcom)	23	-	23	13	10	15	8	1	18	2	1	-	-	-	19	4	-	-	18	5	23
15%	-	-	15%	18%	12%	18%	10%	5%	30%	7%	12%	-	-	-	23%	8%	-	-	15%	13%	15%
Yes - to Citizens Advice Bureau	17	-	17	13	4	10	8	4	4	5	1	3	-	-	8	6	3	-	15	3	17
11%	-	-	11%	18%	5%	12%	10%	16%	7%	13%	12%	20%	-	-	10%	12%	14%	-	13%	7%	11%
Yes - to someone else (please specify)	2	-	2	2	-	2	-	-	2	-	-	-	-	-	2	-	-	-	-	2	2
1%	-	-	1%	3%	-	3%	-	-	4%	-	-	-	-	-	3%	-	-	-	-	6%	1%
Yes - to the shop/ location I dropped the parcel off at	16	-	16	13	3	13	3	2	11	3	-	-	-	-	13	3	-	-	12	4	16
10%	-	-	10%	19%	4%	16%	4%	9%	19%	7%	-	-	-	-	16%	5%	-	-	10%	10%	10%
No	80	-	80	12	68	28	31	10	15	13	7	7	5	2	25	21	14	7	43	17	80
38%	-	-	38%	17%	57%	34%	43%	40%	25%	36%	57%	48%	100%	100%	30%	42%	64%	100%	37%	45%	47%
I don't know	17	-	17	6	11	9	8	6	4	3	2	2	-	-	9	5	2	-	10	5	17
11%	-	-	11%	9%	13%	11%	10%	24%	6%	8%	19%	15%	-	-	11%	11%	10%	-	9%	14%	10%
NET Made a complaint to anyone else	79	-	79	53	26	45	34	9	41	21	3	6	-	-	49	24	6	-	63	15	79
51%	-	-	51%	75%	30%	54%	46%	36%	68%	56%	24%	37%	-	-	59%	48%	25%	-	54%	41%	43%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_5. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - FedEx

Base : Sent via - FedEx

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	112	34	28	25	25	62	50	84	27	9	10	31	31	25	72	10	97	31	74	7
Weighted Base	156*	46**	37**	34**	39**	83*	73*	125*	30**	11**	14**	52**	44**	27**	110*	13**	137*	52**	97*	7**
Effective Base	79	21	19	19	20	41	39	60	19	7	7	23	23	15	54	8	68	24	51	5
Yes - over the counter at the Post Office	24	2	12	5	6	14	10	24	1	-	-	14	7	1	21	2	22	12	12	-
15%	5%	31%	13%	15%	17%	14%	19%	2%	2%	2%	27%	15%	3%	19%	16%	16%	23%	12%	12%	1%
Yes - by phone/ letter/ email to the Post Office	14	6	4	3	1	10	4	14	-	1	1	4	8	3	10	1	13	4	10	-
9%	13%	10%	9%	3%	12%	6%	11%	-	-	10%	9%	7%	13%	10%	9%	9%	9%	7%	11%	-
Yes - to the regulator (Ofcom)	23	3	5	8	7	8	15	23	-	-	1	16	2	4	19	-	23	9	14	-
15%	7%	13%	23%	19%	10%	21%	18%	-	-	11%	30%	5%	14%	17%	17%	-	17%	18%	14%	-
Yes - to Citizens Advice Bureau	17	6	5	4	2	11	6	13	5	-	2	9	-	5	12	-	17	10	7	1
11%	13%	14%	12%	6%	13%	9%	10%	15%	-	-	16%	15%	17%	11%	-	12%	15%	7%	10%	-
Yes - to someone else (please specify)	2	-	2	-	-	2	-	2	-	-	-	-	2	-	2	-	2	2	-	-
1%	-	6%	-	-	3%	-	-	2%	-	-	-	5%	-	2%	-	2%	4%	-	-	-
Yes - to the shop/ location I dropped the parcel off at	16	13	1	2	-	14	2	16	-	3	-	2	2	10	4	3	13	11	5	-
10%	29%	3%	5%	-	17%	3%	13%	-	-	24%	-	4%	5%	35%	4%	21%	10%	22%	5%	-
No	80	15	9	13	22	24	35	42	18	5	6	8	30	10	44	5	53	10	44	5
38%	33%	25%	39%	57%	29%	49%	34%	59%	47%	43%	15%	67%	37%	39%	40%	39%	20%	46%	71%	-
I don't know	17	10	-	3	4	10	7	10	7	2	3	8	-	-	11	2	12	5	11	1
11%	21%	-	9%	10%	12%	9%	8%	24%	17%	19%	16%	-	2%	10%	14%	8%	9%	12%	18%	-
NET Made a complaint to anyone else	79	21	27	18	13	48	31	74	5	4	5	36	15	16	56	8	72	37	41	1
91%	45%	74%	52%	33%	58%	42%	59%	17%	37%	38%	69%	33%	61%	50%	45%	53%	71%	42%	11%	-

Proportions/Mean: Columns Tested (5% risk level) - ab/cd - ef - gh - ijkl/mn - op - qrs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ9\_5. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - FedEx

Base : Sent via - FedEx

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	112	89	23	8	72	19	11	10	3	6	8	7	8	10	17	8	5	2	17
Weighted Base	156*	139*	16**	3**	134*	16**	3**	2**	2**	12**	12**	3**	10**	13**	16**	41**	20**	8**	15**
Effective Base	79	71	8	2	65	10	7	7	3	6	8	7	8	9	16	8	5	2	10
Yes - over the counter at the Post Office	24	18	6	*	23	1	-	*	-	-	-	-	5	2	10	6	-	-	1
Yes - by phone/ letter/ email to the Post Office	14	12	2	-	14	-	-	+	1	-	4	3	-	-	2	2	1	-	-
Yes - to the regulator (Ofcom)	23	19	4	-	19	4	-	-	-	2	1	3	2	3	-	6	1	-	4
Yes - to Citizens Advice Bureau	17	17	-	-	16	1	*	*	1	2	4	-	1	-	3	5	-	-	1
Yes - to someone else (please specify)	2	2	-	-	2	-	-	-	-	2	-	-	-	-	7	24%	-	-	5%
Yes - to the shop/ location I dropped the parcel off at	16	14	2	-	16	-	-	-	1	-	1	-	2	2	8	2	-	-	-
No	80	50	10	3	47	9	2	1	1	5	3	5	6	9	10	3	4	-	9
I don't know	17	17	1	*	16	*	*	*	-	-	-	-	-	-	11	4	1	*	-
NET Made a complaint to anyone else	79	73	6	4%	72	3%	14%	4%	-	-	-	-	-	-	26%	21%	17%	100%	-
	91%	52%	37%	4%	53%	38%	14%	34%	69%	56%	76%	46%	53%	42%	49%	65%	31%	-	39%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ9\_5. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - FedEx**

Base : Sent via - FedEx

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	112	24	1	7	30	50	22	8	2	80	10	39	55	12	5	1	94	6	82	30
Weighted Base	156*	30**	1**	7**	53**	61*	32**	9**	2**	114*	10**	62**	71*	15**	7**	1**	133*	8**	121*	35**
Effective Base	79	17	1	5	23	35	16	5	2	57	6	29	37	8	5	1	66	5	60	19
Yes - over the counter at the Post Office	24	2	-	-	8	6	10	-	-	14	-	7	15	-	2	1	21	3	19	5
	15%	8%	-	-	16%	9%	32%	-	-	12%	-	11%	21%	-	28%	100%	16%	35%	16%	15%
Yes - by phone/ letter/ email to the Post Office	14	1	-	-	4	8	2	-	-	12	-	4	6	2	2	-	10	2	14	-
	9%	5%	-	-	7%	13%	7%	3%	-	10%	2%	6%	9%	16%	28%	-	7%	25%	12%	-
Yes - to the regulator (Ofcom)	23	3	-	-	9	5	8	1	-	14	1	6	12	2	3	-	18	3	23	-
	17%	9%	-	-	17%	9%	24%	16%	-	12%	13%	10%	17%	14%	35%	-	14%	31%	19%	-
Yes - to Citizens Advice Bureau	17	5	-	3	5	6	4	-	-	14	-	10	2	4	2	-	12	2	17	-
	11%	18%	-	36%	14%	10%	12%	-	-	12%	-	16%	3%	26%	26%	-	9%	23%	14%	-
Yes - to someone else (please specify)	2	2	-	-	2	-	-	-	-	2	-	-	2	-	-	-	2	-	2	-
	1%	8%	-	-	4%	-	-	-	-	2%	-	-	3%	-	-	-	2%	-	2%	-
Yes - to the shop/ location I dropped the parcel at	16	-	-	-	7	6	3	-	-	13	-	5	7	-	3	-	13	3	16	-
	10%	-	-	-	14%	9%	10%	-	-	11%	-	9%	10%	-	44%	-	10%	40%	13%	-
No	60	13	1	5	15	28	10	5	2	43	7	23	32	4	1	-	55	1	34	26
	38%	44%	100%	64%	28%	47%	32%	55%	100%	38%	63%	37%	45%	30%	12%	-	41%	11%	28%	74%
I don't know	17	3	-	-	6	4	4	2	-	11	2	10	5	2	-	-	15	-	13	4
	11%	9%	-	-	12%	7%	13%	26%	-	10%	21%	16%	7%	14%	-	-	11%	-	11%	11%
NET Made a complaint to anyone else	79	14	-	3	32	28	18	2	-	60	2	29	34	8	7	1	63	7	73	5
	51%	47%	-	36%	60%	46%	55%	19%	-	52%	16%	47%	48%	56%	88%	100%	48%	89%	61%	15%

Proportions/Mean: Columns Tested (5% risk level) - ab/c - d/e/f/g/h/i - kl/mn/o/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**QJ9\_5. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - FedEx**

Base : Sent via - FedEx

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	112	14	96	2	38	64	10	103	6	1	1	110	1
Weighted Base	156*	25**	126*	4**	62**	86*	8**	144*	9**	***	2**	154*	***
Effective Base	79	12	66	2	30	46	4	73	5	1	1	78	1
Yes - over the counter at the Post Office	24	3	19	3	16	7	1	24	-	-	-	24	-
	15%	10%	15%	65%	26%	8%	13%	17%	-	-	-	16%	100%
Yes - by phone/ letter/ email to the Post Office	14	1	13	-	4	10	-	13	1	-	-	14	-
	9%	5%	10%	-	7%	11%	-	9%	13%	-	-	9%	-
Yes - to the regulator (Ofcom)	23	4	19	-	13	9	-	19	4	-	-	23	-
	15%	15%	15%	-	22%	11%	-	13%	47%	-	-	15%	-
Yes - to Citizens Advice Bureau	17	2	14	1	9	8	-	13	4	-	-	17	-
	11%	9%	11%	35%	15%	9%	1%	9%	40%	100%	-	11%	-
Yes - to someone else (please specify)	2	-	2	-	-	2	-	2	-	-	-	2	-
	1%	-	2%	-	-	3%	-	2%	-	-	-	1%	-
Yes - to the shop/ location I dropped the parcel off at	16	3	13	-	13	3	-	16	-	-	-	16	-
	10%	11%	11%	-	22%	3%	-	11%	-	-	-	10%	-
No	60	10	50	-	19	38	3	60	-	-	-	60	-
	38%	41%	39%	-	31%	44%	34%	41%	-	-	-	39%	-
I don't know	17	2	15	-	2	11	4	15	-	-	2	15	-
	11%	9%	12%	-	3%	13%	52%	11%	-	-	100%	10%	-
NET Made a complaint to anyone else	79	13	62	4	41	37	1	69	9	-	-	79	-
	51%	50%	49%	100%	66%	43%	14%	48%	100%	100%	-	51%	100%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ9\_5. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - FedEx**

**Base : Sent via - FedEx**

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	112	-	-	55	57	-	-	-	-	-	-	-	37	18	20	21	16
Weighted Base	166*	**	**	76*	80*	**	**	**	**	**	**	**	45**	31**	31**	31**	18**
Effective Base	79	-	-	37	43	-	-	-	-	-	-	-	23	14	16	17	10
Yes - over the counter at the Post Office	24	-	-	9	15	-	-	-	-	-	-	-	3	6	-	10	6
15%	-	-	12%	19%	-	-	-	-	-	-	-	-	6%	20%	-	30%	32%
Yes - by phone/ letter/ email to the Post Office	14	-	-	12	2	-	-	-	-	-	-	-	6	6	1	1	-
9%	-	-	15%	3%	-	-	-	-	-	-	-	-	13%	19%	4%	4%	-
Yes - to the regulator (Ofcom)	23	-	-	13	10	-	-	-	-	-	-	-	11	2	-	6	4
15%	-	-	18%	12%	-	-	-	-	-	-	-	-	25%	7%	-	19%	21%
Yes - to Citizens Advice Bureau	17	-	-	10	8	-	-	-	-	-	-	-	5	5	1	5	1
11%	-	-	13%	9%	-	-	-	-	-	-	-	-	11%	15%	5%	16%	6%
Yes - to someone else (please specify)	2	-	-	-	2	-	-	-	-	-	-	-	-	-	2	-	-
1%	-	-	-	3%	-	-	-	-	-	-	-	-	-	-	7%	-	-
Yes - to the shop/ location I dropped the parcel off at	16	-	-	8	9	-	-	-	-	-	-	-	6	2	5	3	-
10%	-	-	11%	10%	-	-	-	-	-	-	-	-	14%	7%	15%	10%	-
No	60	-	-	27	33	-	-	-	-	-	-	-	18	9	18	6	9
36%	-	-	35%	42%	-	-	-	-	-	-	-	-	40%	27%	59%	21%	50%
I don't know	17	-	-	7	11	-	-	-	-	-	-	-	1	6	3	5	2
11%	-	-	9%	13%	-	-	-	-	-	-	-	-	2%	19%	10%	17%	12%
NET Made a complaint to anyone else	79	-	-	43	36	-	-	-	-	-	-	-	26	17	10	20	7
51%	-	-	56%	45%	-	-	-	-	-	-	-	-	58%	54%	31%	63%	38%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ9\_6. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Evri

Base : Sent via - Evri

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	456	-	127	329	163	292	79	95	99	51	59	43	30	174	150	132	73	411	41	456
Weighted Base	447	**	140*	307	171*	274	72*	88*	95*	63*	56*	38**	34**	160*	158*	128*	72*	386	55*	456
Effective Base	281	-	76	185	97	163	47	51	59	34	31	23	18	98	92	71	41	226	31	456
Yes - over the counter at the Post Office	25	-	19	6	16	8	4	5	11	1	4	-	-	9	12	4	-	19	6	17
6%	-	6%	13% <b>d</b>	2%	10% <b>f</b>	3%	6%	5%	12%	1%	7%	-	-	6%	7%	3%	-	5%	12%	4%
Yes - by phone/ letter/ email to the Post Office	17	-	10	7	8	9	1	9	4	-	1	-	2	10	4	3	2	14	3	15
4%	-	4%	8% <b>d</b>	2%	5%	3%	1%	11%	4%	-	2%	-	5%	6%	3%	2%	2%	4%	5%	3%
Yes - to the regulator (Ofcom)	16	-	12	5	13	4	5	11	-	-	-	-	-	16	-	-	-	16	-	10
4%	-	4%	6% <b>d</b>	2%	7% <b>f</b>	1%	7% <b>i</b>	13% <b>j</b>	-	-	-	-	-	10% <b>opq</b>	-	-	-	4%	-	2%
Yes - to Citizens Advice Bureau	18	-	12	6	11	7	3	6	7	1	-	-	-	10	8	-	-	15	3	12
4%	-	4%	9% <b>d</b>	2%	6%	3%	5%	7%	7%	2%	-	-	-	6% <b>p</b>	9% <b>p</b>	-	-	4%	5%	3%
Yes - to someone else (please specify)	2	-	1	1	-	2	-	-	1	-	-	-	-	1	1	-	-	2	-	6
* -	-	-	1%	-	-	1%	-	-	1%	-	-	-	-	-	1%	-	-	-	-	1%
Yes - to the shop/ location I dropped the parcel off at	17	-	14	4	11	6	5	7	4	2	-	-	-	12	6	-	-	13	4	11
4%	-	4%	10% <b>d</b>	1%	7%	2%	6%	8%	4%	2%	-	-	-	7% <b>p</b>	4%	-	-	3%	8%	2%
No	349	-	78	272	114	234	52	50	69	59	49	38	33	101	128	120	70	301	45	374
78%	-	78%	55%	63% <b>d</b>	67%	85% <b>f</b>	71%	56%	73%	74% <b>ghj</b>	65% <b>k</b>	100%	95%	63%	61% <b>n</b>	63% <b>no</b>	70% <b>q</b>	78%	78%	82%
I don't know	25	-	10	15	12	13	11	6	4	-	3	-	-	18	4	3	-	22	-	25
6%	-	6%	7%	5%	7%	5%	16% <b>j</b>	7%	5%	-	5%	-	-	11% <b>opq</b>	3%	2%	-	6%	-	5%
NET Made a complaint to anyone else	73	-	53	20	45	27	10	32	22	4	4	-	2	42	25	6	2	63	10	57
16%	-	16%	39% <b>d</b>	7%	27% <b>f</b>	10%	13%	36% <b>ghj</b>	23% <b>k</b>	8%	7%	-	5%	26% <b>opq</b>	16% <b>opq</b>	5%	2%	16%	17%	13%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_6. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Evri

Base : Sent via - Evri

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	456	119	163	90	84	282	174	300	153	37	59	120	123	96	302	38	403	106	328	22
Weighted Base	447	95*	155*	91*	106*	250	197	303	141*	38**	72*	124*	106*	85*	303	39**	390	105*	315	26**
Effective Base	261	54	90	56	60	145	116	170	89	24	40	73	60	50	174	25	226	64	181	16
Yes - over the counter at the Post Office	25	9	8	4	4	17	8	22	2	4	3	8	2	6	13	6	19	18	6	1
8%	9%	5%	5%	4%	7%	4%	7%	2%	10%	4%	6%	2%	7%	4%	74%	5%	17%	17%	2%	3%
Yes - by phone/ letter/ email to the Post Office	17	2	8	3	4	10	7	9	8	1	4	8	4	15	1	16	10	7	-	
4%	2%	9%	4%	3%	4%	3%	3%	6%	3%	3%	5%	6%	4%	1%	3%	4%	3%	10%	2%	-
Yes - to the regulator (Ofcom)	16	8	1	5	1	9	7	13	4	2	2	3	4	9	2	14	11	6	-	
4%	8%	1%	6%	1%	4%	3%	4%	3%	6%	3%	3%	4%	5%	3%	6%	4%	10%	4%	2%	-
Yes - to Citizens Advice Bureau	18	10	2	6	-	12	6	17	1	-	-	4	5	7	10	-	17	7	10	1
4%	10%	1%	7%	-	5%	3%	6%	1%	1%	-	4%	5%	8%	3%	1%	17	7	6%	3%	5%
Yes - to someone else (please specify)	2	-	2	-	-	2	-	2	-	-	1	-	-	2	-	2	-	-	1	-
17	-	1%	-	-	1%	-	-	1%	-	-	1%	-	-	1%	-	2	-	-	1	-
Yes - to the shop/ location I dropped the parcel off at	17	10	2	3	2	12	6	15	2	7	2	4	4	6	7	10	13	4	-	
4%	10%	1%	4%	2%	5%	3%	5%	2%	20%	-	2%	3%	5%	2%	19%	3%	13%	1%	-	
No	349	63	129	67	90	192	157	225	122	25	58	93	90	67	241	25	311	56	270	24
78%	66%	83%	74%	85%	77%	80%	74%	86%	65%	65%	79%	75%	85%	79%	80%	62%	80%	53%	85%	91%
I don't know	25	9	4	6	6	13	12	21	4	1	6	10	3	1	19	1	21	5	19	-
6%	9%	2%	7%	5%	5%	6%	7%	3%	4%	9%	8%	3%	2%	6%	4%	5%	5%	5%	6%	1%
NET Made a complaint to anyone else	73	24	22	17	10	45	27	58	15	12	8	21	13	17	42	13	59	44	27	2
16%	23%	14%	19%	9%	18%	14%	19%	11%	31%	12%	17%	12%	12%	20%	14%	34%	15%	14%	8%	8%

Proportions/Mean: Columns Yes/No (5% risk level) - a-b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ9\_6. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Evri

Base : Sent via - Evri

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	456	265	191	75	232	85	90	49	21	21	26	22	28	28	26	27	33	11	74
Weighted Base	447	370	77*	13**	389	26*	24*	8*	15**	41**	39**	29**	46**	44**	58**	64**	54*	2**	24**
Effective Base	261	212	49	19	208	32	35	31	20	20	25	21	27	27	25	26	31	4	29
Yes - over the counter at the Post Office	25	23	2	-	23	1	1	-	1	-	2	1	4	-	7	5	2	*	-
Yes - by phone/ letter/ email to the Post Office	17	15	2	-	15	1	*	+	1	2	3	1	2	-	4	-	3	-	1
Yes - to the regulator (Ofcom)	16	14	2	-	14	-	2	1	-	-	4	-	2	2	3	2	1	-	-
Yes - to Citizens Advice Bureau	18	16	2	-	16	1	*	-	-	2	4	-	1	2	3	5	-	*	1
Yes - to someone else (please specify)	2	1	*	-	1	*	*	-	-	6%	9%	-	3%	4%	5%	7%	-	-	5%
Yes - to the shop/ location I dropped the parcel off at	17	15	2	-	17	-	*	*	-	-	2	1	3	-	8	2	-	-	-
No	349	277	72	10	302	21	19	7	13	32	28	25	34	37	36	55	43	1	20
I don't know	25	24	1	1	22	*	2	*	1	5	-	1	4	3	2	2	5	*	-
NET Made a complaint to anyone else	73	69	4	2	65	4	3	1	2	4	12	3	8	4	19	7	6	+	4
	16%	13%	6%	14%	17%	16%	11%	10%	12%	10%	30%	9%	18%	9%	33%	12%	12%	12%	16%

Proportions/Mean: Columns Testad (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QJ9\_6. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Evri

Base : Sent via - Evri

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	456	177	13	72	177	186	56	23	12	363	35	219	182	33	17	2	401	19	160	296
Weighted Base	447	182	15**	74*	161*	183	68*	20**	13**	343	33**	218	169*	36**	18**	2**	387	21**	172*	275
Effective Base	261	102	10	43	92	103	42	14	8	195	23	126	100	21	10	2	226	11	99	162
Yes - over the counter at the Post Office	25	8	2	2	15	4	4	2	-	19	2	12	6	2	3	-	18	3	25	-
6%	4%	13%	3%	3%	3%	2%	6%	9%	-	5%	6%	5%	3%	5%	19%	-	3%	17%	12%	-
Yes - by phone/ letter/ email to the Post Office	17	3	-	2	5	9	3	*	-	14	*	8	4	4	2	-	11	2	15	2
4%	1%	-	3%	3%	5%	4%	*	-	4%	*	4%	2%	10%	12%	-	3%	10%	9%	1%	
Yes - to the regulator (Ofcom)	16	1	-	-	2	8	4	1	-	10	1	4	9	1	2	-	13	2	12	5
4%	*	-	-	-	1%	5%	7%	6%	-	3%	4%	2%	5%	3%	11%	-	3%	10%	7%	2%
Yes - to Citizens Advice Bureau	18	1	-	1	9	6	3	-	-	15	-	8	8	-	2	-	16	2	16	2
4%	*	-	1%	1%	6%	3%	4%	-	-	4%	-	3%	5%	-	11%	-	4%	10%	10%	1%
Yes - to someone else (please specify)	2	1	-	-	*	1	*	-	-	1	-	*	1	-	-	-	2	-	*	1
*	1%	-	-	-	*	1%	*	-	-	*	-	*	1%	-	-	-	*	-	*	1%
Yes - to the shop/ location I dropped the parcel off at	17	*	-	-	10	2	5	-	-	13	-	8	7	-	2	-	15	2	15	2
4%	*	-	-	-	6%	1%	7%	-	-	4%	-	4%	4%	-	11%	-	4%	10%	9%	1%
No	349	155	13	67	129	143	52	15	11	271	26	183	129	22	14	2	312	16	96	254
78%	85%	87%	90%	80%	78%	76%	76%	78%	84%	79%	79%	84%	77%	60%	74%	100%	81%	77%	56%	92%
I don't know	25	14	-	2	1	11	7	2	2	12	4	4	11	8	1	-	15	1	13	12
6%	8%	-	3%	*	3%	11%	11%	9%	16%	3%	11%	2%	6%	22%	3%	-	4%	3%	7%	4%
NET Made a complaint to anyone else	73	13	2	5	31	29	9	3	-	60	3	31	29	7	4	-	60	4	63	9
16%	7%	13%	6%	20%	16%	14%	15%	-	17%	9%	14%	17%	18%	23%	-	16%	20%	37%	3%	

Proportions/Mean: Columns Tested (5% risk level) - abc - d/e/f/g/h/i - kl/mn/o/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ9\_6. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Evri

Base : Sent via - Evri

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	456	24	429	3	133	292	31	433	13	8	-	454	2
Weighted Base	447	24**	419	4**	139*	283	25**	417	18**	10**	**	444	2**
Effective Base	261	15	244	2	81	162	18	243	10	6	-	259	2
Yes - over the counter at the Post Office	25	*	25	-	11	11	2	17	8	-	-	25	-
6%	6%	6%	-	8%	4%	9%	9%	4%	45%	-	-	6%	-
Yes - by phone/ letter/ email to the Post Office	17	*	17	-	8	9	1	11	6	-	-	17	-
4%	4%	4%	-	5%	3%	2%	2%	3%	35%	-	-	4%	-
Yes - to the regulator (Ofcom)	16	-	16	-	11	3	2	11	3	2	-	16	-
4%	4%	4%	-	8%	1%	8%	3%	15%	24%	-	-	4%	-
Yes - to Citizens Advice Bureau	18	4	11	2	9	8	-	18	-	-	-	18	-
4%	17%	3%	65%	7%	3%	2%	4%	1%	-	-	-	4%	-
Yes - to someone else (please specify)	2	-	2	-	*	1	-	2	-	-	-	2	-
*	-	-	-	-	*	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	17	3	15	-	14	3	-	15	-	2	-	17	-
4%	11%	3%	-	10%	1%	-	4%	-	24%	-	-	4%	-
No	349	16	332	1	90	238	21	344	*	3	-	347	2
78%	64%	79%	35%	65%	84%	84%	82%	2%	27%	-	-	78%	100%
I don't know	25	2	23	-	14	10	*	18	2	5	-	25	-
6%	7%	6%	-	10%	4%	1%	4%	10%	49%	-	-	6%	-
NET Made a complaint to anyone else	73	7	64	2	31	35	4	55	15	2	-	73	-
16%	29%	15%	65%	25%	12%	15%	13%	88%	24%	-	-	16%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ9\_6. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Evri

Base : Sent via - Evri

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	456	-	-	223	233	-	-	-	-	-	-	-	154	69	69	84	80
Weighted Base	447	**	**	211	236	**	**	**	**	**	**	**	148*	62*	70*	82*	85*
Effective Base	261	-	-	120	140	-	-	-	-	-	-	-	85	35	36	53	52
Yes - over the counter at the Post Office	25	-	-	13	12	-	-	-	-	-	-	-	8	5	5	7	1
6%	-	-	-	6%	5%	-	-	-	-	-	-	-	5%	8%	7%	9%	1%
Yes - by phone/ letter/ email to the Post Office	17	-	-	7	10	-	-	-	-	-	-	-	5	2	2	5	3
4%	-	-	-	3%	4%	-	-	-	-	-	-	-	3%	3%	3%	6%	4%
Yes - to the regulator (Ofcom)	16	-	-	8	9	-	-	-	-	-	-	-	8	2	3	2	4
4%	-	-	-	4%	4%	-	-	-	-	-	-	-	4%	3%	4%	2%	5%
Yes - to Citizens Advice Bureau	18	-	-	12	6	-	-	-	-	-	-	-	9	2	4	1	1
4%	-	-	-	5%	3%	-	-	-	-	-	-	-	6%	3%	6%	1%	2%
Yes - to someone else (please specify)	2	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-
1	-	-	-	1%	-	-	-	-	-	-	-	-	1%	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	17	-	-	15	2	-	-	-	-	-	-	-	12	3	-	2	-
4%	-	-	-	7%	1%	-	-	-	-	-	-	-	6%	-	-	2%	-
No	349	-	-	163	187	-	-	-	-	-	-	-	111	51	50	64	73
78%	-	-	-	77%	79%	-	-	-	-	-	-	-	75%	62%	73%	76%	66%
I don't know	25	-	-	10	14	-	-	-	-	-	-	-	7	3	5	7	2
6%	-	-	-	5%	6%	-	-	-	-	-	-	-	5%	5%	8%	8%	3%
NET Made a complaint to anyone else	73	-	-	38	35	-	-	-	-	-	-	-	30	8	14	12	10
18%	-	-	-	18%	15%	-	-	-	-	-	-	-	20%	13%	20%	14%	11%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_8. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DPD

Base : Sent via - DPD

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	184	-	184	57	127	81	102	27	54	48	17	18	10	10	91	65	38	20	161	22	184
Weighted Base	184	**	184	63*	121*	88*	95*	28**	55**	50**	19**	17**	8**	7**	83*	69*	32**	15**	147*	35**	184
Effective Base	102	-	102	34	68	47	55	18	30	27	9	9	5	5	48	36	18	10	82	19	102
Yes - over the counter at the Post Office	19	-	19	17	2	13	5	1	8	7	-	3	-	-	9	7	3	-	15	3	14
10%	-	-	10%	27%	1%	15%	6%	4%	14%	15%	-	16%	-	-	10%	11%	9%	-	10%	10%	8%
Yes - by phone/ letter/ email to the Post Office	22	-	22	20	2	12	9	5	8	7	-	-	-	1	13	7	1	1	12	10	14
12%	-	-	12%	33%	2%	14%	10%	19%	15%	14%	-	-	-	18%	16%	10%	4%	9%	8%	26%	8%
Yes - to the regulator (Ofcom)	14	-	14	11	4	8	5	1	9	5	-	-	-	-	10	5	*	-	13	2	13
8%	-	-	8%	17%	3%	9%	6%	2%	16%	9%	-	2%	-	-	12%	7%	1%	-	9%	5%	7%
Yes - to Citizens Advice Bureau	8	-	8	4	4	5	3	2	1	5	-	-	-	-	4	5	-	-	7	1	8
4%	-	-	4%	7%	3%	6%	3%	9%	2%	9%	-	-	-	-	4%	7%	-	-	5%	3%	4%
Yes - to someone else (please specify)	1	-	1	-	1	-	1	-	-	1	-	-	-	-	-	1	-	-	1	-	2
* -	-	-	*	-	1%	-	1%	-	-	1%	-	-	-	-	-	1%	-	-	*	-	1%
Yes - to the shop/ location I dropped the parcel off at	14	-	14	11	3	11	3	1	8	5	-	-	-	-	9	5	-	-	10	4	10
7%	-	-	7%	18%	2%	12%	3%	2%	15%	9%	-	-	-	-	11%	7%	-	-	7%	11%	5%
No	188	-	188	16	92	48	81	18	23	27	17	12	6	6	40	44	23	12	90	17	106
99%	-	-	99%	25%	76%	53%	64%	62%	42%	55%	90%	68%	73%	82%	48%	65%	72%	76%	61%	48%	69%
I don't know	18	-	18	2	16	9	10	3	6	3	2	2	2	-	9	5	4	2	12	6	12
10%	-	-	10%	3%	13%	10%	10%	9%	11%	6%	10%	14%	27%	-	11%	7%	14%	14%	8%	17%	7%
NET Made a complaint to anyone else	58	-	58	45	13	33	25	8	26	19	-	3	-	1	34	19	4	1	46	12	46
31%	-	-	31%	71%	11%	38%	26%	29%	47%	39%	-	18%	-	18%	41%	28%	14%	9%	31%	35%	25%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_8. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DPD

Base : Sent via - DPD

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	184	54	62	39	29	116	68	134	50	14	20	52	46	44	118	15	163	54	120	10
Weighted Base	184	43**	63*	41**	37**	106*	78*	137**	47**	15**	23**	57*	46**	34**	126*	17**	162*	61*	113*	10**
Effective Base	102	24	34	23	20	58	44	73	30	8	12	30	26	20	68	9	89	32	64	6
Yes - over the counter at the Post Office	19	6	6	4	3	11	7	18	1	2	4	5	2	3	11	3	15	12	6	1
10%	13%	9%	10%	9%	11%	10%	13%	2%	11%	19%	9%	4%	10%	9%	21%	9%	20**	9	5%	13%
Yes - by phone/ letter/ email to the Post Office	22	9	9	4	1	16	5	14	9	1	2	7	8	5	18	1	20	9	12	*
12%	18%	14%	10%	4%	15%	7%	10%	17%	8%	10%	13%	13%	14%	13%	7%	13%	15%	11%	2%	2%
Yes - to the regulator (Ofcom)	14	2	5	8	-	6	8	14	-	-	2	10	*	3	12	-	14	6	8	*
8%	4%	7%	20%	-	6%	10%	1%	10%	1%	-	9%	17%	1%	8%	9%	-	9%	11%	7%	3%
Yes - to Citizens Advice Bureau	8	2	3	4	-	4	4	6	2	-	-	6	-	1	6	-	8	2	5	1
4%	4%	4%	9%	-	4%	5%	5%	4%	-	-	-	1%	1%	3%	5%	-	5%	4%	4%	9%
Yes - to someone else (please specify)	1	1	-	-	-	1	-	1	-	-	-	1	-	-	1	-	1	-	-	1
14	9	3	2	-	12	2	13	1	3	2	2	2	4	6	3	10	13	-	-	5%
7%	21%	4%	5%	-	11%	2%	10%	2%	18%	10%	3%	4%	12%	5%	16%	6%	21**	-	-	7%
No	108	22	38	22	29	58	50	79	29	7	12	30	32	23	73	7	98	23	79	6
59%	51%	57%	53%	77%	54%	65%	58%	60%	49%	52%	52%	68%	68%	58%	44%	60%	38%	70**	61%	
I don't know	18	4	6	4	4	10	8	10	9	2	2	5	4	3	12	2	14	9	7	2
10%	10%	9%	11%	10%	9%	11%	7%	18%	14%	10%	8%	10%	8%	9%	12%	9%	15%	7%	19%	
NET Made a complaint to anyone else	58	17	21	15	5	38	19	48	10	6	9	23	10	8	42	7	50	29	27	2
31%	40%	34%	38%	13%	36%	25%	35%	21%	37%	38%	40%	22%	24%	33%	44%	31%	41**	24%	20%	

Proportions/Mean: Columns Tested (5% risk level) - ab/cd - ef - gh - ijkl/mn - op - qrs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ9\_8. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DPD

Base : Sent via - DPD

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	184	115	69	29	88	34	30	32	7	8	13	5	13	5	16	14	7	3	31
Weighted Base	184	164*	20**	3**	158*	11**	9**	5**	5**	16**	21**	7**	21**	9**	36**	34**	9**	***	11**
Effective Base	102	88	15	25	79	17	13	25	7	8	13	5	13	5	16	13	7	2	15
Yes - over the counter at the Post Office	19	19	*	*	16	1	2	1	1	2	-	-	5	2	3	2	-	-	1
Yes - by phone/ letter/ email to the Post Office	22	22	*	*	21	*	*	*	1	-	8	-	1	-	10	2	1	*	-
Yes - to the regulator (Ofcom)	14	14	*	*	13	1	*	*	-	2	4	-	3	1	-	2	-	*	*
Yes - to Citizens Advice Bureau	8	8	-	-	6	2	*	-	-	1	5	-	-	-	-	-	-	*	1
Yes - to someone else (please specify)	1	1	-	-	4%	16%	4%	-	-	7%	24%	-	-	-	-	-	-	49%	14%
Yes - to the shop/ location I dropped the parcel off at	14	14	*	*	12	1	-	1	-	2	3	-	2	-	5	-	-	-	1
No	108	89	19	3	89	9	6	3	4	11	8	7	13	1	17	21	8	*	8
I don't know	18	18	*	*	18	*	*	*	-	-	2	-	-	5	7	5	-	-	*
NET Made a complaint to anyone else	31%	35%	3%	8%	32%	21%	30%	29%	25%	36%	54%	-	39%	36%	34%	22%	15%	49%	20%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ9\_8. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DPD

Base : Sent via - DPD

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	184	42	2	16	66	74	25	15	3	140	18	93	62	18	8	3	155	11	94	90
Weighted Base	184	46**	3**	11**	70*	72*	25**	14**	3**	141*	17**	99*	61*	15**	6**	4**	159*	10**	102*	82*
Effective Base	102	25	2	9	33	43	16	9	3	75	12	51	35	9	5	2	86	7	56	46
Yes - over the counter at the Post Office	19	4	-	1	9	7	2	-	-	17	-	15	3	1	-	-	18	-	17	2
10%	8%	-	-	9%	13%	10%	9%	-	-	12%	-	15%	5%	5%	-	-	11%	-	12%	2%
Yes - by phone/ letter/ email to the Post Office	22	1	-	1	9	8	3	2	-	17	2	8	4	5	3	2	12	4	20	1
12%	3%	-	-	11%	13%	11%	10%	14%	-	12%	11%	8%	6%	36%	40%	52%	7%	44%	20%	2%
Yes - to the regulator (Ofcom)	14	1	-	-	7	6	-	1	-	13	1	5	7	*	-	2	13	2	14	-
8%	3%	-	-	10%	8%	-	10%	-	9%	8%	8%	5%	12%	*	-	44%	8%	16%	14%	-
Yes - to Citizens Advice Bureau	8	2	-	2	1	5	2	-	-	6	-	-	4	-	4	-	4	4	8	-
4%	4%	-	-	16%	2%	7%	6%	-	-	4%	-	-	7%	-	60%	-	3%	38%	8%	-
Yes - to someone else (please specify)	1	-	-	-	-	-	1	*	-	-	*	-	*	1	-	-	*	-	-	1
*	-	-	-	-	-	-	2%	1%	-	1%	-	-	*	3%	-	-	*	-	-	1%
Yes - to the shop/ location I dropped the parcel at	14	1	-	1	7	4	2	*	-	11	*	8	4	*	1	-	12	1	12	2
7%	2%	-	-	6%	10%	6%	9%	2%	-	8%	1%	8%	7%	3%	18%	-	8%	12%	12%	2%
No	108	35	3	8	35	44	14	10	3	80	14	63	38	6	1	*	101	1	39	69
59%	76%	100%	70%	51%	62%	57%	73%	100%	3	56%	79%	64%	62%	38%	16%	4%	64%	12%	38%	84%
I don't know	18	3	-	-	10	4	5	-	-	13	-	6	10	2	*	-	16	-	11	8
10%	7%	-	-	14%	5%	20%	-	-	9%	-	6%	16%	13%	2%	-	10%	1%	10%	10%	9%
NET Made a complaint to anyone else	58	8	-	3	25	24	6	4	-	48	4	29	13	7	5	4	42	9	52	6
31%	17%	-	30%	35%	33%	23%	27%	-	34%	21%	29%	22%	48%	82%	96%	26%	87%	51%	7%	

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(h)(i) - kl(m)(o)(p)(q) - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**QJ9\_8. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DPD**

Base : Sent via - DPD

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	184	15	167	2	57	109	18	172	6	4	-	182	2
Weighted Base	184	20**	161*	3**	62*	107*	16**	172*	9**	3**	**	184	**
Effective Base	102	10	90	2	34	59	9	95	5	3	-	102	2
Yes - over the counter at the Post Office	19	2	17	-	11	6	2	13	5	-	-	19	-
	10%	8%	11%	-	17%	5%	14%	8%	55%	13%	-	10%	-
Yes - by phone/ letter/ email to the Post Office	22	4	18	-	11	8	2	18	2	1	-	22	-
	12%	18%	11%	-	18%	7%	15%	10%	26%	46%	-	12%	-
Yes - to the regulator (Ofcom)	14	4	9	2	6	6	2	13	1	-	-	14	*
	8%	20%	6%	58%	10%	6%	11%	8%	15%	-	-	8%	30%
Yes - to Citizens Advice Bureau	8	-	8	-	3	5	-	8	-	-	-	8	-
	4%	-	5%	-	5%	4%	2%	5%	4%	-	-	4%	-
Yes - to someone else (please specify)	1	-	1	-	-	1	-	1	-	-	-	1	-
	*	-	*	-	-	1%	-	*	-	-	-	*	-
Yes - to the shop/ location I dropped the parcel off at	14	3	11	-	11	3	-	14	-	-	-	14	-
	7%	16%	7%	-	19%	2%	-	8%	-	-	-	7%	-
No	108	6	100	1	31	72	4	107	-	1	-	108	-
	59%	32%	62%	42%	51%	68%	27%	62%	-	41%	-	59%	-
I don't know	18	2	17	-	2	12	5	18	-	-	-	18	*
	10%	8%	10%	-	3%	11%	30%	11%	-	-	-	10%	70%
NET Made a complaint to anyone else	58	12	44	2	29	23	7	47	9	2	-	58	*
	31%	60%	27%	58%	46%	21%	43%	27%	100%	59%	-	31%	30%

Proportions/Mean: Columns Tested (5% risk level) - a|b|c - d|e|f - g|h|i|j|k|l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



***Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)***

**QJ9\_8. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - DPD**

**Base : Sent via - DPD**

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	184	-	-	92	92	-	-	-	-	-	-	-	63	29	25	34	33
Weighted Base	184	**	**	84*	100*	**	**	**	**	**	**	**	51**	33**	23**	41**	37**
Effective Base	102	-	-	47	55	-	-	-	-	-	-	-	30	17	12	22	21
Yes - over the counter at the Post Office	19	-	-	9	9	-	-	-	-	-	-	-	7	3	-	7	3
10%	-	-	-	11%	9%	-	-	-	-	-	-	-	13%	8%	-	16%	7%
Yes - by phone/ letter/ email to the Post Office	22	-	-	10	11	-	-	-	-	-	-	-	6	4	-	9	2
72%	-	-	-	13%	11%	-	-	-	-	-	-	-	12%	13%	-	21%	6%
Yes - to the regulator (Ofcom)	14	-	-	9	5	-	-	-	-	-	-	-	9	-	-	3	2
8%	-	-	-	11%	5%	-	-	-	-	-	-	-	18%	-	-	8%	6%
Yes - to Citizens Advice Bureau	8	-	-	5	3	-	-	-	-	-	-	-	4	1	-	2	1
4%	-	-	-	6%	3%	-	-	-	-	-	-	-	8%	3%	-	5%	3%
Yes - to someone else (please specify)	1	-	-	1	-	-	-	-	-	-	-	-	*	1	-	-	-
*	-	-	-	1%	-	-	-	-	-	-	-	-	*	2%	-	-	-
Yes - to the shop/ location I dropped the parcel off at	14	-	-	8	6	-	-	-	-	-	-	-	6	2	-	6	-
7%	-	-	-	9%	6%	-	-	-	-	-	-	-	11%	6%	-	15%	*
No	108	-	-	44	64	-	-	-	-	-	-	-	24	20	17	20	27
59%	-	-	-	53%	63%	-	-	-	-	-	-	-	47%	62%	75%	49%	72%
I don't know	18	-	-	7	12	-	-	-	-	-	-	-	5	2	6	4	2
10%	-	-	-	8%	12%	-	-	-	-	-	-	-	9%	6%	25%	10%	6%
NET Made a complaint to anyone else	58	-	-	33	25	-	-	-	-	-	-	-	22	11	-	17	8
31%	-	-	-	39%	25%	-	-	-	-	-	-	-	44%	32%	-	41%	22%

Proportions/Mears: Columns Tested (5% risk level) - a:b:c:d - e:f(g:h)/i:k/l/m/n:op  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_9. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Parcelforce

Base : Sent via - Parcelforce

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	311	-	311	69	242	167	144	29	39	52	55	60	47	29	68	107	136	76	288	20	311
Weighted Base	305	**	305	73*	232	165*	140*	32**	52**	48**	54*	57*	38**	23**	84*	103*	118*	61*	270	32**	311
Effective Base	173	-	173	37	137	92	81	17	27	25	31	34	26	14	44	56	74	40	154	17	311
Yes - over the counter at the Post Office	15	-	15	6	9	12	4	1	3	5	2	4	-	-	5	7	4	-	13	3	11
5%	-	5%	5%	9%	4%	7%	3%	4%	6%	9%	4%	7%	-	1%	5%	6%	4%	-	5%	9%	4%
Yes - by phone/ letter/ email to the Post Office	9	-	9	9	-	3	6	2	4	3	-	-	-	-	6	3	-	-	6	3	7
3%	-	3%	3%	13% <u>d</u>	-	2%	4%	8%	7%	6%	-	-	-	-	7%	3%	-	-	2%	9%	2%
Yes - to the regulator (Ofcom)	12	-	12	12	-	9	2	-	6	5	-	-	-	-	6	5	-	-	12	-	7
4%	-	4%	4%	16% <u>d</u>	-	5%	2%	-	12%	11%	-	-	-	-	7%	5%	-	-	4%	-	2%
Yes - to Citizens Advice Bureau	10	-	10	6	4	1	1	1	6	3	-	-	-	-	7	3	-	-	7	3	6
3%	-	3%	3%	8%	2%	5%	1%	5%	11%	6%	-	-	-	-	8%	3%	-	-	3%	9%	2%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	15	-	15	13	3	13	2	2	6	5	2	-	-	-	9	7	-	-	11	4	11
5%	-	5%	5%	18% <u>d</u>	1%	8%	2%	7%	12%	11%	3%	-	-	-	10% <u>p</u>	6% <u>p</u>	-	-	4%	14%	4%
No	236	-	236	31	205	123	114	18	26	32	50	50	38	23	44	82	111	61	214	21	262
77%	-	77%	43%	65% <u>d</u>	74%	81%	81%	56%	49%	66%	93%	87%	100%	99%	52%	30% <u>n</u>	34% <u>n</u>	100% <u>n</u>	79%	65%	84%
I don't know	17	-	17	6	11	6	11	7	5	2	-	3	-	-	12	2	3	-	11	4	13
6%	-	6%	6%	8%	5%	4%	8%	20%	10%	3%	-	6%	-	-	14% <u>o</u> <u>p</u>	2%	3%	-	4%	13%	4%
NET Made a complaint to anyone else	52	-	52	36	16	37	15	8	22	15	4	4	-	-	29	19	4	-	45	7	36
17%	-	17%	17%	49% <u>d</u>	7%	22%	11%	24%	41%	31%	8%	7%	-	1%	35% <u>n</u> <u>p</u>	16% <u>p</u>	4%	-	17%	22%	12%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_9. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Parcelforce

Base : Sent via - Parcelforce

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	311	95	82	64	70	177	134	193	113	29	39	67	95	68	201	30	270	70	229	12
Weighted Base	305	73*	83*	76*	73*	156*	149*	217	83*	29**	44**	72*	87*	61*	203	30**	265	67*	221	17**
Effective Base	173	39	45	44	45	84	89	114	59	19	24	38	53	32	114	20	147	39	125	9
Yes - over the counter at the Post Office	15	3	4	4	5	6	9	14	1	2	1	5	*	5	7	4	12	8	7	-
Yes - by phone/ letter/ email to the Post Office	9	4	5	-	-	9	-	9	1	1	2	3	3	*	8	1	8	5	4	-
Yes - to the regulator (Ofcom)	12	3	2	6	-	5	6	12	*	-	-	4	2	5	6	-	12	7	4	-
Yes - to Citizens Advice Bureau	10	6	3	1	-	9	1	10	-	1	-	-	3	6	3	1	9	7	3	-
Yes - to someone else (please specify)	3%	5%	6%	-	-	6%	1%	5%	-	4%	-	-	3%	10%	1%	3%	3%	10%	1%	-
Yes - to the shop/ location I dropped the parcel off at	15	6	3	7	-	8	7	15	*	3	2	6	2	3	10	3	13	9	6	-
No	236	49	66	60	61	115	121	159	72	18	37	50	75	47	161	18	209	35	185	17
I don't know	17	8	*	2	6	9	8	8	9	4	2	7	3	*	12	4	13	5	11	*
NET Made a complaint to anyone else	52	15	17	14	5	33	19	50	2	7	5	15	10	14	30	9	43	27	25	-
	77%	21%	22%	19%	7%	21%	13%	23%	3%	24%	11%	21%	11%	22%	16%	28%	16%	41%	11%	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_9. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Parcelforce

Base : Sent via - Parcelforce

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	311	185	126	66	144	65	55	47	13	18	21	15	13	17	17	18	12	18	47
Weighted Base	305	263	42**	9**	251	29**	14**	11*	9**	37**	32**	20**	21**	27**	42**	43**	20**	5**	23**
Effective Base	173	146	27	24	129	24	24	30	13	18	20	14	13	16	16	17	12	5	19
Yes - over the counter at the Post Office	15	15	*	*	15	*	*	-	1	4	1	1	4	1	3	-	-	-	*
Yes - by phone/ letter/ email to the Post Office	9	9	-	-	9	-	-	1	-	-	1	-	2	-	5	-	-	-	-
Yes - to the regulator (Ofcom)	12	11	*	-	11	*	*	-	-	2	-	-	2	2	3	2	-	-	*
Yes - to Citizens Advice Bureau	10	10	*	-	9	-	*	*	-	-	-	1	-	-	6	3	-	-	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	15	15	*	-	14	*	*	*	-	2	4	-	3	-	5	-	-	-	*
No	236	195	41	9	186	29	12	9	8	27	24	17	15	23	20	33	20	5	23
I don't know	17	17	*	-	16	*	1	*	-	2	2	1	-	2	6	4	-	-	*
NET Made a complaint to anyone else	52	51	1	1	50	*	1	1	1	8	8	2	7	3	16	5	-	-	-
	17%	20%	1%	1%	20%	1%	7%	10%	13%	23%	19%	12%	32%	12%	39%	12%	-	-	1%

Proportions/Mean: Columns Yes/No (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_9. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Parcelforce

Base : Sent via - Parcelforce

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	311	109	11	56	141	111	35	16	6	252	22	166	122	13	8	2	288	10	107	204
Weighted Base	305	100*	9**	42**	149*	95*	40**	16**	5**	244	21**	162*	117*	14**	9**	3**	279	12**	129*	176
Effective Base	173	59	9	30	77	59	24	11	4	135	14	92	66	7	6	2	158	8	68	105
Yes - over the counter at the Post Office	15	2	-	-	8	3	1	3	-	11	3	7	4	-	3	1	11	4	12	3
5%	2%	-	-	-	6%	3%	4%	19%	-	4%	15%	4%	4%	-	35%	44%	4%	37%	12.3%	2%
Yes - by phone/ letter/ email to the Post Office	9	1	-	1	7	2	-	-	-	9	-	5	1	2	-	2	5	2	9	-
3%	1%	-	-	1%	5%	2%	-	-	-	4%	-	3%	*	18%	-	56%	2%	14%	7.6%	-
Yes - to the regulator (Ofcom)	12	-	-	-	10	2	-	-	-	12	*	7	5	-	-	-	12	-	10	2
4%	-	-	-	-	6%	2%	-	-	-	5%	*	4%	4%	-	-	4%	-	4%	8.4%	1%
Yes - to Citizens Advice Bureau	10	3	-	-	6	4	-	-	-	10	-	3	7	-	-	-	10	-	7	3
3%	3%	-	-	-	4%	5%	-	-	-	4%	-	2%	6%	-	-	4%	-	4%	6%	2%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	15	1	-	*	11	4	*	*	-	15	*	8	7	*	-	15	-	15	15	-
5%	1%	-	1%	8%	4%	1%	*	-	6%	*	5%	6%	3%	-	5%	-	5%	12.6%	-	
No	236	93	9	41	107	75	37	13	5	182	18	128	94	9	6	-	221	6	70	166
77%	94%	100%	98%	72%	79%	92%	81%	100%	75%	85%	79%	80%	66%	65%	-	79%	49%	54%	94.7%	
I don't know	17	*	-	-	9	6	2	-	-	15	-	11	4	2	-	15	-	15	15	2
6%	*	-	-	6%	6%	4%	-	-	6%	-	7%	3%	13%	-	5%	-	5%	12.6%	1%	
NET Made a complaint to anyone else	62	6	-	1	33	14	2	3	-	47	3	23	20	3	3	43	6	44	8	8
17%	6%	-	2%	22%	15%	4%	19%	-	19%	15%	14%	17%	20%	35%	100%	15%	51%	34.6%	5%	

Proportions/Mean: Columns Tested (5% risk level) - ab/c - d/e/f/g/h/i - kl/mn/o/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ9\_9. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Parcelforce

Base : Sent via - Parcelforce

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	311	30	278	3	87	211	13	302	4	3	1	309	1
Weighted Base	305	32**	267	6**	83*	207	15**	298	5**	***	2**	303	***
Effective Base	173	18	152	3	48	119	7	168	3	2	1	172	1
Yes - over the counter at the Post Office	15	2	13	-	6	9	-	13	3	-	-	15	-
	5%	7%	5%	-	7%	5%	-	4%	54%	-	-	5%	-
Yes - by phone/ letter/ email to the Post Office	9	1	4	4	4	*	5	9	-	-	-	9	-
	3%	2%	2%	75%	5%	*	31%	3%	-	-	-	3%	-
Yes - to the regulator (Ofcom)	12	2	9	-	6	5	*	12	-	*	-	12	-
	4%	8%	3%	-	7%	3%	*	4%	-	6%	-	4%	-
Yes - to Citizens Advice Bureau	10	-	10	-	7	3	-	10	+	-	-	10	-
	3%	-	4%	-	8%	2%	-	3%	9%	-	-	3%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	15	3	13	-	8	8	-	15	-	*	-	15	-
	5%	9%	5%	-	9%	4%	-	5%	-	77%	-	5%	-
No	236	21	214	1	57	174	6	234	2	*	-	236	*
	77%	65%	80%	25%	68%	84% <sup>d</sup>	42%	79%	37%	17%	-	78%	100%
I don't know	17	3	14	-	5	8	4	15	-	-	2	15	-
	6%	10%	5%	-	6%	4%	27%	5%	-	-	100%	5%	-
NET Made a complaint to anyone else	52	8	40	4	21	26	5	48	3	*	-	52	-
	17%	25%	15%	75%	26%	13%	31%	16%	63%	83%	-	17%	-

Proportions/Mean: Columns Yes/No (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

***Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)***

**QJ9\_9. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Parcelforce**

**Base : Sent via - Parcelforce**

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	311	-	-	143	158	-	-	-	-	-	-	-	94	49	54	55	59
Weighted Base	305	**	**	140*	165*	-	-	-	-	-	-	-	87*	53**	53*	56*	56*
Effective Base	173	-	-	80	93	-	-	-	-	-	-	-	54	26	30	30	33
Yes - over the counter at the Post Office	15	-	-	4	11	-	-	-	-	-	-	-	4	-	3	8	*
5%	-	-	3%	7%	-	-	-	-	-	-	-	-	5%	-	5%	15% <sup>ns</sup>	*
Yes - by phone/ letter/ email to the Post Office	9	-	-	2	7	-	-	-	-	-	-	-	2	-	1	6	-
3%	-	-	7%	5%	-	-	-	-	-	-	-	-	2%	-	2%	12%	-
Yes - to the regulator (Ofcom)	12	-	-	5	7	-	-	-	-	-	-	-	5	-	3	2	2
4%	-	-	4%	4%	-	-	-	-	-	-	-	-	6%	-	5%	3%	3%
Yes - to Citizens Advice Bureau	10	-	-	4	6	-	-	-	-	-	-	-	4	-	6	*	-
3%	-	-	3%	3%	-	-	-	-	-	-	-	-	5%	-	11%	*	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	15	-	-	9	6	-	-	-	-	-	-	-	9	-	2	2	2
5%	-	-	7%	4%	-	-	-	-	-	-	-	-	11%	-	5%	3%	3%
No	238	-	-	111	126	-	-	-	-	-	-	-	65	45	37	36	52
77%	-	-	79%	76%	-	-	-	-	-	-	-	-	75%	66%	70%	66%	73% <sup>ns</sup>
I don't know	17	-	-	11	6	-	-	-	-	-	-	-	3	8	2	4	-
6%	-	-	8%	3%	-	-	-	-	-	-	-	-	4%	14%	3%	8%	-
NET Made a complaint to anyone else	52	-	-	19	33	-	-	-	-	-	-	-	19	-	15	15	4
17%	-	-	13%	20%	-	-	-	-	-	-	-	-	22%	-	27% <sup>ns</sup>	27% <sup>ns</sup>	7%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_10. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - TNT

Base : Sent via - TNT

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	59	59	25	34	40	19	12	19	12	4	6	2	4	31	16	12	6	51	7	59
Weighted Base	85*	85*	37**	48**	59**	26**	16**	28**	22**	5**	8**	2**	4**	44**	27**	14**	6**	73*	10**	59*
Effective Base	41	41	17	25	27	14	8	15	9	2	4	1	3	23	11	8	4	35	5	50
Yes - over the counter at the Post Office	15	15	12	3	13	2	-	9	5	-	-	-	1	9	5	1	1	12	3	9
17%	-	17%	32%	6%	22%	6%	-	31%	21%	-	-	-	29%	20%	17%	9%	21%	16%	28%	15%
Yes - by phone/ letter/ email to the Post Office	9	9	6	3	6	3	4	1	3	-	-	-	2	5	3	2	2	8	2	7
11%	-	11%	17%	7%	10%	13%	24%	4%	13%	-	1%	-	37%	11%	10%	13%	27%	10%	18%	12%
Yes - to the regulator (Ofcom)	7	7	6	1	7	1	-	2	3	-	1	-	1	2	3	2	1	7	-	5
8%	-	8%	16%	3%	12%	-	-	7%	13%	-	15%	-	29%	4%	10%	18%	21%	10%	-	8%
Yes - to Citizens Advice Bureau	7	7	6	-	7	-	-	2	3	-	1	-	-	3	3	1	-	4	3	5
8%	-	8%	17%	1%	12%	-	3%	8%	12%	-	19%	-	-	6%	10%	10%	-	6%	28%	8%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	14	14	13	-	12	2	-	10	3	-	-	-	-	10	3	-	-	9	4	8
16%	-	16%	36%	1%	20%	6%	-	36%	14%	-	-	-	-	24%	12%	-	-	13%	46%	14%
No	40	40	8	32	24	16	9	9	10	3	6	2	2	19	13	9	3	37	3	28
48%	-	48%	22%	68%	41%	62%	60%	33%	45%	53%	80%	100%	34%	42%	46%	68%	51%	50%	36%	47%
I don't know	9	9	-	8	6	3	2	3	2	2	-	-	-	5	4	-	-	7	-	5
10%	-	10%	1%	17%	9%	12%	13%	10%	7%	47%	-	-	-	11%	14%	-	-	10%	-	8%
NET Made a complaint to anyone else	36	36	28	7	29	7	4	16	11	-	2	-	3	21	11	4	3	29	6	26
42%	-	42%	77%	15%	49%	26%	27%	58%	48%	-	20%	-	66%	47%	39%	32%	49%	40%	64%	44%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_10. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - TNT

Base : Sent via - TNT

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	59	24	22	9	4	46	13	43	15	5	6	12	22	13	40	6	53	18	41	-
Weighted Base	85*	34**	31**	13**	7**	65*	19**	68*	15**	10**	11**	19**	27**	17**	56**	12**	73*	32**	53**	-**
Effective Base	41	15	15	8	4	30	12	31	10	5	6	8	15	8	28	6	36	15	27	-
Yes - over the counter at the Post Office	15	6	*	6	2	7	8	13	2	-	2	2	5	4	9	2	13	12	3	-
Yes - by phone/ letter/ email to the Post Office	17%	18%	1%	48%	27%	10%	41%	19%	11%	-	22%	12%	18%	20%	17%	16%	18%	36%	6%	-
Yes - to the regulator (Ofcom)	9	2	5	2	-	7	2	4	5	1	2	5	1	1	8	1	8	8	2	-
Yes - to Citizens Advice Bureau	11%	7%	16%	16%	-	11%	11%	6%	36%	12%	16%	26%	4%	4%	14%	10%	11%	24%	3%	-
Yes - to someone else (please specify)	7	4	-	3	-	4	3	6	1	-	-	2	3	3	4	-	7	6	1	-
Yes - to the shop/ location I dropped the parcel off at	8%	12%	-	23%	-	6%	15%	9%	8%	-	-	10%	9%	16%	8%	-	10%	18%	2%	-
No	7	5	-	1	-	5	1	7	-	-	2	-	1	3	4	-	7	5	2	-
I don't know	8%	16%	-	11%	-	8%	7%	10%	-	-	22%	-	5%	16%	7%	-	9%	16%	3%	-
NET Made a complaint to anyone else	14	10	2	2	-	12	2	14	-	3	4	2	12	5	6	3	11	10	4	-
	16%	28%	7%	14%	-	18%	9%	20%	-	28%	37%	10%	2%	27%	11%	23%	15%	30%	8%	-
	40	16	19	3	3	35	6	32	8	4	3	10	16	8	29	4	37	5	36	-
	48%	47%	60%	25%	39%	53%	30%	48%	53%	37%	33%	53%	60%	43%	53%	31%	50%	15%	68%	-
	9	2	5	-	2	6	2	7	-	2	2	2	3	*	6	2	6	2	6	-
	10%	4%	16%	-	34%	10%	12%	11%	-	23%	14%	9%	11%	3%	11%	19%	9%	7%	12%	-
	36	17	8	10	2	24	11	25	7	4	6	7	8	9	20	6	30	25	11	-
	42%	49%	24%	75%	27%	37%	59%	42%	47%	40%	53%	39%	29%	54%	37%	49%	41%	78%	20%	-

Proportions/Mean: Columns Tested (5% risk level) - a-b|c|d - e|f - g|h - i|j|k|l|m/n - o|p - q|r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_10. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - TNT

Base : Sent via - TNT

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	59	47	12	4	40	7	7	5	2	7	7	2	6	3	6	5	2	-	7
Weighted Base	85*	77*	8**	2**	77*	4**	2**	2**	2**	14**	10**	3**	9**	6**	18**	13**	3**	**	4**
Effective Base	41	37	5	1	36	4	4	4	2	7	7	2	6	3	6	5	2	-	4
Yes - over the counter at the Post Office	15	15	-	-	13	1	-	*	-	2	2	-	5	2	3	-	-	-	1
Yes - by phone/ letter/ email to the Post Office	17%	19%	-	-	17%	18%	-	27%	-	16%	15%	-	52%	34%	16%	-	-	-	18%
Yes - to the regulator (Ofcom)	9	8	2	2	9	-	-	-	1	-	2	-	-	-	3	2	2	-	-
Yes - to Citizens Advice Bureau	11%	10%	23%	84%	12%	2%	-	-	40%	-	22%	-	-	-	16%	16%	58%	-	2%
Yes - to someone else (please specify)	7	7	*	*	7	-	*	-	-	-	-	1	3	-	3	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	8%	9%	1%	4%	9%	-	5%	-	-	-	-	44%	33%	-	16%	-	-	-	-
No	7	7	-	-	6	-	*	*	-	2	-	1	-	-	3	-	-	-	-
I don't know	8%	9%	-	-	8%	-	28%	17%	-	16%	-	44%	-	-	16%	-	-	-	-
NET Made a complaint to anyone else	14	14	*	*	13	-	*	*	-	2	-	-	3	2	5	-	-	-	-
	16%	18%	1%	-	17%	-	3%	29%	-	16%	-	-	36%	34%	31%	-	-	-	-
	40	37	3	*	36	4	1	*	1	8	5	1	3	2	7	8	1	-	4
	48%	48%	46%	11%	47%	80%	37%	27%	60%	55%	48%	56%	31%	32%	37%	63%	42%	-	80%
	9	6	2	-	8	-	*	-	-	4	2	-	-	-	3	-	-	-	-
	10%	8%	30%	-	11%	-	28%	-	-	28%	14%	-	-	-	22%	-	-	-	-
	36	34	2	2	33	1	1	1	1	2	4	1	7	4	11	2	2	-	1
	42%	44%	24%	89%	43%	20%	35%	73%	40%	16%	37%	44%	69%	68%	63%	16%	58%	-	20%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

***Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)***

**QJ9\_10. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - TNT**

**Base : Sent via - TNT**

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	59	15	1	5	22	31	2	2	2	53	4	27	26	3	1	2	53	3	41	18
Weighted Base	85*	18**	2**	5**	38**	39**	2**	4**	2**	77*	5**	42**	36**	3**	**	2**	79*	3**	62**	23**
Effective Base	41	9	1	3	16	22	2	2	2	37	3	19	19	3	1	2	37	2	29	12
Yes - over the counter at the Post Office	15	1	-	1	6	8	-	-	-	14	-	9	5	-	-	1	13	1	12	3
	17%	7%	-	28%	17%	20%	-	-	-	18%	-	21%	13%	-	-	33%	17%	4%	19%	12%
Yes - by phone/ letter/ email to the Post Office	9	2	-	2	7	3	-	-	-	9	-	6	*	3	-	-	6	-	9	*
	11%	9%	-	36%	17%	7%	-	-	-	12%	-	14%	*	100%	-	-	8%	-	15%	*
Yes - to the regulator (Ofcom)	7	1	-	1	6	1	-	-	-	7	-	-	7	-	-	-	7	-	7	-
	8%	7%	-	28%	15%	3%	-	-	-	9%	-	-	20%	-	-	-	9%	-	12%	-
Yes - to Citizens Advice Bureau	7	-	-	-	4	3	-	-	-	7	-	5	2	-	-	-	7	-	7	-
	8%	-	-	-	10%	8%	-	-	-	9%	-	12%	9%	-	-	-	9%	-	11%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	14	*	-	-	8	6	-	-	-	14	-	8	4	-	-	2	12	2	14	-
	16%	3%	-	-	20%	15%	-	-	-	18%	-	19%	10%	-	-	67%	15%	57%	22%	-
No	40	10	2	2	14	22	2	1	2	36	3	22	18	-	-	40	-	25	16	
	48%	54%	100%	36%	36%	56%	78%	40%	100%	46%	58%	53%	50%	-	-	51%	-	40%	69%	
I don't know	9	5	-	-	4	2	-	2	-	6	2	2	7	-	-	9	-	4	4	
	10%	27%	-	-	12%	5%	-	60%	-	8%	42%	5%	18%	-	-	11%	-	7%	19%	
NET Made a complaint to anyone else	36	3	-	3	20	15	*	-	-	35	-	18	11	3	*	2	20	3	33	3
	42%	19%	-	64%	52%	39%	22%	-	-	45%	-	42%	32%	100%	100%	100%	37%	100%	53%	12%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e(f/g/h/i) - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ9\_10. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - TNT

Base : Sent via - TNT

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	59	6	51	2	17	38	4	57	2	-	-	59	-
Weighted Base	85*	10**	70*	4**	24**	54**	6**	83*	2**	**	**	85*	**
Effective Base	41	5	35	2	12	28	2	40	2	-	-	41	-
Yes - over the counter at the Post Office	15	2	13	-	11	3	1	15	-	-	-	15	-
	17%	15%	19%	-	45%	6%	12%	18%	-	-	-	17%	-
Yes - by phone/ letter/ email to the Post Office	9	2	5	3	8	2	-	8	2	-	-	9	-
	11%	20%	7%	63%	32%	3%	-	9%	78%	-	-	11%	-
Yes - to the regulator (Ofcom)	7	-	7	-	2	5	-	7	-	-	-	7	-
	8%	-	10%	-	8%	10%	1%	9%	-	-	-	8%	-
Yes - to Citizens Advice Bureau	7	+	7	-	5	2	-	6	+	-	-	7	-
	8%	3%	9%	-	22%	3%	-	8%	22%	-	-	8%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	14	3	9	2	10	2	2	14	-	-	-	14	-
	16%	26%	13%	37%	40%	4%	25%	16%	-	-	-	16%	-
No	40	4	37	-	2	34	4	40	-	-	-	40	-
	48%	36%	52%	-	10%	63%	62%	49%	-	-	-	48%	-
I don't know	9	-	9	-	-	9	-	9	-	-	-	9	-
	10%	-	12%	-	-	16%	-	10%	-	-	-	10%	-
NET Made a complaint to anyone else	36	7	26	4	22	12	2	34	2	-	-	36	-
	42%	64%	35%	100%	90%	21%	38%	41%	100%	-	-	42%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

***Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)***

**QJ9\_10. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - TNT**

**Base : Sent via - TNT**

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	59	-	-	28	31	-	-	-	-	-	-	-	20	8	10	11	10
Weighted Base	85*	**	**	40**	45**	-	-	-	-	-	-	-	24**	16**	18**	17**	10**
Effective Base	41	-	-	18	24	-	-	-	-	-	-	-	12	6	9	9	6
Yes - over the counter at the Post Office	15	-	-	5	10	-	-	-	-	-	-	-	5	-	-	8	2
	17%	-	-	12%	22%	-	-	-	-	-	-	-	20%	-	-	47%	19%
Yes - by phone/ letter/ email to the Post Office	9	-	-	-	9	-	-	-	-	-	-	-	-	-	2	7	1
	11%	-	-	-	21%	-	-	-	-	-	-	-	-	-	9%	39%	12%
Yes - to the regulator (Ofcom)	7	-	-	-	7	-	-	-	-	-	-	-	-	-	3	3	1
	8%	-	-	-	16%	-	-	-	-	-	-	-	-	1%	15%	18%	12%
Yes - to Citizens Advice Bureau	7	-	-	3	4	-	-	-	-	-	-	-	3	-	-	2	1
	8%	-	-	8%	8%	-	-	-	-	-	-	-	13%	-	-	13%	14%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	14	-	-	7	6	-	-	-	-	-	-	-	7	-	2	4	-
	16%	-	-	18%	14%	-	-	-	-	-	-	-	30%	-	13%	24%	-
No	40	-	-	27	13	-	-	-	-	-	-	-	11	16	8	2	2
	45%	-	-	69%	29%	-	-	-	-	-	-	-	48%	59%	47%	14%	23%
I don't know	9	-	-	3	6	-	-	-	-	-	-	-	3	-	3	-	3
	10%	-	-	7%	13%	-	-	-	-	-	-	-	11%	-	16%	-	31%
NET Made a complaint to anyone else	36	-	-	10	26	-	-	-	-	-	-	-	10	*	7	15	5
	42%	-	-	24%	58%	-	-	-	-	-	-	-	40%	1%	38%	86%	46%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_12. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UPS

Base : Sent via - UPS

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	119	-	119	35	84	64	54	23	25	28	13	14	11	5	48	41	30	16	98	20	119
Weighted Base	146*	-**	146*	46**	100*	87*	58*	26**	36**	38**	16**	17**	8**	5**	62*	54**	30**	13**	112*	32**	119
Effective Base	75	-	75	23	52	42	33	13	18	18	8	10	5	3	31	26	19	9	59	15	75
Yes - over the counter at the Post Office	19	-	19	10	9	19	-	5	3	9	2	-	-	-	7	11	-	-	12	7	9
13%	-	-	13%	21%	9%	21%	-	18%	7%	24%	14%	-	-	-	12%	21%	-	-	11%	21%	8%
Yes - by phone/ letter/ email to the Post Office	14	-	14	2	12	7	7	4	7	1	-	2	-	-	11	1	2	-	8	6	8
10%	-	-	10%	5%	12%	9%	11%	16%	20%	2%	-	13%	-	-	18%	1%	7%	-	7%	20%	7%
Yes - to the regulator (Ofcom)	15	-	15	13	3	12	3	-	12	3	-	-	-	-	12	3	-	-	14	1	9
11%	-	-	11%	28%	3%	14%	6%	-	35%	8%	-	-	-	-	20%	5%	-	-	13%	4%	8%
Yes - to Citizens Advice Bureau	16	-	16	8	9	12	4	5	2	9	-	-	-	-	7	9	-	-	10	7	9
11%	-	-	11%	17%	9%	14%	7%	18%	7%	24%	-	-	-	-	12%	17%	-	-	8%	21%	8%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	9	-	9	6	3	7	2	3	3	3	-	-	-	-	6	3	-	-	5	4	6
6%	-	-	6%	13%	3%	8%	3%	12%	9%	7%	-	-	-	-	10%	5%	-	-	4%	12%	5%
No	80	-	80	18	62	42	38	16	10	15	12	14	8	5	26	27	27	13	57	23	80
55%	-	-	55%	39%	62%	46%	65%	63%	29%	40%	73%	82%	100%	100%	43%	50%	90%	100%	51%	71%	66%
I don't know	14	-	14	1	13	7	6	2	5	4	2	1	-	-	7	6	1	-	12	-	10
10%	-	-	10%	3%	13%	8%	11%	7%	14%	11%	12%	5%	-	-	11%	12%	3%	-	11%	-	8%
NET Made a complaint to anyone else	52	-	52	27	25	38	13	8	21	19	2	2	-	-	29	21	2	-	43	9	52
35%	-	-	35%	58%	25%	44%	23%	30%	58%	49%	14%	13%	-	-	46%	39%	7%	-	38%	29%	25%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_12. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UPS

Base : Sent via - UPS

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	119	38	26	27	28	64	55	86	31	13	12	24	26	35	62	14	97	35	80	4
Weighted Base	146*	43**	27**	36**	39**	70*	75*	114*	31**	22**	11**	29**	37**	78*	146*	24**	114*	54**	88*	4**
Effective Base	75	20	16	19	20	35	40	55	20	10	7	16	18	19	41	11	59	24	49	3
Yes - over the counter at the Post Office	19	9	2	3	4	12	7	18	1	6	-	2	2	6	4	8	10	15	3	1
Yes - by phone/ letter/ email to the Post Office	13%	22%	9%	7%	10%	17%	9%	16%	2%	29%	-	6%	5%	16%	5%	34%	9%	28%	3%	17%
Yes - to the regulator (Ofcom)	14	8	4	-	2	12	2	12	2	5	-	2	2	5	4	5	9	9	5	-
Yes - to Citizens Advice Bureau	10%	19%	15%	-	5%	17%	3%	11%	6%	24%	-	6%	5%	13%	5%	22%	8%	16%	6%	-
Yes - to someone else (please specify)	15	7	1	5	2	8	8	15	-	5	-	3	2	5	5	5	10	13	3	-
Yes - to the shop/ location I dropped the parcel off at	11%	15%	4%	15%	6%	11%	10%	14%	-	23%	14%	12%	5%	14%	7%	21%	9%	23%	3%	-
No	16	10	2	5	-	11	5	16	1	4	-	4	2	5	6	4	12	11	5	1
I don't know	11%	23%	6%	13%	-	16%	6%	14%	2%	16%	4%	15%	4%	14%	8%	17%	10%	20%	5%	17%
NET Made a complaint to anyone else	9	3	2	4	-	4	4	6	3	4	-	2	-	7	2	9	6	3	3	-
	6%	6%	6%	12%	-	6%	6%	5%	8%	-	3%	6%	-	16%	3%	-	8%	11%	3%	-
	80	18	16	18	28	34	46	57	23	7	10	14	27	18	51	7	68	15	64	1
	55%	42%	59%	50%	71%	49%	61%	50%	75%	31%	91%	47%	72%	49%	65%	28%	60%	27%	73%	26%
	14	4	3	5	3	6	8	11	3	3	-	6	3	-	9	3	9	6	6	2
	10%	8%	10%	13%	8%	9%	10%	9%	9%	12%	2%	20%	8%	-	11%	11%	8%	10%	7%	56%
	52	21	8	14	8	30	22	46	5	12	1	10	7	19	18	14	37	34	17	1
	35%	55%	31%	38%	21%	42%	29%	41%	17%	57%	7%	33%	20%	51%	23%	60%	32%	63%	20%	17%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ9\_12. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UPS

Base : Sent via - UPS

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	119	84	35	19	69	19	15	16	2	10	10	9	9	8	9	8	4	5	14
Weighted Base	146*	135*	10**	4**	129*	11**	4**	3**	2**	23**	16**	12**	14**	14**	22**	19**	6**	1**	10**
Effective Base	75	68	9	5	62	7	7	12	2	9	10	8	9	7	9	8	4	4	6
Yes - over the counter at the Post Office	19	16	2	-	17	1	-	-	-	9	2	-	4	-	3	-	-	-	1
Yes - by phone/ letter/ email to the Post Office	13%	12%	22%	-	13%	14%	-	-	-	37%	12%	-	26%	-	12%	-	-	-	15%
Yes - to the regulator (Ofcom)	14	14	-	-	13	-	1	-	1	8	2	-	-	-	2	-	-	-	-
Yes - to Citizens Advice Bureau	10%	10%	-	-	10%	-	17%	-	59%	35%	15%	-	-	-	5%	-	-	-	-
Yes - to someone else (please specify)	15	15	-	-	15	-	-	-	1	-	3	-	2	2	8	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	11%	11%	1%	-	12%	-	-	4%	59%	-	18%	-	13%	13%	35%	-	-	-	-
No	16	16	-	-	15	1	-	1	-	6	4	-	-	-	3	2	-	-	1
I don't know	11%	12%	1%	-	12%	7%	-	19%	-	27%	22%	-	-	-	12%	13%	-	-	7%
NET Made a complaint to anyone else	9	9	-	-	8	-	-	-	-	-	1	-	2	3	3	-	-	-	-
	6%	6%	-	-	6%	3%	1%	-	-	-	7%	-	13%	18%	12%	-	-	-	4%
	80	72	8	4	68	9	2	2	1	8	7	11	9	8	7	12	6	1	8
	55%	53%	74%	93%	53%	80%	49%	70%	41%	36%	41%	88%	65%	54%	31%	62%	100%	70%	81%
	14	14	-	-	12	-	1	-	-	-	-	1	1	2	3	5	-	-	-
	10%	10%	3%	7%	9%	2%	33%	11%	-	-	-	12%	8%	14%	13%	25%	-	30%	-
	52	49	2	-	49	2	1	1	1	15	9	-	4	5	13	2	-	-	2
	35%	36%	23%	-	38%	17%	16%	19%	59%	64%	59%	-	26%	32%	67%	13%	-	-	19%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_12. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UPS

Base : Sent via - UPS

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels						Affordability challenges			
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	119	31	1	15	44	50	16	7	2	94	9	52	49	11	6	1	101	7	59	60
Weighted Base	146*	28**	1**	11**	61**	51**	21**	10**	2**	112*	13**	71*	51**	12**	11**	1**	122*	12**	86*	59*
Effective Base	75	17	1	8	27	29	13	6	2	55	7	36	27	7	5	1	63	5	42	33
Yes - over the counter at the Post Office	19	1	-	1	13	3	1	2	-	16	2	7	7	-	4	1	14	5	18	1
13%	2%	-	-	6%	21%	5%	3%	22%	-	14%	-	10%	13%	-	37%	100%	11%	41%	21%	1%
Yes - by phone/ letter/ email to the Post Office	14	-	-	-	5	6	3	-	-	11	-	1	4	4	5	-	5	5	14	-
10%	-	-	-	-	9%	11%	15%	-	-	10%	-	2%	7%	33%	47%	-	4%	44%	16%	-
Yes - to the regulator (Ofcom)	15	-	-	-	7	7	1	-	-	14	-	7	7	-	1	-	14	1	14	2
11%	-	-	-	-	12%	13%	6%	-	-	13%	-	10%	14%	-	11%	-	12%	10%	16%	3%
Yes - to Citizens Advice Bureau	16	1	-	1	12	4	1	-	-	15	-	7	2	-	6	-	10	6	15	2
11%	2%	-	-	6%	19%	7%	3%	-	-	14%	-	11%	5%	3%	54%	-	9%	50%	17%	3%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel at	9	-	-	-	5	3	1	-	-	8	-	3	4	-	1	-	8	1	9	-
6%	-	-	-	-	8%	6%	6%	-	-	7%	-	4%	9%	-	11%	-	6%	10%	10%	-
No	80	24	-	9	32	28	12	6	2	59	8	51	23	4	3	-	74	3	31	50
55%	84%	-	-	86%	53%	54%	58%	58%	100%	53%	66%	71%	45%	31%	27%	-	60%	25%	35%	84%
I don't know	14	4	1	1	4	3	5	2	-	7	2	-	9	4	1	-	9	1	9	5
10%	13%	100%	8%	7%	5%	22%	20%	-	-	6%	16%	1%	17%	32%	8%	-	8%	7%	10%	9%
NET Made a complaint to anyone else	52	1	-	1	25	21	4	2	-	45	2	20	19	4	7	1	40	8	47	4
35%	2%	-	-	6%	40%	41%	20%	22%	-	40%	18%	28%	38%	37%	65%	100%	32%	67%	55%	7%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ9\_12. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UPS

Base : Sent via - UPS

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	119	8	110	1	26	84	9	113	3	2	1	118	-
Weighted Base	146*	18**	125*	2**	39**	99*	7**	136*	6**	1**	2**	144*	-**
Effective Base	75	7	69	1	17	53	6	72	2	1	1	74	-
Yes - over the counter at the Post Office	19	4	15	-	9	9	1	15	4	-	-	19	-
	13%	22%	12%	-	22%	9%	11%	11%	64%	-	-	13%	-
Yes - by phone/ letter/ email to the Post Office	14	6	8	-	7	7	-	8	6	-	-	14	-
	10%	34%	6%	-	18%	7%	-	6%	94%	-	-	10%	-
Yes - to the regulator (Ofcom)	15	3	13	-	10	5	-	15	-	-	-	15	-
	11%	16%	10%	-	26%	5%	-	11%	-	-	-	11%	-
Yes - to Citizens Advice Bureau	16	7	7	2	9	7	-	12	4	-	-	16	-
	11%	37%	6%	100%	24%	7%	-	9%	64%	-	-	11%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	9	-	9	-	6	3	-	9	-	-	-	9	-
	6%	-	7%	-	16%	3%	-	6%	-	-	-	6%	-
No	80	7	74	-	16	63	2	80	-	-	-	80	-
	55%	36%	59%	-	41%	63%	23%	59%	-	7%	-	56%	-
I don't know	14	-	14	-	2	7	5	11	-	1	2	12	-
	10%	-	11%	-	5%	7%	67%	8%	6%	93%	100%	8%	-
NET Made a complaint to anyone else	52	12	38	2	21	30	1	46	6	-	-	52	-
	35%	64%	30%	100%	55%	30%	11%	34%	94%	-	-	36%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ9\_12. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UPS**

Base : Sent via - UPS

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	119	-	-	63	56	-	-	-	-	-	-	-	44	19	19	20	17
Weighted Base	146*	**	**	78*	67*	**	**	**	**	**	**	**	54**	24**	25**	26**	16**
Effective Base	75	-	-	38	37	-	-	-	-	-	-	-	25	13	12	15	11
Yes - over the counter at the Post Office	19	-	-	13	5	-	-	-	-	-	-	-	13	-	-	5	-
	13%	-	-	17%	8%	-	-	-	-	-	-	-	25%	-	-	20%	-
Yes - by phone/ letter/ email to the Post Office	14	-	-	5	9	-	-	-	-	-	-	-	5	-	-	8	1
	10%	-	-	6%	13%	-	-	-	-	-	-	-	9%	-	-	32%	4%
Yes - to the regulator (Ofcom)	15	-	-	6	9	-	-	-	-	-	-	-	6	-	3	3	4
	11%	-	-	8%	14%	-	-	-	-	-	-	-	11%	-	11%	12%	22%
Yes - to Citizens Advice Bureau	16	-	-	13	3	-	-	-	-	-	-	-	12	2	2	1	-
	11%	-	-	17%	5%	-	-	-	-	-	-	-	21%	7%	9%	3%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	9	-	-	5	3	-	-	-	-	-	-	-	5	-	-	3	-
	6%	-	-	7%	5%	-	-	-	-	-	-	-	10%	-	-	12%	2%
No	80	-	-	44	36	-	-	-	-	-	-	-	25	19	14	12	10
	55%	-	-	55%	53%	-	-	-	-	-	-	-	47%	78%	55%	47%	61%
I don't know	14	-	-	6	8	-	-	-	-	-	-	-	2	4	6	-	2
	10%	-	-	7%	12%	-	-	-	-	-	-	-	4%	16%	25%	-	11%
NET Made a complaint to anyone else	52	-	-	28	23	-	-	-	-	-	-	-	27	2	5	14	5
	35%	-	-	36%	35%	-	-	-	-	-	-	-	49%	7%	20%	53%	28%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ9\_13. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UK Mail

Base : Sent via - UK Mail

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	138	-	52	86	69	69	23	40	28	13	19	11	4	63	41	34	15	121	16	138
Weighted Base	167*	**	167*	104*	92*	75*	17**	61*	37**	13**	25**	10**	3**	78*	49**	39**	14**	137*	27**	138
Effective Base	91	-	34	57	46	46	10	31	20	8	15	5	2	41	27	23	8	80	11	138
Yes - over the counter at the Post Office	30	-	24	5	19	11	2	18	10	-	-	-	-	20	10	-	-	23	6	19
18%	-	18%	39% <b></b>	5%	20%	15%	12%	29%	26%	-	-	-	-	25%	20%	-	-	17%	22%	14%
Yes - by phone/ letter/ email to the Post Office	12	-	9	3	9	3	2	5	4	-	1	-	-	7	4	1	-	12	-	12
7%	-	7%	14%	3%	10%	4%	11%	9%	10%	-	5%	-	-	9%	7%	3%	-	9%	-	9%
Yes - to the regulator (Ofcom)	14	-	9	5	8	6	1	11	2	-	-	-	-	12	2	-	-	13	1	11
8%	-	8%	14%	5%	9%	7%	4%	18%	5%	-	-	-	-	15%	4%	-	-	9%	4%	8%
Yes - to Citizens Advice Bureau	14	-	8	6	13	2	5	8	1	-	-	-	-	13	1	-	-	7	8	9
9%	-	9%	13%	6%	14%	2%	29%	13%	4%	-	1%	-	-	16%	3%	1%	-	5%	28%	7%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	19	-	13	6	16	3	4	8	5	2	-	-	-	13	6	-	-	9	9	13
11%	-	11%	29% <b></b>	6%	18% <b></b>	4%	26%	14%	13%	12%	-	-	-	16%	12%	-	-	7%	35%	9%
No	89	-	14	75	39	50	8	20	17	9	24	8	3	28	25	36	12	80	8	82
54%	-	54%	22%	72% <b></b>	42%	67% <b></b>	49%	33%	45%	70%	94%	80%	100%	36%	51%	91%	85%	59%	33%	59%
I don't know	13	-	2	11	8	5	-	6	3	2	-	2	-	6	5	2	2	7	4	9
8%	-	8%	3%	11%	9%	7%	1%	9%	8%	18%	-	20%	-	8%	10%	5%	15%	5%	14%	7%
NET Made a complaint to anyone else	64	-	47	17	45	19	8	36	17	2	1	-	-	44	19	1	-	50	14	47
39%	-	39%	79% <b></b>	17%	49% <b></b>	26%	49%	58%	47%	12%	6%	-	-	55%	38%	4%	-	36%	53%	34%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_13. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UK Mail

Base : Sent via - UK Mail

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	138	41	34	31	32	75	63	98	40	18	12	32	46	23	90	19	113	40	93	5
Weighted Base	167*	48**	35**	41**	43**	83*	84*	129*	38**	25**	17**	39**	49**	29**	105*	27**	133*	54**	110*	2**
Effective Base	91	24	20	24	24	44	47	68	24	12	9	21	30	16	60	13	75	26	64	3
Yes - over the counter at the Post Office	30	6	9	4	11	15	14	28	1	5	4	12	2	4	18	7	22	23	6	1
Yes - by phone/ letter/ email to the Post Office	12	6	3	3	-	9	3	9	3	-	2	3	4	3	9	-	12	4	9	-
Yes - to the regulator (Ofcom)	14	4	1	6	2	6	8	14	-	3	2	7	-	1	10	3	11	9	4	-
Yes - to Citizens Advice Bureau	14	7	-	3	4	7	7	11	3	4	-	6	4	-	10	4	10	10	4	1
Yes - to someone else (please specify)	9%	14%	1%	8%	9%	9%	9%	9%	8%	16%	-	14%	8%	-	9%	15%	7%	16%	3%	40%
Yes - to the shop/ location I dropped the parcel off at	19	11	2	3	2	14	5	19	-	4	4	3	2	6	9	4	15	14	5	-
No	89	20	20	24	25	40	49	63	26	9	9	17	35	17	61	9	77	10	78	1
I don't know	13	-	3	3	7	3	10	8	5	5	1	2	3	-	6	5	6	5	8	-
NET Made a complaint to anyone else	84	28	12	14	11	40	24	58	0	12	7	20	12	12	38	14	50	38	25	1
	39%	57%	35%	34%	24%	48%	29%	48%	17%	47%	41%	52%	23%	41%	37%	51%	37%	71%	23%	43%

Proportions/Mean: Columns Tested (5% risk level) - ab/cd - ef - gh - ij/kl/mn - op - qrs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ9\_13. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UK Mail

Base : Sent via - UK Mail

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	138	97	41	14	88	21	17	12	7	13	11	10	7	15	13	6	6	3	18
Weighted Base	167*	142*	25**	2**	154*	7**	4**	2**	6**	28**	17**	13**	12**	25**	29**	15**	9**	1**	6**
Effective Base	91	78	13	11	79	10	9	9	6	12	11	10	7	14	13	6	6	3	9
Yes - over the counter at the Post Office	30	28	4	*	28	1	*	-	1	5	2	1	5	4	5	4	2	*	1
Yes - by phone/ letter/ email to the Post Office	12	12	-	-	10	1	*	-	3	2	2	1	-	2	-	-	-	-	1
Yes - to the regulator (Ofcom)	14	14	*	*	13	*	-	*	-	-	3	-	2	3	2	-	-	*	*
Yes - to Citizens Advice Bureau	14	8	6	*	13	1	*	*	-	6	-	-	2	1	-	4	-	*	1
Yes - to someone else (please specify)	75%	8%	-	8%	7%	13%	9%	20%	49%	8%	10%	9%	-	-	8%	-	-	-	14%
Yes - to the shop/ location I dropped the parcel off at	19	19	*	*	18	*	*	-	-	6	1	1	3	4	3	-	-	-	*
No	89	73	17	1	80	5	3	1	2	12	11	11	5	15	10	6	7	*	4
I don't know	13	11	2	-	13	*	*	-	-	2	-	-	-	1	6	3	-	-	*
NET Made a complaint to anyone else	39%	41%	25%	29%	39%	31%	14%	48%	62%	47%	33%	17%	59%	34%	43%	40%	20%	41%	30%

Proportions/Mean: Columns Testad (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_13. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UK Mail

Base : Sent via - UK Mail

	2nd class usage				Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)		Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	138	40	2	15	51	56	20	10	1	107	11	69	54	9	4	1	123	5	87	51
Weighted Base	167*	40**	1**	11**	61*	68*	25**	11**	2**	128*	13**	91*	56*	10**	7**	1**	147*	8**	108*	59*
Effective Base	91	24	2	8	31	39	13	7	1	70	8	50	32	6	2	1	81	3	57	34
Yes - over the counter at the Post Office	30	4	-	1	7	14	7	2	-	21	2	17	8	2	1	-	24	1	26	4
18%	9%	-	-	6%	12%	20%	27%	17%	-	16%	14%	18%	14%	22%	17%	-	16%	16%	25%	6%
Yes - by phone/ letter/ email to the Post Office	12	1	-	1	8	4	-	-	-	12	-	6	5	-	1	-	11	1	12	-
7%	3%	-	-	5%	12%	7%	-	1%	-	9%	-	7%	9%	1%	12%	-	8%	10%	11%	-
Yes - to the regulator (Ofcom)	14	1	-	-	7	4	1	2	-	11	2	7	5	-	1	-	13	1	12	2
8%	3%	-	-	12%	6%	5%	14%	-	9%	12%	-	8%	10%	-	17%	-	9%	15%	11%	3%
Yes - to Citizens Advice Bureau	14	2	-	1	5	4	4	-	-	10	-	2	8	-	4	-	10	4	14	-
9%	5%	-	-	10%	6%	18%	-	-	-	8%	-	2%	13%	-	58%	-	7%	52%	13%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	19	1	-	-	10	8	1	-	-	18	-	8	5	-	5	-	14	5	17	2
11%	3%	-	-	17%	11%	5%	-	-	-	14%	-	9%	9%	-	76%	-	9%	68%	16%	3%
No	89	29	1	10	27	37	17	5	2	65	7	51	29	7	1	1	81	2	40	50
54%	74%	100%	89%	45%	55%	68%	48%	100%	50%	56%	7	57%	53%	65%	13%	100%	55%	22%	37%	84%
I don't know	13	3	-	-	5	4	1	2	-	10	2	7	5	1	-	-	12	-	8	6
8%	7%	-	-	9%	7%	5%	20%	-	7%	17%	-	7%	9%	12%	-	-	8%	-	7%	9%
NET Made a complaint to anyone else	64	8	-	1	28	28	7	4	-	54	4	33	21	2	6	-	54	6	61	4
39%	19%	-	11%	47%	38%	27%	31%	-	42%	27%	-	36%	36%	23%	87%	-	37%	78%	56%	6%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ9\_13. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UK Mail

Base : Sent via - UK Mail

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	138	16	120	2	40	82	16	128	7	1	1	136	1
Weighted Base	167*	24**	139*	4**	58**	96*	13**	152*	13**	***	2**	165*	***
Effective Base	91	11	79	2	27	57	9	86	5	1	1	90	1
Yes - over the counter at the Post Office	30	2	28	-	22	8	*	27	3	-	-	30	-
	18%	7%	20%	-	37%	8%	2%	18%	21%	-	-	18%	-
Yes - by phone/ letter/ email to the Post Office	12	2	8	2	5	6	1	9	3	-	-	12	*
	7%	7%	6%	61%	8%	7%	7%	6%	21%	-	-	7%	100%
Yes - to the regulator (Ofcom)	14	7	7	-	10	4	-	12	1	-	-	14	-
	8%	27%	5%	-	18%	4%	-	8%	11%	-	-	8%	-
Yes - to Citizens Advice Bureau	14	6	8	-	12	1	1	8	6	-	-	14	-
	8%	26%	6%	-	21%	1%	11%	6%	47%	-	-	9%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	19	4	15	-	13	5	*	14	4	*	-	19	-
	11%	17%	11%	-	23%	6%	3%	10%	34%	100%	-	11%	-
No	89	8	80	1	15	67	7	88	-	-	2	88	-
	54%	33%	58%	39%	27%	70%	49%	58%	-	-	100%	53%	-
I don't know	13	-	13	-	-	9	4	13	-	-	-	13	-
	8%	-	9%	-	-	9%	31%	9%	-	-	-	8%	-
NET Made a complaint to anyone else	64	16	46	2	42	19	3	51	13	*	-	64	*
	39%	67%	33%	61%	73%	20%	20%	34%	100%	100%	-	39%	100%

Proportions/Mears: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



*Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)*

**QJ9\_13. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - UK Mail**

**Base : Sent via - UK Mail**

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	138	-	-	68	70	-	-	-	-	-	-	-	53	15	17	24	29
Weighted Base	167*	**	**	86*	81*	**	**	**	**	**	**	**	65*	21**	17**	31**	32**
Effective Base	91	-	-	45	46	-	-	-	-	-	-	-	33	12	10	19	18
Yes - over the counter at the Post Office	30	-	-	11	19	-	-	-	-	-	-	-	11	-	-	12	6
18%	-	-	13%	23%	-	-	-	-	-	-	-	-	17%	-	-	39%	20%
Yes - by phone/ letter/ email to the Post Office	12	-	-	4	8	-	-	-	-	-	-	-	4	-	3	-	5
7%	-	-	5%	10%	-	-	-	-	-	-	-	-	6%	-	19%	-	15%
Yes - to the regulator (Ofcom)	14	-	-	5	8	-	-	-	-	-	-	-	5	-	*	6	2
8%	-	-	6%	10%	-	-	-	-	-	-	-	-	8%	-	1%	20%	6%
Yes - to Citizens Advice Bureau	14	-	-	6	8	-	-	-	-	-	-	-	6	*	-	3	5
9%	-	-	7%	10%	-	-	-	-	-	-	-	-	10%	-	-	8%	17%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	19	-	-	8	11	-	-	-	-	-	-	-	8	-	2	8	*
11%	-	-	10%	13%	-	-	-	-	-	-	-	-	13%	-	11%	27%	2%
No	89	-	-	49	40	-	-	-	-	-	-	-	28	21	9	16	15
54%	-	-	57%	50%	-	-	-	-	-	-	-	-	43%	100%	53%	50%	48%
I don't know	13	-	-	6	7	-	-	-	-	-	-	-	6	-	3	2	2
8%	-	-	7%	8%	-	-	-	-	-	-	-	-	10%	-	16%	6%	6%
NET Made a complaint to anyone else	64	-	-	31	34	-	-	-	-	-	-	-	31	*	5	14	15
39%	-	-	36%	42%	-	-	-	-	-	-	-	-	47%	*	31%	44%	46%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_15. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Yodel

Base : Sent via - Yodel

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	166	-	166	66	100	69	97	26	44	38	21	16	11	10	70	59	37	21	145	20	166
Weighted Base	186*	-**	186*	79*	107*	87*	99*	28**	41**	52**	25**	23**	10**	8**	69*	76*	41**	18**	152*	34**	166
Effective Base	99	-	99	40	60	44	55	15	24	27	12	11	5	7	38	39	22	12	83	16	99
Yes - over the counter at the Post Office	14	-	14	11	2	8	6	1	6	2	-	3	-	1	7	2	4	1	12	2	11
7%	-	-	7%	15% <b></b>	2%	9%	6%	4%	14%	5%	-	12%	-	15%	10%	3%	10%	7%	8%	5%	7%
Yes - by phone/ letter/ email to the Post Office	19	-	19	12	6	11	8	5	6	6	2	-	-	-	11	8	-	-	13	5	12
10%	-	-	10%	16%	6%	13%	8%	19%	14%	12%	6%	-	-	-	16%	10%	-	-	9%	16%	7%
Yes - to the regulator (Ofcom)	11	-	11	9	2	9	2	1	3	6	1	-	-	-	4	7	-	-	10	2	9
6%	-	-	6%	12% <b></b>	2%	10%	2%	3%	8%	11%	6%	-	-	-	6%	9%	-	-	6%	5%	5%
Yes - to Citizens Advice Bureau	13	-	13	7	5	8	5	8	3	2	-	-	-	-	10	2	2	-	9	4	10
7%	-	-	7%	9%	5%	9%	5%	28%	6%	5%	-	-	-	-	15%	3%	-	-	6%	12%	6%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	11	-	11	6	5	5	6	3	5	3	-	-	-	-	8	3	-	-	11	-	9
6%	-	-	6%	8%	5%	6%	6%	12%	12%	6%	-	-	-	-	12%	4%	-	-	7%	-	5%
No	113	-	113	36	78	47	66	11	19	30	17	20	10	7	30	47	37	17	84	19	113
61%	-	-	61%	45%	72% <b></b>	54%	67%	39%	45%	57%	71%	68%	100%	85%	43%	62%	90%	93%	62%	56%	68%
I don't know	14	-	14	1	13	5	8	3	4	3	4	-	-	-	7	7	-	-	12	2	11
7%	-	-	7%	1%	12% <b></b>	6%	8%	11%	9%	5%	17%	-	-	-	10%	9%	-	-	8%	6%	7%
NET Made a complaint to anyone else	59	-	59	42	17	35	25	14	19	19	3	3	-	1	33	22	4	1	46	13	42
32%	-	-	32%	54% <b></b>	16%	40%	25%	50%	46%	37%	12%	12%	-	15%	48%	29%	10%	7%	31%	38%	25%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_15. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Yodel

Base : Sent via - Yodel

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	166	46	55	40	25	101	65	123	42	14	20	42	43	40	105	15	146	43	115	8
Weighted Base	186*	43**	64*	45**	34**	107*	79*	148*	38**	15**	20**	53**	55**	36**	127*	17**	164*	56**	123*	7**
Effective Base	99	21	34	27	18	55	45	76	25	7	13	27	28	20	68	8	89	27	68	5
Yes - over the counter at the Post Office	14	3	5	4	2	8	6	11	3	1	*	6	3	1	9	3	10	7	6	1
Yes - by phone/ letter/ email to the Post Office	7%	7%	7%	9%	5%	7%	7%	8%	7%	8%	1%	11%	6%	2%	7%	16%	6%	12%	5%	19%
Yes - to the regulator (Ofcom)	19	8	8	3	2	14	5	14	5	-	5	6	6	-	18	-	18	6	12	1
Yes - to Citizens Advice Bureau	10%	14%	12%	7%	5%	7%	5%	13%	6%	-	28%	12%	12%	-	14%	-	11%	11%	10%	10%
Yes - to someone else (please specify)	11	3	4	4	-	7	4	11	*	-	3	2	*	6	6	-	11	7	4	-
Yes - to the shop/ location I dropped the parcel off at	6%	7%	6%	9%	-	7%	5%	7%	1%	-	16%	4%	1%	15%	4%	-	7%	13%	3%	-
No	13	7	1	5	-	8	5	9	3	4	-	5	-	3	5	4	8	9	3	1
I don't know	7%	16%	2%	10%	-	8%	6%	6%	9%	27%	1%	9%	-	8%	4%	24%	5%	16%	3%	10%
NET Made a complaint to anyone else	11	7	1	3	-	8	3	11	-	3	-	3	4	2	7	3	8	6	5	-
	6%	15%	2%	7%	-	7%	4%	8%	-	18%	-	6%	7%	4%	5%	16%	5%	12%	4%	-
	113	21	41	24	27	62	51	85	28	6	11	26	40	25	77	6	102	20	88	5
	61%	48%	65%	54%	79%	58%	65%	57%	75%	42%	55%	49%	73%	70%	60%	38%	62%	36%	72%	70%
	14	*	4	6	4	4	10	13	*	1	-	9	4	*	12	1	13	5	8	1
	7%	1%	6%	13%	11%	4%	12%	9%	1%	4%	-	16%	6%	1%	10%	4%	8%	8%	7%	11%
	59	22	19	15	3	41	18	50	9	8	9	18	11	10	38	10	48	31	27	1
	32%	51%	30%	32%	10%	38%	23%	34%	24%	53%	45%	35%	21%	29%	30%	58%	30%	56%	22%	19%

Proportions/Mean: Columns Tested (5% risk level) - a-b|c|d - e|f - g|h - i|j|k|l|m/n - o|p - q|r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ9\_15. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Yodel

Base : Sent via - Yodel

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	166	113	53	23	90	26	31	19	8	9	8	10	14	10	12	11	8	5	21
Weighted Base	186*	164*	23**	3**	161*	11**	11**	4**	7**	21**	12**	13**	22**	16**	29**	28**	12**	1**	10**
Effective Base	99	87	13	9	79	8	16	11	7	8	8	10	13	9	12	11	8	2	7
Yes - over the counter at the Post Office	14	14	-	-	12	1	-	-	1	-	1	1	5	2	-	3	-	-	1
Yes - by phone/ letter/ email to the Post Office	7%	8%	-	-	8%	11%	-	-	9%	-	10%	8%	22%	11%	-	10%	-	-	13%
Yes - to the regulator (Ofcom)	19	17	2	-	17	1	*	-	2	-	1	2	2	-	9	2	-	-	1
Yes - to Citizens Advice Bureau	10%	10%	9%	-	11%	9%	4%	-	22%	-	10%	13%	7%	-	31%	8%	-	-	11%
Yes - to someone else (please specify)	11	11	*	-	10	*	*	*	-	2	-	-	3	1	3	-	-	-	*
Yes - to the shop/ location I dropped the parcel off at	6%	7%	*	-	6%	3%	4%	7%	-	12%	-	-	16%	9%	10%	-	-	-	3%
No	13	13	-	2	11	1	1	*	-	8	-	-	-	-	-	5	-	-	1
I don't know	7%	8%	1%	2%	7%	9%	8%	3%	-	30%	-	-	-	-	-	16%	-	-	11%
NET Made a complaint to anyone else	11	9	2	*	11	-	*	1	-	-	-	1	3	1	3	2	-	-	-
	6%	5%	10%	2%	7%	-	1%	15%	-	-	-	11%	14%	8%	9%	8%	-	-	-
	113	96	17	3	93	9	9	3	5	9	8	8	13	10	12	18	10	1	8
	61%	59%	77%	96%	58%	81%	78%	76%	69%	45%	67%	57%	58%	61%	41%	66%	84%	100%	79%
	14	11	3	-	12	-	1	*	-	3	2	1	-	2	3	-	2	-	*
	7%	7%	12%	-	8%	4%	9%	2%	-	13%	13%	11%	-	10%	10%	-	16%	-	4%
	59	57	2	*	55	2	1	1	2	9	2	4	9	5	15	9	-	-	2
	32%	35%	11%	4%	32%	15%	13%	22%	31%	42%	20%	32%	42%	29%	50%	34%	-	-	17%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_15. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Yodel

Base : Sent via - Yodel

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	166	60	3	21	55	65	28	12	4	120	16	80	64	12	7	2	144	9	96	70
Weighted Base	186*	68*	3**	20**	67**	69*	32**	12**	5**	136*	17**	91*	69*	9**	13**	3**	160*	16**	116*	71*
Effective Base	99	40	3	14	30	41	19	7	3	69	11	48	38	6	5	2	86	7	62	38
Yes - over the counter at the Post Office	14	6	-	2	8	4	1	-	-	12	-	9	5	-	-	13	-	12	-	2
75%	8%	-	10%	12%	7%	4%	-	-	-	9%	-	10%	7%	3%	-	8%	-	10%	-	3%
Yes - by phone/ letter/ email to the Post Office	19	2	-	1	7	8	3	-	-	15	*	8	4	3	2	2	12	4	19	-
10%	3%	-	4%	11%	12%	9%	-	10%	11%	3%	9%	6%	31%	16%	49%	8%	23%	16%	-	-
Yes - to the regulator (Ofcom)	11	2	-	-	7	3	-	-	-	10	1	4	5	-	2	9	2	11	-	-
6%	3%	-	-	11%	5%	-	2%	10%	8%	5%	4%	8%	5%	-	51%	6%	10%	10%	-	-
Yes - to Citizens Advice Bureau	13	2	-	1	11	1	1	-	-	12	-	7	1	1	4	4	8	4	13	-
7%	2%	-	6%	17%	1%	3%	-	-	9%	-	8%	1%	8%	31%	-	5%	25%	11%	-	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	11	1	-	-	6	1	2	1	-	8	1	3	6	*	2	-	9	2	11	*
6%	2%	-	-	9%	2%	8%	10%	-	6%	7%	3%	9%	9%	5%	16%	-	5%	13%	10%	*
No	113	50	3	17	28	49	24	8	4	77	13	55	48	4	7	-	103	7	49	65
61%	73%	100%	88%	42%	71%	74%	71%	90%	57%	77%	13	60%	70%	40%	52%	-	65%	42%	42%	92% <sup>ur</sup>
I don't know	14	8	-	-	3	2	4	2	-	5	2	5	5	1	-	11	-	10	-	4
7%	11%	-	-	5%	3%	13%	16%	-	4%	12%	-	6%	8%	16%	-	7%	-	8%	-	6%
NET Made a complaint to anyone else	69	11	-	2	35	18	4	1	-	53	2	31	15	4	6	3	46	9	57	2
32%	16%	-	12%	53%	26%	13%	12%	10%	39%	12%	34%	22%	44%	48%	100%	29%	58%	50%	3%	

Proportions/Mean: Columns Tested (5% risk level) - ab/c - d/e(f/g/h) - i/j/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ9\_15. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Yodel

Base : Sent via - Yodel

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	166	14	149	3	58	93	15	152	7	7	-	186	-
Weighted Base	186*	23**	157*	7**	68*	106*	12**	169*	13**	5**	**	186*	**
Effective Base	99	9	90	3	35	56	10	92	5	5	-	99	-
Yes - over the counter at the Post Office	14	-	14	-	6	7	1	10	4	-	-	14	-
75%	-	-	9%	-	9%	6%	8%	6%	29%	-	-	7%	-
Yes - by phone/ letter/ email to the Post Office	19	-	16	3	9	9	-	15	4	*	-	19	-
10%	-	-	10%	42%	14%	9%	-	9%	28%	9%	-	10%	-
Yes - to the regulator (Ofcom)	11	-	10	2	4	6	2	9	2	*	-	11	-
6%	-	-	6%	24%	6%	5%	14%	5%	14%	10%	-	6%	-
Yes - to Citizens Advice Bureau	13	9	2	2	9	3	-	8	4	-	-	13	-
7%	38%	1%	34%	13%	3%	2%	-	6%	31%	8%	-	7%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	11	3	8	-	7	3	1	10	-	1	-	11	-
6%	14%	5%	-	11%	2%	11%	6%	-	24%	-	-	6%	-
No	113	9	104	-	35	72	6	110	-	3	-	113	-
61%	40%	67%	-	52%	67%	52%	66%	-	58%	-	-	61%	-
I don't know	14	2	12	-	4	8	2	14	-	-	-	14	-
7%	8%	7%	-	5%	8%	15%	8%	-	-	-	-	7%	-
NET Made a complaint to anyone else	59	12	41	7	29	26	4	45	13	2	-	59	-
32%	52%	26%	100%	43%	25%	33%	26%	100%	42%	-	-	32%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

***Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)***

**QJ9\_15. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Yodel**

**Base : Sent via - Yodel**

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	166	-	-	78	88	-	-	-	-	-	-	-	52	26	30	33	25
Weighted Base	186*	**	**	96*	90*	**	**	**	**	**	**	**	58**	39**	33**	34**	23**
Effective Base	99	-	-	48	52	-	-	-	-	-	-	-	29	19	17	21	15
Yes - over the counter at the Post Office	14	-	-	3	11	-	-	-	-	-	-	-	3	*	8	3	3
Yes - by phone/ letter/ email to the Post Office	7%	-	-	3%	12%	-	-	-	-	-	-	-	7%	1%	24%	11%	11%
Yes - to the regulator (Ofcom)	19	-	-	10	9	-	-	-	-	-	-	-	3	6	1	5	3
Yes - to Citizens Advice Bureau	10%	-	-	10%	10%	-	-	-	-	-	-	-	6%	17%	4%	15%	12%
Yes - to someone else (please specify)	11	-	-	5	6	-	-	-	-	-	-	-	4	*	3	4	*
Yes - to the shop/ location I dropped the parcel off at	6%	-	-	5%	7%	-	-	-	-	-	-	-	8%	1%	8%	11%	*
No	13	-	-	7	5	-	-	-	-	-	-	-	7	-	3	3	*
I don't know	7%	-	-	8%	6%	-	-	-	-	-	-	-	13%	-	8%	9%	*
NET Made a complaint to anyone else	113	-	-	59	54	-	-	-	-	-	-	-	35	25	24	15	15
	67%	-	-	61%	60%	-	-	-	-	-	-	-	60%	64%	72%	46%	65%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_16. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	280	-	290	69	191	117	142	39	52	61	31	37	20	20	91	92	77	40	229	29	260
Weighted Base	276	**	276	83*	192	137*	137*	36**	69*	67*	33**	34**	15**	22**	105*	100*	71*	37**	224	48**	260
Effective Base	155	-	155	44	112	74	80	23	35	39	18	20	10	12	57	57	42	22	132	23	260
Yes - over the counter at the Post Office	15	-	15	12	3	8	7	1	7	2	1	5	-	-	7	3	5	-	10	5	11
5%	-	5%	14% <u>d</u>	2%	6%	5%	5%	1%	10%	3%	2%	16%	2%	-	7%	3%	7%	-	5%	10%	4%
Yes - by phone/ letter/ email to the Post Office	12	-	12	7	5	4	7	2	6	5	-	-	-	-	7	5	-	-	10	2	9
4%	-	4%	9%	2%	3%	5%	5%	4%	8%	7%	-	-	-	-	7%	5%	-	-	4%	4%	3%
Yes - to the regulator (Ofcom)	16	-	16	11	2	12	4	2	10	4	-	-	-	-	11	4	-	-	12	4	9
6%	-	6%	17% <u>d</u>	1%	9%	3%	3%	5%	14%	6%	-	-	-	-	11% <u>p</u>	4%	-	-	5%	8%	3%
Yes - to Citizens Advice Bureau	8	-	8	5	3	2	5	2	2	4	-	-	-	-	4	4	-	-	8	-	6
3%	-	3%	6%	1%	2%	4%	6%	6%	3%	6%	-	-	-	-	4%	4%	-	-	3%	-	2%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	20	-	20	13	7	13	7	1	13	6	-	-	-	-	14	6	-	-	17	3	17
7%	-	7%	18% <u>d</u>	4%	10%	5%	5%	3%	19%	9%	-	-	-	-	13% <u>p</u>	6%	-	-	8%	7%	7%
No	205	-	205	39	166	100	103	24	36	47	33	29	15	22	59	79	66	37	165	36	206
74%	-	74%	47%	65% <u>d</u>	72%	76%	76%	66%	52%	70%	98%	84%	100%	100%	57%	78% <u>n</u>	83% <u>n</u>	100%	74%	75%	75%
I don't know	10	-	10	1	9	7	3	5	4	1	-	-	-	-	9	1	-	-	8	2	8
4%	-	4%	1%	5%	5%	2%	2%	14%	5%	2%	-	-	-	-	8%	1%	-	-	4%	4%	3%
NET Made a complaint to anyone else	61	-	61	43	18	31	30	7	29	19	1	5	-	-	37	19	5	-	51	10	46
22%	-	22%	52% <u>d</u>	9%	22%	22%	22%	20%	43%	28%	2%	16%	-	-	35% <u>p</u>	18%	7%	-	23%	21%	18%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



***Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)***

**QJ9\_16. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Amazon Delivery Service/ Logistics**

**Base : Sent via - Amazon Delivery Service/ Logistics**

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	260	78	81	49	52	159	101	172	85	18	36	65	79	49	180	19	230	66	184	10
Weighted Base	276	65*	97*	53*	61*	162*	114*	200	74*	20**	40**	69*	85*	48**	195	22**	243	66*	202	8**
Effective Base	155	36	52	32	35	89	67	108	47	12	25	38	47	26	110	13	136	37	112	6
Yes - over the counter at the Post Office	15	1	5	2	6	7	8	15	*	2	-	8	1	2	9	4	11	10	5	*
Yes - by phone/ letter/ email to the Post Office	12	4	3	4	1	7	5	12	-	-	4	3	4	1	11	-	12	3	9	-
Yes - to the regulator (Ofcom)	16	-	8	4	4	8	7	12	4	-	6	7	*	2	13	-	16	10	6	-
Yes - to Citizens Advice Bureau	8	2	1	3	1	3	5	5	3	-	-	3	2	2	5	-	8	5	3	-
Yes - to someone else (please specify)	20	9	2	8	1	11	9	20	1	3	*	7	6	4	13	3	17	12	9	-
Yes - to the shop/ location I dropped the parcel off at	7%	14% <sup>ab</sup>	2%	19% <sup>bc</sup>	2%	7%	8%	10%	1%	15%	-	11%	7%	9%	7%	14%	7%	18% <sup>cd</sup>	4%	-
No	205	48	73	35	49	121	84	138	65	14	30	46	70	35	146	14	182	33	154	7
I don't know	10	3	4	1	2	7	3	9	1	1	-	1	5	1	6	1	7	5	8	*
NET Made a complaint to anyone else	61	15	20	17	10	34	27	54	8	5	10	22	10	12	42	7	54	31	30	-
	22%	22%	20%	32%	17%	21%	24%	37% <sup>gh</sup>	10%	24%	25%	37% <sup>gh</sup>	12%	23%	22%	31%	22%	41% <sup>gh</sup>	12%	3%

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ9\_16. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	260	170	90	38	141	45	32	42	16	19	15	16	18	10	22	12	13	9	36
Weighted Base	276	238	38**	5**	242	17**	8**	9**	14**	40**	23**	21**	31**	15**	50**	30**	19**	1**	15**
Effective Base	155	133	22	19	126	15	18	28	14	18	15	16	18	10	21	11	13	7	13
Yes - over the counter at the Post Office	15	11	4	-	14	*	*	1	1	2	1	-	4	-	-	7	-	*	-
Yes - by phone/ letter/ email to the Post Office	5%	5%	10%	-	6%	1%	1%	6%	5%	6%	5%	-	12%	-	-	22%	-	17%	-
Yes - to the regulator (Ofcom)	12	12	-	-	11	1	-	-	2	-	5	1	-	-	2	-	1	-	1
Yes - to Citizens Advice Bureau	4%	5%	-	-	5%	5%	-	1%	11%	-	20%	7%	-	-	4%	-	7%	-	5%
Yes - to someone else (please specify)	16	12	4	*	15	-	*	-	-	4	-	-	2	2	2	4	2	-	-
Yes - to the shop/ location I dropped the parcel off at	6%	5%	10%	2%	6%	-	1%	-	-	11%	-	-	6%	10%	5%	13%	9%	-	-
No	8	8	-	-	8	-	-	*	1	2	-	1	-	1	-	2	-	-	-
I don't know	3%	3%	-	-	3%	-	-	1%	4%	6%	-	7%	-	9%	-	7%	-	-	-
NET Made a complaint to anyone else	20	20	*	*	19	*	*	1	1	-	4	3	2	2	5	2	-	-	*
NET Made a complaint to anyone else	7%	8%	1%	1%	8%	3%	2%	8%	6%	-	15%	15%	6%	13%	11%	8%	-	-	3%
Proportions/Mean: Columns Tested (5% risk level)	205	171	33	5	176	13	8	8	9	29	16	15	27	9	40	16	15	1	12
Proportions/Mean: Columns Tested (5% risk level)	74%	72%	89%	97%	73%	78%	97%	85%	68%	74%	68%	72%	88%	58%	80%	53%	78%	83%	78%
Proportions/Mean: Columns Tested (5% risk level)	10	10	-	-	8	2	-	-	1	1	-	-	-	2	-	3	1	-	2
Proportions/Mean: Columns Tested (5% risk level)	4%	4%	-	-	3%	13%	-	-	6%	3%	-	-	-	10%	-	9%	6%	-	15%
Proportions/Mean: Columns Tested (5% risk level)	81	57	4	*	58	1	*	1	4	9	7	6	4	5	10	11	3	*	1
Proportions/Mean: Columns Tested (5% risk level)	22%	24%	11%	3%	24%	9%	3%	15%	26%	23%	32%	28%	12%	32%	20%	37%	15%	17%	8%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_16. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	260	70	6	30	98	106	31	18	6	204	24	133	99	18	6	3	232	9	124	136
Weighted Base	276	67*	9**	24**	105*	102*	38**	21**	10**	207	31**	146*	104*	15**	6**	5**	250	11**	145*	130*
Effective Base	155	39	5	17	57	60	21	12	5	117	17	79	60	11	4	3	138	7	78	77
Yes - over the counter at the Post Office	15	3	-	-	8	3	4	-	-	11	-	7	9	-	-	15	-	15	-	-
5%	5%	4%	-	-	8%	3%	10%	-	-	5%	-	4%	8%	-	-	6%	-	100%	-	-
Yes - by phone/ letter/ email to the Post Office	12	1	-	-	6	5	-	-	-	12	-	1	8	-	-	2	9	2	11	1
4%	2%	-	-	-	6%	5%	-	-	-	6%	-	1%	8%	-	-	50%	4%	21%	8%	1%
Yes - to the regulator (Ofcom)	16	-	-	-	6	4	4	2	-	10	2	7	7	2	-	-	14	-	16	-
6%	-	-	-	-	6%	4%	10%	7%	-	5%	5%	5%	7%	10%	-	6%	-	11%	-	-
Yes - to Citizens Advice Bureau	8	2	-	1	5	1	1	-	-	6	-	5	1	-	1	-	6	1	8	-
3%	3%	-	2%	-	5%	1%	4%	-	-	3%	-	3%	1%	-	22%	-	3%	13%	5%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel at	20	-	-	-	12	7	1	-	-	19	-	10	9	-	-	20	-	18	2	2
7%	-	-	-	-	11%	7%	3%	-	-	9%	-	7%	9%	-	7%	8%	-	13%	4%	2%
No	205	58	9	24	68	79	28	19	10	147	29	114	70	13	4	2	185	7	81	124
74%	87%	100%	98%	65%	78%	74%	91%	68%	100%	71%	94%	78%	68%	89%	71%	50%	74%	62%	56%	95%
I don't know	10	3	-	-	3	3	4	-	-	6	-	2	8	-	-	10	-	6	4	4
4%	4%	-	-	-	3%	3%	10%	2%	-	3%	1%	2%	7%	-	-	4%	-	4%	3%	-
NET Made a complaint to anyone else	61	6	-	1	34	19	6	2	-	53	2	30	26	2	2	2	55	4	58	3
22%	9%	-	2%	32%	19%	17%	7%	-	26%	5%	-	20%	25%	11%	29%	50%	22%	38%	40%	2%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ9\_16. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Amazon Delivery Service/ Logistics

Base : Sent via - Amazon Delivery Service/ Logistics

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	260	24	234	2	88	155	17	250	6	4	-	260	-
Weighted Base	276	30**	242	4**	94*	170*	12**	265	9**	2**	**	276	**
Effective Base	155	15	138	2	52	96	9	149	4	2	-	155	-
Yes - over the counter at the Post Office	15	2	13	-	8	8	-	12	3	-	-	15	-
5%	8%	5%	-	8%	4%	-	-	5%	32%	-	-	5%	-
Yes - by phone/ letter/ email to the Post Office	12	*	12	-	5	6	1	11	1	-	-	12	-
4%	*	5%	-	5%	4%	7%	-	4%	13%	-	-	4%	-
Yes - to the regulator (Ofcom)	16	2	14	-	11	5	-	10	4	2	-	16	-
6%	5%	6%	-	12%	3%	-	-	4%	45%	65%	-	6%	-
Yes - to Citizens Advice Bureau	8	2	3	2	2	4	2	8	-	-	-	8	-
3%	7%	1%	60%	2%	2%	16%	-	3%	-	-	-	3%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	20	7	13	-	14	6	*	19	1	-	-	20	-
7%	23%	6%	-	15%	4%	3%	-	7%	10%	-	-	7%	-
No	205	15	188	2	61	136	8	204	-	1	-	205	-
74%	51%	78%	40%	64%	80%	67%	-	77%	-	35%	-	74%	-
I don't know	10	1	9	-	2	7	1	10	-	-	-	10	-
4%	5%	4%	-	2%	4%	8%	-	4%	-	-	-	4%	-
NET Made a complaint to anyone else	61	13	46	2	32	26	3	51	9	2	-	61	-
22%	45%	19%	60%	34%	15%	26%	-	19%	100%	65%	-	22%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ9\_16. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Amazon Delivery Service/ Logistics**

**Base : Sent via - Amazon Delivery Service/ Logistics**

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	260	-	-	125	135	-	-	-	-	-	-	-	84	41	44	45	46
Weighted Base	276	**	**	132*	144*	**	**	**	**	**	**	**	81*	50**	43**	57*	45**
Effective Base	165	-	-	73	83	-	-	-	-	-	-	-	47	26	23	32	27
Yes - over the counter at the Post Office	15	-	-	3	12	-	-	-	-	-	-	-	*	3	1	7	4
5%	-	-	-	2%	8%	-	-	-	-	-	-	-	*	6%	2%	12%	10%
Yes - by phone/ letter/ email to the Post Office	12	-	-	6	5	-	-	-	-	-	-	-	5	2	1	3	1
4%	-	-	-	5%	4%	-	-	-	-	-	-	-	6%	3%	3%	5%	3%
Yes - to the regulator (Ofcom)	16	-	-	6	10	-	-	-	-	-	-	-	6	-	2	2	6
6%	-	-	-	4%	7%	-	-	-	-	-	-	-	7%	-	3%	3%	14%
Yes - to Citizens Advice Bureau	8	-	-	1	6	-	-	-	-	-	-	-	1	-	3	2	1
3%	-	-	-	1%	4%	-	-	-	-	-	-	-	2%	-	7%	4%	3%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	20	-	-	15	5	-	-	-	-	-	-	-	14	1	-	2	3
7%	-	-	-	12%	3%	-	-	-	-	-	-	-	17%	3%	-	3%	7%
No	205	-	-	100	104	-	-	-	-	-	-	-	56	44	32	42	30
74%	-	-	-	76%	73%	-	-	-	-	-	-	-	69%	88%	74%	75%	68%
I don't know	10	-	-	2	8	-	-	-	-	-	-	-	1	*	4	2	2
4%	-	-	-	1%	6%	-	-	-	-	-	-	-	1%	1%	10%	4%	4%
NET Made a complaint to anyone else	61	-	-	30	31	-	-	-	-	-	-	-	24	6	7	12	12
22%	-	-	-	23%	22%	-	-	-	-	-	-	-	30%	11%	16%	21%	28%

Proportions/Mean: Columns Tested (5% risk level) - a:b:c:d - e:f(g:h)/i:k/l/m/n:op  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_97. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Other

Base : Sent via - Other

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	73	-	73	32	41	27	46	14	20	17	4	11	5	2	34	21	18	7	61	10	73
Weighted Base	99*	-**	99*	51**	47**	36**	62*	14**	33**	27**	7**	9**	5**	3**	47**	35**	17**	8**	61*	16**	73*
Effective Base	51	-	51	25	26	18	33	9	17	13	3	5	3	2	26	16	10	5	42	8	51
Yes - over the counter at the Post Office	18	-	18	13	5	14	4	2	7	6	1	2	-	-	9	7	2	-	18	-	18
18%	-	-	18%	25%	10%	39%	6%	14%	21%	23%	9%	24%	-	-	19%	20%	13%	-	22%	-	14%
Yes - by phone/ letter/ email to the Post Office	11	-	11	8	4	4	7	4	6	1	-	-	-	-	10	1	-	-	10	1	11
12%	-	-	12%	15%	8%	12%	11%	27%	19%	5%	-	-	-	-	21%	4%	-	-	13%	8%	12%
Yes - to the regulator (Ofcom)	10	-	10	9	-	5	5	-	9	-	-	-	-	-	9	-	-	-	10	-	10
10%	-	-	10%	18%	1%	13%	8%	-	29%	-	-	3%	-	-	20%	-	2%	-	12%	-	10%
Yes - to Citizens Advice Bureau	4	-	4	3	1	3	1	1	3	-	-	-	-	-	4	-	-	-	4	-	4
4%	-	-	4%	5%	3%	10%	1%	5%	10%	-	-	-	-	8%	-	-	-	-	5%	-	5%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	19	-	19	17	1	12	6	1	11	7	-	-	-	-	12	7	-	-	12	7	19
19%	-	-	19%	34%	3%	34%	10%	5%	35%	24%	-	-	-	-	26%	19%	-	-	14%	44%	18%
No	47	-	47	14	33	14	34	7	7	13	7	6	5	3	14	20	14	8	42	5	47
48%	-	-	48%	28%	69%	37%	54%	48%	20%	47%	91%	67%	100%	100%	29%	57%	82%	100%	52%	29%	49%
I don't know	9	-	9	4	6	2	7	2	7	-	-	1	-	-	9	-	1	-	4	3	9
9%	-	-	9%	7%	12%	6%	11%	10%	22%	1%	-	6%	-	-	18%	-	3%	-	5%	19%	11%
NET Made a complaint to anyone else	42	-	42	33	9	21	22	6	19	14	1	2	-	-	25	15	2	-	34	8	42
43%	-	-	43%	65%	19%	57%	35%	41%	58%	52%	9%	27%	-	-	53%	43%	15%	-	42%	51%	40%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_97. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Other

Base : Sent via - Other

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	73	17	23	21	12	40	33	52	21	8	7	20	20	14	47	10	61	28	40	5
Weighted Base	99*	22**	31**	27**	19**	53**	46**	79*	20**	12**	9**	26**	28**	19**	62*	14**	81*	37**	54**	8**
Effective Base	51	10	16	15	10	26	25	39	12	6	5	13	15	8	34	8	42	18	29	4
Yes - over the counter at the Post Office	18	8	4	2	4	12	6	16	2	5	2	3	-	5	6	7	11	15	2	1
Yes - by phone/ letter/ email to the Post Office	11	6	1	5	-	6	5	9	2	4	2	2	3	-	7	4	7	7	5	-
Yes - to the regulator (Ofcom)	10	3	-	5	2	3	7	10	-	5	-	5	-	-	5	5	5	7	3	-
Yes - to Citizens Advice Bureau	4	3	1	-	-	4	-	3	1	3	1	-	-	-	1	3	1	3	-	1
Yes - to someone else (please specify)	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	19	8	6	4	-	15	4	18	1	4	3	4	4	3	11	4	14	12	6	1
No	47	7	16	14	10	23	24	34	13	-	2	13	19	10	34	-	44	9	31	7
I don't know	9	1	4	2	2	5	4	7	2	2	2	3	2	1	6	2	7	2	7	1
NET Made a complaint to anyone else	43%	65%	34%	43%	32%	47%	39%	48%	21%	84%	54%	41%	26%	46%	36%	82%	37%	71%	29%	8%

Proportions/Mean: Columns Yes/No (5% risk level) - a-b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_97. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Other

Base : Sent via - Other

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	73	58	15	8	47	13	8	5	3	7	3	2	9	4	9	7	3	2	11
Weighted Base	99*	95*	4**	1**	89*	5**	2**	2**	3**	14**	4**	3**	16**	7**	22**	16**	4**	***	5**
Effective Base	51	49	2	6	43	5	5	4	3	7	3	2	9	4	9	7	3	1	5
Yes - over the counter at the Post Office	18	18	-	-	17	1	-	-	1	4	-	-	5	1	6	-	-	-	1
Yes - by phone/ letter/ email to the Post Office	18%	19%	-	-	19%	13%	-	-	24%	31%	-	-	34%	18%	25%	-	-	-	14%
Yes - to the regulator (Ofcom)	11	11	-	-	10	-	-	1	2	-	3	-	-	1	3	2	-	-	-
Yes - to Citizens Advice Bureau	12%	12%	1%	-	12%	7%	2%	31%	54%	-	63%	-	-	19%	12%	13%	-	-	7%
Yes - to someone else (please specify)	10	10	-	-	9	-	-	-	-	-	-	2	-	5	2	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	10%	10%	2%	-	10%	-	2%	17%	-	-	-	12%	-	23%	16%	-	-	-	-
I don't know	4	4	-	-	3	1	-	1	-	-	-	-	-	3	-	-	-	-	1
NET Made a complaint to anyone else	4%	4%	1%	-	3%	13%	2%	31%	-	-	-	-	-	12%	-	-	-	-	14%
NET Made a complaint to anyone else	19	19	-	-	17	1	-	1	-	2	-	-	3	2	10	-	-	-	1
NET Made a complaint to anyone else	19%	20%	4%	7%	19%	15%	2%	31%	-	16%	-	-	22%	27%	44%	-	-	-	15%
NET Made a complaint to anyone else	47	44	3	1	42	3	2	-	1	10	-	3	7	3	7	7	4	-	3
NET Made a complaint to anyone else	48%	46%	92%	93%	47%	62%	74%	7%	22%	69%	-	100%	45%	37%	33%	47%	100%	100%	60%
NET Made a complaint to anyone else	9	9	-	-	7	1	1	1	-	-	2	-	2	-	4	4	-	-	1
NET Made a complaint to anyone else	9%	10%	4%	-	8%	16%	24%	46%	-	-	37%	-	10%	-	24%	-	-	-	17%
NET Made a complaint to anyone else	42	42	-	-	40	1	-	1	2	4	3	-	7	5	15	5	-	-	1
NET Made a complaint to anyone else	43%	44%	4%	7%	45%	21%	2%	47%	78%	31%	63%	-	44%	63%	67%	29%	-	-	23%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ9\_97. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Other**

Base : Sent via - Other

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	73	19	1	6	26	31	9	6	1	57	7	35	27	6	2	3	62	5	50	23
Weighted Base	99*	26**	1**	6**	36**	46**	10**	6**	2**	81*	8**	51**	33**	8**	3**	4**	84*	7**	73*	26**
Effective Base	51	12	1	4	18	23	7	3	1	40	4	24	18	4	2	3	42	5	38	13
Yes - over the counter at the Post Office	18	1	-	1	10	4	2	1	-	14	1	8	9	-	-	1	17	1	18	-
18%	3%	-	12%	28%	10%	23%	22%	-	18%	16%	15%	28%	-	-	29%	20%	18%	25%	-	
Yes - by phone/ letter/ email to the Post Office	11	2	-	-	9	2	-	-	-	11	-	7	3	-	-	2	10	2	11	-
12%	7%	-	-	26%	5%	-	-	-	14%	-	14%	9%	-	-	35%	12%	22%	16%	-	
Yes - to the regulator (Ofcom)	10	-	-	-	7	2	-	-	-	10	-	8	2	-	-	-	10	-	10	-
10%	-	-	-	21%	5%	-	-	-	12%	-	15%	6%	-	-	-	12%	-	13%	-	
Yes - to Citizens Advice Bureau	4	1	-	1	3	1	1	-	-	3	-	3	1	-	-	-	4	-	4	-
4%	5%	-	12%	8%	1%	7%	-	-	4%	-	6%	2%	-	-	-	5%	-	5%	-	
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	19	1	-	1	9	9	1	-	-	18	-	12	5	2	-	-	16	-	17	2
19%	5%	-	12%	26%	19%	7%	1%	-	22%	-	23%	14%	30%	-	-	20%	-	23%	7%	
No	47	20	-	4	12	24	8	4	-	36	4	28	15	1	3	-	43	3	26	21
48%	79%	-	77%	33%	53%	77%	67%	-	44%	50%	55%	47%	13%	100%	-	52%	37%	36%	82%	
I don't know	9	3	1	1	-	7	-	1	2	7	3	-	3	4	-	2	3	2	7	3
9%	11%	100%	11%	-	15%	-	9%	100%	8%	33%	-	10%	57%	-	36%	4%	23%	9%	11%	
NET Made a complaint to anyone else	42	3	1	1	24	15	2	1	-	39	1	23	14	2	-	3	37	3	40	2
43%	10%	-	12%	67%	33%	23%	23%	-	48%	17%	45%	44%	30%	-	64%	44%	40%	55%	7%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ9\_97. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Other

Base : Sent via - Other

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	73	11	61	1	31	36	6	68	1	2	1	71	1
Weighted Base	99*	15**	82*	2**	47**	47**	4**	93*	1**	2**	2**	97*	***
Effective Base	51	7	43	1	24	24	4	48	1	1	1	50	1
Yes - over the counter at the Post Office	18	5	13	-	8	9	-	17	1	-	-	18	-
	18%	33%	16%	-	16%	20%	-	18%	100%	-	-	19%	-
Yes - by phone/ letter/ email to the Post Office	11	5	7	-	6	3	2	11	-	-	-	11	-
	12%	32%	8%	-	13%	7%	44%	12%	-	-	-	12%	-
Yes - to the regulator (Ofcom)	10	5	4	-	9	-	-	10	-	-	-	10	-
	10%	35%	5%	-	20%	1%	-	10%	-	-	-	10%	-
Yes - to Citizens Advice Bureau	4	3	1	-	3	1	1	4	-	-	-	4	-
	4%	18%	2%	-	6%	2%	12%	4%	-	-	-	4%	-
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	19	4	14	-	15	3	1	19	-	-	-	19	-
	19%	30%	17%	-	32%	6%	13%	20%	-	1%	-	19%	-
No	47	1	46	-	16	31	-	47	-	-	-	47	-
	48%	10%	56%	-	34%	66%	-	50%	-	-	-	49%	-
I don't know	9	2	5	2	6	1	2	5	-	2	2	7	-
	9%	15%	7%	100%	13%	2%	56%	6%	-	99%	100%	8%	100%
NET Made a complaint to anyone else	42	11	31	-	26	15	2	41	1	-	-	42	-
	43%	75%	38%	-	53%	32%	44%	44%	100%	1%	-	44%	-

Proportions/Mears: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QJ9\_97. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Other**

**Base : Sent via - Other**

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	73	-	-	34	39	-	-	-	-	-	-	-	25	9	13	14	12
Weighted Base	99*	**	**	52**	47**	**	**	**	**	**	**	**	38**	14**	16**	19**	11**
Effective Base	51	-	-	25	25	-	-	-	-	-	-	-	18	7	8	11	7
Yes - over the counter at the Post Office	18	-	-	4	14	-	-	-	-	-	-	-	3	2	3	10	-
18%	-	-	-	8%	29%	-	-	-	-	-	-	-	7%	12%	21%	52%	-
Yes - by phone/ letter/ email to the Post Office	11	-	-	6	5	-	-	-	-	-	-	-	4	2	-	3	2
12%	-	-	-	17%	12%	-	-	-	-	-	-	-	11%	11%	-	17%	20%
Yes - to the regulator (Ofcom)	10	-	-	8	2	-	-	-	-	-	-	-	8	-	-	2	-
10%	-	-	-	15%	4%	-	-	-	-	-	-	-	21%	-	-	9%	-
Yes - to Citizens Advice Bureau	4	-	-	3	1	-	-	-	-	-	-	-	3	-	-	1	1
4%	-	-	-	5%	3%	-	-	-	-	-	-	-	7%	-	-	4%	5%
Yes - to someone else (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - to the shop/ location I dropped the parcel off at	19	-	-	9	9	-	-	-	-	-	-	-	7	2	-	7	3
19%	-	-	-	18%	20%	-	-	-	-	-	-	-	19%	17%	-	35%	22%
No	47	-	-	27	21	-	-	-	-	-	-	-	20	6	11	4	6
47%	-	-	-	52%	44%	-	-	-	-	-	-	-	53%	47%	66%	18%	55%
I don't know	9	-	-	6	4	-	-	-	-	-	-	-	4	2	2	1	1
9%	-	-	-	11%	7%	-	-	-	-	-	-	-	10%	13%	12%	3%	8%
NET Made a complaint to anyone else	42	-	-	19	23	-	-	-	-	-	-	-	14	5	4	15	4
42%	-	-	-	37%	49%	-	-	-	-	-	-	-	36%	40%	22%	79%	37%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_NET\_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Base : Sent via provider

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	2580	-	2580	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Royal Mail	143	-	143	69	73	71	72	31	54	33	10	11	2	85	43	15	3	109	34	114
11%	-	11%	27% <b>d</b>	7%	12%	10%	16% <b>h</b>	30% <b>j</b>	13% <b>i</b>	5%	4%	1%	1%	24% <b>o</b>	10% <b>o</b>	3%	1%	10%	20% <b>r</b>	8%
Collect +	90	-	50	30	20	28	21	5	28	12	5	-	-	33	17	-	-	44	5	37
23%	-	23%	4% <b>d</b>	13%	31%	17%	20%	20%	45% <b>j</b>	22%	13%	-	-	55% <b>o</b>	18%	-	-	24%	19%	17%
DHL	63	-	63	39	24	43	20	17	22	18	1	5	-	39	18	6	2	48	14	44
39%	-	39%	74%	22%	55%	24%	55%	46%	41%	41%	6%	24%	-	51%	33%	20%	14%	41%	33%	32%
FedEx	79	-	79	53	26	45	34	9	41	21	3	6	-	49	24	6	-	63	15	48
51%	-	51%	75% <b>d</b>	30%	54%	46%	36%	68%	56%	24%	37%	-	-	59%	48%	25%	-	54%	41%	43%
Evri	73	-	73	53	20	45	27	10	32	22	4	4	-	42	25	6	2	63	10	57
16%	-	16%	33% <b>d</b>	7%	57%	10%	13%	35% <b>j</b>	23% <b>i</b>	6%	7%	-	5%	43% <b>o</b>	15% <b>o</b>	2%	2%	16%	17%	13%
DPD	58	-	58	45	13	33	25	8	25	19	-	3	-	34	19	4	1	46	12	46
31%	-	31%	71% <b>d</b>	11%	38%	26%	29%	47%	39%	-	18%	-	18%	41%	28%	14%	9%	31%	35%	25%
Parcelforce	52	-	52	36	16	37	15	8	22	15	4	4	-	29	19	4	-	45	7	36
17%	-	17%	49% <b>d</b>	7%	22%	11%	24%	41%	31%	6%	7%	-	1%	53% <b>o</b>	15% <b>o</b>	4%	-	17%	22%	12%
TNT	36	-	36	28	7	28	7	4	16	11	-	2	-	21	11	4	3	29	6	26
42%	-	42%	77%	15%	49%	26%	27%	58%	48%	-	20%	-	66%	47%	39%	32%	49%	40%	64%	44%
UPS	52	-	52	27	25	38	13	8	21	19	2	2	-	29	21	2	-	43	9	30
35%	-	35%	58%	25%	44%	23%	30%	58%	49%	14%	13%	-	-	46%	39%	7%	-	38%	29%	25%
UK Mail	64	-	64	47	17	45	19	8	36	17	2	1	-	44	19	1	-	50	14	47
39%	-	39%	73% <b>d</b>	17%	26%	17%	49%	58%	47%	12%	6%	-	-	56%	38%	4%	-	36%	53%	34%
Yodel	59	-	59	42	17	35	25	14	19	19	3	3	-	33	22	4	1	46	13	42
32%	-	32%	54% <b>d</b>	16%	40%	25%	50%	46%	37%	12%	12%	-	15%	48%	29%	10%	7%	31%	38%	25%
Amazon Delivery Services/Logistics	61	-	61	43	18	31	30	7	29	19	1	5	-	37	19	5	-	51	10	46
22%	-	22%	62% <b>d</b>	9%	22%	22%	20%	43%	28%	2%	16%	-	-	38% <b>o</b>	19%	7%	-	23%	21%	18%
Other	43	-	42	33	9	21	22	6	19	14	1	2	-	25	15	2	-	34	8	29
43%	-	43%	65%	19%	57%	35%	41%	58%	52%	9%	27%	-	-	53%	43%	15%	-	42%	51%	46%

Proportions/Mean: Column Total (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/pq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_NET\_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Base : Sent via provider

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1067	69
Royal Mail	143	45	40	27	31	85	58	122	20	23	25	32	27	30	84	115	115	56	82	4
Collect +	50	12	16	13	9	28	22	46	3	11	3	20	11	3	34	13	37	22	28	-
DHL	63	28	16	9	10	44	19	54	9	15	6	10	12	18	29	17	46	34	28	1
FedEx	79	21	18	13	13	48	31	74	5	4	5	36	15	16	56	6	72	37	41	1
Evo	51%	45%	74%	52%	33%	58%	42%	59%	17%	37%	38%	69%	33%	61%	50%	45%	53%	71%	42%	11%
DPD	73	24	22	17	10	45	27	58	15	12	8	21	13	17	42	13	59	44	27	2
Parcelforce	16%	16%	14%	19%	9%	18%	14%	19%	11%	31%	12%	17%	12%	20%	14%	34%	15%	42%	8%	2
TNT	58	17	21	15	5	38	19	48	10	6	9	23	10	8	42	7	50	29	27	2
UPS	31%	40%	34%	36%	13%	36%	25%	35%	21%	37%	38%	40%	22%	24%	33%	44%	31%	47%	24%	20%
UK Mail	84	15	17	14	5	33	19	50	2	7	5	15	10	14	30	9	43	27	25	-
Yodel	17%	21%	20%	19%	7%	21%	13%	23%	3%	24%	11%	21%	11%	22%	15%	29%	16%	43%	11%	-
Amazon Delivery Service/Logistics	36	17	8	10	2	24	11	29	7	4	6	7	8	9	20	6	30	25	11	-
Other	42%	49%	24%	75%	27%	37%	59%	42%	47%	40%	53%	39%	29%	54%	37%	49%	41%	78%	20%	-
	52	21	8	14	8	30	22	46	5	12	1	10	7	19	18	14	37	34	17	1
	35%	50%	31%	38%	21%	42%	29%	41%	17%	57%	7%	33%	20%	51%	23%	60%	32%	63%	20%	17%
	84	28	12	14	11	40	24	58	6	12	7	20	12	38	14	12	50	38	25	1
	39%	57%	35%	34%	24%	48%	29%	45%	17%	47%	41%	52%	23%	41%	37%	51%	37%	71%	23%	43%
	59	22	19	15	3	41	18	50	9	8	9	18	11	10	38	10	49	31	27	1
	32%	51%	30%	32%	10%	38%	23%	34%	24%	53%	45%	35%	21%	29%	30%	58%	30%	56%	22%	19%
	61	15	20	17	10	34	27	54	8	5	10	22	10	12	42	7	54	31	30	*
	22%	22%	20%	32%	17%	21%	24%	29%	10%	24%	25%	12%	25%	22%	31%	22%	31%	14%	15%	3%
	42	14	11	12	6	25	18	38	4	10	5	10	7	8	22	12	30	26	16	1
	43%	65%	34%	43%	32%	47%	39%	48%	21%	84%	54%	41%	26%	40%	36%	82%	37%	71%	29%	8%

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_NET\_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Base : Sent via provider

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
Royal Mail	143	129	13	1	125	8	5	4	7	32	9	6	15	10	26	14	7	*	8
Collect +	11%	42%	6%	3%	12%	7%	7%	11%	12%	20%	9%	7%	12%	8%	17%	8%	7%	3%	8%
	50	44	6	1	44	3	1	1	2	6	5	1	5	12	5	3	*	3	
	23%	23%	23%	15%	24%	18%	11%	17%	25%	34%	26%	11%	14%	24%	38%	15%	80%	11%	20%
DHL	63	59	4	2	57	4	1	1	3	11	3	3	5	8	15	7	3	-	4
	39%	41%	24%	26%	39%	48%	21%	35%	37%	64%	34%	33%	32%	47%	21%	33%	-	52%	
FedEx	79	73	6	*	72	6	*	1	2	7	9	5	7	7	20	13	2	-	6
	51%	52%	37%	4%	53%	38%	14%	34%	69%	56%	76%	46%	53%	42%	49%	65%	31%	-	39%
Evoit	73	69	4	2	65	4	3	1	2	4	12	3	8	4	19	7	6	*	4
	16%	18%	6%	14%	17%	16%	11%	10%	12%	10%	30%	9%	18%	9%	33%	12%	12%	12%	16%
DPD	58	57	1	*	51	2	3	2	1	6	11	-	8	3	13	7	1	*	2
	31%	35%	3%	8%	32%	21%	30%	29%	25%	36%	54%	-	39%	36%	34%	22%	15%	49%	20%
Parcelforce	52	51	1	-	50	-	1	1	1	8	6	2	7	3	16	5	-	-	1
	17%	20%	1%	1%	20%	1%	7%	10%	13%	23%	19%	12%	32%	12%	39%	12%	-	-	1%
TNT	36	34	2	2	33	1	1	1	1	2	4	1	7	4	11	2	2	-	1
	42%	44%	24%	89%	43%	20%	35%	73%	40%	16%	37%	44%	69%	68%	63%	16%	58%	-	20%
UPS	52	49	2	-	49	2	1	1	1	15	9	-	4	5	13	2	-	-	2
	35%	36%	23%	-	38%	17%	18%	19%	59%	64%	59%	-	26%	32%	57%	13%	-	-	19%
UK Mail	84	58	6	*	60	2	1	1	4	13	6	2	7	8	12	8	2	*	2
	39%	41%	25%	29%	39%	31%	14%	46%	62%	47%	33%	17%	59%	34%	43%	40%	20%	41%	30%
Yodel	59	57	2	*	55	2	1	1	2	9	2	4	9	5	15	9	-	-	2
	32%	35%	11%	4%	35%	15%	13%	22%	31%	42%	20%	32%	42%	29%	50%	34%	-	-	17%
Amazon Delivery Service/	61	57	4	*	58	1	*	1	4	9	7	6	4	5	10	11	3	*	1
Logistics	22%	24%	11%	3%	24%	9%	3%	15%	26%	23%	32%	28%	12%	32%	20%	37%	15%	17%	8%
Other	42	42	*	*	40	1	*	1	2	4	3	-	7	5	15	5	-	-	1
	43%	44%	4%	7%	45%	21%	2%	47%	78%	31%	63%	-	44%	63%	67%	29%	-	-	23%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**QJ9\_NET\_ELSE.** And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Base : Sent via provider

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Royal Mail	143	26	3	4	61	50	19	7	8	111	13	66	47	15	8	5	113	14	117	26
	11%	3%	7%	2%	12%	9%	13%	9%	18%	11%	12%	10%	9%	5%	22%	45%	10%	28%	73%	3%
Collect +	50	7	-	-	20	17	7	4	1	37	5	22	13	5	4	4	35	8	45	4
	23%	9%	-	3%	27%	21%	20%	24%	18%	24%	23%	18%	20%	36%	46%	67%	19%	54%	42%	3%
DHL	63	9	-	2	30	27	4	3	-	57	3	25	21	10	5	1	47	7	61	2
	39%	22%	-	15%	45%	38%	25%	31%	-	42%	25%	33%	36%	59%	75%	100%	34%	79%	56%	4%
FedEx	79	14	-	3	32	28	18	2	-	60	2	29	34	8	7	1	63	7	73	5
	51%	47%	-	36%	60%	46%	55%	19%	-	52%	16%	47%	46%	66%	88%	100%	48%	89%	61%	16%
Evti	73	13	2	5	31	29	9	3	-	60	3	31	29	7	4	-	60	4	63	9
	16%	7%	13%	6%	20%	16%	14%	15%	-	17%	9%	14%	17%	18%	23%	-	16%	20%	37%	3%
DPD	58	8	-	3	25	24	6	4	-	48	4	29	13	7	5	4	42	9	52	6
	31%	17%	-	30%	35%	33%	23%	27%	-	34%	21%	29%	22%	48%	82%	96%	26%	87%	31%	7%
Parcelforce	52	6	-	1	33	14	2	3	-	47	3	23	20	3	3	3	43	6	41	8
	17%	6%	-	2%	22%	15%	4%	19%	-	19%	15%	14%	17%	20%	35%	100%	15%	51%	34%	5%
TNT	36	3	-	3	20	15	-	-	-	35	-	18	11	3	-	2	29	3	33	3
	42%	19%	-	64%	52%	39%	22%	-	-	45%	-	42%	32%	100%	100%	100%	37%	100%	53%	12%
UPS	52	1	-	1	25	21	4	2	-	45	2	20	19	4	7	1	40	8	47	4
	35%	2%	-	6%	40%	41%	20%	22%	-	40%	18%	28%	38%	37%	65%	100%	32%	67%	33%	7%
UK Mail	64	8	-	1	28	26	7	4	-	54	4	33	21	2	6	-	54	6	61	4
	39%	19%	-	11%	47%	38%	27%	31%	-	42%	27%	36%	38%	23%	87%	-	37%	78%	55%	6%
Yodel	59	11	-	2	35	18	4	1	-	53	2	31	15	4	6	3	46	9	57	2
	32%	16%	-	12%	53%	26%	13%	12%	10%	39%	12%	34%	22%	44%	48%	100%	29%	58%	30%	3%
Amazon Delivery Services/Logistics	61	6	-	1	34	19	6	2	-	53	2	30	26	2	2	2	55	4	56	3
	22%	9%	-	2%	32%	19%	17%	7%	-	26%	5%	20%	25%	11%	29%	50%	22%	38%	19%	2%
Other	42	3	-	1	24	15	2	1	-	39	1	23	14	2	-	3	37	3	40	2
	43%	10%	-	12%	67%	33%	23%	23%	-	48%	17%	45%	44%	30%	-	64%	44%	40%	55%	7%

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e/f/g/h/i) - kl(mn)op(q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ9\_NET\_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Base : Sent via provider

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Royal Mail	143	25	114	4	55	76	11	126	14	-	2	141	*
	11%	33%	9%	19%	15%	9%	16%	10%	83%	-	51%	11%	1%
Collect +	50	11	36	3	29	19	2	45	4	*	-	50	-
	23%	63%	18%	95%	39%	14%	19%	22%	100%	11%	-	23%	-
DHL	63	13	50	-	32	29	2	45	16	-	2	61	-
	39%	68%	35%	-	66%	28%	25%	31%	100%	-	100%	38%	-
FedEx	79	13	62	4	41	37	1	69	9	+	-	79	+
	51%	50%	49%	100%	66%	43%	14%	46%	100%	100%	-	51%	100%
Evti	73	7	64	2	34	35	4	55	15	2	-	73	-
	16%	29%	15%	65%	28%	12%	15%	13%	88%	24%	-	16%	-
DPD	58	12	44	2	29	23	7	47	9	2	-	58	*
	31%	60%	27%	58%	43%	21%	43%	27%	100%	59%	-	31%	30%
Parcelforce	52	8	40	4	21	26	5	48	3	+	-	52	-
	17%	25%	15%	75%	28%	13%	31%	16%	63%	83%	-	17%	-
TNT	36	7	25	4	22	12	2	34	2	-	-	36	-
	42%	64%	35%	100%	90%	21%	38%	41%	100%	-	-	42%	-
UPS	52	12	38	2	21	30	1	46	6	-	-	52	-
	35%	64%	30%	100%	55%	30%	11%	34%	94%	-	-	36%	-
UK Mail	64	16	46	2	42	19	3	51	13	*	-	64	*
	39%	67%	33%	61%	73%	20%	20%	34%	100%	100%	-	39%	100%
Yodel	59	12	41	7	29	26	4	45	13	2	-	59	-
	32%	52%	26%	100%	43%	25%	33%	26%	100%	42%	-	32%	-
Amazon Delivery Service/Logistics	61	13	46	2	32	26	3	51	9	2	-	61	-
	22%	45%	19%	60%	47%	15%	26%	19%	100%	65%	-	22%	-
Other	42	11	31	-	25	15	2	41	1	*	-	42	-
	43%	75%	38%	-	53%	32%	44%	44%	100%	1%	-	44%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



***Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)***

**QJ9\_NET\_ELSE.** And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Base : Sent via provider

	Total	Quarter				Month											
		Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	**	816	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Royal Mail	143	-	-	62	81	-	-	-	-	-	-	-	50	12	22	33	26
	11%	-	-	9%	12%	-	-	-	-	-	-	-	11%	5%	9%	15% <sup>sm</sup>	13% <sup>sm</sup>
Collect +	50	-	-	25	25	-	-	-	-	-	-	-	16	9	3	16	5
	23%	-	-	25%	21%	-	-	-	-	-	-	-	26%	22%	13%	34%	12%
DHL	63	-	-	31	33	-	-	-	-	-	-	-	21	9	15	9	9
	39%	-	-	42%	36%	-	-	-	-	-	-	-	43%	40%	50%	29%	29%
FedEx	79	-	-	43	36	-	-	-	-	-	-	-	26	17	10	20	7
	51%	-	-	56%	45%	-	-	-	-	-	-	-	58%	54%	31%	63%	38%
Evti	73	-	-	38	35	-	-	-	-	-	-	-	30	8	14	12	10
	16%	-	-	18%	15%	-	-	-	-	-	-	-	20%	13%	20%	14%	11%
DPD	58	-	-	33	25	-	-	-	-	-	-	-	22	11	-	17	8
	31%	-	-	39%	25%	-	-	-	-	-	-	-	44%	32%	-	41%	22%
Parcelforce	52	-	-	19	33	-	-	-	-	-	-	-	19	-	15	15	4
	17%	-	-	13%	20%	-	-	-	-	-	-	-	22%	-	27% <sup>sp</sup>	27% <sup>sp</sup>	7%
TNT	36	-	-	10	28	-	-	-	-	-	-	-	10	-	7	15	5
	42%	-	-	24%	55%	-	-	-	-	-	-	-	40%	1%	38%	86%	46%
UPS	52	-	-	28	23	-	-	-	-	-	-	-	27	2	5	14	5
	35%	-	-	36%	35%	-	-	-	-	-	-	-	49%	7%	20%	53%	28%
UK Mail	64	-	-	31	34	-	-	-	-	-	-	-	31	-	5	14	15
	39%	-	-	36%	42%	-	-	-	-	-	-	-	47%	-	31%	44%	46%
Yodel	59	-	-	30	29	-	-	-	-	-	-	-	19	11	7	16	7
	32%	-	-	31%	33%	-	-	-	-	-	-	-	33%	29%	20%	46%	29%
Amazon Delivery Service/Logistics	61	-	-	30	31	-	-	-	-	-	-	-	24	6	7	12	12
	22%	-	-	23%	22%	-	-	-	-	-	-	-	30%	11%	16%	21%	28%
Other	42	-	-	19	23	-	-	-	-	-	-	-	14	5	4	15	4
	43%	-	-	37%	49%	-	-	-	-	-	-	-	36%	40%	22%	79%	37%

Proportions/Mean: Columns Tested (5% risk level) - a|b|c|d - e|f|g|h|i|j|k|l|m|n|o|p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_NET\_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Royal Mail	143	-	143	69	73	71	72	31	54	33	10	11	2	1	85	43	15	3	109	34	114
6%	-	6%	18% 10% 10%	3%	3%	6%	5%	9% 16% 7% 3%	16% 10% 7% 3%	10% 7% 4% 1%	3%	2%	1%	1%	12% 5% 3% 1%	10% 5% 3% 1%	15%	1%	5%	11% 4%	4%
Collect +	50	-	50	30	20	28	21	8	28	12	5	-	-	-	33	17	-	-	44	5	37
2%	-	2%	3% 10% 10%	1%	1%	2%	2%	2% 3% 2% 1%	2% 3% 2% 1%	2% 3% 2% 1%	1%	-	-	-	5% 3% 2% 1%	2% 1% 1% 1%	-	-	2%	2%	1%
DHL	63	-	63	39	24	43	20	17	22	19	1	5	-	2	39	18	6	2	48	14	44
2%	-	2%	19% 10% 10%	1%	1%	3% 10% 10%	2%	5% 9% 6% 4%	9% 6% 4% 3%	4% 3% 2% 1%	1%	1%	-	1%	6% 3% 2% 1%	2% 1% 1% 1%	1%	*	2%	5%	2%
FedEx	79	-	79	53	26	45	34	9	41	21	3	6	-	-	49	24	6	6	63	15	48
3%	-	3%	14% 10% 10%	1%	1%	4% 10% 10%	3%	3% 12% 7% 4%	12% 9% 6% 4%	4% 3% 2% 1%	1%	1%	-	-	7% 3% 2% 1%	3% 2% 1% 1%	1%	*	3%	5%	2%
Evti	73	-	73	53	20	45	27	10	32	22	4	4	-	2	42	25	6	2	63	10	57
3%	-	3%	10% 10% 10%	1%	1%	4% 10% 10%	2%	3% 10% 7% 4%	10% 7% 4% 3%	4% 3% 2% 1%	1%	1%	-	1%	6% 3% 2% 1%	1% 1% 1% 1%	1%	*	3%	3%	2%
DPD	58	-	58	45	13	33	25	8	25	19	-	3	-	1	34	19	4	1	46	12	46
2%	-	2%	12% 10% 10%	1%	1%	3% 10% 10%	2%	2% 7% 4% 3%	7% 4% 3% 2%	4% 3% 2% 1%	-	1%	-	1%	5% 3% 2% 1%	2% 1% 1% 1%	*	*	2%	4%	2%
Parcelforce	52	-	52	36	16	37	15	8	22	15	4	4	-	-	29	19	4	*	45	7	36
2%	-	2%	9% 10% 10%	1%	1%	3% 10% 10%	1%	2% 6% 4% 3%	6% 4% 3% 2%	3% 2% 1% 1%	1%	1%	-	1%	4% 3% 2% 1%	2% 1% 1% 1%	*	*	2%	2%	1%
TNT	36	-	36	29	7	29	7	4	16	11	-	2	-	3	21	11	4	3	29	6	26
1%	-	1%	7% 10% 10%	*	*	2% 10% 10%	1%	1% 5% 3% 2%	5% 3% 2% 1%	3% 2% 1% 1%	-	2	-	3%	1% 1% 1% 1%	*	*	1%	1%	2%	1%
UPS	52	-	52	27	25	38	13	8	21	19	2	2	-	-	29	21	2	-	43	9	30
2%	-	2%	7% 10% 10%	1%	1%	3% 10% 10%	1%	2% 6% 4% 3%	6% 4% 3% 2%	4% 3% 2% 1%	1%	1%	-	1%	4% 3% 2% 1%	2% 1% 1% 1%	*	*	2%	3%	1%
UK Mail	64	-	64	47	17	45	19	8	36	17	2	1	-	-	44	19	1	-	50	14	47
2%	-	2%	12% 10% 10%	1%	1%	3% 10% 10%	1%	2% 10% 7% 4%	10% 7% 4% 3%	3% 2% 1% 1%	*	*	-	1%	6% 3% 2% 1%	*	*	2%	5%	2%	
Yodel	59	-	59	42	17	35	25	14	19	19	3	3	-	1	33	22	4	1	46	13	42
2%	-	2%	11% 10% 10%	1%	1%	3% 10% 10%	2%	4% 6% 4% 3%	6% 4% 3% 2%	4% 3% 2% 1%	1%	1%	-	1%	5% 3% 2% 1%	2% 1% 1% 1%	*	*	2%	4%	2%
Amazon Delivery Service/	61	-	61	43	18	31	30	7	29	19	1	5	-	-	37	19	5	-	51	10	46
Logistics	2%	-	2%	11% 10% 10%	1%	2% 10% 10%	2%	2% 6% 4% 3%	6% 4% 3% 2%	4% 3% 2% 1%	*	1%	-	-	5% 3% 2% 1%	2% 1% 1% 1%	*	*	2%	3%	2%
Other	42	-	42	33	9	21	22	6	19	14	1	2	-	-	25	15	2	-	34	8	29
2%	-	2%	5% 10% 10%	*	*	2% 10% 10%	2%	2% 6% 4% 3%	6% 4% 3% 2%	3% 2% 1% 1%	-	1%	-	1%	4% 3% 2% 1%	*	*	2%	3%	3%	1%

Proportions/Mean: Column Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - n/op/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_NET\_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1067	69
Royal Mail	143	45	40	27	31	85	58	122	20	23	25	32	27	30	84	25	115	56	82	4
6%		10%bcd	5%	5%	4%	6%	5%	9%h	2%	6%	6%	5%	4%	6%	5%	9%	5%	11%r	4%	3%
Collect +	90	12	16	13	9	28	22	46	3	11	3	20	11	3	34	13	37	22	28	-
2%		3%	2%	2%	1%	2%	2%	5%h	*	4%h	1%	3%	2%	1%	2%	5%p	2%	4%r	1%	-
DHL	63	28	16	9	10	44	19	54	9	15	6	10	12	18	29	17	46	34	28	1
2%		6%bcd	2%	2%	1%	3%d	2%	4%h	1%	6%h	2%	2%	2%	4%h	2%	6%p	2%	6%h	1%	*
FedEx	79	21	27	18	13	48	31	74	5	4	5	36	15	16	56	6	72	37	41	1
3%		2%h	3%	3%	2%	4%	2%	5%h	1%	2%	2%	5%h	2%	4%	3%	2%	3%	7%h	2%	1%
Evoit	73	24	22	17	10	45	27	50	15	12	8	21	13	17	42	59	44	27	2	2
3%		5%d	3%	3%	1%	3%	2%	4%h	2%	4%	3%	3%	2%	4%	2%	5%	3%	5%h	1%	2%
DPD	58	17	21	15	5	38	19	48	10	6	9	23	10	8	42	7	50	29	27	2
2%		4%d	3%d	3%d	1%	3%	2%	3%h	1%	2%	3%	3%	1%	2%	2%	3%	2%	5%h	1%	2%
Parcelforce	82	15	17	14	5	33	19	50	2	7	5	15	10	14	30	9	43	27	25	-
2%		3%h	2%	2%h	1%	2%	2%	3%h	*	2%	1%	2%	1%	3%	2%	3%	2%	5%h	1%	-
TNT	36	17	8	10	2	24	11	29	7	4	6	7	8	9	20	6	30	25	11	-
1%		4%de	1%	2%h	*	2%	1%	2%	1%	1%	2%	1%	1%	2%	1%	2%	3%h	5%h	1%	-
UPS	82	21	8	14	8	30	22	46	5	12	1	10	7	19	18	14	37	34	17	1
2%		5%bc	1%	2%	1%	2%	2%	3%h	1%	4%h	1%	1%	1%	5%h	1%	5%p	2%	6%h	1%	1%
UK Mail	64	28	12	14	11	40	24	58	6	12	7	20	12	12	38	14	50	38	25	1
2%		6%bcd	1%	3%	1%	3%	2%	4%h	1%	4%	2%	3%	2%	3%	2%	5%	2%	7%h	1%	1%
Yodel	89	22	19	15	3	41	18	50	9	8	9	18	11	10	38	10	49	31	27	1
2%		5%d	2%d	3%d	*	3%d	1%	5%h	1%	3%	3%	3%	2%	3%	2%	3%	2%	6%h	1%	1%
Amazon Delivery Services/Logistics	61	15	20	17	10	34	27	54	8	5	10	22	10	12	42	7	54	31	30	*
2%		3%	2%	3%	1%	3%	2%	5%h	1%	2%	3%	3%	1%	3%	2%	2%	3%	5%h	2%	*
Other	42	14	11	12	6	25	18	30	4	10	5	10	7	8	22	12	30	25	16	1
2%		3%d	1%	2%	1%	2%	1%	3%h	*	4%h	1%	2%	1%	2%	1%	4%p	1%	5%h	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - ab/c/d - ef - gh - ij/k/l/m/n - op - q/r/s  
\* - small base

QJ9\_NET\_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber/ Merseyside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
Royal Mail	143	129	13	1	125	8	5	4	7	32	9	6	15	10	26	14	7	*	8
Collect +	6%	6%	4%	2%	6%	4%	4%	6%	7%	11% <sup>knop</sup>	4%	3%	8%	4%	8%	4%	3%	1%	4%
DHL	90	44	0	1	44	3	1	1	2	0	5	1	5	5	12	5	3	*	3
FedEx	2%	2%	2%	1%	2%	1%	1%	1%	2%	2%	2%	1%	2%	2%	3%	1%	1%	1%	1%
Evoit	63	59	4	2	57	4	1	1	3	11	3	3	5	8	15	7	3	-	4
DPD	2%	3%	1%	2%	3%	2%	1%	2%	3%	4%	1%	1%	2%	3%	4%	2%	1%	-	2%
Parcelforce	79	73	6	*	72	6	*	1	2	7	9	5	7	7	20	13	2	-	6
TNT	3%	3%	2%	*	3%	3%	*	1%	2%	2%	4%	2%	3%	3%	10	4%	1%	-	3%
UPS	73	69	4	2	65	4	3	1	2	4	12	3	8	4	19	7	6	*	4
UK Mail	3%	3%	1%	2%	3%	2%	2%	1%	2%	1%	5%	1%	4%	2%	6%	2%	3%	1%	2%
Amazon Delivery Services/ Logistica	58	57	1	*	51	2	3	2	1	6	11	-	8	3	13	7	1	*	2
Other	2%	3%	*	*	2%	1%	2%	2%	1%	2%	9% <sup>knpr</sup>	-	4% <sup>kl</sup>	1%	4% <sup>kl</sup>	2%	1%	1%	1%
Amazon Delivery Services/ Logistica	52	51	1	*	50	*	1	1	1	8	6	2	7	3	10	5	-	-	-
Other	2%	3%	*	*	2%	*	1%	1%	1%	3%	3%	1%	1%	3%	5% <sup>knpr</sup>	2%	-	-	-
TNT	36	34	2	2	33	1	1	1	1	2	4	1	7	4	11	2	2	-	1
UPS	1%	2%	1%	2%	2%	*	*	2%	1%	1%	2%	1%	3%	2%	3%	1%	1%	-	*
UK Mail	84	49	2	-	49	2	1	1	1	15	9	-	4	5	13	2	-	-	2
Yodel	2%	2%	1%	-	2%	1%	1%	1%	1%	9% <sup>knpr</sup>	4% <sup>knpr</sup>	-	2%	2%	4% <sup>knpr</sup>	1%	-	-	1%
Amazon Delivery Services/ Logistica	84	58	0	*	60	2	1	1	4	13	6	2	7	8	12	6	2	*	2
Other	2%	3%	2%	1%	3%	1%	*	2%	4%	5%	3%	1%	3%	3%	4%	2%	1%	1%	1%
Amazon Delivery Services/ Logistica	59	57	2	*	55	2	1	1	2	9	2	4	9	5	15	9	-	-	2
Other	2%	3%	1%	*	3%	1%	1%	1%	2%	3%	1%	2%	4% <sup>knpr</sup>	2%	4% <sup>knpr</sup>	3%	-	-	1%
Amazon Delivery Services/ Logistica	61	57	4	*	58	1	*	1	4	9	7	6	4	5	10	11	3	*	1
Other	2%	3%	1%	*	3%	1%	*	2%	3%	3%	4%	3%	2%	2%	3%	3%	1%	1%	1%
Amazon Delivery Services/ Logistica	42	42	-	-	40	1	*	1	2	4	3	-	7	5	15	5	-	-	1
Other	2%	2%	-	-	2%	1%	*	1%	2% <sup>knpr</sup>	2%	1%	-	3% <sup>knpr</sup>	2%	4% <sup>knpr</sup>	1%	-	-	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_NET\_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Total	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Royal Mail	143	26	3	4	61	50	19	7	8	111	13	66	47	15	8	5	113	14	117	26
Collect +	6%	3%	4%	1%	7%	5%	5%	4%	8%	6%	5%	6%	5%	5%	7%	13%	5%	9%	12%	1%
DHL	50	7	-	-	20	17	7	4	1	37	5	22	13	5	4	4	35	8	45	4
2%	1%	-	-	-	2%	2%	2%	2%	1%	2%	2%	2%	1%	2%	4%	9%	2%	5%	6%	*
FedEx	63	9	-	2	30	27	4	3	-	57	3	25	21	10	5	1	47	7	61	2
2%	1%	-	-	-	3%	3%	7%	2%	-	3%	1%	2%	2%	3%	5%	3%	2%	4%	7%	*
Parcelforce	79	14	-	3	32	28	18	2	-	60	2	29	34	8	7	1	63	7	73	5
3%	2%	-	1%	4%	3%	4%	1%	-	3%	1%	3%	3%	3%	3%	6%	2%	3%	5%	8%	*
Evri	73	13	2	5	31	29	9	3	-	60	3	31	29	7	4	-	60	4	63	9
3%	1%	2%	1%	3%	3%	2%	2%	-	3%	1%	3%	3%	2%	4%	-	-	3%	3%	8%	1%
DPD	58	8	-	3	25	24	6	4	-	48	4	29	13	7	5	4	42	9	52	6
2%	1%	-	1%	3%	2%	1%	2%	-	3%	2%	3%	1%	2%	2%	9%	2%	3%	5%	6%	*
TNT	52	6	-	1	33	14	2	3	-	47	3	23	20	3	3	3	43	6	44	8
2%	1%	-	-	4%	1%	-	2%	-	2%	1%	2%	2%	2%	1%	3%	7%	2%	4%	5%	*
UPS	36	3	-	3	20	15	-	-	-	35	-	18	11	3	-	2	29	3	33	3
1%	-	-	1%	2%	1%	-	-	-	2%	-	2%	1%	1%	1%	6%	1%	2%	4%	4%	*
Amazon Delivery Service/Logistics	61	1	-	1	25	21	4	2	-	45	2	20	19	4	7	1	40	8	47	4
2%	-	-	-	3%	2%	1%	1%	-	2%	1%	2%	2%	2%	1%	2%	2%	2%	5%	6%	*
UK Mail	64	8	-	1	29	26	7	4	-	54	4	33	21	2	6	-	54	6	61	4
2%	1%	-	-	3%	2%	2%	2%	-	3%	1%	3%	2%	2%	1%	2%	-	3%	4%	7%	*
Yodel	59	11	-	2	35	18	4	1	-	53	2	31	15	4	6	3	46	9	57	2
2%	1%	-	1%	4%	2%	1%	1%	1%	3%	1%	3%	1%	1%	1%	8%	2%	3%	7%	7%	*
Other	42	3	-	1	24	15	2	1	-	39	1	23	14	2	-	3	37	3	40	2
2%	-	-	-	3%	1%	1%	1%	-	2%	1%	2%	1%	1%	-	7%	2%	2%	5%	5%	*

Proportions/Mean: Columns Tested (5% risk level) - abc - d(e)(f)(gh) - kl(mn)(op)q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QJ9\_NET\_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Royal Mail	143	25	114	4	55	76	11	126	14	-	2	141	*
Collect +	6%	13% <b>b</b>	5%	10%	3%c	4%	8%	5%	23% <b>gh</b>	-	36%	5%	*
DHL	50	11	36	3	29	19	2	45	4	*	-	50	-
FedEx	2%	7% <b>b</b>	1%	7%	4%c	1%	2%	2%	7% <b>g</b>	1%	-	2%	-
Evri	63	13	50	-	32	29	2	45	16	-	2	61	-
DPD	2%	3% <b>b</b>	2%	-	3%c	2%	1%	2%	26% <b>gh</b>	-	34%	2%	-
Parcelforce	79	13	62	4	41	37	1	69	9	-	-	79	*
TNT	3%	4% <b>b</b>	3%	11%	3%c	2%	1%	3%	14% <b>gh</b>	1%	-	3%	*
UPS	73	7	64	2	34	35	4	55	15	2	-	73	-
Amazon Delivery Service/Logistics	3%	4%	3%	6%	5% <b>c</b>	2%	3%	2%	24% <b>gh</b>	8%	-	3%	-
Other	58	12	44	2	29	23	7	47	9	2	-	58	*
Yodel	2%	3% <b>b</b>	2%	4%	3%c	1%	5% <b>e</b>	4%	14% <b>gh</b>	6%	-	2%	*
UK Mail	52	8	40	4	21	26	5	48	3	*	-	52	-
Other	2%	3% <b>b</b>	2%	11%	3%c	1%	3%	2%	5%	1%	-	2%	-
Other	36	7	25	4	22	12	2	34	2	-	-	36	-
Other	1%	4% <b>b</b>	1%	11%	3% <b>c</b>	1%	2%	1%	3%	-	-	1%	-
Other	52	12	38	2	21	30	1	46	6	-	-	52	-
Other	2%	7% <b>b</b>	2%	6%	3%c	2%	1%	2%	24% <b>gh</b>	-	-	2%	-
Other	64	16	46	2	42	19	3	51	13	*	-	64	*
Other	2%	10% <b>b</b>	2%	6%	5% <b>c</b>	1%	2%	2%	20% <b>gh</b>	*	-	3%	*
Other	59	12	41	7	29	26	4	45	13	2	-	59	-
Other	2%	8% <b>b</b>	2%	17%	4% <b>c</b>	2%	3%	2%	20% <b>gh</b>	7%	-	2%	-
Other	61	13	46	2	32	26	3	51	9	2	-	61	-
Other	2%	5% <b>b</b>	2%	6%	3% <b>c</b>	2%	2%	2%	14% <b>gh</b>	6%	-	2%	-
Other	42	11	31	-	25	15	2	41	1	*	-	42	-
Other	2%	7% <b>b</b>	1%	-	4% <b>c</b>	1%	1%	2%	2%	*	-	2%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QJ9\_NET\_ELSE. And in the last 12 months, have you made a complaint to anyone else about the packets and parcels you've sent with ... - Complained to someone else Summary

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	1290	1290	**	**	**	**	**	**	**	816	472	437	416	437
Effective Base	1482	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Royal Mail	143	-	62	81	-	-	-	-	-	-	-	50	12	22	33	26
6%	-	-	5%	6%	-	-	-	-	-	-	-	6% <sup>um</sup>	3%	5%	6% <sup>um</sup>	6%
Collect +	50	-	25	25	-	-	-	-	-	-	-	16	9	3	16	5
2%	-	-	2%	2%	-	-	-	-	-	-	-	2%	2%	1%	4% <sup>um</sup>	1%
DHL	63	-	31	33	-	-	-	-	-	-	-	21	9	15	9	9
2%	-	-	2%	3%	-	-	-	-	-	-	-	3%	2%	4%	2%	2%
FedEx	79	-	43	36	-	-	-	-	-	-	-	26	17	10	20	7
3%	-	-	3%	3%	-	-	-	-	-	-	-	3%	4%	2%	5% <sup>up</sup>	2%
Evtl	73	-	38	35	-	-	-	-	-	-	-	30	8	14	12	10
3%	-	-	3%	3%	-	-	-	-	-	-	-	4%	2%	3%	3%	2%
DPD	58	-	33	25	-	-	-	-	-	-	-	22	11	-	17	8
2%	-	-	3%	2%	-	-	-	-	-	-	-	3% <sup>un</sup>	2% <sup>un</sup>	-	4% <sup>un</sup>	2% <sup>un</sup>
Parcelforce	52	-	19	33	-	-	-	-	-	-	-	19	-	15	15	4
2%	-	-	1%	3%	-	-	-	-	-	-	-	2% <sup>un</sup>	-	3% <sup>un</sup>	4% <sup>up</sup>	1%
TNT	36	-	10	26	-	-	-	-	-	-	-	10	*	7	15	5
1%	-	-	1%	4% <sup>un</sup>	-	-	-	-	-	-	-	1%	*	2% <sup>un</sup>	4% <sup>un</sup>	1%
UPS	52	-	28	23	-	-	-	-	-	-	-	27	2	5	14	5
2%	-	-	2%	2%	-	-	-	-	-	-	-	3% <sup>un</sup>	*	1%	3% <sup>un</sup>	1%
UK Mail	64	-	31	34	-	-	-	-	-	-	-	31	*	5	14	15
2%	-	-	2%	3%	-	-	-	-	-	-	-	4% <sup>un</sup>	*	1%	3% <sup>un</sup>	3% <sup>un</sup>
Yodel	59	-	30	29	-	-	-	-	-	-	-	19	11	7	16	7
2%	-	-	2%	2%	-	-	-	-	-	-	-	2%	2%	2%	4%	2%
Amazon Delivery Service/	61	-	30	31	-	-	-	-	-	-	-	24	6	7	12	12
Logistics	2%	-	2%	2%	-	-	-	-	-	-	-	3%	1%	2%	3%	3%
Other	42	-	19	23	-	-	-	-	-	-	-	14	5	4	15	4
2%	-	-	1%	2%	-	-	-	-	-	-	-	2%	1%	1%	4% <sup>up</sup>	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/op  
 \*\* very small base (under 30) ineligible for sig testing

QZ1. What is your working status?

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	5161	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Working full time (30hrs+ per week)	2166	2166	478	1177	1341	822	289	426	663	369	367	45	7	715	1032	419	52	1906	243	1984
42%	-	42%	68% <b>d</b>	42%	53% <b>f</b>	31%	42% <b>m</b>	65% <b>gklm</b>	65% <b>gklm</b>	61% <b>gklm</b>	40% <b>m</b>	7% <b>m</b>	1%	53% <b>npq</b>	60% <b>npq</b>	20% <b>q</b>	4%	42%	46%	38%
Working part time (8-29hrs per week)	909	909	113	497	276	628	137	116	196	170	213	54	21	253	368	288	75	789	113	850
19%	-	19%	16%	19%	11%	23% <b>e</b>	23% <b>lm</b>	13% <b>m</b>	19% <b>lm</b>	23% <b>klm</b>	23% <b>klm</b>	9% <b>m</b>	4%	19% <b>ppq</b>	21% <b>ppq</b>	14% <b>q</b>	6%	17%	21%	16%
Not working (less than 8hrs per week) - retired	1039	1039	40	553	495	542	5	6	2	10	137	445	434	11	11	1016	880	1010	24	1146
20%	-	20%	6%	20% <b>e</b>	20%	21%	1%	1%	2%	1% <b>i</b>	15% <b>ghjkl</b>	70% <b>ghjkl</b>	83% <b>ghjkl</b>	1%	1%	49% <b>lno</b>	76% <b>lno</b>	22% <b>sa</b>	5%	22%
Not working (less than 8hrs per week) - unemployed/looking for work	165	165	20	81	103	62	42	26	36	22	33	6	-	68	58	39	6	135	29	173
3%	-	3%	3%	3%	4% <b>f</b>	2%	6% <b>lm</b>	4% <b>m</b>	3% <b>m</b>	3% <b>m</b>	4% <b>m</b>	1%	-	9% <b>ppq</b>	3% <b>ppq</b>	2% <b>q</b>	1%	3%	6% <b>r</b>	3%
Not working (less than 8hrs per week) - student	171	171	15	108	78	86	155	6	6	1	-	-	1	162	8	2	1	98	71	200
3%	-	3%	2%	4%	3%	3%	23% <b>hijklm</b>	1% <b>k</b>	1%	-	-	-	-	12% <b>oppq</b>	-	-	-	2%	13% <b>r</b>	4%
Not working (less than 8hrs per week) - housewife/househusband	291	291	16	170	42	249	14	41	52	77	56	32	20	54	129	108	52	261	29	334
6%	-	6%	2%	7% <b>e</b>	2%	8% <b>e</b>	2%	5% <b>g</b>	5% <b>g</b>	11% <b>ghijklm</b>	5% <b>g</b>	13% <b>g</b>	4%	4%	7% <b>npq</b>	5%	4%	6%	5%	6%
Not working (less than 8hrs per week) - unable to work due to disability/other	347	347	15	201	145	198	27	26	55	66	114	36	24	53	120	174	60	331	16	399
7%	-	7%	2%	7% <b>e</b>	6%	8%	4%	4%	5%	6% <b>ghijklm</b>	12% <b>ghijklm</b>	6%	5%	4%	7% <b>lm</b>	8% <b>lm</b>	5%	7% <b>sa</b>	3%	8%
Refused/prefer not to say	74	74	4	33	35	39	19	6	5	3	7	16	19	24	7	42	35	60	7	75
1%	-	1%	1%	1%	1%	1%	3% <b>lm</b>	1%	*	*	1%	2% <b>klr</b>	3% <b>lmnp</b>	2% <b>no</b>	*	2% <b>op</b>	3% <b>no</b>	1%	1%	1%
NET Working	3075	3075	590	1674	1617	1450	427	542	861	539	580	100	27	969	1400	707	127	2666	355	2834
66%	-	66%	54% <b>d</b>	59% <b>e</b>	64% <b>f</b>	55%	62% <b>m</b>	63% <b>gklm</b>	65% <b>gklm</b>	75% <b>gklm</b>	63% <b>m</b>	16% <b>m</b>	5%	72% <b>ppq</b>	61% <b>ppq</b>	34% <b>q</b>	11%	59%	67% <b>r</b>	55%
NET Not working	2012	2012	106	1124	862	1139	244	105	150	176	340	519	479	348	326	1338	998	1835	169	2252
39%	-	39%	15%	46% <b>e</b>	34%	43% <b>e</b>	35% <b>lmj</b>	16%	15%	25% <b>hkl</b>	37% <b>lmj</b>	82% <b>ghjkl</b>	91% <b>ghjkl</b>	28% <b>o</b>	19%	64% <b>lno</b>	86% <b>lno</b>	40% <b>sa</b>	32%	44%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QZ1. What is your working status?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Working full time (30hrs+ per week)	2166	500	780	566	319	1281	885	2166	-	54	165	551	753	566	1469	56	2056	126	956	37
Working part time (8-29hrs per week)	42%	63% <sup>ab</sup>	70% <sup>cd</sup>	48% <sup>cd</sup>	22%	30% <sup>cd</sup>	34%	77% <sup>gh</sup>	-	9%	23%	41% <sup>ij</sup>	33% <sup>ijklm</sup>	69% <sup>ijklm</sup>	44% <sup>ij</sup>	9%	40% <sup>op</sup>	24%	59% <sup>qr</sup>	28%
Not working (less than 8hrs per week) - retired	909	145	226	205	333	371	536	909	-	150	132	219	216	118	597	161	890	95	305	26
Not working (less than 8hrs per week) - unemployed/looking for work	18%	15%	14%	17%	23% <sup>ab</sup>	15%	21% <sup>cd</sup>	3% <sup>gh</sup>	-	65% <sup>klmn</sup>	23% <sup>lm</sup>	16%	16%	14%	23% <sup>op</sup>	16%	16%	18%	16%	20%
Not working (less than 8hrs per week) - student	1039	182	393	212	252	575	463	-	1039	138	192	317	232	66	740	143	828	77	435	20
Not working (less than 8hrs per week) - housewife/househusband	20%	19%	25% <sup>abcd</sup>	18%	17%	23% <sup>cd</sup>	18%	-	62% <sup>gh</sup>	22% <sup>lm</sup>	29% <sup>klmn</sup>	24% <sup>lm</sup>	17% <sup>lm</sup>	8%	22% <sup>lm</sup>	22%	19%	15%	23% <sup>cd</sup>	15%
Not working (less than 8hrs per week) - unable to work due to disability/other	165	15	18	15	117	33	132	-	165	78	17	28	22	4	67	78	71	45	28	8
Refused/prefer not to say	3%	2%	1%	1%	5% <sup>ab</sup>	1%	5% <sup>cd</sup>	-	9% <sup>gh</sup>	12% <sup>klmn</sup>	3% <sup>lm</sup>	2% <sup>lm</sup>	2%	-	2% <sup>lm</sup>	12% <sup>op</sup>	2%	5% <sup>qr</sup>	1%	6% <sup>rs</sup>
NET Working	171	60	65	26	21	124	47	-	171	23	24	37	31	29	93	23	134	10	68	14
NET Not working	3%	5% <sup>cd</sup>	4% <sup>cd</sup>	2%	1%	3% <sup>cd</sup>	2%	-	3% <sup>gh</sup>	4%	4%	3%	2%	4%	3%	4%	3%	2%	4%	11% <sup>cd</sup>
NET Working	291	24	44	92	131	68	223	-	291	39	27	105	77	24	209	39	236	67	87	4
NET Not working	6%	3%	3%	5% <sup>ab</sup>	3%	5% <sup>ab</sup>	3%	-	14% <sup>gh</sup>	6% <sup>lm</sup>	4%	5% <sup>lm</sup>	6% <sup>lm</sup>	3%	6% <sup>lm</sup>	6%	6%	11% <sup>rs</sup>	5%	3%
NET Working	347	16	38	44	250	53	294	-	347	135	87	63	37	8	186	135	197	119	27	12
NET Not working	7%	2%	2%	4% <sup>ab</sup>	1% <sup>ab</sup>	2%	11% <sup>cd</sup>	-	17% <sup>gh</sup>	21% <sup>klmn</sup>	13% <sup>klmn</sup>	9% <sup>lm</sup>	3%	1%	6% <sup>lm</sup>	14% <sup>op</sup>	5%	15% <sup>qr</sup>	7%	9% <sup>rs</sup>
NET Working	74	3	29	19	22	32	41	-	74	12	13	19	5	2	37	12	39	2	13	9
NET Not working	1%	*	2% <sup>ab</sup>	2% <sup>ab</sup>	2% <sup>ab</sup>	1%	2%	-	2% <sup>gh</sup>	2% <sup>lm</sup>	2% <sup>lm</sup>	1% <sup>lm</sup>	*	*	1%	2%	1%	*	1%	7% <sup>cd</sup>
NET Working	3075	645	1007	770	653	1652	1423	3075	-	214	297	770	969	682	2036	217	2747	221	1261	63
NET Not working	60%	68% <sup>cd</sup>	63% <sup>cd</sup>	65% <sup>cd</sup>	45%	65% <sup>cd</sup>	54%	100% <sup>gh</sup>	-	34%	45% <sup>ij</sup>	58% <sup>ij</sup>	71% <sup>ijklm</sup>	64% <sup>ijklm</sup>	60% <sup>ij</sup>	34%	65% <sup>op</sup>	42%	66% <sup>qr</sup>	48%
NET Working	2012	297	558	388	770	855	1158	-	2012	412	347	550	399	131	1296	418	1465	307	645	59
NET Not working	39%	31%	35%	33%	53% <sup>ab</sup>	34%	44% <sup>cd</sup>	-	100% <sup>gh</sup>	65% <sup>klmn</sup>	53% <sup>klmn</sup>	41% <sup>lm</sup>	29% <sup>lm</sup>	18%	36% <sup>lm</sup>	63% <sup>op</sup>	34%	58% <sup>qr</sup>	34%	45%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
\* small base

QZ1. What is your working status?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Working full time (30hrs+ per week)	2166	1952	214	54	1830	166	104	66	97	248	159	163	192	186	372	286	126	19	148
42%		57% <sup>abc</sup>	30%	28%	42%	38%	42%	46% <sup>abc</sup>	47% <sup>mp</sup>	44% <sup>mp</sup>	37% <sup>mp</sup>	44% <sup>mp</sup>	42% <sup>mp</sup>	39% <sup>mp</sup>	59% <sup>klmnopqr</sup>	49% <sup>mp</sup>	28%	36%	39% <sup>mp</sup>
Working part time (8-29hrs per week)	909	781	128	32	755	92	43	20	37	112	61	67	72	50	104	152	101	10	82
18%		18%	18%	17%	17%	21% <sup>lmn</sup>	17%	14%	17% <sup>lmn</sup>	25% <sup>lmn</sup>	14%	13% <sup>lmn</sup>	16%	10%	15%	22% <sup>lmn</sup>	23% <sup>klmno</sup>	19% <sup>lmn</sup>	21% <sup>lmn</sup>
Not working (less than 8hrs per week) - retired	1039	814	225	63	859	95	56	29	40	99	108	71	68	133	89	128	121	14	81
20%		18%	31% <sup>abc</sup>	33% <sup>abc</sup>	20%	22%	23%	20%	19% <sup>lmn</sup>	18%	25% <sup>lmno</sup>	19%	15%	26% <sup>klmnop</sup>	13%	18%	27% <sup>klmnop</sup>	27% <sup>klm</sup>	21% <sup>lmn</sup>
Not working (less than 8hrs per week) - unemployed/looking for work	165	145	20	2	146	10	5	5	7	19	27	9	21	14	20	20	9	2	8
3%		3%	3%	1%	3%	2%	2%	3%	3%	3%	9% <sup>klpqr</sup>	2%	5%	3%	3%	3%	2%	4%	2%
Not working (less than 8hrs per week) - student	171	158	13	5	143	15	8	5	4	10	12	11	14	22	31	24	14	1	14
3%		3% <sup>abc</sup>	2%	3%	3%	3%	3%	4%	2%	2%	3%	3%	3%	5%	5%	3%	3%	1%	4%
Not working (less than 8hrs per week) - housewife/househusband	291	249	43	6	251	26	9	4	11	27	20	20	38	42	27	38	28	4	22
6%		6%	6%	3%	6% <sup>g</sup>	6% <sup>g</sup>	4%	3%	5%	5%	5%	5%	9% <sup>lmn</sup>	9% <sup>lmn</sup>	4%	5%	6%	7%	6%
Not working (less than 8hrs per week) - unable to work due to disability/other	347	285	62	19	293	23	18	13	10	39	31	30	39	24	28	55	37	2	21
7%		6%	9%	10%	7%	5%	7%	5% <sup>abc</sup>	3%	7%	7%	3% <sup>abc</sup>	5% <sup>abc</sup>	5%	4%	8%	5% <sup>lmn</sup>	4%	6%
Refused/prefer not to say	74	55	18	10	61	7	4	2	3	12	6	4	11	9	8	2	6	1	6
1%		1%	13% <sup>abc</sup>	13% <sup>abc</sup>	1%	2%	2%	1%	1%	2%	1%	1%	2%	2%	1%	1%	1%	1%	2%
NET Working	3075	2733	342	86	2585	258	147	85	134	359	221	231	264	236	476	438	227	29	229
60%		62% <sup>abc</sup>	47%	45%	60%	60%	59%	60%	64% <sup>lmnp</sup>	64% <sup>lmnp</sup>	52%	61% <sup>lmnp</sup>	58% <sup>lmn</sup>	49%	70% <sup>klmnopqr</sup>	62% <sup>lmn</sup>	51%	55%	60% <sup>lmnp</sup>
NET Not working	2012	1650	362	95	1692	169	96	56	73	194	109	141	180	236	194	266	210	23	146
39%		37%	39% <sup>abc</sup>	39% <sup>abc</sup>	39%	39%	39%	39%	35%	34%	47% <sup>klmnop</sup>	37% <sup>lmn</sup>	40% <sup>lmn</sup>	49% <sup>klmnop</sup>	29%	38% <sup>lmn</sup>	47% <sup>klmnop</sup>	44% <sup>lmn</sup>	38% <sup>lmn</sup>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QZ1. What is your working status?

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Working full time (30hrs+ per week)	2166	555	20	-	651	875	370	178	82	1526	260	803	922	297	87	40	1726	127	422	697
42%		51% <b>bc</b>	31% <b>c</b>	-	37%	43% <b>d</b>	43% <b>d</b>	43% <b>d</b>	43% <b>d</b>	49%	43% <b>de</b>	41%	42% <b>kmmn</b>	40%	33%	41%	43% <b>de</b>	35%	31% <b>ls</b>	40%
Working part time (8-29hrs per week)	909	335	53	-	286	379	150	55	26	665	80	342	371	121	51	10	713	62	145	280
18%		19% <b>c</b>	22% <b>c</b>	-	16%	19%	18%	15%	16%	18%	15%	17%	18%	16%	19%	10%	18%	17%	17%	16%
Not working (less than 8hrs per week) - retired	1039	582	72	582	506	361	103	48	16	867	63	433	336	151	80	25	769	106	94	438
20%		32%	30%	66% <b>ab</b>	29% <b>efgh</b>	18% <b>hi</b>	13%	14%	10%	23% <b>efgh</b>	12%	22% <b>kl</b>	17%	20%	30% <b>kmp</b>	26% <b>l</b>	19%	29% <b>kmp</b>	11%	25% <b>qr</b>
Not working (less than 8hrs per week) - unemployed/looking for work	165	54	23	54	37	60	36	16	9	97	26	61	54	31	9	7	115	16	30	50
3%		3%	10% <b>ca</b>	6% <b>ca</b>	2%	3%	4% <b>ca</b>	2% <b>d</b>	1% <b>d</b>	3%	4% <b>ca</b>	3%	3%	4%	7% <b>d</b>	3%	4%	4%	4%	3%
Not working (less than 8hrs per week) - student	171	35	9	35	33	69	35	19	10	102	29	55	78	27	8	-	133	8	32	60
3%		2%	4%	7% <b>ca</b>	2%	3% <b>d</b>	4% <b>d</b>	3% <b>d</b>	2% <b>d</b>	3%	4% <b>d</b>	3%	4%	4%	3%	-	3%	2%	4%	3%
Not working (less than 8hrs per week) - housewife/househusband	291	110	16	110	95	107	57	20	9	202	30	106	117	49	11	4	224	15	47	102
6%		6%	7%	12% <b>ca</b>	5%	5%	7%	6%	6%	5%	6%	5%	6%	7%	4%	4%	6%	4%	6%	6%
Not working (less than 8hrs per week) - unable to work due to disability/other	347	99	39	99	121	147	52	13	9	288	21	137	132	55	12	7	269	19	53	106
7%		5%	17% <b>a</b>	11% <b>a</b>	7%	7% <b>a</b>	6%	4%	5%	7%	4%	7%	7%	5%	7%	7%	7%	5%	6%	6%
Refused/prefer not to say	74	24	4	-	24	23	13	5	4	47	9	23	17	15	5	5	40	10	10	14
1%		2% <b>c</b>	2% <b>c</b>	-	1%	1%	2%	1%	3%	1%	2%	1%	1%	2%	5% <b>klp</b>	1%	1%	1%	1%	1%
NET Working	3075	891	73	-	938	1254	521	233	107	2192	340	1146	1293	418	138	50	2439	189	568	977
60%		49% <b>bc</b>	31% <b>c</b>	-	53%	62% <b>d</b>	64% <b>d</b>	68% <b>d</b>	65% <b>d</b>	58% <b>d</b>	66% <b>d</b>	58%	64% <b>kmmn</b>	56%	53%	51%	61% <b>kn</b>	52%	68% <b>ls</b>	56%
NET Not working	2012	880	180	880	792	744	263	116	53	1536	169	792	717	313	120	43	1510	163	256	756
39%		49%	67% <b>a</b>	100% <b>ab</b>	43% <b>efgh</b>	37%	36%	33%	32%	41% <b>efgh</b>	33%	44% <b>i</b>	35%	42% <b>ij</b>	40% <b>ij</b>	43%	45% <b>klp</b>	31%	43% <b>qr</b>	

Proportions/Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base

QZ1. What is your working status?

Base : All participants

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Working full time (30hrs+ per week)	2168	125	2010	31	441	1592	133	2085	57	22	-	2164	2
42%	37%	42%	39%	30%	43% <b>d</b>	41% <b>d</b>	42%	42%	49%	46%	-	42%	8%
Working part time (8-29hrs per week)	909	39	862	8	274	565	70	878	24	4	-	906	3
18%	12%	15% <b>a</b>	10%	18%	17%	22%	18%	21%	8%	-	-	18%	12%
Not working (less than 8hrs per week) - retired	1039	36	995	7	306	707	26	1017	14	5	2	1037	-
20%	11%	2% <b>a</b>	9%	21% <b>d</b>	21% <b>d</b>	8%	20%	12%	11%	22%	20%	20%	-
Not working (less than 8hrs per week) - unemployed/looking for work	165	9	151	5	49	107	10	151	8	4	2	162	1
3%	3%	3%	7%	3%	3%	3%	3%	3%	7%	8%	24%	3%	3%
Not working (less than 8hrs per week) - student	171	5	164	2	38	111	22	163	4	1	-	169	2
3%	2%	3%	2%	3%	3%	7% <b>d</b>	3%	3%	3%	-	-	3%	9%
Not working (less than 8hrs per week) - housewife/househusband	291	12	270	8	68	195	28	281	5	3	1	289	1
6%	4%	6%	10%	5%	6%	9% <b>d</b>	6%	4%	7%	11%	6%	5%	5%
Not working (less than 8hrs per week) - unable to work due to disability/other	347	103	230	14	201	44	11	328	3	7	4	339	5
7%	31% <b>b</b>	3%	15% <b>b</b>	20% <b>a</b>	1%	4% <b>e</b>	7%	3%	16%	43%	7%	17%	17%
Refused/prefer not to say	74	4	65	4	22	29	23	60	2	*	-	62	11
1%	1%	1%	5% <b>b</b>	1%	1%	1%	7% <b>d</b>	1%	1%	1%	-	1%	44%
NET Working	3075	164	2872	39	715	2157	203	2963	81	25	-	3070	5
60%	49%	6% <b>a</b>	49%	48%	64% <b>d</b>	63% <b>d</b>	60%	60%	70%	54%	-	60%	20%
NET Not working	2012	166	1809	37	753	1163	97	1940	34	21	8	1995	9
33%	50% <b>b</b>	38%	46%	5% <b>a</b>	35%	30%	38%	38%	28%	45%	100%	38%	38%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QZ1. What is your working status?

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Working full time (30hrs+ per week)	2166	508	539	554	565	177	178	153	194	189	157	-	353	201	202	196	167
42%	39%	42%	43%	44%	41%	41%	36%	42%	46%	38%	-	43%	43%	46%	47%	38%	38%
Working part time (8-29hrs per week)	909	256	227	216	209	70	81	105	82	64	81	-	137	79	60	61	88
78%	20%	18%	17%	16%	16%	19%	25%	18%	16%	20%	-	17%	17%	14%	15%	20%	20%
Not working (less than 8hrs per week) - retired	1039	245	261	264	268	77	78	90	109	77	75	-	171	93	89	75	105
20%	19%	20%	20%	21%	18%	18%	21%	23%	19%	18%	-	21%	20%	20%	18%	24%	24%
Not working (less than 8hrs per week) - unemployed/looking for work	165	48	37	47	34	22	15	10	9	12	16	-	28	19	17	8	9
3%	4%	3%	4%	3%	5%	4%	2%	2%	3%	4%	-	3%	4%	4%	2%	2%	2%
Not working (less than 8hrs per week) - student	171	32	47	50	42	8	11	13	15	9	23	-	31	19	20	10	13
3%	2%	4%	4%	3%	2%	3%	3%	3%	2%	6%	-	4%	4%	4%	2%	3%	3%
Not working (less than 8hrs per week) - housewife/househusband	291	82	60	68	81	31	25	25	23	24	14	-	45	23	22	38	21
6%	6%	5%	5%	6%	7%	6%	6%	5%	6%	3%	-	5%	5%	5%	6%	5%	5%
Not working (less than 8hrs per week) - unable to work due to disability/other	347	94	95	77	81	40	31	23	28	29	37	-	50	27	26	27	28
7%	7%	7%	6%	6%	9%	7%	5%	6%	7%	9%	-	6%	6%	6%	6%	6%	6%
Refused/prefer not to say	74	25	25	14	9	6	11	8	5	8	12	-	4	10	1	1	7
1%	2%	2%	1%	1%	1%	3%	2%	1%	2%	3%	-	1%	2%	*	*	*	2%
NET Working	3075	765	766	770	774	247	259	258	275	252	238	-	490	280	262	257	255
60%	59%	59%	60%	60%	57%	60%	60%	59%	61%	57%	-	60%	59%	60%	62%	58%	58%
NET Not working	2012	500	501	506	506	178	160	161	184	152	165	-	324	182	174	158	175
39%	39%	39%	39%	39%	41%	37%	38%	40%	37%	40%	-	40%	39%	40%	38%	40%	40%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

PRE\_QZ2. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : Send parcels to those who have bought products online

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	866	-	241	616	399	466	162	153	229	108	120	66	28	315	337	214	94	781	81	866
Weighted Base	963	**	963	638	498	462	200	153*	265	131*	132*	53*	27**	354	397	212	81*	832	128*	866
Effective Base	490	-	490	342	231	263	101	87	123	63	73	31	15	188	186	119	46	431	58	866
Yes	312	-	312	-	179	132	87	57	117	28	18	2	3	144	145	23	5	250	61	241
32%	-	32%	100% <sup>cd</sup>	-	36%	29%	43% <sup>kl</sup>	37% <sup>lm</sup>	44% <sup>kl</sup>	21% <sup>l</sup>	14%	3%	12%	41% <sup>opq</sup>	37% <sup>opq</sup>	11%	6%	30%	46% <sup>rs</sup>	28%
No	638	-	638	-	314	322	109	94	143	104	114	52	22	204	246	188	74	570	65	616
66%	-	66%	-	100% <sup>cd</sup>	63%	70%	55%	67%	54%	73% <sup>klm</sup>	65% <sup>klm</sup>	61% <sup>klm</sup>	81%	58%	62%	63% <sup>opq</sup>	71% <sup>opq</sup>	63% <sup>rs</sup>	57%	71%
I don't know	13	-	13	-	5	8	4	2	5	-	-	-	2	6	5	2	2	12	1	9
1%	-	1%	-	-	1%	2%	2%	7%	2%	-	-	-	8%	2%	1%	1%	3%	1%	1%	7%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QZ2. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : Send parcels to those who have bought products online

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	866	237	257	197	175	494	372	585	267	89	109	206	229	180	544	91	737	-	-	-
Weighted Base	963	245	255	236	227	500	463	724	226	104*	120*	219	252	222*	591	105*	827	**	**	**
Effective Base	490	116	148	115	114	261	229	337	160	53	64	120	129	98	313	54	417	-	-	-
Yes	312	134	73	56	49	207	105	278	31	32	32	61	81	99	174	32	277	-	-	-
	32%	59% <sup>abcc</sup>	29%	24%	22%	41% <sup>cd</sup>	23%	39% <sup>cd</sup>	74%	31%	26%	28%	32%	43% <sup>gh</sup>	29%	30%	33%	-	-	-
No	638	105	179	176	177	265	353	441	167	72	85	155	163	116	410	73	538	-	-	-
	66%	43%	70% <sup>ab</sup>	72% <sup>ab</sup>	74% <sup>ab</sup>	57%	75% <sup>ab</sup>	61%	33% <sup>ab</sup>	69%	71% <sup>ab</sup>	71% <sup>ab</sup>	69% <sup>ab</sup>	53%	61% <sup>ab</sup>	69%	65%	-	-	-
I don't know	13	5	3	3	1	9	5	5	8	-	3	1	2	5	6	-	13	-	-	-
	1%	2%	1%	1%	1%	2%	1%	1%	4% <sup>ab</sup>	-	3%	1%	1%	2%	1%	-	2%	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - ab|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QZ2. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : Send parcels to those who have bought products online

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	866	655	211	94	453	161	144	108	45	56	51	47	45	39	75	47	48	21	140
Weighted Base	963	868	95*	34**	821	73	46*	24*	34*	118*	71*	68*	74*	68*	196*	121*	71*	9**	64*
Effective Base	490	432	61	23	372	102	90	87	40	50	46	42	40	34	70	42	43	10	93
Yes	312	297	15	6	273	18	12	8	9	35	6	31	24	14	103	33	18	4	14
	32%	34%	16%	16%	33%	25%	27%	35%	20%	30%	9%	43%	22%	21%	53%	29%	23%	4%	21%
No	638	560	78	29	535	85	33	15	25	83	62	38	48	54	87	87	51	5	50
	66%	65%	35%	84%	65%	75%	72%	65%	74%	70%	83%	55%	64%	73%	44%	72%	71%	53%	72%
I don't know	13	11	2	-	13	-	-	-	-	-	2	-	2	-	6	-	2	-	-
	1%	1%	2%	-	2%	1%	1%	-	-	-	3%	-	3%	-	3%	-	3%	-	1%

Proportions/Mean: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



PRE\_QZ2. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Table 495

Base : Send parcels to those who have bought products online

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	866	299	34	125	267	348	140	65	36	615	101	328	366	112	34	19	694	53	-	-
Weighted Base	963	281	40**	100*	318	365	159*	77*	38**	683	115*	365	410	125*	43**	15**	775	57*	-**	-**
Effective Base	490	162	19	66	152	191	83	41	22	341	62	183	203	69	23	10	386	32	-	-
Yes	312	64	15	12	128	117	33	24	10	245	34	117	132	38	17	5	250	23	-	-
	32%	23%	37%	12%	45%	32%	21%	31%	25%	35%	29%	32%	32%	30%	41%	36%	32%	40%	-	-
No	638	211	25	82	189	236	125	53	28	426	82	241	273	85	25	9	514	35	-	-
	66%	72%	63%	83%	59%	65%	79% <sup>ab</sup>	69%	75%	62%	71%	66%	67%	68%	59%	64%	66%	60%	-	-
I don't know	13	5	-	5	1	11	1	-	-	12	-	7	4	2	-	-	11	-	-	-
	1%	2%	-	5%	*	3%	1%	-	-	2%	-	2%	1%	2%	-	-	1%	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a,b,c - d,e(f,g,h,i) - k,l(m,n,o,p)q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QZ2. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : Send parcels to those who have bought products online

Total	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	866	81	768	17	284	508	74	836	21	5	1	862	3
Weighted Base	963	102*	846	14**	309	566	89*	923	31**	4**	2**	959	3**
Effective Base	490	50	431	11	159	283	48	469	15	4	1	487	2
Yes	312	57	252	3	140	145	27	290	18	3	-	311	1
	32%	70%	30%	22%	48%	26%	30%	31%	59%	71%	-	32%	24%
No	638	44	583	11	165	412	60	621	11	1	2	634	2
	66%	43%	69%	78%	54%	73%	68%	67%	37%	29%	100%	66%	76%
I don't know	13	2	12	-	4	8	2	12	1	-	-	13	-
	1%	2%	1%	-	1%	1%	2%	1%	4%	-	-	1%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

PRE\_QZ2. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : Send parcels to those who have bought products online

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	866	433	433	-	-	148	131	154	137	153	143	-	-	-	-	-	-
Weighted Base	963	474	489	**	**	166*	143*	165*	171*	165*	154*	**	**	**	**	**	**
Effective Base	490	228	263	-	-	79	69	80	85	93	86	-	-	-	-	-	-
Yes	312	140	172	-	-	49	44	46	62	54	56	-	-	-	-	-	-
	32%	29%	35%	-	-	30%	31%	28%	36%	33%	37%	-	-	-	-	-	-
No	638	329	309	-	-	113	97	119	107	105	96	-	-	-	-	-	-
	66%	69%	63%	-	-	68%	68%	72%	63%	64%	63%	-	-	-	-	-	-
I don't know	13	6	7	-	-	4	2	-	1	5	1	-	-	-	-	-	-
	7%	1%	2%	-	-	2%	1%	-	1%	3%	1%	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a-b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QZ2. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	Total		
Unweighted Base	2590	-	2580	378	2202	1219	1354	341	349	471	327	502	354	238	690	798	1092	590	2370	197	2580	
Weighted Base	2590	-**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580	
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580	
Yes	388	-	388	-	-	182	203	61	105	99	42	51	13	16	166	142	80	29	323	63	378	
15%	-	-	15%	100% <sup>cd</sup>	-	14%	15%	18% <sup>km</sup>	30% <sup>nljklm</sup>	20% <sup>klm</sup>	13% <sup>km</sup>	10%	4%	6%	24% <sup>opq</sup>	17% <sup>opq</sup>	7%	5%	14%	21% <sup>rs</sup>	15%	
No	2193	-	2193	-	2193	1075	1112	281	242	389	291	437	304	248	523	680	989	552	1934	242	2202	
85%	-	-	85%	-	100% <sup>cd</sup>	86%	85%	65% <sup>gh</sup>	70%	80% <sup>kl</sup>	87% <sup>lm</sup>	80% <sup>ghjk</sup>	84% <sup>ghijk</sup>	84% <sup>ghlm</sup>	76%	83% <sup>klm</sup>	83% <sup>opq</sup>	83% <sup>opq</sup>	86% <sup>rs</sup>	-	79%	85%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Mears: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QZ2. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Yes	388	106	145	79	57	251	137	312	75	34	48	122	111	60	281	37	342	102	269	16
	75%	23% <sup>sd</sup>	17% <sup>sd</sup>	14% <sup>sd</sup>	8%	19% <sup>sd</sup>	11%	20% <sup>sd</sup>	7%	12%	15%	18%	15%	15%	16%	13%	16%	17% <sup>sd</sup>	14%	13%
No	2193	364	703	473	652	1067	1126	1233	937	244	277	588	613	343	1458	245	1628	429	1649	115
	85%	77%	83%	63% <sup>sd</sup>	67% <sup>sd</sup>	81%	89% <sup>sd</sup>	80%	83% <sup>sd</sup>	88%	85%	82%	83%	85%	84%	87%	84%	81%	81% <sup>sd</sup>	87%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - ef - gh - ij/k/l/m/n - op - q/r/s  
 \* small base

QZ2. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	136	144	140	133	24	166	
Yes	388	339	48	10	328	28	22	9	13	36	39	19	32	26	55	47	2	26	
	75%	75%	13%	13%	75%	13%	18%	13%	12%	13%	17%	10%	14%	11%	16%	21%**	8%	14%	
No	2193	1880	312	66	1840	189	102	62	92	247	173	169	196	214	277	297	175	21	197
	85%	85%	87%	87%	85%	87%	82%	87%	88%	87%	81%	85%**	86%	82%	84%	79%	92%	86%	
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QZ2. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Yes	388	138	17	41	124	152	71	26	14	276	40	182	141	37	14	11	323	26	203	185
	15%	15%	16%	15%	14%	15%	17%	16%	19%	14%	17%	17%	14%	13%	12%	29%	15%	16%	23%	11%
No	2193	785	78	394	751	887	335	140	61	1638	201	897	892	258	103	28	1790	131	630	1562
	85%	85%	82%	91%	86%	85%	83%	84%	81%	86%	83%	83%	86%	87%	88%	71%	85%	84%	76%	89%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QZ2. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2563	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1482	88	1371	23	417	984	82	1422	33	16	3	1470	8
Yes	388	27	352	9	143	216	29	341	34	12	-	387	*
15%	15%	18%	15%	20%	19% <b>d</b>	12%	23% <b>e</b>	14%	63% <b>g</b>	40%	-	15%	*
No	2193	128	2033	31	565	1516	111	2124	30	18	5	2173	15
85%	85%	82%	85%	80%	80%	83% <b>d</b>	80%	86% <b>g</b>	47%	60%	100%	85% <b>h</b>	100%
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



Q22. Do you run an online business, selling products on, e.g. eBay, Etsy, Amazon Marketplace, Facebook marketplace and Gumtree etc?

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2590	-	1290	1290	-	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2590	**	1290	1290	**	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	726	756	-	-	-	-	-	-	-	475	253	249	248	259
Yes	388	-	186	202	-	-	-	-	-	-	-	128	58	73	79	49
15%	-	-	14%	16%	-	-	-	-	-	-	-	16%	12%	17%	19%mp	11%
No	2193	-	1104	1088	-	-	-	-	-	-	-	690	414	363	337	388
85%	-	-	86%	84%	-	-	-	-	-	-	-	84%	85%w	83%	81%	89%g
I don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QZ3. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	Total	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)		NET White (r)	NET EMG (s)
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	-**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
I have internet access at home, and I personally use it	4964	-	4964	632	2745	2400	2544	642	610	969	698	901	628	516	1252	1687	2045	1144	4431	499	5001
	96%	-	96%	90%	97%	96%	97%	93%	94%	95%	97%	97%	99%	98%	93%	96%	98%	99%	97%	94%	97%
I have internet access at home, but I don't personally use it	117	-	117	52	42	77	39	34	31	30	7	8	*	6	65	37	14	6	92	25	87
	2%	-	2%	7%	1%	3%	1%	5%	5%	3%	1%	1%	*	1%	5%	2%	1%	1%	2%	5%	2%
I don't have internet access at home, but I use it elsewhere	47	-	47	15	20	23	23	5	7	12	8	9	6	-	12	20	15	6	42	5	44
	1%	-	1%	5%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%	1%	1%
I don't have access to the internet	8	-	8	-	7	2	6	1	2	-	-	5	-	-	3	-	5	-	5	1	5
	*	-	*	-	*	*	*	*	*	-	-	1%	-	-	*	-	*	-	*	*	*
I don't know	26	-	26	1	16	11	14	8	3	5	4	2	-	4	11	9	6	4	20	1	24
	1%	-	1%	*	1%	*	1%	3%	*	*	1%	*	-	1%	1%	1%	*	*	*	*	*
NET Have internet at home	5080	-	5080	683	2787	2477	2583	675	641	999	705	909	628	522	1316	1704	2060	1150	4523	524	5088
	98%	-	98%	98%	98%	99%	98%	98%	98%	98%	98%	98%	98%	99%	98%	98%	99%	99%	99%	99%	99%
NET Have internet access	5127	-	5127	699	2806	2501	2607	680	648	1011	713	919	634	522	1328	1724	2075	1156	4565	529	5132
	99%	-	99%	100%	99%	100%	99%	99%	99%	100%	99%	99%	100%	99%	99%	99%	99%	100%	99%	100%	99%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QZ3. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
I have internet access at home, and I personally use it	4964	915	1523	1145	1381	2437	2526	2963	1940	601	631	1271	1332	805	3234	610	4106	493	1852	120
	96%	97%	96%	97%	96%	96%	96%	96%	96%	94%	96%	95%	97%	99%	96%	94%	97%	93%	97%	91%
I have internet access at home, but I don't personally use it	117	22	47	18	30	69	48	81	34	14	19	47	28	9	94	14	103	26	36	3
	2%	2%	3%	2%	2%	3%	2%	3%	2%	2%	3%	3%	2%	1%	3%	2%	2%	6%	2%	2%
I don't have internet access at home, but I use it elsewhere	47	8	18	6	14	27	20	25	21	7	7	14	11	-	31	7	31	5	25	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	-
I don't have access to the internet	8	-	-	-	8	-	8	-	8	8	-	-	-	-	-	8	-	4	2	-
	*	-	-	-	1%	-	1%	-	1%	1%	0%	0%	0%	0%	0%	1%	-	1%	*	-
I don't know	26	-	6	8	12	6	20	5	9	9	1	8	1	-	9	10	3	3	3	9
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	7%
NET Have internet at home	5080	936	1570	1163	1411	2506	2574	3044	1974	614	650	1317	1361	814	3328	623	4209	518	1888	123
	98%	99%	98%	99%	98%	99%	98%	99%	98%	96%	99%	98%	99%	100%	99%	96%	99%	96%	98%	93%
NET Have internet access	5127	945	1588	1169	1425	2533	2594	3070	1995	622	656	1331	1372	814	3350	631	4241	524	1914	123
	99%	100%	100%	99%	100%	99%	100%	100%	99%	97%	100%	99%	100%	100%	100%	97%	100%	99%	100%	93%

Proportions: Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QZ3. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
I have internet access at home, and I personally use it	4964	4264	700	185	4164	421	238	140	204	535	414	361	439	468	642	680	422	52	369
	96%	96%	97%	97%	96%	97%	97%	97%	97%	95%	97%	96%	96%	97%	95%	96%	95%	99%	97%
I have internet access at home, but I don't personally use it	117	104	13	5	104	8	3	1	1	18	7	9	12	6	23	14	15	*	8
	2%	2%	2%	2%	2%	2%	1%	1%	1%	3%	2%	2%	3%	1%	3%	2%	3%	*	2%
I don't have internet access at home, but I use it elsewhere	47	41	5	1	40	2	5	*	2	4	5	1	2	5	8	9	4	*	1
	1%	1%	1%	*	1%	*	2%	*	1%	1%	1%	*	*	1%	1%	1%	1%	1%	*
I don't have access to the internet	8	8	-	-	8	-	-	-	-	2	-	-	1	-	2	4	-	-	-
	*	*	-	-	*	-	-	-	-	*	-	-	*	-	*	*	-	-	-
I don't know	26	22	4	*	22	3	1	1	2	7	-	4	1	3	-	2	-	2	3
	1%	*	1%	*	1%	1%	*	1%	1%	1%	-	1%	*	*	-	1%	-	1%	1%
NET Have internet at home	5080	4367	713	190	4268	429	242	141	205	553	420	370	450	474	665	693	437	52	377
	98%	98%	99%	99%	98%	99%	98%	99%	98%	98%	99%	99%	99%	99%	98%	98%	99%	99%	99%
NET Have internet access	5127	4409	718	190	4308	431	246	142	208	556	426	371	452	479	673	703	441	52	379
	99%	99%	99%	100%	99%	99%	100%	99%	99%	98%	100%	99%	99%	99%	99%	100%	99%	100%	99%

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QZ3. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2088	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
I have internet access at home, and I personally use it	4964	1758	231	862	1727	1945	758	329	157	3672	485	1926	1969	678	243	87	3896	330	756	1709
	96%	97%	97%	98%	83% <sup>a</sup> (g)(j)	85% <sup>a</sup> (g)	93%	93%	95%	87% <sup>a</sup> (g)	94%	85% <sup>a</sup> (m)(o)	87% <sup>a</sup> (m)(o)	91%	92%	88%	83% <sup>a</sup> (m)(o)	91%	97%	85% <sup>a</sup> (r)
I have internet access at home, but I don't personally use it	117	27	1	7	12	50	35	17	2	63	19	26	34	35	15	4	60	19	55	9
	2%	1%	*	1%	1%	2% <sup>d</sup>	4% <sup>d</sup>	9% <sup>d</sup>	1%	2% <sup>d</sup>	4% <sup>d</sup>	1%	2%	5% <sup>a</sup> (l)	6% <sup>a</sup> (l)	4%	2%	6% <sup>a</sup> (l)	7% <sup>a</sup> (s)	1%
I don't have internet access at home, but I use it elsewhere	47	17	4	10	8	20	9	5	2	28	8	5	19	15	3	3	24	7	11	20
	1%	1%	2%	1%	*	1%	1%	1%	2%	1%	1%	*	1%	2% <sup>a</sup> (k)	1%	3% <sup>a</sup> (k)	1%	2% <sup>a</sup> (k)	1%	1%
I don't have access to the internet	8	-	-	-	4	2	3	-	-	5	-	2	4	3	-	-	5	-	4	2
	*	-	-	-	*	*	*	-	-	*	-	*	*	*	-	-	*	-	*	*
I don't know	26	4	1	1	2	5	13	3	3	7	6	2	2	15	1	4	4	6	8	7
	1%	*	1%	*	2% <sup>d</sup>	2% <sup>d</sup>	1% <sup>d</sup>	3% <sup>d</sup>	1% <sup>d</sup>	2% <sup>d</sup>	1% <sup>d</sup>	2% <sup>d</sup>	2% <sup>d</sup>	2% <sup>a</sup> (l)	1%	6% <sup>a</sup> (l)	4% <sup>a</sup> (l)	2% <sup>a</sup> (l)	1%	1%
NET Have internet at home	5080	1784	232	869	1739	1995	793	348	159	3735	505	1952	2003	712	258	91	3956	349	811	1718
	98%	99%	98%	99%	83% <sup>a</sup> (h)	85% <sup>a</sup> (h)	97%	98%	98%	89% <sup>a</sup> (h)	97%	85% <sup>a</sup> (m)(o)	87% <sup>a</sup> (m)(o)	96%	96% <sup>a</sup> (o)	92%	83% <sup>a</sup> (m)(o)	97%	97%	98%
NET Have internet access	5127	1801	236	879	1748	2015	801	351	162	3763	512	1957	2022	728	262	94	3979	356	822	1738
	99%	100%	99%	100%	100% <sup>a</sup> (h)	100% <sup>a</sup> (h)	98%	98%	98%	100% <sup>a</sup> (h)	99%	100% <sup>a</sup> (m)(o)	100% <sup>a</sup> (m)(o)	98%	99% <sup>a</sup> (o)	95%	100% <sup>a</sup> (m)(o)	99%	99%	100%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base

QZ3. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
I have internet access at home, and I personally use it	4964	306	4581	76	1384	3295	284	4964	-	-	-	4964	-
	96%	92%	97% <sup>ab</sup>	96%	93% <sup>cd</sup>	93% <sup>cd</sup>	88%	100% <sup>gh</sup>	-	-	-	97% <sup>ch</sup>	-
I have internet access at home, but I don't personally use it	117	22	95	-	70	24	22	-	117	-	-	117	-
	2%	6% <sup>ab</sup>	2%	-	5% <sup>a</sup>	1%	7% <sup>de</sup>	-	100% <sup>gh</sup>	-	-	2% <sup>g</sup>	-
I don't have internet access at home, but I use it elsewhere	47	4	40	3	22	21	3	-	-	47	-	47	-
	1%	1%	1%	3%	2% <sup>a</sup>	1%	1%	-	-	100%	-	1% <sup>g</sup>	-
I don't have access to the internet	8	-	8	-	4	4	1	-	-	-	8	-	-
	*	-	-	-	*	*	*	-	-	-	100%	-	-
I don't know	26	2	23	1	9	4	13	-	-	-	-	-	26
	1%	1%	-	1%	1% <sup>a</sup>	-	4% <sup>de</sup>	-	-	-	-	-	100%
NET Have internet at home	5080	328	4676	76	1455	3319	306	4964	117	-	-	5080	-
	98%	98%	99%	96%	93% <sup>cd</sup>	93% <sup>cd</sup>	93%	100% <sup>gh</sup>	100%	-	-	99%	-
NET Have internet access	5127	332	4716	79	1477	3340	309	4964	117	47	-	5127	-
	99%	99%	99%	99%	99% <sup>cd</sup>	100% <sup>cd</sup>	96%	100%	100%	100%	-	100%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QZ3. Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
I have internet access at home, and I personally use it	4964	1247	1251	1237	1228	416	421	411	448	400	402	-	781	456	421	394	413
	96%	97%	97%	96%	95%	96%	98%	96%	97%	97%	97%	-	96%	97%	96%	95%	94%
I have internet access at home, but I don't personally use it	117	22	30	29	36	7	1	13	12	8	10	-	21	7	7	15	14
	2%	2%	2%	2%	3%	2%	-	3%	3%	2%	3%	-	3%	2%	2%	4%	3%
I don't have internet access at home, but I use it elsewhere	47	11	5	11	20	3	5	2	2	2	1	-	10	*	9	4	7
	1%	1%	*	1%	2%	1%	1%	1%	*	*	*	-	1%	*	2%	1%	2%
I don't have access to the internet	8	3	-	4	2	1	2	-	-	-	-	-	4	-	2	-	-
	*	*	-	*	*	*	*	-	-	-	-	-	1%	-	*	-	-
I don't know	26	7	4	10	5	5	2	-	2	1	1	-	5	5	-	1	3
	1%	1%	*	1%	*	1%	*	-	*	*	*	-	1%	1%	-	*	1%
NET Have internet at home	5060	1269	1281	1266	1264	423	422	424	460	408	413	-	802	463	428	409	427
	98%	98%	98%	98%	98%	98%	98%	99%	99%	99%	99%	-	98%	98%	98%	98%	98%
NET Have internet access	5127	1280	1286	1276	1284	426	427	427	462	410	414	-	813	464	437	413	434
	99%	99%	100%	99%	100%	99%	99%	100%	100%	100%	100%	-	99%	98%	100%	99%	99%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QZ4\_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	5161	-	5161	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	-**	5161	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
1	1385	-	1385	711	665	716	101	161	244	188	289	192	210	262	433	691	402	1280	113	1221
27%	-	-	24%	25%	26%	27%	15%	25% <sub>gh</sub>	24% <sub>gh</sub>	26% <sub>gh</sub>	31% <sub>ghil</sub>	30% <sub>ghl</sub>	40% <sub>ghijkl</sub>	20%	25% <sub>no</sub>	33% <sub>noo</sub>	35% <sub>noo</sub>	27% <sub>no</sub>	21%	24%
2	2764	-	2764	1519	1361	1396	251	366	636	300	488	395	287	617	996	1150	683	2547	200	2907
54%	-	-	54%	54%	54%	53%	36%	65% <sub>gh</sub>	63% <sub>ghijklm</sub>	62% <sub>gh</sub>	59% <sub>gh</sub>	41% <sub>ghl</sub>	63% <sub>gh</sub>	46%	63% <sub>gh</sub>	59% <sub>gh</sub>	52% <sub>gh</sub>	63% <sub>gh</sub>	38%	56%
3	626	-	626	357	312	309	177	72	91	100	119	37	29	250	191	185	66	496	120	667
12%	-	-	12%	13%	12%	12%	10%	16% <sub>ghijklm</sub>	11% <sub>ghlm</sub>	9%	14% <sub>ghlm</sub>	13% <sub>ghlm</sub>	6%	6%	19% <sub>opq</sub>	11% <sub>q</sub>	9% <sub>q</sub>	6%	11%	23% <sub>qr</sub>
4	296	-	296	149	145	149	102	44	36	62	42	10	-	146	98	52	10	228	68	265
6%	-	-	6%	7%	6%	6%	16% <sub>ghijklm</sub>	7% <sub>ghlm</sub>	4% <sub>gh</sub>	9% <sub>ghklm</sub>	9% <sub>ghlm</sub>	2% <sub>gh</sub>	-	11% <sub>opq</sub>	6% <sub>opq</sub>	3% <sub>q</sub>	1%	5%	15% <sub>qr</sub>	5%
5	57	-	57	37	18	35	33	4	4	7	9	-	-	37	11	9	-	42	14	63
1%	-	-	1%	1%	1%	1%	3% <sub>ghijklm</sub>	1%	*	1%	1%	-	-	3% <sub>opq</sub>	1% <sub>q</sub>	*	-	1%	3% <sub>qr</sub>	1%
6+	33	-	33	20	12	21	25	4	4	-	-	-	-	29	4	-	-	16	15	38
1%	-	-	1%	1%	1%	1%	4% <sub>ghijklm</sub>	1%	*	*	*	-	-	2% <sub>opq</sub>	*	*	-	*	3% <sub>qr</sub>	1%
Mean	2.04	-	2.04	2.09	2.03	2.04	2.78 <sub>ghijklm</sub>	2.07 <sub>ghlm</sub>	1.95 <sub>ghlm</sub>	2.08 <sub>ghklm</sub>	1.94 <sub>ghlm</sub>	1.78 <sub>gh</sub>	1.66	2.43 <sub>opq</sub>	2.00 <sub>opq</sub>	1.62 <sub>q</sub>	1.73	1.99	2.49 <sub>qr</sub>	2.08
Std Dev.	1.07	-	1.07	1.09	1.13	1.00	1.71	1.30	0.76	0.91	0.84	0.62	0.58	1.56	0.83	0.73	0.60	1.03	1.29	1.08
Std Error	0.01	-	0.01	0.02	0.02	0.02	0.07	0.05	0.02	0.03	0.03	0.02	0.03	0.04	0.02	0.02	0.02	0.01	0.07	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QZ4\_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
1	1385	182	466	206	531	648	737	720	648	377	310	356	181	70	848	381	930	210	414	42
27%	27%	19%	29% <sup>ab</sup>	17%	37% <sup>abcd</sup>	26%	28%	23%	22% <sup>gh</sup>	63% <sup>ijklmn</sup>	47% <sup>klmno</sup>	27% <sup>lmn</sup>	19% <sup>mn</sup>	9%	23% <sup>mn</sup>	63% <sup>op</sup>	22%	40% <sup>qr</sup>	22%	32% <sup>rs</sup>
2	2764	554	831	729	690	1385	1379	1727	1003	196	245	727	920	531	1891	169	2492	220	1113	61
94%	94%	59% <sup>abcd</sup>	52% <sup>cd</sup>	42% <sup>abcd</sup>	45%	59%	53%	56% <sup>h</sup>	50%	26%	37% <sup>kl</sup>	24% <sup>kl</sup>	41% <sup>klm</sup>	66% <sup>klmn</sup>	43% <sup>kl</sup>	26%	42% <sup>op</sup>	42%	45% <sup>op</sup>	46%
3	626	110	205	153	158	315	311	376	230	56	54	167	184	123	405	59	535	68	234	13
12%	12%	12%	13%	13%	11%	12%	12%	12%	11%	9%	8%	12% <sup>kl</sup>	13% <sup>kl</sup>	15% <sup>kl</sup>	12% <sup>kl</sup>	9%	13%	13%	12%	10%
4	296	75	71	73	77	146	150	200	94	19	37	75	68	73	181	19	260	24	124	10
6%	6%	6% <sup>ab</sup>	4%	6%	5%	6%	6%	6% <sup>gh</sup>	5%	3%	6%	6%	5%	6% <sup>klmno</sup>	5%	3%	3% <sup>op</sup>	5%	6%	8%
5	57	15	8	13	21	22	34	33	24	10	4	12	14	10	30	10	41	5	19	5
1%	1%	2% <sup>ab</sup>	*	1%	1% <sup>ab</sup>	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	4% <sup>rs</sup>
6+	33	9	13	4	7	22	11	20	13	10	7	3	4	8	14	10	23	3	14	1
1%	1%	1%	1%	*	1%	1%	*	1%	1%	2% <sup>klm</sup>	1% <sup>kl</sup>	*	*	1%	*	2% <sup>op</sup>	1%	1%	1%	*
Mean	2.04	2.20 <sup>bd</sup>	2.00	2.13 <sup>bd</sup>	1.92	2.07	2.01	2.10 <sup>h</sup>	1.95	1.69	1.79	2.03 <sup>ij</sup>	2.16 <sup>ijklm</sup>	2.33 <sup>ijklm</sup>	2.03 <sup>ij</sup>	1.69	2.09 <sup>h</sup>	1.88	2.12 <sup>g</sup>	2.06
Std Dev.	1.07	1.27	1.12	0.85	1.00	1.18	0.94	1.15	0.93	1.20	0.98	1.12	1.00	0.96	1.06	1.20	1.04	0.94	1.13	1.06
Std Error	0.01	0.04	0.03	0.03	0.03	0.02	0.02	0.02	0.02	0.05	0.04	0.03	0.03	0.03	0.02	0.05	0.02	0.04	0.03	0.10

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QZ4\_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
1	1385	1214	171	50	1180	119	58	28	52	130	131	104	121	111	230	181	121	15	104
	27%	27%	24%	26%	27% <sup>ab</sup>	27% <sup>ab</sup>	23%	20%	25%	23%	31% <sup>lmn</sup>	28%	26%	23%	31% <sup>lmno</sup>	26%	27%	30%	27%
2	2764	2345	418	106	2306	240	140	78	113	302	221	202	242	262	306	397	261	28	212
	54%	53%	58%	56%	53%	55%	57%	55%	54% <sup>lm</sup>	53%	52%	54% <sup>lm</sup>	53%	55% <sup>lm</sup>	45%	55% <sup>lm</sup>	53% <sup>lm</sup>	54%	55% <sup>lm</sup>
3	626	543	83	25	514	57	32	22	30	88	46	41	50	75	84	60	41	8	50
	12%	12%	11%	13%	12%	13%	13%	16% <sup>cd</sup>	14% <sup>op</sup>	15% <sup>opq</sup>	11%	11%	11%	16% <sup>op</sup>	12%	8%	9%	15%	13%
4	296	260	36	8	262	14	12	9	11	24	21	17	32	32	48	62	13	*	14
	6%	6%	5%	4%	5% <sup>ab</sup>	3%	5%	4%	5%	4%	5%	5%	5% <sup>ab</sup>	7%	5% <sup>ab</sup>	6% <sup>ab</sup>	3%	*	4%
5	57	46	11	1	49	2	2	4	2	17	4	8	5	-	5	5	4	1	1
	1%	1%	2%	-	1%	-	1%	2% <sup>def</sup>	1% <sup>mn</sup>	3% <sup>lmn</sup>	1%	2% <sup>lmn</sup>	1%	-	1%	1%	1%	1% <sup>lm</sup>	1%
6+	33	31	2	-	27	1	4	1	2	5	2	4	5	-	5	1	3	-	1
	1%	1%	-	-	1%	-	2% <sup>def</sup>	1%	1%	1%	-	1%	1%	-	1%	-	1%	-	-
Mean	2.04	2.04	2.04	1.97	2.04	1.95	2.19 <sup>de</sup>	2.19 <sup>de</sup>	2.07	2.07	1.95	2.02	2.07	2.06	1.99	2.03	1.94	1.90	1.96
Std Dev.	1.07	1.09	0.89	0.80	1.02	0.81	1.94	0.97	0.92	1.49	0.88	0.96	1.00	0.81	1.04	0.89	0.88	0.75	0.82
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.07	0.04	0.06	0.09	0.05	0.06	0.06	0.05	0.06	0.05	0.05	0.06	0.03

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QZ4\_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
1	1385	490	144	289	512	520	217	77	46	1032	123	538	494	225	78	31	1032	107	200	465
	27%	27%	19% <b>c</b>	33% <b>c</b>	26%	27%	27%	22%	28%	24%	27%	27%	24%	33% <b>c</b>	29%	32%	26%	30%	24%	27%
2	2764	1046	68	493	941	1063	451	204	83	2004	287	1079	1077	388	142	47	2156	189	440	955
	54%	58% <b>b</b>	29%	56% <b>b</b>	54%	53%	55%	58%	50%	53%	55%	55%	53%	52%	54%	48%	54%	52%	53%	55%
3	626	178	17	68	191	273	86	37	25	464	62	209	287	86	22	14	495	36	107	207
	72%	10%	7%	8%	11%	14%	11%	10%	15%	12%	12%	11%	14% <b>b</b>	12%	8%	14%	12%	10%	13%	12%
4	296	71	6	22	91	123	42	29	8	216	37	105	132	30	20	6	237	26	70	89
	6%	4%	3%	2%	6%	6%	6%	6%	6%	7%	7%	5%	7%	4%	7%	6%	6%	7%	13% <b>c</b>	6%
5	57	13	1	6	11	33	9	4	1	44	4	19	21	13	4	-	40	4	12	17
	1%	1%	-	1%	1%	3% <b>d</b>	1%	1%	-	1%	1%	1%	1%	2%	1%	-	1%	1%	1%	1%
6+	33	6	2	3	8	9	11	3	2	16	5	11	17	3	-	-	28	-	4	15
	1%	-	1%	-	-	-	1% <b>d</b>	1%	1%	1%	1%	1%	1%	-	-	-	1%	-	-	1%
Mean	2.04	1.60 <b>c</b>	1.60	1.60 <b>b</b>	1.96	2.07 <b>c</b>	2.08	2.10 <b>d</b>	2.04	2.02	2.12 <b>d</b>	2.01	2.11 <b>d</b>	1.97	1.99	1.95	2.06	1.98	2.16 <b>c</b>	2.02
Std Dev.	1.07	0.87	1.25	0.79	0.89	0.97	1.37	1.57	0.95	0.93	1.40	1.06	1.15	0.91	0.90	0.84	1.11	0.88	1.32	0.97
Std Error	0.01	0.02	0.08	0.03	0.02	0.02	0.05	0.09	0.07	0.02	0.06	0.02	0.03	0.04	0.06	0.08	0.02	0.05	0.05	0.02

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base

QZ4\_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3308	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
1	1385	88	1274	24	468	820	97	1319	30	23	6	1372	7
	27%	26%	27%	30%	54%	24%	30%	27%	26%	49%	78%	27%	26%
2	2764	178	2547	39	746	1858	159	2669	68	18	2	2755	7
	54%	53%	54%	49%	50%	55%	49%	54%	58%	39%	22%	54%	26%
3	626	38	581	6	175	408	44	607	6	2	-	615	11
	12%	11%	12%	8%	12%	12%	13%	12%	5%	5%	-	12%	42%
4	296	23	265	8	76	203	17	281	12	3	-	296	-
	6%	7%	6%	10%	5%	6%	5%	6%	15%	7%	-	6%	-
5	57	3	52	1	12	41	4	55	*	-	-	55	2
	1%	1%	1%	2%	1%	1%	1%	1%	*	-	-	1%	6%
6+	33	5	28	*	12	18	2	33	-	-	-	33	-
	1%	1%	1%	*	1%	1%	1%	1%	-	-	-	1%	-
Mean	2.04	2.08	2.04	2.05	1.99	2.06	2.06	2.04	2.01	1.71	1.22	2.04	2.33
Std Dev.	1.07	1.01	1.07	1.01	1.18	0.94	1.63	1.07	0.87	0.87	0.44	1.07	1.07
Std Error	0.01	0.06	0.02	0.12	0.03	0.02	0.09	0.02	0.09	0.13	0.20	0.01	0.22

Proportions/Mean: Columns Test(s) (5% risk level) - a-b/c - d(e) - g(h) - i(j)/k(l)  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QZ4\_1. How many adults and children live in your household? - Adults (18+ years) - including yourself

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
1	1395	338	382	359	306	115	120	103	157	105	120	-	225	134	109	90	107
27%	26%	30% <sup>d</sup>	28%	24%	27%	28%	24%	34% <sup>g</sup> <sup>h</sup> <sup>o</sup>	25%	29%	-	28%	28%	25%	22%	24%	24%
2	2764	670	699	681	714	221	215	235	238	237	224	-	444	237	258	240	216
54%	52%	54%	53%	55%	51%	50%	55%	51%	58%	54%	-	54%	50%	59% <sup>h</sup> <sup>m</sup> <sup>p</sup>	58%	49%	
3	626	183	128	147	167	71	55	57	47	37	44	-	87	61	38	61	68
12%	14% <sup>h</sup>	10%	11%	13%	13% <sup>h</sup> <sup>h</sup> <sup>h</sup>	13%	13%	10%	9%	11%	-	11%	13%	9%	13% <sup>h</sup>	13% <sup>h</sup>	
4	296	81	57	79	80	17	39	24	14	25	19	-	45	34	25	19	36
6%	6%	4%	6%	6%	4%	9% <sup>h</sup>	6%	3%	6%	5%	-	5%	7% <sup>h</sup>	6%	5%	5%	8% <sup>h</sup>
5	57	11	17	16	12	5	2	4	5	5	7	-	11	5	8	-	4
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	-	1%	1%	2% <sup>h</sup>	-	1%
6+	33	6	8	6	11	3	1	3	3	2	2	-	6	2	-	5	6
1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	-	-	1%	1%	
Mean	2.04	2.07	1.96	2.03	2.11 <sup>b</sup>	2.09	2.06 <sup>h</sup>	2.06 <sup>h</sup>	1.88	2.04	1.98	-	2.02	2.04 <sup>h</sup>	2.00	2.08 <sup>h</sup>	2.23 <sup>h</sup> <sup>m</sup>
Std Dev.	1.07	1.14	0.92	0.99	1.19	1.47	0.93	0.91	0.86	1.01	0.90	-	1.02	0.93	0.85	0.93	1.62
Std Error	0.01	0.03	0.03	0.03	0.03	0.07	0.05	0.04	0.04	0.05	0.04	-	0.03	0.04	0.04	0.04	0.08

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QZ4\_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	5161	-	5161	619	2818	2461	2883	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
None	3605	-	3605	333	1996	1803	1787	439	323	379	477	842	629	515	763	856	1986	1145	3290	289	3661
70%	-	-	70%	48%	71%	72%	68%	64%	50%	37%	67%	91%	99%	96%	57%	49%	85%	99%	72%	54%	71%
1	736	-	736	159	416	322	413	133	157	244	143	52	2	6	290	387	59	8	621	105	896
14%	-	-	14%	23%	19%	13%	14%	11%	14%	2%	1%	1%	1%	1%	2%	2%	3%	1%	14%	20%	13%
636	-	-	636	166	321	314	318	70	120	305	88	31	1	4	209	391	37	5	539	95	597
12%	-	-	12%	24%	11%	12%	12%	11%	10%	20%	12%	3%	1%	1%	16%	23%	2%	1%	12%	15%	12%
137	-	-	137	26	78	58	79	30	35	61	10	1	-	-	66	70	1	-	103	34	149
3%	-	-	3%	4%	3%	2%	3%	4%	5%	6%	1%	-	-	-	5%	4%	1	-	2%	6%	3%
4	30	-	30	7	16	5	25	7	5	15	1	1	-	-	13	16	1	-	23	6	45
7%	-	-	7%	1%	3%	-	1%	1%	1%	2%	-	-	-	-	1%	1%	-	-	1%	1%	1%
5	11	-	11	5	3	9	2	-	-	11	-	-	-	-	-	11	-	-	10	1	7
-	-	-	-	1%	-	-	-	-	-	1%	-	-	-	-	-	1%	-	-	-	-	-
6+	5	-	5	2	2	2	3	-	2	1	-	-	2	1	2	1	2	2	5	-	6
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	0.51	-	0.51	0.72	0.49	0.48	0.54	0.50	0.50	0.49	0.44	0.50	0.37	0.04	0.72	0.57	0.08	0.04	0.48	1.17	0.50
Std Dev.	0.91	-	0.91	1.11	0.88	0.89	0.93	0.93	1.06	1.11	0.77	0.44	0.50	0.37	1.00	1.03	0.45	0.44	0.89	1.04	0.93
Std Error	0.01	-	0.01	0.04	0.02	0.02	0.02	0.04	0.04	0.04	0.03	0.01	0.02	0.02	0.03	0.03	0.01	0.01	0.01	0.06	0.01

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QZ4\_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108	
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*	
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69	
None	3605	548	1199	785	1073	1747	1858	1875	1675	523	499	964	926	421	2389	530	2862	294	1447	80	
70%		58%	73% <sup>abc</sup>	67% <sup>ab</sup>	74% <sup>abc</sup>	69%	71%	61%	63% <sup>g</sup>	62% <sup>ghklmn</sup>	76% <sup>klm</sup>	72% <sup>lm</sup>	67% <sup>lm</sup>	52%	74% <sup>lmn</sup>	62% <sup>op</sup>	67%	55%	73% <sup>abc</sup>	61%	
1	736	157	210	173	196	367	369	556	157	66	89	202	194	143	485	69	637	119	236	29	
74%		37%	43%	45%	44%	44%	44%	43% <sup>gh</sup>	8%	10%	14%	15% <sup>kl</sup>	14%	16% <sup>lm</sup>	14% <sup>l</sup>	10%	13% <sup>no</sup>	23% <sup>op</sup>	12%	22% <sup>op</sup>	
2	636	203	153	160	121	356	280	504	128	33	61	130	173	213	364	33	587	88	187	15	
12%		22% <sup>abcd</sup>	10%	14% <sup>abcd</sup>	8%	14% <sup>ef</sup>	11%	16% <sup>gh</sup>	6%	5%	9% <sup>ijkl</sup>	10% <sup>kl</sup>	13% <sup>kl</sup>	26% <sup>klmn</sup>	11% <sup>l</sup>	5%	14% <sup>no</sup>	17% <sup>op</sup>	10%	11%	
3	137	16	24	54	44	40	97	97	40	13	6	27	66	22	99	13	122	19	35	7	
3%		2%	1%	5% <sup>abcd</sup>	3% <sup>bc</sup>	2%	4% <sup>bc</sup>	3%	2%	2%	1%	2%	3% <sup>ijklm</sup>	3%	3% <sup>bc</sup>	2%	3%	4%	2%	6% <sup>op</sup>	
4	30	8	6	4	11	14	16	19	11	2	3	11	6	4	22	2	27	9	6	1	
1%		1%	*	*	1%	1%	1%	1%	1%	*	*	1%	1%	*	1%	2	1%	3% <sup>op</sup>	*	*	
5	11	9	*	2	*	9	2	10	1	1	*	2	5	3	6	1	10	*	4	*	
*		1% <sup>bc</sup>	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
6+	5	3	2	*	*	5	*	4	1	*	*	2	2	1	4	*	5	*	4	*	
*		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean	0.51	0.76 <sup>abcd</sup>	0.39	0.50 <sup>bc</sup>	0.42	0.53	0.49	0.56 <sup>gh</sup>	0.29	0.29	0.36	0.48 <sup>ijkl</sup>	0.50 <sup>ijklm</sup>	0.54 <sup>ijklm</sup>	0.49 <sup>l</sup>	0.29	0.55 <sup>no</sup>	0.73 <sup>op</sup>	0.41	0.63	
Std Dev	0.91	1.10	0.80	0.93	0.83	0.94	0.88	0.98	0.74	0.73	0.72	0.90	1.00	0.92	0.72	0.94	0.94	0.88	0.88	0.93	
Std Error	0.01	0.03	0.02	0.03	0.02	0.02	0.02	0.02	0.02	0.03	0.03	0.02	0.03	0.03	0.02	0.03	0.01	0.04	0.02	0.09	

Proportions/Mean: Columns Tested (5% risk level) - abc|cd - ef - gh - ij|kl|mn - op - q|rs  
 \* - small base

QZ4\_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
None	3605	3024	581	148	3022	302	182	99	150	403	321	266	297	370	395	479	341	40	262
		70%	68%	59% <b>bc</b>	70%	70%	74%	69%	72% <b>in</b>	71% <b>in</b>	75% <b>in</b>	71% <b>in</b>	65%	77% <b>lmop</b>	58%	69% <b>in</b>	77% <b>lmor</b>	77% <b>in</b>	69% <b>in</b>
1	798	665	71	23	616	96	38	17	32	83	52	64	66	50	124	112	32	7	59
	14%	15% <b>cd</b>	10%	12%	14%	15%	15%	12%	15% <b>pe</b>	15% <b>pe</b>	12%	12%	17% <b>lmop</b>	15% <b>pe</b>	18% <b>lmop</b>	15% <b>pe</b>	7%	13%	15% <b>pe</b>
2	636	588	48	11	542	57	19	19	23	57	36	34	69	50	138	79	58	4	52
	12%	13% <b>abc</b>	7%	6%	12% <b>f</b>	13% <b>f</b>	8%	13% <b>f</b>	11%	10%	8%	9%	15% <b>kl</b>	10%	20% <b>hikmopq</b>	11%	13%	8%	14% <b>l</b>
3	137	121	16	7	121	8	4	4	3	14	9	11	17	11	14	31	10	1	7
	3%	3%	2%	4%	3%	2%	2%	3%	2%	2%	2%	3%	4%	2%	2%	4%	2%	1%	2%
4	30	24	5	1	24	+	3	2	1	1	5	1	4	6	4	+	+	+	+
	1%	1%	1%	1%	1%	-	1% <b>e</b>	2% <b>de</b>	1%	+	1%	+	1%	-	1%	1%	-	-	-
5	11	11	-	-	10	-	-	1	-	8	-	-	1	-	-	-	-	-	-
	+	+	-	-	+	-	-	1% <b>e</b>	-	1% <b>n</b>	-	-	+	-	-	+	-	-	-
6*	5	5	+	-	3	1	1	+	-	-	2	-	-	-	-	-	2	-	1
	+	+	+	-	+	+	+	+	-	-	+	-	-	-	-	+	+	+	+
Mean	0.51	0.54 <b>bc</b>	0.33	0.37	0.52	0.48	0.43	0.58 <b>f</b>	0.44	0.50	0.44	0.45	0.61 <b>klmnop</b>	0.38	0.69 <b>hikmopq</b>	0.55 <b>m</b>	0.44	0.33	0.50
Std Dev	0.91	0.93	0.78	0.81	0.91	0.83	0.93	1.03	0.80	0.95	0.99	0.80	0.96	0.76	0.93	0.92	0.95	0.88	0.85
Std Error	0.01	0.02	0.02	0.03	0.02	0.03	0.03	0.04	0.05	0.06	0.06	0.05	0.06	0.04	0.05	0.05	0.06	0.05	0.03

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base



QZ4\_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
None	3605	1402	211	793	1276	1375	568	239	114	2852	352	1337	1377	559	211	75	2713	286	505	1317
	70%	75%	83%bc	83%bc	72%bc	69%	70%	68%	69%	70%	68%	68%	69%	75%cdp	70%cdp	76%	68%	73%cdp	61%	62%cd
1	736	183	14	46	231	303	106	61	27	534	89	304	305	81	18	18	609	35	150	234
	14%	10%bc	6%	5%	13%	15%	13%	17%	14%	17%	17%	16%mmq	15%mmq	11%	7%	16%nn	15%mmq	10%	18%	13%
2	636	179	8	32	192	265	106	45	21	457	66	248	272	80	25	7	519	32	141	148
	12%	10%bc	3%	4%	11%	13%	13%	13%	12%	13%	13%	13%	13%	11%	9%	7%	13%	9%	17%ca	8%
3	137	32	4	6	38	57	31	7	2	95	9	52	59	17	9	-	111	9	27	35
	3%	2%	2%	1%	2%	3%	4%	2%	1%	3%	2%	3%	3%	2%	3%	-	3%	2%	3%	2%
4	30	5	*	2	10	13	4	2	1	23	3	13	8	8	*	-	21	*	9	6
	1%	*	*	*	1%	1%	1%	1%	*	1%	1%	1%	*	*	*	-	1%	*	1%	*
5	11	1	-	1	4	6	1	-	-	10	-	4	6	1	-	-	10	-	1	3
	*	*	-	*	*	*	-	-	-	*	-	*	*	*	-	-	*	-	*	*
6+	5	3	*	1	2	3	-	-	-	5	-	3	2	-	-	-	5	-	-	4
	*	*	*	*	*	*	-	-	-	*	-	*	*	*	-	-	*	-	*	*
Mean	0.51	0.38bc	0.19	0.17	0.46	0.55d	0.53	0.51	0.48	0.51	0.50	0.54noq	0.54noq	0.44	0.37	0.31	0.54noq	0.35	0.67a	0.41
Std Dev.	0.91	0.83	0.61	0.60	0.90	0.94	0.91	0.83	0.80	0.92	0.82	0.94	0.92	0.87	0.83	0.60	0.93	0.77	0.96	0.87
Std Error	0.01	0.02	0.04	0.02	0.02	0.02	0.03	0.05	0.06	0.01	0.04	0.02	0.02	0.03	0.05	0.06	0.01	0.04	0.04	0.02

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base

QZ4\_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3308	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
None	3605	194	3357	54	1040	2372	193	3494	51	35	5	3580	20
	79%	58%	70%	68%	60%	71%	60%	82%	44%	75%	67%	69%	75%
1	736	58	666	12	215	448	74	691	28	8	3	728	6
	14%	17%	14%	15%	14%	13%	23%	14%	24%	17%	33%	14%	24%
2	636	68	559	9	190	399	47	603	30	4	-	636	*
	12%	20%	12%	12%	13%	12%	14%	12%	25%	8%	-	72%	*
3	137	11	122	4	35	96	7	132	5	-	-	137	+
	3%	3%	3%	3%	2%	3%	2%	3%	4%	-	-	3%	1%
4	30	2	27	-	9	19	2	27	3	-	-	30	-
	1%	1%	1%	-	1%	1%	1%	1%	2%	-	-	1%	-
5	11	-	11	-	-	10	1	11	-	-	-	11	-
	*	-	*	-	-	*	-	*	-	-	-	*	-
6+	5	-	5	-	1	4	-	5	-	-	-	5	-
	*	-	*	-	*	*	-	*	-	-	-	*	-
Mean	0.51	0.71b	0.50	0.53	0.50	0.51	0.62	0.50	0.97gh	0.33	0.33	0.51	0.26
Std Dev.	0.91	0.95	0.91	0.88	0.86	0.93	0.89	0.91	1.04	0.62	0.50	0.91	0.51
Std Error	0.01	0.05	0.01	0.10	0.02	0.02	0.05	0.01	0.11	0.09	0.22	0.01	0.10

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QZ4\_2. How many adults and children live in your household? - Children (less than 18 years)

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
None	3605	866	918	936	885	286	303	277	339	285	293	-	592	344	281	297	308
	70%	67%	71%	73%a	69%	66%	70%	65%	77%apn	69%	71%	-	72%apn	73%an	64%	71%	70%
1	736	190	163	182	203	66	68	57	31	69	63	-	119	62	75	58	69
	14%	15%	13%	14%	16%	15%h	16%h	13%h	7%	17%h	15%h	-	15%h	12%h	17%h	14%h	16%h
2	836	180	167	136	154	59	49	71	77	44	48	-	87	48	58	45	50
	12%	14%	13%	11%	12%	14%	11%	17%h	17%h	11%	11%	-	11%	10%	13%	11%	12%
3	137	45	31	30	32	19	9	17	12	9	11	-	14	16	14	9	9
	3%	3%	2%	2%	2%	4%h	2%	4%	3%	2%	3%	-	2%	3%	3%	2%	2%
4	30	4	10	6	9	1	1	2	4	3	3	-	5	2	3	6	*
	1%	*	1%	*	1%	*	*	*	1%	1%	1%	-	1%	*	1%	1%	*
5	11	5	2	-	4	1	-	4	-	2	-	-	-	-	4	-	-
	*	*	*	*	*	*	*	1%h	*	1%	*	-	-	-	1%	*	*
6+	5	1	-	1	3	-	-	-	-	-	-	-	1	-	2	-	2
	*	*	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*
Mean	0.51	0.57c	0.50	0.45	0.54	0.58	0.46	0.65%im	0.51	0.50	0.48	-	0.44	0.45	0.64%im	0.49	0.48
Std Dev.	0.91	0.94	0.88	0.83	0.98	0.93	0.81	1.06	0.92	0.89	0.84	-	0.83	0.84	1.10	0.89	0.93
Std Error	0.01	0.03	0.02	0.02	0.03	0.04	0.04	0.05	0.04	0.04	0.04	-	0.03	0.04	0.05	0.04	0.04

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QZ4\_T. How many adults and children live in your household? - All people in household

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	5161	-	5161	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
1	1141	-	1141	97	556	582	78	96	145	148	274	192	208	174	293	674	400	1057	72	999
22%	-	22%	14%	21%	22%	22%	11%	15%	14%	21% <sup>ghj</sup>	30% <sup>ghj</sup>	30% <sup>ghj</sup>	30% <sup>ghjkl</sup>	13%	17% <sup>n</sup>	32% <sup>no</sup>	34% <sup>no</sup>	23% <sup>n</sup>	14%	19%
2	1882	-	1882	1055	947	931	147	175	199	247	438	391	285	322	446	1114	676	1757	117	2042
36%	-	36%	27%	23%	38%	35%	21%	23% <sup>g</sup>	20%	24% <sup>ghj</sup>	47% <sup>ghj</sup>	44% <sup>ghjkl</sup>	45% <sup>ghjkl</sup>	24%	26%	33% <sup>no</sup>	33% <sup>no</sup>	23% <sup>n</sup>	22%	40%
3	931	-	931	524	462	468	173	165	270	139	117	38	27	241	408	182	66	810	110	925
18%	-	18%	23% <sup>d</sup>	19%	18%	18%	25% <sup>klm</sup>	26% <sup>klm</sup>	27% <sup>klm</sup>	19% <sup>klm</sup>	13% <sup>lm</sup>	6%	5%	25% <sup>opq</sup>	24% <sup>opq</sup>	9% <sup>q</sup>	6%	18%	21%	18%
4	825	-	825	440	388	432	155	151	284	145	78	9	2	306	429	90	12	697	124	782
16%	-	16%	25% <sup>d</sup>	16%	15%	16%	22% <sup>klm</sup>	23% <sup>klm</sup>	26% <sup>klm</sup>	20% <sup>klm</sup>	8% <sup>lm</sup>	1%	*	23% <sup>opq</sup>	25% <sup>opq</sup>	4% <sup>q</sup>	1%	15%	23% <sup>r</sup>	15%
5	245	-	245	137	102	138	69	49	75	35	14	*	4	116	109	18	4	193	51	276
9%	-	9%	7%	5%	4%	5%	10% <sup>klm</sup>	9% <sup>klm</sup>	9% <sup>klm</sup>	3% <sup>klm</sup>	2% <sup>l</sup>	*	1%	8% <sup>opq</sup>	8% <sup>opq</sup>	1%	*	4%	10% <sup>r</sup>	5%
6+	136	-	136	86	60	76	65	14	43	4	5	3	1	81	47	8	3	76	55	137
3%	-	3%	4%	3%	2%	3%	10% <sup>hijklm</sup>	2% <sup>klm</sup>	4% <sup>klm</sup>	1%	1%	*	*	6% <sup>opq</sup>	3% <sup>opq</sup>	*	*	2%	11% <sup>r</sup>	3%
NET Any children	1556	-	1556	835	710	840	250	329	637	240	84	5	11	579	877	100	16	1300	242	1500
30%	-	30%	32% <sup>d</sup>	29%	28%	22% <sup>d</sup>	36% <sup>klm</sup>	50% <sup>ghijklm</sup>	42% <sup>ghijklm</sup>	22% <sup>klm</sup>	9% <sup>lm</sup>	1%	2%	42% <sup>opq</sup>	51% <sup>opq</sup>	3% <sup>q</sup>	1%	28%	46% <sup>r</sup>	29%
Mean	2.55	-	2.55	2.58	2.51	2.58	2.37 <sup>hijklm</sup>	2.32 <sup>klm</sup>	3.02 <sup>klm</sup>	2.58 <sup>klm</sup>	2.07 <sup>lm</sup>	1.62 <sup>n</sup>	1.99	3.16 <sup>opq</sup>	2.37 <sup>opq</sup>	1.90 <sup>q</sup>	1.78	2.47	3.32 <sup>r</sup>	2.58
Std Dev.	1.42	-	1.42	1.42	1.45	1.39	1.88	1.61	1.36	1.21	0.99	0.81	0.71	1.77	1.32	0.89	0.77	1.37	1.61	1.43
Std Error	0.02	-	0.02	0.03	0.03	0.03	0.07	0.06	0.04	0.05	0.03	0.03	0.03	0.05	0.03	0.02	0.02	0.02	0.09	0.02

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopqr - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QZ4\_T. How many adults and children live in your household? - All people in household

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits				
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108	
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*	
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69	
1	1141	131	418	158	434	550	592	534	592	332	254	288	155	28	697	336	737	151	369	32	
	22%	14%	26% <sup>abc</sup>	13%	30% <sup>acd</sup>	22%	23%	17%	23% <sup>gh</sup>	32% <sup>ijklmn</sup>	39% <sup>klmno</sup>	22% <sup>lmn</sup>	11% <sup>mn</sup>	3%	21% <sup>lmno</sup>	32% <sup>op</sup>	17%	23% <sup>qr</sup>	19%	19%	24%
2	1882	302	614	468	499	916	967	996	809	160	200	540	573	269	1318	162	1615	131	812	41	
	36%	32%	33% <sup>ab</sup>	40% <sup>acd</sup>	35%	36%	37%	32%	43% <sup>gh</sup>	25%	30%	40% <sup>ijklm</sup>	41% <sup>klm</sup>	33% <sup>lmn</sup>	33% <sup>lmno</sup>	25%	43% <sup>op</sup>	25%	45% <sup>qr</sup>	31%	
3	931	195	258	240	239	453	479	685	229	66	105	237	289	187	631	67	823	108	318	23	
	18%	21% <sup>ab</sup>	16%	20% <sup>ab</sup>	17%	18%	18%	22% <sup>gh</sup>	11%	10%	16% <sup>ij</sup>	16% <sup>ij</sup>	21% <sup>kl</sup>	23% <sup>klm</sup>	19% <sup>lm</sup>	10%	16% <sup>op</sup>	20%	17%	17%	
4	825	228	212	213	172	440	385	628	187	34	69	185	230	254	484	35	754	80	308	16	
	16%	24% <sup>abcd</sup>	13%	18% <sup>abcd</sup>	12%	17%	15%	20% <sup>gh</sup>	9%	5%	10% <sup>ij</sup>	14% <sup>ij</sup>	17% <sup>kl</sup>	31% <sup>klm</sup>	13% <sup>lm</sup>	5%	13% <sup>op</sup>	15%	16%	12%	
5	245	32	58	77	79	90	155	158	86	23	14	67	91	38	172	23	214	38	61	15	
	5%	3%	4%	7% <sup>ab</sup>	5%	4%	6% <sup>ab</sup>	5%	4%	4%	2%	5% <sup>ij</sup>	7% <sup>ij</sup>	5%	6% <sup>kl</sup>	4%	5%	7% <sup>qr</sup>	3%	11% <sup>rs</sup>	
6+	136	57	34	22	23	91	45	85	50	24	16	22	30	38	67	24	108	22	49	5	
	3%	6% <sup>abcd</sup>	2%	2%	2%	4% <sup>ef</sup>	2%	3%	2%	4% <sup>gh</sup>	2%	2%	2%	6% <sup>klm</sup>	2%	4%	3%	4%	3%	4%	
NET Any children	1656	307	395	393	372	792	764	1201	337	115	159	374	447	393	980	117	1388	236	472	51	
	30%	29% <sup>abcd</sup>	29%	33% <sup>abcd</sup>	26%	31%	29%	33% <sup>gh</sup>	17%	18%	24% <sup>ijkl</sup>	23% <sup>ijkl</sup>	13% <sup>kl</sup>	40% <sup>klm</sup>	23%	19%	33% <sup>op</sup>	24%	23%	33% <sup>qr</sup>	
Mean	2.55	2.84 <sup>abcd</sup>	2.39	2.71 <sup>abcd</sup>	2.34	2.60	2.51	2.76 <sup>gh</sup>	2.24	1.98	2.15	2.48 <sup>ijkl</sup>	2.74 <sup>ijkl</sup>	1.13 <sup>kl</sup>	2.53 <sup>lm</sup>	1.98	2.55 <sup>op</sup>	2.61	2.53	2.69	
Std Dev	1.42	1.66	1.43	1.22	1.32	1.54	1.29	1.48	1.27	1.49	1.26	1.45	1.39	1.25	1.41	1.48	1.40	1.46	1.45	1.51	
Std Error	0.02	0.05	0.04	0.04	0.04	0.03	0.03	0.03	0.03	0.06	0.05	0.04	0.04	0.04	0.02	0.06	0.02	0.06	0.03	0.15	

Proportions: Means: Columns Tested (5% risk level) - a-b/c/d - ef - gh - ij/kl/mn - op - q/rs  
 \* small base

QZ4\_T. How many adults and children live in your household? - All people in household

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
1	1141	990	151	42	972	100	47	23	43	121	119	88	93	91	164	148	106	14	86
2	22%	22%	21%	22%	22%g	23%g	19%	16%	21%	21%	23%lm	23%	19%	19%	24%	21%	24%	27%	23%
3	1862	1541	341	88	1562	188	102	52	79	201	159	142	153	205	188	260	185	22	143
4	36%	35%	41%a	45%a	36%	38%	41%ld	37%	35%n	36%n	41%n	36%n	34%n	45%n	25%	37%n	44%n	43%n	43%n
5	931	827	104	34	775	76	54	25	42	110	57	72	78	94	148	118	55	9	67
6	18%	19%a	14%	18%	18%	18%	22%uf	18%	20%p	20%p	13%	19%p	17%	20%p	22%jp	17%	13%	17%	18%
7	825	742	83	16	701	71	27	26	34	69	63	42	88	70	150	122	63	5	66
8	16%	17%a	11%	6%	15%f	13%f	11%	10%f	16%	12%	15%	11%	13%k	15%	22%jkmpp	17%	14%	9%	13%a
9	245	216	29	10	209	16	9	12	7	34	18	21	32	15	27	39	16	2	14
10	5%	5%	4%	5%	5%	4%	4%	5%deh	3%	6%	4%	4%	6%	3%	4%	6%	4%	3%	4%
11	136	122	14	2	119	4	5	5	4	29	10	11	11	5	22	18	8	1	4
12	3%	3%	2%	1%	3%a	1%	3%e	3%e	2%	5%mp	2%	3%	3%	1%	3%	3%	2%	1%	1%
NET Any children	1566	1415	141	42	1316	131	65	44	59	163	104	109	157	110	283	228	102	12	119
13	30%	31%a	20%	22%	30%	30%	26%	31%	28%	29%	29%	29%	33%jmu	23%	42%hikmopp	33%mp	23%	23%	31%mp
14	2.55	2.53bc	2.38	2.34	2.55	2.43	2.60	2.73da	2.51	2.59p	2.39	2.47	2.58mpsp	2.44	2.58mpsp	2.58	2.38	2.23	2.46
15	1.42	1.45	1.22	1.16	1.39	1.20	2.12	1.39	1.21	1.81	1.39	1.31	1.38	1.11	1.38	1.30	1.33	1.11	1.22
16	0.02	0.02	0.03	0.04	0.03	0.04	0.07	0.05	0.07	0.11	0.08	0.08	0.08	0.07	0.08	0.08	0.08	0.08	0.04

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QZ4\_T. How many adults and children live in your household? - All people in household

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
1	1141	443	135	278	420	438	175	58	37	858	95	431	410	188	65	27	841	92	141	411
	22%	25%	11% <b>abc</b>	31% <b>cd</b>	24% <b>de</b>	22%	21%	16%	23%	23% <b>efg</b>	19%	22%	20%	28% <b>gh</b>	25%	27%	21%	25%	17%	20% <b>h</b>
2	1882	800	71	455	703	681	294	136	59	1384	195	725	697	288	115	37	1422	152	275	710
	36%	44% <b>ab</b>	30%	52% <b>abc</b>	40% <b>ac</b>	34%	36%	38%	36%	37%	38%	37%	34%	39%	44% <b>cd</b>	37%	36%	42% <b>de</b>	33%	41% <b>ef</b>
3	931	236	9	65	266	399	151	73	30	665	103	353	397	119	30	18	750	48	155	295
	18%	13% <b>abc</b>	4%	7%	15%	20% <b>cd</b>	19%	21%	18%	18%	20%	18%	20% <b>de</b>	16%	11%	18%	19% <b>ef</b>	13%	19%	17%
4	825	238	9	52	259	333	129	67	26	592	93	313	356	98	33	16	669	49	187	216
	16%	13% <b>abc</b>	4%	6%	16%	16%	16%	16%	16%	16%	16%	16%	13% <b>cd</b>	13%	16%	17%	14%	22% <b>de</b>	12%	
5	245	61	8	20	68	107	46	13	9	176	22	92	104	35	14	*	196	14	40	74
	5%	3%	3%	2%	4%	5%	6%	4%	6%	5%	4%	5%	5%	5%	5%	*	5%	4%	5%	4%
6+	136	26	6	10	38	63	21	8	3	101	11	47	64	17	5	-	111	5	35	41
	3%	1%	3%	1%	2%	3%	3%	2%	2%	3%	2%	2%	3%	2%	2%	-	3%	1%	6% <b>cd</b>	2%
NET Any children	1556	403	26	87	477	646	248	115	51	1123	166	625	651	187	53	23	1275	76	323	430
	30%	22% <b>abc</b>	17%	10%	27%	33% <b>cd</b>	30%	32%	31%	30%	32%	33% <b>mnno</b>	32% <b>mnop</b>	25%	20%	24%	32% <b>mnop</b>	21%	39% <b>q</b>	25%
Mean	2.55	2.33 <b>bc</b>	1.79	2.00	2.43	2.62 <b>d</b>	2.61 <b>d</b>	2.66 <b>d</b>	2.52	2.53	2.62 <b>d</b>	2.54 <b>e</b>	2.58 <b>mnop</b>	2.41	2.36	2.26	2.68 <b>mn</b>	2.33	2.82 <b>s</b>	2.43
Std Dev.	1.42	1.25	1.49	1.06	1.29	1.40	1.60	1.72	1.27	1.35	1.59	1.43	1.49	1.28	1.26	1.05	1.46	1.20	1.61	1.36
Std Error	0.02	0.03	0.10	0.03	0.03	0.03	0.06	0.09	0.10	0.02	0.07	0.03	0.03	0.05	0.08	0.10	0.02	0.07	0.06	0.03

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
\* small base

QZ4\_T. How many adults and children live in your household? - All people in household

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3308	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
1	1141	58	1062	21	369	703	70	1089	22	19	5	1131	5
	22%	17%	22%	26%	33% <b>d</b>	21%	22%	22%	19%	42%	67%	29%	21%
2	1882	104	1751	27	516	1260	106	1843	18	14	1	1874	7
	36%	31%	37%	35%	35%	38%	33%	37% <b>h</b>	15%	30%	11%	37% <b>h</b>	26%
3	931	79	847	5	298	574	59	878	38	6	2	921	9
	78%	24% <b>abc</b>	18% <b>c</b>	6%	20%	17%	18%	18%	32% <b>gh</b>	12%	22%	78%	34%
4	825	57	749	19	210	550	65	789	25	8	-	821	3
	16%	17%	16%	24%	14%	16%	20% <b>cd</b>	16%	21%	16%	-	16%	13%
5	245	22	220	3	62	169	14	236	7	-	-	244	2
	5%	7%	5%	4%	4%	5%	4%	5%	6%	-	-	5%	6%
6+	138	15	118	3	35	91	10	129	7	-	-	136	*
	3%	4%	2%	4%	2%	3%	3%	3%	6%	-	-	3%	1%
NET Any children	1558	140	1380	25	450	976	130	1470	60	12	3	1547	6
	30%	42% <b>ab</b>	29%	32%	30%	29%	40% <b>cd</b>	30%	50% <b>gh</b>	29%	33%	30%	25%
Mean	2.55	2.60 <b>b</b>	2.53	2.58	2.49	2.57	2.68	2.55	2.58% <b>gh</b>	2.03	1.55	2.55	2.60
Std Dev.	1.42	1.39	1.42	1.43	1.47	1.35	1.85	1.42	1.39	1.10	0.89	1.42	1.18
Std Error	0.02	0.08	0.02	0.16	0.04	0.02	0.10	0.02	0.15	0.17	0.40	0.02	0.24

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/g/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QZ4\_T. How many adults and children live in your household? - All people in household

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	-**	818	472	437	416	437
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
1	1141	274	316	294	258	95	93	86	136	84	96	-	182	112	87	82	89
22%	21%	24% <sup>cd</sup>	23%	20%	22%	22%	20%	20%	29% <sup>gijlmnp</sup>	20%	23%	-	22%	24%	20%	20%	20%
1882	424	473	512	473	131	155	138	151	163	160	-	329	182	168	163	142	142
36%	33%	37%	40% <sup>lm</sup>	37%	30%	36%	32%	33%	40% <sup>lm</sup>	38%	-	40% <sup>eghnp</sup>	39%	39%	39% <sup>o</sup>	32%	32%
931	259	222	214	236	84	83	82	76	72	74	-	148	66	67	72	66	66
16%	20%	17%	17%	18%	22% <sup>lm</sup>	19%	19%	16%	16%	16%	-	16%	14%	15%	17%	17% <sup>lm</sup>	17% <sup>lm</sup>
825	230	191	179	225	77	74	80	70	64	57	-	98	80	73	73	78	78
16%	16% <sup>cd</sup>	15%	14%	17%	18% <sup>l</sup>	17%	19% <sup>l</sup>	15%	15%	14%	-	12%	17%	17%	18% <sup>lm</sup>	18% <sup>lm</sup>	18% <sup>lm</sup>
245	67	64	54	60	27	18	23	24	19	21	-	42	12	28	13	20	20
5%	5%	5%	4%	5%	6%	4%	5%	5%	5%	5%	-	5%	3%	3% <sup>lm</sup>	3%	5%	5%
136	35	25	38	39	9	8	18	7	9	9	-	19	19	14	13	12	12
3%	3%	2%	3%	3%	2%	2%	4%	1%	2%	2%	-	2%	4%	3%	3%	3%	3%
NET Any children	1556	424	373	354	405	146	128	150	124	127	122	-	226	128	156	119	130
30%	33% <sup>cd</sup>	29%	27%	31%	34%	30%	35% <sup>lm</sup>	27%	31%	29%	-	28%	27%	36% <sup>lm</sup>	29%	30%	30%
Mean	2.55	2.63 <sup>cd</sup>	2.46	2.47	2.64 <sup>bc</sup>	2.67 <sup>n</sup>	2.52	2.71 <sup>lm</sup>	2.39	2.54	2.46	-	2.46	2.49	2.64 <sup>h</sup>	2.57	2.71 <sup>lm</sup>
Std Dev.	1.42	1.48	1.29	1.34	1.56	1.73	1.23	1.41	1.28	1.35	1.24	-	1.34	1.33	1.46	1.32	1.84
Std Error	0.02	0.04	0.04	0.04	0.08	0.06	0.07	0.06	0.06	0.06	0.06	-	0.05	0.06	0.07	0.06	0.09

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QZ5. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)	
Unweighted Base	5161	-	5161	2818	2461	2883	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	2868
Hearing. Poor hearing, partial hearing, or are deaf	328	6%	328	59	160	173	155	16	29	47	31	52	55	45	78	205	153	305	22	314
			6%	9% <b>cd</b>	6%	7%	6%	2%	4%	5%	4%	6% <b>gh</b>	9% <b>ghij</b>	3%	5%	19% <b>no</b>	13% <b>no</b>	7%	4%	6%
Eyesight. Poor vision, colour blindness, partial sight, or are blind	243	5%	243	68	99	123	115	47	33	43	27	40	19	80	70	92	52	211	32	212
			5%	10% <b>cd</b>	4%	5%	4%	7% <b>ij</b>	5%	4%	4%	3%	6%	6%	4%	4%	5%	5%	5%	4%
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	449	9%	449	80	213	219	229	22	40	67	46	108	78	62	114	274	166	422	25	427
			9%	11% <b>cd</b>	8%	9%	9%	3%	6%	7% <b>ij</b>	6% <b>ij</b>	12% <b>ghij</b>	12% <b>ghij</b>	5%	7%	13% <b>no</b>	14% <b>no</b>	9% <b>ia</b>	5%	8%
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	201	4%	201	34	107	98	102	18	24	30	33	51	17	41	63	96	45	180	21	209
			4%	5%	4%	4%	4%	3%	4%	3%	5%	6% <b>gh</b>	3%	3%	4%	5%	4%	4%	4%	4%
Breathing. Breathlessness or chest pains	302	6%	302	41	161	156	143	30	36	38	20	85	44	66	58	178	93	278	21	291
			6%	6%	6%	5%	5%	4%	6% <b>ij</b>	4%	3%	9% <b>ghij</b>	7% <b>ij</b>	5%	3%	17% <b>no</b>	8% <b>no</b>	6%	4%	6%
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	176	3%	176	56	74	89	87	45	37	38	26	23	5	83	63	30	7	160	15	170
			3%	9% <b>cd</b>	3%	3%	3%	7% <b>iklm</b>	6% <b>iklm</b>	4% <b>lm</b>	4% <b>lm</b>	2% <b>lm</b>	1%	6% <b>opq</b>	4% <b>opq</b>	1%	1%	3%	3%	3%
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	145	3%	145	58	54	81	58	38	25	57	17	5	3	63	74	8	3	127	16	127
			3%	9% <b>cd</b>	2%	3%	2%	6% <b>iklm</b>	4% <b>iklm</b>	6% <b>iklm</b>	2% <b>iklm</b>	1%	*	8% <b>opq</b>	4% <b>opq</b>	*	*	3%	3%	2%
Your mental health. Anxiety, depression, or trauma-related conditions, for example	585	11%	585	103	299	228	344	133	87	130	101	83	26	220	232	133	50	537	44	649
			11%	19% <b>cd</b>	11%	9%	13% <b>ia</b>	19% <b>hiklm</b>	13% <b>iklm</b>	13% <b>iklm</b>	14% <b>iklm</b>	9% <b>iklm</b>	4%	16% <b>opq</b>	13% <b>opq</b>	6%	4%	12%	8%	13%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	345	7%	345	42	173	131	211	23	24	52	56	87	67	47	107	191	104	331	12	393
			7%	6%	6%	5%	8% <b>ia</b>	3%	4%	5%	6% <b>gh</b>	9% <b>ghij</b>	11% <b>ghij</b>	3%	6% <b>in</b>	9% <b>no</b>	9% <b>no</b>	7% <b>ia</b>	2%	8%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	3348	65%	3348	362	1928	1681	1663	410	410	667	477	622	453	820	1144	1384	762	2948	386	3306
			65%	52% <b>cd</b>	63% <b>cd</b>	63%	63%	59%	53%	66%	67% <b>opqm</b>	67% <b>opqm</b>	71% <b>opqm</b>	61%	66% <b>in</b>	66% <b>in</b>	66%	64%	72% <b>ia</b>	64%
Don't know	137	3%	137	20	70	61	75	28	31	33	16	18	9	59	40	29	11	113	18	146
			3%	3%	2%	2%	3%	4% <b>lm</b>	5% <b>iklm</b>	3% <b>lm</b>	2%	2%	1%	4% <b>opq</b>	3% <b>opq</b>	1%	1%	2%	3%	3%
Prefer not to say	186	4%	186	35	101	91	95	45	28	47	32	15	10	73	79	35	20	147	26	181
			4%	5%	4%	4%	4%	7% <b>iklm</b>	4% <b>ikl</b>	6% <b>ikl</b>	4% <b>ikl</b>	2%	2%	6% <b>opq</b>	6% <b>opq</b>	2%	2%	3%	5%	4%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QZ5. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
		AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108	
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	668	1339	1372	814	3369	647	4251	530	1918	132*	
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69	
Hearing. Poor hearing, partial hearing, or are deaf	328	76	93	63	96	169	159	128	191	68	49	85	69	39	203	69	243	48	95	10	
	6%	8%	6%	5%	7%	7%	6%	4%	9%	11% <i>klmn</i>	7%	6%	5%	3%	6%	11% <i>op</i>	6%	9% <i>r</i>	5%	8%	
Eyesight. Poor vision, colour blindness, partial sight, or are blind	243	79	51	47	66	130	113	149	93	38	33	59	60	37	151	38	191	20	72	6	
	5%	8% <i>bc</i>	3%	4%	5%	5%	4%	5%	5%	6%	5%	4%	4%	5%	4%	6%	4%	4%	4%	5%	
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	449	81	104	91	173	185	264	146	293	81	90	126	72	58	288	83	346	105	86	22	
	9%	9%	7%	8%	12% <i>abcd</i>	7%	10% <i>e</i>	5%	15% <i>g</i>	13% <i>klmn</i>	14% <i>klmn</i>	9% <i>l</i>	5%	7%	9% <i>l</i>	13% <i>p</i>	8%	20% <i>r</i>	4%	17% <i>s</i>	
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	201	33	36	67	65	69	132	78	120	45	32	53	52	13	137	45	151	42	60	8	
	4%	3%	2%	8% <i>b</i>	9% <i>b</i>	3%	8% <i>e</i>	3%	6% <i>g</i>	7% <i>klmn</i>	5% <i>lmn</i>	4% <i>lm</i>	4% <i>lm</i>	2%	4% <i>lm</i>	7% <i>p</i>	4%	8% <i>r</i>	3%	6%	
Breathing. Breathlessness or chest pains	302	47	61	62	132	108	194	108	184	71	63	81	49	19	194	71	213	74	72	14	
	6%	5%	4%	5%	9% <i>abcd</i>	4%	7% <i>e</i>	4%	9% <i>g</i>	11% <i>klmn</i>	10% <i>klmn</i>	6% <i>lm</i>	4%	2%	9% <i>lm</i>	11% <i>p</i>	5%	14% <i>r</i>	4%	11% <i>s</i>	
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	176	41	25	35	74	67	109	102	74	43	32	43	29	22	104	43	128	42	37	6	
	3%	4% <i>b</i>	2%	3%	7% <i>bc</i>	3%	6% <i>de</i>	3%	4%	7% <i>klmn</i>	6% <i>kl</i>	3%	2%	3%	3%	7% <i>p</i>	3%	8% <i>r</i>	2%	5%	
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	145	35	31	22	57	66	79	86	59	31	23	27	31	27	80	31	110	31	32	3	
	3%	4%	2%	2%	4% <i>bc</i>	3%	3%	3%	3%	5% <i>klmn</i>	4%	2%	2%	3%	2%	9% <i>p</i>	3%	6% <i>r</i>	2%	3%	
Your mental health. Anxiety, depression, or trauma-related conditions, for example	585	94	120	102	270	214	372	309	269	131	109	160	97	53	366	131	426	104	127	21	
	11%	10%	8%	9%	19% <i>abcd</i>	8%	14% <i>e</i>	10%	13% <i>g</i>	21% <i>klmn</i>	17% <i>klmn</i>	12% <i>lm</i>	7%	7%	11% <i>lm</i>	20% <i>p</i>	10%	20% <i>r</i>	7%	16% <i>s</i>	
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	345	43	72	65	164	116	229	119	219	77	81	91	62	18	234	77	254	59	84	8	
	7%	5%	5%	6%	11% <i>abcd</i>	5%	9% <i>e</i>	4%	11% <i>g</i>	12% <i>klmn</i>	12% <i>klmn</i>	7% <i>lm</i>	9% <i>lm</i>	2%	7% <i>lm</i>	12% <i>p</i>	6%	11% <i>r</i>	4%	6%	
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	3348	615	1134	804	795	1749	1599	2157	1163	314	344	845	1012	630	2201	320	2880	249	1423	60	
	65%	6% <i>cd</i>	11% <i>abcd</i>	8% <i>cd</i>	55%	60% <i>f</i>	61%	7% <i>gh</i>	58%	4%	5%	8% <i>ijkl</i>	11% <i>ijklm</i>	7% <i>ijklm</i>	15% <i>kl</i>	4%	63% <i>o</i>	47%	74% <i>qr</i>	46%	
Don't know	137	21	31	33	52	52	85	89	38	24	24	27	27	24	78	25	102	14	34	3	
	3%	2%	2%	3%	4% <i>b</i>	2%	3%	3%	2%	4%	4%	2%	2%	3%	2%	4%	2%	3%	3%	2%	3%
Prefer not to say	186	30	52	44	61	82	104	114	59	20	30	45	32	12	107	21	123	13	52	22	
	4%	3%	3%	4%	4%	3%	4%	4%	3%	3%	5% <i>lmn</i>	5% <i>lmn</i>	2%	1%	3%	3%	3%	3%	3%	3%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QZ5. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Rurality			Nation				Region										
		Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Hearing. Poor hearing, partial hearing, or are deaf	328 6%	266 6%	62 9%	20 10%	283 7%	27 6%	12 5%	7 5%	13 6%	27 5%	29 7%	19 5%	29 6%	29 6%	46 7%	43 6%	47 11%	3 5%	24 6%
Eyesight. Poor vision, colour blindness, partial sight, or are blind	243 5%	213 5%	30 4%	12 6%	209 5%	20 5%	8 3%	6 4%	8 4%	24 4%	12 3%	23 6%	24 5%	15 3%	46 7%	27 4%	28 6%	3 6%	17 5%
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	449 9%	371 8%	79 11%	27 14%	386 9%	33 8%	19 8%	10 7%	19 9%	41 7%	41 10%	27 7%	51 11%	44 9%	56 8%	69 10%	38 9%	3 6%	30 6%
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	201 4%	163 4%	38 5%	16 9%	165 4%	21 5%	8 3%	7 5%	7 3%	20 4%	8 2%	9 2%	30 7%	12 2%	23 3%	43 9%	13 3%	2 4%	19 5%
Breathing. Breathlessness or chest pains	302 6%	248 6%	54 8%	17 9%	265 6%	16 4%	14 6%	7 5%	14 7%	46 9%	31 7%	12 3%	36 9%	33 7%	25 4%	38 5%	30 7%	1 2%	15 4%
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	176 3%	143 3%	33 5%	11 6%	147 3%	10 2%	12 5%	6 4%	5 2%	10 2%	8 2%	8 2%	28 6%	6 1%	23 3%	34 5%	25 6%	1 2%	9 2%
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	145 3%	125 3%	19 3%	6 3%	123 3%	12 3%	5 2%	6 4%	1 *	16 3%	5 1%	8 2%	19 4%	6 1%	31 5%	21 3%	17 4%	* *	12 3%
Your mental health. Anxiety, depression, or trauma-related conditions, for example	585 11%	499 11%	87 12%	34 18%	488 11%	45 10%	30 12%	22 10%	28 13%	60 11%	48 11%	39 10%	63 14%	51 11%	68 10%	78 11%	54 12%	6 11%	40 10%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	345 7%	274 6%	71 10%	25 13%	294 7%	23 5%	19 7%	10 7%	19 9%	41 7%	24 6%	20 5%	25 6%	44 9%	27 4%	47 7%	46 10%	1 3%	21 6%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	3348 65%	2888 65%	460 64%	110 58%	2809 68%	294 68%	154 62%	91 64%	136 66%	381 73%	276 65%	244 66%	273 60%	318 75%	458 71%	469 73%	255 58%	36 69%	257 73%
Don't know	137 3%	124 3%	13 2%	2 1%	113 3%	13 3%	7 3%	4 3%	7 3%	15 3%	12 3%	15 4%	12 3%	20 4%	10 1%	10 1%	13 3%	1 1%	13 3%
Prefer not to say	186 4%	171 4%	15 2%	4 2%	166 4%	12 3%	13 5%	5 4%	8 4%	18 3%	13 3%	12 3%	14 3%	17 4%	38 6%	23 3%	13 3%	3 5%	9 2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
\* small base

QZ5. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges	
		Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Hearing. Poor hearing, partial hearing, or are deaf	328 6%	120 7%	23 10%	80 9%	140 8%	120 6%	43 5%	15 4%	9 5%	260 7%	24 5%	139 7%	120 6%	50 7%	17 6%	2	260 7%	18 5%	58 7%	96 5%
Eyesight. Poor vision, colour blindness, partial sight, or are blind	243 5%	59 3%	7 3%	27 3%	93 5%	86 4%	28 3%	21 6%	8 5%	179 5%	29 6%	88 4%	98 5%	32 4%	19 7%	-	186 5%	19 5%	51 6%	48 3%
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc, or cannot walk very far or manage stairs or can only do so with difficulty	449 9%	151 8%	22 9%	103 12%	205 12%	162 8%	45 5%	21 6%	7 4%	368 10%	28 5%	215 11%	144 7%	56 8%	17 6%	5	359 9%	21 6%	66 8%	147 8%
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	201 4%	60 3%	8 3%	40 5%	76 4%	71 4%	30 4%	8 2%	11 7%	148 4%	20 4%	69 4%	73 4%	34 5%	17 6%	5	141 4%	21 6%	42 5%	68 4%
Breathing. Breathlessness or chest pains	302 6%	96 5%	18 7%	62 7%	109 6%	125 6%	46 6%	12 4%	7 4%	234 6%	19 4%	130 7%	108 5%	41 5%	16 6%	4	238 6%	21 6%	64 8%	97 6%
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	176 3%	46 3%	11 5%	21 2%	57 3%	62 3%	39 5%	10 3%	5 3%	119 3%	15 3%	74 4%	66 3%	28 4%	3 1%	4	140 4%	6 2%	38 5%	47 3%
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	145 3%	37 2%	9 4%	21 2%	57 3%	51 3%	22 3%	2	10 6%	108 3%	11 2%	54 3%	55 3%	29 4%	-	3	109 3%	3 1%	30 4%	37 2%
Your mental health. Anxiety, depression, or trauma-related conditions, for example	585 11%	173 10%	46 20%	84 10%	181 10%	230 11%	112 14%	32 9%	20 12%	411 11%	52 10%	262 13%	191 9%	82 11%	31 12%	11	453 11%	41 11%	105 13%	148 8%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	345 7%	120 7%	24 10%	83 9%	157 9%	127 5%	33 4%	14 4%	8 5%	285 8%	22 4%	165 8%	104 5%	48 6%	17 7%	6	269 7%	24 7%	44 5%	107 6%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	3348 65%	1241 69%	135 57%	559 64%	1134 65%	1316 65%	531 65%	248 70%	96 58%	2450 65%	344 66%	1225 62%	1389 65%	457 61%	178 68%	65	2814 66%	243 67%	499 60%	1233 71%
Don't know	137 3%	24 1%	2 1%	8 1%	30 2%	52 3%	33 4%	10 3%	4 2%	82 2%	14 3%	37 2%	47 2%	34 5%	5 2%	5	84 2%	10 3%	20 2%	32 2%
Prefer not to say	186 4%	54 3%	12 5%	28 3%	52 3%	70 3%	34 4%	13 4%	16 10%	122 3%	29 5%	69 4%	72 4%	35 5%	4 1%	5	141 4%	9 2%	42 5%	46 3%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
\* small base

QZ5. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

	Total	Housebound			Disability			Internet access					
		Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117*	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Hearing. Poor hearing, partial hearing, or are deaf	328	55	265	9	328	-	-	308	8	4	2	320	6
	6%	15% <b>ab</b>	6%	11%	23% <b>ab</b>	-	-	6%	7%	9%	22%	6%	24%
Eyesight. Poor vision, colour blindness, partial sight, or are blind	243	52	184	8	243	-	-	214	18	8	-	240	3
	5%	15% <b>ab</b>	4%	10% <b>ab</b>	16% <b>ab</b>	-	-	4%	15% <b>ab</b>	17%	-	5%	12%
Mobility. Cannot walk at all/ use a wheelchair or mobility scooter etc, or cannot walk very far or manage stairs or can only do so with difficulty	449	140	288	21	449	-	-	419	19	5	4	442	3
	9%	42% <b>ab</b>	6%	20% <b>ab</b>	30% <b>ab</b>	-	-	8%	16% <b>ab</b>	11%	43%	9%	13%
Dexterity. Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	201	59	135	6	201	-	-	170	19	8	2	197	2
	4%	18% <b>ab</b>	3%	6% <b>ab</b>	13% <b>ab</b>	-	-	3%	16% <b>ab</b>	17%	21%	4%	7%
Breathing. Breathlessness or chest pains	302	55	232	15	302	-	-	284	5	5	2	294	6
	6%	16% <b>ab</b>	5%	10% <b>ab</b>	20% <b>ab</b>	-	-	6%	5%	11%	22%	6%	24%
Mental abilities. Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	176	57	115	4	176	-	-	157	14	3	-	174	2
	3%	17% <b>abc</b>	2%	5%	12% <b>ab</b>	-	-	3%	12% <b>ab</b>	7%	-	3%	7%
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	145	32	107	6	145	-	-	131	10	-	2	141	2
	3%	10% <b>ab</b>	2%	7% <b>ab</b>	13% <b>ab</b>	-	-	3%	6% <b>ab</b>	1%	22%	3%	7%
Your mental health. Anxiety, depression, or trauma-related conditions, for example	585	117	448	20	585	-	-	566	14	3	-	584	2
	11%	25% <b>ab</b>	9%	20% <b>ab</b>	30% <b>ab</b>	-	-	11%	12%	7%	-	11%	7%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	345	68	268	9	345	-	-	338	1	2	2	341	2
	7%	20% <b>ab</b>	6%	11%	23% <b>ab</b>	-	-	7%	1%	4%	22%	7%	7%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	3348	43	3289	16	-	3348	-	3295	24	21	4	3340	4
	65%	13%	69% <b>ac</b>	20%	-	100% <b>ad</b>	-	66% <b>ah</b>	21%	46%	46%	65% <b>ah</b>	15%
Don't know	137	7	124	6	-	-	137	121	10	-	1	130	6
	3%	2%	3%	6% <b>ab</b>	-	-	42% <b>ad</b>	2%	8% <b>ab</b>	-	11%	3%	22%
Prefer not to say	186	15	154	17	-	-	186	164	12	3	-	179	7
	4%	5%	3%	21% <b>ab</b>	-	-	53% <b>ad</b>	3%	11% <b>ab</b>	6%	-	3%	28%

Proportions/Mean: Columns Tested (5% risk level) - abc/c - d/ef - ghi/jkl  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QZ5. Which of these, if any, impact or limit your daily activities or the work you can do?

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	880	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248
Hearing: Poor hearing, partial hearing, or are deaf	328	90	84	82	72	38	21	31	35	25	24	-	57	25	20	18
	6%	7%	6%	6%	6%	9% <b></b>	5%	7%	8%	6%	6%	-	7%	5%	5%	4%
Eyesight: Poor vision, colour blindness, partial sight, or are blind	243	78	67	41	57	26	27	24	31	15	21	-	33	8	13	19
	5%	6% <b></b>	5%	3%	4%	6% <b></b>	6% <b></b>	6% <b></b>	7% <b></b>	4%	6% <b></b>	-	4%	2%	3%	5%
Mobility: Cannot walk at all/use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	448	114	122	95	118	43	37	34	44	34	45	-	57	37	29	46
	8%	9%	9%	7%	9%	10%	9%	8%	9%	8%	11%	-	7%	8%	7%	11%
Dexterity: Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	201	46	44	65	45	20	16	11	10	9	26	-	42	23	7	16
	4%	4%	3%	5%	4%	5%	4%	3%	2%	2%	6% <b></b>	-	5% <b></b>	5% <b></b>	2%	4%
Breathing: Breathlessness or chest pains	302	77	64	68	92	33	24	20	19	25	20	-	45	24	30	36
	6%	6%	5%	5%	7%	8%	5%	5%	4%	6%	5%	-	5%	5%	7%	6% <b></b>
Mental abilities: Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	176	38	53	44	41	22	7	9	12	19	22	-	34	10	6	20
	3%	3%	4%	3%	3%	5% <b></b>	2%	2%	3%	5% <b></b>	5% <b></b>	-	4% <b></b>	2%	1%	5% <b></b>
Social/ behavioural. Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	145	34	44	34	32	13	19	2	14	15	15	-	23	12	6	18
	3%	3%	3%	3%	3%	3%	4% <b></b>	1%	3% <b></b>	4% <b></b>	4% <b></b>	-	3% <b></b>	2%	1%	4% <b></b>
Your mental health. Anxiety, depression, or trauma-related conditions, for example	585	162	151	112	140	70	48	64	41	49	60	-	72	40	51	46
	11%	14% <b></b>	12%	9%	11%	16% <b></b>	11%	15% <b></b>	9%	12%	14% <b></b>	-	9%	8%	12%	11%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	345	100	95	75	76	48	28	24	35	30	29	-	48	26	31	18
	7%	8%	7%	6%	6%	11% <b></b>	6%	6%	8%	7%	7%	-	6%	6%	7%	4%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	3348	819	796	878	854	265	284	270	303	251	242	-	549	329	300	279
	65%	64%	62%	68% <b></b>	66%	61%	66%	63%	65%	61%	58%	-	67% <b></b>	70% <b></b>	69% <b></b>	67% <b></b>
Don't know	137	38	46	29	23	15	10	13	12	18	16	-	20	9	9	3
	3%	3%	4% <b></b>	2%	2%	2% <b></b>	2%	3%	3%	4% <b></b>	4% <b></b>	-	2%	2%	2%	1%
Prefer not to say	186	54	44	53	35	9	23	22	16	17	11	-	23	30	11	10
	4%	4%	3%	4%	3%	2%	5%	5%	3%	4%	3%	-	3%	6% <b></b>	3%	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QZ6. Which of the following best describes you?

Base : All participants

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted	Total
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	5161	-	5161	619	2818	2461	2883	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1306	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	2868
White - British	3126	-	3126	407	1726	1485	1628	351	390	622	446	585	400	331	741	1069	1315	731	3126	-	2915
	16%	-	61%	58%	61%	59%	62%	51%	60% <sup>g</sup>	61% <sup>h</sup>	62% <sup>i</sup>	63% <sup>j</sup>	63% <sup>k</sup>	63% <sup>l</sup>	55%	62% <sup>n</sup>	63% <sup>o</sup>	63% <sup>p</sup>	68% <sup>s</sup>	-	56%
White - English	841	-	841	79	426	477	362	52	58	139	118	195	151	129	110	257	475	280	841	-	662
	16%	-	16%	13%	14%	19%	14%	8%	9%	13% <sup>g</sup>	12% <sup>h</sup>	13% <sup>i</sup>	13% <sup>j</sup>	13% <sup>k</sup>	8%	13% <sup>n</sup>	13% <sup>o</sup>	13% <sup>p</sup>	13% <sup>s</sup>	-	13%
White - Scottish	270	-	270	37	151	128	142	34	36	46	43	44	39	28	70	88	111	68	270	-	531
	5%	-	5%	5%	5%	5%	5%	5%	6%	4%	6%	5%	6%	5%	5%	6%	5%	6%	6%	-	10%
White - Welsh	107	-	107	12	64	47	59	9	9	17	21	17	11	12	28	38	41	23	107	-	285
	2%	-	2%	2%	2%	2%	2%	3%	1%	2%	3%	2%	2%	2%	2%	2%	2%	2%	2%	-	6%
White - Irish	103	-	103	19	59	52	50	19	19	15	12	26	5	8	37	27	38	12	103	-	261
	2%	-	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	3%	2%	2%	1%	2%	-	6%
Any other white background (please specify)	144	-	144	20	78	44	100	20	34	50	13	14	10	4	54	63	27	13	144	-	127
	3%	-	3%	3%	3%	2%	4%	3%	5% <sup>g</sup>	5% <sup>h</sup>	2%	2%	2%	1%	4% <sup>n</sup>	4% <sup>o</sup>	1%	1%	3%	-	2%
Mixed - White and Black Caribbean	28	-	28	4	22	17	11	9	2	6	9	2	-	-	11	15	2	-	28	-	19
	1%	-	1%	1%	1%	1%	7%	1%	1%	1%	1%	1%	-	-	1%	1%	1%	-	1%	-	1%
Mixed - White and Black African	9	-	9	3	3	5	4	8	-	-	-	-	-	-	8	-	-	-	9	-	9
	-	-	-	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%
Mixed - White and Asian	56	-	56	22	26	35	19	11	3	24	7	6	5	-	14	31	11	5	56	-	33
	1%	-	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	-	1%	2%	1%	1%	1%	-	1%
Any other mixed background (please specify)	11	-	11	4	3	3	7	3	5	2	2	-	-	-	1%	4	-	-	11	-	8
	2%	-	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%
Asian and British Asian - Indian	110	-	110	35	56	45	65	34	29	30	11	4	2	-	63	41	6	2	110	-	68
	2%	-	2%	2%	2%	2%	2%	2%	2%	2%	1%	4%	2%	-	3%	2%	1%	1%	2%	-	1%
Asian and British Asian - Pakistani	70	-	70	15	47	38	32	18	13	13	2	1	1	2	45	21	4	3	70	-	41
	1%	-	1%	2%	2%	2%	1%	4% <sup>g</sup>	3% <sup>h</sup>	3% <sup>i</sup>	2% <sup>j</sup>	1%	1%	2%	3%	1%	1%	1%	1%	-	1%
Asian and British Asian - Bangladeshi	31	-	31	7	11	12	19	8	10	10	-	3	-	-	18	10	3	-	31	-	18
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%
Any other Asian background (please specify)	30	-	30	3	23	4	26	11	4	2	2	2	2	2	9	14	4	12	10	-	24
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%
Black and Black British - Caribbean	43	-	43	11	18	23	20	8	5	1	13	12	2	2	13	15	16	4	43	-	24
	1%	-	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%
Black and Black British - African	73	-	73	13	53	43	30	24	12	10	6	-	-	2	50	15	2	2	73	-	48
	1%	-	1%	2%	1%	2%	1%	2% <sup>g</sup>	1% <sup>h</sup>	1% <sup>i</sup>	1% <sup>j</sup>	1%	1%	1%	4%	1%	1%	1%	1%	-	1%
Any other Black background (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Middle Eastern, including Arabic origin	13	-	13	4	7	6	7	7	2	-	-	4	-	-	9	-	4	-	13	-	8
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%
Chinese	37	-	37	3	25	20	17	11	9	5	7	4	-	-	21	13	4	-	37	-	31
	1%	-	1%	1%	1%	1%	1%	2% <sup>g</sup>	1% <sup>h</sup>	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	-	1%
Any other background (please specify)	20	-	20	-	13	6	15	5	-	5	3	4	4	-	5	8	8	4	20	-	14
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%
I prefer not to answer	39	-	39	2	19	25	14	9	9	13	1	4	3	-	18	14	7	3	39	-	34
	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%
NET White	4590	-	4590	573	2504	2232	2341	495	546	889	653	880	615	512	1041	1542	2007	1127	4590	-	4781
	89%	-	89%	82%	85% <sup>g</sup>	89%	89%	72%	84% <sup>h</sup>	88% <sup>i</sup>	91% <sup>j</sup>	95% <sup>k</sup>	97% <sup>l</sup>	97% <sup>m</sup>	78%	89% <sup>n</sup>	86% <sup>o</sup>	87% <sup>p</sup>	100% <sup>s</sup>	-	93%
NET Mixed	104	-	104	33	54	59	41	31	10	33	17	9	5	-	40	50	13	5	104	-	69
	2%	-	2%	2%	2%	2%	2%	4% <sup>g</sup>	3% <sup>h</sup>	4% <sup>i</sup>	3% <sup>j</sup>	2% <sup>k</sup>	2% <sup>l</sup>	1%	4% <sup>n</sup>	3% <sup>o</sup>	1%	1%	2%	-	1%
NET Asian	277	-	277	63	162	119	158	90	69	65	23	14	5	10	160	89	29	15	277	-	182
	5%	-	5%	6%	6%	5%	6%	13% <sup>g</sup>	11% <sup>h</sup>	6% <sup>i</sup>	3% <sup>j</sup>	1%	2%	12% <sup>n</sup>	9% <sup>o</sup>	5% <sup>p</sup>	1%	1%	5%	-	4%
NET Black	116	-	116	24	72	66	51	52	17	11	19	12	2	4	69	30	18	6	116	-	73
	2%	-	2%	3%	3%	3%	2%	5% <sup>g</sup>	3% <sup>h</sup>	3% <sup>i</sup>	3% <sup>j</sup>	2%	1%	1%	3% <sup>n</sup>	2% <sup>o</sup>	1%	1%	1%	-	1%
NET Other	34	-	34	4	20	12	22	12	2	5	3	6	4	-	14	8	12	4	34	-	22
	1%	-	1%	1%	1%	1%	1%	2% <sup>g</sup>	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%
NET EMG	531	-	531	124	307	256	272	185	98	114	63	42	16	14	282	176	72	30	531	-	346
	10%	-	10%	16% <sup>g</sup>	11%	10%	10%	27% <sup>g</sup>	15% <sup>h</sup>	11% <sup>i</sup>	6% <sup>j</sup>	5%	3%	3%	21% <sup>n</sup>	14% <sup>o</sup>	3%	3%	100% <sup>s</sup>	-	7%

Proportions/Mean: Column Totals (5% risk level) - ab - cd - ef - ghijklm - nopq - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



QZ6. Which of the following best describes you?

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared					Income (per year) - Combined		State benefits					
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108	
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*	
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69	
White - British	3126	531	949	715	932	1479	1646	1877	1204	393	402	835	826	475	2063	399	2575	319	1146	74	
White - English	841	105	280	214	243	384	457	422	411	107	104	238	228	114	570	108	689	83	302	16	
White - Scottish	270	74	80	56	60	154	116	163	102	28	31	70	63	57	163	29	222	26	99	10	
White - Welsh	107	21	41	17	27	62	44	65	40	16	11	33	26	15	70	16	86	16	40	4	
White - Irish	163	24	36	21	22	60	42	67	33	9	21	11	29	23	65	9	90	11	37	3	
Any other white background (please specify)	144	24	34	48	39	58	86	101	41	13	18	19	57	20	94	13	119	18	48	4	
Mixed - White and Black Caribbean	28	7	2	10	9	10	19	21	6	1	7	7	4	5	17	1	24	2	15	3	
Mixed - White and Black African	9	3	-	1	4	3	5	7	2	-	4	1	3	4	-	7	-	-	-	-	
Mixed - White and Asian	59	30	17	5	4	46	9	42	13	3	-	11	6	33	17	3	53	5	22	-	
Any other mixed background (please specify)	11	8	4	-	-	11	-	10	1	-	2	4	4	1	10	-	11	2	5	-	
Asian and British Asian - Indian	110	36	34	26	15	70	40	67	23	11	13	25	44	12	82	11	97	7	47	5	
Asian and British Asian - Pakistani	70	16	21	13	20	36	33	46	22	15	11	15	14	12	40	15	54	11	27	5	
Asian and British Asian - Bangladeshi	31	6	4	6	14	10	20	20	10	9	4	8	4	1	16	9	17	7	10	-	
Any other Asian background (please specify)	30	7	10	4	9	17	13	7	23	1	3	3	14	6	20	1	28	3	19	1	
Black and Black British - Caribbean	43	3	11	10	19	14	29	26	17	7	5	21	5	5	32	7	36	11	14	-	
Black and Black British - African	73	28	32	10	3	80	13	45	25	11	10	10	20	20	39	11	62	6	38	-	
Any other Black background (please specify)	13	4	6	3	-	10	3	10	4	-	6	2	4	1	12	1	13	-	5	1	
Middle Eastern, including Arabic origin	37	10	19	4	3	29	8	32	5	2	3	7	15	9	25	2	35	-	26	-	
Chinese	20	3	5	2	11	7	13	3	17	5	3	4	6	1	14	5	15	4	7	-	
Any other background (please specify)	39	6	9	12	12	15	25	25	8	7	5	8	2	-	14	7	17	-	11	7	
I prefer not to answer	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET White	4590	779	1420	1070	1322	2199	2392	2696	1835	567	586	1211	1229	704	3026	575	3781	474	1674	110	
NET Mixed	204	42	23	16	17	87	33	89	22	4	9	26	15	43	49	4	86	8	43	3	
NET Asian	277	75	87	54	61	163	115	192	83	38	35	58	91	40	184	38	231	27	129	12	
NET Black	116	31	43	20	22	74	42	71	43	18	15	31	25	25	71	18	98	17	49	-	
NET Other	34	8	11	5	11	17	16	12	21	5	9	6	10	2	26	6	28	4	12	1	
NET EMG	531	161	164	95	111	325	206	355	169	65	67	121	141	110	329	65	452	56	234	15	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QZ6. Which of the following best describes you?

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	Ni (g)	North East (h)	North West (i)	Yorkshire/ Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
White - British	3126	2659	467	121	2768	157	122	79	164	400	289	240	281	312	320	477	286	24	133
White - English	61%	70%	65%	64%	62% <sup>ab</sup>	36%	49% <sup>bc</sup>	53% <sup>cd</sup>	73% <sup>de</sup>	69% <sup>ef</sup>	71% <sup>fg</sup>	69% <sup>gh</sup>	64% <sup>hi</sup>	62% <sup>ij</sup>	60% <sup>kl</sup>	47% <sup>lm</sup>	62% <sup>no</sup>	46%	35%
White - Scottish	270	234	36	15	38	228	1	3	6	3	4	1	2	4	13	2	3	23	206
White - Welsh	107	84	23	8	24	-	82	-	-	-	3	1	3	-	6	2	8	-	-
White - Irish	103	89	15	9	52	3	1	40	1	5	3	1	1	-	31	5	-	-	3
Any other white background (please specify)	144	133	11	4	128	9	3	4	1	11	7	9	13	14	26	38	9	2	8
Mixed - White and Black Caribbean	28	25	3	1	28	-	-	-	-	3	3	-	7	-	6	-	-	-	-
Mixed - White and Black African	9	9	-	-	7	1	-	-	-	1	1	-	2	-	3	-	-	-	1
Mixed - White and Asian	59	55	-	-	52	-	1	-	-	2	-	2	2	4	38	6	-	-	2
Any other mixed background (please specify)	11	11	-	-	11	-	-	-	-	2	2	-	-	3	5	-	-	-	-
Asian and British Asian - Indian	110	100	10	-	108	2	1	1	1	8	4	17	9	4	32	22	10	-	2
Asian and British Asian - Pakistani	70	67	2	-	69	-	1	-	1	13	9	1	20	3	15	6	2	-	-
Asian and British Asian - Bangladeshi	31	31	-	-	30	1	-	-	1	4	4	2	1	-	16	2	-	-	1
Any other Asian background (please specify)	30	20	10	2	27	3	-	1	1	-	-	5	3	10	6	2	-	-	3
Black and Black British - Caribbean	43	40	3	-	43	-	-	-	1	4	2	5	3	1	24	3	-	-	-
Black and Black British - African	73	69	4	-	67	4	2	1	2	11	5	5	4	4	23	12	1	1	3
Any other Black background (please specify)	-	-	-	-	-	-	10	-	-	-	-	-	-	-	-	-	-	-	-
Middle Eastern, including Arabic origin	13	13	-	-	12	-	-	1	-	-	-	1	5	2	2	2	-	-	-
Chinese	37	37	-	-	32	3	1	-	2	4	-	3	2	3	11	4	3	-	3
Any other background (please specify)	20	18	3	-	20	-	1	-	1	3	-	2	1	-	8	4	-	-	-
I prefer not to answer	39	36	3	-	34	4	1	1	3	4	3	3	6	-	14	2	-	-	4
NET White	4590	3906	684	186	3799	414	239	138	198	508	394	330	388	440	471	644	426	51	362
NET Mixed	104	100	3	1	99	3	1	-	-	7	6	3	10	12	55	4	-	-	3
NET Asian	277	255	22	3	264	9	3	2	5	28	16	27	37	20	81	34	16	-	8
NET Black	116	109	7	-	110	4	2	1	3	15	7	9	7	6	47	15	1	1	3
NET Other	34	31	3	-	32	-	1	1	1	3	-	3	6	2	10	7	-	-	-
NET EMG	531	498	35	4	505	16	7	4	9	53	29	43	60	40	193	60	17	1	15

Proportions/Means: Columns Tested (5% risk level) - a-b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QZ6. Which of the following best describes you?

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards								Reliance on postal service for sending/receiving parcels						Affordability challenges		
	Total	Use 2nd class almost of the time	Use 2nd class allmost of the time and HH income <£11.5	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
		(a)	(b)																	(c)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
White - British	3128	1121	155	557	1086	1243	482	201	90	2329	291	1155	1287	442	146	62	2442	207	490	1050
51%	62%	65%	63%	62%	62%	59%	57%	52%	52%	56%	59%	59%	53%	55%	62%	51%	57%	59%	59%	60%
White - English	841	322	41	189	330	313	115	54	22	643	77	356	274	126	60	13	630	73	87	314
16%	18%	17%	21%	19%	15%	14%	15%	14%	17%	15%	15%	14%	14%	17%	23%	13%	16%	20%	10%	16%
White - Scottish	270	125	10	48	101	99	43	18	7	200	25	104	100	43	12	6	204	10	37	99
White - Welsh	107	34	6	16	37	41	19	5	3	78	8	49	36	14	6	6	85	6	18	42
2%	2%	3%	2%	2%	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%
White - Irish	103	24	2	9	40	40	11	11	*	80	12	35	52	10	3	1	87	4	22	29
2%	1%	1%	1%	2%	2%	1%	3%	*	2%	2%	2%	2%	3%	1%	1%	1%	2%	1%	3%	2%
Any other white background (please specify)	144	45	3	17	33	54	34	13	9	87	22	53	61	22	3	2	114	5	20	50
3%	2%	1%	2%	2%	3%	4%	4%	4%	4%	2%	4%	3%	3%	3%	1%	2%	3%	1%	2%	3%
Mixed - White and Black Caribbean	28	4	1	1	5	13	8	2	-	19	2	13	10	2	3	-	23	3	10	9
1%	*	*	*	*	1%	1%	1%	1%	*	*	*	1%	*	*	1%	-	1%	1%	1%	1%
Mixed - White and Black African	9	1	-	1	*	6	*	-	2	6	2	5	1	2	-	1	6	1	*	*
*	*	*	*	*	*	*	*	*	1%	1%	1%	*	*	*	1%	1%	1%	1%	1%	1%
Mixed - White and Asian	56	23	-	9	20	18	6	-	1	48	1	32	19	5	-	51	-	15	12	15
1%	1%	-	1%	2%	1%	1%	-	1%	1%	1%	1%	2%	1%	1%	-	1%	-	2%	1%	1%
Any other mixed background (please specify)	11	2	-	-	*	7	-	-	4	-	-	4	3	4	-	7	-	4	3	3
1%	*	*	*	*	*	1%	-	-	1%	-	-	1%	-	-	-	1%	-	1%	1%	1%
Asian and British Asian - Indian	110	23	5	5	26	44	22	9	8	70	17	38	46	17	3	2	84	5	34	25
2%	1%	2%	1%	1%	2%	3%	3%	3%	2%	3%	1%	2%	2%	2%	1%	2%	1%	1%	1%	1%
Asian and British Asian - Pakistani	70	6	2	-	15	25	18	8	-	40	8	15	30	15	9	-	45	9	27	17
3%	1%	1%	-	1%	1%	2%	2%	1%	2%	1%	2%	1%	2%	2%	1%	1%	2%	2%	2%	1%
Asian and British Asian - Bangladeshi	31	9	7	2	4	15	9	1	2	19	3	12	15	4	-	27	-	9	7	7
1%	1%	3%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Any other Asian background (please specify)	30	13	*	12	2	12	11	-	5	14	5	7	12	9	*	1	19	2	12	10
1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Black and Black British - Caribbean	43	7	-	-	8	13	9	7	2	21	9	18	16	-	7	2	34	0	4	21
1%	*	-	-	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%
Black and Black British - African	73	14	2	4	16	29	5	14	6	44	20	26	29	12	4	2	55	6	17	25
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Any other Black background (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Middle Eastern, including Arabic origin	13	3	1	1	4	4	5	-	-	8	-	3	8	2	-	-	11	-	6	-
1%	*	*	*	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Chinese	37	12	-	3	6	16	5	10	1	22	10	11	14	6	5	-	25	5	12	14
1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Any other background (please specify)	20	7	2	7	2	17	-	-	1	19	1	8	8	3	*	1	16	2	7	3
1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I prefer not to answer	39	7	-	-	9	14	7	1	5	23	6	18	4	7	2	4	22	6	3	15
1%	-	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET White	4590	1672	218	836	1627	1790	703	303	132	3418	434	1752	1812	658	230	84	3564	313	673	1564
89%	63%	82%	85%	61%	61%	60%	60%	60%	61%	61%	61%	61%	61%	61%	61%	61%	61%	61%	61%	61%
NET Mixed	104	31	1	11	36	42	22	2	3	77	4	53	33	13	3	1	86	5	29	25
2%	2%	1%	1%	2%	2%	3%	2%	2%	2%	2%	1%	2%	2%	1%	1%	1%	2%	1%	1%	1%
NET Asian	277	64	14	21	52	112	65	28	15	165	43	83	118	51	17	4	200	21	84	74
5%	4%	2%	2%	3%	3%	3%	3%	3%	3%	3%	3%	4%	4%	3%	4%	5%	5%	5%	5%	5%
NET Black	116	21	2	4	24	42	14	21	0	65	29	44	45	12	11	4	89	15	21	46
2%	1%	1%	1%	1%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%
NET Other	34	10	3	8	5	21	5	-	1	27	1	11	16	5	*	1	27	2	13	3
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET EMG	531	125	20	44	117	218	106	50	28	335	78	191	211	81	31	11	403	42	157	148
10%	7%	8%	5%	7%	7%	7%	7%	7%	7%	7%	7%	10%	10%	11%	12%	11%	10%	12%	10%	8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - j/k/l/m/n/o/p/q - r/s  
\* small base

QZ6. Which of the following best describes you?

Base : All participants

	Housebound			Disability			Internet access						
	Total	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
White - British	3128	213	2866	48	982	1953	191	3005	73	32	4	3109	13
51%	64%	60%	50%	53%	58%	59%	59%	61%	62%	68%	43%	61%	50%
White - English	841	48	783	10	222	585	34	822	7	7	2	836	4
16%	14%	16%	13%	15%	17%	10%	17%	6%	14%	24%	16%	15%	
White - Scottish	270	16	252	2	74	178	17	262	5	1	-	269	1
5%	5%	5%	2%	5%	5%	5%	5%	5%	4%	3%	-	5%	5%
White - Welsh	107	4	102	1	34	66	7	103	2	-	-	106	1
2%	1%	2%	1%	2%	2%	2%	2%	2%	2%	2%	-	2%	2%
White - Irish	103	10	87	6	48	51	4	101	1	1	-	103	-
2%	3%	2%	3%	3%	2%	2%	1%	2%	1%	3%	-	2%	-
Any other white background (please specify)	144	4	139	1	22	115	8	138	5	-	-	143	1
3%	1%	3%	2%	1%	3%	2%	2%	3%	4%	-	-	3%	5%
Mixed - White and Black Caribbean	28	1	27	-	9	16	4	25	2	1	-	28	-
1%	-	1%	-	1%	-	1%	1%	1%	1%	3%	-	1%	-
Mixed - White and Black African	9	-	9	-	3	6	-	7	2	-	-	9	-
-	-	-	-	-	-	-	-	-	1%	-	-	-	-
Mixed - White and Asian	56	7	48	1	22	28	5	55	-	-	-	56	-
1%	2%	1%	1%	1%	1%	2%	2%	1%	-	-	-	1%	-
Any other mixed background (please specify)	11	-	11	-	3	6	2	11	-	-	-	11	-
-	-	-	-	-	-	-	1%	-	-	-	-	-	-
Asian and British Asian - Indian	110	6	89	5	19	84	7	104	5	-	-	109	1
2%	2%	2%	6%	1%	3%	2%	2%	2%	4%	-	-	2%	5%
Asian and British Asian - Pakistani	70	10	60	-	17	44	9	57	9	3	1	69	-
1%	3%	1%	-	1%	1%	3%	1%	1%	6%	11%	-	1%	-
Asian and British Asian - Bangladeshi	31	1	29	1	4	22	5	30	1	-	-	31	-
1%	-	1%	1%	-	1%	1%	1%	1%	-	-	-	1%	-
Any other Asian background (please specify)	30	-	29	1	-	28	2	30	1	-	-	30	-
1%	-	1%	1%	-	1%	1%	1%	1%	1%	-	-	1%	-
Black and Black British - Caribbean	43	-	43	-	4	39	-	43	-	-	-	43	-
1%	-	1%	-	-	1%	-	-	1%	-	-	-	1%	-
Black and Black British - African	73	7	66	-	13	53	7	70	2	1	-	73	-
1%	2%	1%	-	1%	2%	2%	2%	1%	2%	1%	-	1%	-
Any other Black background (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
Middle Eastern, including Arabic origin	13	1	13	-	2	11	1	9	-	-	-	13	-
-	-	-	-	-	-	-	-	-	4%	-	-	-	-
Chinese	37	6	31	-	1	36	-	37	-	-	-	37	-
1%	2%	1%	-	-	1%	-	-	1%	-	-	-	1%	-
Any other background (please specify)	20	2	18	-	4	13	3	20	-	-	-	20	-
-	1%	-	-	-	-	1%	1%	-	-	-	-	-	-
I prefer not to answer	39	-	36	4	7	14	19	33	-	-	2	33	5
1%	-	1%	3%	1%	1%	3%	6%	1%	-	-	22%	1%	18%
NET White	4590	295	4227	88	1382	2948	280	4431	92	42	5	4585	20
89%	88%	85%	85%	73%	83%	80%	80%	89%	79%	89%	67%	83%	77%
NET Mixed	104	8	95	1	37	55	11	99	4	1	-	104	-
2%	2%	2%	1%	2%	2%	3%	3%	2%	3%	3%	-	2%	-
NET Asian	277	23	248	7	41	214	22	257	15	3	1	275	1
5%	7%	5%	9%	1%	3%	4%	4%	5%	13%	6%	11%	5%	5%
NET Black	116	7	110	-	17	92	7	114	2	1	-	116	-
2%	2%	2%	-	1%	1%	2%	2%	2%	2%	1%	-	2%	-
NET Other	34	2	31	-	6	24	4	30	4	-	-	34	-
1%	1%	1%	-	-	1%	1%	1%	1%	3%	-	-	1%	-
NET EMG	531	40	484	8	101	386	44	499	25	5	1	529	1
10%	12%	10%	10%	7%	11%	11%	11%	10%	11%	11%	11%	10%	5%

Proportions/Mean: Column Test (5% risk level) - ab/c/d - d/e/f - g/h/i/j/k  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QZ6. Which of the following best describes you?

Base : All participants

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	5161	1200	1201	1200	1200	430	430	430	430	430	431	-	880	430	430	430
Weighted Base	5161	1200	1201	1200	1200	432	431	427	464	412	416	**	818	472	437	416
Effective Base	2868	661	732	726	756	215	220	226	251	240	242	-	475	253	249	248
White - British	3126	807	779	803	736	270	277	260	280	258	240	-	521	282	245	258
61%	63% <sup>td</sup>	60%	62% <sup>td</sup>	57%	63% <sup>td</sup>	64% <sup>td</sup>	61%	60%	63% <sup>td</sup>	58%	-	64% <sup>td</sup>	60%	56%	62%	54%
White - English	841	202	238	202	198	58	69	75	75	70	-	132	70	70	56	71
16%	16%	18%	16%	15%	14%	16%	18%	18%	20% <sup>td</sup>	17%	-	18%	15%	16%	14%	16%
White - Scottish	270	66	68	71	65	18	22	26	27	18	23	-	43	28	30	15
5%	5%	5%	5%	5%	4%	5%	6%	6%	4%	6%	-	5%	6%	7%	4%	5%
White - Welsh	107	24	22	23	37	8	6	9	6	6	10	-	18	5	14	13
2%	2%	2%	2%	3%	2%	1%	2%	1%	1%	2%	-	2%	1%	3%	3%	2%
White - Irish	103	24	28	18	34	6	11	7	10	7	11	-	12	6	13	6
2%	2%	2%	1%	3%	1%	3%	2%	2%	3%	3%	-	1%	1%	3%	1%	3%
Any other white background (please specify)	144	43	25	25	44	17	18	14	8	8	8	-	14	12	13	11
3%	4% <sup>td</sup>	2%	2%	3%	4%	4%	3%	2%	2%	2%	-	2%	2%	3%	3%	2% <sup>td</sup>
Mixed - White and Black Caribbean	28	7	2	5	15	1	3	3	-	2	-	-	1	4	7	2
1%	*	*	1% <sup>td</sup>	1%	*	1%	1%	*	*	*	-	-	1%	2% <sup>td</sup>	1%	1% <sup>td</sup>
Mixed - White and Black African	9	*	*	*	*	*	*	2	2	4	-	-	*	*	*	*
1%	1% <sup>td</sup>	1% <sup>td</sup>	1% <sup>td</sup>	1% <sup>td</sup>	1%	1%	1%	1%	1% <sup>td</sup>	1% <sup>td</sup>	-	-	1%	1%	1%	1%
Mixed - White and Asian	56	8	20	12	15	5	-	3	13	4	3	-	7	5	2	4
1%	1%	2%	1%	1%	1%	1%	1%	3% <sup>td</sup>	1%	1%	1%	-	1%	1%	1%	2% <sup>td</sup>
Any other mixed background (please specify)	11	-	4	4	4	-	-	-	3	-	1	-	-	3	-	4
1%	*	*	*	1%	*	*	*	1%	*	*	-	-	1%	*	*	1%
Asian and British Asian - Indian	110	25	26	26	33	14	7	4	6	8	12	-	21	5	8	10
2%	2%	2%	2%	3%	3%	2%	1%	1%	2%	3%	3%	-	3%	1%	2%	3%
Asian and British Asian - Pakistani	70	16	10	25	18	11	3	3	3	1	7	-	18	7	6	5
1%	1%	1%	2%	1%	2% <sup>td</sup>	1%	1%	1%	1%	1%	2%	-	2% <sup>td</sup>	1%	1%	2%
Asian and British Asian - Bangladeshi	31	9	5	6	10	-	3	6	1	2	2	-	-	6	4	5
1%	1%	*	1%	1%	-	1%	1% <sup>td</sup>	1%	1%	2	2	-	1%	1% <sup>td</sup>	1%	1%
Any other Asian background (please specify)	30	2	5	5	17	-	2	*	*	3	2	-	4	1	4	8
1%	5%	*	1% <sup>td</sup>	1% <sup>td</sup>	-	*	*	*	1%	2	2	-	1%	*	1% <sup>td</sup>	2% <sup>td</sup>
Black and Black British - Caribbean	43	13	6	13	12	8	3	2	3	2	1	-	5	9	6	4
1%	1%	*	1%	1%	2%	1%	*	1%	*	*	*	-	1%	2%	1%	1%
Black and Black British - African	73	13	18	13	29	7	1	5	4	3	10	-	7	6	8	6
1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	2%	-	1%	1%	2%	1%
Any other Black background (please specify)	13	*	*	*	*	*	*	*	*	*	*	-	*	*	*	*
1%	*	*	*	*	*	*	*	*	*	*	*	-	*	*	*	*
Middle Eastern, including Arabic origin	13	3	4	1	5	3	-	-	-	2	2	-	1	-	2	3
1%	*	*	*	1%	3%	*	*	*	*	1%	1%	-	*	*	1%	1%
Chinese	9	2	19	7	2	-	-	7	1	*	*	-	7	12	*	5
1%	1%	1% <sup>td</sup>	1%	1%	*	2%	*	*	*	*	*	-	1%	3% <sup>td</sup>	1%	1%
Any other background (please specify)	20	3	7	4	7	3	-	-	4	2	-	-	4	3	4	-
1%	*	1%	1%	1%	1%	1%	-	-	1% <sup>td</sup>	1%	-	-	1%	1%	1% <sup>td</sup>	1%
I prefer not to answer	39	8	13	14	4	4	7	1	3	4	6	-	7	7	3	2
1%	1%	1%	1%	*	*	2%	1%	1%	1%	2%	-	-	1%	1%	*	1%
NET White	4590	1172	1160	1143	1114	377	404	391	424	374	362	-	742	402	386	358
89%	91% <sup>td</sup>	90% <sup>td</sup>	89%	86%	87%	84% <sup>td</sup>	82% <sup>td</sup>	82% <sup>td</sup>	81% <sup>td</sup>	87%	-	91% <sup>td</sup>	85%	88%	86%	85%
NET Mixed	104	16	34	21	33	7	3	7	18	8	9	-	8	13	9	6
2%	1%	3%	2%	3%	2%	1%	2%	2% <sup>td</sup>	2%	2%	2%	-	1%	3%	2%	1%
NET Asian	277	61	49	82	86	27	13	21	11	14	24	-	50	32	23	33
5%	5%	4%	6% <sup>td</sup>	7% <sup>td</sup>	6% <sup>td</sup>	3%	5%	2%	3%	6%	6%	-	6% <sup>td</sup>	7% <sup>td</sup>	5%	6% <sup>td</sup>
NET Black	116	26	24	26	40	15	5	7	7	6	11	-	11	15	14	10
2%	2%	2%	2%	3%	3%	1%	2%	2%	1%	3%	3%	-	1%	3%	3%	2%
NET Other	34	7	11	4	12	7	-	-	6	4	4	-	1	4	5	7
1%	1%	1%	*	1%	2% <sup>td</sup>	-	-	-	2% <sup>td</sup>	1%	1%	-	1%	1%	1% <sup>td</sup>	1%
NET EMG	531	109	117	133	172	54	21	34	36	34	47	-	70	63	51	56
10%	8%	9%	10%	13% <sup>td</sup>	13% <sup>td</sup>	5%	8%	8%	8%	8%	11% <sup>td</sup>	-	9%	13% <sup>td</sup>	12% <sup>td</sup>	13% <sup>td</sup>

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/p  
 \*\* very small base (under 30) ineligible for sig testing

Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)

QZ7. What is your annual household income (from all sources, before tax)?

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age						Age NET				Ethnicity		Unweighted Total		
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)		NET EMG (s)	
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Under £11,500 per year	639	-	639	66	315	250	383	95	60	95	100	129	89	69	155	196	288	159	567	65	599
12%	-	-	12%	9%	11%	10%	15%	14%	9%	9%	14%	14%	14%	13%	12%	11%	14%	14%	12%	12%	12%
£11,500 - £17,499 per year	658	-	658	80	362	302	354	96	66	89	79	119	89	120	162	169	327	208	586	67	627
13%	-	-	13%	11%	13%	12%	13%	14%	10%	9%	11%	13%	13%	12%	10%	13%	13%	13%	13%	13%	13%
£17,500 - £29,999 per year	1339	-	1339	184	724	635	699	158	209	233	175	220	171	174	367	409	554	345	1211	121	1307
26%	-	-	26%	26%	26%	25%	27%	32%	23%	24%	24%	27%	27%	27%	24%	27%	27%	30%	26%	23%	25%
£30,000 - £49,999 per year	1372	-	1372	191	782	709	661	160	188	316	181	251	175	102	348	497	527	277	1229	141	1402
27%	-	-	27%	27%	28%	28%	25%	23%	29%	31%	25%	27%	25%	26%	26%	25%	24%	27%	27%	27%	27%
£50,000+ per year	814	-	814	159	461	481	332	124	100	235	140	137	69	19	223	375	216	78	704	110	865
16%	-	-	16%	13%	16%	15%	13%	14%	11%	13%	13%	13%	9%	4%	13%	13%	13%	7%	15%	13%	17%
I don't know/ I prefer not to answer	339	-	339	20	186	135	199	57	29	47	41	71	52	42	86	88	165	94	294	27	341
7%	-	-	7%	3%	7%	5%	6%	6%	4%	5%	6%	6%	6%	8%	6%	6%	6%	6%	6%	5%	7%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - no/p/q - rs  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

QZ7. What is your annual household income (from all sources, before tax)?

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Under £11,500 per year	639	37	119	75	407	156	482	214	412	639	-	-	-	-	639	-	-	159	107	12
72%	4%	10%	12%	28% <sup>ab</sup>	6%	13% <sup>cd</sup>	7%	20% <sup>gh</sup>	100% <sup>ijklmn</sup>	-	-	-	-	-	99% <sup>op</sup>	-	-	30% <sup>qr</sup>	8%	9%
£11,500 - £17,499 per year	659	72	165	114	308	236	421	297	347	-	658	-	-	-	658	-	658	104	199	24
13%	8%	10%	10%	21% <sup>ab</sup>	9%	13% <sup>cd</sup>	10%	17% <sup>gh</sup>	100% <sup>ijklmn</sup>	-	-	-	-	-	20% <sup>op</sup>	-	15% <sup>qr</sup>	20% <sup>st</sup>	10%	10% <sup>uv</sup>
£17,500 - £29,999 per year	1339	154	469	325	390	623	716	770	550	-	1339	-	-	-	1339	-	1339	152	510	28
26%	16%	29% <sup>ka</sup>	28% <sup>ka</sup>	27% <sup>ka</sup>	25%	27%	25%	27%	27%	-	100% <sup>klmn</sup>	-	-	-	49% <sup>op</sup>	-	31% <sup>qr</sup>	29%	27%	21%
£30,000 - £49,999 per year	1372	251	507	406	208	758	614	969	399	-	-	1372	-	-	1372	-	1372	72	640	12
27%	27% <sup>kd</sup>	33% <sup>kd</sup>	33% <sup>kd</sup>	14%	30% <sup>kd</sup>	23%	20%	23% <sup>kd</sup>	20%	-	-	100% <sup>klmn</sup>	-	-	41% <sup>op</sup>	-	22% <sup>qr</sup>	14%	33% <sup>st</sup>	9%
£50,000+ per year	814	375	231	171	37	606	208	582	131	-	-	-	814	-	814	-	814	32	362	9
16%	49% <sup>bed</sup>	15% <sup>cd</sup>	14% <sup>cd</sup>	3%	24% <sup>kl</sup>	8%	22% <sup>kl</sup>	6%	6%	-	-	-	100% <sup>ijklm</sup>	-	-	-	19% <sup>no</sup>	6%	18% <sup>st</sup>	7%
I don't know/ I prefer not to answer	339	56	103	86	95	159	180	143	174	-	-	-	-	-	9	67	12	102	47	
7%	6%	6%	7%	7%	6%	7%	5%	9% <sup>gh</sup>	9% <sup>gh</sup>	-	-	-	-	-	1%	2%	2%	6% <sup>ij</sup>	36% <sup>kl</sup>	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QZ7. What is your annual household income (from all sources, before tax)?

Base : All participants

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humber (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Under £11,500 per year	639	553	86	17	557	40	27	15	27	85	67	42	53	61	72	88	61	7	33
	12%	12%	12%	9%	13%	9%	11%	10%	13%	15%	10%	11%	12%	13%	11%	12%	14%	13%	9%
£11,500 - £17,499 per year	686	585	93	30	567	44	33	14	27	89	53	50	77	70	54	92	54	5	40
	13%	13%	13%	16%	13%	10%	13%	10%	13%	14%	12%	13%	17%	15%	8%	13%	12%	9%	10%
£17,500 - £29,999 per year	1339	1157	182	52	1129	103	71	36	57	154	122	114	147	119	125	171	120	12	91
	26%	26%	25%	27%	26%	24%	29%	25%	27%	27%	29%	30%	32%	25%	18%	24%	27%	23%	24%
£30,000 - £49,999 per year	1372	1174	198	45	1151	126	59	37	54	116	140	93	103	145	175	207	118	15	111
	27%	26%	27%	24%	27%	29%	24%	26%	26%	21%	25%	25%	23%	20%	26%	23%	27%	30%	23%
£50,000+ per year	814	715	96	27	649	90	42	32	32	81	26	48	47	50	190	119	55	10	80
	16%	16%	13%	14%	15%	11%	17%	23%	15%	14%	6%	13%	10%	10%	25%	17%	12%	20%	21%
I don't know/ I prefer not to answer	339	272	67	20	285	29	16	9	12	39	17	27	28	35	62	29	35	3	26
	7%	6%	9%	10%	7%	7%	6%	7%	6%	7%	4%	7%	6%	7%	9%	4%	8%	6%	7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base



QZ7. What is your annual household income (from all sources, before tax)?

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	744	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	833	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	458	1025
Under £11,500 per year	639	234	234	157	228	242	95	34	23	470	57	246	213	105	38	23	459	61	104	173
£11,500 - £17,499 per year	12%	13%	13% <sup>abc</sup>	13% <sup>bc</sup>	13%	12%	12%	10%	14%	12%	11%	13%	10%	14%	14%	23% <sup>klmnp</sup>	11%	13%	13%	10%
£17,500 - £29,999 per year	658	232	-	147	232	260	99	45	18	492	63	240	251	100	44	13	492	57	134	192
£30,000 - £49,999 per year	13%	13% <sup>bd</sup>	-	17% <sup>abd</sup>	13%	13%	12%	13%	11%	13%	12%	12%	12%	13%	17%	13%	12%	16%	16% <sup>rs</sup>	11%
£50,000+ per year	1339	491	-	239	441	497	249	105	38	938	143	490	525	212	74	22	1015	95	238	452
I don't know / I prefer not to answer	26%	27% <sup>bd</sup>	-	27% <sup>bd</sup>	25%	25%	31% <sup>de</sup>	30%	23%	25%	27%	25%	26%	28%	22%	25%	26%	29%	29%	26%
Total	1372	474	-	198	453	577	202	85	48	1029	134	527	580	175	66	17	1107	83	219	504
	27%	25% <sup>bc</sup>	-	25% <sup>bc</sup>	26%	29%	24%	29%	24%	29%	27%	27%	28%	24%	20%	18%	28%	23%	26%	23%
	814	234	-	52	311	307	107	59	28	618	87	353	331	85	31	10	683	41	112	291
	16%	13% <sup>bc</sup>	-	6% <sup>b</sup>	16% <sup>d</sup>	15%	13%	17%	17%	17%	17%	18% <sup>mq</sup>	16% <sup>mn</sup>	11%	12%	10%	17% <sup>lm</sup>	11%	13%	17%
	339	140	4	86	89	139	64	25	10	228	35	105	128	69	11	13	233	25	26	135
	7%	6% <sup>a</sup>	2%	10% <sup>a</sup>	5%	7%	6% <sup>d</sup>	7%	6%	6%	7%	5%	6%	6% <sup>op</sup>	4%	14% <sup>klm</sup>	6%	7%	3%	6% <sup>r</sup>

Proportions: Means: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base

QZ7. What is your annual household income (from all sources, before tax)?

Base : All participants

Total	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Under £11,500 per year	639	49	574	15	280	314	45	601	14	7	8	622	9
12%	15%	12%	19%	17% <b>de</b>	9%	14% <b>de</b>		12%	12%	16%	100%	12%	33%
£11,500 - £17,499 per year	658	67	579	12	260	344	54	631	19	7	-	696	1
13%	20% <b>b</b>	12%	15%	17% <b>de</b>	10%	17% <b>de</b>		13%	16%	14%	-	13%	5%
£17,500 - £29,999 per year	1339	70	1249	20	422	845	72	1271	47	14	-	1331	8
26%	21%	26%	25%	28%	25%	22%		26%	40% <b>gh</b>	30%	-	26%	29%
£30,000 - £49,999 per year	1372	77	1284	12	302	1012	59	1332	28	11	-	1312	1
27%	23%	27%	14%	20%	20% <b>de</b>	18%		27%	24%	23%	-	27%	3%
£50,000+ per year	814	49	758	7	148	630	36	805	9	-	-	814	*
16%	15%	16%	9%	10%	19% <b>de</b>	11%		16%	8%	-	-	16%	1%
I don't know/ I prefer not to answer	339	22	303	14	78	203	58	324	-	8	-	332	7
7%	8%	6%	19% <b>de</b>	5%	8%	18% <b>de</b>		7% <b>h</b>	-	17%	-	9% <b>h</b>	29%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**Ofcom Residential Postal Tracker - January 2022 to December 2022 (Online only)**

**QZ7. What is your annual household income (from all sources, before tax)?**

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	860	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2668	681	732	728	756	215	220	226	251	240	242	-	475	253	249	248	259
Under £11,500 per year	639	189	172	148	130	72	56	61	56	47	68	-	95	52	42	46	42
	12%	15% <sup>sd</sup>	13%	11%	10%	17% <sup>knj</sup>	13%	14%	12%	11%	16% <sup>knj</sup>	-	12%	11%	10%	11%	10%
£11,500 - £17,499 per year	658	154	178	152	174	54	51	48	67	48	63	-	93	59	48	53	73
	13%	12%	14%	12%	13%	13%	12%	11%	15%	12%	15%	-	11%	12%	11%	13%	17% <sup>knj</sup>
£17,500 - £29,999 per year	1339	321	328	369	321	104	103	114	102	112	116	-	241	128	102	108	111
	26%	25%	25%	29%	25%	24%	24%	27%	22%	27%	28%	-	27%	23%	23%	26%	25%
£30,000 - £49,999 per year	1372	344	305	347	377	114	123	106	112	93	100	-	221	126	157	113	106
	27%	27%	24%	27%	29% <sup>knh</sup>	26%	29%	25%	24%	23%	24%	-	27%	27%	30% <sup>knghjlmno</sup>	27%	24%
£50,000+ per year	814	190	222	187	216	64	59	67	104	74	44	-	122	65	69	70	77
	16%	15%	17%	14%	17%	15%	14%	16%	22% <sup>knghjlm</sup>	17%	11%	-	15%	14%	16%	17% <sup>knj</sup>	13% <sup>knj</sup>
I don't know/ I prefer not to answer	339	93	86	87	73	24	38	31	23	38	25	-	45	42	19	25	28
	7%	7%	7%	7%	6%	5%	9%	7%	5%	9% <sup>knj</sup>	6%	-	6%	5% <sup>knj</sup>	4%	6%	6%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QZ8. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

	Methodology		Online business/hobby		Gender		Age					Age NET				Ethnicity		Unweighted Total			
	CAP1 (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)		NET White (r)	NET EMG (s)	
Unweighted Base	341	-	341	19	188	126	210	62	34	47	37	63	61	37	96	84	161	98	307	20	341
Weighted Base	339	-**	339	20**	186	135*	199	57*	29**	47**	41**	71*	52*	42**	86*	88*	165*	94*	294	27**	341
Effective Base	196	-	196	12	107	77	116	32	20	28	21	40	31	24	52	49	95	55	172	16	341
Under £11,500	9	-	9	3	2	5	4	1	1	2	*	1	3	2	1	2	5	5	8	1	8
3%	-	-	3%	14%	1%	3%	2%	1%	3%	4%	*	1%	6%	4%	2%	2%	3%	5%	3%	2%	2%
Over £11,500	67	-	67	4	37	24	41	19	6	8	5	11	9	10	24	14	29	19	51	13	67
20%	-	-	20%	21%	20%	18%	21%	33%	19%	18%	13%	15%	16%	24%	28%	16%	18%	20%	17%	48%	20%
I don't know	29	-	29	*	15	14	12	10	2	3	-	3	7	3	13	3	13	10	27	1	35
8%	-	-	8%	-	8%	10%	6%	18%	9%	5%	-	5%	13%	7%	15% <b>g</b>	3%	8%	11%	9%	5%	10%
I prefer not to answer	234	-	234	13	132	93	141	28	20	34	36	56	33	27	48	70	117	61	207	12	231
69%	-	-	69%	65%	71%	69%	71%	48%	69%	73%	87%	79% <b>g</b>	64%	65%	55%	79% <b>h</b>	71%	65%	70%	45%	68%

Proportions/Mean: Columns Tested (5% risk level) - a-b - c/d - e/f - g/h/i/j/k/l/m - n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QZ8. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	341	89	84	81	87	173	168	129	190	-	-	-	-	-	-	8	67	16	100	40
Weighted Base	339	56*	103*	86*	95*	159*	180	143*	174	**	**	**	**	**	**	9**	67*	12**	102*	47**
Effective Base	196	40	53	53	53	91	106	73	113	-	-	-	-	-	-	5	39	8	56	25
Under £11,500	9	1	1	2	6	1	8	3	6	-	-	-	-	-	-	9	-	3	1	1
	3%	1%	1%	2%	6%	1%	4%	2%	3%	-	-	-	-	-	-	100%	-	23%	1%	1%
Over £11,500	87	20	27	18	5	47	21	29	39	-	-	-	-	-	-	87	2	2	23	2
	20%	23% <sup>d</sup>	26% <sup>d</sup>	18% <sup>d</sup>	5%	30% <sup>d</sup>	11%	20%	22%	-	-	-	-	-	-	100%	100%	21%	23%	4%
I don't know	29	3	2	11	13	4	24	3	24	-	-	-	-	-	-	-	-	2	10	1
	8%	5%	2%	13% <sup>b</sup>	14% <sup>b</sup>	3%	14% <sup>b</sup>	2%	14% <sup>b</sup>	-	-	-	-	-	-	-	-	19%	10%	1%
I prefer not to answer	234	33	73	58	70	106	128	108	106	-	-	-	-	-	-	-	-	4	68	44
	69%	59%	71%	67%	74%	67%	71%	78% <sup>d</sup>	61%	-	-	-	-	-	-	-	-	36%	67%	93%

Proportions/Mears: Columns Tested (5% risk level) - a-b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QZ8. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

	Rurality				Nation				Region										
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humbberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	341	214	127	57	172	74	60	35	15	20	13	21	15	21	28	17	22	13	61
Weighted Base	339	272	67*	20**	285	29*	16**	9**	12**	39**	17**	27**	28**	35**	62**	29**	35**	3**	26**
Effective Base	196	156	40	16	149	31	28	15	14	19	12	18	13	18	27	16	20	6	26
Under £11,500	9	7	2	2	6	1	*	1	1	-	-	-	2	3	-	-	1	-	1
	3%	3%	3%	9%	2%	5%	1%	7%	5%	-	-	-	7%	9%	-	-	3%	-	6%
Over £11,500	67	53	15	5	55	3	6	3	3	7	2	7	14	-	9	8	5	-	3
	20%	19%	22%	23%	19%	11%	36%	36%	23%	17%	12%	25%	50%	-	15%	29%	15%	12%	11%
I don't know	29	25	4	*	23	3	2	1	2	3	5	3	-	2	4	3	2	-	3
	8%	9%	5%	1%	8%	9%	10%	12%	17%	7%	27%	10%	-	6%	11%	6%	6%	-	10%
I prefer not to answer	234	187	47	13	200	22	8	4	7	30	11	17	12	30	49	17	27	3	19
	69%	69%	70%	67%	70%	75%	52%	46%	55%	76%	61%	65%	44%	86%	79%	60%	77%	88%	73%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QZ8. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	341	139	5	88	94	141	55	24	14	235	38	109	135	59	14	12	244	28	128
Weighted Base	339	140*	4**	86*	89*	139*	64*	25**	10**	228	35**	105*	128*	69*	11**	13**	233	26**	135*
Effective Base	196	82	5	55	49	80	39	16	5	129	21	61	76	37	9	7	137	16	73
Under £11,500	9	4	4	3	2	6	1	-	-	8	-	3	2	-	1	-	5	1	3
	3%	3%	100%	3%	2%	4%	1%	-	-	4%	-	3%	2%	-	6%	-	2%	3%	12%
Over £11,500	67	31	-	18	23	26	6	8	1	49	10	21	30	10	3	2	51	5	4
	20%	22%	-	21%	26%	19%	10%	33%	13%	21%	28%	20%	23%	15%	27%	18%	22%	22%	17%
I don't know	29	16	-	14	5	13	7	1	1	17	3	10	9	6	1	1	19	3	8
	8%	12%	-	17%	5%	9%	11%	5%	14%	8%	8%	10%	7%	8%	12%	10%	8%	11%	19%
I prefer not to answer	234	89	-	51	60	94	50	16	7	153	23	71	87	52	6	10	158	16	103
	68%	64%	-	62%	67%	68%	78%	61%	73%	67%	65%	68%	68%	75%	55%	72%	65%	64%	52%

Proportions/Mears: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i - k/l/m/n/o/p/q - r/s  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

**QZ8. Can you tell me if your household income from all sources before tax is above or below £11,500?**

Base : Did not declare an annual household income

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	341	21	310	10	96	197	48	329	-	5	-	334	7
Weighted Base	339	22**	303	14**	78*	203	58**	324	-**	8**	-**	332	7**
Effective Base	196	13	176	8	52	116	30	189	-	4	-	193	4
Under £11,500	9	1	8	-	2	6	1	9	-	-	-	9	-
	3%	6%	2%	-	2%	3%	3%	3%	-	-	-	3%	-
Over £11,500	67	3	63	2	13	50	4	67	-	-	-	67	-
	20%	13%	21%	13%	17%	24%	8%	21%	-	-	-	20%	-
I don't know	29	1	26	1	10	18	1	25	-	2	-	27	1
	8%	5%	9%	10%	12%	9%	1%	8%	-	30%	-	8%	19%
I prefer not to answer	234	16	207	11	54	130	51	223	-	5	-	228	6
	68%	76%	68%	77%	69%	64%	62%	69%	-	70%	-	69%	61%

Proportions/Mears: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QZ8. Can you tell me if your household income from all sources before tax is above or below £11,500?

Base : Did not declare an annual household income

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	341	96	89	87	69	30	33	33	22	41	26	-	56	31	20	24	25
Weighted Base	339	93*	86*	87*	73*	24**	38**	31**	23**	38**	25**	**	45**	42**	19**	25**	28**
Effective Base	196	53	54	47	42	13	20	21	14	24	16	-	29	20	10	17	16
Under £11,500	9	4	1	1	2	4	-	-	-	1	-	-	1	-	-	2	-
	3%	4%	1%	2%	3%	16%	-	-	1%	3%	-	-	3%	-	-	10%	-
Over £11,500	67	21	18	22	6	2	13	6	6	5	6	-	13	9	2	1	2
	20%	23%	21%	25%**	8%	10%	34%	20%	27%	15%	25%	-	30%	20%	12%	5%	8%
I don't know	29	9	7	7	6	4	4	1	-	1	5	-	4	3	-	2	4
	8%	10%	8%	8%	8%	18%	10%	3%	1%	4%	20%	-	9%	6%	-	9%	13%
I prefer not to answer	234	59	60	57	59	13	22	24	16	30	14	-	26	31	17	19	22
	69%	63%	70%	65%	80%	56%	57%	77%	71%	79%	54%	-	58%	73%	88%	76%	79%

Proportions/Mean: Columns Yes/No (5% risk level) - a:b:c:d - e:f(g:h/i):j:k(l:m/n):o:p  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QZ7/QZ8. Household Income - Combined

Base : All participants

Total	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	5161	-	5161	619	2818	2461	2683	650	668	963	696	983	731	470	1318	1659	2184	1201	4781	346	5161
Weighted Base	5161	**	5161	699	2830	2513	2627	689	652	1016	717	926	634	526	1341	1733	2087	1160	4590	531	5161
Effective Base	2868	-	2868	357	1606	1396	1460	375	380	549	403	553	349	266	754	952	1163	614	2590	262	5161
Under £11,500 per year	647	-	647	68	317	255	387	96	61	97	101	130	92	71	157	198	293	163	575	65	607
	13%	-	13%	10%	11%	10%	15%	14%	9%	10%	14%	14%	15%	13%	12%	11%	14%	14%	13%	12%	12%
Over £11,500 per year	4251	-	4251	618	2366	2151	2087	556	569	882	581	737	501	425	1124	1463	1663	927	3781	452	4288
	82%	-	82%	13%	84%	82%	79%	81%	81%	81%	80%	79%	81%	81%	81%	80%	80%	82%	82%	85%	83%
I don't know	29	-	29	*	15	14	12	10	2	2	-	3	3	3	13	3	13	10	27	1	35
	1%	-	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
I prefer not to answer	234	-	234	13	132	93	141	28	20	34	36	56	33	27	48	70	117	61	207	12	231
	5%	-	5%	2%	5%	4%	5%	4%	3%	3%	5%	6%	5%	5%	4%	4%	5%	5%	5%	2%	4%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/kl/m - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QZ7/QZ8. Household Income - Combined

Base : All participants

	Social Grade				Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits			
	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)	
Unweighted Base	5161	1262	1543	1047	1309	2805	2356	2834	2252	599	627	1307	1402	885	3336	607	4288	541	1931	108
Weighted Base	5161	945	1594	1177	1445	2539	2622	3075	2012	639	658	1339	1372	814	3369	647	4251	530	1918	132*
Effective Base	2868	533	892	635	809	1425	1444	1593	1261	345	370	774	759	428	1903	350	2367	317	1097	69
Under £11,500 per year	647	38	120	77	413	157	490	217	418	639	-	-	-	-	-	647	-	161	107	13
73%	13%	4%	9%	7%	29%	6%	19%	7%	21%	100%	0%	0%	0%	0%	0%	100%	0%	30%	6%	10%
Over £11,500 per year	4281	872	1399	1032	948	2271	1960	2747	1465	-	853	1339	1372	814	3369	-	4251	392	1733	74
82%	67%	52%	45%	66%	83%	76%	82%	73%	73%	100%	100%	100%	100%	100%	100%	0%	100%	68%	40%	56%
I don't know	29	3	2	11	13	4	24	3	24	-	-	-	-	-	-	-	-	2	10	1
1%	0%	0%	1%	1%	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%
I prefer not to answer	234	33	73	58	70	106	128	108	106	-	-	-	-	-	-	-	-	4	68	44
5%	3%	5%	5%	5%	4%	5%	4%	5%	5%	0%	0%	0%	0%	0%	0%	0%	0%	1%	4%	33%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QZ7/QZ8. Household Income - Combined

Base : All participants

	Rurality			Nation				Region											
	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)	
Unweighted Base	5161	3415	1746	783	2573	1048	851	689	278	283	285	283	287	288	294	291	284	176	872
Weighted Base	5161	4438	722	191	4338	433	247	143	210	565	426	375	455	480	678	706	443	52*	381
Effective Base	2868	2432	440	154	2169	448	410	477	253	259	260	257	261	262	273	261	260	61	388
Under £11,500 per year	647	560	87	19	564	42	27	15	28	85	67	42	55	64	72	88	62	7	35
13%	13%	12%	10%	13%	10%	11%	11%	13%	13%	13%	10%	11%	12%	13%	12%	14%	13%	7%	9%
Over £11,500 per year	4281	3686	584	158	3551	367	210	122	173	448	343	313	388	384	563	598	352	42	325
82%	83%	81%	83%	82%	85%	85%	85%	82%	83%	79%	81%	83%	82%	80%	82%	83%	79%	81%	85%
I don't know	29	25	4	-	23	3	2	1	2	3	5	3	-	2	4	3	2	-	3
1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	-	-	-	-	1%
I prefer not to answer	234	187	47	13	200	22	8	4	7	30	11	17	12	30	49	17	27	3	19
5%	4%	7%	7%	5%	5%	3%	3%	3%	3%	5%	2%	5%	3%	6%	7%	2%	6%	5%	5%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \* small base

QZ7/QZ8. Household Income - Combined

Base : All participants

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges	
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)
Unweighted Base	5161	1853	217	967	1790	2062	747	334	173	3852	507	2068	2020	669	230	112	4088	342	1836
Weighted Base	5161	1805	237	880	1754	2021	817	354	165	3775	518	1961	2028	746	263	99*	3989	362	1747
Effective Base	2868	1012	121	530	946	1130	457	201	105	2076	305	1112	1108	402	144	68	2219	210	1025
Under £11,500 per year	647	237	237	160	230	246	96	34	23	478	57	248	215	105	39	23	464	62	108
13%	13%	13%	13%	13%	13%	12%	12%	10%	14%	13%	11%	13%	11%	14%	15%	23%	12%	13%	10%
Over £11,500 per year	4251	1462	-	654	1459	1667	663	302	134	3126	436	1632	1716	563	217	64	3348	282	1462
82%	81% <sup>bc</sup>	-	74% <sup>bd</sup>	83%	82%	81%	86%	81%	83%	84%	85%	85% <sup>mo</sup>	85% <sup>moq</sup>	78% <sup>so</sup>	82% <sup>so</sup>	65%	84% <sup>moq</sup>	76% <sup>so</sup>	85%
I don't know	29	16	-	14	5	13	7	1	1	17	3	10	9	6	1	1	19	3	8
7%	1%	-	2%	-	1%	1%	-	1%	-	1%	1%	1%	-	1%	-	-	1%	1%	-
I prefer not to answer	234	89	-	51	80	94	50	16	7	153	23	71	87	52	6	10	158	16	103
8%	5% <sup>h</sup>	-	8% <sup>h</sup>	3%	5%	5% <sup>hd</sup>	4%	4%	4%	4%	4%	4%	4%	7% <sup>lmoq</sup>	2%	10% <sup>lmoq</sup>	4%	4%	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g/h/i/j - k/l/m/n/o/p/q - r/s  
 \* small base

QZ7/QZ8. Household Income - Combined

Base : All participants

Total	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	5161	321	4764	76	1528	3306	327	5001	87	44	5	5132	24
Weighted Base	5161	335	4747	80*	1490	3348	323	4964	117**	47**	8**	5127	26**
Effective Base	2868	187	2636	45	850	1829	190	2763	60	28	5	2851	13
Under £11,500 per year	647	50	582	15	281	320	46	610	14	7	6	631	9
13%	15%	12%	19%	82% <sup>abc</sup>	10%	84% <sup>def</sup>		12%	12%	16%	100%	12%	33%
Over £11,500 per year	4251	267	3932	52	1145	2880	225	4106	103	31	-	4241	10
82%	89% <sup>abc</sup>	83% <sup>bc</sup>	65%	77% <sup>df</sup>	86% <sup>def</sup>	70%	83%	88%	67%	-	-	83%	38%
I don't know	29	1	26	1	10	18	1	25	-	2	-	27	1
1%	-	1%	2%	1%	1%	1%	-	1%	-	5%	-	1%	5%
I prefer not to answer	234	16	207	11	54	130	51	223	-	5	-	228	6
5%	5%	4%	14% <sup>ab</sup>	4%	4%	15% <sup>def</sup>		4%	-	12%	-	4%	23%

Proportions/Mean: Columns Tested (5% risk level) - abc/c - d/ef - ghi/jkl  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QZ7/QZ8. Household Income - Combined

Base : All participants

Total	Quarter				Month												
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)	
Unweighted Base	5161	1290	1291	1290	1290	430	430	430	430	430	431	-	850	430	430	430	430
Weighted Base	5161	1290	1291	1290	1290	432	431	427	464	412	416	**	818	472	437	416	437
Effective Base	2668	681	732	726	756	215	220	226	251	240	242	-	475	253	249	248	259
Under £11,500 per year	647	193	173	149	133	76	56	61	57	48	68	-	97	52	42	49	42
	13%	15%	13%	12%	10%	18% <sup>min</sup>	13%	14%	12%	12%	16% <sup>min</sup>	-	12%	11%	10%	12%	10%
Over £11,500 per year	4251	1030	1051	1077	1093	339	350	341	391	332	328	-	691	386	378	346	369
	82%	80%	81%	83%	85% <sup>min</sup>	78%	81%	80%	84%	81%	79%	-	84%	82%	87% <sup>min</sup>	83%	84%
I don't know	29	9	7	7	6	4	4	1	-	1	5	-	4	3	-	2	4
	1%	1%	1%	1%	*	1%	1%	*	*	1%	1%	-	1%	1%	*	1%	1%
I prefer not to answer	234	59	60	57	59	13	22	24	16	30	14	-	26	31	17	19	22
	5%	5%	5%	4%	5%	3%	5%	6%	3%	7% <sup>min</sup>	3%	-	3%	7% <sup>min</sup>	4%	5%	5%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing

QZ9. Do you personally receive any state benefits (for example Universal Credit, Child Tax Credit, Jobseeker's Allowance, Housing Benefit) ?

Base : All respondents

	Methodology		Online business/hobby		Gender		Age							Age NET				Ethnicity		Unweighted Total	
	CAPI (a)	Online (b)	Sell online (c)	Don't sell online (d)	Male (e)	Female (f)	16-24 (g)	25-34 (h)	35-44 (i)	45-54 (j)	55-64 (k)	65-74 (l)	75+ (m)	16-34 (n)	35-54 (o)	55+ (p)	65+ (q)	NET White (r)	NET EMG (s)		
Unweighted Base	2580	-	2580	378	2202	1219	1354	341	349	471	327	502	354	236	690	798	1092	590	2370	197	2580
Weighted Base	2580	-**	2580	388	2193	1257	1315	342	347	489	333	488	318	264	689	821	1070	581	2257	305	2580
Effective Base	1482	-	1482	215	1266	721	755	196	198	281	193	289	189	137	394	474	613	325	1323	154	2580
Yes	530	-	530	102	428	239	288	55	84	140	66	98	43	44	139	206	185	88	474	56	541
21%	-	21%	20%	20%	19%	22%	16%	24% <sup>gjl</sup>	29% <sup>ajklm</sup>	20%	20%	14%	17%	20%	25% <sup>abc</sup>	17%	15%	21%	21%	18%	21%
No	1918	-	1918	269	1649	961	953	253	255	328	239	377	257	209	507	568	843	467	1674	234	1931
74%	-	74%	70%	75%	76%	72%	74%	74%	73%	67%	72%	77% <sup>l</sup>	71% <sup>l</sup>	79% <sup>l</sup>	74%	69%	73% <sup>op</sup>	70% <sup>op</sup>	74%	77%	75%
I don't know	47	-	47	6	41	24	24	24	4	6	6	9	9	27	12	8	8	34	11	40	40
2%	-	2%	2%	2%	2%	2%	7% <sup>hijklm</sup>	1%	1%	2%	2%	2%	4% <sup>opq</sup>	1%	1%	1%	1%	2%	4%	2%	2%
I prefer not to answer	85	-	85	11	74	34	51	11	4	15	22	14	9	10	15	37	33	19	76	4	68
3%	-	3%	3%	3%	3%	4%	3%	1%	3%	7% <sup>lmn</sup>	3%	3%	4%	2%	4%	3%	3%	3%	3%	1%	3%

Proportions/Mean: Columns Tested (5% risk level) - ab - cd - ef - gh/ij/klm - nop/q - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing



QZ9. Do you personally receive any state benefits (for example Universal Credit, Child Tax Credit, Jobseeker's Allowance, Housing Benefit) ?

Base : All respondents

	Social Grade					Social Grade NETs		Working Status		Income (per year) - Declared						Income (per year) - Combined		State benefits		
	Total	AB (a)	C1 (b)	C2 (c)	DE (d)	ABC1 (e)	C2DE (f)	Working (g)	Not working (h)	Under £11,500 per year (i)	£11,500 - £17,499 per year (j)	£17,500 - £29,999 per year (k)	£30,000 - £49,999 per year (l)	£50,000+ per year (m)	£11,500 - £49,999 (n)	Under £11,500 per year (o)	Over £11,500 per year (p)	Receive benefits (q)	Don't receive benefits (r)	Don't know/prefer not to say (s)
Unweighted Base	2580	627	783	503	667	1410	1170	1478	1074	272	304	649	739	460	1692	276	2179	541	1931	108
Weighted Base	2580	470	848	553	710	1318	1262	1545	1012	278	326	690	724	402	1739	282	2170	530	1918	132*
Effective Base	1482	279	468	321	414	746	736	849	623	165	187	402	412	226	1001	168	1244	317	1097	69
Yes	530	47	113	82	287	161	369	221	307	159	104	152	72	32	328	161	362	530	-	-
	21%	10%	13%	15%	40% <sup>ab</sup>	12%	29% <sup>ac</sup>	14%	29% <sup>gh</sup>	57% <sup>klmn</sup>	32% <sup>klmn</sup>	22% <sup>lmn</sup>	10%	8%	19% <sup>lmn</sup>	57% <sup>op</sup>	17%	100% <sup>qr</sup>	-	-
No	1918	393	710	445	371	1103	815	1261	645	107	198	510	640	362	1348	107	1733	-	1918	-
	74%	64% <sup>ad</sup>	84% <sup>ad</sup>	80% <sup>ad</sup>	52%	84% <sup>ad</sup>	65%	81% <sup>ad</sup>	64%	38%	61% <sup>ad</sup>	74% <sup>hij</sup>	83% <sup>klmn</sup>	90% <sup>klmn</sup>	77% <sup>kl</sup>	35%	89% <sup>o</sup>	-	100% <sup>qr</sup>	-
I don't know	47	19	5	12	11	24	23	22	24	3	8	14	7	7	30	3	39	-	-	47
	2%	4% <sup>ab</sup>	1%	2%	2%	2%	2%	1%	2%	1%	3%	2%	1%	2%	2%	1%	2%	-	-	98% <sup>qr</sup>
I prefer not to answer	85	10	20	14	41	30	55	41	36	10	15	14	5	2	34	10	36	-	-	85
	3%	2%	2%	3%	9% <sup>abcd</sup>	2%	4% <sup>ac</sup>	3%	4%	3% <sup>klmn</sup>	5% <sup>klmn</sup>	2%	1%	*	2%	3%	2%	-	-	64% <sup>qr</sup>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f - g/h - i/j/k/l/m/n - o/p - q/r/s  
 \* small base

QZ9. Do you personally receive any state benefits (for example Universal Credit, Child Tax Credit, Jobseeker's Allowance, Housing Benefit) ?

Base : All respondents

	Rurality			Nation				Region											
	Total	Urban (a)	Rural including Remote (b)	Remote Rural (c)	England (d)	Scotland (e)	Wales (f)	NI (g)	North East (h)	North West (i)	Yorkshire/Humbberside (j)	East Midlands (k)	West Midlands (l)	East Anglia/ East of England (m)	London/Greater London (n)	South East (o)	South West (p)	Highlands & Islands of Scotland (q)	Rest of Scotland (r)
Unweighted Base	2580	1631	949	451	1292	525	411	352	139	142	143	143	143	145	150	147	140	92	433
Weighted Base	2580	2219	361	76	2169	217	124	71	105	283	213	188	228	240	339	352	222	23**	193
Effective Base	1482	1267	215	103	1137	189	173	238	130	134	135	135	135	136	144	140	133	24	166
Yes	530	464	66	13	453	34	28	15	21	59	48	47	56	37	55	82	48	2	32
	21%	21%	18%	17%	21%	16%	23%	21%	20%	21%	22%	23%	25%	15%	16%	23%	22%	9%	16%
No	1918	1648	270	61	1606	169	90	53	79	207	159	133	160	190	260	254	165	20	149
	74%	74%	75%	80%	74%	78%	73%	74%	75%	73%	74%	71%	70%	77%	72%	74%	74%	68%	77%
I don't know	47	39	8	1	39	5	2	1	1	12	1	1	6	4	4	9	1	-	5
	2%	2%	2%	1%	2%	2%	1%	1%	1%	4%	1%	1%	2%	2%	1%	3%	1%	-	3%
I prefer not to answer	85	69	16	2	71	8	3	2	4	5	6	6	6	9	21	7	8	1	7
	3%	3%	4%	2%	3%	4%	3%	3%	4%	2%	3%	3%	2%	4%	6%	2%	3%	6%	4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f/g - h/i/j/k/l/m/n/o/p/q/r  
 \*\* very small base (under 30) ineligible for sig testing

QZ9. Do you personally receive any state benefits (for example Universal Credit, Child Tax Credit, Jobseeker's Allowance, Housing Benefit) ?

Base : All respondents

	2nd class usage			Reliance on postal service for sending/receiving letters and cards							Reliance on postal service for sending/receiving parcels							Affordability challenges		
	Use 2nd class all/most of the time (a)	Use 2nd class all/most of the time and HH income <£11.5 (b)	Use 2nd class all/most of the time and Not Working (c)	Very reliant (d)	Fairly reliant (e)	Neither reliant nor not reliant (f)	Not very reliant (g)	Not at all reliant (h)	Net reliant (i)	Net not reliant (j)	Very reliant (k)	Fairly reliant (l)	Neither reliant nor not reliant (m)	Not very reliant (n)	Not at all reliant (o)	Net reliant (p)	Net not reliant (q)	ANY affordability challenges (r)	No affordability challenges (s)	
Unweighted Base	2580	945	99	472	933	1041	356	162	71	1974	233	1160	1008	256	104	38	2168	142	744	1836
Weighted Base	2580	923	96*	435	875	1039	406	167*	74*	1914	241	1079	1033	295	117*	39**	2112	157*	833	1747
Effective Base	1482	532	60	269	502	601	230	95	44	1102	139	645	578	162	65	24	1221	89	458	1025
Yes	530	159	42	106	220	210	59	21	11	430	32	241	203	49	22	9	443	31	229	301
21%	17%	15% <sup>abc</sup>	14% <sup>abc</sup>	11% <sup>abc</sup>	20%	15%	12%	15%	15%	22% <sup>def</sup>	13%	22%	20%	17%	19%	23%	21%	20%	15% <sup>def</sup>	17%
No	1918	725	48	314	626	767	314	142	58	1394	201	796	767	227	94	26	1563	120	554	1364
74%	19%	14% <sup>abc</sup>	5%	11% <sup>abc</sup>	72%	74%	77%	78%	73%	83% <sup>def</sup>	74%	74%	74%	77%	80%	66%	74%	77%	67%	76% <sup>def</sup>
I don't know	47	14	3	3	3	24	18	2	*	26	2	13	28	4	*	1	41	2	19	28
2%	2%	3%	3%	1%	*	2% <sup>d</sup>	4% <sup>d</sup>	1%	1%	1%	1%	1%	3%	2%	*	3%	2%	1%	2%	2%
I prefer not to answer	85	24	2	12	26	38	14	2	5	64	6	30	36	15	1	3	66	4	31	54
3%	3%	2%	3%	3%	3%	4%	4%	1%	6%	3%	3%	3%	3%	1%	8%	3%	3%	4%	4%	3%

Proportions/Mean: Columns Yes/No (5% risk level) - abc - def/ghi/j - klmn/opq - rs  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QZ9. Do you personally receive any state benefits (for example Universal Credit, Child Tax Credit, Jobseeker's Allowance, Housing Benefit) ?

Base : All respondents

	Housebound			Disability			Internet access						
	Housebound (a)	Not Housebound (b)	Prefer not to say (c)	Disabled (d)	Not Disabled (e)	Prefer not to say/Don't know (f)	Have internet at home and use (g)	Have internet at home but don't use (h)	Don't have internet at home but use elsewhere (i)	Don't have access to the internet (j)	NET: Have access to the internet (k)	Don't know (l)	
Unweighted Base	2580	146	2401	33	716	1707	157	2489	49	25	3	2583	14
Weighted Base	2580	155*	2386	39**	708	1732	140*	2465	64*	31**	5**	2560	15**
Effective Base	1462	88	1371	23	417	984	82	1422	33	16	3	1470	8
Yes	530	58	498	14	253	249	28	493	26	5	4	524	3
	21%	39% <b></b>	19%	37%	35% <b></b>	14%	20%	20%	39% <b></b>	18%	66%	20%	19%
No	1918	87	1815	16	408	1423	87	1852	36	25	2	1914	3
	74%	56%	76% <b></b>	41%	58%	62% <b></b>	62%	75% <b></b>	56%	82%	34%	75% <b></b>	19%
I don't know	47	4	40	2	18	25	5	41	3	-	-	44	3
	2%	3%	2%	6%	2%	1%	3%	2%	4%	-	-	2%	21%
I prefer not to answer	85	6	72	7	28	35	21	79	-	-	-	79	6
	3%	4%	3%	17%	4% <b></b>	2%	13% <b></b>	3%	-	-	-	3%	46%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e/f - g/h/i/j/k/l  
 \* small base, \*\* very small base (under 30) ineligible for sig testing

QZ9. Do you personally receive any state benefits (for example Universal Credit, Child Tax Credit, Jobseeker's Allowance, Housing Benefit) ?

Base : All respondents

Total	Quarter				Month											
	Q1 2022 (a)	Q2 2022 (b)	Q3 2022 (c)	Q4 2022 (d)	Jan 2022 (e)	Feb 2022 (f)	Mar 2022 (g)	Apr 2022 (h)	May 2022 (i)	Jun 2022 (j)	Jul 2022 (k)	Aug 2022 (l)	Sep 2022 (m)	Oct 2022 (n)	Nov 2022 (o)	Dec 2022 (p)
Unweighted Base	2580	-	-	1290	1290	-	-	-	-	-	-	860	430	430	430	430
Weighted Base	2580	**	**	1290	1290	**	**	**	**	**	**	818	472	437	416	437
Effective Base	1482	-	-	726	756	-	-	-	-	-	-	475	253	249	248	259
Yes	530	-	-	262	268	-	-	-	-	-	-	160	103	87	84	97
	21%	-	-	20%	21%	-	-	-	-	-	-	20%	22%	20%	20%	22%
No	1918	-	-	957	961	-	-	-	-	-	-	619	338	330	313	319
	74%	-	-	74%	74%	-	-	-	-	-	-	76%	72%	76%	75%	73%
I don't know	47	-	-	25	21	-	-	-	-	-	-	16	11	7	4	9
	2%	-	-	2%	2%	-	-	-	-	-	-	2%	2%	2%	1%	2%
I prefer not to answer	85	-	-	44	41	-	-	-	-	-	-	24	20	13	15	13
	3%	-	-	3%	3%	-	-	-	-	-	-	3%	4%	3%	4%	3%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p  
 \*\* very small base (under 30) ineligible for sig testing